



CUMBERLAND
CITY COUNCIL

Discover Your Council

Information for
Cumberland Residents

2022



Acknowledgement of Country

Cumberland City Council acknowledges the traditional custodians of the land, the Darug People, and pays respect to elders past, present and emerging, for they hold the memories, the traditions, the cultures and hopes of an inclusive Australia.

We acknowledge the Aboriginal and Torres Strait Islander Peoples as the First Peoples of Australia. Cumberland City Council also acknowledges the Aboriginal and Torres Strait Islander Peoples living in the Cumberland Local Government Area and reaffirms the important work with all Aboriginal and Torres Strait Islander communities to advance reconciliation.

What does Council do for me?

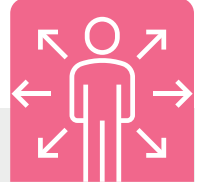
In this booklet you can find out about all the different things Council does and offers people who live in the community.

Live and work



This is a quick guide to all the important things every resident needs to know to keep our community clean and safe.

Connect



Find out how you can connect more with your community, and what different support services Council has to offer you, your friends or your family.

Explore



Discover local and lovely places and spaces. Find facilities to run community groups and activities. Take part in arts and cultural programs. Celebrate your community by taking part in one of 50 annual public events.

Have your say



Do you want to shape your local community? From property development through to planning for the future of your area, find out how you can have your say on things that matter to you.





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LIVE AND WORK:

Important information for residents and businesses



Rates

The rates you pay allows Council to fund essential infrastructure and services. They are also used to keep our community clean, safe, assessable, connected and growing.

There are various methods available to pay your rates, ranging from coming into one of Council Contact Centres or making an on-line payment. The back of the Rates Notice shows the payment options available.

If you are having difficulty paying your rates, please contact Council to discuss a payment arrangement.

Find out more about Council and its services

You can take part in a free interactive workshop or bus tour. These are offered to local residents in English and selected community languages. You can book yourself or your community group here: www.cumberland.nsw.gov.au/discover-cumberland.



Bin collection

The collection days depend on where you live and you can find this out by calling Council or you can find the information on our website. Each residential property in Cumberland is provided a general waste bin (red lid) and a recycling bin (yellow lid).

It is important that you always put waste in the right place. Your general waste bin is to be used to place food waste, bags of household waste, foam and nappies. Your recycle bin is to be used to place empty plastic bottles and containers, cardboard and paper, steel and aluminium cans, aerosols and glass bottles and jars. Your garden waste bin is to be used to place small twigs, flower pruning and cuttings, grass clippings and leaves. To know more about Council's waste services and how to use your bins and recycle correctly, watch our videos on our website.



If your bin goes missing or is damaged you can have it repaired or replaced by contacting Council on **8757 9000**.



Recycling

It is important that you always put waste in the right place. Here is a list of the only things that should go in your yellow lidded recycling bin:

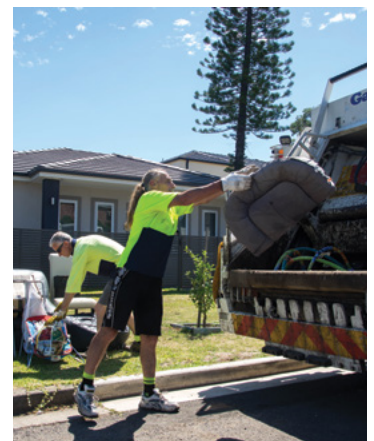
- Empty plastic bottles and containers
- Cardboard, cartons and clean pizza boxes (please flatten before adding to your bin)
- Paper – all types
- Empty aluminium, steel and aerosol cans
- Glass bottles and jars

Braille Bin Lid Stickers: Council has braille bin lid stickers to help people who are blind or have low vision to recycle. Contact Council to get free braille bin lid stickers.

Book a household clean up service

If you have bulky household waste like whitegoods or furniture that cannot be reused or recycled you can book a Council clean up. Council provides four free clean-up services to each household per year. A limit of 2 cubic metres (about a small trailer size) per collection. Acceptable items include: furniture, white goods, tied and bundled branches and floor coverings and mattresses.

You need to call Council or go online to make a booking for this service. You will be given a date for your collection and need to place the items out the night before for collection. Booking is essential and terms and conditions apply. Check Council's website for further details.



Community recycling service for problem waste

If you have any of the following items to dispose of you can book a problem waste collection where Council recycles and/or safely disposes of these items:

- Paint tins
- BBQ gas bottles or fire extinguishers
- Car or household batteries.
- Motor or cooking oil
- Electronic waste- small appliances, tvs or computers
- Smoke detectors
- Fluoro globes and tubes



You must book your collection by going to problemwaste.com.au or call Council. Terms and conditions apply, check Council's website for further details.

Commercial waste service

Council provides waste and recycling services to commercial premises. Further details on bin sizes, service frequency and cost can be found on Council's website.



Asbestos

Council offers a range of asbestos awareness initiatives for you to better understand asbestos and safe disposal methods. We provide several free services to increase local recognition and understanding of asbestos.

