

2012

Randwick City Council

# STATE OF THE CITY REPORT



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## Appendices

Appendix A: The Randwick City Council Comprehensive State of the Environment Report

Appendix B: The Randwick City Plan Indicators Methodology

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## Related Documents

The End of Term Report 2008-2012, published August 2012

The Annual Financial Statements, published October 2012



# Mayor's Message

I am pleased to present Randwick City Council's 2012 State of the City Report, summarising the initiatives, achievements and results of the day to day work.

Building on a foundation of financial sustainability, we continued working towards a sustainable future in transport, the environment, community buildings and community wellbeing. We continued our dedication to community consultation and we enhanced our communication methods.

By focusing on the needs and aspirations of the community we achieved high levels of community satisfaction, reflected in the results of the 2012 Community Satisfaction Survey.

Some of these results include:

- 67% of residents were satisfied with Council's overall performance
- 75% of residents are satisfied with the recreation and lifestyle opportunities
- 71% of residents are satisfied with the level of community safety

I am proud to lead a Council where staff work tirelessly to enhance the lives of local residents through high quality services, programs and initiatives.

**Councillor Tony Bowen**

Mayor Randwick City



# Introduction

This report aims to provide an accessible overview of our city, its characteristics, its people, important achievements and the key issues for our residents.

It draws on a wealth of information from different sources including the End of Term Report 2008-12, the Randwick City Plan and associated documents, the findings of the 2012 community satisfaction survey, the 2011 Census information from Australian Bureau of Statistics (ABS), the Indicators Model that provide a detailed analysis of key performance data and the 2012 State of the Environment Report. The full reports of each of these are also available and readers can investigate topics in more depth if they wish to.

This State of the City report aims to provide a snapshot of the big picture. While the End of Term Report 2008-12 provided a summary of our achievements against the strategies and actions in the four year delivery program and annual operational plans, this State of the City Report is focused on the outcomes and the extent of Randwick's achievement against the themes and directions set out by the community in the Randwick City Plan.

The assessment of these achievements is supported by measures and performance data that provide increased accountability and clearly tell the story of how we are progressing as a community. Each measure was chosen because of its appropriateness as a community-wide indicator and is based on existing research providing the opportunity to review progress over a five year period.

The information and data that we have gathered and analysed in the preparation of these final reports was taken into consideration in the recent review of the Randwick City Plan.

# Source documents

## Integrated Planning Framework



**The Randwick City Plan** is Randwick Council's 20 year community strategic plan that reflects our community's vision and the long term goals. It is prepared by Council through engagement and collaboration with the community, other levels of government and major institutions within the City. The plan is underpinned by a suite of medium term plans and the resourcing strategy that takes into account our workforce, our finances and our assets that enables us to deliver our services to the community.

**The Delivery Program 2009-13** reflects the City Plan and includes the strategies that were put in place during the recent Council term to achieve the directions under each theme. The annual operational plan details the actions that were undertaken to implement the strategies.

## End of Term Report 2008-12



**The End of Term report 2008-12** narrates how we are implementing the 20 year Randwick City Plan. It focuses on our achievements, our partnerships and how our actions in implementing the City Plan are benefiting our community. It considers our achievements against the strategies and actions in the Delivery program 2009-13.

## State of the Environment Report 2012

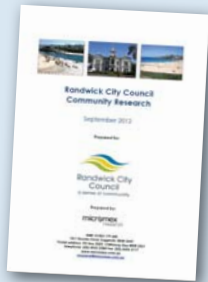


The **2012 State of the Environment report** is an appendix to the State of the City report and is based on the key environmental objectives within Outcome 10, A Healthy Environment identified in Council's 20-year Randwick City Plan. For each of these objectives it establishes and reports on relevant environmental indicators and identifies all major environmental impacts on the agreed environmental objectives.

In reporting on each objective the following is identified:

- Why the objective or issue is important
- What the data for each objective shows, and
- How is Randwick responding in relation to each of the environmental objectives

## Community Satisfaction Survey



**The Community Satisfaction Survey** is undertaken every two years from a sample of 1,000 residents, to examine community attitudes and perceptions towards current and future services and facilities provided by Council. The most recent survey was undertaken in August 2012 and many of the results are included where they relate to the measurement of achievement against the directions and themes.

