

COMBINED PRECINCTS' MEETING

15 September 2022

Via Zoom

6.00pm – 8.00pm

Final Minutes

Chair: Margaret Merten (Bondi Beach Precinct).

Councillors in attendance: Mayor Clr Paula Masselos, Clr Ludovico Fabiano, Clr Dominic Wy Kanak.

Council Officers in attendance: Emily Scott (General Manager), Tanya Potts (Manager Customer Service), Meredith Graham (Acting Director), Mary Shiner (Community Liaison Co-ordinator).

Precinct Executives in attendance (with voting rights): Alma Douglas (Bronte); Danny Caretti (Charing Cross), Peter Quartly (North Bondi), Grant Beard (Bronte), Dov Frazer (Dover Heights), Alex Ellis (Bronte), Juju Kalek (North Bondi); Julie McAlpin (Charing Cross), John Batts (Bronte Beach), Bill Mouroukas (Bondi Heights), Peter Cohen (Queens Park), Paul Paech (Bondi Beach), Karin Brennan (South Bondi Tamarama), Di Robinson (Bondi), Lynne Cossar (Bondi), Rex Walsh (Bondi), Robyn Fabiano (South Bondi Tamarama), Eva Prochazka (North Bondi), Luke Stewart (North Bondi), Annie Parnell (Bondi), Rox De Luca (North Bondi), Margaret Merten (Bondi Beach), Marilyn Tanner (Bondi Beach).

Apologies: Clr Sally Betts, Clr Tony Kay, Clr Michelle Gray, Lynda Hall (Bondi Heights), Gabe Pallo (Vaucluse Diamond Bay), Virginia Milson (Bronte Beach), Simon Swifte (Queens Park).

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No	Item	Action
1.	<p>Welcome and introductions – Margaret Merten (Bondi Beach)</p> <p>Meeting commenced at 6.00 pm with the Chairperson's Acknowledgement of Country. We acknowledge that we are meeting on the land of the Gadigal people of the Eora Nation. We respect their spiritual relationship to Country and pay respect to their Elders past, present and future.</p> <ul style="list-style-type: none">Margaret M then welcomed all present and attendees were introduced. Apologies were read and noted. <p>Nominated voters</p> <ul style="list-style-type: none">Margaret M reconfirmed that for any Precinct with two or more representatives present, only two could vote.Alex E and Grant B were nominated as voters for Bronte Precinct.Rex W and Lynne C were nominated as voters for Bondi Precinct.Peter Q and Juju K were nominated as voters for North Bondi Bondi Precinct.Margaret M and Paul P were nominated as voters for Bondi Beach Precinct.Margaret M was given permission by all attendees to record the meeting for the purposes of the minutes.Councillors present were welcomed, so too was the General Manager and the guset speakers.	
2.	<p>Confirmation of previous minutes (7 July 2022)</p> <p>The minutes were confirmed.</p> <p>Moved: Julie M</p> <p>Seconded: Dov F</p> <p>Carried</p>	

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3.	<p>Matters arising from previous meeting minutes Mary S advised that matters arising from previous minutes will be addressed in the subcommittee reports.</p>	
5.	<p>Presentation: New Waverley Council Customer Experience Strategy 2022-2025 Emily Scott - General Manager Meredith Graham - Acting Director Community, Culture and Customer Experience Tanya Potts - Manager, Customer Service</p> <p>Emily Scott commenced the presentation with the following introductory comments:</p> <ul style="list-style-type: none"> • Council now have an endorsed new Customer Service Strategy. Precinct members were involved in the consultation around the development of this new strategy. • We are focusing on the priorities identified in our Community Strategic Plan with customer service being a high priority. • The Corporate Plan has been developed and is based on five key pillars, and is in response to the priorities identified in the Community Strategic Plan. Also at its centre is our organisational vision which is <i>'We keep our community at the centre and we strive for excellence'</i>. • A lot of great work has been done in the area of customer service but there is room for improvement and tonight's presentation will take you through the new Customer Experience Strategy which highlights our priorities in that area. • The customer experience is an important pillar of the Corporate Plan, with the other pillars being transformational projects, financial sustainability, great leadership and improving accountability and environmental sustainability. <p>New Customer Service Strategy - Tanya Potts</p> <p>Tanya presented the new Customer Service Strategy focusing on the actions and initiatives that have been developed with a view to improving the customer experience at Waverley.</p> <ul style="list-style-type: none"> • The presentation focused on what actions Council will implement and the time frame for implementation. • The strategy includes a four year action plan and a road map for implementation across four themes which were developed based on community feedback. • The Customer Experience Maturity Process was also undertaken as part of the process and the Strategy was endorsed by Council in August. Implementation of actions has already begun. • Other points covered in the presentation include: <ul style="list-style-type: none"> ○ Quickfacts -a year in the life of our customer service team ○ Methodology and approach used in the development of the new Customer Service Strategy ○ Customer feedback that was received and how it was analysed ○ Four common themes identified from the community feedback ○ Customer Experience Maturity Assessment Matrix and how it was applied, including the findings of the application of the matrix to the Waverley experience. • The presentation also included a detailed discussion on the four year action plan and covered the four themes on which the action plan is built: <ul style="list-style-type: none"> ▪ Customer centric culture and capacity ▪ Customer satisfaction measurement ▪ Service improvement ▪ Full technology enablement ○ One particular initiative under the service improvement theme involves the establishment of a customer service function at the welcome centre at 	