These services include:

- Free Asbestos Removal Service
- Asbestos Information Session
- Household Asbestos Inspection

Terms and conditions apply. To find out more, or to book in please call Council on **8757 9000**.

Community sharps

Council has partnered with local pharmacies to provide a safe needle/syringe disposal service for diabetic and other sharps users in the community. Participating pharmacies and other locations are available on Council's website.





Organic and food waste reduction

Composting and worm farming are natural ways to recycle your organic garden and food waste. To help you start a compost or worm farm at home Council can offer you a rebate of up to \$50 for any compost bin or worm farm you buy, workshops on how to get started and general information and troubleshooting tips.



Household Chemical Clean Out

Council works with the NSW Environmental Protection Authority (NSW EPA) to provide you with a free and environmentally-safe opportunity to dispose of your unwanted household chemicals.

It's a great opportunity for you to clean out your cupboards, garages, sheds and laundries of unwanted chemicals and drop them at Council to be recycled or disposed of correctly.

Check Council's website for the next collection date and location and acceptable items.

Community Recycling Station

Cumberland City Council has installed new Problem Waste Drop-Off Stations at eight different locations across Cumberland City and replaced the existing small collection units for household batteries and mobile phones at these locations.

These small Problem Waste Drop-off Stations aim to provide an easy and convenient way for residents to recycle or safely dispose of household problem wastes items such as batteries, mobile phones and x-rays that are not allowed in the household kerbside bins.

You can drop-off your problem waste items at any of the following sites:

- Cumberland City Council, Merrylands Service Centre, 16 Memorial Avenue, Merrylands
- Merrylands Library, Corner Newman Street and Miller Street, Merrylands
- Granville Community Centre, 1 Memorial Avenue, Granville
- Auburn Community Centre, 44A Macquarie Road, Auburn
- Auburn Library, 1 Susan Street, Auburn
- Guildford Community Centre, 90 O'Neil Street, Guildford
- Berala Community Centre, 98-104 Woodburn Road, Berala
- Wentworthville Library, 2 Lane Street, Wentworthville



Illegal dumping

If someone places waste on a Council nature strip, outside their home or any other public land without making a clean-up booking, this is considered illegal.

Dumping of waste pollutes the environment, is a safety risk to the community and makes our area look unclean. People who dump waste in this way are guilty of an offence and could be fined up to \$8,000.

Please report illegal dumpers by recording number plates, if safe to do so, and taking photos if possible. This will help with investigations.

You can report illegal dumping by calling Council on 02 8757 9000 or scanning the QR Code or visiting www.cumberland.nsw.gov.au/report-illegally-dumped-rubbish



Council Staff investigating illegal dumping



Clean Up Australia Day

Council hosts an annual Clean Up Australia Day event every year. It is Australia's largest community environmental event and we encourage volunteers to participate. Visit Council's website for more information.



Environmental services

Council champions a variety of community environmental programs for you to learn about the effects of your actions on the environment and to help you enjoy the benefits of living more sustainably. To get involved go to our website or call **8757 9000**.

Animals

Did you know that you are legally required to have your dogs and cats microchipped and pay a lifetime registration fee? This is to help protect your pet if it's hurt, lost or stolen.

Council also responds if stray or lost animals are reported.

To find out more or register your pet, visit Council's website or call **8757 9000**.





Backyard pools

Drowning is a leading cause of accidental death in young children. With over 300,000 backyard swimming pools in NSW, swimming pool safety is a vital issue that affects the whole community. Swimming pools must be compliant with Australian laws.

Register your pool: You must register your pool, and Council will inspect the pool in due course to ensure fencing and barriers are safe for children. Laws are in place when it comes to children around swimming pools.

Trees

You need to get Council's permission before you can cut back or remove a tree. To find out what steps you need to take, please visit Council's website or call Council on **8757 9000**.



Developing your land

You need to get Council's permission if you are planning on:

- Using land
- Subdividing land
- Erecting a building
- Carrying out development work
- Demolishing a structure
- Any other development that requires development consent

To get development consent, you need to lodge a Development Application (DA) with Cumberland City Council. To find out what steps you need to take, please visit Council's website or call Council on **8757 9000** and speak to a Development Enquiry Officer. It is also a good idea to talk to your neighbours as early as possible about your intention on developing your land.

A Duty Planner is also on site at:

- Berala Community Centre, 9am to 4pm, Tuesdays
- Wentworthville Community Centre, 9am to 4pm, Thursdays

Outdoor dining

If you operate a hospitality business and would like to utilise footpath space for outdoor dining, Council can assist in providing advice and a streamlined application process.



Food Business and Public Health

Council together with the NSW Food Authority runs programs for businesses to improve hygiene standards for food management. This includes online training and food safety excellence recognition programs.

Council's Environmental Health Service team also interacts with food businesses including mobile, temporary and home-based businesses, skin penetration businesses and industrial businesses around environmental controls.

The Cumberland City Council Food Matters Information Guide provides food retailers with current information on food safety matters and promoting good food safety practices.