The community satisfaction survey is designed to gather perceptions opinions, and suggestions about Council services as well as priority issues and concerns. The results are aggregated to get the 'pulse' of the community. The survey process provides the Council with an understanding about how residents feel about services, important issues and the council leadership. Conducting community satisfaction surveys sends an important message to residents that their opinions are valued.

The survey provides quantitative results and frequently Council will undertake further qualitative exploration of the community responses to achieve a deeper understanding of the community's perspective and to more clearly identify what the real issues are.

The survey facilitates better planning as we seek ways **to provide improved or more effective service delivery**. Its findings were taken into account during the City Plan review.

## Indicators Model



**The Randwick City Plan Indicators Model** was developed in 2010 to monitor and evaluate the state of the city in terms of the themes and directions set by the community in the Randwick City Plan. The Model measures the outcomes of the actions taken by the Council, other organisations, the community and the impact of factors such as changes in the environment and economy. The indicators have been cross referenced with the Randwick City Plan (2009) to ensure they correlate with the themes and directions outlined.

The model contains 70 indicators derived from a large number of sources including the community satisfaction survey. The model has been designed to measure changes over the last 5 years. Targets are set for each indicator as either a set value or a trend. The targets have been derived from a variety of sources including industry benchmarks, state government planning targets, Randwick Council planning targets and through internal consultation with staff and community members. The 70 indicators are detailed in the Randwick City Plan Indicators Model appendix.

## 2011 Census Data, (ABS) Australian Bureau of Statistics



**The Census of Population and Housing** undertaken every five years is a descriptive count of everyone who is in Australia in any given household on one night. The most recent Census of Population and Housing was conducted on 9 August 2011. This information provides a reliable basis for estimating the population of the local government areas, planning the distribution of government funds and to make informed decisions on policy and planning issues that impact on the lives of all Australians. Most data included in this report is from the 2011 census except in those situations where the latest data is not yet released. Any data from the 2006 Census will be identified.

# About Randwick City Council

## About our city



Randwick City is located in the eastern suburbs of the Sydney metropolitan area bounded by Centennial Park in the north, to the East by the Pacific Ocean, to the south by Botany Bay. It has an area of 37.42 square kilometres (3742 hectares) and contains thirteen different suburbs.

Our City is known for its extensive parkland and open space areas including Centennial Park, Heffron Park and Botany Bay National Park; 29 kilometres of coastline with the magnificent coastal walkway; excellent education and medical facilities including the University of NSW, four major hospitals and associated research and related services; a strong artistic and cultural focus; regionally significant recreational facilities and its proximity to the Sydney Central Business District (CBD), Sydney Airport and Port Botany

## Our people

**The university, beaches and proximity to the CBD encourage a younger adult population**



Our population is growing. At the 2011 census, Randwick City had a resident population of 128,989 which represents an increase from 2006 of 9,137 people (7.6%). The population lives in 55,557 dwellings with an average household size of 2.4 people.

- 1.4% of our population are Aboriginal or Torres Strait Islander
- 49.1% of the population are male with females representing 50.9%.
- 46.1% of Randwick's population was born overseas vs. 30.2% for the total Australian population. There are significant Chinese, Greek and Indonesian communities with over 30% of our residents speaking a language other than English at home.

When compared with the population of Greater Sydney, Randwick City Council had:

- a larger proportion of people living in a single person household (13.0% vs. 8.4%)
- A higher proportion of people with a university qualification (27.9% vs. 19.5%)
- A larger proportion of the 18-24 age group (13.1% vs. 9.5%) and of the 25-34 age group (18.9% compared to 15.4%)
- A lower proportion of people in younger age groups 0 to 17 years (17.6% vs. 22.9%)

## Quality of life

**Randwick City is a highly desirable place to live, work and relax**



**Residents have a strong attachment to their community and local area demonstrating that we are achieving our vision of building a 'sense of community'.**

- 95% of the community rated their quality of life as very high
- 97% of residents think that the Randwick Council area is a good place to live
- 84% prefer to shop in their local neighbourhood
- 79% of residents said that they feel a part of my local community
- Two-thirds of residents have participated in major events in the past 12 months.



