

2016-2021
END OF TERM
REPORT

SUTHERLANDS
AWARDS
SHARE



At Sutherland Shire Council we do more than serve our community - we are our community.

We understand that our natural landscapes - the bays, beaches and bush - and our love of outdoor living gives us a unique energy that sets us apart from anywhere else.

This translates into an active community - and a living energy - that propels us forward.

To align our culture to our community we are collaborative, achieving, respectful and evolving - this energy can be seen in everything we do. From having a can-do attitude, to embracing opportunity and change, being people-centred and working together as one.

That's why Sutherland Shire is a place for life - its vibrancy brings people to life and makes it a place they want to stay forever.

It's our role to enhance the spirit of our area and its people.

Prepared by Sutherland Shire Council

November 2021

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Acknowledgement of Country

Sutherland Shire Council acknowledges and pays respect to the Traditional Owners of the land, the Dharawal speaking people. We pay respect to their culture, history and Elders, past, present and future.

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OUR VISION

**A connected and safe community that respects people and nature, enjoying active lives in a strong local economy.
A connected and safe community that respects people and nature, enjoying active lives in a strong local economy.**



OUR PURPOSE

We believe in creating a thriving community of active lives connected to nature.

OUR VALUES



COLLABORATE

We are a united team. We work together to deliver great outcomes for our community.



ACHIEVE

We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community.



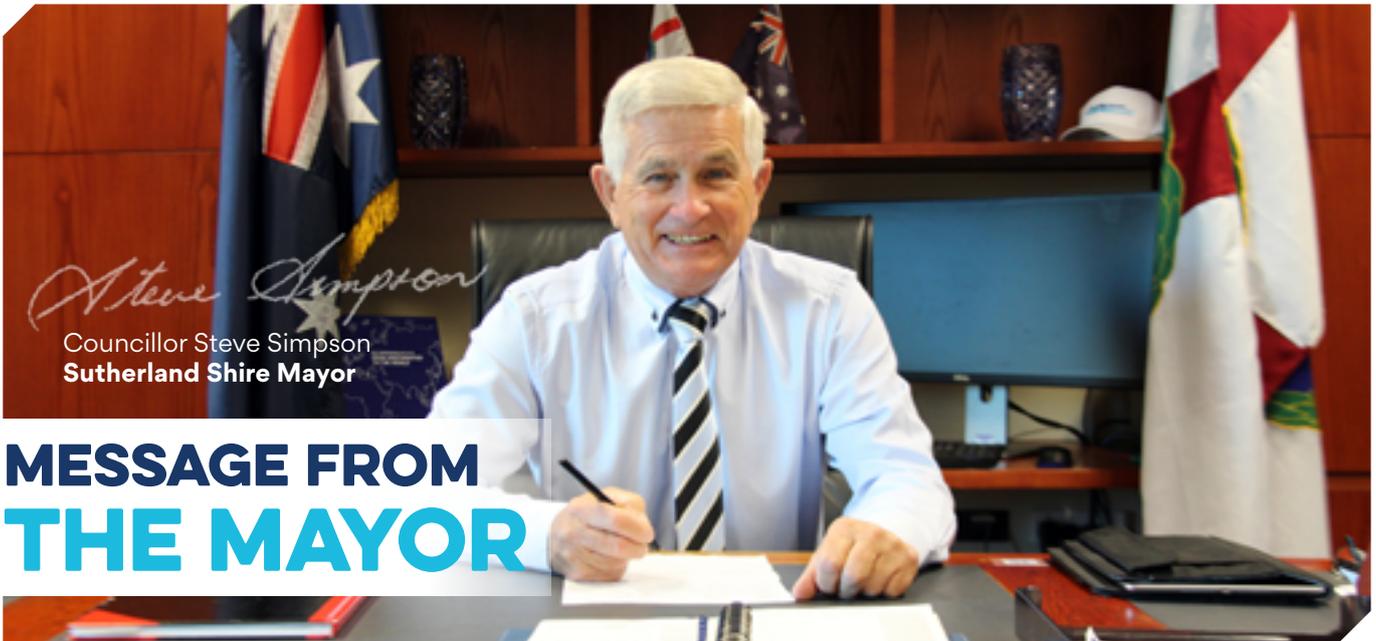
RESPECT

We communicate openly, act with integrity and are inclusive.



EVOLVE

We look for opportunities and embrace change, championing new ideas, and celebrating solutions.



We have long recognised the importance of supporting a caring and vibrant Sutherland Shire community and we know there are many avenues through which we continue to demonstrate our commitment to preserving our unmatched local character.

Collectively, we demonstrate this commitment by advocating for community groups to thrive, supporting local businesses to prosper, protecting our natural environment for following generations to enjoy while supporting local residents to keep informed and engaged in our shared future.

There's a lot to be proud of as we reflect on our community's many achievements over this Council Term, and the many more ahead as a result of current efforts and initiatives underway. What has remained steady throughout the years – in both challenging times and positive times – is our common community goal to ensure the Sutherland Shire remains a highly liveable place.

I wish to share some of the many highlights which this Council Term has witnessed, and how these milestones have aligned with our organisational CARE values – **collaborate, achieve, respect and evolve**.

COLLABORATE

To enhance our culturally rich and vibrant community, Council has delivered an astounding number of events, initiatives and programs over the years which have sought to recognise and celebrate people of all ages, cultural backgrounds, abilities and interests.

In 2019, Council introduced the SHIREABILITY Film Competition in recognition and celebration of International Day of People with Disability (IDPWD). Now in its third year, the competition showcases the many local organisations, facilities and spaces which continually celebrate people living with disability.

The 'Walk the Walls' street art festival launched in 2018, welcoming local and national street artists to introduce colour and creativity to the walls and streets of many local suburbs. This initiative progressed in 2019 and has been recognised as one of the best examples of graffiti prevention in NSW. Each year, thousands of residents and visitors to the region have participated in Council's Australia Day programs, which have been filled with stirring performances, activations and entertainment. As we were regrettably unable to host our traditional program of community events in 2021, we showcased

the exceptional talents of a diverse group of local performers through our short film 'Our People, Our Places - Our Shire'.

Among many other events which continue to evolve, we have welcomed close to 2,000 new Australian Citizens since 2017, and despite ongoing restrictions on public gatherings, we continued to offer residents a virtual path to taking up Australian citizenship in 2021.

ACHIEVE

Following the completion of 'Stage 6' of the Woollooware Bay Shared Pathway in 2018, Council received several local and international accolades for this pioneering project. The 5 kilometre pathway is a major part of the 43.6 kilometre long Botany Bay Trail that enables the community to safely walk and cycle around Botany Bay from La Perouse to Kurnell. Whilst being a safe, accessible transport link and recreational space for Sutherland Shire residents, their families and visitors, the foreshore is also a habitat for a community of shorebirds, both migratory and resident.

Council was recognised by the Institute of Public Works Engineering Australia (IPWEA) NSW & ACT Excellence Awards in 2021 for two significant, outdoor projects completed which were completed in 2020 and designed to appeal to a broad range of community interests. Council won the Infrastructure Heritage Award for its Old Ferry Wharf project at Illawong and received a highly commended award for the Bonna Point Reserve playground at Kurnell.

Along with the establishment of Bonna Point Reserve Playground, Council has rolled out a series of new and revitalised playgrounds right across the Sutherland Shire as well as countless renewal works to local sporting fields to enhance the range of opportunities available for residents to lead an active lifestyle.

RESPECT

Our community has a long-standing and significant history, one which we are passionate about supporting a greater understanding of through numerous and meaningful ways.

Council is proud to have strong relationships with local First Nations representative groups and these connections will only continue to strengthen into the future. In recent years, out of respect for our Indigenous history, Council has worked to ensure the cultural heritage of the traditional owners of this region is consistently acknowledged and respected. In 2020, Council formed a Reconciliation Action Plan working party to draw on the experience and cultural understanding of local Aboriginal and/or Torres Strait Islander peoples and guide the way in developing a Reconciliation Action Plan. This plan will outline our commitment to taking further steps to recognise and celebrate the history and culture indigenous to the Sutherland Shire.

In 2020, Council unveiled new gateway signage in Kurnell which acknowledges the area as the site of first contact between the Gweagal Clan and the crew of the Endeavour on the southern shores of Kamay Botany Bay, Kurnell in 1770. The gateway signage features five weathered steel pillars bearing a topographical representation of the Kurnell peninsula, with the words, 'The Meeting Place' prominently displayed and an acknowledgement of the Dharawal people as the traditional custodians of the land.

Interpretative signage was also unveiled at Oak Park, Cronulla in 2019 detailing the 'Whales of the Gweagal' story, which was originally written by Kurranulla Aboriginal Corporation Chair and member of Council's Aboriginal Advisory Committee Aunt Deanna Schreiber. There are several reasons why Oak Park was chosen as the signage location, but perhaps the most significant is the viewpoint across to Jibbon Beach headland where ancient rock engravings can be found – including the famous 'whale' from the very story the signage reflects.

The establishment of the Como Heritage and Environment Trail in 2019 introduced a self-guided walking track complete with an online tour and informative signage. The 4.2 kilometre trail is more than just a walking track – it celebrates local history and the surrounding natural environment.

EVOLVE

Council has remained committed to enhancing the Sutherland Shire's beautiful natural environment and geographical identity which makes our community such a desirable place to live, and in 2021 Council took an important step forward in our fight against climate breakdown by joining the Global Covenant of Mayors for Climate and Energy.

Council also embarked on two ambitious roads projects, by introducing the first New South Wales road to be built with soft plastics and glass at Engadine in 2018 – which diverted approximately 176,000 plastic bags and packaging and 55,000 glass bottle equivalents from landfill – and became the first Sydney council to use foamed asphalt pavement – which involved using specialist machinery to remove and recycle the existing road surface – conducted on Bundeena Drive in Royal National Park in 2020. Among the major benefits of the foamed asphalt road construction methodology are the efficient recycling of the existing road surface, which prevents in excess of 80% of this valuable construction material from becoming landfill, and an associated reduction in greenhouse gas emissions generated during the construction process by over 50%.

Four electric powered cars and a rear loader garbage truck joined the Sutherland Shire Council fleet in 2019 and an electric street sweeper was trialed in early 2021.

REFLECTION

It's been an incredible honour to serve this community as a Councillor for more than 25 years and most recently as Sutherland Shire Mayor. I can't help but be proud of the work my fellow Councillors and I have been able to achieve throughout this period. Whatever our differences, I have never been in any doubt that each one of the Councillors that has served throughout this term of Council has been unwavering in their commitment to advocate for the best interests of their constituents, with each of them leaving behind an important legacy whether they leave us at the end of this term or continue to serve into the future. I've always appreciated how fortunate I am to be part of such a vibrant community where residents are genuinely invested in its future.

The vibrancy of our community also shines through the tireless efforts of the thousands of local volunteers who help make the Sutherland Shire a better place to live. Whether we look at the fantastic efforts of local volunteers for NSW Rural Fire Services, State Emergency Services, NSW Parks and Wildlife, Surf Life Saving, or those who volunteer in aged care or disability services, education, family support and many more community service areas – thank you for all that you do to support our growing community.

As a final note, I would like to express my sincere gratitude for your support over the years and your generous contributions to our community.

I wish you a safe a prosperous future and I look forward to seeing many familiar faces out and about across the Sutherland Shire in future.



Manjeet Grewal
Chief Executive Officer

MESSAGE FROM THE CEO

OUR PURPOSE

As we reflect on the social, environmental, economic and civic leadership achievements of this Council Term, it's important we recognise the collective efforts; as a community, as a Council and an organisation; in striving towards our vision of supporting a connected and safe community that respects people and nature, enjoying active lives in a strong local economy.

OUR STRATEGIC DIRECTION

The preparation and adoption of Council's Local Strategic Planning Statement (LSPS) during this extended Council Term was a significant milestone achievement. The LSPS provides a 20-year land use vision for Sutherland Shire, identifying the community's priorities for infrastructure, housing, town centres, employment, transport, recreation and the environment. It sets short, medium and long-term plans for Council to achieve and a monitoring framework to ensure we are on the right track.

The Sutherland Shire's Community Strategic Plan (CSP) is a 10-year broad road map that outlines the community's aspirations and long-term vision for the area. It is based on collaboration between, and delivery by all levels of government, local agencies, residents and visitors of the Shire.

The CSP has then guided a suite of Informing Strategies that collectively have detailed how Council would achieve its part of the CSP's vision through clear plans and actions for open spaces and recreation, transport, environment, safety, disability and inclusivity, community development and local economy.

Flowing from the Informing Strategies is Council's Delivery Program (2017-2022) which outlined the principal activities that Council delivered over its five year term through annual Operation Plans and Budgets.

OUR ENVIRONMENT

Through the CSP, our community described aspects they most value; access to the area's beautiful beaches, parks and natural reserves, the peace and quiet, its special location near to the city without being too close – all which contribute to a desirable lifestyle, quality of life and sense of safety.

As a Council, our commitment is to preserve these aspects, sustain the environment while also providing places to live and work for the future generations. Some key achievements towards this during this Council Term included:

- Emphasizing the significance of the Bate Bay coastline by actively restoring and revitalising waterway environments under the Bate Bay Coastal Management Program. Council has delivered works to ensure the Bate Bay coastline is ecologically healthy, resilient, attractive and accessible for the benefit of our community and visitors. Being one of the main recreational and tourist draw cards for our area, the program will continue to build on the positive work undertaken over many decades.
- Developing a Catchment and Waterway Management Strategy and Plan, which will set the long term direction for the sustainable management of stormwater assets, creeks, floodplains, catchments and coasts across the Sutherland Shire.
- Confirming Council will re-establish the Port Hacking Catchment Working Party in the coming Council Term to promote collaborative and informed decision-making of waterway strategies.
- Adopting a Climate Clean Strategy towards being carbon neutral by 2030.
- Participating with 23 other councils to use 100% renewable electricity in its operations.