Safety

Discover a wide range of health and safety guidelines including reporting safety concerns, alcohol-free zones, road safety and staying safe online.

"Living safely" is a community education podcast available in English, Farsi, Arabic, Tamil, Cantonese and Simplified Chinese. Download the podcast from Google, Apple, Spotify or wherever you get your podcasts.

Domestic and family violence is a crime and council takes a stand against it. Visit our website for more information on what Council is doing to address and prevent domestic and family violence.

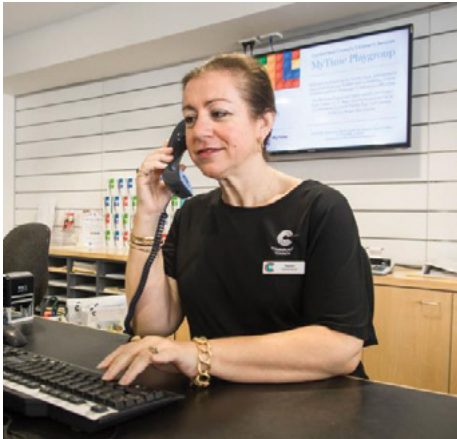
You can also access the following by scanning the QR code:

- Educational videos
- Use our resource directory to find a range of supports, counselling, legal and educational services to assist
- Book a safe relationships info session
- Book a DFV Legal Information session

All non-emergency police-related matters can be reported to the Police Assistance Line on **131 444**.

All emergency matters should be reported directly to the Police by phoning **000**.





Do you see something that needs fixing?

We understand that residents and businesses take pride in the appearance of their local area.

To report damage to footpaths, roads, blocked drains, abandoned trolleys, or anything that requires attention, contact Council on **8757 9000** or email **council@cumberland.nsw.gov.au**

How to contact Council

Our friendly Customer Contact team are available to assist with your enquires:

Phone: **8757 9000**

Email: **council@cumberland.nsw.gov.au**

Fax: **9840 9734**

Postal Address: **PO Box 42,
Merrylands NSW 2160**

In person:

- **16 Memorial Avenue, Merrylands**
- **1 Susan Street, Auburn**
- **98-104 Woodburn Road, Berala**
- **2 Lane Street, Wentworthville**
- **732 Merrylands Road, Greystanes**

For multi-lingual support, please contact the **Translating and Interpreting Service** (TIS) on 131 450 and ask to be connected to Cumberland City Council on 8757 9000.

If you are deaf or have a hearing or speech impairment you can contact us directly via the **131 450**. Please provide Council's contact number 8757 9000 on your call and you will be connected with us.



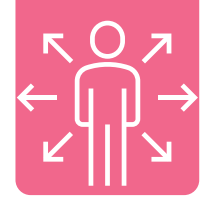
CONNECT: Community services

Nutrition services (meals)

Council provides freshly cooked, home-delivered meals for people aged 65+ and people with disability in the Cumberland area. This service is flexible to your dietary needs.

Contact: 8757 9041





Wellness and over 55s programs

Council's Social Inclusion team provides a number of programs for over 55s across the Cumberland area.

These programs include:

- Yarn-Up group for Aboriginal and Torres Strait Islander people who are 50+
- Gentle exercise groups
- Social outings/bus trips
- Shopping assistance, home visits and support to attend appointments
- Transport assistance for all Council-run programs

Contact: 8757 9000

Social support for people with disability

Council's Seniors and Disability Team run a number of outings and activities for people with disability and respite opportunities for carers.

This program includes:

- Group activities
- Weekend and weeknight outings
- Respite for carers
- Transport for all Council-run programs

Contact: 8757 9041



Affordable housing for seniors

Cumberland City Council has 76 self-care units for seniors to provide affordable and accessible accommodation for those who need it.

The units offered are studio (only suitable for a sole occupant) and one bedroom units (suitable for a maximum of two residents).

Contact: 8757 9000





Volunteering

Cumberland City Council's Volunteers Program offers local residents the chance to be involved in a range of Council activities and programs.

Volunteer opportunities are available in a wide range of areas including senior and disability services, libraries, community centres, parks and gardens, administration and community events.

To find out more about the different kinds of volunteering positions and how to apply visit Council's website or scan the QR code.

Contact: 8757 9000



Grants

We provide support for local organisations and community groups through a range of grants and funding opportunities. You can sign up via our website for our monthly grants newsletter to get the latest information about available opportunities.

www.cumberland.nsw.gov.au/grants



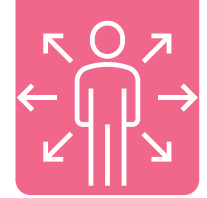
Community gardens

There are three beautiful community gardens in Cumberland (located in Auburn, Merrylands and Wentworthville).

Groups of residents meet weekly to tend to the gardens and grow crops of fruit, vegetables and herbs. There are also different gardening workshops you can take part in to build your gardening skills.

Wentworthville Community Garden:
wentworthvillecommunitygarden.com.au

Auburn Friendship Garden: 8757 9028
Merrylands Garden: 8757 9000



Youth programs

Cumberland City Council has a range of services for young people aged 12 – 25 years old. Youth Activities, events, programs and projects are planned in consultation with young people and their support networks.