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	<p>the new Bondi Pavilion. The service will be available seven days a week and operate in a similar way to the customer service centre at Spring Street. A similar customer service function will also be available at the Chambers building once refurbishment is finished.</p> <ul style="list-style-type: none"> • Progress on the implementation of these actions will be reported on via Council’s website. • Please see attached a copy of the Customer Service Strategy. The appendix of this document also includes the Customer Experience Maturity Assessment Framework on which a lot of the initiatives in the strategy were based. <p>Q&A session followed</p> <ul style="list-style-type: none"> • Julie M suggested the development of a ‘cheat sheet’ for use by the community. It could assist the community in choosing the most efficient way to report or request different types of service. Tanya commented that it was an excellent idea and they would consider it. • John B asked if any of the feedback received was surprising? Ans: No, similar feedback received in the past. • Alma D raised the issue of the cost of the new customer service facility at the Pavilion. Emily Scott explained that it is a decentralisation of the current service in Spring Street not so much an allocation of new resources. The new service at the Pavilion will be reviewed to ascertain the regularity of use and operation times. • Dov F thanked Tanya for her presentation and said that the strategy is very exciting and that the future of this customer service looks very exciting. He asked if the new Council officer to be employed to implement the strategy would be able to interact with the Precincts. Ans: Given the Precincts are key stakeholders, yes they will be able to interact. • Dov F asked about the mapping of customer journeys and asked if Council had considered what happens when Merit requests are closed and when an actual resolution has not been reached, will there be a process of review in such circumstances? Ans: There will be a focus on training and improving system issues. Hopefully this will resolve such occurrences. e.g. Sometimes when certain Merit requests are closed, they are actually shifted to another spreadsheet but no one can see that spreadsheet and they can’t see what work is continually being done. Introducing KPI’s for Executive Managers and Directors will also assist in improving the service level delivery outcomes. <p>Tanya’s presentation was well received by all and Emily, Tanya and Meredith were all thanked.</p>	
6.	<p>Combined Precincts Meeting (CPM) Subcommittees- updates/feedback</p> <ul style="list-style-type: none"> • Community Engagement Subcommittee report Julie M presented the Community Engagement subcommittee report. Please see attachment 1 for a copy of all subcommittee reports. All agreed to the following two action items set out in the report: Action: Julie M and Mary S to meet with Engagement officers at Council to better understand the ways in which they collate and present the feedback findings from their engagement activities and to address the importance of this being done in a timely and transparent manner. Action: Julie M and Mary S and any other interested Precinct reps to commence the development of a plan for the hosting of a community forum in 2023. 	

