

## Item 8

### Questions on Notice with Answers

#### 1. Greenhouse Tech Hub

By Councillor Jarrett

##### Question

The City of Sydney has committed \$29 million in support of the new Greenhouse Tech Hub which had its official unveiling on 15 March 2023.

What is the policy justification behind the committal of \$22 million out of the \$29 million being put towards negotiated rent abatement?

X086666

##### Answer by the Chief Executive Officer

Council approved this Accommodation Grant in accordance with the City's Grants and Sponsorship Policy at Item 11 - [George Street Business Innovation Space – Award of Accommodation Grant and Recommended Operator](#) of the 28 June 2021 Council meeting.

The relevant resolutions of Council are –

- (C) *Council approve an Accommodation Grant to Innovillage Pty Ltd for the Property:*
- (i) *at 100 per cent subsidy (as detailed in Confidential Attachment B to the subject report) for a four (4) year period subject to a four per cent annual increase, commencing on the completion of fit-out construction works and at a 50 per cent subsidy (valued at 50 per cent of the market rental to be determined at the commencement of year five of the sublease and subject to a four per cent annual increase) for a further six (6) year period;*
- (D) *authority be delegated to the Chief Executive Officer to negotiate, execute and administer relevant agreements with the operation of the innovation space in accordance with the Grants and Sponsorship Policy, include a Heads of Agreement and sublease.*

The rental subsidies as approved by Council were calculated based on market value and equate to \$22M over 10 years. \$7M was provided by Lendlease towards fitout costs.

## 2. Placement of Communication Pylons and Street Furniture

By Councillor Jarrett

### Question

The City has committed to carrying out an external review of communication pylons and street furniture to identify those which negatively impact the public domain and pedestrian amenity.

1. What is the mechanism available to the public to provide submissions whilst the review is being conducted?
2. Will residents and businesses be able to comment on the review's recommendations/report once finalised?
3. Who conducted the review and how much did it cost?

X086666

### Answer by the Chief Executive Officer

The City is currently carrying out a review which is being undertaken by external experts. It has incorporated community feedback received to date. Given the City's contractual obligations, once the review is completed and options considered we need to determine the best way to communicate and implement the findings. Until we understand the impact we are not certain of the best way to do this.

## 3. Soft Plastic Recycling Service

By Councillor Scott

### Question

The City's former soft plastic recycling provider was RecycleSmart, however a recent Council decision appointed a new provider.

1. How long did the City contract RecycleSmart for?
2. How many City of Sydney residents and others signed up to RecycleSmart via the City of Sydney?
3. How much did the City pay RecycleSmart in total? Broken down by year?
4. How many unique email addresses signed up via the City of Sydney continue to be customers of RecycleSmart? Outside the City's contract with RecycleSmart, what revenue did RecycleSmart earn from people signed up via the City?
5. How has the City captured data from RecycleSmart to migrate to the new provider? What protections did the City seek about this in the former contract?
6. What has RecycleSmart communicated to City residents since they are no longer working with the City? What protections did the City seek about this?

7. How much soft plastic did RecycleSmart collect for the City? Broken down by year?
8. What was produced with the soft plastic RecycleSmart collected? How much profit did they generate from this? How many jobs did this create?
9. How many residents have remained customers of the new service and how many have left?
10. What were the criteria for consideration when the City tendered for a new service?
11. Does the new provider collect soft plastics? If so, how much soft plastic has the new provider collected for the City? If not, why not?
12. What is allocated in the City's 2023/24 budget for soft plastic recycling?
13. How is the City of Sydney informing residents of the new service?
14. What is the City telling residents to do with soft plastic?

X086668

#### Answer by the Chief Executive Officer

1. From November 2020 to February 2023.
2. 2,470 City of Sydney residents used the Doorstep Recycling Service when RecycleSmart was the Service Provider. City of Sydney residents signed up directly with RecycleSmart.
- 3.

Year	Amount (excl GST)
2020	\$ 10,000
2021	\$ 60,000
2022	\$ 60,000
2023	\$ 10,000
<b>Total</b>	<b>\$ 140,000</b>

4. The City doesn't have this information. This information is held by RecycleSmart.
5. RecycleSmart provided the City with monthly service reports that included number of bookings per suburb per day, number of bags collected and amount of different materials collected. This data was provided to the new service provider to assist them to plan their collection runs.
6. The City is aware that RecycleSmart emailed their customers who live in the City of Sydney on 16 February 2023 about the change in service providers.
7. RecycleSmart reported on the volume of soft plastics that were collected from each household. They reported that an estimated 54 per cent of the total volume of the bags they collected were soft plastics.

8. The soft plastics were processed through an arrangement that the City had with a local processor to recycle the soft plastics into granular pellets that are then turned into new products like plastic furniture, signage and road base. RecycleSmart did not have an arrangement with a soft plastics recycler when they were the City's Service Provider, they just collected the soft plastics and delivered them to a City of Sydney depot.
9. This is unknown as the new Service Provider is still transitioning into providing the service and customers are still joining the service.
10. Organisational ability to carry out the work under the contract terms including service delivery and program methodology including bookings, collections, sorting and transportation.

Company experience and managerial capability, qualifications and experience of personnel including Indigenous and sub-contractor involvement.

Demonstrated capacity to meet the requirements outlined for communications and marketing including customer interaction and innovation.

Demonstrated commitment to environmental management and quality assurance.

Items proposed to be collected and ability to meet data collection and reporting requirements.

Work, Health and Safety Policy including a Covid-19 safety plan; and

Financial and commercial integrity including insurances.

The schedule of rates and economies of scale.

11. Not currently as the City has not been able to find a suitable soft plastics processor to recycle the collected soft plastics from the service. The City manages the processing arrangements for each stream collected from the service, including soft plastics. The City is looking into available processors that may be available to recycle soft plastics from residents.
12. This amount is part of the overall processing budget in the Cleansing and Waste operational budget, with costs to be known following a tender process,
13. The City have informed residents through the below methods:
  - City of Sydney [website](#) and [doorsteprecycling.com.au](https://doorsteprecycling.com.au)
  - [City of Sydney news announcement](#)
  - City of Sydney news digest - 14 March 2023
  - City of Sydney waste and recycling electronic direct mail (EDM) – scheduled for 6 April 2023
  - Email to building managers
  - Letters and flyers sent to customers that have used the service previously.
  - Paid Facebook ads

- Paid Google Ads
  - Media release
  - Posters and flyers
  - Face to face promotion at waste outreach stalls x 10 at libraries community centres, Wentworth Park and Ian Thorpe Aquatic Centre
14. The City of Sydney will continue to advocate for improvements to the industry so soft plastics can be recycled in the future and will keep the community updated with any new recycling options for residents. In the meantime, residents will need to dispose of them in their red lid bin

#### **4. Use and Hire of Council Community Centres, Halls, Meeting Rooms and Other Community Facilities**

By Councillor Ellsmore

##### **Question**

1. What are the names and locations of the Council-run indoor spaces that are available for community hire, including community centres, halls, meeting rooms (including library meeting rooms)?

Please list the name and address of each indoor community space for hire (for example Redfern Town Hall, 73 Pitt Street Redfern).

2. Where is the list of Council indoor community spaces for hire currently found on the City of Sydney Council website? If found in more than one location, please provide details.
3. What other indoor spaces Council are available for hire by the community, including:
- (a) Council-owned venues which are currently leased to another organisation to manage?
  - (b) Non-Council venues with whom Council has a lease or licence arrangement, which enables or facilitates community hire and use?

Please include the name, address and current organisation managing each venue.

4. Of the Council indoor community spaces for hire (at question 1), which of these spaces are for specific activities (for example, rooms with specific art equipment or music equipment)?
5. Of the Council indoor community spaces for hire (at question 1), which are staffed with local City of Sydney Council staff, based at the venue?
6. Of the Council indoor community spaces for hire (at question 1), which are available for hire:
- (a) At any time period, including evenings and weekends and

- (b) For specific hours only (for example during opening hours)?
7. How does Council track and report on the use of its indoor community spaces (at question 1)? Please include details of:
- (a) Any public reports (and where the public can access these), and
- (b) Any key internal or administrative reports.
8. How does Council track and report on the use of:
- (a) Council-owned indoor spaces which are managed by other organisations; and
- (b) Non-Council venues with whom Council has a lease or licence arrangement, which enables or facilitates community hire and use?

