

2009/10 VISITOR MANAGEMENT STRATEGY ACTION PLAN

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The activities, measures and targets listed in the following tables are derived from Waverley Council's Strategic Plan and Tourism Policy. The activities, measures and targets have been aligned with the relevant Tourism Policy statements above.

To ensure the activities, measures and targets are actioned and targets achieved, they are listed in the various Council plans including The Management Plan, Marketing and Promotion Plans and Staff work plans.

1. Welcome tourists and visitors to its wide range of attractions – from its iconic beaches to its unique shopping precincts and local villages whilst ensuring a balance between visitor/tourist needs and residents' wellbeing, values and expectations

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Continue to advocate and strengthen collaboration with the State Government to implement the recommendations of the 'Managing the challenge of anti-social issues experienced by Sydney Beachside Councils' paper produced on behalf of six coastal Councils.	Host a meeting with the Six Coastal Councils and relevant State Government Representatives to progress the paper.		DM BB		New Initiative
Develop conference and events package	Package Developed	October 2009	DM BB		Bondi Forum tourism and business initiative
Seek funding from State Government for tourism and visitor management initiatives	Funding applications submitted	By September 2009	DM BB		New Initiative
Leverage from the success of Bondi Rescue television series to further educate visitors on surf and beach	Support from State Government and business for the	Ongoing	DM BS		New Initiative