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	<ul style="list-style-type: none"> • Planning Subcommittee report Margaret M presented this report and outlined the scope of the subcommittee’s work. A Motion on Planning matters was foreshadowed and was discussed later in General Business. • Major Projects Subcommittee report Dov F presented this report and discussion followed on the Motion contained in his report with the following carried. Motion 1 That the Combined Precincts meeting does not support lowering the threshold from 5 metres to 3 meters to trim a tree on private property without Council approval. This is what is proposed in the new draft Tree Policy as well as in the draft DCP. The 5metre threshold should be retained. Rationale: It is unreasonable to require residents to seek permission from Council to trim their trees when they reach only 3metres. Moved: Dov F Seconded Bill M Carried • Operational Issues Subcommittee report Mary S spoke to this report on behalf of Lynda H who couldn’t attend the meeting. <p>All subcommittee reports are at Attachment 1.</p>	
7.	<p>General business</p> <ul style="list-style-type: none"> a) Paul P proposed a Motion regarding the use of excavation in new developments to provide access and parking, and the damaging impact such excavation has on surrounding buildings. Discussion ensued with Paul concluding that the wording of the Motion required more thinking, therefore he withdraw the Motion. b) The following Motion was then discussed and carried. Motion 2 That Combined Precinct notes the call for the return to local Councillors of decision-making power over local development applications, which would return electoral accountability to these planning decisions which have been under the effective control of the state government since 2017, and calls on Councillors to formally consider a motion on this as Waverley Council. Moved Paul P Seconded Ltne C Carried c) Mayor Masselos noted the following: <ul style="list-style-type: none"> a. Bondi Pavilion launch will be held Wednesday 21 September at 6pm and all are welcome. b. On Thursday 22 September at 11am, a Commemoration service for Queen Elizabeth II will be held and all are welcome. Mary S confirmed that information on the Pavilion opening and the Commemoration service has been sent to the Combined Precincts via email. c. Waverley Council’s Social Impact Guidelines have been finalised and endorsed by Council and will assist in illustrating the impact of development proposals and the impact of overdevelopment. 	
8.	<p>Next meeting will be chaired by Peter Quartly Date: Thursday 1 December 2022</p>	

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9.	Meeting closed 8.30pm	

Attachment 1

Community Engagement Subcommittee CPM 15 September 2022

<p>Combined Precincts' Meeting 15 September 2022</p>	<ul style="list-style-type: none"> • Subcommittee: Community engagement (including achieving wider representation at Precincts) Coordinator: Julie McAlpin <p>Scope of the Subcommittee:</p> <ol style="list-style-type: none"> 1. To identify the methods and strategies Council Officers currently use to engage with the community and collect and analyse feedback on major planning, strategy and development issues and proposals e.g. "Have your Say", face to face consultation, written submissions & focus groups. 2. To assess the effectiveness and reach of each with of view of using this information to widen the appeal and reach of precincts 3. Excludes issues reported on Snap Send Save and Merit i.e. the Customer Experience Strategy
<p>1.</p>	<p>Issues from the previous CPM Motions and discussions</p> <p>Precinct related engagement:</p> <ul style="list-style-type: none"> • Membership of Precinct meetings and attendance-encouraging participation from younger people; use Council's Instagram to promote Precinct meetings • Educational topics at Precinct meetings • Talk to schools, children and their parents about Precincts to get the next generation involved and interested • Timing of Precinct meetings – wrong time in the evening <p>Community engagement</p> <ul style="list-style-type: none"> • Have your Say on the website and Have a Say days- council listens but they don't hear. How effective are the have your Say days and other consultation strategies used by Council? • Protocol of HYS site – who checks the bona fides of the survey received. <p>Community engagement in the Planning context</p> <ul style="list-style-type: none"> • Establishment of community Committee and amendments to the Community Panning Framework for Planning matters
<p>2.</p>	<p>New recommendations for consideration by the CPM</p> <p>Action: Julie M and Mary S to meet with Engagement officers at Council to better understand the ways in which they collate and present the feedback findings from their engagement activities and to address the importance of this being done in a timely and transparent manner.</p>