Please provide details.

9. What are the visitor or usage statistics for Council's indoor community spaces, in total, for the following financial years:
- (a) 2019/2020
- (b) 2020/2021
- (c) 2021/2022
- (d) 2022/2023 so far?
10. Is a breakdown of these figures available by venue? If yes please provide details, or advice about where this information is available in a Council document.
11. How many bookings were made to hire Council indoor community spaces, in total, for the following financial years:
- (a) 2019/2020
- (b) 2020/2021
- (c) 2021/2022
- (d) 2022/2023 so far?
12. Is a breakdown of these figures available by venue? If yes please provide details, or advice about where this information is available in a Council document.
13. Of the total number of hire bookings of indoor community venues by the public (question 11), how many bookings were made by:
- (a) Incorporated community groups
- (b) Unincorporated community groups
- (c) Not for profit organisations
- (d) For profit organisations and

- (e) Social enterprises?

Please provide a breakdown by financial year.

14. Of the total number of hire bookings of indoor community venues by the public (question 11), how many were provided a discount or fee waiver on the hire fees?

Please provide a breakdown by financial year:

- (a) 2019/2020  
(b) 2020/2021  
(c) 2021/2022?

15. In the 2022-2023 budget, Council agreed that the fee for community hire of community spaces would be waived upon application, where a group resides in or provides services largely to communities in the City of Sydney. This includes incorporated associations and unincorporated associations whose membership base and purpose is within the City of Sydney Local Government Area.

To date in 2022/2023:

- (a) How many full waivers of fees have been provided?  
(b) How many discounts or partial fee waivers have been provided?  
(c) How many insurance waivers, or access to the City of Sydney Council's insurance, have been provided?

16. The City of Sydney's Community Strategy Plan includes a target that by 2050 community cohesion and social interaction will have increased. This is based on at least 75 per cent of the local resident population feeling part of the community, agreeing most people can be trusted and believing that they can get help from their neighbours (Target 10).

What specific targets or actions are included in the City of Sydney's Community Strategy Plan and related documents (including the Delivery Program and Operational Plan) regarding use and access of Council's community facilities?

17. An outcome under Strategic Direction 7 of the City of Sydney's Community Strategy Plan is that everyone has equitable and affordable access to community and cultural facilities and programs, supporting social connection and wellbeing (Outcome 7.2).

What specific actions has the City established to achieve this outcome? What specific actions has the City established in relation to usage of community facilities?

X086664

**Answer by the Chief Executive Officer**

Refer to the City's website <https://www.cityofsydney.nsw.gov.au/places> for details.

Spaces are also available via Accommodation Grant Recipients. Council receives an annual report reviewing the Accommodation Grant Program and all leases. This was last reported to Council in June 2022 and available here -

<https://meetings.cityofsydney.nsw.gov.au/ielistdocuments.aspx?CId=133&MId=3966&Ver=4>

Usage is reported biannually through Operational Plan reports (Q2 and Q4) via Council Committees and via the Annual Report - <https://www.cityofsydney.nsw.gov.au/surveys-case-studies-reports/annual-report>

Fee waiver information is reported quarterly (Supplementary Report) via Council Committees and via the Annual Report - <https://www.cityofsydney.nsw.gov.au/surveys-case-studies-reports/annual-report>

Refer to Operational Plan reports (Q2 and Q4) via Council Committees for actions, targets and reporting information.

## **5. Costs Associated with the Fee Waiver of Community Centres and Venues for Community Groups**

By Councillor Ellsmore

### **Question**

1. What is the actual - or if this is not known the estimated - income for Council from hire of its indoor community venues by all groups, for the following financial years:
  - (a) 2019/2020
  - (b) 2020/2021
  - (c) 2021/2022
  - (d) 2022/2023?
  
2. What is the actual - or if this is not known the estimated - income for Council from hire of its indoor community venues by not for profit groups specifically, for the following financial years:
  - (a) 2019/2020
  - (b) 2020/2021
  - (c) 2021/2022
  - (d) 2022/2023?
  
3. What is the actual - or if this is not known the estimated – cost for Council from hire of its indoor community venues by all groups, for the following financial years:
  - (a) 2019/2020
  - (b) 2020/2021
  - (c) 2021/2022



- (d) 2022/2023?
4. What is the actual - or if this is not known the estimated –cost for Council from hire of its indoor community venues by not for profit groups specifically, for the following financial years:
- (a) 2019/2020
- (b) 2020/2021
- (c) 2021/2022
- (d) 2022/2023?
5. For the 2022/23 financial year, what is the estimated total loss of revenue or for the City of Sydney Council resulting from the waiver for community groups to book community centres and venues?
6. What is the budget for providing support (including facilities hire) for community centres and other community venues, for the following financial years:
- (a) 2019/2020
- (b) 2020/2021
- (c) 2021/2022
- (d) 2022/2023?
7. What is the budget for staffing community centres and other community venues, for the following financial years:
- (a) 2019/2020
- (b) 2020/2021
- (c) 2021/2022
- (d) 2022/2023?
8. What areas of the Council are responsible for:
- (a) Providing support for community venue hire by not for profit groups
- (b) Staffing for community centres and other community venues
- (c) Maintenance of existing community venues
- (d) Development of new community venues?
9. What line items in the 2022/2023 Council budget outline the income and costs for:
- (a) Providing support for community venue hire by not for profit groups
- (b) Staffing for community centres and other community venues

- (c) Maintenance of existing community venues
  - (d) Development of new community venues?
10. What is the breakdown of the budget for key activities in relation to community centres and other venues in the 2022/2023 Council budget? Please provide details by number and staff cost, key areas of activity and program costs.

X086664

**Answer by the Chief Executive Officer**

Refer to relevant Operational Plans <https://www.cityofsydney.nsw.gov.au/strategies-action-plans/operational-plan> and Annual Reports <https://www.cityofsydney.nsw.gov.au/surveys-case-studies-reports/annual-report>

Fee waiver information is also reported quarterly (Supplementary Report) via Council Committees.

The Operational Plan (budget) generally provides a breakdown by business unit.

Quarterly reports review the operating and capital results against budget for each financial year, and progress against the performance measures identified within the Operational Plan within the broader Delivery Program 2022-2026.

**6. Access, Promotion and Staffing of Community Centres and Venues**

By Councillor Ellsmore

**Question**

1. In relation to the Integrated Planning and Reporting Program and Budget 2022/23, Council resolved to, “Demonstrate Council’s commitment to proactively encourage increased use of its community venues by community groups in 2022/23, including where possible through reducing hire paperwork, immediate booking over the phone or online, and expanded promotions targeting community groups”.  
  
What changes have been implemented to the booking process to facilitate the streamlined booking of community facilities for community groups?
2. What changes, if any, are planned but are yet to be implemented?
3. What is the expected timeline for completion and costs associated with the City’s online booking system for the purpose of booking community centres and venues?
4. In what ways has Council proactively encouraged increased use of its community venues by community groups?
5. How has Council expanded the promotion of the free use of community centres to community groups, since the June 2022 Council decision? Please provide details.
6. Have any staff been employed for the purpose of increasing access to community spaces? If yes, please provide details

7. In an Answer to a Question on Notice of 16 May 2022, it was reported that the 2022/2023 budget included a 20 per cent increase in staffing and programming for community centres and venues, representing 9.6 additional FTE staff and a budget increase of \$1.2 million. This included 3.62 FTE staff for community centres.
  - (a) Where and in what capacity have the additional staff been employed?
  - (b) Specifically in relation to the additional 3.62 FTE staff for community centres: when were staff employed, where are they located, and what activities are they tasked to carry out?
8. What needs analysis or research was used to determine the location and focus of the additional staffing arising from the 20 per cent budget increase in the 2022/23 budget?
9. What consultation was undertaken to determine the location of the additional staffing arising from the 20 per cent budget increase in the 2022/23 budget?
10. Council undertook a community centre survey between 1 November and 15 December 2022. When will the engagement report be released?
11. What other community engagement activities, consultations or other actions does the City implement with the community to ensure community facilities are fit-for-purpose and are responsive to local needs? Please provide details.