OUR CHARACTER AND IDENTITY

As well as preserving our environment and creating liveable places, the CSP also expresses the stakeholders' views of the importance of a sense of community, social connection and of the area as a place of locals.

A key achievement in this term has been the development of a Cultural Strategy, which provides a framework to celebrate our unique identity, rich history and to manage our cultural facilities and services into the future.

Sutherland Entertainment Centre is one of Council's key cultural facilities, with a longstanding history as a cherished performance and events space that has brought generations together for over 40 years.

Recognising this, the Council resolved to refurbish the Sutherland Entertainment Centre and create a vibrant cultural venue in the heart of our community with inclusive opportunities to appreciate, practice and actively participate in the performing arts. The \$41M project is due for completion in late 2022.

Council has a strong commitment to recognition and support for First Nations Peoples and our significant shared history. In this term, Council has worked in close collaboration with our Aboriginal Advisory Committee to develop a Reconciliation Action Plan. This plan will guide our continued journey to build strong relationships, progress reconciliation and support improved outcomes for Aboriginal and Torres Strait Islander Peoples within our community.

OUR PEOPLE

As you read the many achievements and initiatives contained within the End of Term report, it would be remiss of me not to reflect on how we have collectively faced times of adversity imposed by the COVID-19 pandemic. Although the pandemic has and continues to present significant challenges, we have readily adapted to ensure we can continue to enjoy a positive quality of life. It has been rewarding to see how as a Council, we have adapted the services we provide so as to continue to deliver for our community.

The efforts of Council staff are highlighted in many ways, by recognising the large scale projects, services, infrastructure and initiatives we have delivered this Council Term, the valuable day-to-day services our staff have delivered to the community and the initiatives to benefit local residents wellbeing. I thank all Council staff for their innovative and creative ideas and their openness to embracing change.

OUR COMMUNITY

As an organisation, we are committed to working in collaboration with our community. In return, the commitment from our community to work with us and provide feedback on a range of focus areas has greatly informed the strategic plans we have developed. Our connections with community groups, residents, local businesses and organisations have been instrumental to our understanding of our community's aspirations for the future, and I thank all our stakeholders for their ongoing engagement with Council.

All our achievements reflect our vibrant and passionate community which is informed in its future, and as CEO I remain committed to leading a Council administration that continues to represent our values of collaborating, being active and respectful, and striving to always evolve and grow.

BACKGROUND

The End of Term Report is a report on the progress of *Our Community Plan*, Community Strategic Plan and the achievement of its social, environmental, economic and civic leadership objectives over the past five years.

Our Community Plan was developed in 2017 following extensive community engagement and consultation and outlines the community's aspirations and long-term vision for Sutherland Shire. This Plan is a whole of community plan and Council is not wholly responsible for its implementation. Council partners with a range of stakeholders such as state agencies and community groups in delivering the long-term objectives of the plan.

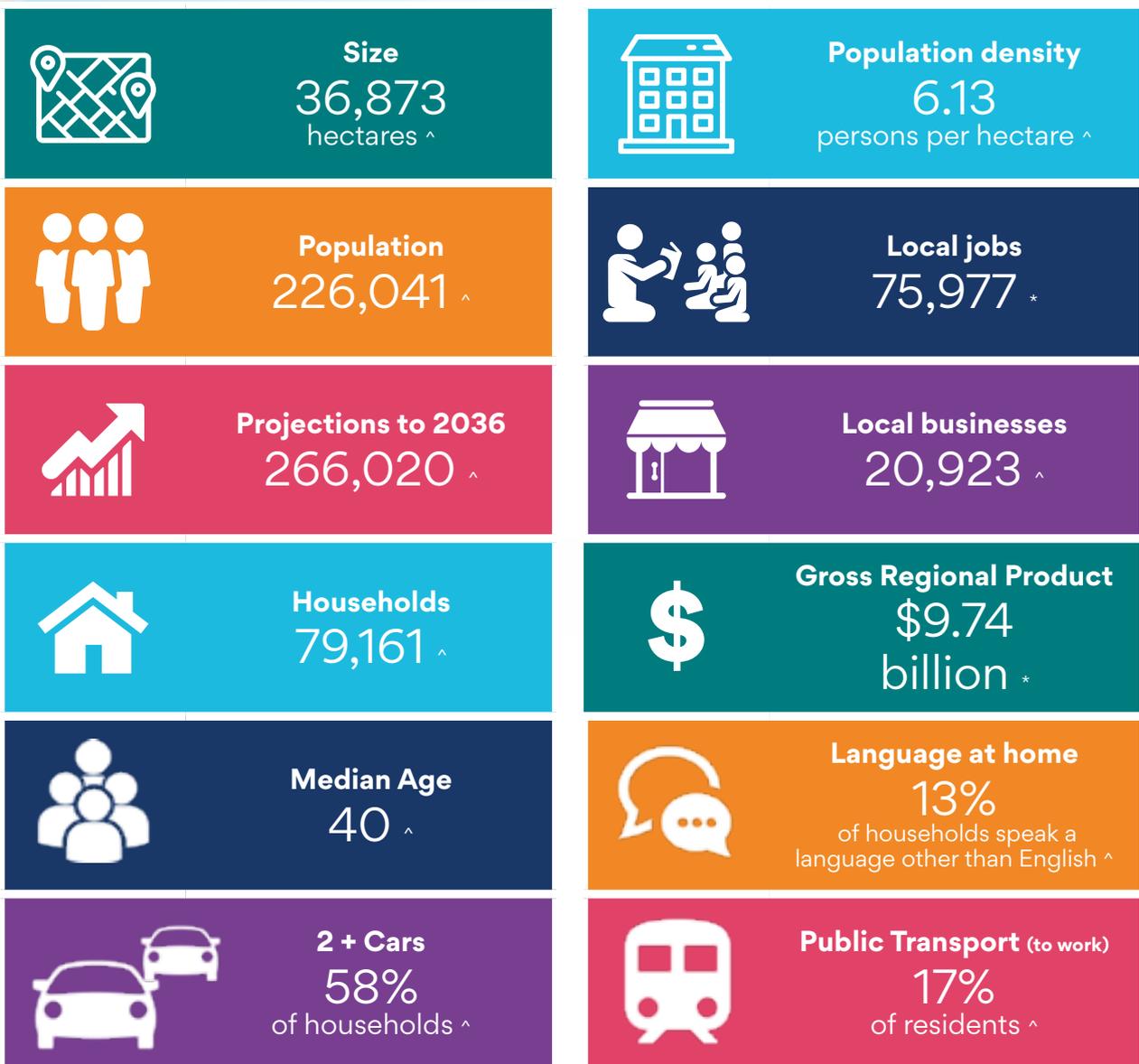
The End of Term Report details the effectiveness in implementing the strategies identified across the six outcome areas of the community strategic plan.

OUTCOME 1	A community informed and engaged in its future	OUTCOME 4	A culturally rich and vibrant community
OUTCOME 2	A beautiful, protected and healthy natural environment	OUTCOME 5	A prosperous community for all
OUTCOME 3	Caring and supportive community	OUTCOME 6	A liveable place with a high quality of life

This report has been prepared in accordance with Section 428 of the Local Government Act 1993 and is to be presented at the final meeting of the outgoing Council.

ABOUT SUTHERLAND SHIRE

Sutherland Shire is located at the southern border of the Sydney metropolitan area, 26 kilometres from the Sydney CBD. It's home to one of Sydney's longest surf beaches, spectacular national parks and sparkling blue waterways. Our relaxed atmosphere offers an emerging food scene, fashion and design stores mixed with easy coastal charm. Sutherland Shire is rich with history, with over 2,000 Aboriginal sites and the site of Lieutenant (later Captain) James Cook's landing place at Inscription Point in the Kamay Botany Bay National Park.



^ Data based on 2016 Australian Bureau of Statistics (ABS) Census

* Data bases on 2016 National Economics (NIEIR)

COUNCILLORS AND WARDS



This information is correct as at November 2021.

For current information and to find out what ward you are in, visit our website sutherlandshire.nsw.gov.au or phone us on 02 9710 0333.

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Cr Ray Plibersek
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16 December 2020

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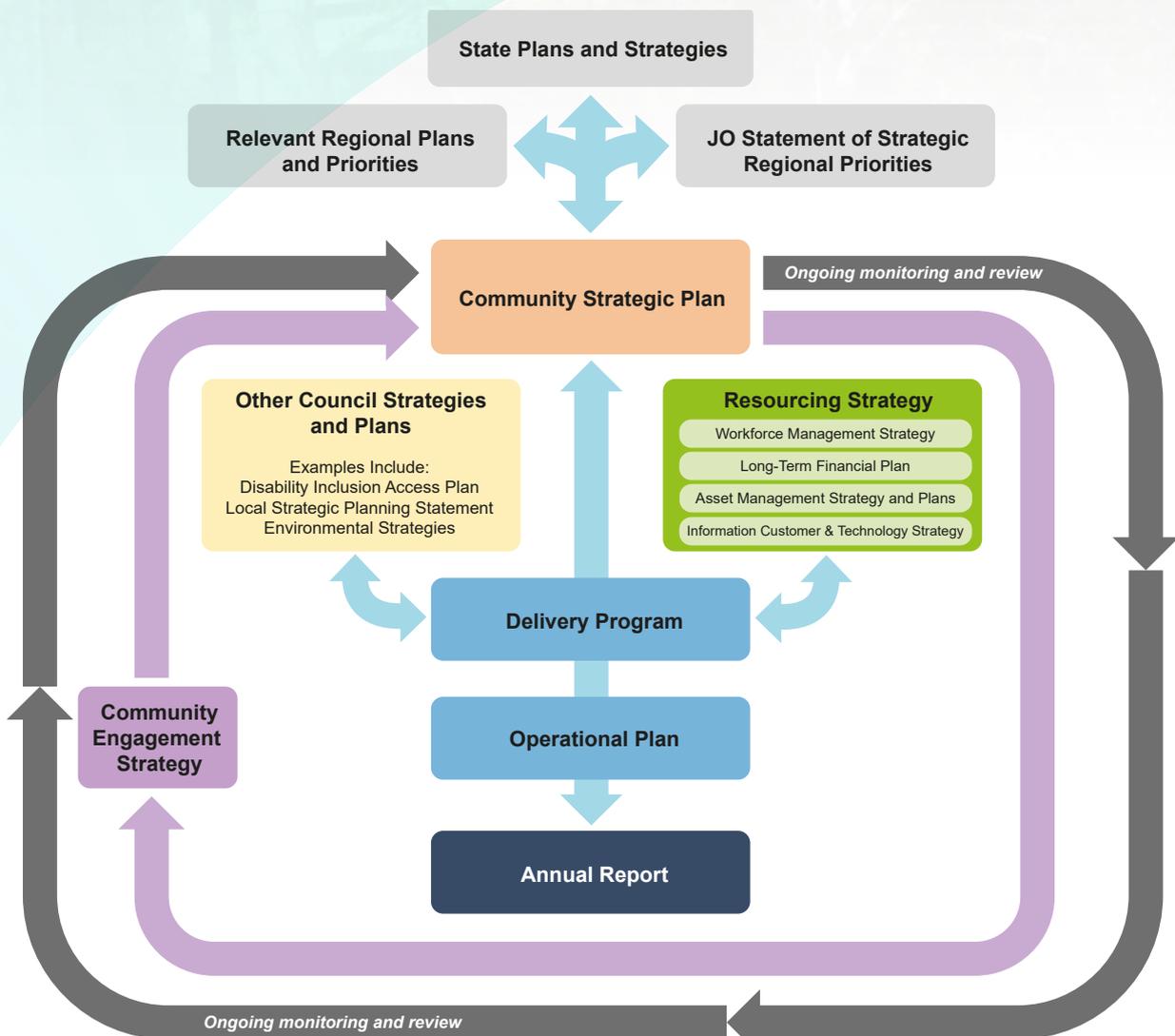


INTEGRATED PLANNING AND REPORTING

The progress and achievements in implementing the Community Strategic Plan are reported to the community via the End of Term Report, which is presented to the final meeting of an elected Council's term. Progress against principal activities and actions identified in the Delivery Program and annual Operational Plans are reported to Council every six months and the Annual Report.

This continual planning process allows Council to prioritise projects based on the needs and direction provided by our community, and ensure our actions align to our community's vision and values for Sutherland Shire.

