

# Community Engagement Outcome Report

## June 2025

### Delivery Program 2025-29 & Operational Plan 2025/26 Resourcing Strategy 2025-35 – Stage 3 Exhibition



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## Summary

This report outlines the outcomes of Stage 3 community engagement for the public exhibition of Willoughby City Council's key strategic documents, developed under the NSW Government's Integrated Planning and Reporting (IPR) Framework. The documents exhibited were:

- Draft Delivery Program 2025–29 & Operational Plan 2025/26
- Resourcing Strategy 2025–35
- Annual Fees and Charges 2025/26
- Asset Management Plans 2025-35 (Buildings, Open Space, Roads, Stormwater)

The public exhibition period ran from Tuesday 29 April to Tuesday 27 May 2025, providing the community with an opportunity to review and provide feedback on Council's strategic priorities, services, projects, and budget allocations. The engagement aimed to promote transparency, meet legislative requirements, and ensure alignment with the Community Strategic Plan (CSP).

Council employed a multi-channel communications and engagement approach, including online, print, social media, direct outreach, and in-person events. This resulted in a reach of over 60,000, with 1,002 visits to the Have Your Say engagement portal and a total of 50 unique public submissions.

Key engagement activities included:

- A community drop-in session
- Market pop-up stalls at Chatswood Markets
- A targeted stakeholder briefing for local business associations
- Online access to summary materials, translated content, videos, and submission forms via Council's Have Your Say portal

### Key Feedback Themes

Public submissions raised a range of community concerns and priorities, with the most common themes being:

- Commercial hire fees – Strong concern, particularly regarding sportsground and court hire costs
- Budget prioritisation – Requests to redirect funding from signage and major venues to footpaths, traffic calming, and local facilities
- Service delivery – Comments on tree maintenance, road quality, and community service improvements
- Council rates – Questions on how rates are calculated and calls for greater efficiency
- Street parking – Requests for more availability and fewer fines

The feedback demonstrated focused interest in equitable access to community facilities, local infrastructure investment, and financial accountability. All feedback has been reviewed and considered to inform any final adjustments to the documents prior to adoption. All verbatim public submissions can be viewed in the Appendix.

## Background

In accordance with the NSW Government's Integrated Planning and Reporting (IPR) Framework, Council prepared the Draft Delivery Program 2025–29, Operational Plan 2025/26, Resourcing Strategy 2025–35, and Annual Fees and Charges 2025/26. These documents form part of Council's strategic planning suite and outline how it will deliver on the long-term goals identified in the Community Strategic Plan (CSP).

The Delivery Program sets out the priorities and ongoing services Council has committed to over the four-year term, in response to the community's vision and objectives outlined in the CSP. The Delivery Program, this year, has been combined with the Operational Plan and Annual Budget which detail the specific projects, services, and financial allocations for the 2025/26 financial year, providing the foundation for Council's annual delivery. The Annual Fees and Charges schedule outlines all applicable fees across Council services, including any proposed changes for 2025/26.

The Resourcing Strategy explains how Council will resource the delivery of its services and projects to meet community priorities. It includes the Asset Management Strategy, Workforce Plan, and Long-Term Financial Plan (LTFP). In addition, four supplementary Asset Management Plans were exhibited, detailing how Council will manage its key infrastructure assets over the next 10 years.

To ensure the community had the opportunity to review and provide feedback on these draft documents, Council placed them on public exhibition from Tuesday 29 April to Tuesday 27 May 2025, in line with legislative requirements.

This report focuses on Stage 3 engagement, which relates to the exhibition of these draft plans. Stage 2 engagement was undertaken as part of the Community Strategic Plan development process.

## **Engagement Objectives**

Stage 3 engagement, associated with the public exhibition of the Draft Delivery Program 2025–29, Operational Plan 2025/26, Resourcing Strategy 2025–35, and Annual Fees and Charges 2025/26, was undertaken to ensure transparency and enable meaningful community input into Council's strategic planning and budget processes.

The key objectives of this engagement were to:

- Promote transparency by clearly communicating Council's long-term strategic priorities, service commitments, and financial plans across the documents.
- Align with community priorities by ensuring that the Delivery Program and Operational Plan reflect the values and needs identified in the Community Strategic Plan (CSP).
- Enable informed and accessible feedback by providing summary materials and full documentation to support understanding of complex information.
- Provide inclusive opportunities for residents, businesses, and stakeholders to engage with and comment on Council's proposed direction and activities.
- Meet legislative requirements under the NSW Integrated Planning and Reporting (IPR) Framework, including public exhibition for a minimum of 28 days.
- Ensure visibility of proposed changes to fees and charges, including how service costs are structured for the 2025/26 financial year.

- Encourage participation across diverse groups by using a variety of communication tools and engagement methods that cater to different needs and preferences.

## **Communications and engagement approach**

A comprehensive mix of communication and engagement activities were used to promote awareness of the exhibition and encourage participation from a wide cross-section of the community. The aim was to ensure stakeholders had clear, accessible opportunities to review the draft documents and provide feedback before they are adopted.

Council's approach included both in-person and online engagement, supported by a communications campaign across multiple channels.

### **Communication activities:**

1. Social Media Posts: Regular posts were shared via Council's official Facebook and LinkedIn accounts throughout the exhibition period, highlighting opportunities to have a say and promoting events such as the drop-in session and market stalls.
2. North Shore Living Advertisement: A print ad was placed in the North Shore Living publication to reach local households and promote the exhibition to a broad community audience.
3. Media Release: A formal media release was issued at the start of the exhibition period.
4. Email Distribution: Information distributed via Council's subscriber email lists to residents, community groups, and stakeholders.

### **Engagement activities:**

- Community Drop-In Session: Held on 15 May 2025, this session allowed residents to meet with Council staff, ask questions, and provide feedback on the draft documents, including specific areas of concern or interest.
- Market Stalls: Engagement stalls at the Chatswood Markets on 8 and 23 May 2025 offered accessible, informal opportunities for the community to learn about the plans and participate in feedback activities. Materials included printed and electronic surveys, summary flyers, bookmarks, and full copies of the draft documents.
- Targeted Informative Session: A dedicated session on 1 May 2025 was held for local Chambers of Commerce and Progress Associations. The session included a summary of all documents on exhibition. A recording and edited video excerpts were made available on Council's website to support further engagement.
- Online Engagement Portal Have Your Say: Councils Have Your Say platform served as the central online hub for the engagement. It featured:
  - Downloadable copies of all draft documents
  - Summary explainer videos
  - A two-page summary flyer available in Simplified Chinese, Japanese, and Korean, to support culturally and linguistically diverse participation
  - An electronic feedback form
  - Contact details for alternate feedback methods, including email, post, and phone. This approach was designed to encourage broad-based participation in shaping Council's strategic direction over the coming years.

## Findings

### Reach and engagement

Stage 3 of community engagement generated strong reach and participation across both digital and face-to-face channels. The activities achieved an estimated promotional reach of over 60,000 people, with 1,002 visits to Council's Have Your Say portal. This broad exposure contributed to a total of 50 public submissions received during the exhibition period. A detailed breakdown of communication reach is provided in Table 1 (face-to-face engagement and interactions were not measured, unless the engagement led to a submission).

**Table 1: Reach of activities**

<b>Communication channel</b>	<b>Total</b>
Direct email – Have Your Say newsletter registrations	10,910
Direct invitation to targeted session	13
Northshore Living Advertisement	47,000
Visits to the Have Your Say page	1,002
Willoughby City Council Website	192
Social media reach (Facebook, LinkedIn)	2,129
Face-to-face engagement (market stalls, drop-in)	N/A
<b>Total Estimated Reach</b>	<b>61,246</b>

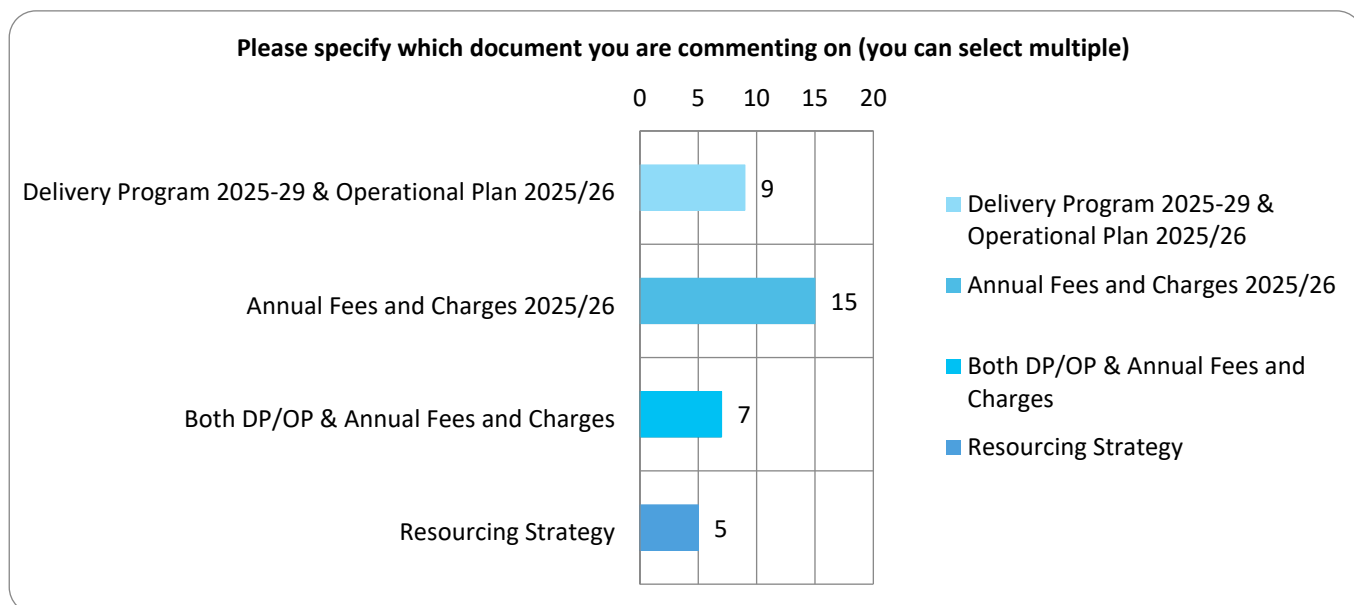
Engagement activity on the Have Your Say platform saw 466 document downloads and 86 video views (see Table 2). While the face-to-face engagement activities such as market stalls and the community drop-in session did not generate high submission numbers, they played an important role in ensuring the engagement process was accessible to a broader cross-section of the community, including those who may experience digital exclusion.

**Table 2: Engagement interactions**

<b>Engagement Interactions</b>	<b>Total</b>
HYS document downloads	466
HYS video views	86
Public submissions	50
Targeted informative session attendees	9
Social media interactions (Facebook, LinkedIn)	145
Face-to-face engagement (market stalls, drop-in)	N/A
<b>Total Estimated Interactions</b>	<b>756</b>

The most downloaded documents were the Draft Delivery Program and Operational Plan (177 downloads), followed by the Annual Fees and Charges 2025/26 (81) and the Resourcing Strategy 2025–35 (78). This download activity corresponds closely with the subject matter most frequently raised in public submissions. However, among the public submissions

provided on the HYS platform, Annual Fees and Charges 2025/26 was specified most (see Graph 1).



Graph 1 – Have Your Say submissions categorised by the document referenced in the feedback.

## Key themes of Public Submissions

Of the 50 submissions received, 58% were submitted via the *Have Your Say* portal, 22% via the market stalls, 12% during the community drop-in session, and 8% via email. The feedback provided was reviewed and assessed by the relevant Council managers, with careful consideration given to each submission.

Several clear themes emerged through the public feedback. The most prominent concern related to commercial hire fees, with 19 submissions (38%) focused on this topic. Most of these responses specifically referenced increased sportsground hire fees, particularly for Fusion Soccer's use of Bales Park (16 submissions), with additional comments on Gore Hill Oval, Sydney Olympic Park, and tennis court hire fees.

Budget prioritisation was the second most commonly mentioned topic (five submissions). Respondents raised concerns regarding perceived overspending on projects such as the Willoughby Leisure Centre and the proposed \$600,000 signage allocation. Other comments advocated for increased investment in footpaths, cycleways, traffic calming measures, and street greening, with some suggesting reduced funding for venues like The Concourse.

Additional submissions included direct service requests, particularly relating to road maintenance and overgrown trees. Another three submissions focused on Council rates, with queries about rate calculations and suggestions for reducing rates through more efficient operations. Concerns about street parking were also noted (three submissions), including calls for more parking spaces and fewer penalties.

It is important to acknowledge that a number of submissions expressed similar or identical concerns, particularly regarding sportsground hire fees, which demonstrates a shared view among particular user groups. While the number of submissions was modest relative to overall reach, the quality and focus of feedback provided insight into community priorities.

All submissions received during the exhibition were logged and reviewed by the relevant Council Managers. Recommendations were made on whether amendments to the draft documents were warranted based on the feedback received.

Responses concerning the commercial hire of Bales Park related to the increase from \$23.64 per hour in 2023/24 to \$260.00 in 2024/25. This new fee was introduced to bring Willoughby City Council into alignment with neighbouring councils in the Northern Sydney region, where long-established commercial hire fees are in place. However, as outlined in the Draft Fees and Charges for 2025/26, a new, lower-tier fee of \$26.00 has been introduced specifically for the commercial hire of junior fields - such as those at Bales Park. This provides a more accessible option for local businesses seeking to use junior fields for commercial sporting activities. As this new fee already addresses the concerns raised, no further amendments to the Fees and Charges have been recommended. Aside from the standard 3.8% increase applied to all non-statutory fees and charges, no additional increases have been proposed.

After thorough consideration, Council have advised that no amendments are required to the exhibited documents as a result of the submissions. In most cases, the concerns raised were either already addressed within the documents, represented repeat or grouped submissions, or related to operational matters beyond the scope of the exhibited plans. Council have drafted responses to each submission to clarify the basis for fees or priorities referenced.

### **Next steps**

Council thanks all community members who took the time to provide feedback during this engagement period. Community input plays an essential role in shaping Council's direction and decisions, and we remain committed to transparent engagement and ongoing dialogue with our residents, stakeholders, and partners.