	<p>Action: Julie M and Mary S and any other interested Precinct reps to commence the development of a plan for the hosting of a community forum in 2023.</p>
<p>3.</p>	<p>What issues to be watching and advising the Precincts about?</p> <p>Nil</p>
	<p>Which issue are for:</p> <ul style="list-style-type: none"> • Noting CM/7.6/22.05 High Impact Events 2022-23 (A22/0117) That Council: <ol style="list-style-type: none"> 1. Approves the following program of High Impact 2 events scheduled for the period 1 July 2022 to 30 June 2023: <ol style="list-style-type: none"> (a) Bondi Festival (including extended tenure of Ferris wheel). (b) City2Surf and Council Marquee Program. (c) Festival of the Winds. (d) The Drop Live. (e) Sculpture by the Sea. (f) Head On Photo Festival. (g) Diner en Blanc. (h) Dudley Page New Year's Eve. (i) Summer of Surf Series. (j) Nutri Grain Ironperson Series (subject to confirmation). (k) Outdoor Cinema (venue to be confirmed). (l) Latin American Festival. (m) Sydney WorldPride Bondi Beach Party (2023 only). (n) Ocean Lovers Festival. (o) North Bondi RSL ANZAC Day Dawn Service Ceremony. 2. Notes the following High Impact 1 and Medium Impact events that are included in the annual calendar of events: <ol style="list-style-type: none"> (a) Flickerfest (previously High Impact 2, now High Impact 1). (b) Bondi Blitz (previously High Impact 2, now Medium Impact 1). (c) Carols by the Sea (previously High Impact 2, now Medium Impact 1). (d) Bondi to Bronte Swim (previously High Impact 2, now Medium Impact 1). (e) Global Table (previously High Impact 2, now Medium Impact 1). 3. Notes that all scheduled High Impact events outlined in Attachment 1 of the report are required to submit a COVID-19 Safety Plan and comply with Council's Events Policy and Event Management Guidelines. 4. Authorises the General Manager, or delegated representative, to finalise and execute licence agreements with event organisers as necessary and as noted in the 2022–23 program.

Planning matters and overdevelopment Subcommittee CPM 15 September 2022

<p>Combined Precincts' Meeting 15 September 2022</p>	<ul style="list-style-type: none"> ● Subcommittee: Planning matters and overdevelopment ● Coordinator: Margaret Merten (Committee members: Danny Caretti, Simon Swifte, Greg Vaughan, Paul Paech) <p>Scope of the Subcommittee:</p> <ul style="list-style-type: none"> ● Report on Planning proposals that have a major social and or cumulative impact on the LGA, including open, green and recreational spaces. ● To work with Council officers so that the CPM is better informed on how to best approach and work with State Government on Planning matters.
<p>1.</p>	<p>Issues from the previous CPM Motions and discussions</p> <ul style="list-style-type: none"> ● Disconnect between Precinct submissions on DAs and planning proposals and the final outcome ● DCP and LEP are being ignored and Precincts feel powerless. ● Overdevelopment – West Oxford, War Memorial <ul style="list-style-type: none"> ○ Impact on traffic from OD – need to halt higher density as dictated by the State Government or accept they want more people in the LGA ○ Land and Environment Court have their own rules and don't listen to the community ○ Geotechnical study of the Bondi Beach basin ○ Maintaining local character of built environment e.g. Hall St ● Local business sustainability- good mix of shops & local services needs to be maintained for residents ● Hall St DAs + Campbell Pde: overdevelopment ● Social impact guidelines ● Planning webinars
<p>2.</p>	<p>New recommendations for consideration by the CPM</p>
<p>3.</p>	<p>What issues to be watching and advising the Precincts about?</p> <ul style="list-style-type: none"> ● Any major planning proposals or DAs in the LGA?
<p>4.</p>	<p>Which issue are for:</p> <ul style="list-style-type: none"> ● Noting The Waverley DCP will go on public exhibition in August and a briefing session has been arranged for the Combined Precincts on Thursday 11 August 6pm on Zoom. ● Discussion