## Community engagement



**In the 2012 Community survey the residents told us that they want to be more involved in decision making. This will be a focus in the coming term.**

**Randwick's Community Consultation Principles and Planning Guide has been expanded to incorporate interactive websites and the use of social media.**

Community engagement processes use a range of forums and methods depending on the project and developing a communication strategy is an integral part of all our major projects.

We are committed to ensuring residents are informed about how we spend ratepayers' money and Council decisions. We use regular methods such as direct mailouts, flyers, local newspapers and community newsletters. Our website, smartphone app and the use of social media sites such as Twitter, Facebook and Youtube also provide residents with access to a range of Council services and information.

We seek regular feedback from our consultative and advisory committees, our twelve precinct committees and eight chambers of commerce as well as economic development forums with local businesses.

*Your say Randwick* is an online site that allows residents and ratepayers to let Council know what they think of proposed projects and plans.

## Contact with Council



**In 2012 the Smartphone ownership across the City was high (64%)**

We have a number of regular communication channels from print advertising and newsletters to smartphone apps and social media to make sure residents know what we're doing and can have their say. Residents can write, email, telephone, use social media and/or visit council.

- 54% of residents had contact with Council in the last 12 months, which is a significant increase from 2009 (37%).
- The predominant method of contact was by telephone (58%) although this has decreased since 2010 followed by 'face-to-face' (20%).
- Overall, residents expressed a high level of satisfaction (77%) with the way their contact was handled.
- 54% of residents had visited Council's website in the last 12 months, which is significantly higher than in 2010 and they expressed a 'moderately high' level of satisfaction with the website. Residents aged 25-54 were significantly more likely to have visited the website.
- Residents get their information about Council and its activities in a variety of ways, the most frequent being the 'Southern Courier' (85%), 'letterbox drops' (81%) and the 'local newspaper' (77%).
- Residents expressed a 'moderately high' level of satisfaction with the information received from Council about its services and activities, with 74% stating they were 'satisfied' to 'very satisfied'. Residents aged 18-24 were significantly less satisfied with the information received.

# Responsible management

...we demonstrate leadership towards a sustainable future

## We provide leadership in the community



Using a range of measures we monitor our progress in achieving the community's outcomes in the Randwick City Plan

The highest priority issues facing Randwick in the next three years were 'development', 'traffic' and 'parking'

The 2012 Community Satisfaction survey established that 67% of residents were satisfied with Council's overall performance

31 of the 37 Council services rated moderate to very high satisfaction levels

The community satisfaction survey allows us to track our performance and progress over time and measure our performance against achieving the outcomes under each theme in the City plan.

Randwick City Plan theme	2012 % satisfied	% Increase in satisfaction since 2006
Responsible management	68.33%	8.93% ↑
A sense of community	91.00%	same
Places for people	51.47%	13.24% ↑
A prospering City	47.82%	18.4% ↑
Moving around	36.11%	11.44% ↑
Looking after our environment	58.33%	18.33% ↑

## We focus on our customers



77% of community were satisfied or very satisfied with how their contact with Council was handled

Customer service is a core value for Randwick staff and over recent years there has been a focus on being more responsive and on improving the delivery and quality of information and services.


- 95% of written correspondence actioned within deadline
- 86% of Customer Service Centre enquiries managed at the first point of contact
- 84% of phone calls answered within 30 seconds
- 91% of Service Requests completed within Service Level Agreement targets

## We have achieved financial sustainability

Financial sustainability is at the core of good governance and Randwick is financially sustainable. Through a programmed and disciplined approach to financial management, the Council continues to generate operating surpluses and record capital expenditure levels while remaining debt free.



- Operating surplus ratio of 1.14
- 2.37% of rates revenue outstanding at year end
- 101% of target employee leave entitlements reserve actually held in reserve

All of our medium-term plans have ten-year financial plans behind them. This gives our staff and our community the stability of knowing when each action is going to be funded.