## Appendix 1

Summary of qualitative community response:

*“There are too many high-rise here now and too much traffic. I’m worried about the liveability of the area.” - Market Stall submission*

*“More CCTV cameras near prized and threatened bushland and trees would help prevent vandalism and dumping.” - Public submission*

*“Willoughby Council should commit to maintaining Chatswood Oval as a top-tier sports facility for both the community and elite events.” - Email submission*

*“The street-cleaning truck timetable needs to be published more clearly – I never know when they’re coming.” - Market Stall submission*

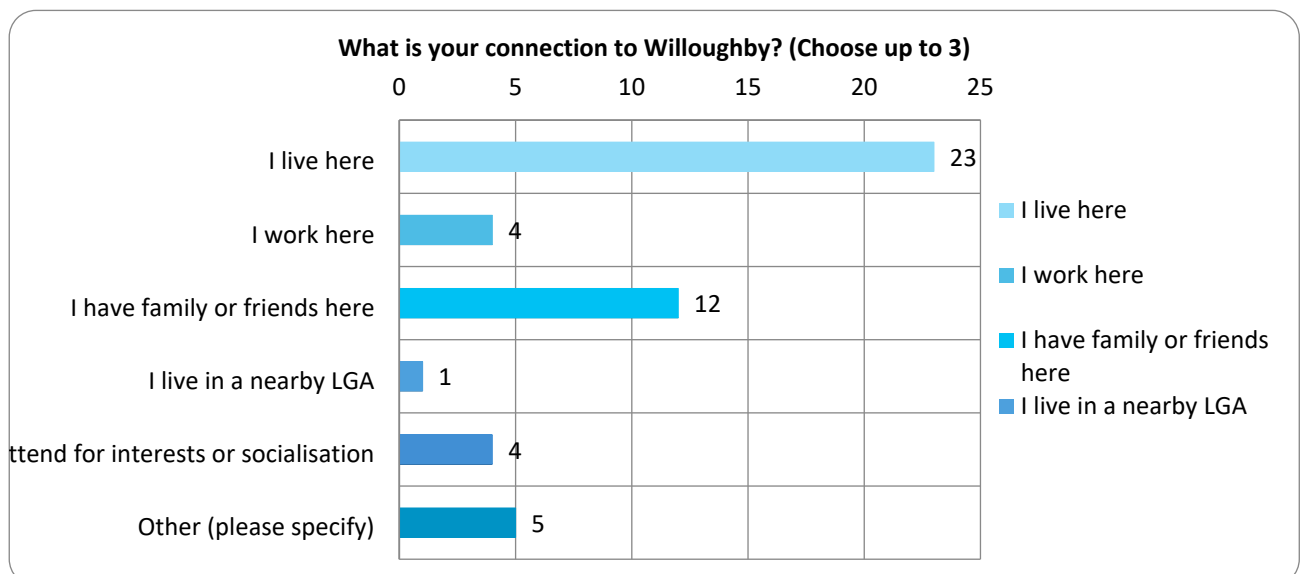
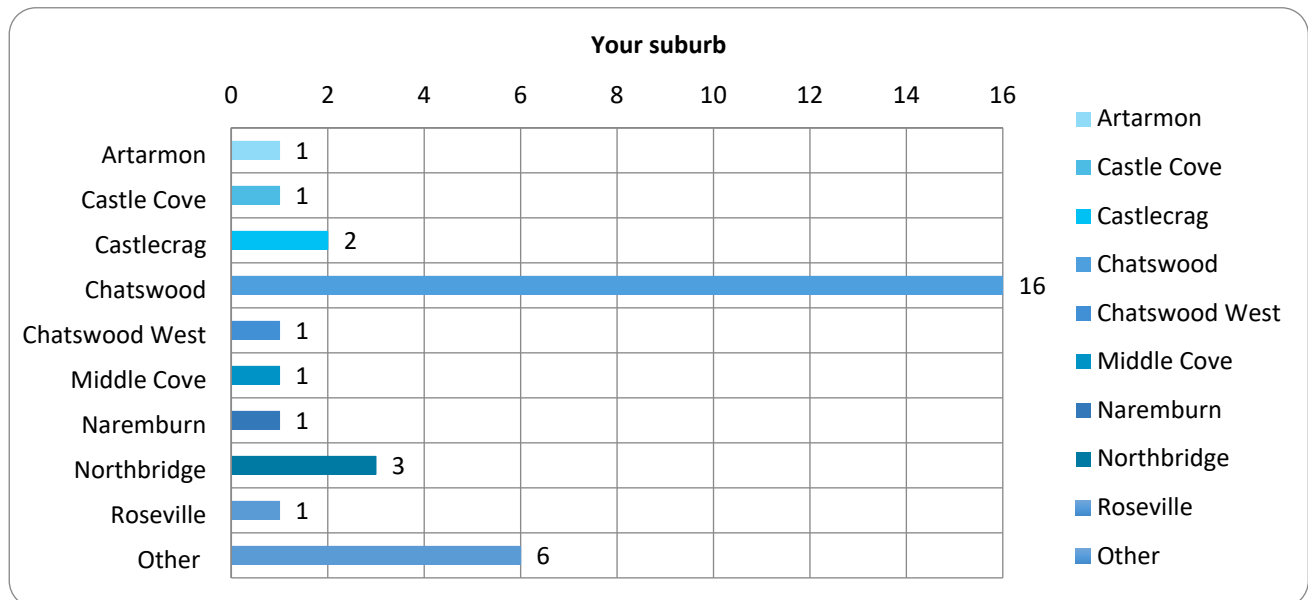
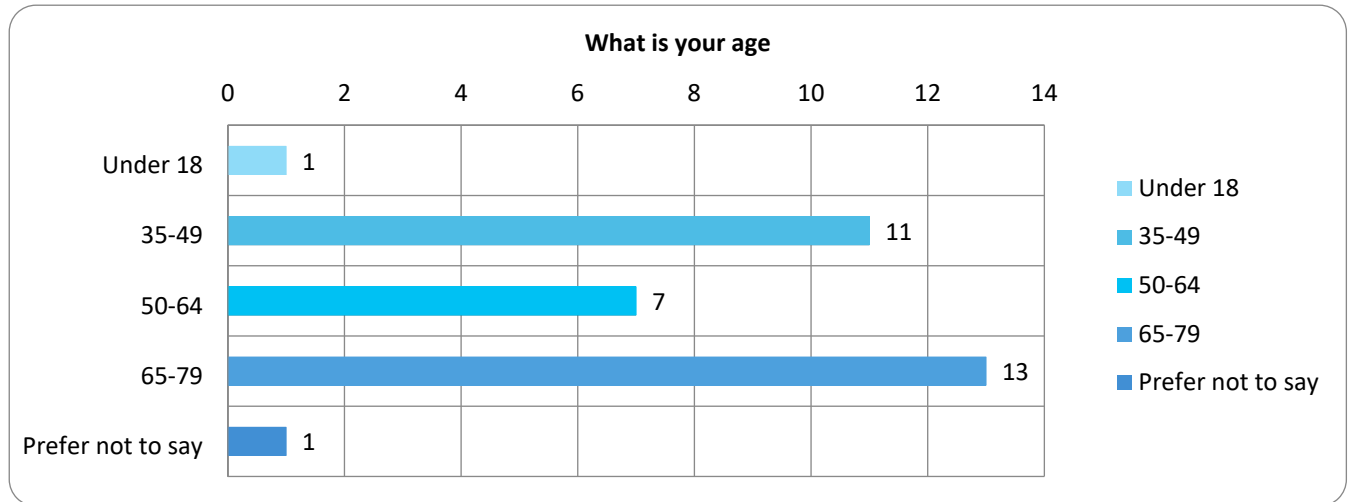
*“Council Rangers should be profitable to reduce pressure on ratepayers – we need to be smarter with enforcement revenue.” - Have Your Say submission*

*“There must also be more done to prevent, deter, and penalise illegal dumping in local bushland. Waterways are also polluted — this should be prioritised.” - Email submission*

*“I have read through the planning budget... why are we spending so much on signage and not enough on environmental initiatives?” - Have Your Say submission*

## Appendix 2:

### Demographic Profile of Have Your Say Respondents - Age and Place of Residence



### Appendix 3 – Verbatim Community Submissions and Council's suggested response

No.	Submission	Council's response	Recommendation
1	I have read through the planning budget for 2025 /2026 and I think \$600,000 is way too much money to spend on new street signs.	The Willoughby City Signage/Identity Statement treatment project is a program to replace existing outdated Willoughby Local Government Area (LGA) identity elements (including signage). The elements are proposed at key locations on the LGA boundary/interface with other Council areas, and locations within our suburbs and centres. Many existing locations are marked with outdated signs that are due to be replaced and upgraded.	No amendment to current plan
	I also don't like the fact that you are looking to increase lease/ rental revenue from all venues. Looking to increase hiring rates of halls and other venues for small local businesses is wrong as you should be encouraging and supporting those small businesses at this time. A small fitness/ exercise group needing to pay \$80 per hour plus insurances etc to hire a decent hall to run a health class is exorbitant. Especially considering that a health class is vital in providing a meaningful and social outing with possibility for improving mental and physical health of all participants. In fact, I think you should be providing half price hiring/ subsidised hiring if venues to any small business/ sole traders that are operating small to medium 6-36 person classes for education/ social/ health and fitness to promote more of this kind of activity. This is more of a priority than spending \$600,000 on new street signs as it affects people's physical and mental health.	Modest annual increases to venues for hire ensures that Council can maintain valuable community assets. Concessional hire rates are available for not for profit organisations. Information on how to submit an application is available on Councils website. Council currently offers a wide range of health and wellbeing courses across Council venues that are delivered by small business, sole traders and directly by Council.  Our fees are benchmarked against other councils and providers.	No amendment to current plan
	Also, the downstairs area of warners park hall should be used as a playgroup at least two mornings per week. It needs a manager/ facilitator to organise the group and a grant/ funding to purchase the children's/ babies equipment eg tables chairs play equipment toys etc. Northbridge needs a playgroup for all the young families so that parent/ carers can have a social and meaningful outing once or twice a week to meet and connect with others for toddlers before they go to preschool/ school. This should be a priority.	Warners Park Community Centre does have capacity for a playgroup to operate on the ground floor. For a playgroup to operate a volunteer group would work with Playgroup NSW for insurance covering and support. Further details are available on Playgroup NSW website. Not for profit playgroups are eligible for concessional hire of Council facilities.	No amendment to current plan

	<p>More cctv cameras near prized and threatened bushland and trees should also be a priority so that people can't go destroying trees for personal property gain and view improvement. It's not good enough for dozens of trees to be destroyed and council not being able to know who did it- cctv along those waterfront streets with trees at risk is the least you could do to protect the trees. Then you must also increase the fines to be meaningful and to deter property developers and rich individuals from destroying trees for personal gain.</p>	<p>Council is committed to protecting our natural environment and has recently appointed a dedicated Tree Compliance Officer. This role strengthens Council's ability to quickly respond to reports of tree vandalism, carry out investigations, and enforce compliance with relevant laws. We also rely on our community to be our eyes and ears in protecting local trees. There are challenges to using CCTV in residential areas, including high installation and maintenance costs, as well as the limited effectiveness of footage in identifying individuals involved in such acts. However, Council has used CCTV surveillance trailers as a deterrence in high-risk areas.</p> <p>Council advocates to the State Government to increase penalties to act as a deterrent particularly in case where tree vandalism is for personal or financial gain.</p> <p>Project 302868, listed in the Delivery Program and Operational Plan, is a strategic initiative scheduled for delivery in 2026/27. The project will involve a comprehensive review of CCTV use across Council-owned assets and spaces.</p>	<p>No amendment to current plan</p>
	<p>There must also be more done to prevent, deter tradespeople polluting waterways. For example there are several instances each year of local waterways being polluted with various industrial products - paint/ other pollutants. There must be a greater fines put in place and more supervision of this in the future to protect the environment. If you can employ parking monitors then you can also employ people to monitor building sites for correct disposal of building materials and especially liquid toxins items like paint</p>	<p>The State Government has recently reviewed the penalties for individual and companies. Fines for Individuals found to be polluting water have increased from \$4,000 to \$15,00 for a first offence and \$22,500 for a second offence. Companies found polluting water have also increased from \$8,000 to \$30,000 for a first offence and \$45,000 for second or more offence. Council continues to maintain a strong commitment to protecting our precious natural and built environment, by deploying a combination of education and enforcement to encourage compliance on building sites within the City of Willoughby local government area. These teams work together to investigate reports, inspect sites, and enforce compliance with environmental laws.</p> <p>We continue to encourage community members to report suspected pollution or unsafe practices. This shared vigilance helps us to act quickly and effectively, ensuring that all building and trade activities are conducted responsibly.</p> <p>Our Rangers and Compliance Officers routinely monitor building sites and respond to reports of pollution. Where breaches are identified, enforcement actions including issuing fines and Prevention/Clean Up Notices, are undertaken in line with the Protection of the Environment Operations Act.</p>	<p>No amendment to current plan</p>

		<p>We also work in partnership with the Sydney Coastal Councils Group to conduct 'Get the Site Right' building site inspections to raise awareness of the impacts of water pollution/sediment from building sites on the aquatic environment, and increase compliance based building inspections to ensure developers/builders are getting their site right.</p> <p>Council is actively reviewing ways to strengthen site inspections and improve public reporting channels for suspected pollution events. We encourage members of the community to report suspected pollution or unsafe practices on <a href="#">Willoughby City Council's website</a>.</p>	
	<p>With ever increasing development there also needs to be strict monitoring of tradesman's working hours. They must not start before 7am as per the council rules. Everyday citizens are being bombarded by excessive noise pollution and stress from noise and local road congestion from tradespeople. Many tradies just leave their vehicles at worksites 24/7 compromising local parking spots.</p>	<p>Each building site has a consent in place that stipulates approved construction hours, with general building work permitted only between 7:00am and 5:00pm on weekdays and 7:00am to 12:00pm on Saturdays. Work outside these hours is not permitted unless an Out of Hours Work Permit has been granted. Our Rangers undertake regular site inspections and respond to complaints about early starts or after-hours noise. Where breaches are confirmed, enforcement action, including fines and, for more serious and continued breaches, Court Attendance Notices can be issued.</p> <p>We understand the detrimental effect that early or excessive construction noise may have on the wellbeing of residents, especially when developments occur in close proximity to homes. We are working to ensure developers and contractors are aware of their responsibilities and are held accountable for breaches.</p> <p>Council acknowledges the challenges residents face when construction-related vehicles occupy public parking for extended periods. While it is not always illegal for tradespeople to park in public spaces, Council will assess whether specific vehicles operating under a consent are required to be accommodated within the building site itself. Reports of unattended vehicles or illegal parking will also be investigated. Where appropriate, fines may be issued. Time restrictions and signage updates, may also be considered to help manage demand.</p> <p>If ongoing breaches are witnessed, the customer is encouraged to report them directly to Council so our officers can follow up promptly.</p>	<p>No amendment to current plan</p>