Major Projects Subcommittee 15 September 2022 CPM

<p>Combined Precincts' Meeting 15 September 2022</p>	<ul style="list-style-type: none"> • Subcommittee: Major Projects <p>Coordinator: Dov Frazer</p> <p>Scope of the Subcommittee:</p> <ol style="list-style-type: none"> 1. Report to CPM on status of major projects both completed and proposed 2. Report to CPM on any outstanding works related to major projects 3. Together with the CPM identify possible major projects that the group would like to see Council implement in the future.
<p>1.</p>	<p>Issues from the previous CPM Motions and discussions</p> <ul style="list-style-type: none"> ○ Get Council to use higher grade steel in its major works ○ Playgrounds providing accessible equipment for children – this is being addressed in the Wavery Park Playground upgrade.
<p>2.</p>	<p>New recommendations for consideration by the CPM</p> <p>That the Combined Precincts meeting does not support lowering the threshold from 5 metres to 3 metres to trim a tree on private property without Council. This is what is proposed in the new draft Tree Policy as well as in the draft DCP. The 5metre threshold should be retained.</p> <p style="text-align: center;">Rationale: It is unreasonable to require residents to seek permission from Council to trim their trees when they reach only 3metres.</p>
<p>3.</p>	<p>What issues to be watching and advising the Precincts about?</p> <ul style="list-style-type: none"> • Bondi Pavilion opening – Changed to Wednesday 21 September • Barracluff Park Dog Management options- Have you say about managing dogs in Barracluff Park – North Bondi Precinct meeting presentation all welcome • Draft WDCP – submissions close 19 September • Inter- War Flat building designs - submissions close 19 September • Draft Tree Policy & Guidelines – going on exhibition 15 Sept/16 Sept • Boot Factory – opening early 2023
<p>4.</p>	<p>Which issue are for:</p> <ul style="list-style-type: none"> • Noting <ul style="list-style-type: none"> ○ Destination Hall Street - Street as Shared Space (SASS) – not proceeding, Council resolved the following:

FC/5.7/22.09 Destination Hall Street - Street as Shared Space (SASS)

That Council:

1. Does not proceed with the Streets as Shared Spaces (SASS) Trial at Hall Street, Bondi Beach, also known as Destination Hall Street and notifies the Precincts, Chamber of Commerce, community and other relevant stakeholders.
2. Continues, as a matter of urgency, an expanded local area traffic study bounded by Warners Avenue, Blair Street from Warners Avenue to Wairoa Avenue, Wairoa Avenue, Campbell Parade, Francis Street and Old South Head Road, with officers to prepare a report to Council.
3. Brings forward \$100,000 in funding from the 2023–2024 Long Term Financial Plan to commence consultation and concept designs for a full streetscape upgrade between Glenayr Avenue and Campbell Parade.
4. Receives a report at the February 2023 Council meeting that:
 - (a) Details a community and business consultation and engagement strategy to determine parameters for a full streetscape upgrade of Hall Street between Glenayr Avenue and Campbell Parade.
 - (b) Considers a shared 10 km/h zone in O'Brien Street between Hall Street and Roscoe Street and in Gould Street between Curlewis and Hall Street.
 - (c) Considers upgrading the small plaza at the intersection of Glenayr, O'Brien and Hall Streets.
 - (d) Aligns with the:
 - (i) Our Liveable Places Strategy 2022–2036.
 - (ii) People, Movement and Places Strategy.
 - (iii) Sustainable Visitation Strategy 2019–2024.
 - (iv) Creative Lighting Strategy 2018–2028.
 - (v) Cultural Diversity Strategy 2021–2031.
 - (vi) Reconciliation Action Plan.
5. Investigates the addition of some parklets, other measures to strengthen economic viability in Hall Street and surrounding streets, and improvements to pedestrian safety, amenity and accessibility in Hall Street, east of Glenayr Avenue. This could include consideration of 'long weekend' temporary upgrades for Hall Street (east) to attract pedestrians to the area following COVID-related lockdowns.