X086664

#### **Answer by the Chief Executive Officer**

A staff member has been allocated to the Community Venues Team to help people who need extra support to book our venues, make enquiries or request fee waivers.

The City has been working towards developing a new streamlined online booking system that enhances access to our facilities and the project is expected to be completed in mid to late 2024.

Following the Council resolution to waive fees for community groups, the City raised awareness among grassroots advocates and organisations about the fee waiver.

One staff member was allocated to St Helen's Community Centre in Glebe, and another to our Aboriginal knowledge and cultural centre at 119 Redfern Street. Yet another was allocated to the Community Venues Team to help people who need extra support to book our venues, make enquiries or request fee waivers.

The other 6.6 additional staff positions are working across our community facilities, organising additional classes, including cooking, art and fitness classes. We now run over 70 programs across our community facilities each week.

As we reopened our centres after the Covid pandemic we wanted to hear from community what had changed for them, and how we could and should change the programs and services we offer as a result to provide the best possible support – particularly for our most vulnerable community members. To do this, we developed a community survey for all residents, workers and visitors. The survey was open between 1 November and 15 December 2022 and was intended to assist us to understand what people value and to identify opportunities and gaps.

The survey was available in English and Chinese. It was posted on the City's "Your Say" website, and was advertised through e-newsletters, via posters in community centres, word of mouth, direct email and promoted through social media. Paper versions of the survey in English and Chinese were also available in centres.

Survey results were provided to Councillors via the CEO Update on 31 March 2023.

We also introduced a monthly email newsletter for every community centre, and we display printed versions of our upcoming activities in our facilities for people who are unable to access this information online.

In November and December 2022, we held Community Centre Open Days across the City, encouraging people to sample the services and activities, which was reassuring for people who may have been reluctant to return because of Covid. We continue to hold these Open Days.

The City will invite the local community, including resident action group representatives, to meet with centre staff and management twice a year to enable local community feedback, collaboration and information sharing.

This improved collaboration model may be refined over the next 12 months and will help City staff with their planning and ensure resources are shared equitably across our Local Government Area.

## **7. Maintenance, Improvement and Management of Community Facilities and Venues**

By Councillor Ellsmore

### **Question**

1. Does the Council own any community facilities, venues, or halls which are currently vacant or under-utilised? Please provide details of which buildings/venues.
2. What community facilities, venues, or halls are scheduled for an upgrade in the 10-year Capital Works Delivery Program? Please provide details, including the project name, budget cost and expected delivery timeframe.
3. Where can this information be found in the Council's 2022-2023 budget and other integrated planning and reporting documents?
4. What is the maintenance schedule for community centres, libraries and other venues?

X086664

### **Answer by the Chief Executive Officer**

1. Two buildings within the community portfolio are currently closed to public access / vacant and are being reviewed to confirm future use – these properties are:
  - Former Beaconsfield Community Centre
  - Former Harry Burland Activity Centre, Darlington

Two properties have recently had Accommodation Grant Program tenants vacate and will be subject to an Expression of Interest in the coming months – these properties are:

- 12A Dadley Street, Alexandria
- The Banga Shed, Portman Street, Zetland.

2. Upgrade works included in the 10 Year Capital Works Delivery Program include:

- Annual Asset Renewal for Properties Assets (Rolling Program) – Total 10 Year Expenditure of \$321M – This program includes renewal of specific building areas / components e.g. upgrade / renewal of bathrooms / kitchens, air conditioning upgrades etc
- Pymont Community Centre Upgrade - \$5.7M Completion in 2024
- Ultimo Community Centre Upgrade - \$12M Commencement in 2025 – Completion in 2029

In addition to the upgrade of existing facilities the following new community facilities are included in the 10 Year Capital Works Delivery Program:

- SSHS – Stage 2 (Cultural/Community/Health Facilities) \$24.7M Completion in 2024/25
- New Childcare – Fig and Wattle Street Ultimo \$8M Completion in 2026/27
- Sports Facilities – Fig and Wattle Street Ultimo \$7M Completion in 2026/27
- Huntley Street Recreation Centre \$20M Completion in 2025/26
- George Street – Lend Lease Circular Quay VPA \$8.8M Completion in 2023

3. Details of annual asset renewal programs and individual projects >\$5M are included in the Resourcing Strategy, approved by Council in June 2022.

4. All facilities are subject to a program of maintenance (planned and reactive) and cleaning.

Maintenance includes:

- Regular compliance, safety and asset management inspections
- Planned maintenance based on asset and equipment operating manuals
- Reactive maintenance identified through inspections and prioritised requests from the operators of the building.

Cleaning services include:

- programmed planned cleaning and hygiene to ensure City buildings are clean, hygienic and presentable
- coordination and removal of waste

- sanitary and sharps disposal
- supply and management of consumables to ensure constant stock availability
- high level external window cleaning
- slip testing
- internal/external lift shaft glass cleaning

## **8. Making Accessibility Upgrades to Community Facilities**

By Councillor Ellsmore

### **Question**

1. The City of Sydney's Operational Plan includes a deliverable to manage the property portfolio to ensure that planned upgrades to community facilities make spaces more inclusive to all and optimise community needs.

In the 2022-2023 Council Budget, what specific projects or actions have been funded or proposed to meet this deliverable?

2. Which community facilities have been subject to accessibility upgrades in 2022-2023?
3. For the coming four years, what specific projects or actions are proposed to meet this deliverable?
4. For the coming ten years, what specific projects or actions are proposed to meet this deliverable?
5. What was the cost and budget associated with each of the projects or actions listed above?

X086664

### **Answer by the Chief Executive Officer**

1. All planned upgrades of our community facilities which are included in the 10 Year Capital Works Delivery Program are required to comply with the Access to Premises standards where a construction certificate is required.
2. Examples of projects which have included accessibility upgrades in 2022-2023 include:
  - Pyrmont Community Centre Upgrade
  - PACT Theatre Deck Replacement.
3. All planned upgrades of our community facilities which are included in the 10 Year Capital Works Delivery Program are required to comply with the Access to Premises standards where a construction certificate is required.

4. All planned upgrades of our community facilities which are included in the 10 Year Capital Works Delivery Program are required to comply with the Access to Premises standards where a construction certificate is required.
5. Costs associated with upgrades of community facilities is included in the 10 Year Capital Works Delivery Program.

## 9. South Sydney Activity Centre

By Councillor Ellsmore

### Question

1. What is the South Sydney Activity Centre, also known as the Harry Burland Centre, on Shepherd Street?
2. Where is the property located?
3. Who owns the property?
4. Who manages the property?
5. Are there any current leases, licences or other arrangements over the property? If yes, please provide details.
6. What is the history of the property?
7. What is the centre currently being used for?
8. If the centre is vacant, how long has it been vacant for?
9. What activities or community uses was the centre being used for in:
  - (a) 2018-2019
  - (b) 2019-2020
  - (c) 2020-2021
  - (d) 2021-2022
  - (e) 2022-2023?
10. How were the operations of the centre impacted by Covid?
11. What spaces and facilities does the centre include? Please provide details of what spaces are included in the centre – including indoor meeting rooms, kitchens, toilets, specific purpose rooms, outdoor seating, gardens or other facilities?
12. Where can a site map of the centre be found?
13. What is the condition of the current centre? Is it in a condition that would allow it to be used by the public? Please provide details.

14. When was the condition and maintenance needs of the centre last assessed?
15. Are there any current plans for future uses of the site? If yes, please provide details
16. Is any maintenance or upgrade proposed for the site?
17. When were the community facility needs of the Chippendale and Darlington community last assessed? In what Council reports or documents is this reported?
18. Is there any current provision in the budget, or future budgets, for this site? If yes, please provide details.

X086664

#### **Answer by the Chief Executive Officer**

The Harry Burland Activity Centre is located at 132-134 Shepherd Street, Darlington and is owned by the City of Sydney.

The centre has been used in the past as an overflow space for the Pine Street Creative Studio but has not been in use since approximately 2018. The building is not suitable for use in its current state.

