COUNCIL SERVICES

CCTV

The CCTV cameras in Cronulla are the responsibility of Sutherland Shire Council. The council owns the Shiresafe Street Camera Program, the equipment, recorded information and documentation pertaining to it. The NSW Police Service is a partner in the Sutherland Shire Council Shiresafe Street Camera Program.

The objectives of the council's Shiresafe Street Camera Program are:

- To reduce crime levels by deterring potential offenders.
- To reduce the fear of crime.
- To assist police in determining the appropriate allocation of resources in situations where the commission of crime is imminent or is in progress.
- To assist police in the detection and prosecution of offenders.
- To help secure a safer environment for those people who live in, work in and visit the areas that are monitored.
- CCTV cameras are operated with due regard to the privacy and civil liberties of individual members of the public.

Operations

- CCTV operators are council employees based in the control room located in Cronulla Police Station. The control room environment is carefully controlled and access is protected from unauthorised persons.
- There are 11 cameras placed throughout the Plaza.
- The cameras record 24 hours a day, seven days a week. Some cameras are fixed and others rove on a continual basis.
- Recorded material is kept for no longer than 28 days. Access to and use of this material will only take place:
  - in compliance with the needs of police in connection with the investigation of crime
  - if necessary for the purposes of legal proceedings.

Police officers are not permitted to remove any recorded material, operate recording equipment or have contact with any recorded material at any time unless subject to the execution of a search warrant or other relevant legal process.

HOW CCTV CAN ASSIST YOU

If you have had malicious damage to property, theft or another incident that you think may have been covered by CCTV camera. You should:

- Firstly report the incident to the police. You can do this on the Police Assistance Line (PAL) and request CCTV footage to be reviewed.
- Be specific about the time during which the incident occurred as the police can only request CCTV footage to be viewed during a specific period. Ideally this would be within a two-hour time slot.
- Remember that footage will only be available for 28 days.

Once you have reported the incident and advised the police that the incident may be captured on CCTV footage, the police make a request to the Sutherland Shire Council Shiresafe CCTV operators asking to view the footage.

If the CCTV has recorded the incident and the persons are unidentifiable or unknown to the police, a bulletin is sent to all police stations within the area in the hope that another police officer may be able to identify the criminals.

Useful Telephone Numbers

- Cronulla Police Station 9527 8199
- Miranda Local Area Command 9541 3899
- Police Assistance Line (PAL) 131 444

An incident needs to be reported to the police before CCTV footage can be viewed.

GRAFFITI REMOVAL

As part of the NSW Government Graffiti Reduction Program, Sutherland Shire Council was provided with funding to remove graffiti from private property in the Cronulla Beach CBD for a period of 12 months. This grant funding finished in June 2008.

What should you do if property is damaged by graffiti vandalism?

Report to the Police
Contact the Police to report graffiti vandalsim and ask police to complete an incident report. Graffiti vandalsim can be reported to the Police Assistance Line (PAL) on 131 444. If you have information regarding graffiti vandals or people acting suspiciously, you can report it anonymously to Crime Stoppers on 1800 333 000. If graffiti is not reported we cannot identify it as an issue and police cannot resource accordingly.

Remove graffiti quickly
Rapid and continual removal of graffiti vandalism is the best way for property owners to protect their property and preserve the image of their neighbourhood. Removing graffiti vandalism within 24 to 48 hours makes removal easier and more effective and reduces the notoriety for graffiti vandals that results from having the graffiti vandalism on display. If you would like council to remove your graffiti call 9710 0333 to organise and discuss costs.

If your business is affected by graffiti please report it to the Police Assistance Line on 131 444.

BUSINESS WASTE COLLECTION SERVICE

Council has a collection service catering for small to medium sized business looking for effective waste management and recycling services. Whether you want rubbish collected on a regular basis at very affordable rates or you would like to integrate recycling programs into your workplace, Sutherland Shire Council's Business Waste Collections service can assist you.

Available services include:

- 120 and 240 litre garbage service
- 240 litre co-mingled recycling service
- 240 litre greenwaste collection service
- cardboard recycling service.

Variations on the above services are available. Please contact Waste Services on 9710 5750 for more information, or to order a service. Alternatively come up to the management office for an application form and pricing.

NEW DEVELOPMENT IN CRONULLA

A number of developments are currently underway to revitalise Cronulla's CBD.