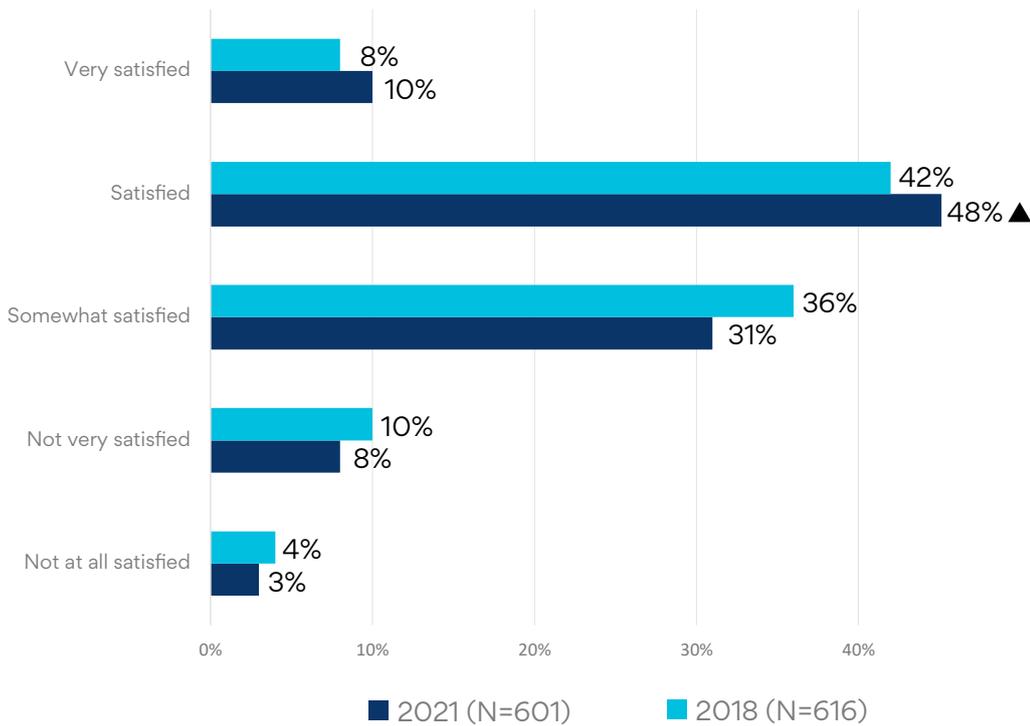
INTEGRATED PLANNING AND REPORTING CYCLE



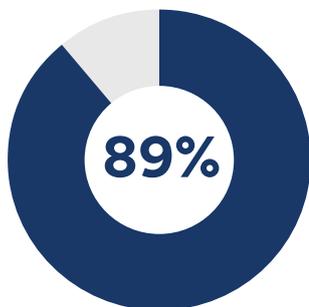
OVERALL PERFORMANCE OF COUNCIL

Council seeks community feedback on its performance and community priorities on a regular basis. This feedback informs Council’s decisions on priorities and areas for continuous improvement.

In our 2021 Community Satisfaction survey, 58% of residents reported being ‘satisfied’ or ‘very satisfied’ with Council’s performance and a further 31% ‘somewhat satisfied’. Overall satisfaction has increased from our 2018 result.



Overall Satisfaction



of Sutherland residents are at least somewhat satisfied with the performance of Council over the last 12 months, a significant increase from 2018

Quality of Life



97%

of Sutherland residents rate their quality of life as good to excellent

1. COMPARISON WITH OTHER NSW COUNCILS*

When compared to other Councils in New South Wales, satisfaction with Sutherland Shire Council (3.55 mean rating) is equal to the Micromex LGA Metro Benchmark. This is a significant improvement from the 2018 result (3.40 mean rating).

	Sutherland Shire Council Mean Rating	Metro Benchmark
2018	3.40	3.55
2021	3.55	3.55

* Based on October 2021 Community Satisfaction Survey Report.

2. KEY DRIVERS OF SATISFACTION WITH SUTHERLAND SHIRE COUNCIL

Community research showed that overall satisfaction with Council is influenced by a range of factors. Feedback from our community showed that the top eleven areas which are driving community satisfaction and describe the intrinsic community priorities contribute to more than 65% of overall satisfaction with Council:



These areas will be considered in the development of the Delivery Program and annual Operational Plans to ensure a focus on identified priorities and strengthening of engagement with our community.

SUMMARY OF KEY PROJECTS



Ward A Key Projects

Suburb

Bonna Point Reserve Playground	Kurnell
Bundeena Reserve Toilet Block Replacement	Bundeena
Bundeena Wharf Repairs	Bundeena
Captain Cook Drive to Wanda Shared Pathway	
Charlotte Breen Reserve Lookout	Kurnell
Cronulla Beach Lifeguards Facilities Renewal	Cronulla
Cronulla Coastal Walkway Extension - Don Lucas Reserve	Cronulla
Cronulla Mall, Ocean Grove Avenue Upgrade	Cronulla
Dianella Street Reserve Playground Renewal	Caringbah
Dunningham Park Seawall	Cronulla
Greenhills Beach Portable Observation Tower	Kurnell
Greenhills Marang Parklands Hockey Fields	Kurnell
Gunnamatta Park Pavilion	Cronulla
Lilli Pilli Baths Public Toilet and Change Room Replacement	Lilli Pilli
Lugano Avenue Craft Launch Facility and Wharf Upgrade	Burraneer
Maianbar Community Hall Renewal	Maianbar
North Cronulla to Cronulla Station Cycleway	Cronulla
Salmon Haul Bay Reserve Playground Renewal	Cronulla
Tonkin Oval Boat Ramp and Wharf Upgrade	Cronulla
Turriel Bay Road Reserve Playground	Lilli Pilli

Ward B Key Projects

Suburb

Ascot Place Reserve Playground Renewal	Miranda
Corea Street Oval Upgrade	Miranda
Fauna Place Early Education Centre Playground	Kirrawee
GyMEA Bay Community Building	GyMEA Bay
GyMEA Bay Netball Court Renewal	GyMEA Bay
Kalang Lane Yowie Bay Playground Renewal	Yowie Bay
Kiewa Place Reserve Playground	Kirrawee
Mansion Point Reserve Playground Renewal	Grays Point
South Village Community Park	Kirrawee

Ward C Key Projects

Suburb

Bellingara Netball Courts Lighting Renewal	Miranda
Carina Bay Reserve Carpark Solar Lighting	Como
Como Heritage and Environment Trail	Como
Como Pool Renewal	Como
Dianella Car Park Upgrade	Caringbah
Electrical Vehicle Charge Stations	
Freya Street Reserve Playground Renewal	Kareela
Green Point Reserve Playground Renewal	Oyster Bay
Gwawley Oval Box Road Carpark	Taren Point
Hybrid turf at Harrie Denning Football Centre	Kareela
North Caringbah Oval Upgrade	Caringbah
Oyster Bay Boat Ramp Upgrade	Oyster Bay
Scylla Bay Boat Ramp and Pontoon Upgrade	Como
Scylla Bay Oval Club House and Amenities Building	Como
Solander Oval Lighting Renewal	Woolooware
Sylvania Wharf Upgrade	Sylvania
Woolooware Bay Shared Pathway	Woolooware



Ward D Key Projects	Suburb	Ward E Key Projects	Suburb
Anzac Oval Electrical Upgrade	Engadine	Akuna Oval Lighting Renewal	Menai
Berrima Street Reserve Playground Renewal	Heathcote	Albert Delardes to Old Ferry Road Reserve Boardwalk	Illawong
Brigalow Place Reserve Playground Renewal	Engadine	Barden Ridge Playground, dog off-leash Bush Park and Pump Track	Barden Ridge
Brinsley's Joinery Workshop Renewal	Sutherland	Bonnet Bay Boat Ramp and Car Park Upgrade	Bonnet Bay
Cassandra Crescent Reserve Playground	Heathcote	Buckle Reserve Lighting Renewal	Menai
Engadine Leisure Centre Disabled Access Ramp	Engadine	Burnum Burnum Boat Ramp Upgrade	Bonnet Bay
Forby Sutherland Memorial Park Childrens Sensory Garden	Sutherland	Elliston Place Reserve Solar Lighting	Barden Ridge
Helena Street Kirrawee Dog Park Carpark	Kirrawee	Friendship Place Playground Renewal	Illawong
Loftus Community Centre Carpark	Loftus	Henry Lawson Reserve Playground Renewal	Como
Loftus Netball Courts Lighting Renewal	Loftus	Koolangarra Reserve Playground Renewal	Bonnet Bay
Peace Park Armistice Memorial	Sutherland	Mathers Place Reserve Playground	Menai
Rawson Avenue On Road Cycleway and Shared Pathway	Sutherland	Menai Indoor Sport Centre Amenities Renewal	Menai
Slessor Place Playground Renewal	Heathcote	Narnia Reserve Playground Renewal	Alfords Point
Sutherland Leisure Centre Water Fun Park	Sutherland	Old Ferry Road Reserve Upgrade Stage 2	Illawong
Woronora Road Reserve Playground Renewal	Engadine	Parc Menai Basketball Facility	Menai
Yarrwarrah Community Hall Carpark	Yarrwarrah	Ross Reserve Playground Renewal	Bangor
		Sandy Point Playground and Access Improvement	Sandy Point
		Sutherland Ovals Lighting Renewal	Sutherland
		The Ridge Driving Range Plant and Turf Renewal	Barden Ridge
		Tom Evans Fields Lighting Renewal	Bonnet Bay



A RESILIENT SUTHERLAND SHIRE





LOCAL EMERGENCY MANAGEMENT

Council works in collaboration with emergency service agencies to ensure the safety of the community. Council is required to appoint a Local Emergency Management Officer (LEMO), who chairs the Sutherland Shire LGA Local Emergency Management Committee and in the event of an emergency, acts as the coordinator and will liaise with other emergency services and functional support areas for response and recovery operations. Council has adopted a comprehensive team-based approach to the LEMO function, the results of which have been widely recognised as setting a new benchmark in local government.

- ★ Since 2017, the Sutherland Shire has experienced a number of severe weather events requiring response and recovery operations from both storms and some localised flooding, including:
 - » In 2017 and 2018 we saw the first of 6 significant bush fires affecting the Sutherland Shire since 2002. The Royal National Park bush fire in January and the Moorebank Avenue bush fire in April 2018, required a coordinated multi-agency response, in particular the Holsworthy/Menai fire which threatened over 800 homes on the western interface of the Sutherland Shire LGA.
 - » In January 2020 the ‘Super Storm Cell’ brought a short burst of intense rain, strong winds and hail, producing significant damage to a substantial number of public and private properties located predominantly within the central suburbs.
 - » In 2020 we mobilised clean-up crews to support recovery efforts in the Shoalhaven following the devastating South Coast bushfires.
- ★ Our Local Emergency Management Plan for the Sutherland Shire continued to evolve with the addition of the Lucas Heights Emergency and Evacuation Sub Plans and the Royal National Park Emergency Sub Plan ensuring a coordinated response to emergencies within these facilities.
- ★ The Sutherland Shire Local Emergency Management Committee continues to address the COVID-19 emergency management impacts, coordinating with lead emergency agencies and functions to maintain Public Health Orders and ensure continued community safety.





COUNCIL DURING COVID

The Sutherland Shire community, along with the rest of Australia has faced extraordinary challenges due to the COVID-19 pandemic. The NSW Government Public Health Orders have had a major impact on a range of facilities and services provided by Council as well as a significant impact on tenants of Council properties, small business and the broader community.

Council has been able to pivot some services to online programs and has been able to provide financial relief to residents facing hardship, tenants and small business throughout the Shire.

Council Achievements during COVID-19

- ★ Hazelhurst Arts Centre introduced Hazelhurst @ Home so our community could continue to stay inspired and connected creatively, with resources and activities updated weekly for the entire family to enjoy online.
- ★ Sutherland Entertainment Centre threw their support behind local musicians, performers and arts groups in the digital realm through its 'Promoting Local Talent' program, and Music in the Backyard, an online version of our popular outdoor concert, Music in the Park.
- ★ COVID-19 forced the temporary closure of a number of Council facilities in line with government and health directives, but our teams stepped up to support those in need. We introduced community care cards and issued over 200 of them to help our community stay in touch with neighbours and those most vulnerable.
- ★ The Arts & Culture team turned its attention to helping out those in need across the Shire and partnered with three major local community aid organisations to cook and deliver chef prepared meals to some of the most marginalised members of the community.
- ★ The Annual Seniors Christmas Concert continued to provide cheer to local seniors in 2020, with the event reaching more residents than ever before by virtual means.
- ★ We took the much-loved Australia Day concert series online with a stunning concert short film entitled 'Our People, Our Places. Our Shire' showcasing artistic talents of local performers and celebrating the region's stunning natural environment.
- ★ We delivered a COVID-19 Relief package of over \$2 million, which waived a number of fees and charges for small business; amended the interest charged on overdue rates and placed a moratorium on all debt recovery.
- ★ We implemented the National Cabinet Mandatory Code of Conduct – Small and Medium Enterprises Commercial Leasing Principles providing financial relief for commercial and retail property tenants.
- ★ In 2021 we held our first virtual Citizenship Ceremony, allowing us to welcome our newest citizens to the Sutherland Shire.



OUTCOME 1: A COMMUNITY INFORMED AND ENGAGED IN ITS FUTURE

Our community is growing, more families are living in apartments, we are living longer in our homes. Sutherland Shire adapts to change with residents engaged in the process, understanding and being kept informed about what comes next, confident their views will be heard about how our community is evolving and responding to community needs.

We want to proceed towards the future knowingly, in recognition of our heritage, our legacy and what our community needs will be in the future with each resident feeling empowered to state their views on Sutherland Shire's future.

A high priority for our community is improved community engagement and access to information about decisions that affect us, including more opportunities to engage with Council. A sense of community is the main driver for our community in achieving quality of life.

We understand the need to improve community engagement including providing more information to enable better decision-making and consideration of community views.

We know that an engaged and informed community is more able to participate in a meaningful way about decisions for Sutherland Shire's future, particularly on areas of concern including development, growth, facilities and services.



STRATEGY 1.1 OUR COMMUNITY AND LEADERSHIP WILL COLLABORATE TO ENABLE THE LIFESTYLE AND ENVIRONMENT TO WHICH WE ASPIRE

1.1.1 Actively engage with the community to understand their views and aspirations.

1.1.2 Evolve, influence and deliver community strategies in partnership with the community to meet their aspirations.



- ★ In 2019, we developed the Community Engagement Policy which aims to work in collaboration with our community to achieve our shared vision and plan to meet their needs now and into the future. Since its adoption, we have collaborated with the community by delivering 105 online consultations, over 11,570 submissions and 62 in-person engagement sessions.
 - ★ Since 2017, we have adopted and commenced implementation of a number of key Strategies:
 - » Disability Inclusion Action Plan 2017 – 2021 was developed in consultation with community based disability services with the aim of improving the lives of people with disability and moving us closer to a fully inclusive society for all.
 - » Community Crime Prevention Plan 2018 – 2021, a multi-agency plan with priority strategies to reduce graffiti and domestic violence related offences.
 - » Economic Development Strategy adopted in 2018, outlining key economic outcomes which will contribute to enhancing the vibrancy, liveability, economic diversity and sustainability of the Sutherland Shire.
 - » Open Space and Recreation Strategy adopted in 2019 outlining three key outcomes centred on planning for open spaces to support active lifestyles now and into the future.
 - » Local Strategic Planning Statement endorsed by the Greater Sydney Commission in 2020 identifying priorities to deliver specific land use outcomes for infrastructure, housing, town centres, employment transport, recreation and the environment for the next 20 years.
 - » Integrated Transport Strategy adopted in 2020 outlining key outcomes centred on planning for a safe and sustainable transport system that will support the community to conveniently access services, employment, business and recreational pursuits via a choice of transport options.
 - » Community Development Strategy adopted in 2021 outlining key outcomes contributing towards a caring, supportive and connective community.
-

STRATEGY 1.2 OUR LEADERSHIP EMPOWERS A BROAD RANGE OF STAKEHOLDERS

1.2.1 Improve information, communications, and education for our community to enable informed participation in decision-making.