	<p>Large road trucks should be banned from suburban development sites as they are too big and noisy for local suburban road- for example there has been hundreds of movements of huge road trucks along Kameruka Rd and other rss in northbridge affecting traffic, safety, damaging roads, noise pollution and disturbing regular activities of residents and local coffee shop operations eg Bonds Corner cafe. Only the regular and smaller sized trucks should be allowed.</p>	<p>Council assesses applications on a case by case basis and considers applications on their merit, seeking to minimise impacts. When assessing construction management plans, Council balances the impact of larger vehicles with the higher frequency of movements if smaller vehicles are used, noting that limiting sites to smaller trucks potentially extends construction timeframes and necessitates more trips, which can lead to greater disruption.</p> <p>Council is not always the approval authority with some constructions occurring under State Government legislation are regulated by Private Certifiers. In these cases the construction must comply with standardised State Government requirements.</p>	No amendment to current plan
	<p>Developments seem to be getting bigger and bigger with less space for grass. Some developments are being built on higher than normal concrete slabs, with little or no garden - they don't seem to be adhering to the 80% rule anymore - for example the home being built in northbridge on the corner of sailor bay road and Narooma Rd, it seems excessively large and the development extended to within a couple of meters of the back fence - zero lawn/ backyard?</p>	<p>The State Government has set the relevant rules for developments under the State Government's Complying Development Code, Council does not have a role setting these rules and has written to the State Government raising concerns about the lack of open space provided under the code. Concerns about the size of developments under the code and the lack of open space should be directed to the NSW Department of Planning and Environment.</p>	No amendment to current plan
2	<p>Why when the Pool is over budget are we looking to update Street signage</p>	<p>The budget allocation for this project is independent from the funding allocation for the Willoughby Leisure Centre, which is from developer contributions.</p>	No amendment to current plan
3	<p>Just cut our rates. Look after roads, parks and garbage. No fancy stuff thank you.</p>	<p>In 2024/25 Council applied successfully to the Independent Pricing and Regulatory Tribunal (IPART) for a 15% Rate Increase (including the 5% Rate Peg and a 10% Special Rate Variation). IPART undertook an independent community consultation and rigorous assessment of Council's application. IPART approved the rate increase noting that Council had demonstrated a financial need, that the community was aware of the proposal, that the impact on ratepayers was reasonable and that Council had historical and future plans for productivity improvements. As part of the application Council committed to a \$2 million annual efficiency target, to be achieved through increased non-rate revenue or reduced expenditure.</p>	No amendment to current plan
4	<p>Yes</p>	<p>N/A</p>	No amendment to current plan

5	<p>Council Rangers should be profitable to reduce the need to increase council rates. When Rangers rarely follow up on requests and rarely actually fine people that are knowingly doing the wrong thing like dogs off leash, unregistered vehicles (such as trailers) parked/dumped on public roads, or people smoking and vaping in non-smoking designated areas (see all the time around Chatswood corso), or parking across the footpath, because the rangers are too scared of confrontation which is actually part of their job description then they are robbing the rate payers of a source of revenue. I could walk out onto the street and see a dozen violations in the street which Council Rangers would ignore. But those dozen violations are a dozen sources of income, if Rangers were pro-active in their job and fining people instead of giving everyone 'warnings'. Every time a Ranger ignores a violation or gives a warning, it's money out of my pocket. I think each ranger should have an income statistic (based on fines and infringements given) and the income they raise for the council through fines offsets the cost to council and ratepayers for the rangers salary. For rangers that don't have what it takes, get rid of them and hire appropriate skilled Rangers that aren't afraid to do the job properly and be proactive in fining people doing the wrong thing. That's a win/win. A win for ratepayers and a community with a reduced number of obvious and annoying violations and a win for Council to have more money to put towards important community projects that we all benefit from.</p>	<p>Our Rangers play an important role in maintaining community standards and safety through the enforcement of a wide range of local laws, including companion animals, illegal parking, unattended vehicles, littering, illegal advertising and illegal tree removal.</p> <p>We understand the community's frustration when breaches appear to go unaddressed. Rangers are expected to respond to reported issues and conduct proactive patrols, however, they also follow strict legal procedures and guidelines in how fines are issued. In some instances, Rangers may take an educative or cautionary approach before escalating to fines, particularly when offences are minor or where there is scope for voluntary compliance.</p> <p>Community expectations around consistent and visible enforcement are valid. We are continually reviewing Ranger operations to improve responsiveness and visibility. Officers are trained to engage respectfully and confidently, and performance is measured across a range of factors, including responsiveness to service requests and participation in Council education program initiatives such as 'Think before you park' and 'Safety over Convenience', not solely the number of fines issued. Enforcement is one tool within a broader compliance strategy, as is education and warnings.</p> <p>Revenue generation through fines is not the primary objective of enforcement; rather, it is to encourage lawful behaviour and ensure public spaces are safe and accessible for all. That said, when breaches persist or present risks to public safety or amenity, fines are appropriate and issued accordingly. The revenue from this unit is higher than the cost of providing the service, which contributes to other services provided by Council.</p> <p>We encourage customers to continue reporting specific issues through Council's Customer Service team to help guide targeted enforcement where it is most needed.</p>	No amendment to current plan
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6	<p>Is my rates bill based on the size of my land? If someone's property is 100 times larger than mine, shouldn't they be paying 100 times more in rates? Why are business rates so much higher than residential rates? It doesn't seem fair given the pressures many small businesses are already under.</p>	<p>Rates are calculated using land value rather than land size. Council's rates fact sheet provides a good summary on how rates are calculated. <a href="https://www.willoughby.nsw.gov.au/Residents/Rates-and-payments/Rate-information">https://www.willoughby.nsw.gov.au/Residents/Rates-and-payments/Rate-information</a></p> <p>Council places each rateable property within the LGA into a rating category, which is either residential or business. It then further places business properties into one of five sub-categories. It then sets the income to be drawn from each of these categories, or sub-categories. Rates are calculated by dividing the category (or sub-category) income amount, against the total applicable land value. Under NSW law, land values must be calculated on the basis of the unimproved land value (ie: land without buildings or improvements). With this calculation, Council is able to determine a rate in the dollar which applies in that category (or sub-category) which is the amount of each dollar of land value that goes to Council rates. It is then able to determine the rate amount for each land parcel. For some land parcels with relatively lower land value, which are typically apartments, Council charges what is known as a minimum rate. Council sets a minimum rate where it believes that, if a landowner paid rates only on the basis of land value, it would not be a sufficient amount to contribute towards the delivery of Council services and activities which will be used by that ratepayer, or the ratepayer's tenants.</p>	<p>No amendment to current plan</p>
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7	<p>There are more and more dogs off-leash and their behaviour is getting worse – barking, aggression, and owners not taking responsibility</p>	<p>Council receives and investigates reports relating to dogs being walked off-leash in on-leash areas, as well as issues of excessive barking, aggressive behaviour, and a lack of owner accountability. We understand these behaviours not only create distress for other community members and pets, but they also pose genuine safety risks.</p> <p>All dog owners are legally required to maintain effective control of their pets in public spaces and to comply with leash requirements. Aggressive behaviour, including attacks whether directed at people or other animals, is a serious offence under the Companion Animals Act 1998 and can lead to formal warnings, fines, Menacing and Dangerous Dog Orders being issued or, in severe cases, the seizure and destruction of the animal.</p> <p>Our Rangers patrol known problem areas and respond to reports of off-leash dogs and nuisance behaviour. However, enforcement is most effective when backed by timely and specific reports from the public. We strongly encourage residents to report incidents through Council's Customer Service Centre or via our online portal, including details such as time, location, and a description of the dog and owner if possible.</p> <p>Council also continues to educate pet owners about their responsibilities, but where warnings are ignored, enforcement action is taken. Everyone has the right to feel safe and comfortable in public spaces, and irresponsible dog ownership will not be tolerated.</p>	<p>No amendment to current plan</p>
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8	<p>There's not enough parking for trailers and large vehicles, and local businesses are struggling with the lack of space for their vehicles. Especially with households having multiple vehicles now.</p>	<p>In NSW, including within the Willoughby LGA, parking for trailers and large vehicles on public streets is regulated by State legislation and local council policies to balance the needs of all road users and community assets.</p> <p>Key points to note:</p> <ul style="list-style-type: none"> <li>• Registered trailers may be parked on public roads only where local parking restrictions and signage permit. Unregistered trailers must not be parked on public roads, and those left for more than three days may be subject to impoundment by the Council.</li> <li>• Heavy and long vehicles (over 7.5 metres or 4.5 tonnes GVM) are restricted from stopping on roads in built-up areas for more than one hour unless signage indicates otherwise.</li> <li>• To manage limited street parking and maintain community access, Willoughby City enforces "No Parking – Motor Vehicles Excepted" restrictions in certain locations, particularly in front of parks, ovals, and other community assets. These restrictions allow motor vehicle parking but prevent long-term parking of trailers and similar vehicles, which can obstruct access and reduce amenity.</li> <li>• Owners of trailers must relocate their trailers periodically (at least every 28 days) to avoid penalties and ensure fair use of public space.</li> <li>• Council also has a Residential Parking Policy and Street Parking Strategy to assist local residents and properties with limited off-street parking. These include an on-street parking permit scheme aimed at helping residents manage parking availability in their neighbourhoods.</li> </ul> <p>Regarding local businesses, all commercial premises are required under the Willoughby Development Control Plan to provide adequate on-site parking for staff, customers, and service vehicles. This is a condition of their Development Consent and aims to reduce reliance on limited street parking, minimise impacts on surrounding residential areas, and ensure safe and efficient traffic flow.</p> <p>Should a business expand or change operations in a way that increases parking demand, a review and possible amendment to their Development Consent may be required to maintain compliance with parking standards and requirements.</p> <p>It is understood that households with multiple vehicles and trailer owners face challenges, and Council continues to monitor parking demands and consider options to improve management and enforcement. We encourage trailer owners to utilise private property for storage where possible to help alleviate pressure on public street parking.</p>	<p>No amendment to current plan</p>
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9	<p>Need recycling bins at the mall, especially when the markets are on. Also the tap at the marketplace is used a lot by stall holders and the drainage needs to be upgraded, often the area gets flooded and the tap is left on.</p> <p>The rubbish bins design is faulty, the top opening needs to be bigger, often there is rubbish left around the bin because it won't fit in the bin because the opening is too small.</p>	<p>Council has commenced planning for the replacement of waste bins in Chatswood Mall. New purpose-built bins have been ordered, with an estimated delivery time of approximately 8 weeks. Once the bins have arrived, Council will schedule the installation works. The new bins are expected to enhance waste management and public amenity in the area. During events such as the Chatswood Mall Markets, the Events team provides temporary recycling bins, which are managed by cleaning staff. However, permanent public place recycling bins continue to pose a challenge due to the high levels of contamination typically found in them, making them difficult to manage effectively.</p>	No amendment to current plan
10	At 134 Ashley St the trees are completely overgrown and impeding pedestrian and car traffic. Trees need pruning.	Service request created.	No amendment to current plan
11	There are too many high-rise here now and too many people, causing too much traffic.	<p>Council's zoning in the Chatswood CBD and the immediately surrounding area balances the need to meet both housing and employment needs. There is already significant undeveloped capacity for residential development in the immediate surrounds of the commercial core with multiple residential development applications responding to Council's recent release of additional residential capacity currently under assessment. This will allow both additional housing and future commercial development to ensure future residents have local employment options.</p> <p>The State Government provide councils with housing targets that are required to be met.</p>	No amendment to current plan
12	The street-cleaning truck timetable needs to be given to the community in more ways than just on the website. Maybe a letter or a fridge magnet.	Referred to the relevant team for consideration	No amendment to current plan