The longer-term use of this facility is under review. Any future upgrades of the site will be subject to Council approval.

Staff will investigate ways to enhance access to community facilities in the southern part of the city.

### **10. City of Sydney Grant Programs**

By Councillor Ellsmore

#### **Question**

1. What current grant programs does the City of Sydney provide? Please provide the name of the grant program, and the total amount available, per annum.
2. Where is the information about these grant programs available to the public? Please provide details
3. Which grants are open to:
  - (a) Not for profit organisations
  - (b) For-profit organisations
  - (c) Social enterprises?
4. In terms of total funding available, what percentage of the City of Sydney grant programs are open to:
  - (a) Not for profit organisations
  - (b) For-profit organisations



(c) Social enterprises?

5. As part of the grant assessment and approval process, how does the City consider applications from:

(a) Community groups (incorporated and unincorporated)

(b) Not-for-profit organisations

(c) For-profit organisations

(d) Social enterprises?

Please include details of the assessment criteria, and where this is publicly available.

6. As part of the grant assessment and approval process, does the City weigh or score applications from for-profit, not-for-profit and community groups differently? Please provide details.

7. The City of Sydney runs info sessions in relation to the grants process. In 2022/2023:

(a) What grant information sessions have been provided

(b) What data does the City hold about who attended those sessions and

(c) In terms of attendants, is it known or estimated what percentage of attendees were for profit, compared to not for profit, organisations?

8. Is the City aware of any barriers faced by community groups (incorporated and unincorporated) when applying for grants? Please provide details, including any feedback received.

9. Is the City aware of any barriers faced by community groups (incorporated and unincorporated) when acquitting grants? Please provide details, including any feedback received.

10. Does the City have any resources or programs to support and encourage applications from community groups (incorporated and unincorporated) as part of the grant application process?

11. Has the City considered streamlining the grant application process in relation to repeat events/activities organised by community groups (incorporated and unincorporated)?

12. For the following financial years, how many grants were awarded to not-for-profit organisations, unincorporated community groups, incorporated community groups, and for-profit organisations:

(a) 2019/2020

(b) 2020/2021

(c) 2021/2022

(d) 2022/2023 so far.

**Answer by the Chief Executive Officer**

Refer to the City's website <https://www.cityofsydney.nsw.gov.au/grants-sponsorships> which details the Grants and Sponsorship Policy, Guidelines and relevant Operational Plan information relating to funding for grants programs.

Refer to relevant Operational Plans <https://www.cityofsydney.nsw.gov.au/strategies-action-plans/operational-plan> and Annual Reports <https://www.cityofsydney.nsw.gov.au/surveys-case-studies-reports/annual-report>

Grants information is reported quarterly (Supplementary Report) via Council Committees and via the Annual Report - <https://www.cityofsydney.nsw.gov.au/surveys-case-studies-reports/annual-report>

Information session information is detailed in each report to Council where grants are recommended for determination.

The City has dedicated support for Aboriginal and Torres Strait Islander peoples, people with disability and culturally and linguistically diverse peoples to assist with the grants process.

**11. Closing the Gap Strategy**

By Councillor Scott

**Question**

In 2020, councils co-signed a landmark agreement marking a new chapter in the national effort to close the gap between Indigenous and non-Indigenous Australians.

At the heart of the National Agreement on Closing the Gap Partnership are four agreed priority reform targets and 16 socio-economic targets in areas including education, employment, health and wellbeing, justice, safety, housing, land and waters, and Aboriginal and Torres Strait Islander languages.

1. Broken down by target, what progress has the City of Sydney made on these targets?
2. Please detail progress made on the City's own Closing the Gap strategy?
3. When will the City's Closing the Gap strategy be considered/reported to Council?

X086668

**Answer by the Chief Executive Officer**

The City's strategic response to the National Agreement on Closing the Gap strategy is incorporated in the City's Community Strategic Plan which was adopted by Council in June 2022. The City's work to address the relevant Closing the Gap priority reforms and socio-economic targets is identified within that document.

The City's approach, including for reporting via the Operational Plan and the Stretch Reconciliation Action Plan (RAP) annual report, was outlined to Councillors via a CEO Update circulated on 8 April 2022. The Stretch Reconciliation Action Plan - Annual Report 2022 was circulated via the CEO Update on 17 February 2023.

## 12. Funding Allocated for Racism Not Welcome

By Councillor Scott

### Question

On 3 March 2021, Councillor Scott moved a motion to approve funding of up to \$10,000 from the 2020/21 General Contingency Fund to support the program of community works, that may include value in kind donations of spaces for exhibitions, the instalment of "Racism Not Welcome" street signs in key locations around the City or other community engagement activities. The motion was carried unanimously.

1. Please detail how much of the \$10,000 was allocated, and what for.
2. What has the remainder of the funding been allocated for in 2022/23 Budget?

X086668

### Answer by the Chief Executive Officer

Further to two CEO Updates provided to Councillors in 2021 (6 August 2021 and 17 September 2021), five Racism Not Welcome street signs were installed in late 2021 within the Sydney central business district and immediate surrounds. These are at high profile, high vehicular and pedestrian traffic locations where they are easily visible to residents, workers, students, tourists and visitors. Online articles supported the Racism Not Welcome [campaign](#) and the [installation](#) of these signs.

Between June and December 2021, the City hosted a series of interactive online anti-racism and by-stander action workshops for the community to further support the Racism Not Welcome campaign. Nine workshops were held with 121 people attending, including community members, along with representatives from community groups, education and government organisations. The workshops provided participants with opportunities to develop racial literacy, empathy and an understanding of race-related issues and identities. The workshops also provided tools, skills and strategies for intervention when encountering racism in everyday life.

The City regularly delivers anti-racism and bystander action programs and these are included in regular budgeting. This year the City's continues to take leadership of the NSW Anti-Racism Working Group, an initiative of the Local Government Multicultural Workers Network. In addition, the City recently established our Multicultural Advisory Panel. The panel's Terms of Reference highlight that the panel provides advice on policies and operations of the City of Sydney in relation to matters of importance to culturally diverse communities, including strategies to combat racism and discrimination. The panel has identified anti-racism strategies and initiatives as a priority and City staff will take on board their feedback when designing and delivering appropriate programs and strategies to combat racism.

### 13. Harry Noble Reserve Completion

By Councillor Scott

#### Question

During the Council briefing session on 12 July 2021, the City reported that construction on Harry Noble reserve would commence in July 2022 and be completed by April 2023. The project scope was then unanimously carried at Council on 26 July 2021.

When will Harry Noble Reserve be completed?

X086668

#### Answer by the Chief Executive Officer

Harry Noble Reserve Playground is currently in the design documentation phase progressing to 95 per cent Issue for Tender. Documentation has taken longer than anticipated due to complexity of the site and coordination of interfacing projects. The tender to engage a construction contractor is currently programmed to market in mid-2023. Following tender evaluation and contractor engagement, construction will commence early 2024 following summer school holidays.

### 14. Installation of the Milk Bar Plaque

By Councillor Scott

#### Question

In 2017, a plaque for the first ever modern Milk Bar was approved by the City of Sydney. On 30 October 2022, Councillor Scott moved a motion noting the history of the first ever modern Milk Bar and the family's struggle to have their plaque placed.

1. Where will the plaque for the Milk Bar be placed?
2. When is the plaque's installation scheduled for? Is this accounted for in the upcoming budget?

X086668

#### Answer by the Chief Executive Officer

The new management of the building at 20 Martin Place (Milk Bar plaque) were trying to find a solution but have now confirmed that they do not approve the installation of the plaque on their building. They are considering a new historical board within the lobby, which could be an opportunity to commemorate the milk bar site in some way.

City staff are now revisiting alternative locations for the plaque and once confirmed will discuss the options with stakeholders.

Once a final location has been determined the plaque will be installed following any necessary planning approvals being granted. The costs for installation are included in the upcoming budget.

## 15. Maureen Oliver Reserve Completion

By Councillor Scott

### Question

On 14 December 2020, Councillor Scott moved a motion calling for Maureen Oliver Reserve to be upgraded. Council unanimously resolved for the Chief Executive Officer to order an updated assessment be undertaken to effectively consider the need for an amendment to the small parks playgrounds renewal timeframe to include an upgrade for the Reserve.