New Community Facility - Cronulla Central
Council is building a comprehensive facility with a new library, office and retail space, public toilets, parent's room and community halls all accessible from Croydon Street and Cronulla Plaza. This development is one of the largest ever undertaken by Sutherland Shire Council and will include more than 140 new car parking spaces with two new levels of car parking constructed on the new and existing multi-deck car park in Croydon Street. The new Cronulla facility is expected to be completed by early 2009.

Corner Kingsway & Croydon Street
This is a private development. For more information contact Duffy Kennedy Constructions at www.dkc.com.au

Rail Line Duplication
This project, undertaken by NSW State Rail, is due for completion in the later half of 2008. For more information please contact the Project Infoline on 1800 684 490 or email mail@tidc.nsw.gov.au

A-FRAME APPLICATIONS AND SHOPFRONT DISPLAYS

Any business wishing to have a promotional A-frame or an extended shopfront display must apply for a permit/license with Sutherland Shire Council. Please contact council's Property Division on 9710 0573 for futher information and the relevant application forms.

SHADE STRUCTURES, OUTDOOR EATING AREA AND DROP DOWN PANELS

The shade structures and drop down panels in the Cronulla Beach CBD outdoor eating areas are managed by Sutherland Shire Council's Property Officer. Please phone 9710 0151 for further information or assistance.

Operators with shade structures and drop down panels must note the following:

Maintenance
The applicant will be responsible for the day-to-day maintenance of the drop down panels. This includes, but is not limited to, regular cleaning, keeping the panels in good order, rolling the panels up in strong winds, ensuring the panels are properly fastened to the ground when in use, fully rolled up and stored each day at the close of business and adhering to all directions provided by council with regard to panel maintenance. Damage to the drop down panels must be notified to council by the applicant immediately. Any damage to the drop down panels that can be attributed to misuse or failure to maintain by the applicant shall be repaired by the council at the applicant's expense. Any failure to maintain will result in council exercising its rights pursuant to Clause 19 of this Deed in addition to any other rights it may have.

Duty of Care
In the event of equipment failure resulting in the shade structures, drop down panels and/or bollards becoming a risk to personal safety, the applicant shall make the area safe, having regard for its own safety and contact council's property officer immediately.

TOURISM - IT'S EVERYBODY'S BUSINESS IN THE SHIRE....

The Sutherland Shire is the third most visited Sydney local government area with 300,000 leisure visitors coming into the Shire per month. Consisting of a number of key tourism hubs, the Shire offers a plethora of unique experiences, including the Royal National Park, right on Sydney's doorstep. To spread the word about our many tourism experiences council employs a dedicated tourism officer (see council contact list page 50).

Council aims to assist the growth of a proactive, diverse and sustainable tourism industry. Through growing the exposure of the Shire as a tourism destination our aim is to increase visitation and hence stimulate local businesses activities and create local jobs.

The tourism services/roles offered and undertaken by council include:

- infrastructure planning to ensure diversity and range of tourist facilities and services
- tourism business start-up advice and guidance
- business development - workshops and seminars
- brand development and tools for operators
- tourism precinct and market-driven network programs
- marketing of the region and tourism hubs, including Cronulla and Bundeena
- co-operative marketing activities
- visitor information services
- disseminate tourism industry information and provide networking opportunities
- an informative and interactive website with available space for your listing

A Shire tourism subcommittee meets bimonthly. For further information contact Sutherland Shire Council's tourism officer on 9710 0419.

ECONOMIC DEVELOPMENT

Small business: big deal

Sutherland Shire Council's Economic Development Unit (EDU) can help your business grow and develop by:

- Providing information on starting a new business, how to grow your business, government support and entrepreneurship via Sutherland Shire's business website, www.shirebusiness.com.au
- Running networking and informative annual events at Business Development Week in June, and the Annual Business Conference each September. Attendees to these events are given core advice and tips on growing their business, networking, professional development and marketing training.
- Linking you with our partners, including: the Business Enterprise Centre; NSW Department of State and Regional Development, Vocational, Education and Training, Australian Bureau of Statistics; and TAFE. Information on all our partners can be found on www.shirebusiness.com.au
- Providing up-to-date research reports on the Sutherland Shire and its industries. We can help you if you are considering researching your industry, market or customers.

Our next major function is our Annual Business Conference - Small Business: BIG DEAL, to be held 3 September 2008. Spend half a day working on your business, learn business advice, take advantage of networking opportunities and come and hear great motivational speakers, including seven-time women's world marathon swimming champion, Shelley Taylor-Smith, who will speak about the 'champion mindset'.