13	<p>To Willoughby City Council 14 May, 2025</p> <p>Submission by Chatswood Croquet Club for minor works (a short length of concrete pathway) to be included in Council's Operational Plan for 2025/6 to improve Accessibility Issues Chatswood Croquet Club Inc is the licensee from Council of the Croquet Grounds at 699A Pacific Highway Chatswood.</p> <p>A few years ago Council very helpfully extended the concrete pathway from Frank Channon Walk a short way into our premises, which has been a great help to our members in accessing our north eastern most croquet lawn (known as lawn 2 – see attached diagram). This was a tremendous help particularly to our member Jen Liddle (who must access the grounds in her motorised wheelchair from which she plays croquet and is an inspiration to us all). It is also a great help to other members with mobility issues (for example, we have a member in his 90's who has to use a walking frame to access the lawns, and most of our members are elderly).</p> <p>The purpose of this submission is to request that a new short section of concrete pathway be installed, to allow Jen and other members appropriate access to our clubhouse (including its accessible toilet for the disabled) and to the croquet lawn adjacent to the clubhouse (known as lawn1). Whilst the access is adequate from Frank Channon Walk to lawn 2 and to the shade house adjacent to lawn 2, the present access route from the shade house to the clubhouse and lawn 1, involves crossing the low-lying grassed area adjacent to the southern end of lawn 1, which tends to remain quite damp even after a spell of dry weather, and it is frequently 'boggy'. As a result, Jen's wheelchair has become bogged and stranded on occasions when she has attempted to cross this grassed area, such that, she no longer is willing to risk traversing this. The upshot is that she has no viable access to the clubhouse or to lawn 1, which seriously limits her ability to make proper use of the club's facilities. We feel that this state of affairs causes real unfairness to Jen, and she has asked us to seek Council's assistance to improve this situation, which we fully support.</p> <p>The issue can easily be remedied by providing a short concrete path, commencing at the shade shelter next to lawn 2, to link up with the concrete pathway that currently runs from the Pacific Highway entrance of the croquet grounds to the clubhouse (see attached diagram). This would provide suitable access for Jen and other members to the clubhouse and its facilities</p>	<p>Staff can undertake design and investigations into existing below ground asset locations to consider an appropriate pathway connection through the Chatswood Croquet Club site. If feasible, staff can assist Chatswood Croquet Club in identifying a suitable funding source for delivery which may include supporting applications for external grant funding. Referred to relevant team.</p>	<p>No amendment to the current plan.</p> <p>Referred to relevant team</p>
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	<p>and to lawn 1. This simple improvement would also improve safety and access generally for all our members (most of whom are seniors), especially those with mobility issues who find it awkward and a potential slipping hazard when traversing the grassed area, especially when it is damp or uncut. Whilst we are most appreciative of Council's ground keepers' efforts, the grassed area often grows quite long between the regular mowings of the lawns. We believe it would be desirable for Council to arrange for the work to be done by its preferred contractor. We have discussed the proposed concrete pathway with Glen Paul, Council's Sportfield Supervisor for the croquet lawns, who has indicated that some of the croquet lawns' sprinkling system passes beneath part of the area over which the proposed concrete path would be installed. It would therefore be in the interests of both Council and our club for this to be managed together to ensure that the works do not disturb the sprinkling system. Glen expressed the view that it is certainly possible to put a pathway where we have proposed but noted that Council would need to advise on the positioning of the irrigation in order to avoid any damage to it. Chatswood Croquet Club would be most grateful if Council would be prepared to carry out this work as part of its Operational Plan for 2025/6 and ideally as soon within that period as possible. The work is relatively straightforward, only involving quite a short strip of concrete pathway. It is also an important access and safety issue for our members and also for members of the public who come to use the croquet facilities. We feel that this improvement would be in accord with Council's disability inclusiveness and accessibility policies and would be an excellent improvement to this important community sporting facility. Please forward communications about this to me at my email shown below.</p> <p>Kind regards,</p>	
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14	<p>I wish to comment about the Bales Park's fee and charges. I have been waiting for this opportunity a very long time, as last year's opportunity was fleeting because there was scarcely a week from the date of the email (27th of May 2024 at 11:41 am) requesting feedback and the closing date 27th of May 2024 at 5:00 pm.</p> <p>The main reason for my comments is the sudden 440% fee increase for Term 3 2024. For details of my complaints and communications, please the section labelled "Details" below.</p> <p>I wish to continue to hire the Bales Park facility for a similar fee as the one I had during the 2023-2024 Financial year (\$23.50/ hour incl. GST.)</p> <p>I propose that the council support small businesses and allow the hiring of small sections of the park at a reduced fee.</p> <p>Normally, I only use a small area of the field located near the lawn bowls fence. Its size is 25m x 15m not the whole pitch.</p> <p>My customers are all Willoughby city residents and are happy to share the park with other small sport groups and as well as dog owners.</p> <p>Recently I have noticed that sometimes there are small groups of less than 10 people, practicing other sports such as cricket, rugby, soccer, etc. are these people being charged the same fees as my school?</p> <p>Please consider my request and support small businesses in Willoughby.</p> <p>Sincerely, Fusion Soccer School/ ABJ Soccer Academy</p>	<p>The introduction of a new fee for commercial organisations who hire Council's sportsground facilities was introduced on 1 July 2024 following the adoption of Council's 2024/25 Fees and Charges at the Council meeting held on 24 June 2024.</p> <p>The fee for Commercial Group Hire of sporting fields per hour increased from \$23.64 in 2023/24 to \$260.00 in 2024/25. In part, this new fee was introduced to provide consistency across the Northern Sydney region and brought Willoughby City Council into alignment with neighbouring local government areas who have had long established fees for commercial hirers.</p> <p>Council staff have monitored all new sportsground hire fees over the past 12 months and in preparing the draft 2025/26 Fees and Charges have proposed a new fee for the hire of junior fields such as those at Bales Park by commercial hirers. This fee is proposed to be \$26.00 per hour for the 2025/26 Financial Year and will provide a new option to local businesses to hire a junior field for commercial sporting activities.</p>	No amendment to current plan
15	<p>"My son is participating in Fusion Soccer school at Bales park in Chatswood and we love it, however school fee has been increased last October because Willoughby council increased hiring the ground fee over 440% to the school.</p> <p>Please reduce the hiring ground fee same as June 2024 then Fusion soccer school membership fee is going to reduce fee to Fusion school</p>		

	<p>members that organiser promised. We need the school. Thanks. "</p>		
16	<p>My child is participating in Fusion soccer school at Bales park for many months and we like them and wish them to continue the school. We also have heard that Willoughby council put up its hiring fee by over 440% to the school in July 2024, however there is no night light or any other extra services for the school. Please reduce the hiring fee to the school or set up some night lights and extra chairs for parents. Thanks.</p>		
17	<p>My child is participating in Fusion soccer school at Bales park for many months and we like them and wish them to continue the school. We also have heard that Willoughby council put up its hiring fee by over 440% to the school in July 2024, however there is no night light or any other extra services for the school. Please reduce the hiring fee to the school or set up some night lights and extra chairs for parents. Thanks</p>		
18	<p>My child is participating in Fusion soccer school at Bales park for many months and we like them and wish them to continue the school. We also have heard that Willoughby council put up its hiring fee by over 440% to the school in July 2024, however there is no night light or any other extra services for the school. Please reduce the hiring fee to the school or set up some night lights and extra chairs for parents. Thanks.</p>		
19	<p>Fusion soccer school in Bales park is great. We love the training sessions and wish them to continue with reasonable school fee, however we heard the council is put up the hiring fee for Bales park. Fusion soccer school is using only a small area of Bales park and please reduce the hiring fee for that portion instead of whole pitch.  Many thanks</p>		

20	<p>Fusion soccer school in Bales park is great. We love the school and wish them to continue with reasonable school fee,however Willoughby council put up the hiring fee for Bales park by over 440% in July 2024 and that's too much of an increase. Fusion soccer school is using only a small area of Bales park and please reduce the hiring fee for that portion instead of whole pitch. Many thanks Anna</p>		
21	<p>My child has been participating in Fusion Soccer School at Bales Park for several months, and we have been very pleased with the program. We strongly support the school and hope it can continue operating there.</p> <p>However, we recently learned that Willoughby Council increased the hiring fee charged to the school by over 440% as of July 2024. Despite this significant increase, there appear to be no additional facilities or services provided—such as night lighting or seating for parents.</p> <p>We kindly request that the hiring fee be reconsidered and reduced, or that the increased fee be matched with improvements such as night lighting and additional seating for families.</p> <p>Thank you for your attention and support of community programs like this one..</p>		
22	<p>Fusion soccer school in Bales park is great. We love the school and wish them to continue with reasonable school fee,however Willoughby council put up the hiring fee for Bales park by over 440% in July 2024 and that's too much of an increase. Fusion soccer school is using only a small area of Bales park and please reduce the hiring fee for that portion instead of whole pitch. Many thanks</p>		
23	<p>My child is participating in Fusion soccer school at Bales park for many months and we like them and wish them to continue the school. We also have heard that Willoughby council put up its hiring fee by over 440% to the school in July 2024, however there is no night light or any other extra services for the school. Also, they only use park of the oval. Please reduce the hiring fee to the school also it would be worth setting up some night lights and extra chairs for parents. Thank you !!! Tamara</p>		
24	<p>Sorts for kids are very important &amp; please keep the fee as low as possible</p>		



25	Please don't raise the prices so that our kids who love sports can all participate.		
26	My child is participating in Fusion soccer school at Bales park for many months and we like them and wish them to continue the school. We also have heard that Willoughby council put up its hiring fee by over 440% to the school in July 2024, however there is no night light or any other extra services for the school. Please reduce the hiring fee to the school or set up some night lights and extra chairs for parents. Thanks.		
27	My child is participating in Fusion soccer school at Bales park for many months and we like them and wish them to continue the school. We also have heard that Willoughby council put up its hiring fee by over 440% to the school in July 2024, however there is no night light or any other extra services for the school. Please reduce the hiring fee to the school or set up some night lights and extra chairs for parents.  Thank you so much.		
28	My child is participating in Fusion soccer school at Bales park many months and we like them and wish them to continue the school. We also have heard that Willoughby council put up over 440% ground hires fee for the school July 2024, however there is no night light or any other extra services for the school. Please reduce the hiring fee for the school or set up some night lights and extra chairs for parents. Thanks.		
29	Your delivery program and Operational Plan contain too many motherhood statements and not enough details. There is no mention of providing more street parking, reduced street parking fees, reduced council rates, or council services. We have a water problem in our street, and the council has done nothing.	Specific details of key projects and all capital works are outlined in the document. Street Parking Strategy is currently being reviewed.  In 2024/25 Council applied successfully to the Independent Pricing and Regulatory Tribunal (IPART) for a 15% Rate Increase (including the 5% Rate Peg and a 10% Special Rate Variation). IPART undertook an independent community consultation and rigorous assessment of Council's application. IPART approved the rate increase noting that Council had demonstrated a financial need, that the community was aware of the proposal, that the impact on ratepayers was reasonable and that Council had historical and future plans for productivity improvements. As part of the application Council committed to a \$2	No amendment to current plan  Water problem referred to the relevant team.









		<p>million annual efficiency target, to be achieved through increased non-rate revenue or reduced expenditure.</p> <p>The water problem in the street has been investigated and the customer advised of the possible next steps.</p>	
30	<p>Submission On Hiring Free Structures Gore Hill Oval St Leonards</p> <p>International Sports Camps have hired the oval at Gore Hill for a number of years now, for three day coaching camps for children aged 5 to 15.</p> <p>The camps runs 845 to 3 pm daily, and the fees up until 2025 were approx \$ 550 per day or \$ 1650, this year they have risen to \$ 900 per day hence an increase of 60 % in one year - any further increases will make the camps we run not economically viable and hence the hiring fees we currently pay the council 4 times per year could no longer occur - if the costs can be contained or revisited it would be great - as we hire for not just one casual hour here or there but for 19 hours each time, some sort of discount for bulk hiring would be a huge help to help enable us to keep hiring the oval, generating revenue for the council, and provided sports coaching in holidays periods for children in the area.</p> <p>Regards</p>	<p>The introduction of a new fee for commercial organisations who hire Council's sportsground facilities was introduced on 1 July 2024 following the adoption of Council's 2024/25 Fees and Charges at the Council meeting held on 24 June 2024. In part, this new fee was introduced to provide consistency across the Northern Sydney region and brought Willoughby City Council into alignment with neighbouring local government areas who have had long established fees for commercial hirers. No further increase has been identified above the approx. 3.8% increase to all non-statutory fees and charges.</p>	<p>No amendment to current plan</p>