In the Council papers on 27 June 2022, City staff responded to Councillor Scott's Question on Notice regarding Maureen Oliver Reserve upgrades. Staff reported that initial investigations of the site had been completed and that community consultation was planned for August/September 2022.

1. What progress has been made on upgrading Maureen Oliver Reserve?
2. When will the Reserve's upgrades be completed?

X086668

### Answer by the Chief Executive Officer

Construction for the upgrade of Maureen Oliver Reserve is currently underway. Works are scheduled for completion on 14 April 2023.

## 16. Sadie King OAM Plaque

By Councillor Scott

### Question

1. Please advise when Sadie King's commemorative plaque will be installed.
2. Is the plaque accounted for in the upcoming budget?

X086668

### Answer by the Chief Executive Officer

A draft design has been developed and stakeholders are currently being consulted. A location has been agreed with the stakeholders and owner's consent for this location is currently being sought. Following this, any necessary planning approvals will be sought and the plaque can be fabricated and installed.

The costs for installation are included in the upcoming budget

## 17. Traffic Calming at Rainford Place

By Councillor Scott

### Question

On 15 November 2021 Councillor Scott moved a motion requesting an investigation of traffic calming measures for Rainford Street, which was carried unanimously.

In the 16 May 2022 Council papers, the following information was reported:

The 15 November 2021 Council resolution requested that the Chief Executive Officer investigate traffic calming conditions at Rainford Street, Surry Hills.

Traffic and pedestrian counts were undertaken in April 2022. City staff will analyse the data to determine if traffic calming treatments are required in Rainford Street and the potential treatment options.

Future works if required could be accommodated in the future years' forward estimates if required.

1. Has the data collected on traffic patterns at Rainford Place been analysed?
2. What are the results of the investigations?
3. Will traffic calming conditions be put in place?
4. If so, when are they scheduled for and are they accounted for in the upcoming budget?

X086668

### Answer by the Chief Executive Officer

1. Traffic count data was collected in Rainford Street on 6 March 2020 and again on 25 May 2022 after the impacts of the pandemic had settled. The data has since been analysed.
2. Traffic count data on 6 March 2020 showed an average of 1015 vehicles per day use this street with the majority of drivers travelling below 37km/h. Traffic counts on 25 May 2022 showed an average of 800 vehicles per day use this street with the majority of drivers travelling below 37km/h. Taking the results into account, speed does not seem to be an issue in this street as it is a local street with a sign posted speed limit of 40km/h.

The 2022 counts also showed that the maximum PM peak was 94 vehicles per hour (7pm-8pm) and in the AM peak was 81 vehicles per hour (9am-10am). This is approximately three vehicles every two minutes which is not a high volume for a residential street, however would qualify for a Shared Zone treatment.

3. Due to the street trees causing some obstruction on the footpath along Rainford Street, the City believes a Shared Zone would be a suitable treatment to improve access and safety for people walking in the street. A Shared Zone would allow pedestrians to share the space with vehicles at a reduced 10km/h speed limit. This treatment requires the approval of Transport for NSW before the City can proceed as it involves a speed limit change.

The proposed changes are also subject to community consultation and endorsement by the Local Pedestrian, Cycling and Traffic Calming Committee.

Residents in Rainford Street have previously requested for the footpath to be widened. However, given that the existing carriageway is approximately 6m wide, it would only be possible to widen the footpath by a maximum of 0.7m without impacting parking, and allowing for access for emergency and waste collection vehicles. Given the placement of existing street trees and power poles along the footpath, this minor increase in footpath width is unlikely to improve access for people walking and would be a significant cost for negligible benefit.

4. The Shared Zone proposal is currently scheduled for design in 2023/24 and construction in 2024/25, subject to all approvals and approval of the budget.

## 18. Water Quality at Victoria Park

By Councillor Scott

### Question

1. How many ducks have died since the beginning of the year?
2. Has the death of the ducks been accounted for yet?
3. What investigations has the City of Sydney undertaken?
4. Have solutions been found and implemented?

X086668

### Answer by the Chief Executive Officer

1. Through discussions with Taronga Zoo, City staff and volunteers the City understand the following carcasses have since been found in or near the lake:

- 26 Pacific black ducks
- 1 Corella
- 1 Rainbow lorikeet
- 1 Flying fox
- 2 Ibis

The City has been unable to confirm if there are additional carcasses collected/disposed of by other agencies or volunteer groups.

2. On 24 March 2023, Taronga Zoo distributed preliminary pathology reports for 10 birds submitted by Sydney Wildlife Rescue. Preliminary results indicate avian botulism is the likely diagnosis, however other intoxication is a possibility. To confirm the findings animal tissue samples have been sent to a specialised laboratory in Western Australia for toxicology testing. Results are due on 31 March 2023. Further results from water tests are also due this week.

3. The City has been working with the Australian Registry of Wildlife Health, Taronga Zoo, the NSW Environmental Protection Authority (EPA) and the Department of Primary Industries (DPI) to determine the cause. Working with Taronga Zoo, the City has been providing background on the wetland system, the current ecological condition of the lake and details of the City's quarterly water monitoring program. The City expedited its quarterly testing to assist with the process and increased servicing of the park to collect carcasses.

Under the current water monitoring program undertaken by the City, Lake Northam is monitored on a quarterly basis by an environmental consultant. The most recent sampling occurred on 16 March 2023. Water samples are taken to an accredited laboratory and are assessed against state and national guidelines. Based on the initial field inspection and measurements, no immediate environmental risks were identified. Field measurements together with laboratory results indicate an elevated nutrient and organic content combined with low dissolved oxygen. These conditions could encourage the production of botulinum. To further verify avian botulism, the City requested additional sedimentary sampling and targeted laboratory analyses for suspect bacterium. Partial water quality testing results have been received with the remainder due by 31 March 2023.

All water quality results from this round of monitoring have been provided to the NSW EPA.

4. Multiple lines of supporting evidence from both water quality and autopsy results indicate avian botulism is the likely cause. The City is preparing to implement controls in relation to avian botulism if it is confirmed as the cause of the deaths.

The following management strategy has been planned to mitigate the outbreak with works to commence 3 April 2023:

- (a) Remove sediment and reduce vegetation, guided by an ecologist/wetland specialist;
- (b) Increased reticulation of water in the wetland; and
- (c) Additional one-off sampling event of the water body to determine if conditions have improved to suppress the outbreak (i.e. lower nutrient concentrations, lower organics, higher oxygenation, etc).

## 19. Wimbo Park Completion

By Councillor Scott

### Question

On 22 August 2022, Council resolved to accept the tender for the construction of Wimbo Park. In the Council briefing session prior, the City reported that construction would commence in October 2022 and be completed within 12 months.

When will Wimbo Park be completed?

X086668



**Answer by the Chief Executive Officer**

Wimbo Park construction is progressing and on track for completion at the end of 2023.

**20. City of Sydney Resourcing for Affordable Housing Related Work**

By Councillor Ellsmore

**Question**

1. Which divisions, sections or units within the City of Sydney have primary responsibility for homelessness? Please provide details.
2. Which divisions, sections or units within the City of Sydney have primary responsibility for affordable housing?
3. Which divisions, sections or units within the City of Sydney have primary responsibility for public and social housing?
4. Does the City of Sydney have a dedicated affordable housing unit or team? If yes, please provide details.
5. Does the City of Sydney have any staff specifically dedicated to affordable housing policy, projects or other affordable housing related work? If yes, please provide details, including:
  - (a) How many staff
  - (b) Whether they are part-time or full time
  - (c) What units or sections of Council they work in, and
  - (d) Their titles and focus of their roles.
6. Does the City of Sydney have any staff whose role includes, but is not limited to, affordable housing? If yes, please provide details, including:
  - (a) How many staff
  - (b) Whether they are part-time or full time
  - (c) What units or sections of Council they work in, and
  - (d) Their titles and focus of their roles.
7. Does the City of Sydney have any staff dedicated to supporting the City's Housing for All Working Group? Please provide details.
8. What budget does the City of Sydney allocate to affordable housing? Please provide details of:
  - (a) Staffing
  - (b) Grants programs

- (c) Planning and development matters
  - (d) Policy and law reform
  - (e) Other relevant areas.
9. Does the City of Sydney have any staff supporting public and social housing? Please provide details including:
- (a) How many staff
  - (b) Whether they are part-time or full time
  - (c) What units or sections of Council they work in, and
  - (d) Their titles and focus of their roles.
10. What resources does the Council contribute to the affordable housing work of the Southern Sydney Regional Organisation of Councils (SSROC) and Resilient Sydney. Please provide details including:
- (a) How many staff
  - (b) How many paid hours
  - (c) Primary tasks.