Throughout the year there are activities available for young people where they can learn and connect with their peers and broader community.



- Facilitated drop in programs
- Homework help
- Pathway's support
- Events
- Structured programs that are based on needs / interest such as health and wellbeing, arts, music programs
- Youth 4 Youth group

Child Protection

Cumberland City Council acknowledges the significant and lasting impact that abuse can have on children and young people. Council plays a role in the prevention of abuse and contributes to the safety and wellbeing of Cumberland's children and young people that utilise Council's various services and facilities.

Council is committed to embedding child-safe practices on the journey to becoming a child safe organisation and doing our part to mitigate risk to Cumberland's youngest citizens.

For more information on Council's Child Protection Framework, the Child Safe Standards and what you can do if you suspect a child or young person is at risk of harm please follow the link to Council's website <https://www.cumberland.nsw.gov.au/child-protection> or email childrensdevelopment.team@cumberland.nsw.gov.au



Children's Programs

Cumberland City Council promotes and facilitates a range of activities for children aged 0-12 years and their families. The Children's Development Team run and promote the following:

- Paint Cumberland REaD – literacy activities and events for children 0-5, with special guest Poppy the Possum
- Bush School and Sustainability – held on the first Monday of the month at Central Gardens, including a nature play based activities
- Recreation activities – multi-sport community programs for ages 3-12
- School Holiday programs – wellbeing and recreation activities for children aged 5-12
- Child Safe initiatives – Protective behaviours programs and community child protection information

For more information follow the link to the Council website www.cumberland.nsw.gov.au/children-and-families or email childrensdevelopment.team@cumberland.nsw.gov.au



Long day care

Cumberland City Council operates eight Long Day Care Centres for children birth to school age. The centres provide a safe and stimulating environment for children, which helps transition them towards school.

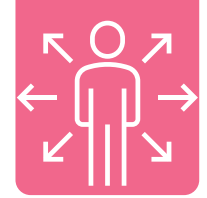
Council's centres comply with National Quality Standards and provide quality services to cater to the needs of individual children. Long Day Care offers an education-based preschool program which aims to meet the needs of children, stimulate further learning and prepare children for school.



Family day care

Cumberland City Council's Family Day Care is a quality education and child care service that offers professional and supervised care for children up to 13 years in the private homes of approved, registered Family Day Care educators. Family Day Care is managed by Council to provide the highest standards of quality care for children in a secure and stimulating home environment.

Family Day Care offers flexible care hours and multicultural educators which are ideal for all families, including shift workers, on-call employees, single parents and parents from culturally and linguistically diverse backgrounds.



Out of school hours care (OOSH)

Council operates before and after school care centres catering for children starting from kindergarten to the age of 13 years who attend primary school in the Cumberland Local Government area and surrounding areas. The centres provide a range of recreational activities in a safe enjoyable atmosphere. Children can choose what they would like to do, from sport, art and craft, group games or quiet play.

Council also offers School Holiday Care filled with exciting activities, theme days, excursions and workshops focusing on recreational and educational programs.

To find out more, please visit Council's website or call **8757 9000**.



Community venues

Council has 23 different community venues in various locations across Cumberland. Four of these are multipurpose Community Centres staffed by Council:

- Auburn Centre for Community
- Berala Community Centre
- The Granville Centre
- Guildford Community Centre

Council and other organisations run many different programs and services from these staffed multipurpose Community Centres:

- Community Information Service (form filling assistance, community information and referrals)
- Volunteer run programs (Friendship Garden at Auburn Centre for Community)
- English conversation classes, Health and Fitness classes, Australian Citizenship classes, JP services, Knitting program, Computer classes, Food relief, social activities)
- Run by Organisations (Playgroups, Youth Drop ins, School holiday programs, Free Legal Services, Health & Fitness classes, support services, cultural activities)
- Centre Partnerships (Educational, Employment Pathways and Employability)

Individual residents can also hire these venues for small groups, meetings, parties, community celebrations and more.

MAKE A BOOKING:

"Bookable" is an online system that allows members of the public to hire out venues and available spaces. Scan the QR Code or visit Bookable <https://cumberland.bookable.net.au/>





Regional parks

There are three big regional parks you can visit.

- Auburn Botanic Gardens
- Central Gardens, Merrylands West
- Holroyd Gardens, Merrylands

Each park is different, but may feature special things like native animal enclosures, native gardens, an amphitheatre, ponds and water features, adventure playgrounds, BBQ and picnic areas, walking trails, a bicycle track and more!

Sportsgrounds and tennis courts

There are 46 sportsgrounds and 10 Tennis Courts locations across Cumberland City which can be hired. These include facilities for: cricket, soccer, netball, softball, flyball, baseball, AFL, Rugby Union, rugby league and cycling.