31	<p>We have hired the oval at Gore Hill for a number of years now, for three day coaching camps for children aged 5 to 15 - The camp runs 845 to 3 pm daily, and the fees up until this year were approx \$ 550 per day or \$ 1650, this year they have risen to \$ 900 per day hence an increase of 60 % in one year - any further increases will make the camp we run not economically viable and hence the hiring fees we currently pay the council 4 times per year would no longer occur - if the costs can be contained or revisited it would be great - as we hire for not just one casual hour here or there but for 19 hours each time, some sort of discount for bulk hiring would be a huge help</p> <p>Regards</p>	<p>The introduction of a new fee for commercial organisations who hire Council's sportsground facilities was introduced on 1 July 2024 following the adoption of Council's 2024/25 Fees and Charges at the Council meeting held on 24 June 2024. In part, this new fee was introduced to provide consistency across the Northern Sydney region and brought Willoughby City Council into alignment with neighbouring local government areas who have had long established fees for commercial hirers. No further increase has been identified above the approx. 3.8% increase to all non-statutory fees and charges.</p>	<p>No amendment to current plan</p>
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32	<p>Dear Councillors &amp; General Manager Willoughby City Council,</p> <p>On behalf of Gordon District Cricket Club, I write to express our strong support for the proposed upgrades to the Chatswood Oval playing surface and the Artarmon Reserve and Willoughby Park Cricket Nets as outlined in the 2025/2026 operational plan.</p> <p>Chatswood Oval has been the home of Gordon Cricket for more than a century. The quality of the Chatswood Oval playing surface is central to our operations as a NSW Premier Cricket Club. The proposed improvements to the Oval will materially improve the quality of the playing surface and also improve the ground's resilience under increasing demand and changing weather conditions. These works are critical to maintaining Chatswood Oval's status as one of Sydney's premier suburban cricket venues.</p> <p>Similarly, the planned upgrade to the cricket training nets at Artarmon Reserve and Willoughby Park is welcomed with enthusiasm. The existing facilities are heavily used by junior and community cricketers, including Gordon Cricket's junior affiliates. Improved nets will deliver a better and safer training environment, encourage participation, and support the development of young players in the area.</p> <p>I should also note that Gordon Cricket club has secured a \$40,000 grant from the Cricket Australia Infrastructure Fund toward the works on Artarmon Reserve nets. We also hope to secure a grant of a similar quantum to contribute toward the upgrade of the Chatswood Oval wicket square, as part of the broader improvements to the Chatswood Oval playing surface. These contributions are evidence of the commitment of Gordon Cricket Club and Cricket NSW to work with WCC to improve the facilities we use.</p> <p>In addition to endorsing these upcoming projects, we would like to take this opportunity to encourage Willoughby City Council to continue planning for further upgrades to the Chatswood Oval pavilion and associated facilities. Modern and inclusive amenities are essential for the long-term viability of the ground as a high-level sporting venue and community asset. Enhancements to change rooms, spectator facilities, accessibility, and multipurpose spaces would significantly improve the overall user experience and enable the ground to better serve the broader sporting and local community.</p> <p>We appreciate the ongoing collaboration and investment from Council in community sport infrastructure and look forward to continuing our strong partnership.</p>	<p>Feedback regarding Chatswood Oval is noted. As outlined in Council's Delivery Program and Operational Plan, \$575,000 has been allocated in 2025/26 for upgrades to Chatswood Oval under project 302640. This includes works related to drainage improvements, surface renewal, and fence section replacement. In addition, Council is currently scoping the broader refurbishment of Chatswood Oval to ensure the facility continues to meet the needs of the community and local sporting groups.</p>	<p>No amendment to current plan</p>
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33	<p>Hi</p> <p>Please see below my feedback for the Community Strategic Plan and Draft Resourcing Strategy.</p> <p>1. Address the Climate Emergency - Don't just declare a climate emergency. Take meaningful action to cut emissions now: stop expanding and building new roads, and invest more on footpaths, cycleways, traffic calming and street greening.</p> <p>⚠️ □ The Facts: 🚗 Breakdown of Transport Emissions (latest data, 2023):</p> <ul style="list-style-type: none"> <li>• 19% of Australian greenhouse emissions are transport emissions</li> <li>• Road transport alone is 85% of transport emissions - passenger vehicles alone contribute roughly 8–9% of Australia's total emissions.</li> <li>• Transport is one of the fastest-growing sources of emissions, especially in urban areas and emissions are trending upwards and have not declined over the past decade.</li> <li>• You can't build your way out of congestion. Places that are calming traffic provide good alternatives to driving. If you make driving easier you not only make it noisier and more unsafe, but you encourage more people to drive.</li> </ul> <p>Council should:</p> <ul style="list-style-type: none"> <li>• Adopt a zero emissions target for Council - and embedded vehicle emissions as part of the policy. Zero emissions is more than just green energy, the second largest emitter is transport.</li> <li>• Invest in a Council e-bike fleet - most trips are local (less than 5 km) e-bikes are perfect for short trips</li> <li>• Embed a carbon budget into Council's road budget - including a carbon budget will shift investment from being all about roads to considering footpaths and cycleways</li> </ul> <p>2. ♿ Prioritise Streets for Everyone – Aged 8 to 80 Make walking and riding safe and comfortable not everyone drives, and not everyone should have to. Councils must plan for everyone, not just drivers.</p> <p>⚠️ □ The Facts:</p> <ul style="list-style-type: none"> <li>• 35–40% of people in our community don't have a driver's licence.</li> <li>• 17% of household income goes toward car ownership — a major cost burden.</li> <li>• Children walking and cycling to school are not only more independent and spatially aware, they perform better at school.</li> </ul>	<p>The Community Strategic Plan was not on public exhibition, this has already been adopted by Council.</p> <p>Council has developed a number of strategic plans and policies that actively support a safer, healthier, and more sustainable future for our community.</p> <p>1. Climate Action &amp; Transport Emissions Council acknowledges the urgent need to address the climate emergency and reduce greenhouse gas emissions from transport — a significant contributor to local and national emissions. Our Commitment:</p> <ul style="list-style-type: none"> <li>• Council is delivering the Our Net Zero Emissions by 2040 plan, which targets both community and operational emissions. Transport emissions are a major focus area, with strategies to shift towards low-emission and active transport modes.</li> <li>• The Car Share Policy encourages reduced private vehicle ownership and supports the transition to a lower-emissions transport model.</li> <li>• Council's Integrated Transport Strategy and Cycling Strategy &amp; Action Plan 2034 prioritise walking, cycling, and public transport over road expansion.</li> </ul> <p>2. Active Transport Infrastructure Council recognises that many trips within our LGA are short and can be safely walked or cycled, especially with the right infrastructure in place. Council Actions:</p> <ul style="list-style-type: none"> <li>• The draft Willoughby Cycling Strategy and Action Plan 2034 commits to building a safe, accessible, and connected cycle network. This includes expanding separated cycleways and improving wayfinding and end-of-trip facilities.</li> <li>• The Walking Strategy in development, promotes safe, convenient walking access across the LGA. This includes prioritising footpaths, pedestrian crossings, shade from trees, and connectivity between destinations.</li> <li>• We aim to embed footpath and cycling upgrades in all road renewal programs, supporting whole-of-network improvements.</li> <li>• In partnership with TfNSW, Council is working to expand and connect Strategic Cycling Corridors with our local active transport network.</li> </ul> <p>3. Vision Zero &amp; Road Safety for All Ages Council supports the principle that no one should be killed or seriously</p>	<p>No amendment to current plan</p>
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<p>Council should:</p> <ol style="list-style-type: none"> <li>1. Follow NSW Guidelines Use the Movement and Place Framework, Walking Space Guide, Cycleway Design Toolbox, and the Road User Space Allocation Policy – which puts people first, not cars.</li> <li>2. Build a Connected, Safe Cycling and Walking Network Apply for more state funding, and make footpaths and bike lanes part of all road asset renewal projects. Councils spend millions every year on roads— it's time the 40% of non-drivers got their share too.</li> <li>3. Upgrade or Build 20+ Pedestrian Crossings Every Year Local governments now have the power — no warrant or TfNSW approval needed. Every leg of every intersection, and every route to schools, shops, hospitals and town centres should be safely crossable. TfNSW guidance is for crossings every 100m or less on busier local roads, particularly around schools, shops and parks. Most roads fall short of this.</li> <li>3. 🚧 Use Road Safety Funding for People-First Projects Build safer streets — not wider roads. Let's stop funding harm and start building safety.</li> </ol> <p>⚠️ □ The Facts:</p> <ul style="list-style-type: none"> <li>• 🚶 50 people walking are killed every year in NSW — and that number hasn't changed in a decade.</li> <li>• 🚗 350 total road deaths per year, on average — the target is zero.</li> <li>• 🧒👴 2 out of 3 pedestrian victims are children or older adults.</li> </ul> <p>They make up less than half the population but suffer most because of their bodies - something we can't change. It's Council's job to make streets safe for everyone — especially the most vulnerable. Use safety funding for people-first design, not traffic flow, benefits the community.</p> <p>Council should:</p> <ul style="list-style-type: none"> <li>• Adopt a Vision Zero target No one should die or be seriously injured on our streets. Every life matters — every crash is preventable.</li> <li>• Invest in safe infrastructure <ul style="list-style-type: none"> <li>➤ Separated bike lanes on busy streets</li> <li>➤ Pedestrian crossings</li> <li>➤ Lower speeds, safer intersections</li> </ul> </li> <li>4. 🌳 Plant More Trees - including road tree planting</li> </ul>	<p>injured on our roads.</p> <p>Our Approach:</p> <ul style="list-style-type: none"> <li>• The draft Willoughby Road Safety Action Plan includes a Vision Zero aspiration. Prioritising vulnerable road users such as children and older adults is a core goal.</li> <li>• We are proactively upgrading pedestrian crossings and advocating for lower speed limits in High Pedestrian Activity Areas.</li> <li>• We are also expanding traffic calming and lower speed zones (40km/h High Pedestrian Activity Area and 10km/h Shared zones) in areas like the Chatswood CBD and other local centres, with support from TfNSW. TfNSW manage and implement all speed zones in NSW.</li> </ul> <p>4. Public Transport Integration &amp; Sydney Metro Council strongly supports mass rapid transit as a vital component of a sustainable transport network.</p> <p>Recent Developments:</p> <ul style="list-style-type: none"> <li>• The introduction of the Sydney Metro City &amp; Southwest line, extending from Chatswood to Sydenham, has significantly encouraged the uptake of mass rapid transit in our community.</li> <li>• A recent evaluation showed that more than 4.6 million tap-ons and tap-offs were recorded at the Chatswood Interchange between September and December 2024. This demonstrates the growing demand for high-capacity, reliable, and low-emission public transport.</li> <li>• In response to community requests, Council has introduced 34 new Kiss &amp; Ride zones at Chatswood Interchange to enable safe and convenient drop-off and pick-up at the transport hub. (<a href="https://www.willoughby.nsw.gov.au/Residents/Parking-and-transport/Parking/Parking-in-Chatswood-CBD/New-Kiss-and-Ride-and-No-parking-zones-introduced">https://www.willoughby.nsw.gov.au/Residents/Parking-and-transport/Parking/Parking-in-Chatswood-CBD/New-Kiss-and-Ride-and-No-parking-zones-introduced</a>)</li> <li>• Council continues to work with TfNSW to improve connections between Metro stations and our local walking and cycling network to ensure seamless multi-modal travel.</li> </ul> <p>5. Tree Planting &amp; Urban Cooling Council agrees that tree-lined streets improve walkability, reduce the urban heat island effect, and make streets more pleasant and climate-resilient.</p> <p>Current Actions:</p> <ul style="list-style-type: none"> <li>• Our Urban Tree Canopy Strategy supports increased canopy coverage across all suburbs, particularly those with low shade and high pedestrian use.</li> </ul>	
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<p>Tree-lined streets aren't just pretty — they're life-saving. On hot days, shade makes all the difference for children walking to school, and older people getting to the shops. Green streets are walkable streets. Let's make our suburbs safer, cooler, and more resilient — for everyone.</p> <p>  The Facts:</p> <ul style="list-style-type: none"> <li>•  In 2022, Greater Sydney's tree canopy was just 21.7%</li> <li>•  The NSW Government's target is 40% to mitigate heat island effects.</li> </ul> <p>Council should:</p> <ul style="list-style-type: none"> <li>• Plant more street trees, especially in hot, exposed suburbs, Council should use tree canopy as a core planning target and report progress to the Community.</li> <li>• Include canopy shade along all walking and cycling routes</li> <li>• Set and measures targets to turn asphalt into urban forest</li> <li>• Ensure new developments and road upgrades including trees</li> </ul> <p> Make 30km/h the Default on Local Streets</p> <p>It's time to calm traffic and protect lives. 30km/h streets are safer, quieter, and more people-friendly.</p> <p>  The Facts:</p> <ul style="list-style-type: none"> <li>• NSW local speed limits haven't been reviewed since the 1990s (Back when Paul Keating was PM and the internet was a university fad!)</li> <li>• 50km/h is outdated — 30km/h is the international standard for local streets. Survival increases as speeds decrease.</li> <li>• 30km/h is already being rolled out in Melbourne councils and is typical in global cities like Paris, London and Tokyo</li> </ul> <p> Global Cities Have Already Acted:</p> <ul style="list-style-type: none"> <li>✓ Paris – 30km/h</li> <li>✓ London – 30km/h</li> <li>✓ Berlin – 30km/h</li> <li>✓ Tokyo – 30km/h</li> <li>✗ Sydney? Still waiting.</li> </ul> <p>Council should:</p> <ul style="list-style-type: none"> <li>• Modernise our streets and put people first– 30km/h has already been achieved in other Global cities – and proven to save lives and reduce insurance costs. Where is our 30km.h speed limit?</li> <li>• Actively ask TfNSW to review speed limits and implement 30km/h on</li> </ul>	<ul style="list-style-type: none"> <li>• Tree planting is integrated into all street upgrades, with a priority for routes to schools, town centres, and public transport. An example is the Edward and Penshurst Street South Streetscape Improvement Program in Willoughby South. Council has allocated \$1.4 mil towards a comprehensive traffic calming and street greening project to help transform this hot, wide car-dominated street into an attractive, green, cool pedestrian and cycle friendly boulevard. See . <a href="https://www.willoughby.nsw.gov.au/Residents/Current-works-and-projects/WCC/Edward-Street-Penshurst-Street-South-streetscape-improvement-project">https://www.willoughby.nsw.gov.au/Residents/Current-works-and-projects/WCC/Edward-Street-Penshurst-Street-South-streetscape-improvement-project</a></li> </ul> <p>6. Inclusivity and Accessibility</p> <p>Council is committed to creating streets for everyone, not just those who drive.</p> <p>Our Focus:</p> <ul style="list-style-type: none"> <li>• We follow the Movement and Place Framework and NSW Public Space and Design Guidelines to ensure our road space prioritises people and places. The framework was applied in the development of the streetscape and pedestrianisation plan for Victoria Avenue, Chatswood.</li> <li>• We are designing with equity in mind — recognising that up to 40% of people in our community do not hold a driver's licence, and that transport should not be a barrier to opportunity.</li> <li>• In order to encourage more students and their families in Willoughby to walk or cycle to school more often, Council has developed the Resilient Willoughby Schools Active Travel Program - <a href="https://www.willoughby.nsw.gov.au/Community/Community-health-and-safety/Resilient-Willoughby/Walking-and-riding-to-school">https://www.willoughby.nsw.gov.au/Community/Community-health-and-safety/Resilient-Willoughby/Walking-and-riding-to-school</a>.</li> </ul> <p>Implementation of this program at Willoughby Public School in 2023 resulted in a 7% to 11% increase in active travel rates to school in the following 6 months. The Willoughby model has now been adopted by TfNSW as best practise and is being piloted under the state government get-kids-active program launched in 2024. <a href="https://www.transport.nsw.gov.au/projects/programs/get-nsw-active">https://www.transport.nsw.gov.au/projects/programs/get-nsw-active</a></p> <p>7. Community Strategic Plan 2036 Alignment</p> <p>Council's Community Strategic Plan – Our Future Willoughby 2036 outlines a vision for a connected, sustainable, and liveable city.</p> <p>Key Goals Aligned with Your Submission:</p> <ul style="list-style-type: none"> <li>• Promote active and sustainable transport options.</li> <li>• Reduce car dependency and greenhouse gas emissions.</li> <li>• Provide infrastructure that improves health, access, and social</li> </ul>	
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<p>local streets, High Pedestrian Activity Areas, School zones and around train stations</p> <p> A few more facts to share with your local Council:</p> <ul style="list-style-type: none"> <li>• People feel forced to drive — many have no real alternative due to poor walking, cycling, and public transport options.</li> <li>• Children walking to school has dropped precipitously since the 1970s - if you are worried about children's autonomy, health, school performance and mental well-being, consider making kids walking easier and safer in your area</li> <li>• Two-thirds of car trips in cities could be walked, wheeled, or cycled in 15 minutes — but road design discourages it, causing unnecessary traffic.</li> <li>• Streets are 60% of urban space and dominated by heat-retaining black asphalt.</li> <li>• Just \$3.61 per person is spent annually on walking and cycling — only 0.2% of the NSW transport budget — leading to fewer people walking, especially children.</li> <li>• 340 people died on NSW roads last year, with 10,000 serious injuries. Pedestrian deaths (around 50 annually) have remained unchanged for a decade.</li> <li>• Transport injuries cost the health system \$848 million in 2020–21.</li> <li>• Driving harms health: long hours behind the wheel are linked to less physical activity, more smoking and drinking, poor diet, and sleep issues.</li> <li>• Obesity cost \$11.8 billion in 2018 and could reach \$87.7 billion by 2032 if we don't act. Physical inactivity is a key target in the National Obesity Strategy.</li> <li>• Loneliness costs Australia \$2.7 billion a year, and walkable, connected streets are one way to reduce it.</li> </ul> <p>We want streets that are safe, inclusive, and climate-friendly. Not just roads for cars. Councils should spend more money to make it easier to walk or ride, and reduce the cost of road maintenance for cars. Councils should address all the issues raised above in the Community Strategic Plan</p>	<p>inclusion.</p> <ul style="list-style-type: none"> <li>• Ensure our streets are safe, green, and resilient in a changing climate.</li> </ul>	
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34	<p>WCC Have your say – Delivery program 2025-9 &amp; Operational Plan 2025/6</p> <p>Feedback and recommendations -</p> <ul style="list-style-type: none"> <li>• A city that is Green / Tree planting targets <ul style="list-style-type: none"> <li>o Increase the planned annual target of 250 trees. This seems to be set too low, especially considering the tree vandalism experienced in our local area - the HD Robb massacre alone saw a loss of 247 trees. Additionally, the recently tabled Wildlife Corridors motion should necessitate an uplift in plantings, however the 250 tree target mirrors last year's result.</li> <li>o Is Council monitoring both Private and Public tree loss by legal and illegal removals? These numbers should be shared in the plan to gauge how we are tracking towards the overall goal of 40% tree canopy in the Willoughby LGA.</li> </ul> </li> <li>• A city that is Green / Waterways health <ul style="list-style-type: none"> <li>o Waterways health check target is set to 'Grade C' ('fair'). Recommendation that Council sets a higher-level goal and shares a report card to residents, detailing key results and health check trend across all monitored locations over the year. This should include any targeted remedial actions.</li> <li>o Plans should consider means to improve response and speed to investigate, identify &amp; fine offenders, and take action to remediate any reported pollution events. Members have noticed that previous events have often occurred over weekends when Council officers are unable to respond. Offenders may therefore be more likely to release pollution over weekends to avoid detection.</li> </ul> </li> <li>• A city that is effective and accountable / Concourse capital works 2025/26 \$2,950,000 <ul style="list-style-type: none"> <li>o What are Council plans for landscaping following the loss of an established tree in this space.</li> <li>o The use of synthetic turf in public open space is a public health issue and a potential liability for Council. This material is known to intensify radiant heat at levels up to 3x ambient temperature, increasing the risk of serious burns. A recent Victorian study found that surface temperature on synthetic turf plots measured in excess of the 48°C skin burn threshold for almost four hours/day when averaged across 51 Summer days. Thermal imaging conducted at the Concourse site by a</li> </ul> </li> </ul>	<p>Council has increased funding for tree planting programs, aiming to plant 150 to 300 street trees annually, along with an additional 40 to 60 trees in high-footfall, hard-edged urban areas such as Chatswood, Artarmon, and St Leonards. At the same time, Council is actively working to address the loss of tree canopy caused by urban development, illegal tree clearing, climate change, and invasive species.</p> <p>Council is taking a multi-faceted approach to urban forest protection and expansion, including tree data collection and analysis, bushland conservation, education, strategic planning and development controls, monitoring and compliance, and regional advocacy. These efforts involve collaboration across multiple Council teams, with a focus on improving integration and coordination to maximise on-ground impact.</p> <p>Council has recently appointed a dedicated Tree Compliance Officer to strengthen enforcement and regulatory efforts in response to increasing incidents of tree vandalism. Over the past 10 months, fines exceeding \$200,000 have been issued for various tree-related offences, and more than 260 customer service requests relating to trees have been received during the same period.</p> <p>Council is committed to expanding its capacity to monitor tree canopy loss, particularly on private land, and to working collaboratively with the State Government, the development sector, and other stakeholders to raise community awareness about the value of trees. This includes promoting understanding of the penalties and enforcement powers in place to deter illegal activities such as tree vandalism and excessive pruning.</p> <p>To support these efforts, Council is utilising artificial intelligence and advanced mapping technologies to track both canopy loss and growth. As of 2021, the total tree canopy across the LGA was 35.5%, representing a 0.7% increase since 2011. Council has set an ambitious target to increase tree canopy coverage to 40% by 2036.</p> <p>Council appreciates the high value the community places on Willoughby's creeks and the community's aspirations for improved creek health. We aim to reduce further impact on our waterways through investment in trapping gross pollutants, installing stormwater quality improvement devices and regenerating riparian corridors, altered hydrology as well as ongoing sewer overflows makes it very difficult to</p>	No amendment to current plan
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<p>WEPA member on a 28.9°C day measured an average ground temperature of 60.4°C. Synthetic turf also presents a health risk through exposure to PFAS chemicals. Both issues are highly concerning, exacerbated by the fact that the space is commonly used by families with young children who play and crawl on the surface.</p> <ul style="list-style-type: none"> <li>o Recommendation that Council upgrade Concourse open space, removing the synthetic turf and replacing this with natural surfaces, including more deeper soil shade trees and other plantings. This would promote a healthy soil biome, therefore healthy plantings, while reducing the impact on urban heat.</li> <li>o For well-designed public spaces successfully integrating real turf, plantings and natural materials, please visit Land Cove Canopy and Lindfield Village Green</li> </ul> <p>• Capital Works 2025/26 Chatswood High synthetic Turf renewal \$1.75m</p> <ul style="list-style-type: none"> <li>o Estimated cost to convert Thomson Oval back to natural turf in 2024 was under \$1million, considerably less than the synthetic turf renewal cost and with a longer lifespan. Chatswood High synthetic turf oval was only constructed in 2018. It is unreasonable that ratepayers will be expected to fund renewals at this cost (or likely higher in future) for every synthetic turf oval in the LGA, every 8 years. This is not not an effective use of Council funds.</li> <li>o Furthermore, serious problems have been reported at this oval following heavy rain events, resulting in issues with clumping, subsequent injuries, ruined boots and plastic infill washing into stormwater drains. At least another \$500,000 has been spent since construction in 2018.</li> <li>o What consideration has been given to reverting to real turf, which an Australian study has shown not to have a dramatic impact on playing hours when best practice is implemented. A recently released NSW Government funded study has identified a new couch variant which increases carrying capacity by 49% and up to 240% with best practice design and management. Natural turf is better for wildlife, soil biome and surrounding green canopy, urban heat, player comfort, as well as providing a surface usable to more than just soccer/winter ball sport clubs - including passive recreation in all weather, even days of extreme heat. Consider conversion back to real turf for a case study to assess the cost/playing impacts for both surfaces.</li> <li>o Is recycling factored into this budget and what is the cost of recycling?</li> </ul>	<p>justify increasing the current overall creek health target of C.</p> <p>Council will continue to monitor creek health and publicly report annual results. Council will also continue to review health targets in light of community aspirations, ongoing improvement works and analysis of trends in creek health.</p> <p>Council recognises the need for additional resources and has recently appointed a dedicated Environmental Compliance Officer who is actively monitoring and responding to environmental incidences. Our Environmental Health teams, Area Ranger, and Tree Compliance Officer are also responding to environmental non-compliance. These teams work together to investigate reports, inspect sites, and enforce compliance with environmental laws. We continue to encourage community members to report suspected pollution or unsafe practices. This shared vigilance helps us to act quickly and effectively.</p> <p>Funding has been identified to undertake high priority works at The Concourse including roofing and lighting upgrades. Council will undertake a community engagement process to develop designs for longer term options for this central green space with the aim to improve amenity, shade, seating and surfacing.</p> <p>Council manages four synthetic sportsgrounds including the field at Chatswood High School. All four synthetic sports fields are planned for renewal once every 8-10 years with exact timing of the renewal pending a number of factors including asset condition, impact on sport programming and consultation with key stakeholders. The Chatswood High School synthetic field was first constructed in 2017 and following condition assessments conducted in 2024 and has been identified for renewal in the 2025/26 financial year. An assessment of conversion of the space back to natural turf has been undertaken by staff as part of the formation of the 2025/26 budget process with the findings that conversion would result in a poorer community outcome noting the high costs for conversion, increase water use and resulting reduction in both booked and unstructured sports field use. It also noted that as Council is not the landowner for this site and as such is not the sole decision maker for this asset. The budget identified for this asset renewal has factored all costs associated with recycling of the existing surface as well allowances for other asset improvements subject to final design and budget.</p>	
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<p>Other initiatives for consideration -</p> <ul style="list-style-type: none"> <li>• Modification of lighting adjacent to wildlife rich areas and corridors so that it is Dark Sky compliant. This action has been incorporated into the recent Wildlife Corridors Motion. Australian Government National Light Pollution Guidelines for Wildlife can be found <a href="#">here</a></li> <li>• Recommendation to install water fountains in the Chatswood CBD/Concourse. This would reduce the amount of plastic waste going to landfill. Reuse of personal water-bottles also has significantly less impact on the emissions and environment than recycling.</li> <li>• Provision of more waste disposal options in the mall, with waste segregation options. This is urgently needed in the area where pop-up food stalls operate, producing large quantities of waste. Operators should be instructed to use compostable or recyclable packaging, yet consumers aren't provided with appropriate disposal options. As a result, recyclable and compostable materials are going into landfill. It is also critical that segregated rubbish facilities include clear and simple instructions to ensure correct usage. See below for current facilities vs well-designed alternative in Bicentennial park.</li> <li>• Upgrade tree tags in reserves. The current tagging system for Willoughby trees consists of a plate attached to the tree by a plastic cable tie. The use of unsustainable plastic will add to landfill as the ties deteriorate or need replacing. While tagging with tree names is intended to honour our exceptional specimens, the system detracts from both the beauty of the tree and the natural locations. Recommendation that council plan for an upgrade to a plastic free alternative, possibly rolling these out as cable ties are replaced. Consider also integrating the local indigenous name.</li> </ul>	<p>Council recognises the importance of minimising light pollution in wildlife-rich areas and ecological corridors. The modification of lighting has been incorporated. This includes aligning practices with the Australian Government's National Light Pollution Guidelines for Wildlife, which provide best-practice guidance on reducing light impacts on biodiversity.</p> <p>Council has already implemented measures such as managing the timing of sports lighting and limiting light spill through the use of shielding on luminaires. These efforts support the protection of nocturnal wildlife and help maintain the ecological function of key corridors.</p> <p>Council received grant funding to install water fountains across the LGA, including a fountain in Chatswood Mall. These installations help reduce reliance on single-use plastics and contribute to lowering environmental impacts associated with both landfill and recycling processes. Future opportunities to expand these initiatives, including in areas like the Chatswood CBD and The Concourse, will be considered as funding and site feasibility allow.</p> <p>Council acknowledges the importance of providing effective waste disposal and segregation options in high-traffic areas such as Chatswood Mall, particularly where pop-up food stalls and events generate increased waste. During events like the Chatswood Mall Markets, Council's Events team supplies recycling bins, which are actively managed by cleaning staff to reduce contamination.</p> <p>However, permanent public place recycling bins remain a challenge due to historically high contamination levels, which hinder effective recycling. Council is working to address this issue and has commenced planning for the replacement of waste bins in Chatswood Mall. Purpose-built bins that better support waste collection and enhance public amenity have been ordered, with delivery expected within approximately 8 weeks. Installation will follow soon after.</p> <p>It's also important to note that vendors are required to comply with the NSW Single-Use Plastics Ban, which encourages the use of recyclable and compostable packaging. However, compostable materials cannot be placed in standard recycling bins and require specialised processing infrastructure that is currently not available in public spaces.</p>	
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35	<p>1. Tree canopy planting . The total tree canopy of Willoughby has declined . Most trees are lost on private land . What process do you have in place to reverse this . I suggest a large tree registry . I also suggest council Co wider aerial Photos of any new DA applications showing the applicant which large trees are in their immediate vicinity and expecting them To still be there or replaced at the end of development . The technology is now available to monitor each tree in Willoughby .</p> <p>2. Tree replacement on the concourse plastic grass . This busy small community space is an embarrassment . Can this area be landscaped and include shade trees and seating ?</p> <p>3 Artificial Turf on playing fields : the long awaited NSW government guidelines have been published . The recommendation say that community co sultaion must take place and environmental risks co existed such as the soaring heat and unplayable surfaces we . Micro plastics must also be part of the discussion with the community informed of the risks before any grass is laid . The new generation natural grasses appear to be cost effective and safer in the long run. Will the council take a proper impartial look at this report before any more money is wasted on artificial turf ? Will the council commit to fully informing residents before any more plastic grass is installed on our ovals and child care facilities ?</p> <p>4 Due to the increase in heat and tree loss will the council be planting more trees than the current 240 a year , barely enough to cover the recent mass slaughter at CastleCove .</p>	<p>Response to Point 1: Council is very conscious of the threat to trees on private land due to urban intensification, climate change and other urban pressures, such as the spread of weeds. State government planning controls in relation to the management of trees during the development process generally over-ride controls developed by councils, which are typically more stringent in relation to tree protection and vegetation management. This results in significant loss of tree canopy for residential developments which comply with the state government's Exempt and Complying Codes SEPP (2008). Council is working to address this problem on several fronts, including</p> <ul style="list-style-type: none"> <li>(i) data collection, management and analysis to more accurately assess tree canopy losses and gains (including use of aerial photography)</li> <li>(ii) various street tree and public domain tree planting programs</li> <li>(iii) research into climate change impacts and mitigation (in particular urban heat)</li> <li>(iv) bushland conservation and management</li> <li>(v) education and promotion about the benefits of trees</li> <li>(vi) optimising planning and council development controls to protect urban vegetation wherever possible</li> <li>(vii) monitoring and compliance to address tree vandalism or non-compliance with planning controls, and</li> <li>(viii) regional advocacy and leadership.</li> </ul> <p>Council has completed registering its 33,223 street trees in our asset management system, as the first step in a project to capture maintenance, monitoring, replacements and new planting data. The Natural Heritage Register <a href="#">Natural Heritage Register   Willoughby City Council</a> lists all the details of significant trees in any area outside bushland reserves, including private property. The register is used to promote greater protection and sustainable management of these trees.</p> <p>Response to Point 2: In the 2025/26 Operational Plan funding has been identified to undertake high priority works at The Concourse including roofing and lighting upgrades Council will undertake a community engagement process to develop designs for longer term options for this space with the aim to improve amenity, shade, seating and surfacing.</p> <p>Response to Point 3: Council staff are aware of the recently released NSW Government Guidelines which relate to the use of synthetic turf specifically in sports field settings. Council staff are currently reviewing</p>	No amendment to current plan
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		<p>the guidelines and will incorporate this into future decision making. Council's adopted Synthetic Sportsground Management Plan identifies that Council will not create any new, nor convert any existing natural turf fields to synthetic with no changes proposed to this position.</p> <p>Response to point 4: Council recognises the growing threat of climate change and the critical role our urban tree canopy plays in reducing the impacts of urban heat on both people and the environment. To support informed decision-making, Council commissioned Western Sydney University to undertake a comprehensive urban heat benchmark study across the entire Local Government Area (LGA). The findings will guide Council's planning processes, street tree planting, and other heat mitigation initiatives, with a particular focus on protecting vulnerable community members. Council also funds an ongoing tree planting program, with the goal of planting 150 to 300 street trees each year, along with an additional 40 to 60 trees in hard-edged urban areas such as St Leonards, Artarmon, and Chatswood particularly in high foot-traffic zones like Victoria Avenue, Chatswood.</p>	
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36	<p>Thank you for the opportunity to comment on the plan</p> <p>A City that is green Tree planting targets Where are we if the goal is 40% urban tree canopy? Although that is the goal, there is no way of knowing whether we are reaching it. With the constant and continuing problem of illegal tree removal, planting 250 new trees annually can't come near to the projected goal. How is this being managed with the expectations and pressure from the TOD requirements? Wildlife Willoughby has an amazing amount of wildlife for such an urban LGA. Although acknowledgment is made of the danger of feral and domestic pets in bushland, are there initiatives to protect wildlife such as slower speed limits near bushland, reduction of nighttime light, wildlife corridors and a commitment to retain dead trees that provide valuable habitat? Waterway health Grade C does not seem very ambitious – why not aim for higher when Willoughby is blessed with so many waterways that have the potential of polluting the harbour if not successfully monitored. Is there any public reporting on the grading of the waterways? Consider the upstream influence into the creeks, such as fast-food containers, plastic (soy) fish, polystyrene and plastic that is found in all waterways, especially Scotts Creek which runs under the Chatswood concourse. Are there any plans to start reducing the plastic that comes from businesses and market stalls in Chatswood, as so much of this ends up in the creeks and harbour. Preventing it from reaching the waterways by forcing the provision of compostable containers, limiting or eliminating plastic and providing clearer and clearly marked recycling bins in busy areas would all contribute to this. Are council officers well supported to be able to investigate pollution events and initiate remedial action as soon as possible? Residential waste diverted to landfill There seems to be no hurry to introduce FOGO style waste recycling before the state mandated end target of 2030. Although it comes with complexities, many councils are managing to introduce it. Also, what education is done on recycling in general to inform residents (including non-English speaking households) about recycling? Although a large number of participants pledge behavioral change after activities, is this reflected in a decrease of residential waste collected?</p>	<p>The use of synthetic turf for outdoor sport fields forms part of Council's balanced response to the demands for both organised sport and passive recreation within the community. Council's adopted Synthetic Sportsground Management Plan identifies that Council will not be seeking the creation of any new, nor conversion of any existing natural turf fields to synthetic with no changes proposed to this position.</p> <p>Council is very conscious of the growing threat to Willoughby's tree canopy due to urban intensification, climate change and other urban pressures, such as the spread of weeds. State government planning controls in relation to the management of trees during the development process generally over-ride controls developed by councils, which are typically more stringent in relation to tree protection and vegetation management. This results in significant loss of tree canopy for residential developments which comply with the state government's Exempt and Complying Codes SEPP (2008). Council is working to address the loss of tree canopy on a number of fronts, including</p> <ul style="list-style-type: none"> <li>(i) data collection, management and analysis to more accurately assess tree canopy losses and gains (including use of aerial photography)</li> <li>(ii) various street tree and public domain tree planting programs</li> <li>(iii) research into climate change impacts and mitigation (in particular urban heat</li> <li>(iv) bushland conservation and management</li> <li>(v) education and promotion about the benefits of trees</li> <li>(vi) optimising planning and council development controls to protect urban vegetation wherever possible</li> <li>(vii) monitoring and compliance to address tree vandalism or non-compliance with planning controls, and</li> <li>(viii) regional advocacy and leadership.</li> </ul> <p>Council has completed registering its 33,223 street trees in our asset management system, as the first step in a project to capture maintenance, monitoring, replacements and new planting data. The Natural Heritage Register <a href="#">Natural Heritage Register   Willoughby City Council</a> lists all the details of significant trees in any area outside bushland reserves, including private property. The register is used to promote greater protection and sustainable management of these trees.</p>	No amendment to current plan
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	<p>Capital Works Schedule / A city that is liveable</p> <p>There are a number of references to synthetic turf in the Capital Works Schedule and A City that is Liveable. We are blessed with many natural turf areas in the Willoughby LGA, but it appears that no notice is being taken of the health and sustainability negatives of synthetic turf. It is well documented that synthetic turf contributes to urban heat, can be extremely dangerous to skin (especially that of children) in hot weather and has not been shown to be easily (if at all) recyclable. Runoff from synthetic turf contains dangerous plastics which leach into the waterways and apparently needs to be replaced within 8 years (Chatswood High School).</p> <p>Additionally, synthetic turf areas are primarily seen as sporting areas which then exclude the use of open space for other recreational activities at non sporting times.</p>	<p>Willoughby City Council recognises the unique richness of local biodiversity in an urbanised environment and is committed to protecting and enhancing wildlife habitat. In addition to establishing Wildlife Protection Areas across many bushland reserves, signage at reserve entries highlights the presence of wildlife and promotes responsible community behaviour.</p> <p>Fauna studies, wildlife corridor mapping, and habitat documentation are incorporated into all Reserve Action Plans, ensuring informed, targeted management. Council has also worked proactively with its Traffic Team to install 'Slow Down, Wildlife' signage in key locations to help reduce wildlife road fatalities.</p> <p>Habitat enhancement measures such as retaining dead trees and installing nest boxes are standard practice in reserves and on suitable road verges to support breeding and shelter. Light pollution is being addressed through careful management of sports lighting and by shielding luminaires to reduce overspill into wildlife-sensitive areas.</p> <p>Ongoing community education and engagement is also central to our approach, with long-running events such as the Fauna Fair—held for over 20 years—bringing together wildlife experts, NGOs, and local volunteers to foster greater awareness and stewardship of local fauna.</p> <p>Council appreciates the high value the community places on Willoughby's creeks and the community's aspirations for improved creek health. Willoughby's creeks, like nearby urban creeks, unfortunately suffer from 'urban stream syndrome' characterised by increased stormwater flow, erosion, pollution and biodiversity loss. Therefore we aim to reduce further impact on our waterways through investment in trapping gross pollutants, installing stormwater quality improvement devices and regenerating riparian corridors, altered hydrology as well as ongoing sewer overflows makes it very difficult to justify increasing the current overall creek health target of C.</p> <p>Council will continue to monitor creek health and publicly report annual results. Council will also continue to review health targets in light of community aspirations, ongoing improvement works and analysis of trends in creek health.</p> <p>Council acknowledges the importance of providing effective waste</p>	
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		<p>disposal and segregation options in high-traffic areas such as Chatswood Mall, particularly where pop-up food stalls and events generate increased waste. During events like the Chatswood Mall Markets, Council's Events team supplies recycling bins, which are actively managed by cleaning staff to help reduce contamination and litter.</p> <p>Council is currently reviewing its events policy to strengthen environmental outcomes, including how packaging and waste from events and market stalls are managed. In line with the NSW Government's Plastics Ban, the use of many single-use plastic items is already prohibited, and market vendors are required to comply with these regulations.</p> <p>New waste bin infrastructure has been ordered for the Chatswood CBD, designed to improve waste collection and user experience. These will be installed once delivered as part of planned upgrade works. While recycling bins are provided during markets, managing public place recycling bins remains challenging due to high levels of contamination, which can prevent materials from being properly processed.</p> <p>Council recognises the upstream impact of litter, including from food packaging, on local waterways like Scotts Creek, and is committed to improving source reduction strategies. This includes ongoing community education, engagement with businesses, infrastructure upgrades, and policy improvements to better protect our creeks and harbour from plastic pollution.</p> <p>Council recognises the need for additional resources and has recently appointed a dedicated Environmental Compliance Officer who is actively monitoring and responding to environmental incidences. Our Environmental Health teams, Area Ranger, and Tree Compliance Officer are also responding to environmental non-compliance. These teams work together to investigate reports, inspect sites, and enforce compliance with environmental laws. We continue to encourage community members to report suspected pollution or unsafe practices. This shared vigilance helps us to act quickly and effectively.</p> <p>Willoughby City Council recently adopted a FOGO/Food Organics Implementation Strategy that outlines a strategic, staged approach to introducing food waste recycling in our LGA. This includes trial programs</p>	
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		<p>to test and refine processes prior to a broader rollout, ensuring the system is well-suited to our local context. The NSW Government has set a 2030 target and Council is working actively to deliver this service in a responsible and effective manner.</p> <p>To support improved recycling practices more broadly, Council has recently updated its waste education materials to help residents “recycle right.” These include new bin stickers and posters with clear visual instructions, translated into the three most commonly spoken languages in the area, to ensure accessibility for all residents. These materials are being rolled out on residential bins and in apartment bin rooms in the coming months.</p> <p>Council also offers a range of recycling programs, including the Recyclesmart doorstep collection service, the Community Recycling Centre in Artarmon, and the A to Z Recycling Guide available on our website. In addition, Council’s Environmental Education team regularly runs events and workshops to build residents’ knowledge and confidence in sustainable waste practices.</p> <p>Council tracks residential waste and recycling tonnages and has observed a decrease in landfill volumes despite population growth, which is a positive sign. While it is not currently possible to directly link behavioural pledges to a measurable reduction in waste, we do monitor long-term trendlines in waste diversion to evaluate the impact of our programs over time.</p>	
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37	I think less money should be spent on the Concourse and more on things that matter and will help people, e.g., sport and walking tracks	<p>The planned works at the Concourse include projects needed to improve energy efficiency, safety, compliance with standards and minimise repair costs throughout the building's life. These works are funded through the restricted reserve for The Concourse.</p> <p>Council is planning to spend \$12.9 million in sport capital works projects over the next four years, aligning with identified requirements. These projects are included in Council's Long-Term Financial Plan and are fully funded through a combination of developer contributions and general funds. The works are itemised with proposed costs and include the renewal of synthetic oval surfaces, oval drainage improvements, court resurfacing, upgrades to cricket practice nets, and the renewal of the baseball diamond backnet.</p> <p>An additional \$1.2 million is allocated in the Long-Term Financial Plan for extending and upgrading the walking track network over the next four years across various bushland reserves. These works will be funded through a combination of Council's environment levy and developer contributions.</p>	No amendment to current plan
38	Concerns regarding motorists ruining wildlife on my street. Congested area on Victoria Avenue with bus stops.	Referred to service request.	No amendment to current plan
39	In general, I'm quite satisfied with the overall program/events provided in the Council for the last few years. It provides multicultural activities and acknowledges the diversity among the community.	Noted	No amendment to current plan
40	Prioritise local residents wellbeing. Keep the suburb Chatswood clean and tidy, reduce traffic and increase accessibility.	Noted	No amendment to current plan
41	I'd like to see more money invested into walkways, paths and sporting facilities.	<p>Council is planning to spend \$12.9 million in sport capital works projects over the next four years, aligning with identified requirements. These projects are included in Council's Long-Term Financial Plan and are fully funded through a combination of developer contributions and general funds. The works are itemised with proposed costs and include the renewal of synthetic oval surfaces, oval drainage improvements, court resurfacing, upgrades to cricket practice nets, and the renewal of the baseball diamond backnet.</p> <p>An additional \$1.2 million is allocated in the Long-Term Financial Plan for extending and upgrading the walking track network over the next four</p>	No amendment to current plan