- **Discussion**

Possible Major Projects in the future

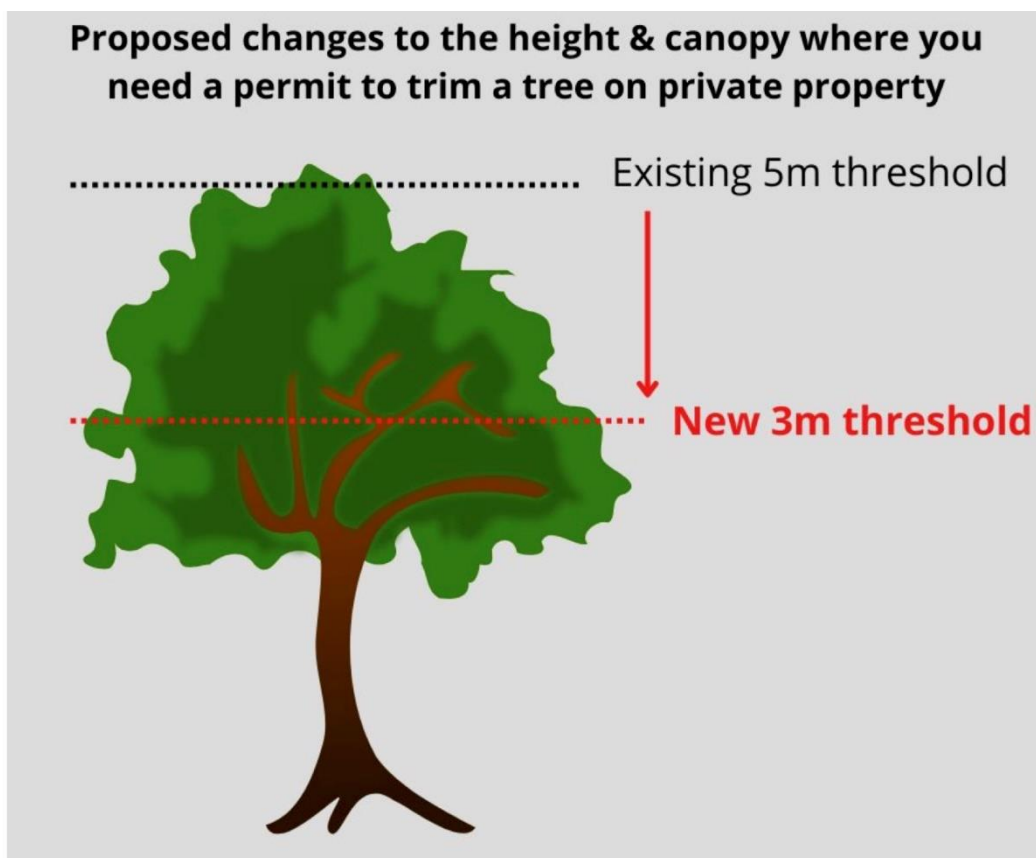
- Bondi To Tama cliff walk upgrade
- Rose Bay North Streetscape Upgrade
- Bondi Promenade upgrade

That the Combined Precincts request that Council devise a maintenance program to prevent endless tea staining, corrosion and bleeding of all coastal fences and barriers throughout the LGA.

Response:

Council follows the recommendations of the Australian Stainless Steel Development Association (ASSDA) which recommends washing down fences with mild detergent and water on an annual basis.

A more detailed maintenance program would require a decision from Council to redirect additional funding and resources to such a program.



<p>Combined Precincts' Meeting 15 September 2022</p>	<ul style="list-style-type: none"> • Subcommittee: Operational matters <p>Coordinator: Lynda Hall and Peter Quartly (committee member)</p> <p>Scope of the Subcommittee:</p> <ul style="list-style-type: none"> • Focus on processes that the CPM can utilise to log operational requests with Council efficiently using Snap Send Solve • Report on outstanding issues that may additional follow-up.
<p>1.</p>	<p>Issues from the previous CPM Motions and discussions</p> <ul style="list-style-type: none"> ○ General amenities: noise e.g., leaf blowers, toilets, garbage collection ○ Parking ○ Traffic ○ Upkeep of roads & footpaths – delays in utilities fixing the problems they cause
<p>2.</p>	<p>New recommendations for consideration by the CPM</p>
<p>3.</p>	<p>What issues to be watching and advising the Precincts about?</p> <p>Lynda H advises that after using Snap Send and Solve about 4 times a week she can only laud its success.</p> <ul style="list-style-type: none"> • Council responds and acts promptly. • It's a workable solution to <ul style="list-style-type: none"> • Dumped rubbish • Illegal parking • Dumped electric bikes • Etc. <p>2GB's Ben Fordham featured a segment on Snap, Send and Solve and Lynda phoned in to praise its effectiveness in the Waverley Council LGA.</p>
	<p>Which issue are for:</p> <ul style="list-style-type: none"> • Noting • Discussion <ul style="list-style-type: none"> ○ Encouraging Precinct reps to use Snap Send Solve for logging service requests with Council ○ Snap Send Solve demonstrations at Precinct meetings