Swimming centres and learn to swim

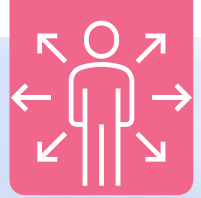
There are five swimming pools in Cumberland City. If you want to learn how to swim, there are classes you can join. These are located in Lidcombe, Merrylands, Granville, Guildford and Wentworthville.

- Guildford and Lidcombe Centres are indoor and outdoor Centres.
- Guildford, Lidcombe and Granville Swim centres are operational all year round.
- Merrylands and Wentworthville Swim Centres are seasonal Centres.



Parks and playgrounds

There are many parks and playgrounds for you to explore and enjoy in Cumberland. **See map page 18.**



Find out more and book

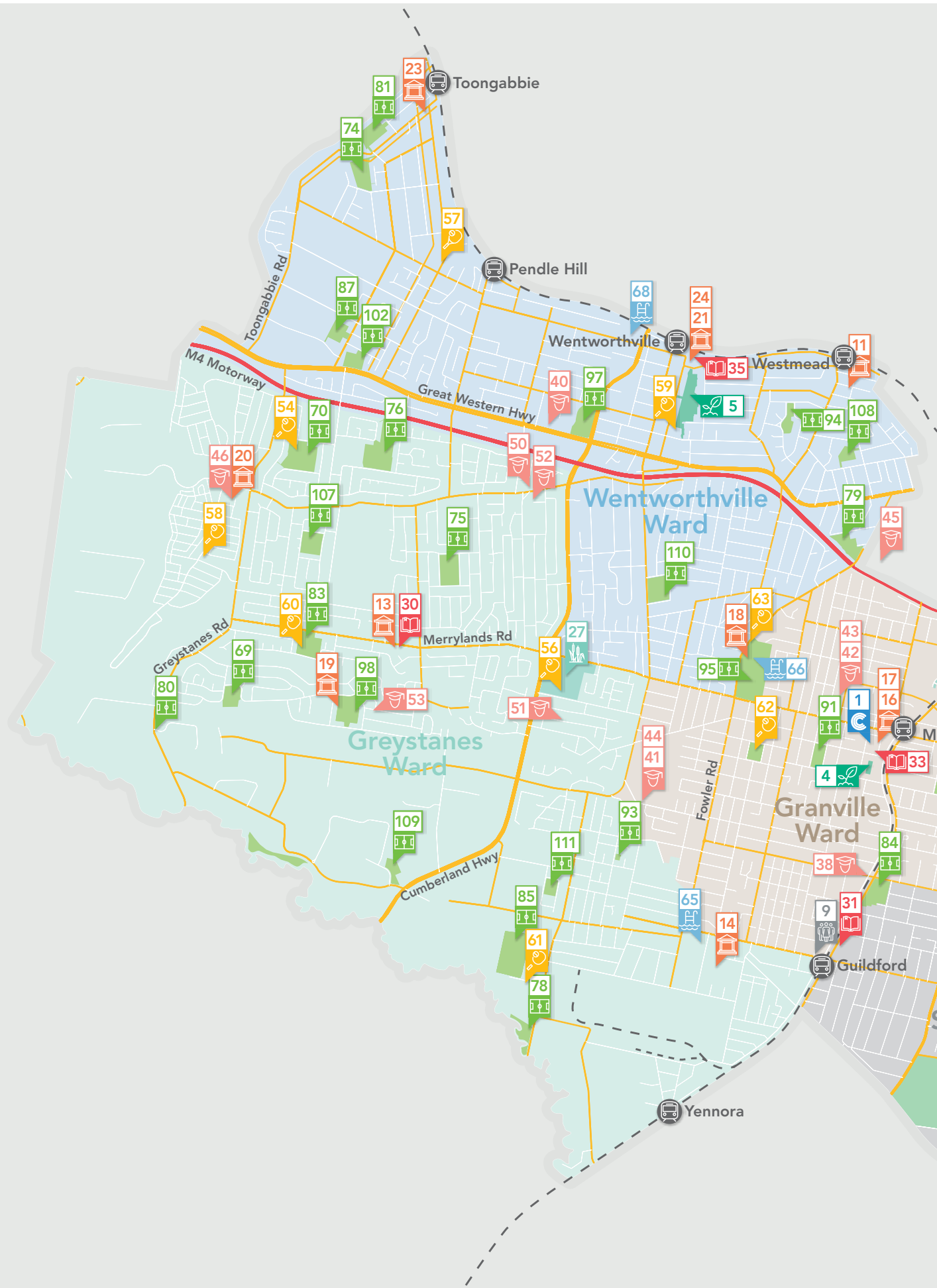
If you want to find out more about a community venue or sport facility, go to Council's website.

cumberland.nsw.gov.au/venues-hire
























If you want to book a venue, please contact Council's bookings team: **8757 9000**