		years across various bushland reserves. These works will be funded through a combination of Council's environment levy and developer contributions.	
42	Prioritise residential development in CBD over offices.	Council's zoning in the Chatswood CBD and the immediately surrounding area balances the need to meet both housing and employment needs. There is already significant undeveloped capacity for residential development in the immediate surrounds of the commercial core with multiple residential development applications responding to Council's recent release of additional residential capacity currently under assessment. This will allow both additional housing and future commercial development to ensure future residents have local employment options.	No amendment to current plan
43	Improve some road damage, down towards Chatswood Chase. Maintain and trim trees near benches and public sitting areas.	Referred to service request.	No amendment to current plan
44	The Drop-Off point along Pacific Highway to Zenith Centre has no drop-off point sign. It has one outside RSL but not on the other road side. Everyone gets taught with tickets, we need drop-off points on both road sides.	<p>As part of Council's broader initiative to improve access and traffic flow around the Chatswood Transport Hub, 34 new Kiss &amp; Ride zones have recently been introduced. This includes the conversion of three former taxi zones along Victoria Avenue, opposite the RSL Chatswood entrance, into designated Kiss &amp; Ride areas. These changes aim to enhance safety and convenience for short-term drop-off and pick-up, while supporting more efficient traffic movement.</p> <p>It is important to note that not all locations are suitable for Kiss &amp; Ride zones, due to competing kerbside priorities. For example, the kerbside adjacent to the RSL is prioritised for bus stop operations, including passenger drop-off and pick-up, and is therefore not appropriate for general use as a Kiss &amp; Ride zone.</p> <p>Further information about the new Kiss &amp; Ride and No Parking zones is available on Council's website:  <a href="https://www.willoughby.nsw.gov.au/Residents/Parking-and-transport/Parking/Parking-in-Chatswood-CBD/New-Kiss-and-Ride-and-No-parking-zones-introduced">https://www.willoughby.nsw.gov.au/Residents/Parking-and-transport/Parking/Parking-in-Chatswood-CBD/New-Kiss-and-Ride-and-No-parking-zones-introduced</a></p> <p>Council acknowledges that there is currently no designated drop-off or pick-up zone at the Zenith Centre, and we will assess the feasibility and need for establishing one to improve access and safety in that area.</p>	No amendment to current plan