<p><b>Our workforce is high performing, committed and engaged</b></p> <p><b>99.2% staff assessed as proficient and above in annual performance review</b></p>	<p>We encourage our staff to develop their capabilities and to look for opportunities for challenge and improvement. Over the past six years we have entered a team in the Local Government Management Challenge with great success. In 2008 a combined Randwick /Temora Shire Councils' team won the NSW competition and came second in the Australasian finals; in 2010 our team were NSW runners up and in 2012 our team won the NSW competition and participated in the Australasian finals.</p> <p>We were the first NSW Council to participate in the Aon Hewitt Employer of Choice Survey. So far after two surveys to determine levels of staff engagement and satisfaction with Council as an employer, there has been a notable improvement in staff engagement reflecting the positive outcomes of strategies in place.</p>
<p><b>Strong focus on improvement</b></p> 	<p>Randwick Council has a strong commitment to continuous improvement. We continually seek to provide better services and programs; to achieve cost and efficiency savings and to encourage innovation.</p> <p>A great recent initiative is the Integrated Management Of Works System (IMOWS). Utilising tablet computers, GPS tracking equipment and specialised software it has streamlined the allocation of maintenance works providing for real efficiency and productivity gains. Work is completed more quickly and more accurately with all the paper work processes eliminated.</p> <p>In 2011 we achieved a major migration of business systems from external to in-house management resulting in cost savings, efficiencies and improved operational functionality.</p> <p>In 2012 we created a GIS and Online Services Department to develop innovative ways for our customers to access information and submit requests.</p>
<p><b>Good Governance with demonstrated accountability and transparency</b></p>	<p><b>All staff undertook an innovative training module, Values at Work, that raised discussion of fraud and corruption thinking and encouraged staff to look at Council's values system and consider how it applies to their day to day working environment.</b></p> <p>Other strategies for demonstrating accountability include:</p> <ul style="list-style-type: none"> <li>• Use of the Division of Local Government's <i>Promoting Better Practice Checklist</i> to review processes</li> <li>• Ongoing reviews by Internal Auditor</li> <li>• Internal Audit Committee consisting of Mayor and three external specialists oversees the strategic direction of Council's Risk Management and Internal Audit functions</li> </ul>

# A sense of community

...we foster a sense of community through **a vibrant and diverse community and an informed and engaged community**

<p><b>We support a range of community organisations and events</b></p>	<p>During the four year term from 2008 <b>we spent \$6.96 million on donations and subsidies to individuals</b>, community groups and non-profit organisations, including rental subsidies to childcare centres, donations to surf clubs and local and regional organisations and as grants through our Cultural and Community Grants Program.</p> <p>The total cash and in-kind contributions awarded to community organisations since the beginning of the Cultural Community Grants Program in 2009 is <b>\$320,425</b>.</p>
<p><b>Our community is vibrant</b></p>  <p><b>100,144 people attended Council events representing a 38% increase on the previous year's attendances</b></p>	<p>Our signature annual events include The Spot Food and Film Festival which attracted over 20,000 residents in 2012, "Coogee Sparkles" New Years Eve fireworks, the Australia Day Celebration and Citizenship Ceremony, Eco living fair, multicultural events and high profile events such as the International Women's Day art competition, Lionel Bowen Young Writers' Award and the <i>Filthy Art festival</i>, the annual youth art festival.</p> <p><b><i>We respect our cultural diversity and encourage artistic and creative initiatives. We also support our strong sporting culture.</i></b></p> <p>66% of residents have participated in 'major events' in the past 12 months. Younger residents were more likely to have attended signature events, whilst those aged 65+ were more likely to have participated in smaller community events and activities.</p>
<p><b>We provide great community facilities</b></p>  <p><b>Over the past 5 years circulation in our libraries has increased by 43%</b></p>	<p>We provide for our Community's social, recreational, sporting and cultural needs through a range of facilities and services such as libraries, community centres, sports grounds, parks, walking tracks, cycleways, beaches, ocean pools, an aquatic centre and playgrounds.</p> <ul style="list-style-type: none"> <li>• 75% of residents are satisfied with the recreation and lifestyle opportunities</li> <li>• 74% of residents are satisfied with the community centres and halls</li> <li>• 3,663 average enrolments per term in swim school classes</li> <li>• 551,940 admissions to the Des Renford Leisure Centre</li> <li>• 31% of the population are library members</li> </ul> <p>The Margaret Martin Library, formerly the Randwick Branch Library, had a \$2.5m upgrade in 2009 resulting in an <b>increase of attendees from 550 people to 1100 people per day</b>.</p>
<p><b>Strong partnerships</b></p>	<p>The community wanted Council to take on a stronger advocacy role and there has been a focus on building on existing partnerships and in forging new interagency partnerships.</p> <p><b>Council maintains a good understanding of the community's needs through working with different community members on a range of advisory committees.</b></p>