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
safety.	Surf Safety Education Campaign delivered by the Waverley Council Lifeguards (as featured in Bondi Rescue) explored.				
Strengthen relationships with and seek partnerships in tourism initiatives with the tourism industry	Regular communication with Tourism NSW achieved.	At least quarterly	DM BB		New Initiative
Update Public Places Action Plan as part of 'Looking Good Strategy'.	Revised plan and report to Council	November 2009	Director PW&S	Sustainability	
Reduce congestion along main roads during weekdays.	Number of Parking Patrols	Twice daily during peak hours	DM PS	Moving Around	
Reduce congestion along transport corridors during weekends.	Number of Parking Patrols	Twice daily during peak hours	DM TS	Moving Around	
Implement the adopted recommendations of the Parking review.	Report to Council on progress	June 2010	Director C&TS	Moving Around	
Undertake Looking Good - streetscape improvement works Bondi Road Stage 2 - north side, Penkivil to Wellington (Streets 11).	Time to complete and finished cost compared to adopted plan.	Cost – within + or - 10% of agreed Time – within 3 months of agreed timetable	DM TS DM TS	Neighbourhoods Neighbourhoods	
Continue work on Heroes Walk at Bronte & Bondi Beaches.	Additional rondels placed annually	At least 2	DM RCPP	Neighbourhoods	
Monitor business activity in commercial precincts.	Business activity	January June	DM BB and DM BJ	Neighbourhoods	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
	audits conducted biannually				
Clean streets and footpaths.	Streets and footpaths cleaned in accordance with program	90%	DM RR	Neighbourhoods	
Continue successful summer strategy for Bondi to promote a safe and enjoyable environment at peak times.	Safe Summer Initiative reviewed, and evaluated annually	Reviewed – September each year	DM BB	Bondi Area	
		Implemented – December each year	DM BB	Bondi Area	
		Evaluated – April each year	DM BB	Bondi Area	
	Tender process for management of Christmas New Year Event Tender completed	September 2009	DM BB	Bondi Area	
Continue to support the Marine Discovery Centre to educate the community about the environment.	Community education campaigns conducted in partnership	1 per year	DM ES	Bondi Area	
Improve visitor information and accessibility in Bondi Town Centre.	'Wayfinding' and visitor signage installed	September 2009	DM BB	Bondi Area	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
	Bondi and Eastern Suburbs visitor map reviewed with disability access features indicated	November 2009	DM BB	Bondi Area	
	Bondi and Eastern Suburbs visitor map distributed	January 2010	DM BB	Bondi Area	
Implement Community Safety Plan to ensure Bondi is safe and welcoming.	Safety audits of Bondi Place undertaken annually	2	DM BB	Bondi Area	
	Issues from audits that require attention actioned	Within two months of audit	DM BB	Bondi Area	
	Number of projects implemented annually to ensure safety	One	DM RCPP	Bondi Area	
Review, develop, distribute to key stakeholders and regularly update a calendar of events and activities for the Bondi Area.	Calendar reviewed updated and distributed	Quarterly	DM BB	Bondi Area	
Develop and hold 'place making' events, celebrations and/or installations to enliven key places in Bondi and bring the local community together.	Percentage of Arts Plus Plan implemented annually	25%	DM RCPP	Bondi Area	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Put together an inclusive program of events at Bondi targeting special groups eg. affordable youth events, an event celebrating artists with a disability and family friendly days.	Program implemented annually	100%	DM CCS	Bondi Area	
Implement policies and guidelines for recreational activities to ensure fair and balanced access and minimise risk.	Guidelines for Bondi Beach Skate Park implemented	June 2010	DM RCPP	Bondi Area	
Market and promote Bondi Town Centre and villages.	Review Marketing and Promotion Plan annually	December	DM BB	Bondi Area	
	Implement Marketing and Promotion Plan	At least 2 initiatives per year	DM BB	Bondi Area	
	Promotion of 'Access Aware' program for businesses	1 program per year	DM RCPP	Bondi Area	
Improve communication with the retail sector of the Bondi Town Centre.	Newsletter informing the retail sector on activities/ events and projects distributed half yearly	December June	DM BB	Bondi Area	
	Bondi Forum meetings held	At least three per year	DM BB	Bondi Area	
Undertake business activity audits of	Audits conducted	July, October,	DM BB	Bondi Area	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Bondi Town Centre to monitor and report on business activity.	quarterly	January, April			
Improve community satisfaction with public amenity within Town Centre.	Community satisfaction survey conducted annually	March	DM BB	Bondi Area	
	Community satisfaction with the public amenity improved	Overall satisfaction higher than 2008 baseline average	DM BB	Bondi Area	
Review and implement Council's Visitor Management Action Plan.	Percentage of actions implemented annually	85%	DM BB	Bondi Area	
	Plan reviewed annually	February	DM BB	Bondi Area	
Implement 'Wayfinding' Strategy.	'Wayfinding' Strategy Plan developed for Charing Cross	September 2009	DM BJ	Bondi Junction	
	'Wayfinding' Strategy Plan developed for Bondi Road	September 2009	DM BJ	Bondi Junction	
Review community satisfaction with: <ul style="list-style-type: none"> street tree planting and greening program; public open space; public place amenity public place facilities including phones, seating, lighting, bus 	Number of events where participants surveyed annually	Three	DM BJ	Bondi Junction	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
shelters and children's play areas.					
Implement program of seasonal events at Bondi Junction.	Number of seasonal events including 'Global Table' and NAIDOC week event per annum	At least six	DM BJ	Bondi Junction	
Encourage the use of the Bondi Junction commercial area for arts/cultural events.	Number of arts/cultural events annually	At least one	DM BJ	Bondi Junction	
Co ordinate operation of community markets including the involvement of non government services and groups.	Report to Council on operation annually	August	DM BJ	Bondi Junction	
Undertake co-operative marketing events/activities or advertising with Eastgate and/or other major retail stakeholders.	Events undertaken Number of entries BJ Brightest & Best Business Awards	One per year Increase over base year 2005	DM BJ	Bondi Junction	
Undertake business activity audits to monitor business activity.	Audits conducted bi annually	100%	DM BJ	Bondi Junction	
Monitor and report on performance against service standards for customer requests and complaints recorded in Service Desk.	Requests completed within service standard	85% service standard	DM LCS	Capacity	
Develop and implement an annual survey plan to monitor customer satisfaction with Council's public contact customer services.	Customer satisfaction score	80% or better	DM LCS	Capacity	
Action improvements identified through annual Customer Services survey program.	Time to refer improvement for action following receipt of survey	Within four weeks	DM LCS	Capacity	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
	analysis				
Continue comparative benchmarking program in Call Centre.	Customer satisfaction score	Equal or exceed performance of other councils surveyed	DM LCS	Capacity	
Conduct Council wide community needs and customer satisfaction survey.	Survey results analysed	September 2009	DM LCS	Capacity	
Maintain 'have a say' section on Council's website.	Report annually on surveys conducted, consultations held and plans exhibited	December	DM RCPP	Capacity	
Implement program to ensure inclusion of translated material and material in alternative formats in Council community information.	Improvement plan reviewed	June 2010	DM RCPP	Capacity	
Implement Stage II of Council's Communications Action Plan.	Key actions from Plan implemented on target	80%	EO Communications	Capacity	
	Progress reported regularly	December 2009 and June 2010	EO Communications	Capacity	