1.2.2 Evolve a constructive culture within Council to enable effective relationships and partnerships with a broad range of stakeholders.

1.2.3 Celebrate success and recognise achievements within our community.

- ★ From 2017 we introduced free usage of internet access on public computers at our Sutherland Shire Libraries.
 - ★ In 2019 our Libraries were awarded a Metropolitan Public Library Grant to undertake a Local Studies digitisation and access project, increasing accessibility by the community to items of historical significance to the Sutherland Shire.
 - ★ In 2020 we introduced a digital touch table which features interactive curated content and a new website which holds digital copies of thousands of locally significant items, including images, maps and oral histories.
 - ★ In 2020, we introduced a new online recruitment system, providing increased efficiency and an improved candidate experience.
-



STRATEGY 1.3 THE COMMUNITY IS INFORMED AND EMPOWERED TO RISE TO THE CHALLENGES AND OPPORTUNITIES PRESENTED BY A CHANGING WORLD

1.3.1 Community leaders foster two-way dialogue around the changes and challenges in our urban, natural and social environment.

1.3.2 Residents are assisted to understand the reasons behind developments that may impact on their lives.

- ★ In 2017, we introduced the Development Application e-submission platform allowing for the community to provide feedback relating to developments online.
 - ★ Council’s Community Participation Plan was adopted within the Community Engagement Policy in 2019, identifying the principles and standards we will take when engaging with the community on development and planning matters.
 - ★ In 2021, we commenced an online engagement program Planning for Our Future: Housing Our Community. This program encourages the community to share their views on how we should meet housing needs into the future. This feedback will help shape Council Housing Strategy guiding housing supply to 2041.
-



STRATEGY 1.4 ENSURE COMMUNITY CONFIDENCE IN SUTHERLAND SHIRE COUNCIL

1.4.1 Ensure a strong governance framework that provides transparency, accountability and sustainability.

1.4.2 Act ethically and with integrity in everything that we do.

1.4.3 Welcome independent oversight and take a risk-based approach to delivering effective governance.

- ★ We established the Independent Audit, Risk and Improvement Committee (ARIC) with the first Committee Charter being adopted in November 2017. The objective of the ARIC is to enhance the Council's existing governance framework, risk management practices, control, strategy and performance environment by providing independent assurance and assistance to the Council on key aspects of its operations.
- ★ We developed an Enterprise Risk Management Framework and established a Risk Appetite Statement aiming to promote an integrated, holistic or enterprise wide approach to risk management to ensure all risks that could affect the achievement of our purpose and objectives are identified, assessed and treated to an acceptable level.
- ★ We reviewed and updated the Code of Conduct to include three new Codes, together with the Procedures for the Administration of the Codes. Training on the new Codes was rolled out and completed across Council for all staff and Councillors.
- ★ We reviewed and updated the Code of Meeting Practice to include webcasting requirements and new provisions for Public Forums as part of Council meetings. A new Public Forum Policy was also development aligning with the new Code of Meeting Practice requirements.
- ★ In 2020, we developed a Safety Roadmap aiming to create a workplace where the safety culture and environment supports our people, they are safe, looked after and valued.
- ★ Our information management technology systems were upgraded through the Application Lifecycle Management Project in 2017. This project reduced the number of applications from 500 to 120, enabling reinvestment in new software for the future and faster response times to customers.
- ★ We have achieved unqualified financial statements from the NSW Audit Office each year since 2017 demonstrating the high level of integrity that exists in the financial management of the funds of our Shire community.





OVERALL COMMUNITY WELLBEING INDICATORS: A COMMUNITY INFORMED AND ENGAGED IN ITS FUTURE

Sutherland Shire Council sought to examine community attitudes and perceptions towards current and future services and facilities provided by Council and conducted a *Community Satisfaction Survey* in December 2018 and September 2021.

OVERALL SATISFACTION WITH SUTHERLAND SHIRE COUNCIL

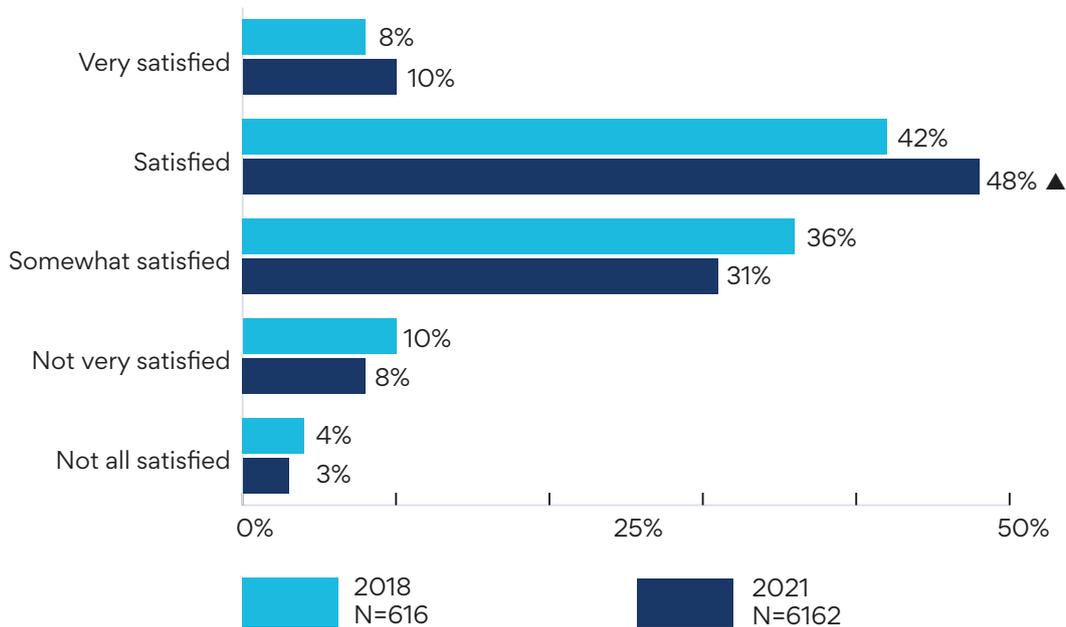
In 2018, overall 86% of residents were at least 'somewhat satisfied' with the performance of Council – and the mean score of 3.40 out of 5 was significantly below the NSW benchmark. In 2021, overall satisfaction significantly increased from 2018, with the mean score increasing from 3.40 to 3.55. The 2021 mean score of 3.55 is also in line with our Metro Benchmark.

Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

Mean ratings	Overall 2016	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
2018	3.40 ▼	3.44	3.37	3.59	3.40	3.21 ▼	3.39	3.38	3.52
2021	3.55 ▲	3.50	3.59	3.44	3.49	3.69	3.58	3.59 ▲	3.35

Mean ratings	Ward A	Ward B	Ward C	Ward D	Ward E
2018	3.24 ▼	3.55	3.55	3.34	3.41
2021	3.43	3.63	3.51	3.53	3.63

▲▼ = A significantly higher/lower level of satisfaction



Service/ Facility	Year	Importance Mean	Satisfaction Mean	Performance Gap
Long-term planning for the Shire	2018	4.75	2.64	2.11
	2021	▼ 4.55	▲ 2.96	1.59
Council works in the best interests of the community	2018	4.60	2.95	1.65
	2021	4.51	▲ 3.10	1.41
Consideration of local community views in decision making	2018	4.34	2.69	1.65
	2021	4.26	▲ 2.92	1.34
Council makes the community feel valued and respected	2018	4.38	3.20	1.18
	2021	▼ 4.19	3.31	0.88
Timeliness of information on Council decisions	2018	4.15	2.81	1.34
	2021	4.06	▲ 3.05	1.01
Opportunity to participate in Council's decision-making	2018	3.96	2.67	1.29
	2021	▼ 3.79	▲ 2.88	0.94
Information about Council and its decisions is clear and accessible	2018	4.22	3.00	1.22
	2021	▼ 4.08	3.08	1.00
Financial management	2018	4.47	3.17	1.30
	2021	4.36	▲ 3.32	1.04

Source: December 2018 Community Satisfaction Survey and October 2021 Community Satisfaction Survey



OUTCOME 2: A BEAUTIFUL, PROTECTED AND HEALTHY NATURAL ENVIRONMENT

Swimming at the pristine beaches of Bundeena and Cronulla, immersing yourself in nature in our National Parks, whale-watching from Cape Solander, boating in the waters of Port Hacking or Oyster Bay. Many come to play in the Sutherland Shire – but for us, it is home.

We want to protect and sustain our beautiful natural environment, including the streets and public places we live and play in. Residents, community groups, schools, Council, and developers all have a role in protecting our environment, and reducing our resource consumption, for the benefit of us all and our future generations.

STRATEGY 2.1 EFFECTIVELY MANAGE AND CONSERVE OUR RESOURCES

2.1.1 Avoid, reduce, reuse and recycle our resources.

2.1.2 Promote and pursue energy and water efficiency, productivity and clean generation.



- ★ We researched and identified opportunities to include recycled plastics and glass into Council’s procurement process.
- ★ We undertook a Solar Lighting Trial in a number of sites across the Shire to identify opportunities and initiatives to reduce our impact on natural resources and the environment.
- ★ We undertook an energy and water monitoring program which identified opportunities to reduce our water consumption.
- ★ Almost 650 mega litres of recycled water was produced via the Cronulla reuse scheme since 2016.
- ★ We developed the Waste Education Program which saw the following program activities delivered since 2017:
 - » 83 waste education workshops;
 - » 9 Chemical Collection events;
 - » 9 E-Waste Collection events;
 - » 5 Clean Up Australia Day events;
 - » 4 Garage Sale Trials; and
 - » The launch of the Recycle Smart application, RecycleSmart Pick Up and Compost Revolution.
- ★ We set a new benchmark in sustainability by building the first NSW road with soft plastics and glass. This diverted approximately 176,000 plastic bags and packaging, 55,000 glass bottle equivalents, toner from 3,960 used toner cartridges and 66 tonnes of reclaimed asphalt profiling from landfill.
- ★ We supported local residents to adopt ‘waste wise’ habits by offering discounts on compost bins, worm farms and indoor composting systems.
- ★ We trialled changes to our pre-booked kerbside clean up waste collection service aimed at delivering a more timely and equitable service to residents throughout the Shire. We introduced a three cubic metre waste limit per clean up service and refinements to our online booking system to enable improved service delivery no matter where in the Sutherland Shire you live.
- ★ An improved online booking system was introduced enhancing customer service for clean-up bookings.
- ★ We engaged with the community on the types of waste suitable for pre-booked clean-up waste collective service reducing tonnage of waste sent to landfill, promoting better environmental outcomes and increasing safety for Council staff.
- ★ We successfully participated in the SSROC street lighting program replacing over 5000 inefficient light fittings with more environmentally sustainable infrastructure.

STRATEGY 2.2 ENHANCE AND PROTECT DIVERSE NATURAL HABITATS

2.2.1 Enhance and protect our diverse flora, fauna and ecological communities.

2.2.2 Manage, promote and enhance our tree canopy in urban and natural areas.

2.2.3 Encourage responsible urban planning which balances growth with environmental sustainability.

- ★ In 2017/18 the Bushcare Program maintained 107 sites with 674 active volunteers
 - ★ We delivered the 3K Trees Project in the precincts of Jannali, Engadine, Taren Point and Cronulla as part of the NSW government initiative to plant 5 million trees across Greater Sydney by 2030, matching funding providing by the State Government.
 - ★ We delivered Green Streets Program, having planted 7,511 street trees through the program since 2017. The award-winning program has been extremely successful and is an example of how we are leading the way in urban forest management.
 - ★ We developed and implemented a cyclic proactive tree management regime for identified locations.
 - ★ In 2019, we held the Bushcare Fair, which included displays, demonstrations, a native animal show, native plant sales and talks on everything from composting to identifying native plants. The event allowed our community to come together and find out how they could lend a hand to restore and maintain our urban bushland spaces.
 - ★ The draft Urban Tree and Bushland Policy was completed and exhibited seeking feedback from the community.
-



STRATEGY 2.3 PROTECT OUR BEACHES, RIVERS AND OCEANS

2.3.1 Manage catchments effectively to improve the cleanliness, health and biodiversity of our waterways.

- ★ We developed and implemented the Stormwater and Waterways Asset Class Management Plan.
- ★ We developed a Waterways Management Program encompassing Coastline Management Programs.
- ★ We developed a framework for how catchment and waterways will be designed and managed.
- ★ We developed and implemented an advocacy plan for NSW Government to dredge our waterways.
- ★ Improved access to some of the Shire’s most spectacular waterways was provided to the community, as we opened a new small craft launch facility providing safe access for kayakers, rowers and paddlers looking to explore stunning Port Hacking.
- ★ We continue to monitor the quality of the Shire’s waterways with its **S**trategic **W**ater **M**onitoring **P**rogram (SWaMP) and in 2017 SWaMP expanded to include 8 new sites and the addition of biological assessment. Since its inception, the biological component of SWaMP has:
 - » collected and identified over 15,000 individual waterbugs from over 80 different families,
 - » found over a third of the dragonflies and damselflies species likely to be found in the Shire,
 - » contributed data to the federally funded National Waterbug Blitz.
- ★ We installed two major gross pollutant traps at Kareena Road, Taren Point and Five Ways, Miranda to reduce litter, sediment and organic matter reaching Gwawley Bay
- ★ We rehabilitated and actively maintained about 11 km of our urban freshwater creeks across the Shire
- ★ We remediated estuarine reaches of Carina Creek and the creek on Kareela Golf Course to improve tidal flushing and reduce odours
- ★ In 2019 we completed the Bundeena Creek Floodplain Risk Management Study & Plan with some follow-up works on Horderns Beach in 2021 to reduce the impact of creek flooding