## Involving people in decision making



**64% of residents were satisfied with the opportunity to consult with Council**

Our Community Consultation Principles and a Consultation Planning Guide provide the basis for planning community consultation and engagement on key projects and planning matters for our City.

We have developed a set of on-line consultation tools including the “Your say Randwick” websites. The extent of community engagement through these sites is reflected in the data for site visits and document downloads, with:

- 23,355 unique visitors making 69,048 site visits and downloading 39,114 documents.

Council held wide ranging innovative, collaborative award winning consultations that successfully sought community approval for the rates levy to fund the Buildings for our Community program.

## Access to information

**71% of residents were satisfied with Council's provision of information about activities, services and community services**

The field work conducted for the Community Satisfaction Survey in 2010 identified that the community would like to hear more about Council through different media. We responded by developing a smartphone app, regular eNews newsletters, web based forums and Council's Facebook and Mayors Twitter page. We have also started producing short videos highlighting projects or issues within the City.

A dedicated Multilingual website was launched in 2011, where 20 pages of core Council information, plus all brochures, are in the top 5 languages in the community, namely Chinese, Spanish, Russian, Greek and Indonesian.


- 1,400 people follow Randwick Council on Facebook and Twitter
- 11,741 hits on LINC (Community Services) webpage
- In 2011-12 there were 1.6 million hits on the Randwick Council website



# Places for people

...we will achieve **excellence in urban design and development, excellent recreation and lifestyle opportunities, and a liveable city where heritage is protected and celebrated**

<p><b>Better design and environmental sustainability across all development</b></p> <p><b>The average development application processing time is 32 days</b></p>	<p>We hold the biennial <b>Randwick Urban Design Awards</b> that encourage and recognise excellence in urban design in our City.</p> <p>56% of the residents are satisfied with how the Council plans and assesses development</p> <p><b>We have a robust development framework.</b> <i>We have reviewed the land use zoning and planning controls in the Local Environmental Plan (LEP) and are conducting the review of the Development Control Plan (DCP) to bring them up to date, address current and emerging planning issues, and support Randwick as a sustainable, well designed and liveable city.</i></p>
<p><b>Maintain quality public spaces</b></p> 	<p><b>We provide 9.03 hectares of open space per 1,000 persons – well above the standard of 2.83 hectares per 1,000 persons.</b></p> <ul style="list-style-type: none"> <li>Nearly 30% of land in Randwick LGA is designated for some form of open space including parks, reserves, beaches and recreational areas</li> <li>Council adopted the Chifley Reserve Plan of Management in 2010 to guide the transformation of this 7.7 hectare former tip site into a regional sporting park.</li> <li>Over the last four years we built two more kilometres of Coastal Walkway</li> <li>Following a detailed inventory review of all open spaces an additional 46 hectares of open has been formally recognised as open space / environment zoned land</li> </ul>
<p><b>Provide quality public buildings and facilities</b></p> <p><b>There has been an increase in the average overall condition of our public infrastructure since 2008</b></p>	<p>During the period from 2008 to 2012 we spent a record amount on capital works with such major projects as the staged redevelopment of Heffron Park.</p> <p>In 2010 Randwick Council with the support of the community was successful in getting approval for a three year variation to general revenue that will largely fund a seven year \$40.7 million <i>Buildings for our Community</i> program to upgrade and replace improved and additional facilities.</p>
<p><b>Our public assets are well maintained and meet services standards</b></p>	<p>Since 2008 the expenditure on infrastructure has exceeded the value of maintenance required to maintain the assets in a satisfactory condition. This has resulted in an improved overall condition to our roads and drainage assets.</p> <p>59% of residents are satisfied with the maintenance of roads and footpaths</p> <p><b>We keep our City clean and inviting</b></p> <p>Over the Council term we received 144,452 service requests, varying from waste services to animal problems.</p> <ul style="list-style-type: none"> <li>72% of residents are satisfied with the cleanliness of the City</li> <li>91% of waste service requests are completed within target days</li> <li>In 2011-12 our graffiti buster teams responded to 2,239 requests from across the City, which resulted in the removal of graffiti covering 46,520 square metres.</li> </ul>