2. Protect and enhance the coastal environment including its unique natural, cultural and indigenous heritage assets

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Undertake Bronte Creek restoration work (Bronte Pk 05).	Time to complete and finished cost compared to adopted plan.	Cost – within 10% of agreed	DM ES	Sustainability	
		Time – within 3 months of agreed timetable	DM ES	Sustainability	
Investigate sustainable irrigation options for Bondi Park and facilities.	Investigation completed	June 2010	DM ES	Sustainability	
Undertake bush regeneration.	Number of native plants planted by Council volunteers at National Tree Day event	At least 500 per year	DM RCPP	Sustainability	
	Number of regeneration/ revegetation projects undertaken	At least two extra projects per year	DM RCPP	Sustainability	
	Number of regeneration projects conducted in partnership with bush care volunteers	At least three per year	DM RCPP	Sustainability	
	Number of volunteer recruitment	At least one per year	DM RCPP	Sustainability	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
	programs conducted				
Prepare revised Plans of Management for Waverley and Bondi Parks.	Waverley Park POM completed	June 2010	DM RCPP	Sustainability	
	Bondi Pavilion and Park POM commenced	December 2009	DM RCPP	Sustainability	
Undertake a Public Place recycling trial in Bondi Park.	Trial completed and evaluated	December 2010	DM ES	Sustainability	
Implement Transport Action Plan.	Programs implemented annually	80%	Director P&ES	Moving Around	
Implement projects, involving the local community, to promote civic pride.	Pocket Park Program continued	2 groups developed	DM RCPP	Neighbourhoods	
	Footpath Garden Program continued	June 2010	DM RCPP	Neighbourhoods	
	Keiran Street project completed	December 2009	DM RCPP	Neighbourhoods	
Clean Bronte Pool.	Cleaned in accordance with program	90%	DM MC	Neighbourhoods	
Undertake work arising from the Bondi Pavilion Asset Condition Action Plan, Purpose Statement and POPE licence (Bondi Pav 11).	Time to complete and finished cost compared to adopted plan.	Cost – within + or - 10% of agreed	DM MC	Bondi Area	
		Time – within 3 months of agreed timetable	DM MC		
Undertake remedial works to QED tunnels to address fire safety issues (Bondi Park 05).	Develop concept plans/design	July 2009	Director PW&S	Bondi Area	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
	Complete remedial works	May 2011			
Lobby the state government to improve sewage treatment at the Bondi Sewage Treatment Plant.	Number of meetings of Sydney Water Environment Group attended	At least 4 per year	DM ES	Bondi Area	
Conduct waste audits and use results to determine if specific education programs are required.	Results of annual waste audit of cigarette butts on Bondi Beach	Progressive reduction from base year 2004	DM ES	Bondi Area	
Liaise with the indigenous community to research opportunities for supporting indigenous enterprises.	Research completed	December 2010	DM RCPP	Bondi Area	
Co-ordinate services to improve public areas in the Bondi Place by ensuring they are clean, green and functional.	Regular Audits of conditions and compliance with Service Level Agreements undertaken	Monthly	DM BB	Bondi Area	
	Service Level Agreements are reviewed annually and service standards adjusted accordingly	September each year	DM BB	Bondi Area	
	Percentage of customer requests for Bondi Beach Place actioned within service	85% of requests completed within service standard	DM BB	Bondi Area	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
	standards				
Undertake beach cleaning program.	Meets timeframe and standard specified in SLA	95%	DM POSO	Bondi Area	