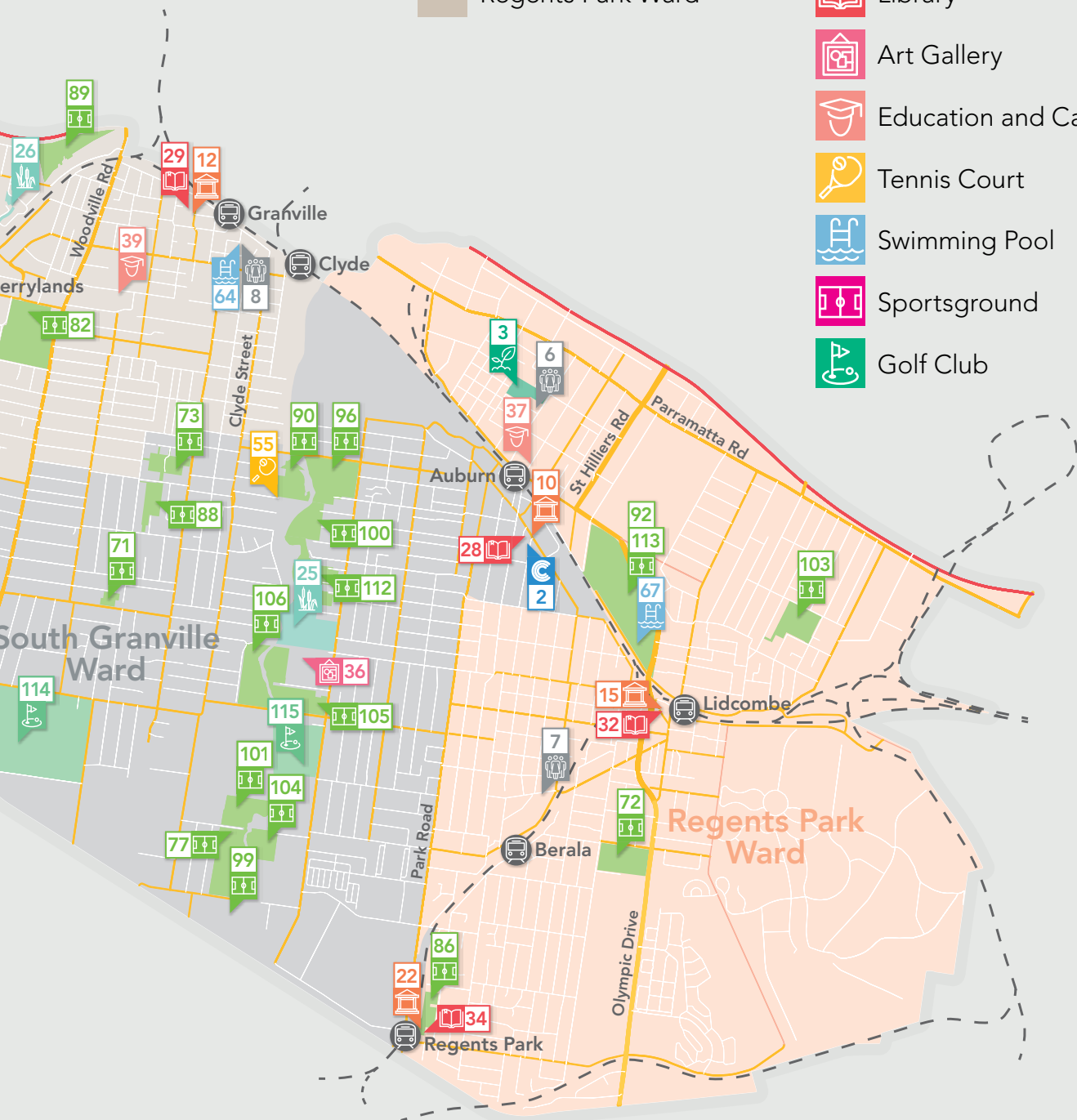
Facility, Parks and Sportsgrounds Hire:
bookings@cumberland.nsw.gov.au





COUNCIL SERVICES for local residents

-  Railway Station
-  Railway Line
-  M4 Motorway
-  Local Road
-  Regional Road
-  Council Boundary
-  Wentworthville Ward
-  Greystanes Ward
-  Granville Ward
-  South Granville Ward
-  Regents Park Ward
-  Council Office
-  Community Garden
-  Community Centre
-  Community/Function Venue
-  Regional Garden
-  Library
-  Art Gallery
-  Education and Care Services
-  Tennis Court
-  Swimming Pool
-  Sportsground
-  Golf Club





Council Offices

1. Council office in Merrylands (16 Memorial Avenue, Merrylands)
2. Council office in Auburn (Civic Place, 1 Susan Street, Auburn)



Community Gardens

3. Auburn Centre for Community
4. Merrylands Community Garden
5. Wentworthville Community Garden



Staffed Community Centres

6. Auburn Centre for Community
7. Berala Community Centre
8. Granville Community Centre
9. Guildford Community Centre



Community/Function Venues

10. Auburn Town Hall
11. Domain Community Rooms
12. Granville Town Hall
13. Greystanes Community Centre
14. Linnwood House
15. Lidcombe Community Centre
16. Holroyd Centre
17. Merrylands Community Centre
18. Merrylands Park Function Hall
19. Nemesia Street Hall
20. Pemulwuy Community Centre (Alan G Izzy Community Centre)
21. Redgum Centre at Wentworthville
22. Regents Park Community Centre and Community Hub
23. Toongabbie Community Centre
24. Wentworthville Community Centre