STRATEGY 2.4 ENVIRONMENT AND CLIMATE RISKS AND IMPACTS ARE UNDERSTOOD AND MANAGED

2.4.1 Plan for and respond to long-term climate related changes.

2.4.2 Monitor and manage the environment to minimise the impacts of natural disasters.

2.4.3 Build community resilience to respond and adapt to environment and climate risks.

- ★ Since 2019 we have introduced our electric powered cars to its fleet, trialled the implementation of an electric rear loader garbage truck and added an innovative new zero emission street sweeper to our fleet.
 - ★ We commenced development of the Climate Clean 2030 Strategy with the goal of being carbon neutral by 2030.
 - ★ In July 2021 we joined the Global Covenant of Mayors (GCoM) for Climate and Energy. GCoM commits us to contributing to working towards a low-emissions and climate-resilient future. By joining GCoM we will partner with more than 10,000 cities across the globe working towards a more sustainable future.
-





OVERALL COMMUNITY WELLBEING INDICATORS: A BEAUTIFUL, PROTECTED AND HEALTHY NATURAL ENVIRONMENT

WATER QUALITY MONITORING

Physical Chemical Monitoring Results

Percentage of the SWaMP sites in fair or better condition

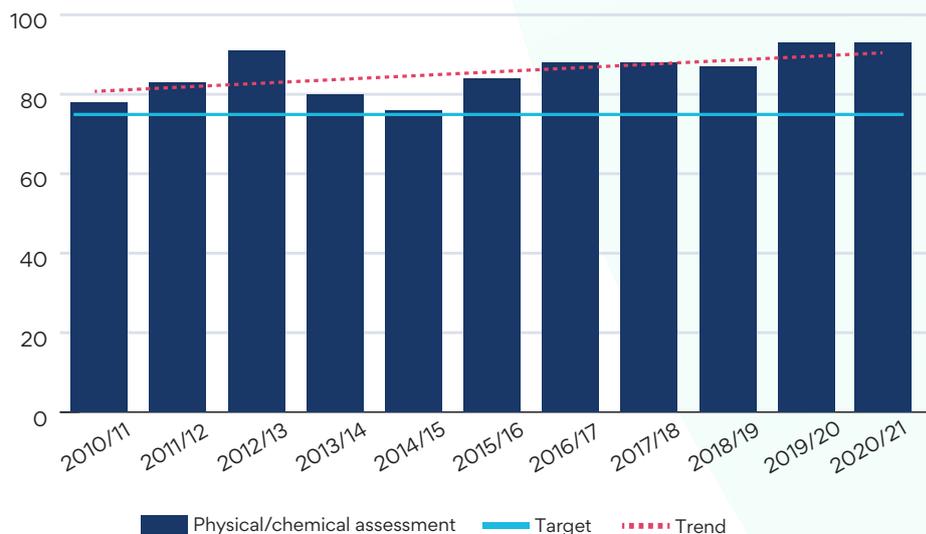


Figure 1: The percentage of SWaMP sites found to be in a fair or better condition, based on physical and chemical assessment, from 2010 – 2021.

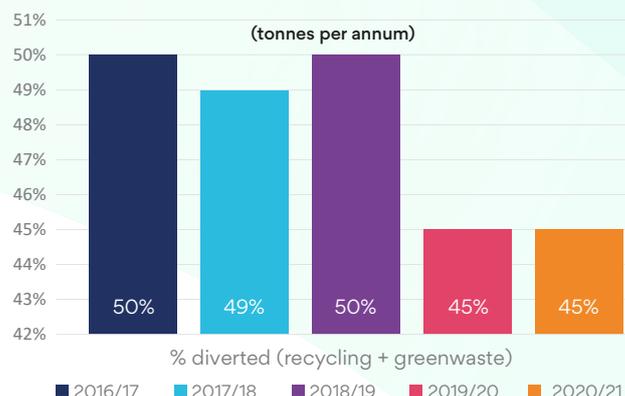
Macroinvertebrates are widely recognised as good indicators of stream health because they occupy a wide range of habitats, consume different food sources, and each bug tolerates different levels of pollution. These factors allow conclusions to be made about the health of a waterway based on the variety of waterbugs collected at a site.

Figure 1 shows the monitoring Putrescible for the past 11 years. The results indicate a steady improvement in overall water quality during this period, with all years exceeding the goal of more than 75% of all sites having fair or better water quality.

RATES OF RECYCLING

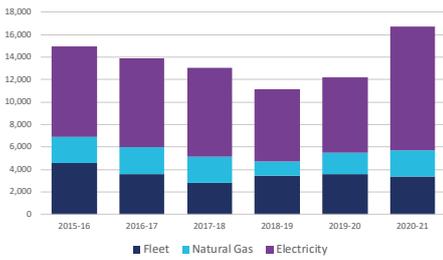


WASTE DIVERSION RATES



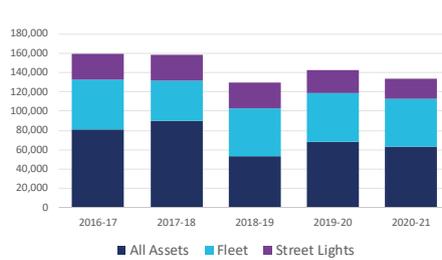
GREENHOUSE GAS EMISSIONS (KWH)

Council Owned Property & Fleet



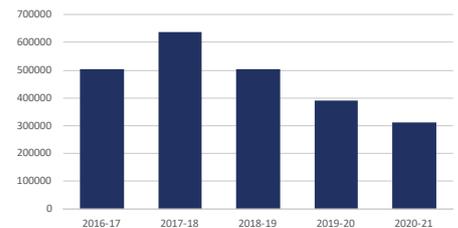
ENERGY USE- GAS/ ELECTRICITY (GJ)

Energy Use – Gas / Electricity (GJ)



WATER CONSUMPTION

Water (KL)



COMMUNITY SATISFACTION

Service/ Facility	Year	Importance Mean	Satisfaction Mean	Performance Gap
Management of Shire tree coverage	2018	4.36	3.17	1.19
	2021	4.28	▲ 3.44	0.84
Quality and character of the built environment	2018	4.18	3.17	1.01
	2021	4.12	3.31	0.81
Management of beaches and waterways	2018	4.77	3.78	0.99
	2021	▼ 4.65	3.90	0.75
Management of local bushland	2018	4.60	3.71	0.89
	2021	▼ 4.48	3.79	0.69
Household waste service, including rubbish and recycling	2018	4.77	3.94	0.83
	2021	▼ 4.69	3.92	0.77
Stormwater drainage	2018	4.43	3.76	0.67
	2021	4.45	3.77	0.68
Appearance of suburbs	2018	4.23	3.46	0.77
	2021	4.17	▲ 3.68	0.49

Source: December 2018 Community Satisfaction Survey and October 2021 Community Satisfaction Survey



OUTCOME 3: A CARING AND SUPPORTIVE COMMUNITY

As you cross Tom Uglys Bridge or spot the first trees of the Royal National Park, you feel it. Home. A place where you belong. A place that feels safe. A place where we help each other to live our best possible lives. A place that cares.

We want to ensure we can belong to Sutherland Shire and feel a part of a distinct local community life that is supportive of us all. A sense of belonging and connectedness that helps us feel better, cope better with challenges, be more resilient, and trust that we are important to each other, no matter who we are.

Through consultation our community has talked about the importance of having a sense of community. We want to belong to Sutherland Shire as a place and as part of a community. Access to quality community facilities and services to meet the needs of our growing community helps us to belong.

23% of our population is aged under 17, but our future shows we have an ageing population, who may need additional care, community support and access to services. There are opportunities to create a stronger community through volunteering, inter-generational programs, the delivery of accessible community services, and community celebrations.



STRATEGY 3.1

THE COMMUNITY HAS ACCESS TO SERVICES, PROGRAMS AND FACILITIES TO SUPPORT AND ENHANCE HEALTH AND WELLBEING

-
- 3.1.1 Plan, provide and advocate for quality medical, specialist, preventative and allied health services and facilities.
-
- 3.1.2 Deliver community services and facilities that respond to the changing needs of our community.
-
- 3.1.3 Provide emergency, rescue and public health and safety services which support community wellbeing.
-



- ★ We developed the Community Development Strategy and Sector plans in 2021.
 - ★ We completed the Ocean Safety and Lifeguard Rock Fishing Safety Act Education and Enforcement Program.
 - ★ In 2017, we held a Community Thank You BBQ to recognise our local emergency services for keeping our community safe when bushfires raged through the area earlier that year.
 - ★ In 2018, we donated 5 semi-trailers full of hay to Rural Aid to help struggling farming communities. Our community also jumped on board by donating through Council's Rural Aid 'Buy a Bale' donation page.
 - ★ We continued to come together each year as a community to stand up and say 'NO' to domestic violence. Since 2017 over 10,000 people have joined the annual Sutherland Shire Walk from Wanda Cronulla with the aim of changing attitudes and behaviours related to this type of violence.
 - ★ We delivered Surf Education programs including Surf Awareness, Surf Survival and additional needs programs, reaching over 10,000 since 2017.
 - ★ Since 2017 Council's Leisure Centres have delivered a range of programs contributing to enhanced health and wellbeing, with membership of Leisure Centres being at its peak in 2018/2019 with 41574 members.
-

STRATEGY 3.2 SUPPORT AND ENABLE ALL IN OUR COMMUNITY

3.2.1 Empower disadvantaged and vulnerable groups in the community.

3.2.2 Engage our young people to participate in community life.

3.2.3 Provide opportunities for social interaction for our ageing population.

3.2.4 Encourage volunteering which fosters community wellbeing.

- ★ We partnered with Alzheimer's Australia to plan for dementia friendly communities.
- ★ Since its inaugural year in 2017, we have continued to hold the annual Sutherland Shire Literary Competition to promote the cultural richness of the Sutherland Shire and showcase the fantastic array of literary talent in the wider Australian Community.
- ★ In 2018, we hosted an Intergenerational Film-Making Workshop, as part of our celebration of NSW Grandparents Day. The two-day Workshop saw young and old work together to make a film that reflects their understanding of one another and celebrate the significant contribution of our older residents.
- ★ To help celebrate National Carers Week in October 2018, we partnered with Carer Support Service to provide a Carers Competition where we invited Sutherland Shire residents to submit their stories of caring for another to acknowledge the important contribution carers make in helping to strengthen our community. The competition was a unique way to gain some insight into what it is like to be a carer while raising awareness about the diversity of carers and their support roles within our community.
- ★ We continued to come together each year and take part in the annual Sutherland Shire Mayoral Debutante Charity Ball at Sutherland Entertainment Centre. The event sees school communities, local charities, not-for-profits, the business community and political representatives all come together for the cause. Since 2017 a total of \$70 thousand has been raised for worthy local charities.
- ★ In 2019, the Which-Gen Rulez intergenerational cooking challenge brought young and old together and forged connections through food to celebrate Grandparents Day.
- ★ We launched the SHIREABILITY Film Festival in 2019 in recognition and celebration of International Day of People with Disability (IDPWD).
- ★ The Centenarian's Morning Tea, which is the highlight of the local Seniors Week program continued to be held annually.
- ★ Since 2017, we have held 21 Citizenship Ceremonies welcoming nearly 2000 new Australian Citizens.