3. Minimise adverse visitor impacts on the social, economic, natural and built environment

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Apply for funding to implement community safety strategies.	Funding application submitted	December 2009	DM RCPP	Community	
Implement at least one community safety project per year that promotes crime prevention.	Project implemented	December 2009	DM RCPP	Community	
Implement strategies to reduce the incidence of graffiti in identified areas.	Program implemented annually	100%	DM RCPP	Community	
Assist in providing emergency management.	Emergency Management Committee meets regularly	At least 4 per year	Director PW&S	Community	
	Meetings with Waverley/ Woollahra SES Controller	At least quarterly	Director PW&S	Community	
	Waverley/ Woollahra SES budget included in Council's annual	June each year	Director PW&S	Community	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
	Management Plan/budget consideration				
Prevent stormwater pollution at source.	Programs implemented annually	1 per year	DM ES	Sustainability	
Manage stormwater pollution incidents.	Response to environmental pollution incidents	100% within service standard	DM C	Sustainability	
Implement waste actions identified in the Environmental Action Plan.	Percentage of programs implemented for identified year	90%	DM ES	Sustainability	
Empty street litter bins.	Bins less than 100% full	95% of time	DM RR	Sustainability	
Dumped rubbish inspected for identification for action and removed.	Inspection/follow up Removed within one week of notification	90% 100%	DM C DM RR	Sustainability	
Clean and maintain public spaces.	Service as per agreed program	90%	DM RR	Sustainability	
Implement 40km zones in the Bondi Basin (T&T 13)	Time to complete and finished cost compared to adopted plan.	Cost – within 10% of agreed budget Time – within 3 months of agreed timetable	DM TS	Moving Around	
Review current travel patterns in the Waverley LGA.	Travel data collected annually	June	DM ES	Moving Around	
Inspect high use playground	Check list	100%	DM POSO	Neighbourhoods	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
(Waverley Park & Bronte Park) using checklist.	completed daily				
Inspect all other playgrounds using checklist.	Check list completed monthly	100%	DM POSO	Neighbourhoods	
Undertake emergency cleaning of Council reserves within 24 hours of working day.	Customer requests for cleaning meets service standard	100%	DM POSO	Neighbourhoods	
Clean major parks and coastal reserves (Waverley Park, Thomas Hogan Reserve, Bronte Park, Tamarama Park & Marks Park).	Cleaned daily	95%	DM POSO	Neighbourhoods	
Clean other parks and reserves.	Cleaned weekly	95%	DM POSO	Neighbourhoods	
Maintain major parks and coastal reserves (Waverley Park, Thomas Hogan Reserve, Bronte Park, Tamarama Park & Marks Park).	Daily maintenance undertaken	95%	DM POSO	Neighbourhoods	
Maintain other parks and reserves.	Six weekly maintenance undertaken pending parks review	95%	DM POSO	Neighbourhoods	
	New maintenance standard implemented following adoption by Council of parks review	Within 2 months	DM POSO		
Maintain all public place areas including landscaped traffic calming devices and village centres.	Min. of 10 times per year	95%	DM POSO	Neighbourhoods	
Maintain trees in streets and	Customer requests	90%	DM POSO	Neighbourhoods	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
reserves.	completed within service standard				
Plant trees, especially native ones, in streets and reserves.	Number of trees planted	At least 200 pa	DM POSO	Neighbourhoods	
	Survival rate of trees planted	80%			
Undertake aerial cable bundling.	Annual target met	90%	DM POSO	Neighbourhoods	
Clean and maintain non landscaped traffic calming devices.	Twice per year	100%	DM RR	Neighbourhoods	
Undertake programmed maintenance of nature strips.	Grass cut in accordance with grass cutting schedule and priority program	90%	DM RR	Neighbourhoods	
Provide a Life Guard Service, deploy Council Lifeguards and work with surf life saving clubs to safeguard the public and minimise risk to Council at Waverley's beaches.	Lifeguards on duty all year round at Bondi and seasonally at Bronte and Tamarama	100%	DM BS	Bondi Area	
	Lives lost by drowning on Council's beaches while Council Lifeguards are on are on duty	Equal to or less than previous year	DM BS	Bondi Area	
	Ratio of serious injuries on Council's beaches per annum while	Equal to or less than previous year	DM BS	Bondi Area	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
	<p>Council Lifeguards are on are on duty to number of preventative actions</p> <p>Ratio of rescues undertaken on Councils beaches per annum while Council Lifeguards are on are on duty to estimated number of beach visitors</p>	<p>Equal to or less than previous year</p>	<p>DM BS</p>	<p>Bondi Area</p>	
<p>Improve co ordination and service standards in addressing waste management and waste presentation issues in Bondi.</p>	<p>Waste Management Action Plan implemented annually</p> <p>Evaluation of Waste Management Action Plan completed</p> <p>Strategy monitored bimonthly</p> <p>Draft Waste Management Action Plan developed</p>	<p>September</p> <p>June 2010</p> <p>100%</p> <p>March 2011</p>	<p>DM BB</p> <p>DM BB</p> <p>DM BB</p> <p>DM BB</p>	<p>Bondi Area</p> <p>Bondi Area</p> <p>Bondi Area</p> <p>Bondi Area</p>	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Reduce litter on Bondi Beach.	Education initiatives for visitors to Bondi beach in correctly disposing of plastic and glass bottles implemented	December 2009	DM ES	Bondi Area	