X086664

**Answer by the Chief Executive Officer**

Various staff and divisions across the City undertake work on homelessness, affordable housing and public and social housing.

This includes the dedicated Homelessness Unit, the Grants Unit, the Safe City Unit and the Social City Unit in the City Life Division, Strategic and Development Assessment Planners in the City Planning, Development and Transport Division and Strategy Advisors and the Resilient Sydney Unit in the Strategic Development and Engagement Division.

Secretariat services for the Housing For All Working Group is provided by the City Planning, Development and Transport Division. The Chief Executive Officer and the Director City Planning, Development and Transport lead and support the Housing For All Working Group.

The Chief Executive Officer and relevant staff contribute to the affordable housing work of the Southern Sydney Regional Organisation of Councils (SSROC), the Council of Capital City Lord Mayors (CCCLM) and Resilient Sydney.

## 21. Council Policies Regarding Tree Poisonings

By Councillor Ellsmore

### Question

1. What are the policies and procedures that guide the City's responses to cases of tree poisoning?
2. How does the City undertake investigations in relation to what poison was used and the entity or person that may have poisoned the tree?
3. What factors does the City take into account when deciding to remove a poisoned tree, including assessments of whether treatment is a viable option?
4. If treatment is assessed to be a viable option, what are the treatment options and how are these determined?
5. If treatment is not a viable option, and the tree is assessed for removal, what factors determine whether it will or will not be replaced with an identified species?
6. If a tree displays epicormic growth, is this a factor considered in the City's assessment?
7. When Council is planning a response to a poisoned tree, what opportunities are there for the public to comment and how much time are they given to comment?
8. Does the elected Council have any role in deciding what action is taken in relation to poisoned trees?
9. Are there any circumstances where the City assesses that a tree cannot be treated, but decides against removing the tree, such as for providing habitat for birds and mammals?
10. Are there any policy tools that the City employs to discourage tree poisonings, other than the risk of a fine?
11. If a tree is poisoned and removed following assessment by City staff, does the City take any action to discourage future poisoning? For example, some other local councils put up signs in place of poisoned trees to block views, until the replacement tree has grown to the equivalent size of the original tree.

X086664

### Answer by the Chief Executive Officer

1. The Current Tree Management Policy states:

The City of Sydney will notify the community of illegal works and undertake site specific responses following tree poisoning or illegal tree removal. The City of Sydney will investigate unauthorised (tree pruning, poisoning/removal) and pursue enforcement action where appropriate in accordance with the Enforcement Policy.

The City of Sydney will remove and replace poorly performing trees to reinvigorate the urban forest.

The revised draft Tree Management and Donation Policy states:

We notify the community of illegal works and undertake site specific responses following tree poisoning or illegal tree removal. We investigate unauthorised tree pruning, poisoning and removal and pursue enforcement action where appropriate in accordance with the City's Prosecution and Civil Enforcement Policy and the Compliance Policy.

We will consider the retention or delayed removal of appropriate trees that have been poisoned or otherwise damaged. These trees will be managed until they are removed and/or replaced.

2. The investigations undertaken are tailored to the condition of the tree and the site-specific circumstances. Trees can decline in health due to a variety of reasons.

Drill holes at the base of the trunk is usually a tell-tale sign that it has been poisoned with a systemic herbicide. The first response is usually to flush the drill holes with water to remove as much of the herbicide as possible. If a tree has declining health, and if it is unclear whether poisoning has occurred, we consider having laboratory testing of the foliage done to confirm the presence of any common systemic herbicides. If a tree is in an advanced state of decline and there are obvious signs of poisoning there is little the City can do.

If the tree is in a City street or park we usually place a notice on the tree to inform the local community that the tree has been poisoned and asking for them to contact us with any relevant information. We also consider if other sources of information may be available (e.g. CCTV recordings). It is often not possible to gain the necessary evidence to positively identify the person responsible.

3. We consider the following factors when deciding how to manage or whether to remove a poisoned tree:

- it's species and age (different trees can react in different ways)
- the current health and structural condition of the tree
- the site-specific location and growing conditions
- the likely future biological and growth response of the tree
- any potential for recovery and options for future management
- the use of the surrounding area and what ongoing risk a declining tree may present at the location

Treatment options are usually limited to improving soil conditions as a way to relieve stress and aid recovery. The potential for this is usually dictated by the site-specific conditions and whether the rootzone of the tree is paved (as in a street) or not paved (as in a park).

4. If the tree is located in a park with favourable access to the rootzone the treatment options are usually to water the roots to ensure optimum available soil moisture, depending on the season and the condition of the tree canopy. There are generally no other options to treat a tree affected by systemic herbicide.

5. As for any tree removed by the City, replacement planting is considered and determined on a site-by-site basis. All potential opportunities for planting and considered and acted on. The species of tree planted in streets is determined by the Street Tree Master Plan.
6. Yes, it is a factor related to the health, future structural condition, and potential for recovery. It is common for a tree to display epicormic growth after systemic herbicide poisoning. It is a short-term response to stress and does not usually lead to long-term health and recovery.
7. The public can contact the City or make submissions in response to the notices placed on the tree to inform them of the poisoning or removal/replacement work. They are usually given at least two weeks to comment but usually longer if the health and recovery of the tree is being monitored.
8. Recommendations for tree management and tree removal are made by arborists with the necessary skill and experience to get the best outcomes for the urban forest and to best manage tree related risk. Decisions are escalated and made by the Urban Forest Manager, Manager City Greening and Leisure, Director City Services and the Chief Executive Officer depending on the significance of the tree and any submissions received by the community. The elected Council have a role in reviewing and approving the City's tree management policies and strategies.
9. Yes, this is considered on a site-by-site basis. Large dead trees are sometimes retained for habitat in parks that have natural bush-like landscapes (like Sydney Park) depending on the tree species. It is not usually appropriate to retain dead trees for habitat in streets, however this is considered based on the individual circumstances. A more favourable outcome for the community and for wildlife is to replace the tree so they can benefit from the new tree and canopy as soon as possible.
10. The City's Greening Sydney Strategy and Urban Forest Strategy promote the importance and need for trees in our City, the value they contribute to residents and property owners, and foster a general appreciation for them in our community.
11. The City considers this response on a site by site basis. Signs may help to highlight the issue but may also lead to unfavourable outcomes for innocent local residents that may not have been involved.

## 22. Carbon Offsets

By Councillor Ellsmore

### Question

1. In relation to the City of Sydney Council's emissions, in 2021 the City of Sydney announced it had reduced operational emissions by 70 per cent. How does the City of Sydney Council measure its emissions?
2. Against what baseline/s does the City of Sydney Council measure its emissions? Please provide details.
3. What activities are included in the calculations of the City of Sydney Council's emissions?