45	<p>We should have covered seating, similar to Parramatta Square where it is covered by umbrellas. Can we activate underutilised spaces with markets and festivals.</p>	<p>Council has recently expanded the Chatswood CBD markets into Spring Street. Council has a significant program of events.</p> <p>Covered seating will be investigated through future masterplans and redevelopment opportunities. Referred to relevant teams.</p>	No amendment to current plan
46	<p>Can we get more/ refurbished seating near the markets, they require sanding/painting.</p>	<p>Referred to service request.</p>	No amendment to current plan
47	<p>Please see attached file as UTS Northern Suburbs Athletic Club submission. UTS Northern Suburbs Athletic Club Submission to Willoughby City Council Draft Delivery Program 2025 2-2029 Date: 27th May, 2025</p> <p>Introduction</p> <p>The following is a submission to the Willoughby City Council (WCC) as part of the public consultation process on the Draft Delivery Program 2025-2029. The submission relates to Project Code 302792, titled Chatswood Rotary War Memorial Athletics Field upgrade, CSP 3., part of the Open Space Sport asset category.</p> <p>Project Funding</p> <p>The value allocated in the Draft Delivery Program in 2025/26 is \$954,000. The WCC contribution is \$397,900. The rest of the funds come from state government grants already received and athletic clubs using the facilities, being Northern Suburbs Little Athletic Club (NSLAC) and UTS Northern Suburbs Athletic Club (UTS Norths).</p> <p>WCC Contribution - \$397,900</p> <p>Club Grants Category 3 Received \$226,100</p> <p>Premier's Department Pre-Election Commitment - \$200,000</p> <p>NSLAC Club Commitment - \$100,000</p> <p>UTS Norths Club Commitment - \$30,000</p> <p>Total – \$954,000</p> <p>This funding is for the installation and related construction costs of a tartan athleticsynthetic track, jumps and throws synthetic track upgrades at Chatswood Rotary War Memorial Athletic Field (RAF).</p> <p>Synthetic Athletic Track Overview</p> <p>The proposed areas of the synthetic track include an upgrade and widening to 3 lanes of the existing long jump and triple jump runway. The installation of a 6 or 8 lane 110 metre track in the infield where the existing 110 metre track is. The current javelin synthetic launch area will be moved from the western end of the field to the eastern end. This is to ensure the javelin throw sector does not overlap with the synthetic</p>	<p>Respondents support for the proposed upgrades at Chatswood Rotary Athletics Field is noted.</p>	No amendment to current plan