	Implementation of results of feasibility study on providing bins on beaches	September 2009	DM BB	Bondi Area	
Encourage and promote public transport and bicycle use in the Bondi area	Feasibility of car free day assessed	June 2010	DM ES	Bondi Area	
	Public transport best practice model applied to major ticketed events	At least 3 events per year	DM BB	Bondi Area	
Implement a <i>Surf Awareness/Education Program</i> .	Surf education programs presented	Minimum 6 times per year	DM BS	Bondi Area	
	Surf education program reviewed and updated annually	July each year	DM BS	Bondi Area	
	Surf education/ awareness initiative for targeted vulnerable groups implemented	At least one per year	DM BS	Bondi Area	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Update the public art inventory and complete condition reports.	Public art inventory maintained	June 2010	DM RCPP	Bondi Area	
	Maintenance plan for public art developed	June 2010	DM RCPP	Bondi Area	
Undertake graffiti and poster removal in accordance with Council's Graffiti Management and Poster Removal Policy and program.	Compliance with established graffiti and bill poster removal protocol	95%	DM RR	Bondi Area	
Implement Environmental Levy funded projects applicable to Bondi.	Percentage of programs for identified year implemented annually	80%	DM ES	Bondi Area	
Maintain trees in public areas after they are planted.	Survival rate for new trees planted	80% of trees planted survive	DM POSO	Bondi Area	
Conduct and evaluate targeted community environmental education and awareness program in the Bondi Basin area each year.	Number of programs conducted	1 every two years	DM ES	Bondi Area	
Provide public place cleaning and maintenance programs.	Beach litter bins are less than 100% full	95% of the time	DM POSO	Bondi Area	
	Compliance with pool cleaning program for North Bondi Pool	90%	DM MC	Bondi Area	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Provide public place regulation and compliance programs.	Regular ranger patrols of Bondi Place undertaken	Meet service level agreement standard	DM C	Bondi Area	
Undertake programmed cleaning and maintenance of Council assets.	Completed in accordance with SLA	95%	DM POSO	Bondi Area	
Undertake programmed park maintenance.	Completed in accordance with SLA	95%	DM POSO	Bondi Area	
Maintain all public place areas including landscaped traffic calming devices and village centres.	Min. of 10 times per year	95%	DM POSO	Bondi Area	
Undertake programmed maintenance of high profile gardens.	Completed in accordance with SLA	95%	DM POSO	Bondi Area	
Undertake programmed maintenance of nature strips.	Grass cut in accordance with grass cutting schedule and priority program	90%	DM RR	Bondi Area	
Maintain non landscaped traffic calming devices.	Twice per year	100%	DM RR	Bondi Area	
Dumped rubbish inspected for identification for action and removed.	Inspection/follow up	90%	DM C	Bondi Area	
	Removed within one week of notification	100%	DM RR	Bondi Area	
Remove abandoned cars.	Removed in accordance with Impounding Act.	100%	DM C	Bondi Area	
Implement Community Safety Plan to ensure Bondi Junction is safe and welcoming.	Implement priority activities from Community Safety	June 2010	DM RCPP	Bondi Junction	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
	Plan Program of recreational activities for young people in Bondi Junction implemented Safety audit completed half yearly Issues from safety audits actioned within two months	June 2010 100% 100%	DM RCPP DM BJ DM BJ	Bondi Junction Bondi Junction Bondi Junction	
Provide night time security in the mall.	Security provided	At least three nights a week	DM BJ	Bondi Junction	
Encourage Oxford Street Mall businesses to regularly trade after 5pm to increase passive surveillance.	Number of businesses, including restaurants, trading after 5pm in the Mall	At least 2	DM BJ	Bondi Junction	
Review community perception of key safety issues.	Number of events where participants surveyed annually Percentage of people surveyed who feel safe in Bondi Junction	3 Increase from base year 2008/2009	DM BJ DM BJ	Bondi Junction Bondi Junction	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Maintain regular cleaning and litter bin collection programs.	Service level agreement targets met	95%	DM RR	Bondi Junction	
Remove recognised risks	Corrective Action closure	60% of corrective actions raised are closed	Risk Manager	Capacity	
Undertake footpath repairs in areas of high risk to public safety (Risk 02)	Time to complete and finished cost compared to adopted plan.	Cost – within + or - 10% of agreed	DM TS	Capacity	
		Time – within 3 months of agreed timetable	DM TS	Capacity	
Fence high risk areas to improve public safety.	Time to complete and finished cost compared to adopted plan.	Cost – within + or - 10% of agreed	DM TS	Capacity	
		Time – within 3 months of agreed timetable	DM TS	Capacity	