Regional Gardens

25. Auburn Botanic Gardens (Fauna Park)
26. Holroyd Gardens
27. Central Gardens Merrylands (Fauna Park)



Libraries

28. Auburn Library
29. Granville Library
30. Greystanes Library
31. Guildford Library
32. Lidcombe Library
33. Merrylands Library
34. Regents Park Library
35. Wentworthville Library and Toy Library



Art Gallery

36. Peacock Gallery and Auburn Arts Studio



Education and Care Services

37. Auburn Long Day Child Care Centre
38. Cumberland City Council Family Day Care
39. Frances Fisk Child Care Centre
40. Friend Park Children's Centre
41. Guildford West Children's Centre
42. Holroyd Children's Centre Banksia Babes
43. Holroyd Children's Centre Gumnut Grove
44. Guildford West OOSH
45. Parramatta West OOSH
46. Pemulwuy Children's Centre
50. Ringrose OOSH
51. Sherwood Grange OOSH
52. Wenty Children's Centre
53. Widemere OOSH



Tennis Courts

54. Bathurst Street Park, Greystanes
55. Byrnes Street, South Granville
56. Central Gardens, Merrylands
57. Civic Park, Pendle Hill
58. Dirrabarri, Pemulwuy
59. Fullagar Road, Wentworthville
60. Greystanes Sports Ground, Greystanes
61. Guildford West, Foray Street, Guildford West
62. Lawson Square, Merrylands
63. Merrylands Park, Merrylands



Swimming Pools

64. Granville Pool
65. Guildford Pool
66. Merrylands Pool
67. Ruth Everuss Pool
68. Wentworthville Pool



Sportsgrounds

69. Alpha Road Park
70. Bathurst Street Park
71. Bright Park
72. Coleman Park
73. Colquhoun Park
74. CV Kelly Park
75. Daniel Street Park
76. Darling Street Park
77. Everley Park
78. Fairfield Road Park
79. Freame Park
80. Gipps Road Park
81. Girraween Park
82. Granville Park
83. Greystanes Sportsground
84. Guildford Park
85. Guildford West Sportsground
86. Guilfoyle Park
87. Harold Read Park
88. Harry Gapes Reserve
89. Holroyd Sportsground
90. Horlyck Reserve
91. King Park
92. Lidcombe Oval
93. Long Street Park
94. MJ Bennet Reserve
95. Merrylands Park
96. Mona Park
97. Monty Bennett Oval
98. Nemesia Street Park
99. Norford Park
100. Oriole Park
101. Peter Hislop Park
102. Pendle Hill Park
103. Phillips Park
104. Princes Park
105. Progress Park
106. Ray Marshall Reserve
107. Roberta Street Park
108. Sydney Smith Park
109. Tait Street Park
110. Ted Burge Sportsground
111. Tom Uren Park
112. Webbs Avenue Playing Fields
113. Wyatt Park



Golf Clubs

114. Woodville Golf Course
115. Rosnay Golf Club



EXPLORE: Arts, culture and events

Peacock Gallery and Auburn Arts Studio

You can visit the Peacock Gallery to see exhibitions, take part in family friendly art workshops or join a group of other artists who are living in the Cumberland area.

To find out more, visit Council's website.

Contact: 8757 9029



Community events

Every year, Council offers over 50 major and local events for local residents. These include:

- Australia Day
- Lunar New Year
- Cherry Blossom Festival
- Diwali Festival
- Locale Festival
- Ramadan Street Food Festival
- ...and more

To find out what events are coming up close to you, visit Council's website.

EXPLORE: Libraries

Join for free and get a library card

It is free to join Cumberland City Council's library service. You can join by visiting your local library branch and providing one piece of original identification that shows your residential address. You will then receive your library card on the spot. This will mean that you can borrow from any of the Cumberland City Council libraries.

Suitable identification includes:

- Driver licence
- Photo ID card
- Healthcare card
- Bill or bank statement (less than 3 months old)
- Rental agreement



What you can do at every library

At the library, you can:

- Borrow books, DVDs, music and more for free
- Borrow books in different community languages
- Use computers for free
- Use WiFi
- Find a quiet space to read or study
- Print (for a small fee)
- Get help with research

Programs for children and families

Council's libraries have many regular free programs for children and families. These include:

- Homework help for primary and high school students
- Coding Club
- Reading buddies
- Baby and toddler rhyme time groups
- School holiday programs





Programs for adults

Council's libraries have many free programs for adults which happen during the week. These include:

- English conversation classes
- Book clubs in Arabic, English and Turkish
- Justice of the Peace services
- Tech Savvy Seniors computer classes



Toy library

Cumberland City Council provides a toy library service at the Wentworthville Library. Here you can borrow toys for your child to play with. Toys can be borrowed for any child or groups of children.

Where is a library close to you?

To find out more about what programs or services your local library offers, call one of the library branches below and on the following page.