Go to www.shirebusiness.com.au or call 9710 0607 for more information on the conference and to view useful and detailed information about doing business in the Shire.

SSHED (Sutherland Shire Hub of Economic Development)

Want to grow your business? The SSHED is the Shire's business accelerator and is aimed at helping local businesses succeed and grow. It is like a serviced office but offers so much more, including business planning, training and workshops.

The facilities are first class and include IT, web and email hosting, office equipment and conference rooms. Added to this are many networking opportunities, business support and advice.

Each office is completely set up and ready for business. There are computers, furniture, phone system, internet access, daily computer back-ups and much more.

Tenants also have access to a large meeting room and office equipment, like a digital camera, data projector, laptop, shredder and laminator, to name just a few.

There are no long-term leases to sign and instead it is a simple month-to-month agreement. By moving into the SSHED, businesses can keep set-up costs low.

In an exciting new development, the SSHED now offers SSHEDx - a growth program for all local businesses. Cronulla-based business can enjoy the benefits of the SSHED without taking actual office space.

Like to take a tour of the SSHED or find out more? Call 9545 7777 or visit www.sshed.com.au

SSHEDx offers:

- business planning and advice
- online access to SSHED business information
- business support services
- access to meeting rooms
- hot desk
- office facilities
- IT platform
- web hosting and more.

THE SHIRE SHUTTLE

Sutherland Shire Council operates a free, safe late-night transport service on Friday and Saturday nights. The shuttle is for patrons who have attended licensed venues to safely get home and runs from 11pm to 4am, every weekend.

The service leaves Cronulla from the Kingsway, Cronulla Plaza at 11.45pm, 12.40am, 1.30am, 2.25am and 3.15am.

For more information or a timetable, please contact Sutherland Shire Council on 9710 0333.

WHO TO CONTACT AT SUTHERLAND SHIRE COUNCIL AND IMPORTANT NUMBERS CONTACT LIST

ITEM/SERVICE	CONTACT	PHONE	EMAIL
A-frames	Vicki Hewitt - SSC	9710 0573	vhewitt@ssc.nsw.gov.au
Beach Operations	Brad Whittaker - SSC	9527 9441	bwhittaker@ssc.nsw.gov.au
Business Enterprise Centre	Maria Cook	9545 5900	bec@becsmallbiz.com.au
CBD Management office	Office Staff	9527 2100	cronullabeachcbd@ssc.nsw.gov.au
CBD Manager	Rebecca Wood - SSC	0414 193 850	rjwood@ssc.nsw.gov.au
CCTV	Police Assistance Line Cronulla Police Station	131 444 9527 8199	
Cleaning/maintenance in CBD	CBD Office Outdoor Co-ordinator	9527 2100 0414 193 852	cronullabeachcbd@ssc.nsw.gov.au
Council Customer Service	Sutherland Shire Council	9710 0333	ssc@ssc.nsw.gov.au
Cronulla Chamber of Commerce	Rob Stanley-Jones (President)	9523 6866	manager@northies.com.au
Cronulla Development	Bob Connors	0414 193 854	rconnors@ssc.nsw.gov.au
DMX Music	Via Cronulla Beach CBD	9527 2100	cronullabeachcbd@ssc.nsw.gov.au
Drop Downs/Shade Structures	Joanne Hanley - SSC	9710 0151	jhanley@ssc.nsw.gov.au
Economic Development Officer	Glenn Holdstock - SSC	9710 0607	gholdstock@ssc.nsw.gov.au
Graffiti	Police Assistance Line	131 444	
Lost and Found Property	CBD Office Staff Cronulla Police Station	9527 2100 9527 8199	cronullabeachcbd@ssc.nsw.gov.au
Outdoor Eating Areas	Joanne Hanley - SSC	9710 0151	jhanley@ssc.nsw.gov.au
Tourism Officer	Jenny-Lee Stefas	9710 0419	JLStefas@ssc.nsw.gov.au
Waste Collection (Business)	Jack Hawkins - SSC	9710 5750	jhawkins@ssc.nsw.gov.au

OTHER IMPORTANT NUMBERS

ECS Security	0405 420 201
Cronulla Police Station	9527 8199
Police Assistance Line	131 444
St George Taxis	132 166
NRMA	131 111
Ambulance/Fire Brigade/Police	000