4. Add Economic, Social and Environmental Benefits to the Community

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Provide a co-ordinated program of social, recreational and cultural events targeting diverse groups.	Number of youth programs/activities in Library per annum	4	DM LCS	Community	
	Number of events for young people per annum	5	DM RCPP	Community	
	% of events/activities for young people that include 9 – 13 year olds	25%	DM RCPP	Community	
	Number of youth programs/activities at Bondi Pavilion per annum	5	DM CCS	Community	
Provide a co-ordinated program of social, recreational and cultural events targeting diverse groups (continued).	Waverley Library				
	<ul style="list-style-type: none"> Number of events/ exhibitions held annually 	20	DM LCS	Community	
	<ul style="list-style-type: none"> Number of children's programs per quarter 	At least 10	DM LCS	Community	
	Bondi Pavilion				
<ul style="list-style-type: none"> Number of cultural programs including theatre, art exhibitions, festivals, workshops and special events per year 	40 per year	DM CCS	Community		

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Provide a co-ordinated program of social, recreational and cultural events targeting diverse groups (continued).	<p>Bondi Pavilion</p> <ul style="list-style-type: none"> • Number of affordable events provided weekly • Number of new or innovative programs offered annually • Participant satisfaction rating for large event <p>Number of events in Waverley targeting youth, families, people with disability and older people annually</p> <p>Number of events targeting culturally and linguistically diverse people and Aboriginal and Torres Strait Islander communities annually</p>	<p>One</p> <p>4</p> <p>90%</p> <p>9</p> <p>3</p>	<p>DM CCS</p> <p>DM CCS</p> <p>DM CCS</p> <p>DM CCS</p> <p>DM CCS</p>	<p>Community</p> <p>Community</p> <p>Community</p> <p>Community</p> <p>Community</p>	
Provide a co-ordinated program of social, recreational and cultural events targeting diverse groups (continued).	<p>Events held for identified special days including:</p> <ul style="list-style-type: none"> • NAIDOC Week • Sorry Day • Refugee Week • Harmony Day • Global Table • World Environment Day • International Day of 	<p>1 per annum for each category</p>	<p>DM CCS</p>	<p>Community</p>	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
	People with Disability <ul style="list-style-type: none"> Seniors Week/Men's Event International Women's Day 				
Provide recreation opportunities in response to community needs.	% of priority actions from the Recreation Needs Study implemented Program of recreation activities for young people in Bondi Junction implemented	100% June 2010	DM RCPP DM RCPP	Community Community	
Provide active recreation facilities on Council land or through joint ventures (Open Spc/Rec 10).	Active recreation projects in Waverley Park commenced	March 2010	DM RCPP	Community	
Provide support, advice and affordable venues to assist artists and others to hold arts and cultural events and activities.	Percentage of available venue hours used	More than 50 %	DM CCS	Community	
Identify accessible places where artists can work.	Audit completed	June 2010	DM RCPP	Community	
Review arts events, programs and exhibitions held at Bondi Pavilion to ensure a balanced program.	Program of events and activities for the Pavilion developed annually	One annual program	DM CCS	Community	
Encourage art in the public space.	Annual increase in public art in public domain	Minimum of one	DM RCPP	Community	
Provide opportunities to deliver public infrastructure through Voluntary Planning Agreements (VPA).	Increase in public amenities, facilities and infrastructure	June 2010	DM SLUP	Community	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Support programs that celebrate and strengthen Indigenous culture.	Annual report on program of activities delivered by ERLGATSI Forum completed	June	DM RCPP	Community	
Review progress and report on integration of access and equity plans.	Develop Action Plan for Disability Access Policy	December 2009	DM RCPP	Community	
	Review terms of reference and operation of Access Committee	March 2010	DM RCPP	Community	
	Update Multicultural Action Plan	September 2009	DM RCPP	Community	
Develop and implement Council's Environmental Action Plan (EAP).	EAP developed	September 2009	DM ES	Sustainability	
	Implementation of EAP commenced	January 2010	DM ES	Sustainability	
Implement Environmental Levy funded projects identified in Council's Environmental Levy Program of Works.	Number of education workshops conducted per year	10	DM ES	Sustainability	
	Number of sustainable schools programs per year	3	DM ES	Sustainability	
	Number of community education events per year	5	DM ES	Sustainability	
Ensure Council's Capital Works projects incorporate sustainable design elements.	Number of projects each year	At least one	DM ES	Sustainability	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Participate in regional ecological foot print project with Randwick and Woollahra Councils.	Organic waste trial completed	June 2011	DM ES	Sustainability	
	Residential energy retrofit completed	June 2011	DM ES	Sustainability	
Manage environmental weeds.	Species of weed targeted for removal annually	2	DM RCPP	Sustainability	
	Community awareness of noxious/ environmental weeds improved	At least one community education program per year	DM RCPP	Sustainability	
Maintain identified remnant bushland.	Number of remnants maintained annually	At least 1	DM ES	Sustainability	
Implement the Tree Management Plan to maximise tree canopy cover in Waverley.	Commence update of Significant Tree Register	March 2010	DM RCPP	Sustainability	
	Public access to web based tree information improved	June 2010	DM RCPP	Sustainability	
Undertake works arising from the Tamarama Park POM (Tama Pk 02).	Develop concept for picnic shelters replacement	December 2009	DM RCPP	Sustainability	
Upgrade the Tamarama Life Guards Facilities and Kiosk (Tama Pk 03).	Time to complete and finished cost compared to adopted plan.	Cost – within + or - 10% of agreed	DM MC	Sustainability	
		Time – within 3 months of agreed timetable			