STRATEGY 3.3 SUPPORT AND ENABLE ALL IN OUR COMMUNITY

3.3.1 Provide opportunities for the community to gather in public spaces to celebrate events.

3.3.2 Encourage supportive relationships to be built between neighbours.

- ★ In September 2018, we opened a new Water Fun Park in Sutherland Leisure Centre. The Water Fun Park spans 500 square metres and has a wide range of dynamic water features, including safe slides, water fountains and play equipment to suit children of all ages and abilities and also features integrated shade structures and seating.
 - ★ Since 2018, we have continued to host the annual Breakfast Torque event as part of Motorcycle Awareness Month. The event exists primarily to provide effective information and education, sharing of resources, and helps build a sense of motorcycle safety into the motorcycling community.
 - ★ We continued to host the annual Light Up the Shire competition which encourages the community to get into the festive spirit and decorate their homes.
 - ★ Each year we have supported Refugee Week with a range of special events. These events strengthen our commitment to being a Refugee Welcome Zone.
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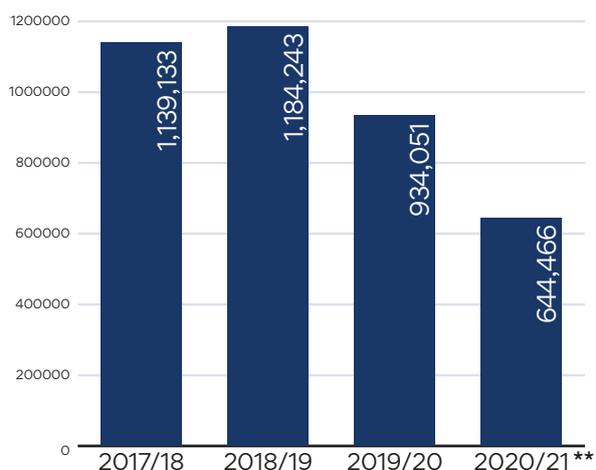


OVERALL COMMUNITY WELLBEING INDICATORS: A CARING AND SUPPORTIVE COMMUNITY

* Council partners with a range of stakeholders and external agencies to deliver services and programs to the community

PROGRAMS AND FACILITIES SUPPORTING AND ENHANCING HEALTH AND WELLBEING

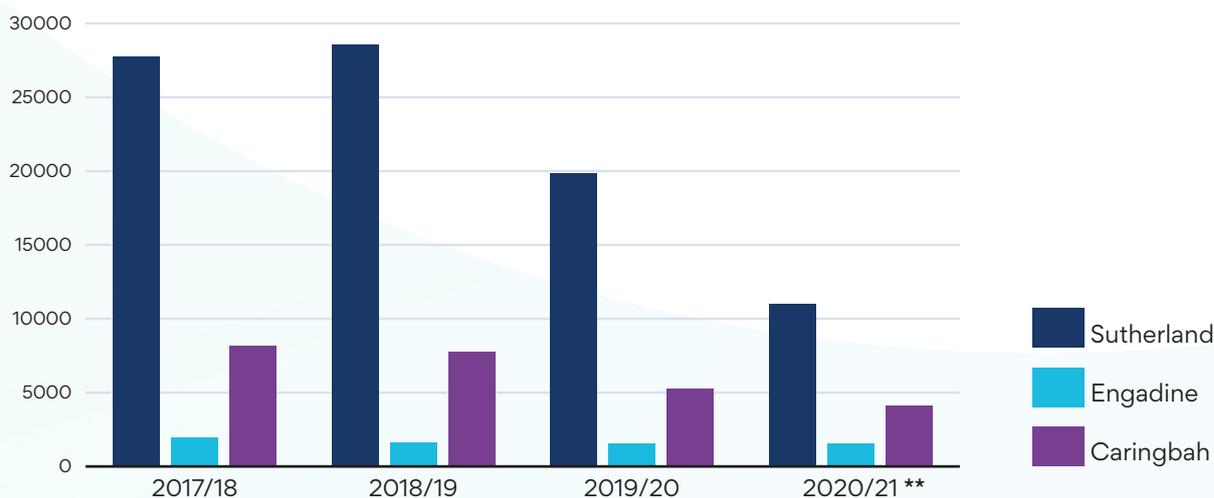
Total Leisure Centre Visitations



Total Leisure Centre Memberships

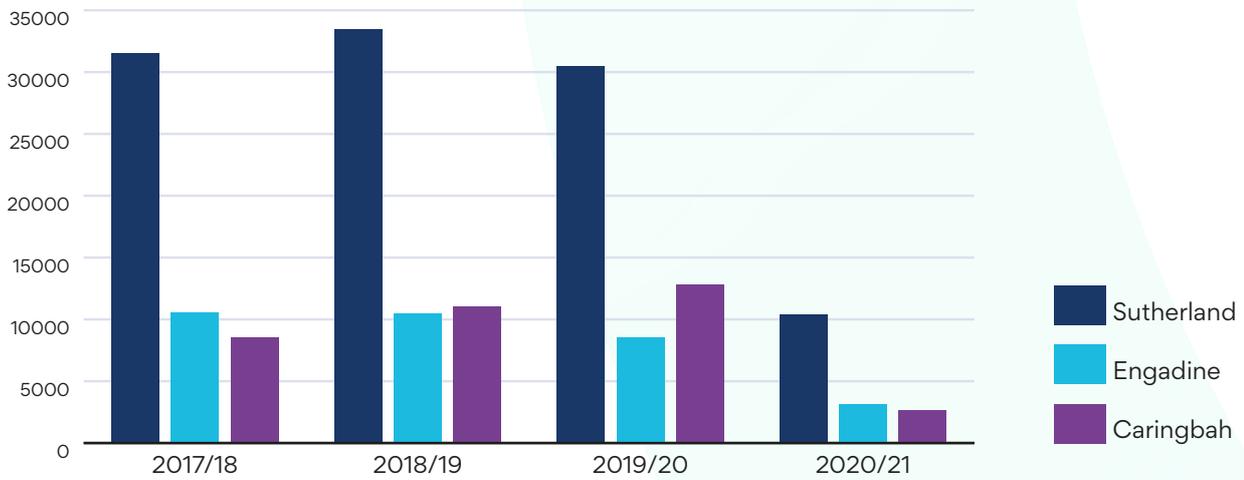


Leisure Centre Learn To Swim Enrolments

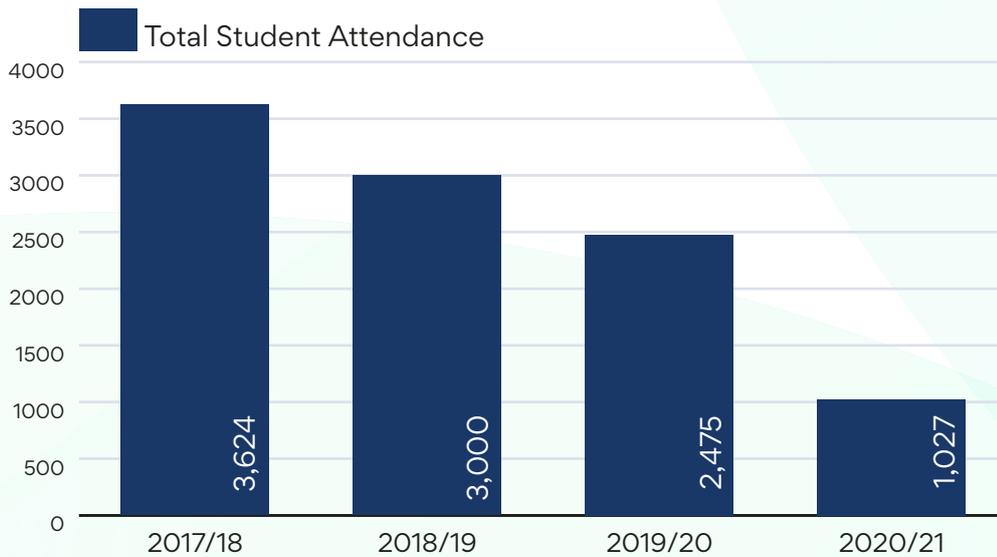


** 2020 and 2021 were affected by COVID-19 and related Public Health Orders.

Leisure Centre School Program Visits



Emergency, Rescue and Public Health and Safety



** 2020 and 2021 were affected by COVID-19 and related Public Health Orders.

PARTICIPATION RATES IN VOLUNTEERING

Sutherland Shire- Persons aged 15+ (Usual residence)	2016		
	Number	%	Greater Sydney %
Volunteer status			
Volunteer	33,877	19.2	16.7
Not a volunteer	134,074	75.8	76.0
Volunteer work not stated	8,866	5.0	7.3
Total persons aged 15+	176,817	100.0	100.0

Source: Australian Bureau of Statistics, Census of Population and Housing 2016.

Note: A new census is being undertaken in 2021

COMMUNITY SATISFACTION

Service/ Facility	Year	Importance Mean	Satisfaction Mean	Performance Gap
Information provided about local services and activities	2018	4.02	3.69	0.33
	2021	3.96	▼ 3.43	0.53
Library services	2018	4.03	4.28	-0.25
	2021	▼ 3.80	4.18	-0.38
Childcare services	2018	3.38	3.89	-0.51
	2021	3.38	3.91	-0.53

Source: December 2018 Community Satisfaction Survey and October 2021 Community Satisfaction Survey



OUTCOME 4: A CULTURALLY RICH AND VIBRANT COMMUNITY

Whether it hits you when you are visiting an exhibition at Hazelhurst, dining at Cronulla, enjoying an outdoor concert at Illawong, exploring rock art at Bundeena or barracking at a Sharks home game, you know that this is your community. You couldn't be anywhere else but in Sutherland Shire.

We want to celebrate who we are through cultural experiences, events and facilities, by retaining local special places and building a cohesive local identity. We want to nurture creativity, celebrate our shared heritage and embrace diversity. This helps us create a sense of community and identify and value what is important to all of our lives.

Culture is a vital part of a healthy and connected community. We not only live here but we play here. We love our cultural centres such as Hazelhurst Gallery and Arts Centre and our cultural events.

These help us create a unique cultural landscape and identity. Our shared culture helps us bond and helps us create a strong and respectful community of which we are proud. We are becoming more culturally diverse and have significant Aboriginal heritage in our area that we want to celebrate.



STRATEGY 4.1 CREATE AND STRENGTHEN COMMUNITY CONNECTIONS THROUGH SHARED CULTURAL EXPERIENCES

-
- 4.1.1 Identify and appreciate places, spaces and stories that contribute to our Sutherland Shire identity.

 - 4.1.2 Develop and deliver opportunities that support and enhance our culture, identity and belonging.

 - 4.1.3 Actively encourage participation in arts and cultural experience.

 - 4.1.4 Foster artists and the creative industries in Sutherland Shire.



- ★ In 2017, we hosted The European Old Masters Exhibit at Hazelhurst Arts Centre in partnership with Art Gallery of NSW, which attracted over 24,500 visitors.
 - ★ From 2018, Auslan interpreters were introduced at select library and community and cultural events.
 - ★ In 2019, we partnered with The District Singers, Project Youth and Endeavour Sports High School music students to bring young and old together to create an intergenerational Rap. A total of 12 participants created, recorded and filmed a rap song and film clip entitled 'Changez'. The unique project paired people across generations, to share their life experiences and common love of music.
 - ★ To celebrate our senior residents and International Day of Older People in October 2019, we hosted the Seniors in Shorts Short-Film Festival at GU Cinema in Cronulla. The featured short films told inspiring stories of Australian seniors who are ageing boldly and defying stereotypes of 'old age' along the way.
 - ★ We continued to host the Annual Seniors Christmas Concert each year.
 - ★ Our Seniors Festival has been held annually, with over 30 events held including films, arts and craft, birdwatching, taming technology courses, health and well-being seminars and Retirement Expos.
 - ★ In 2021, we unveiled a plaque in honour of the late surfing legend, Bobby Brown, overlooking Wanda Beach, celebrating Bobby's life and strong connection with the popular surf spot.
 - ★ The Chuo City and Sutherland Shire Sister City relationship celebrated its 27th year in 2018 with 11 families hosting Japanese students.
-

STRATEGY 4.2

MAINTAIN AND ENHANCE OUR CULTURAL FACILITIES

4.2.1 Optimise the potential of our cultural facilities to deliver a range of engaging community and cultural experiences which strengthen connections with people from diverse backgrounds.

- ★ We managed the development of the staged Sutherland Library refurbishment.
- ★ We enriched the content of the Local Studies Collection with the addition of more historical information to items in the Discover Local History website.
- ★ In 2018, we worked with the local community and street artists to deliver two key crime prevention street art projects:
 - » Walk the Walls festival saw the Caringbah CBD come to life with colour, with artists painting over 1,500m² of walls; and
 - » Tonkin Underpass in Cronulla was revitalised with help from Years 9 and 10 students from seven Sutherland Shire high schools.
- ★ In 2019, we partnered with the NSW Government to bring the Walk the Walls street art festival to Cronulla, where street artists painted various walls and alleys of our beach-side suburb.
- ★ In 2018, to mark the Centenary of Armistice, we held simultaneous tree-planting ceremonies, planting a single Gallipoli Aleppo Pine in each of the five Sutherland Shire wards. These Aleppo Pines are descendants of 'Lone Pine Ridge' Pine cones, returned by a soldier fighting on the battlefields at Gallipoli.
- ★ In a first for Sutherland Shire, we officially opened the Como Heritage and Environment Trail, a self-guided walking track complete with an online tour and informative signage.
- ★ We commenced the renovation and building upgrade to the Sutherland Memorial School of Arts in 2021, aiming to conserve the heritage significance of this unique performing arts venue.
- ★ In 2021, we held an official sod turn ceremony which marked the start of construction on the long-planned refurbishment of the Sutherland Entertainment Centre. Councillors joined building and project management representatives to break ground on the project, which will deliver significant improvements for both performers and audience members once completed.



STRATEGY 4.3 PROTECT OUR ABORIGINAL HERITAGE

4.3.1 Protect all places with shell middens, grinding grooves, engravings, hand stencils and shelter art.

4.3.2 Ensure development impacts lightly on places in Sutherland Shire that have exceptional importance for our community.