<p><b>Community safety, health and well being</b></p> <p><b>Council is committed to ensuring our community's safety and helping to provide for its health and well being</b></p>	<p>Over a five year period there has been a 23% fall in the number of anti-social behaviour incidents in the Randwick LGA.</p> <ul style="list-style-type: none"> <li>• 71% residents are satisfied with level of community safety</li> <li>• Over 1000 local school children participated in the Surf and Water Safety program each year</li> <li>• In 2011-12 there were 288 surf rescues</li> </ul>
<p><b>Diverse and affordable housing</b></p> <p><b>The level of housing affordability is 32.9% and represents a slight improvement since 2008</b></p> <p>(Median weekly rent divided by median weekly household income)</p>	<p><b>Council is involved in facilitating a range of initiatives to retain and encourage affordable housing in Randwick City.</b></p> <p>In July 2008, Council had six affordable housing units and by the end of 2012-13, there will be 14 units representing a 133% increase in stock.</p>
<p><b>We value our Heritage</b></p> <p><b>We celebrated the 150th anniversary of local government in Randwick in 2009 with a series of free community events and exhibitions focusing on our history and the publication of a multi-award winning book, Randwick by Pauline Curby</b></p> 	<p>We worked strenuously to protect and celebrate our natural and built heritage by:</p> <ul style="list-style-type: none"> <li>– recognising the cultural and social heritage importance of places of significance to our Aboriginal &amp; Torres Strait Islander community</li> <li>– advocating to make the open space on the Commonwealth owned Malabar headland more accessible to the community</li> <li>– undertaking a study on the heritage significance of the sandstone retaining walls and stairs on Council owned land</li> <li>– completing conservation work on two significant heritage items, the Jubilee Fountain and the Cromwell Fountain</li> </ul> <ul style="list-style-type: none"> <li>• 70% of residents are satisfied with protection of heritage buildings and items</li> <li>• 479 heritage items and areas are listed within the LGA</li> </ul>

# A prospering City

...we facilitate a strong local economy

<p><b>We have a strategic approach to economic development</b></p>	<p><b>The Economic Development Strategy, was adopted in 2009 to support and promote economic development across all aspects of the local economy.</b> An Economic Development Officer implements the Strategy and consults widely with local business and chambers of commerce.</p> <p><b><i>Our level of unemployment is 2% lower than that in the Sydney Statistical Division</i></b></p> <p>There are 59,474 people above 15 years in the workforce and the top areas of employment are hospitals, tertiary education, school education, hospitality food services and legal and accounting services.</p> <ul style="list-style-type: none"> <li>• 66.5% of the total workforce (39,416) works outside of Randwick area; of this group 11,030 work in the CBD; 4,311 at Botany Bay and a further 8,190 in the eastern suburbs</li> <li>• 25.4% of the workforce(15,030) work in the Randwick LGA</li> </ul>
<p><b>Our commercial centres are vibrant</b> <b>86% of residents reported that they are spending the same or more at shops in Randwick City than 12 months ago</b></p>	<p>We beautified and upgraded the commercial centres of Kensington, Malabar, Matraville and Lexington Place with footpath paving, kerbs, street furniture and tree planting.</p> <ul style="list-style-type: none"> <li>• 66% of residents are satisfied with the vitality of the commercial centres</li> <li>• 63% of residents are satisfied with the attractiveness of the commercial centres</li> <li>• 73% of residents are satisfied with the cleaning of the commercial centres</li> <li>• 84% of residents prefer to shop in their local neighbourhood</li> </ul> <p>The Randwick City Business Excellence Awards, held every two years had strong support and attracted over 10,000 votes on both occasions.</p>
<p><b>Tourism &amp; recreation</b> <b>While tourism can make a significant contribution to employment and the ongoing prosperity of Randwick City it needs to be sensitive to environmental and social issues</b></p>	<ul style="list-style-type: none"> <li>• Over a 5 year period we have invested \$5 million in the maintenance and development of the Coastal Walk from Clovelly to Botany Bay</li> <li>• 41,140 international visitors spent at least one night in top Randwick visitation sites in 2012</li> <li>• Hospitality food services is one of our key areas of employment</li> </ul>