<p>track. The circular 400m track will remain as grass, as will all other areas of the RAF. The draft plans of the layout of the synthetic track have been completed by the WCC drafts person and included in the WCC Master Plan for RAF, as approved in May 2021 at the local council meeting. Currently, there is no functioning synthetic track on the north side of Sydney, from the coast to past the Hills District. There is no synthetic track north of Sydney Harbour or Parramatta River. The Narrabeen track is not operating due to track maintenance required, which is estimated to be a minimum of several years until it is operational. The closest synthetic tracks are at Sydney Olympic Park at Homebush, which charges fees for use and is overcrowded. The introduction of high-quality all-weather facilities, which enable a high frequency and duration of facility use, has been recognised by the Northern Sydney Regional Organisation of Councils as part of the solution to the problem of the capacity of sports facilities to meet the needs of the growing population in the region.</p> <p>The latest report from NSROC was released in November 2023 strengthening the argument for this upgrade.</p> <p>Increased Use by Clubs and Willoughby Council Community</p> <p>This synthetic track project aims to maintain the integrity of the field as an athletics track and field facility to be used UTS Northern Suburbs Athletic Club, Northern Suburbs Athletic Club, other smaller clubs such as Sydney Striders and Can Too, primary and secondary schools for school carnivals and training, as well as the general public. There are opportunities for the surroundings of the RAF field to be developed for other informal use, such as fixed exercise equipment, children's playground equipment, covered BBQ with tables and seating. There is no impact on the surrounding bushland and this synthetic track project fits within the Urban Bushland Plan of Management (2014) and the Mowbray Park Reserve Action Plan (2018).</p> <p>UTS Northern Suburbs Athletic Club is a track and field athletics club, with 319 members ranging from 8-year-old juniors, opens to masters (over 30 years old) 87years old. The gender split is approximately 55% male/45% female across all age divisions. We are affiliated with Athletics NSW and Athletics Australia. The sports are running a n d r a c e -w a l k i n g track events, throwing and jumping field events.Established in 1927 as Northern Suburbs Athletic Club, in 1994 we joined with t h e University of Technology Sydney to serve university students, junior athletes, opens and masters (over 30 years old) athletes. We cater to elite Olympic athletes to novices. The RAF</p>		
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<p>precinct is also used by Northern Suburbs Little Athletics Club, with at least 500 members and Lane Cove River Kayak Club, with more than 150 members. All major clubs using the RAF approve this synthetic track project.</p> <p>The current grass track is susceptible to weather and ground closures due to poor drainage. It is also impacted by wear and tear, requiring closure for 2 to 4 weeks a year for repairs and restoration of the grass. The field is situated next to the Lane Cove River and is subject to run off. The all-weather synthetic surface will increase the use and accessibility of the facilities, as it is not subject to weather and wear and tear. The material used is a synthetic rubber compound as used at all athletic track and field sites.</p> <p>We aim to encourage all ages and levels of abilities. Higher-quality track and field facilities encourage this outcome. The hard, smooth, consistent surface also provides the opportunity for athletes with a disability and the elderly to use the track and field facilities, where grass is not appropriate and hinders use due to divots and rough wear in the grass. The smooth, consistent track also minimises injuries for all athletes, particularly older masters athletes, thus encouraging continued participation in the sport. Our home ground has been at the current site of Rotary War Memorial Athletics Field since 1967. The field was converted to an athletics field from a mix of bush and mangrove during the 1960s by Rotary Australia, completed in 1967. Since then, the RAF precinct has undergone various upgrades. These include the installation of the grandstand, the installation of a gym and change rooms for athletes, kayakers and the general public, the installation of 100 lux lights, the current synthetic jumps and throws and in 2019 the installation of the throws cage which was used in the 2018 Commonwealth Games in the Gold Coast. The current proposed synthetic track installation will create a valuable asset for WCC complementing the other sports facilities in the WCC area. It will further add to the use of RAF for track and field athletics, while still allowing other informal use by the general public.</p> <p>Increased Participation</p> <p>The introduction of a high-quality synthetic track facility will lead to an increase in participation levels, based on the experience of similar communities in NSW, which have received synthetic surfaces. This surface also lowers the incidence of injury due to the weathered, rough surface of worn and patchy grass. Having a synthetic facility will raise the profile of athletics as a sport in the area and meet the need of a</p>		
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<p>severe undersupply of synthetic athletics tracks in the northern parts of Sydney and Greater Sydney.</p> <p>An investment in a synthetic track is not exclusive to the athletic community with many current examples of positively influencing participation numbers across a range of other sports and activities that will utilise the facility for activities such as sprint training, preseason conditioning, rehabilitation exercise and endurance work. Moreover, it is a step towards addressing the increasing problem several sports are experiencing with the increasing frequency of ground closures from inclement weather that Sydney is experiencing. In terms of its economic impact, this complex would allow UTS Norths Athletics Club, Northern Suburbs Little Athletics, NSW and local schools to host significant athletics competitions. NSW events, such as Schools Knock-Out would complement other activities at the Complex to provide a regular revenue stream for the administrator of the facility. All schools, whether primary, secondary, public, or private all have at least one athletics carnival a year for all students. Enabling school children to compete on a synthetic surface will encourage participation at a grassroots level. There are also at least three local high schools that use RAF regularly for athletics training. Athletes With Disability will also be able to use the hard, smooth and consistent surface to enable these athletes to access and use the track. Through the broad community consultation process over at least twelve years, the upgrade will meet the community requirements to ensure greater usage of a higher-quality facility. Other Informal Use As the field is owned by Willoughby City Council, field use is open to all members of the public for free. This facility will be available to the general public, members of other athletic clubs and other sporting codes who wish to join and use the highquality facilities for training purposes. The WCC approved Master Plan for the RAF precinct outlines improvements to encourage a range of other informal and recreational uses. These include:</p> <ul style="list-style-type: none"> <li>• Improved lighting from the car park to the buildings and the field,</li> <li>• Covered BBQ area,</li> <li>• Upgrade the current picnic table and chairs, with additional picnic areas,</li> <li>• Provide furniture including seats, picnic settings and group benches on the terraced grassed area under the trees to increase the informal seating opportunities near the athletics field,</li> <li>• Install bike racks,</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Install fixed outdoor exercise equipment with synthetic turf to the terraced area near the building,</li> <li>• Fit within the Urban Bushland Plan of Management (2014) and the Mowbray Park Reserve Action Plan (2018),</li> <li>• Improve the existing bush tracks and install marker post signage at the track junctions between the picnic and barbecue area and the Mowbray Road underpass.</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>• Rotary Athletics Field is the premier athletics facility in Willoughby City, which will be enhanced by the proposed synthetic upgrades. UTS Norths wholeheartedly supports the proposed synthetic upgrades which will benefit our members. The proposed synthetic upgrades will increase the use of the Rotary Athletics Field by a wider cross-section of the community.</li> <li>• UTS Northern Suburbs Athletics Club welcomes the proposed informal recreation opportunities for use by the whole community as well as by our members. However, the location and type of improved informal recreation opportunities should not compromise the use of RAF for its primary purpose of athletics. In the appendix, scanned copies of letters of support from key stakeholders are included. These were provided as support for the various grant applications made by UTS Norths. The letters are from Debra Just CEO of Willoughby City Council, Christian Renford CEO of Athletics NSW, Rebecca Newton Centre Support Manager Little Athletics NSW and Matt Cuttler PDHPE Coordinator Mercy College. We look forward to being involved in the further discussions about the proposed changes to the Rotary Athletics Field.</li> </ul> <p>Best Regards</p>		
48	<p>Succinct and clear.</p> <p>Question around the different baselines. Are there more recent baselines Council could use.</p>	Council has utilised the latest available baseline information.	No amendment to current plan

49	<p>We are writing on behalf of the Cleland Tennis Club (CTC) and Artarmon District Tennis Club (ADTC) (collectively the Clubs) to request that Council reduces the proposed court hire fee for the clubs of \$6.90 (incl GST) per hour for 2025/26 to \$6.37 (incl GST), consistent with the increase in the CPI between March 2023 and March 2025. The proposed rate of \$6.90 is published in the Fees and Charges 2025-26 document on the Willoughby City Council website. Reasons Between 2023-24 and 2025-26, fees, including the proposed fee for 2025-26, were increased from \$6.00 to \$6.90 per hour, a 15.0% increase. This compares with the increase in the CPI between March 2023 and March 2025 of 6.1%. We consider that the proposed fee for 2025/26 should be consistent with the increase in the CPI of 6.1% between March 2023 and March 2025 (the most recent CPI data available) and therefore set at \$6.37. This rate would also be consistent with the increases in fees from 2012-13 to 2022-23. The clubs are incorporated not-for-profit organisations, run by volunteers, and have a long history of constructing, maintaining and operating the tennis courts and clubhouses at Cleland Park, starting in 1917 for ADTC and 1922 for CTC. Prior to 2013 the clubs paid licence fees initially to the State Government and then Council. Revenue was raised from subscriptions paid by members and court hire. In 2012-13 Council appointed a commercial operator [REDACTED], to manage and operate the courts for five years, which was extended for a further five years until 2022-23. The clubs had separate hire agreements with Council to use specific courts for specific times and pay fees directly to Council. The hire agreements with Council ran for 10 years from 2012-13 to 2022-23 and stated that increases in fees paid to Council would equal the increases in the rate of inflation as measured by annual increases in the Consumer Price Index (CPI). These were applied during the period. After the end of the agreement with Mark Nissen in 2022-23, Council appointed a new operator of the Cleland Park tennis courts, Voyager, and the clubs entered into new agreements with Voyager instead of Council commencing in the 2023-24 year. They now pay rent to Voyager instead of Council, based on court usage and the rate set by Council. The appointment of a commercial operator significantly affected the clubs' capacity to raise funds as they are now almost entirely reliant on member subscriptions. Subscriptions are limited to the capacity of members to pay, the</p>	<p>The proposed increase in the 2025/26 Fees and Charges for local tennis club is a 4.55% increase. This increase is broadly in alignment with the general increases across all sporting facilities and is lower than the proposed increase to seasonal hirers for other Council managed Tennis Facilities. Based upon the information provided by ADTC The increase from \$6.60 per hour to \$6.90 per hour will equate to an increase of \$0.19 per week, per member.</p>	<p>No amendment to current plan</p>
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	<p>perceived reasonableness of the subscriptions and the number of members in the clubs. As the number of members is limited to about 32 each for CTC and ATDTC by the capacity of the courts, increasing the number of members is not an option The calculation of the requested rate of \$6.37 is contained in Appendix 1 below.</p> <p>A brief history of the clubs and the current agreements with Voyager are included in Appendices 2 to 5 below.</p> <p>We look forward to you giving this request favourable consideration.</p> <p>Kind regards</p>		
50	<p>I believe the draft Operational pan does not include all the actual Active Transport projects (those that are carried forward from previous year/s) and request that for completeness these be included. Also that the source of funds (rates, grant, developer contribution, etc) be indicated.</p>	<p>The Operational Plan 2025/26 outlines all projects scheduled for delivery during the 2025/26 financial year, including Active Transport initiatives.</p> <p>Some projects were carried over from 2024/25 after the release of this draft and have now been included.</p> <p>Projects that are partially or fully funded through external grants are marked with an asterisk (*) next to the project title.</p>	<p>Projects carried over from 2024/25 have been included in the Plan.</p>