- ★ We developed the Aboriginal Cultural Heritage Management Plan and the Crown Lands plans of management for locations of cultural significance.
 - ★ We continued to commemorate The Meeting of Two Cultures, an annual ceremony at Kamay Botany Bay National Park. The ceremony acknowledges the Gweagal community of the Dharawal Nation and the first encounter with Lieutenant Cook and the crew of the HM Endeavour who landed at Kurnell in 1770.
 - ★ In 2019, we celebrated our Aboriginal culture and the Dreaming, as we brought our local story of the ‘Whales of the Gweagal’ to Oak Park, Cronulla.
 - ★ In 2020, we recognised one of the most significant moments in our nation's shared history through the installation of bold new signage reading The Meeting Place, Dharawal Country on the main thoroughfare into Kurnell.
 - ★ We continue to place a strong emphasis on the protection of Aboriginal sites in the assessment of development proposals.
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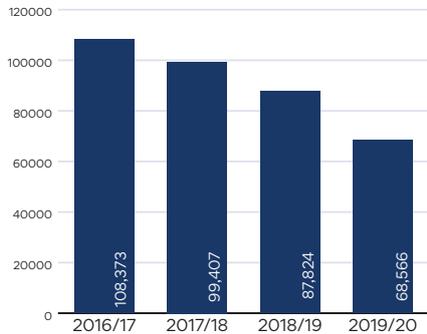




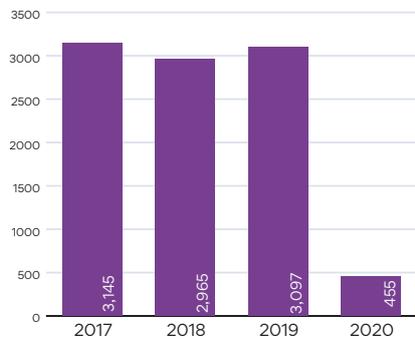
OVERALL COMMUNITY WELLBEING INDICATORS: A CULTURALLY RICH AND VIBRANT COMMUNITY

VISITATIONS TO CULTURAL FACILITIES AND EVENTS

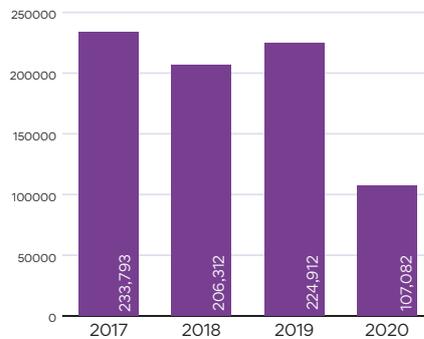
**Sutherland Entertainment Centre:
Number of Attendees**



**Hazelhurst Arts Centre:
Total Activities & Events**



**Hazelhurst Arts Centre:
Overall Attendance**

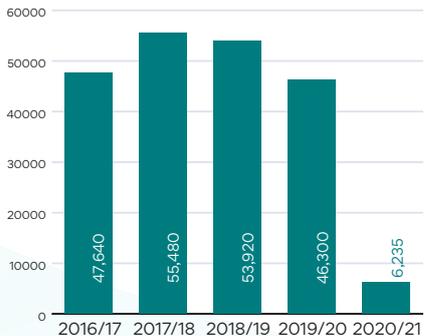


**NOTE: Due to COVID-19 shutdown and subsequent restrictions cancellation of: weekly term art centre classes, exhibitions, openings, free guided tours and booked tours, film club, holiday classes, school group sessions, Friends of Hazelhurst events, Art engage events, early education program, public program major events, Art residencies*

**Community Events:
Number of Events**



**Community Events:
Number of Attendees**



COMMUNITY SATISFACTION

Service/ Facility	Year	Importance Mean	Satisfaction Mean	Performance Gap
Festival and events programs	2018	3.67	3.75	-0.08
	2021	3.63	▼ 3.53	0.10
Sutherland Entertainment Centre	2018	3.62	3.73	-0.11
	2021	3.54	3.65	-0.11
Cultural facilities & services overall	2018	3.38	3.49	-0.11
	2021	3.30	3.40	-0.10
Hazelhurst Regional Gallery	2018	3.50	4.41	-0.91
	2021	3.47	4.34	-0.87

Source: December 2018 Community Satisfaction Survey and October 2021 Community Satisfaction Survey



OUTCOME 5: A PROSPEROUS COMMUNITY FOR ALL

Our vibrant local centres are alive with thriving local businesses. Our schools and colleges ring with the sounds of people engaged in learning. Our local prosperity provides the foundation for how we live and enjoy life in Sutherland Shire.

We want Sutherland Shire to be a community in which each and every one of us can be educated well, where people can work closer to home, and where our local businesses prosper and provide more employment.



STRATEGY 5.1 COLLABORATE WITH OUR BUSINESS COMMUNITY TO SUPPORT THRIVING LOCAL BUSINESS

5.1.1 Develop vibrant, productive local centres.

5.1.2 Support our growing business community by reducing barriers to growth where possible.

5.1.3 Promote our community as a place to visit, live, work and invest.



- ★ An Events Toolkit was developed in 2017 providing assistance to groups holding events in the Sutherland Shire.
 - ★ In 2018, we hosted a special sold out Small Business Breakfast for local businesses, with special guest speaker Network Ten’s Shark Tank star and RedBalloon founder Naomi Simson. The event, in collaboration with The NSW Department of Industry and Small Business Month, celebrated the important role our small businesses provide our local economy.
 - ★ In 2020, we launched the “#ShireGives” initiative which provided tools to connect local business and residents to support those in need in the not-for-profit sector.
 - ★ We have undertaken approximately 200 third party events on a yearly basis on public land.
 - ★ We have provided regular information about events, networking and training opportunities to local business by our fortnightly Business E-Newsletter.
 - ★ We conducted our biennial Business Survey in 2018 and 2020.
 - ★ We created a Tourism Industry e-newsletter to inform and update local industry participants on industry specific information and training opportunities.
 - ★ We undertook an Early Opening Café Trial in Gymea & Cronulla in 2017 to support local cafes opening from 5:30am.
 - ★ We partnered with Service NSW Business Concierge Service in 2018, aiming to build awareness of specialist business advice services available and ensuring Council can direct enquiries to these services and provide applicants with the skills to be better informed.
-

STRATEGY 5.2 INCREASE ACCESS TO LOCAL EMPLOYMENT AND TRAINING OPPORTUNITIES

5.2.1 Enhance and promote opportunities to work locally.

5.2.2 Enhance vocational training opportunities.

- ★ In 2019, we developed a Filming Plan to grow the film industry's interest in the local government area and released a Filming Toolkit to make it easier for filmmakers and photographers to use the local area for their next shoot.
 - ★ We developed a Public Spaces Events & Activations Framework that balances the many competing demands of our public spaces.
 - ★ In 2020, we announced our partnership with the Greater Sydney Commission's Collaboration Area Place Strategy and the vision for the ANSTO Innovation Precinct. A broad range of jobs will be created in and around the Innovation Precinct that will see huge benefits in growing local employment and economic activity.
 - ★ We partnered with Career HQ in 2019 to interview 2,317 Sutherland Shire High School students to map future career interests and skills.
 - ★ We created Investment Prospectus content for our website in 2020 to provide an overview of the business prospects in the Sutherland Shire.
-



STRATEGY 5.3 IMPROVE ACCESS TO QUALITY EDUCATION AT ALL STAGES OF LIFE



5.3.1 Plan and provide early and middle education facilities and services that meet community needs.

5.3.2 Plan, provide and advocate for quality schools to support our growing population of children.

5.3.3 Plan, provide and advocate for tertiary educational facilities and services that meet community needs.

5.3.4 Support the provision of life-long learning that draws on the community's diverse range of people.

★ We launched the Library's Books Before School Program in 2020. The program aims to encourage and support parents to read regularly with their child before they start school.

★ The Sutherland Shire Libraries have delivered over 10,000 events and programs for more than 270,000 people since late 2016 to support lifelong learning in the Sutherland Shire community.

This includes:

- » 303 programs delivered to 6546 older people
- » 633 cross-generational programs delivered to 19,546 people
- » 293 young adult programs to 9587 people
- » 4313 programs for 162,869 preschool children
- » 921 programs for 25,176 school age children
- » 10 Indigenous programs for 369 people
- » programs for 1040 of culturally and linguistically diverse (CALD) community members

★ To support lifelong learning from infancy, Libraries' early childhood programs include parent participation and encourage follow-up at home, so that Rhymetime programs are now for a cross-generational audience.

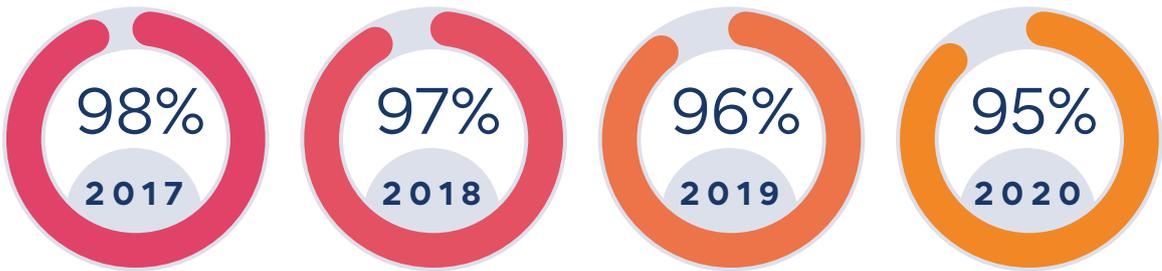


**OVERALL COMMUNITY WELLBEING INDICATORS:
A PROSPEROUS COMMUNITY FOR ALL**

* Council partners with a range of stakeholders and external agencies to deliver services and programs to the community

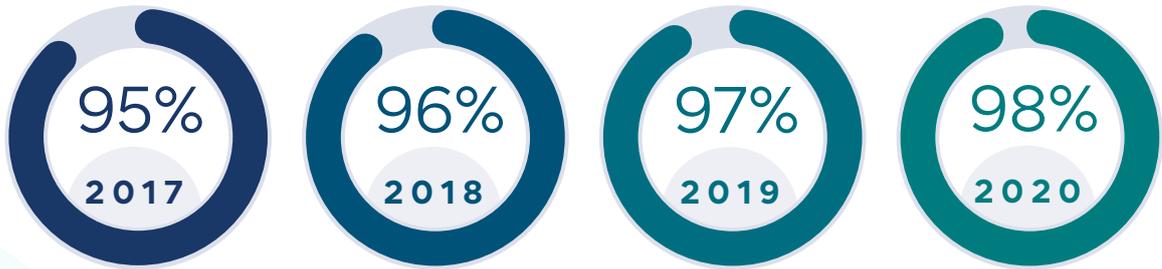
SATISFACTION THAT QUALITY EDUCATION IS AVAILABLE AND ACCESSIBLE

Childcare Occupancy Rates



NB: Childcare occupancy rates were significantly impacted by COVID-19 during 2020.

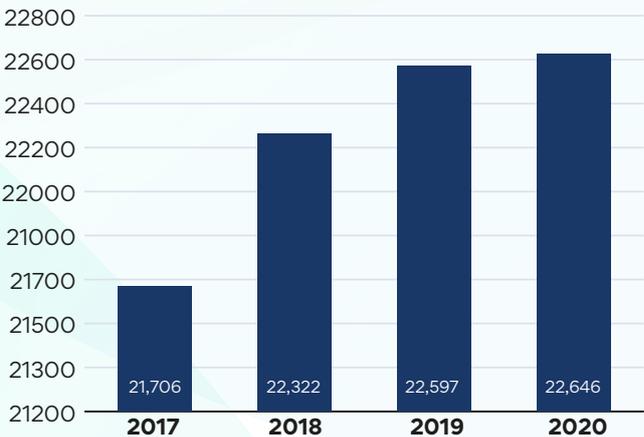
Parent Satisfaction Data



Source: SSC Early Education Centre Parent Satisfaction Surveys

Business Confidence

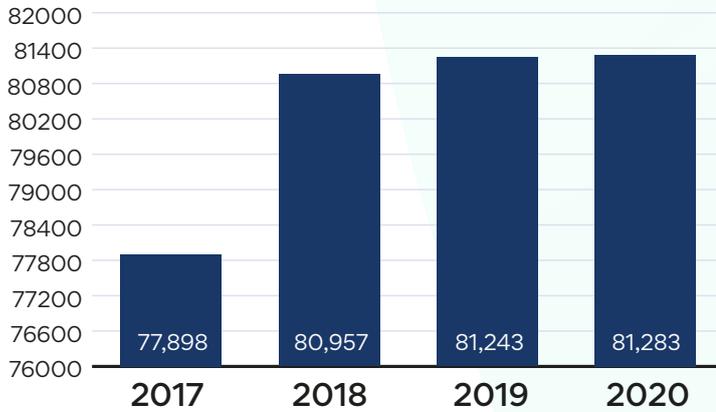
Number of Local Business



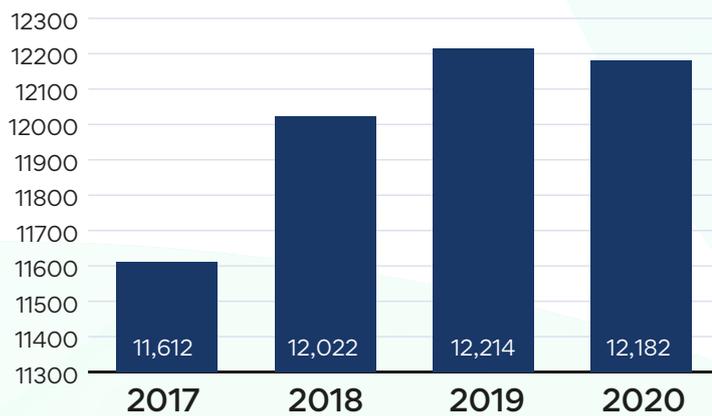
Satisfaction with urban vitality that supports high quality of life



Local Employment



Sutherland Shire’s Gross Regional Product



COMMUNITY SATISFACTION

Service/ Facility	Year	Importance Mean	Satisfaction Mean	Performance Gap
Supporting local jobs and businesses	2018	4.47	3.49	0.98
	2021	4.44	3.52	0.92
Streetscapes around shopping areas	2018	3.92	3.35	0.57
	2021	3.97	3.44	0.53

Source: December 2018 Community Satisfaction Survey and October 2021 Community Satisfaction Survey





OUTCOME 6: A LIVEABLE PLACE WITH A HIGH QUALITY OF LIFE

We are an area with access to places and programs for a good life. A place we can bench press in the parks, where we walk in wild places, where we can ride our bikes. A place where our commute is short, shopping is easy and new development is balanced with community places and spaces.

We want a liveable Sutherland Shire, where growth is balanced with social outcomes, where we can access a range of transport options, where our children and workforce can afford a home, and where we can maintain and improve our quality of life.

Quality of life is important to us. Around 90% of us rate our quality of life as good or excellent. However, we are concerned about traffic, congestion and local development detracting from our quality of life. We are an active community, and with recent and forecast growth, the use of our parks ovals and playing fields is nearing capacity.