## Education and Health Specialised Centre

The University of NSW and the Randwick Hospitals Complex are identified in the Metropolitan Plan as a Health and Education Specialised Centre



We are continuing to work on **the development and employment potentials** and related issues of the **Specialised Centre precinct around the University of NSW and Randwick Hospitals Complex** in consultation with key stakeholders and the community. It is important to encourage a mix of service uses and employment around this precinct.

Since 2008 there has been an additional 1,087 people (11% increase) employed in the specialised area

## Building partnerships

Since Randwick Council adopted the Randwick City Plan in 2006 Council has developed a number of significant partnerships to encourage mutual understanding of local needs and contribute to projects that benefit the wider community

**Light rail partnerships** **3 Council Ecological Footprint project with Waverley and Woollahra** Local Government Emissions Trading Scheme with a number of councils **Shared services arrangements** Eastern Beaches Premier's Crime Prevention Partnership **Sister city relationships** Partnerships arising from the Matraville Town Centre Action Plan **Sustainability Agreement with the University of NSW** Housing NSW **Community partnerships with the South Sydney Rugby League Club and the Cancer Council of NSW** Local Guriwal Aboriginal Corporation **Malabar After School Kare (MASK) and Kooloora Community Centre** **NSW Food Regulation Partnership**

# Moving around

...we aim to improve accessibility to Integrated and sustainable transport which allows for a focus on improved transport and encourages the use of sustainable transport options

## Sustainable transport choices



There are an average of 1.26 vehicles per household representing an increase over past five years

### We implemented programs to encourage the use of sustainable transport

We have worked closely with car share providers to make access to car share vehicles easier, thereby reducing the reliance on a private vehicle. There are currently almost 1,000 car share members using 38 community share vehicles in Randwick contributing to 644 fewer vehicles owned by residents and 583 fewer vehicles parking on Randwick streets.

60% of trips taken at a specified date used a mode of transport other than being a vehicle driver. There has been a slow but steady improvement in moving away from driving.

## Encouraging walking and cycling

In 2012, on average, 789 cyclists used the Anzac Parade cycle route each day. This represented a 175% increase from 2008

### We encouraged walking and cycling by:

- producing and distributing free of charge high quality, informative walking and cycle maps
- a campaign to encourage the residents of Kensington and Kingsford to walk or cycle to their local cafés and restaurants
- the *Walk it off* campaign operated in conjunction with the **Shop local** initiatives
- running bicycle maintenance and bicycle proficiency courses for the community

We were a Finalist in the 2010 Australian Bicycling Achievement Awards for our strong demonstration of the commitment and dedication to cycling across Australia.

- 57% residents are satisfied with the construction of cycleways
- 54% residents are satisfied with the availability of car parking in commercial centres

Substantial work on the construction and maintenance of footpaths and roads was undertaken to improve movement around the city.

## Road safety



We initiated a range of programs including the “Slow Down in My Street” and “School Safe” programs to increase safety.

On average over the past five years there were 665 motor vehicle crashes each year.

There has been a very slight reduction in the number of pedestrian accidents across the City.



### Management of car parking across the City

The residents parking schemes were reviewed and expanded to give parking priority on the street to residents who cannot park on their own property.

In 2011 alone, 3,135 parking related customer requests were investigated and actioned.

### Public transport and infrastructure



Council has advocated strongly for the introduction of light rail in our City. We have entered into a Rail Transport Infrastructure memorandum of understanding with the UNSW, Australian Turf Club, South Eastern Health Network, Centennial Park / Moore Park Trust, the Sydney Cricket Ground and Sports Ground Trust and the City of Sydney to work in partnership to advocate for Light Rail.