4. What are the key Council strategies or reports which outline emissions targets and actions? Where can the public view these?
5. How does the City of Sydney Council track and report its own emissions?
6. How does the City track and report on emissions produced by Council services which are not directly delivered by the Council?
7. How are emissions provided by Council waste services tracked and reported? Please provide details
8. What are the most update-to-date projections that the Council has:
  - (a) Of the Council's current emissions?
  - (b) Of the Council's future emissions?
9. In relation to emissions produced in the local area, the City of Sydney's Community Strategic Plan includes a target that by 2035 we will achieve net zero emissions in the City of Sydney local area. How does the City of Sydney track the emissions for the local area (ie for activities beyond those for which the Council is directly responsible)?
10. Against what baseline is the reduction in local area emissions measured?
  - (a) For the Council
  - (b) For other specific sectors, and
  - (c) For the local area (in total)?
11. Where does the City of Sydney track and report emissions relating to activities which are not its responsibility, in the local area?
12. In relation to offsetting emissions, in 2007 the City of Sydney announced that it was the first local government in Australia to become carbon neutral. How does the City of Sydney offset its emissions?
13. To offset emissions, the City of Sydney purchases carbon credits. This includes from Indigenous-owned businesses that practice traditional burning as part of land care. What current offsets does the City of Sydney purchase?
14. How many emissions was the City estimated to have produced in:
  - (a) 2019-2020
  - (b) 2020-2021
  - (c) 2021-2022
  - (d) 2022-2023?
15. How many of these emissions were offset, in:
  - (a) 2019-2020
  - (b) 2020-2021

- (c) 2021-2022
- (d) 2022-2023?

X086664

**Answer by the Chief Executive Officer**

1. See Green Report 2022 - <https://www.cityofsydney.nsw.gov.au/surveys-case-studies-reports/green-reports> and the City's Public Disclosure Statements on the Climate Active Website - <https://www.climateactive.org.au/buy-climate-active/certified-members/city-sydney>
2. Financial Year 2006.
3. See the City's Public Disclosure Statements on the Climate Active Website.
4. Environmental Strategy 2021-2025 - <https://www.cityofsydney.nsw.gov.au/strategies-action-plans/environmental-strategy>
5. See Green Report 2022 and the City's Public Disclosure Statements on the Climate Active Website.
6. See the City's Public Disclosure Statements on the Climate Active Website.
7. See Green Report 2022 and the City's Public Disclosure Statements on the Climate Active Website.
8. See Green Report 2022 – provides both.
9. See Green Report 2022.
10. 2006 (all).
11. See Green Report 2022.
12. See City's Public Disclosure Statements on the Climate Active Website.
13. See City's Public Disclosure Statements on the Climate Active Website.
14. 2022-2023 emissions are not yet quantified. For all others see Green Report 2022 and the City's Public Disclosure Statements on the Climate Active Website.
15. 2022-2023 emissions are not yet quantified. In other years 100 per cent of emissions were offset.

### 23. Waste Management Issues on Kellett Street, Potts Point

By Councillor Ellsmore

#### Question

1. Kellett Street, Potts Point is a residential zone that has several businesses including small bars and clinics, close to Bayswater Road. Who are the waste contractors for the businesses that operate on Kellett Street?
2. The City of Sydney provides additional street cleaning to priority or busy main street areas. Is Kellett Street currently identified as an area which is a priority for street cleaning and waste removal?
3. In the last six months, how often has the City's street cleaning or waste team been called to Kellett Street to deal with rubbish dumps, large spills and other waste items?
4. Kellett Street residents have written to the Council requesting additional street bins to manage the increased waste. Has the City responded to this request? If yes, please provide details.
5. Are any additional street bins planned for Kellett Street? If yes, please provide details.
6. How often does the machine sweeping attend Kellett Street?
7. What kind of protections are in place for residents when a private waste contractor is found to have been in breach of its contract – for example waste collection out of hours?

X086664

#### Answer by the Chief Executive Officer

1. There are multiple commercial waste contractors that operate within the Local Government Area.  
  
There is a requirement for businesses to maintain a commercial waste contractor but there is no requirement for them to update the City on which company services the business. Due to the nature of the industry, many businesses change their contractor regularly.
2. Kellett Street is serviced twice a week by manual sweepers, assisted by a mechanical sweeper on request. The corner of Kellett and Bayswater is high pressure cleaned on a Saturday and Sunday morning. Manual sweepers are also allocated on weekends when resources allow. Team Leaders are aware of the concerns and monitor this area.



3. Below are the instances that Cleansing have been engaged in servicing Kellett Street outside of the regular service schedule for the last six months.

<b>Cleanaway</b>	<b>29</b>
Missed Waste – Garden /Recycle /Metals	8
Book Clean Up -Whitegoods	7
Book Clean Up -Household	6
Missed Waste - Garbage Bins / Household	5
Illegally dumped metal and whitegoods	2
Illegally dumped bulky household and furniture	1
<b>Cleansing Operations</b>	<b>6</b>
Sweep/Clean-Street & Bins / Ashtrays - East	5
Dumps - Unsafe / Urgent / Dead Animals – East	1
<b>Soft Landing</b>	<b>6</b>
Book a Clean Up - Mattresses/ Ensemble Bed	3
Illegally dumped mattress	3
<b>Grand Total</b>	<b>41</b>

4. The City has received a request for additional street litter bins in Kellett Street. The request has been investigated by the Team Leader for this area.
5. As a result of the investigation and review there are no additional street litter bins planned for Kellett Street at this stage for the following reasons:
- Kellett Street is narrow and these access issues make street litter bin collections difficult
  - There are currently three street litter bins at the end of Kellett Street in Bayswater Road, with additional bins along Darlinghurst Road and Ward Avenue
  - The street litter bins in this area are serviced twice daily, seven days a week
6. Kellett Street is serviced two to three times Monday to Friday, with additional cleaning on Saturday and Sunday morning, subject to available resources. The roadway sweeper services the area when manual sweepers ask for assistance. The corner of Kellett Street and Bayswater Road is also serviced with a steam plant on Saturday and Sunday morning.

7. If a resident is disturbed by waste collections outside of reasonable hours they are entitled to make a noise complaint which would be investigated by the City's Environmental Health Officers. Noise complaints are all investigated on a case-by-case basis. The officer will usually liaise with the business/waste contractor to ensure that the collections are carried out at a reasonable time - usually between 6am to 10pm Monday to Friday and 8am to 10pm on weekends and Public Holidays.

There are no set times permitted for collection of waste - the City's Environmental Health Officers are guided by the City's Waste Policy which details recommended operating hours for commercial waste collectors, however they are a guide only and are not enforceable. If the noise from the collection of waste has been investigated and found to have been carried out in an environmentally unsatisfactory manner (i.e. due to the offensive noise being emitted by the collection of waste and the time of day it is being collected) a Prevention Notice under the Protection of the Environment Operations Act 1997 may be issued and the contractor compelled to ensure the waste collections are only carried out during the times mentioned above.

## 24. Questions for the Draft 2023/24 Budget

By Councillor Ellsmore

### Question

1. What is the estimated cost of installing free sanitary products in the City of Sydney Local Government Area, in:
  - (a) Outdoor public toilets;
  - (b) Libraries and community facilities;
  - (c) Swimming pools and gyms; and
  - (d) Town Halls?
2. Which Council facilities currently have free Wi-Fi?
3. Which Council facilities are proposed to have free Wi-Fi installed in coming years?
4. What is the estimated cost of expanding free public Wi-Fi to the following locations and facilities:
  - (a) Public spaces in the CBD;
  - (b) The Sydney Town Hall and surrounds;
  - (c) Community facilities, including community centres and town halls, where free Wi-Fi is provided;
  - (d) Public parks;
  - (e) Public housing estates such as Waterloo, Woolloomooloo, Redfern, Surry Hills and Glebe?

If an estimate has not been made for any of these sites, please note which.

5. Have City staff had any conversations with the NSW Government, including the Department of Communities and Justice and the Land and Housing Corporation, about partnering to provide free public Wi-Fi to public housing estates, including Waterloo, Woolloomooloo, Redfern, Surry Hills and Glebe?

If so, please provide details, including who the City spoke with, when the City had these conversations, and the outcome.

X086664

#### **Answer by the Chief Executive Officer**

The City is investigating trials currently being undertaken by some other councils and State Agencies in relation to public toilet dispensers for free sanitary products. If those trials are successful, the City will consider implementing.

The estimated cost of providing these products for 10 sites is \$165,000 per year.

Further to a CEO Update provided to Councillors on 22 July 2022 and a report to Council in December 2022, public Wi-Fi is currently available at all nine of the City's Libraries and two Library link sites, noting that the Pymont Community Centre is currently closed for renovation, and the link located there is also temporarily unavailable. Public Wi-Fi is also available at 12 of the City's community centres and venues for hire. This free public Wi-Fi access will be increased through the City's Wi-Fi tender to a total of 33 community centres and venues for hire to provide coverage across the City's community centres and venues.