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Collect commercial waste.	Collected in accordance with service agreements	95%	DM RR	Sustainability	
Collect commercial recycling.	Collected in accordance with service agreements	95%	DM RR	Sustainability	
Replace bus shelters (Bus 01).	In accordance with annual program time to complete and finished cost compared to adopted plan.	Cost – within 10% of agreed budget Time – within 3 months of agreed timetable	DM TS	Moving Around	
Carry out a rolling education program to promote safe parking.	Number of articles in local publications	At least one per quarter	DM PS	Moving Around	
Support public buses to directly connect neighbourhood centres.	Bus operations reviewed annually with STA	March each year	DM TS	Moving Around	
	Issues raised by Sydney Buses addressed within 3 months	100%	DM TS	Moving Around	
Improve safety for all road users.	Number of vehicle accidents	Equal to or less than base year 2005 (252)	DM TS	Moving Around	
	Black Spot funding applications submitted	1 per year	DM TS	Moving Around	
	Number of pedestrian accidents		DM TS	Moving Around	
	Number of cyclist accidents	Equal to or less than base year 2005 (24)	DM TS	Moving Around	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
	Traffic & pedestrian accidents reviewed annually	Equal to or less than base year 2005 (19) May each year	DM TS	Moving Around	
Improve availability of bicycle parking.	Number of bicycle parking spaces	5% annual increase from 2005/2006 base year (28)	DM TS	Moving Around	
Review Waverley LEP, DCP, Strategic Land Use policies and plans.	Review completed annually	100%	DM SLUP	Planning	
Review section 94 Contribution Plan.	Contribution Plan adopted by Council	June	DM SLUP	Planning	
Comply with directions from state government and statutory requirements including Planning Reforms.	Plans/policies implemented within timeframe required	100%	DM SLUP	Planning	
Comply with Council requests for new or amended planning policies and land use plans.	Plans/policies completed within timeframe required	100%	DM SLUP	Planning	
Facilitate and develop e-Planning initiatives.	e-Planning Action Plan completed	March 2010	DM SLUP	Planning	
Ensure development applications comply with Council's sustainability policies.	Spot audits of determined development applications conducted	15 per year	DM ES	Planning	
Implement an ongoing public education campaign on heritage.	Civic Pride, Heritage and Urban Design awards	April (in	DM SLUP	Planning	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
	presented annually.	conjunction with Heritage Festival)			
Upgrade Playgrounds (Open Spc/Rec 06).	Time to complete and finished cost compared to adopted plan.	Cost – within + or - 10% of agreed Time – within 3 months of agreed timetable	DM POSO DM POSO	Neighbourhoods Neighbourhoods	
Improve co ordination of services to commercial villages and neighbourhood centres.	Compliance with SLA SLA reviewed	90% June 2010	DM BB and DM BJ DM BB and DM BJ	Neighbourhoods	
Implement the 'adopt a tree' program.	Program implemented in accordance with street tree masterplan	80%	DM RCPP	Neighbourhoods	
Ensure all premises that require registration are registered.	Percentage of premises registered.	90%	DM C	Neighbourhoods	
Inspect all registered premises annually.	Percentage of premises inspected.	90%	DM C	Neighbourhoods	
Provide financial and other support to surf lifesaving clubs in the Waverley area to support the provision of volunteer lifesaving programs.	Attendance on the beach by volunteer surf life savers during weekends and public holidays Financial support for provision of volunteer	100% Bondi	DM BS DM BS	Bondi Area Bondi Area	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
	<p>lifesaving services</p> <p>Financial support for provision of other services.</p>	<p>\$15,000 pa. Bronte \$15,000 pa. North Bondi \$15,000 pa. Tamarama \$15,000 pa.</p> <p>Tamarama \$12,500 pa.</p>	DM BS	Bondi Area	
Support refurbishment works and improvements to the Tamarama Surf Club (Misc Buildings 09).	Time to complete and finished cost compared to adopted plan.	<p>Cost – within + or - 10% of agreed</p> <p>Time – within 3 months of agreed timetable</p>	DM MC DM MC	Bondi Area Bondi Area	
Review the operation of and tender for mobile food vendors at Bondi Beach.	Tender process completed	April 2010	DM BB	Bondi Area	
Ensure development applications for the redevelopment of large or significant sites (ie over \$10M) achieve high quality urban design outcomes.	Percentage of development applications for significant sites that incorporate independent external urban advice	100%	DM DA	Bondi Area	
Ensure compliance with —Footpath Seating for Restaurants section of Waverley DCP particularly in relation to public and disability access matters.	Service standards in SLA meet	100%	DM C	Bondi Area	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Implement Stage 1 of Spring St/Ebley St Master Plan – Family Day Care and associated sites (InvestStrat 07).	Design for new building on Family Day Care site completed	December 2009	GM	Bondi Junction	
Undertake graffiti and poster removal in accordance with Council’s Graffiti Management and Poster Removal Policy and program.	Compliance with established graffiti and bill poster removal protocol	95%	DM RR	Bondi Junction	
Guide and support local businesses to improve their environmental performance.	Bondi Junction business community audited for good practice	June 2010	DM ES	Bondi Junction	
Improve business understanding of Council expectations on waste management, recycling and stormwater issues.	BJ newsletter includes information on current good practice and Council expectations	1 per year	DM BJ	Bondi Junction	
Implement Bondi Junction area water use reduction actions from Water Savings Action Plan.	Percentage of actions implemented	80%	DM ES	Bondi Junction	
Implement Waverley Transport Action Plan.	Percentage of programs implemented annually	80%	Director P&ES	Bondi Junction	
Implement adopted recommendations of Bondi Junction Traffic and Transport study (BJ 13) – Stage 1	Cost – within + or - 10% of agreed Time – within 3 months of agreed timetable	June 2012	DM TS	Bondi Junction	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Encourage the use of public transport to access Bondi Junction.	Information on Bondi Junction promotes the use public transport	100%	DM BJ	Bondi Junction	
Prepare Comprehensive Bondi Junction LEP and DCP.	Bondi Junction LEP and DCP completed	December 2009	DM SLUP	Bondi Junction	
Encourage property owners to improve building facades.	Strategy developed and adopted by Council Strategy implemented	June 2010 December 2010	DM BJ DM BJ	Bondi Junction Bondi Junction	
Communications make reference to Bondi Junction heritage.	BJ newsletter includes focus on heritage	1 per year	DM BJ	Bondi Junction	
Address issues on economic development through implementation of a range of Council policies and plans.	Policies and plans implemented	95%	DM BJ	Bondi Junction	
Ensure that marketing communications reinforce the Bondi Junction brand in addition to Council identity guidelines.	Bondi Junction brand and Council logo used in marketing communication	100%	DM BJ	Bondi Junction	
Provide financial advice and co ordination to ensure Council meets overall budget performance targets.	Meet or exceed annual budget target	100%	DM FISS	Capacity	
Achieve green light on Local Government Finance Health Check Indicators.	Number of green lights	At least 6	DM FISS	Capacity	
Prepare four-year forecast.	Forecast completed annually	April	DM FISS	Capacity	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
Review 10 year financial plan based on audited results.	Review undertaken annually	March	DM FISS	Capacity	
Review and monitor performance of Council's Investment Policy.	Review undertaken annually	June	DM FISS	Capacity	
Meet or exceed budgeted financial performance for all commercial leases.	Percentage compared to budget	100%	DM BSP	Capacity	
Meet or exceed budgeted financial performance for Council car park business operations.	Percentage compared to budget	100%	DM BSP	Capacity	
Provide a commercial waste collection service.	Number of businesses serviced	Equal to or more than previous year	DM BS	Capacity	
Provide a commercial waste recycling service.	Number of businesses serviced	Equal to or more than previous year	DM BS	Capacity	
Review, update and implement Council's Investment Strategy	Review finalised and reported to Council	July 2009	GM	Capacity	
	Report to Council on progress of key projects	Quarterly	GM	Capacity	
	Financial modelling updated	December 2009			
	Percentage of projects progressed in accordance with implementation plan	80%	GM	Capacity	
			GM		