How liveable Sutherland Shire is impacts greatly on our quality of life. Roads, parking, access to affordable housing, playing fields, and community facilities, and the design of our public spaces all influence the experience of life in Sutherland Shire. Even though we have been rated as the fourth safest place in Sydney, and we have 70% less major crimes than other local government areas. Community safety has also been identified as a high priority.



STRATEGY 6.1 PLAN AND DEVELOP INTEGRATED TRANSPORT NETWORKS TO PROVIDE TRANSPORT CHOICES THAT ALLOW PEOPLE TO GET AROUND IN A SAFE, ACCESSIBLE AND EFFICIENT MANNER

6.1.1 Plan, advocate and provide effective public transport networks.

6.1.2 Promote active transport through provision of cycle and pedestrian networks and infrastructure.

6.1.3 Explore and implement better integration of transport networks.

6.1.4 Plan, advocate and provide effective road networks.

6.1.5 Plan for and enhance access to equitable car parking.



- ★ We developed and implemented the Condition of Assessment of Roads assets guidelines.
 - ★ In 2018, we completed Stage 6 - Woollooware Bay Shared Pathway, transforming the Botany Bay foreshore. It has now won three industry awards for excellence in Project Management, Landscape Architecture and Civil Construction.
 - ★ We developed a Wayfinding Blueprint for improved accessibility and use around centres as well as a sound policy, design and program for Wayfinding across roads, cycleways and pedestrian pathways.
 - ★ We partnered with Rideability for the annual ‘On our Bike to the Beach’ and ‘Ride to School’ campaigns to encourage kids to get on their bikes and get healthy and learn about riding safely.
 - ★ We reviewed and updated the Public Domain Design Manual (PDDM) to reflect risk management and strategic asset management principles.
 - ★ We oversaw major improvements to local traffic management including upgrades associated with the South Village Kirrawee and Gannons Road widening.
 - ★ We advocated to the NSW government for the duplication of Heathcote Road as a safety priority.
 - ★ We successfully advocated for a change of site for the proposed Jannali Commuter Carpark by Transport for NSW.
 - ★ We improved emergency evacuation for residents by upgrading the existing bus gate at Carter Road Menai to a camera.
 - ★ Major upgrades were completed on Captain Cook Drive and Woollooware Road associated with the Sharks development.
 - ★ We successfully advocated for a new pedestrian overbridge on the Princes Highway Kirrawee.
-

STRATEGY 6.2

FACILITATE A DIVERSE HOUSING MIX THAT PROVIDES CHOICE AND MEETS THE NEEDS OF ALL COMMUNITY MEMBERS

-
- 6.2.1 Through future development, plan for the delivery of a diversity of housing types that meets the needs of residents at different stages of their lives.
-
- 6.2.2 Develop and implement strategies to improve housing affordability.
-
- 6.2.3 Develop and implement strategies to improve the supply of social and affordable housing.
-
- ★ We partnered with the State Government's Greater Sydney Commission in 2018 on the development and implementation of the South District Plan.
 - ★ We completed Strategic Analysis stage 1 for both the Caringbah Centre Precinct Plan, Sutherland-Kirrawee Precinct Plan and the Miranda Precinct Plan.
 - ★ Stage 1 of the Housing Strategy was endorsed in 2021 by the Department of Planning, Industry and the Environment, with Stage 2 progressing and to be completed in 2022.
 - ★ The Local Strategic Planning Statement was endorsed by the Greater Sydney Commission in 2020 identifying priorities to deliver specific land use outcomes for infrastructure, housing, town centres, employment transport, recreation and the environment for the next 20 years.
-



STRATEGY 6.3 PROVIDE WELCOMING, SAFE AND ACCESSIBLE PLACES AND SPACES THAT ENCOURAGE ACTIVE LIFESTYLES

6.3.1	Improve the design, accessibility and safety of our spaces and places.
6.3.2	Improve the design and accessibility of our spaces and places.
6.3.3	Provide streetscapes and public places that are cool, attractive and where people feel safe.

- ★ The Cooper Street Engadine Skatepark was completed in 2017. This upgrade included the trailing the installation of creative artworks on the surfaces of the skate parks to combat unsightly graffiti in community spaces.
- ★ In 2017 and 2018, we opened the following facilities:
 - » Portable observation tower at Greenhills Beach;
 - » The Marang Parklands Hockey Fields at Greenhills;
 - » Scylla Bay Oval Club House and amenities building at Como;
 - » Off-leash Bush Park and playground at Barden Ridge;
 - » The Pump Track at Barden Ridge; and
 - » Amenities building in Bundeena.
- ★ In 2018, we completed the upgrade to Cronulla Mall at Ocean Grove Avenue. The upgrade saw a rejuvenation to the precinct and created a flexible, contemporary space.
- ★ In 2019 and 2020, we opened the following facilities:
 - » Mathers Place Reserve Playground at Menai;
 - » Upgrades to Kiewa Playground in Kirrawee, Narnia Reserve at Alford's Point and Friendship Place at Illawong;
 - » Hybrid turf at Harrie Denning Football Centre at Kareela;
 - » Bidy Giles community park at South Village Kirrawee;
 - » Upgrades to Corea Street Oval in Miranda;
 - » New playground at Fauna Place Early Education Centre in Kirrawee; and
 - » New basketball facility at Parc Menai.
- ★ In 2020, the 'Beaches for Every Body' initiative, led by Council and Vinnies NSW, extended the range of support available to enable individuals living with disability in accessing Cronulla Beach, with the purchase of a new electric wheelchair among the suite of new mobility aids now available.
- ★ In 2020, we adopted the Graffiti Management Policy and Plan, which identifies our management and treatment of graffiti vandalism and our commitment to partnering with key stakeholders to reduce the social, environmental and economic impact of graffiti vandalism.
- ★ In 2020 the Schematic design for Stage 2 of Cronulla Plaza was completed.
- ★ We delivered 25 playground renewals since 2017. Some of our refreshed play spaces include Beauford Park playground in Caringbah South, Ascot Place Reserve playground in Miranda, a pirate themed playground at Salmon Haul Bay Reserve in Cronulla, Berrima Street Reserve playground in Heathcote and Mansion Point Reserve in Grays Point.
- ★ We commenced revitalisation of the Kirrawee Town Centre by installing decorative lighting and a new public street art mural.
- ★ We undertook a number of community care and value of council services surveys in retail centres to establish benchmarking of centres and priorities for maintenance and new works.
- ★ We developed a staged plan for construction of priority projects identified in the Cronulla Public Domain Master Plan.

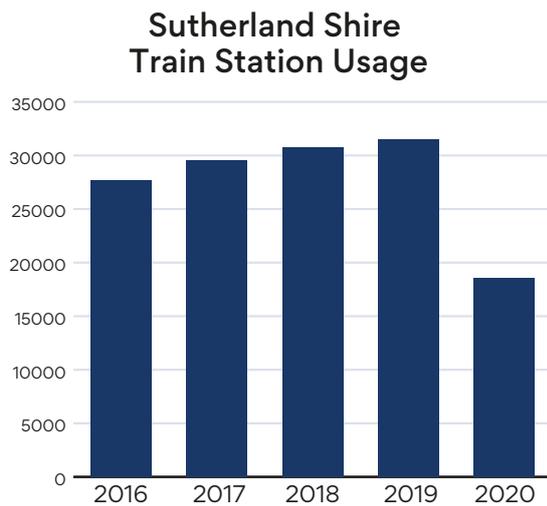




OVERALL COMMUNITY WELLBEING INDICATORS: A LIVEABLE PLACE WITH A HIGH QUALITY OF LIFE

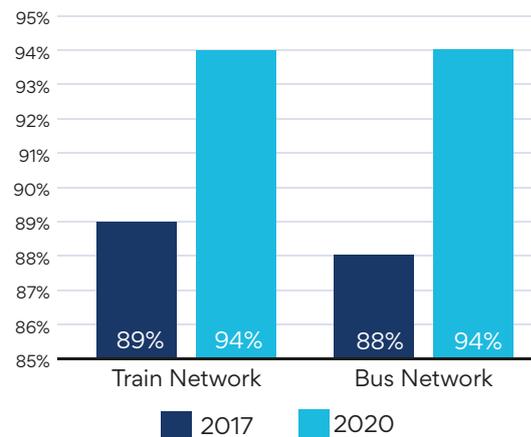
* Council partners with a range of stakeholders and external agencies to deliver services and programs to the community

PUBLIC TRANSPORT



Source: Transport Performance and Analytics

Community Satisfaction with Public Transport



Source: Customer Satisfaction Index – November 2017 and Customer Satisfaction Index – November 2020

HOUSING

The table below shows how housing diversity has changed over the period. Apartments make up an additional 3% of total housing supply and the proportion of medium density has increased by 1%.

	2016*		2020*	
	No of dwellings	%	No of dwellings	%
Single dwelling	49,718	63%	49,913	59%
Medium density	10,843	14%	12,340	15%
Apartments	17,950	23%	21,693	26%
Total	78,511	100%	83,946	100%

*2016 – based on ABS census data

*2020 – extracted from Council's completion data

NSW RECORDED CRIME STATISTICS 2016 - 2021

Incidents of crime recorded by the NSW Police Force by Local Government Area: Sutherland Shire

Offence type	2016/17	2017/18	2018/19	2019/20	2020/21	2 year trend & annual percent change (2019/21)	5 year trend & average annual percent change (2016/21)
Domestic violence related assault	492	474	523	691	647	Stable	▲ 7.1%
Non-domestic violence related assault	587	598	543	615	492	Stable	Stable
Assault Police	46	48	39	70	69	Stable	Stable
Sexual assault	94	91	72	103	107	Stable	Stable
Indecent assault, act of indecency and other sexual offences	157	109	145	158	149	Stable	Stable
Intimidation, stalking and harassment	468	486	583	856	933	Stable	▲ 18.8%
Break and enter dwelling	321	374	293	292	210	Stable	▼ 10.1%
Break and enter non-dwelling	122	116	78	114	69	▼ 39.5%	▼ 13.3%
Receiving or handling stolen goods	161	165	164	213	204	Stable	▲ 6.1%
Motor vehicle theft	191	208	194	190	155	Stable	Stable
Steal from motor vehicle	596	769	551	613	411	▼ 33.0%	▼ 8.9%
Steal from retail store	525	592	501	500	393	▼ 21.4%	▼ 7.0%
Steal from dwelling	299	316	295	267	231	Stable	▼ 6.2%
Steal from person	71	63	49	49	25	▼ 49.0%	▼ 23.0%
Fraud	891	894	855	1,083	833	▼ 23.1%	Stable
Other theft	462	375	406	358	267	Stable	▼ 12.8%
Arson	33	39	30	32	23	Stable	Stable
Malicious damage to property	1,288	1,243	1,162	1,247	992	▼ 20.4%	▼ 6.3%
Possession and/or use of cocaine	51	50	42	119	68	Stable	▲ 7.5%
Possession and/or use of cannabis	369	439	362	399	379	▼ 5.0%	Stable
Possession and/or use of amphetamines	141	156	136	139	130	Stable	Stable
Possession and/or use of ecstasy	41	33	24	21	20	Stable	▼ 16.4%
Possession and/or use of other drugs	108	132	140	278	251	Stable	▲ 23.5%
Other drug offences	151	210	135	187	191	Stable	Stable
Prohibited and regulated weapons offences	180	247	218	286	258	Stable	▲ 9.4%
Trespass	253	242	171	260	200	Stable	Stable
Offensive conduct	178	133	130	157	119	▼ 24.2%	Stable
Offensive language	87	73	52	99	53	▼ 46.5%	Stable
Criminal intent	36	38	52	60	44	Stable	▲ 5.1%
Liquor offences	247	378	740	583	230	▼ 60.5%	Stable
Breach Apprehended Violence Order	239	228	268	371	429	Stable	▲ 15.7%
Breach bail conditions	653	680	792	845	865	Stable	▲ 7.3%
Resist or hinder officer	157	123	106	117	113	Stable	Stable
Transport regulatory offences	5,197	6,150	5,597	5,434	4,400	Stable	Stable
Other offences	323	366	394	415	1,042	▲ 151.1%	▲ 34.0%

Source: NSW Bureau of Crime Statistics and Research

COMMUNITY SATISFACTION

Service/ Facility	Year	Importance Mean	Satisfaction Mean	Performance Gap
Diversity & choice of housing types	2018	4.08	3.06	1.02
	2021	4.03	▲ 3.26	0.77
Neighbourhood traffic conditions/ management	2018	4.61	2.62	1.99
	2021	▼ 4.47	▲ 2.95	1.52
Community buildings and halls	2018	3.31	3.63	-0.32
	2021	3.26	3.52	-0.26
Parks and playgrounds	2018	4.07	3.90	0.17
	2021	4.18	3.85	0.33
Leisure centres (swimming pools)	2018	3.93	3.91	0.02
	2021	3.84	3.90	-0.06
Ovals and sportsgrounds	2018	3.89	3.89	0.00
	2021	3.94	3.86	0.08
Overall condition of the local sealed road network	2018	4.56	2.99	1.57
	2021	4.54	▲ 3.23	1.31
Overall condition of the local footpath network	2018	4.31	3.11	1.20
	2021	▲ 4.43	▲ 3.28	1.15
Condition/cleanliness of public toilets	2018	4.32	2.88	1.44
	2021	4.25	2.97	1.28
Location/availability of public toilets	2018	4.25	2.91	1.34
	2021	4.20	2.94	1.26
Provision of footpaths	2018	4.29	3.14	1.15
	2021	4.38	▲ 3.32	1.06
Provision of bike paths	2018	3.72	2.74	0.98
	2021	3.59	▲ 3.06	0.53
Graffiti removal in public places	2018	3.97	3.46	0.51
	2021	3.90	3.47	0.43
Domestic animal control in public places	2018	3.78	3.62	0.16
	2021	3.89	3.46	0.43

Source: December 2018 Community Satisfaction Survey and October 2021 Community Satisfaction Survey



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