Free Wi-Fi is provided in the public domain by a range of community, government and commercial organisations, including at shopping centres, cultural venues, ferries, train stations and Telstra payphone Wi-Fi hotspots.

Costings for free Wi-Fi in the public domain is impacted by many factors including provision of existing fibre, poles, power supply and the commercial arrangements such as length of time of free use, advertising and access to customer data.

The City is working collaboratively with partners, including NSW Government agencies to improve digital inclusion, and advocating strongly for digital inclusion to be considered as part of future developments within our local government area.

## **25. Bulky Waste Pick Up Including Booked and Illegal Dumping**

By Councillor Ellsmore

### **Question**

1. What is the Council budget, and actual cost, for booked bulky waste pickup in:
  - (a) 2019-2020
  - (b) 2020-2021
  - (c) 2021-2022
  - (d) 2022-2023?

Please include a breakdown of figures for different types of bulky waste pickup, where available (for example for mattress collection)

2. What is the Council budget, and actual cost, for pick-up of illegal dumping in:

- (a) 2019-2020
- (b) 2020-2021
- (c) 2021-2022
- (d) 2022-2023?

Please include both figures, if they differ, and breakdown by types of bulky waste if available

3. What was the budget, and actual cost, for pick-ups made directly by Council staff, for booked bulky waste pick up in:

- (a) 2019-2020
- (b) 2020-2021
- (c) 2021-2022
- (d) 2022-2023?

Please include both figures, if they differ, and breakdown by types of bulky waste if available

4. What was the budget, and actual cost, for pick-ups made by companies contracted by Council, for booked bulky waste pick up in:

- (a) 2019-2020
- (b) 2020-2021
- (c) 2021-2022
- (d) 2022-2023?

Please include both figures, if they differ, and breakdown by types of bulky waste if available

5. What was the budget, and actual cost, for pick-ups made directly by Council staff, for illegal or dumped waste pick up in:

- (a) 2019-2020
- (b) 2020-2021
- (c) 2021-2022
- (d) 2022-2023?

Please include both figures, if they differ, and breakdown by types of bulky waste if available

6. What was the budget, and actual cost, for pick-ups made by companies contracted by Council, for illegal or dumped waste pick up in:
  - (a) 2019-2020
  - (b) 2020-2021
  - (c) 2021-2022
  - (d) 2022-2023?

Please include both figures, if they differ, and breakdown by types of bulky waste if available

7. What percentage of booked waste pickup has been completed by Council, rather than a private contractor:
  - (a) 2019-2020
  - (b) 2020-2021
  - (c) 2021-2022
  - (d) 2022-2023?
8. What percentage of illegal dumped waste pickup has been completed by Council, rather than a private contractor:
  - (a) 2019-2020
  - (b) 2020-2021
  - (c) 2021-2022
  - (d) 2022-2023?

9. What staffing does the City currently engage to undertake booked waste pickup, and illegal dumping clean up?
10. What trucks or equipment does the City currently have to undertake booked waste pickup, and illegal dumping clean up?
11. Does the City of Sydney have sufficient staffing, trucks and other equipment to collect all booked waste in 2023-2024? If not, what additional staffing, trucks and equipment would be needed?
12. What is the estimated cost for the City to directly manage all booked waste pickup in 2023-2034?
13. What is the estimated cost for the City to directly manage all illegal waste pickup in 2023-2034?

**Answer by the Chief Executive Officer**

Refer to relevant Operational Plans <https://www.cityofsydney.nsw.gov.au/strategies-action-plans/operational-plan> and Annual Reports <https://www.cityofsydney.nsw.gov.au/surveys-case-studies-reports/annual-report>

The Operational Plan (budget) generally provides a breakdown by business unit.

Quarterly reports review the operating and capital results against budget for each financial year, and progress against the performance measures identified within the Operational Plan within the broader Delivery Program 2022-2026.

Bulky waste and illegally dumped waste collection costs are not differentiated in budgeting and reporting.

Mattress collection and processing information could be provided as this is undertaken via a separate contract.

Any booked waste pickup and illegal dumping clean up undertaken by the City's Cleansing and Waste Unit is done within existing resources (inclusive of staff and plant).

The City cannot provide estimated costs to directly manage all booked and illegal waste pickups without developing a business case.

**26. Waste Management Complaints and Enquiries**

By Councillor Weldon

**Question:**

1. Who is the primary point of contact for enquiries and complaints about domestic waste services in the City of Sydney: Cleanaway or Council?
2. Does Cleanaway operate a call centre for enquiries and complaints about domestic waste services in the City of Sydney?
3. How often does the City collate and/or receive reports regarding enquiries and complaints about domestic waste services?
4. In the last reporting period:
  - (a) How many enquiries and complaints were received?
  - (b) What types of enquiries and complaints were received?
  - (c) What percentage of enquiries and complaints were resolved?
  - (d) For complaints and enquiries requiring action, what was the average response times from initial reporting to resolution?
  - (e) What proportion of reporters conducted customer satisfaction surveys and what were the results?

X086670

**Answer by the Chief Executive Officer**

1. The City's customer service centre is the primary point of contact for enquiries and complaints regarding domestic waste services.
2. Cleanaway does not operate a call centre to manage enquiries and complaints related to the delivery of domestic waste services in the City of Sydney.
3. Monthly.
- 4.

(a) In February 2023 the City responded to 9,587 residential waste related contacts received via the City's contact centre and on-line services:

- 4,071 were enquiries and requests for service e.g., book a collection
- 5,223 related to missed services
- 293 were complaints.

February was an atypical month due to the Cleanaway industrial action.

In the period July to December 2022, the average number of residential waste related contacts received was 7,396 per month, comprising:

- 5,375 enquiries and request for service e.g., book a collection
- 1,897 missed services
- 124 complaints.

(b) Requests for booked collections, requests to repair or replace bins, and missed waste services.

(c) 99.04 per cent have been resolved.

(d) The average days to completion or resolution for a waste enquiry, request or complaint was four days.

(e) 17 per cent of community members who called the City's contact centre in February 2023 responded to the end of call satisfaction survey.

91 per cent of these survey responders were satisfied or very satisfied with the service they received.

## 27. Public Housing and Public Land Redevelopment in the City of Sydney

By Councillor Ellsmore

### Question

1. In an answer to a Question on Notice tabled at the 13 March 2023 Council meeting, it was advised that the City had discussions and/or correspondence with NSW Government representatives about five planned or future development applications regarding State-owned or controlled land in NSW, including any pre-DA requests.

Since these questions were tabled, have City staff had any additional discussions or correspondence with NSW Government representatives about planned or future development applications regarding State-owned or controlled land in NSW, including any pre-DA requests? If yes, please provide details.

2. In an answer to a Question on Notice tabled at the 13 March 2023 Council meeting, it was advised that the City initiated discussions with the Land and Housing Corporation (or LAHC) concerning eight planning proposals or forthcoming planning proposals.

Since these questions were tabled, have City staff had any discussions or correspondence with the Land and Housing Corporation about these or additional planning proposals relating to State-owned or controlled land in NSW, including any pre-DA requests? If yes, please provide details.

X086664

### Answer by the Chief Executive Officer

1. 600-660 Elizabeth Street, Redfern (LAHC)

On 16 March 2023, City staff sent correspondence regarding Design Excellence Strategy to the successful proponent. The applicant arranged a follow up meeting to be held on 30 March 2023.

9-13 Hay Street, Haymarket (Paddy's Markets)

On 22 March 2023, City staff met representatives of Place Management NSW and Sydney Markets. The meeting was focussed on obtaining an understanding of the proposed alterations to the ground level of the existing markets for both fresh produce and cooked food. No formal advice was provided by City staff.

2. There are eight sites owned by NSW Land and Housing Corporation in the Pyrmont Peninsula in which the City is carrying out a review of planning controls. Separate proponent led planning proposals are not under consideration.

The City responded to a request by NSW Land and Housing Corporation with an update on the likely timing of any further meetings with landowners.