# Looking after our environment

...we aim to maintain and improve a healthy environment

## Leadership in sustainability

**76% of residents expressed a high degree of concern about the environment**



**Randwick's annual Eco Living Fair is one of the largest environmental festivals held in the metropolitan region**

For almost a decade Council's *Sustaining our City* initiative has been driving change and contributing to significant progress in environmental protection and sustainability across the whole community. The initiative is funded by a special environmental levy, that provides approximately \$3 million a year for spending on specific environmental and sustainability initiatives. In addition Council has accessed an additional \$1 million a year grants from state and federal government programs.

**The most important environmental issues identified in the "Who Cares About the Environment" survey includes litter and illegal dumping of rubbish as well as beach and ocean pollution.**

Around half of the local schools in Randwick have benefited from support to install rainwater tanks with new incentives now available to support the development of school food gardens and native habitat areas within school grounds.

## Managing environmental risks and impacts

**We take a precautionary approach to the management of environmental risks**

Investigation into 14 former landfill sites in Randwick identified five for some level of remediation for the purpose of passive or active recreation facilities.

In Randwick's southern suburbs, residents remain concerned over industrial emissions.

We are preparing flood studies within the ten major catchment areas.

## Local biodiversity

**Biodiversity takes into account the variety of all life forms, the different plants, animals and micro-organisms, the genes they contain and the eco-systems they have formed**



**Council's Nursery propagates and distributes native and indigenous plants providing 70,000 plants each year.**

Council's Bushland staff work closely with volunteers to protect and maintain the important areas of native vegetation.

**In 2011-12 there were 13,452 volunteer hours of bush regeneration, weed control and revegetation work in Randwick.**

Besides the Eastern Suburbs Banksia Scrub, which is the most significant plant community recognised across the Eastern suburbs, there are currently around 500 species of indigenous plants and 300 native fauna species, including frogs, reptiles, birds and mammals that have been recorded in Randwick. This represents 25 percent of all species indigenous to the Sydney Basin, which remains one of the main centres of plant diversity in Australia.

**3.5% of open space land is zoned for environmental protection representing a 119% increase since 2008.**

Each year around 1200 established street trees are planted in parks and streets.

## Sustainable waste management



**NSW Government target of 66% waste diversion for local Councils by 2014**

**Australians produce the second highest level of waste on a per person basis in the world.**

**Randwick currently diverts 39% of waste from landfill.**

In order to reach the targets we will be relying on high levels of community participation and awareness of waste avoidance, recycling and resource recovery strategies. We have introduced some innovative programs.

The Green Money Recycling Rewards Scheme provides incentives for improving and increasing individual recycling rates for up to 10,000 Randwick City homes.

## Water cycle management



**Total water management refers to the sustainable management of the flow of water between the atmosphere, land and water.**

***There has been a 31% decrease in water consumption across the ten highest water consuming sites between 2005 and 2011 against a 20% target.***

- Local businesses in Council water reduction programs saved more than 200,000 litres of water a day and \$200,000 a year off their water bills
- There has been a slight reduction in household residential mains water consumption since 2008
- 63% of beaches have a water quality swimming grade of good to very good. There are a number of challenges to be addressed at Malabar Beach
- Council undertook water saving initiatives that contributed to significant savings including a water re-use system at the Des Renford Leisure Centre, an underground stormwater recycling system at Council's Community Nursery, borewater and stormwater treatments in popular recreational parks, and a wastewater recycling system and rainwater tanks at Councils Depot.

## Energy conservation

**The Barrett House sustainability demonstration project provides residents of the Eastern suburbs with practical sustainable solutions on display for saving water, energy and waste around the home at affordable prices**

- 5.9% energy decrease and 5.1% decrease in greenhouse emissions against the 20% reduction target since 2005 across the top ten energy consuming sites
- 11% reduction per household in electricity consumed by residential properties since 2008
- Solar power generated by Randwick residents has increased by 9,000% over the four years from 2008 to 2012







Randwick City Council

# STATE OF THE CITY REPORT



Randwick City Council  
a sense of community