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
				Capacity	
Implement Plan for continuous improvement in asset management.	Revised scheduled activities implemented annually	80%	DM TS	Capacity	
Implement recommendations from Council's Strategic Asset Management Plan 2 (SAMP 2).	Report annually to Council on progress with key projects	June	DM TS	Capacity	
Develop Council's Strategic Asset Management Plan 3 (SAMP 3).	Delivery Plans developed for priority assets in categories 6, 7 and 8	June 2010	DM TS	Capacity	
	Revised Delivery Plans developed for priority assets in categories 4 and 9	June 2010	DM TS	Capacity	
Redevelop Waverley Park Pavilion and park amenities building (Invest Strat 02).	Time to complete and finished cost compared to adopted plan.	Cost – within + or - 10% of agreed	DM MC	Capacity	
		Time – within 3 months of agreed timetable	DM MC	Capacity	
Undertake road works to increase pavement life (Roads 01).	Time to complete and finished cost compared to adopted plan.	Cost – within + or - 10% of agreed	DM TS	Capacity	
		Time – within 3 months of agreed timetable	DM TS	Capacity	
Improve stormwater drainage in the Council area (Drains 01 and SAMP 05)	In accordance with annual program time to complete and finished cost compared	Cost – within 10% of agreed	DM TS	Capacity	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
	to adopted plan.	budget Time – within 3 months of agreed timetable			
Construct new or replace existing footpaths, kerb and gutter (Footpaths 01, Kerb 01, Kerb 02, SAMP 02, SAMP 03).	In accordance with annual program time to complete and finished cost compared to adopted plan.	Cost – within 10% of agreed budget Time – within 3 months of agreed timetable	DM TS	Capacity	
Construct/repair road pavements in the Council area (Roads 02, Roads 03, Roads 04, SAMP 01)	In accordance with annual program time to complete and finished cost compared to adopted plan.	Cost – within 10% of agreed budget Time – within 3 months of agreed timetable	DM TS	Capacity	
Subject all capital works over \$50,000 to an access audit.	All identified works	Access audits completed	DM MC	Capacity	
Subject all maintenance works over \$50,000 to an access audit.	All identified works	Access audits completed	DM BSP	Capacity	
Monitor delivery of Capital Works Program on time and within budget.	Number of projects listed for completion in reporting year completed	80%	DM TS	Capacity	

Activities	Measure	Target	Reporting Officer	Management Plan Chapter	Other reference
	Percentage of projects completed within +/- 10% of original budget as adopted	100%	DM TS	Capacity	
Complete works on annual infrastructure construction schedule.	Works completed on time	90%	DM MC	Capacity	
	Works completed on budget	90%	DM MC	Capacity	

Management Plan Reference

<i>Bondi</i>	<i>Protect the Bondi Area</i>
<i>Bondi Junction</i>	<i>Bringing Bondi Junction Alive</i>
<i>Neighbourhood Community</i>	<i>Improving the Look and Feel of our Neighbourhoods Creating a Cohesive, Healthy and Resilient Community</i>
<i>Sustainable</i>	<i>Making Our Environment & Beaches Sustainable</i>
<i>Moving Around</i>	<i>Moving Around Easily & Safely</i>
<i>Planning</i>	<i>Planning our future</i>
<i>Capacity</i>	<i>Building our capacity to deliver</i>