Auburn Library

Open hours:

9:30am – 8pm | Monday to Thursday
9:30am – 6pm | Friday
9:30am – 4pm | Saturday
1pm – 4pm | Sunday

Location:

Civic Place, 1 Susan Street, Auburn NSW 2144
Parking: 2 hours free – Susan Street Car Park

Phone: 8757 9060

Granville Library

Open hours:

10.00am – 8.00pm | Monday, Thursday
10.00am – 5.30pm | Tuesday, Wednesday,
Friday
9.30am – 12.00pm | Saturday

Location:

1 Memorial Dr, Granville NSW 2142
(located in The Granville Centre)

Phone: 8757 9061

Greystanes Library

Open hours:

9:30am – 5:30pm | Monday to Friday
9am – 12pm | Saturday

Location:

732 Merrylands Road,
Greystanes NSW 2145

Phone: 8757 9062

Guildford Library

Open hours:

9:30am – 5:30pm | Monday, Tuesday,
Wednesday, Friday
9:30am – 8pm | Thursday
9:30am – 12pm | Saturday

Location:

Railway Terrace, Guildford NSW 2161

Phone: 8757 9063

Lidcombe Library

Open hours:

9:30am – 5pm | Monday to Friday
9:30am – 12pm | Saturday

Location:

Bridge Street, Lidcombe NSW 2141

Phone: 8757 9064

Merrylands Library

Open hours:

9:30am – 8pm | Monday to Thursday
9:30am – 6pm | Friday
9:30am – 4pm | Saturday
2pm – 5pm | Sunday

Location:

Corner of Miller and Newman Streets,
Merrylands NSW 2160

Phone: 8757 9065

Regents Park Library

Open hours:

9:30am – 5:30pm | Monday to Friday
9:30am – 12pm | Saturday

Location:

1 Amy Street, Regents Park NSW 2143
Parking: 4 hours free, behind Library,
access via Regents Street

Phone: 8757 9066

Wentworthville Library and Toy Library

Open hours:

9.30am – 5.30pm | Monday, Tuesday,
Wednesday, Friday
9.30am – 8.00pm | Thursday
9.00am – 4.00pm | Saturday

Location:

2 Lane Street, Wentworthville NSW 2145

Phone: 8757 9067

Toy Library: 8757 9068



HAVE YOUR SAY

Council meetings

Ordinary Council Meetings are held at 6.30pm on the first and third Wednesday of each month (except in January) at the Merrylands Administration Building, 16 Memorial Avenue, Merrylands. All the dates and business papers for the meetings can be found on Council's website.

Any members of the public are allowed to attend a Council meeting. You can also watch the meeting via live streaming on Council's website.

If you want to address Council in relation to a report before Council for discussion, you

are required to complete the Request to Address Council form (which can be found on Council's website).

This form must be received by Council by 2pm on the day of the Council meeting. You will be allocated 3 minutes to speak on the item.

Any member of the community can put questions on any Council related topic to Council during the public forum section of the meeting.





Committees

There are 13 Advisory Committees who provide Council with advice and recommendations from local residents, service providers and other key stakeholders on matters which affect them. This includes: Aboriginal and Torres Strait Islander affairs, cultural events, community safety, youth programs, parks, facilities and more.

These Committees are open for all residents to apply and appointments will be made based on meeting certain criteria and spaces available.

Community engagement

Community engagement is about having a say on Council decisions that impact you. Council is committed to engaging with and listening to our diverse community through a variety of engagement methods.

Our community engagement platform has the latest opportunities for you to have your say, and also provides ongoing updates on major projects in our community. Visit:

haveyoursay.cumberland.nsw.gov.au/

To get in contact with the community engagement team, please email engagement@cumberland.nsw.gov.au



Internal Ombudsman Shared Service (IOSS)

For Cumberland, City of Parramatta and Inner West Councils

The IOSS is an 'independent ear' for community members, staff, Councillors and other Council stakeholders. We investigate complaints (including when you disagree with Council's response); review and develop policies; and develop and deliver training.

For more information, visit cumberland.nsw.gov.au/council/about-council/internal-ombudsman or email internalombudsman@cumberland.nsw.gov.au

Phone: 8757 9044

Compliments and complaints

Your feedback is important to us, whether you have a compliment or complaint about a service you have received. We value all feedback, because it helps us to improve our services.

How to submit a compliment or complaint:

Email: council@cumberland.nsw.gov.au

Phone: **8757 9000**

In person:

Merrylands Service Centre

16 Memorial Avenue, Merrylands NSW 2160

Business Hours: 8.00am to 4.30pm

Auburn Service Centre

1 Susan Street, Auburn NSW 2144

Business Hours: 8.00am to 4.30pm

Visit our website for more information.



About Council

In Australia, there are **three different levels of Government**.

1. **Federal Government** – is responsible for national decisions which affect all people in Australia, like immigration, trade, defence, currency and communication services.
2. **State Government** – is responsible for things in their own state, like schools, hospitals, water and transport.
3. **Local Government** – is responsible for local issues, like collecting waste, parks and building regulations.

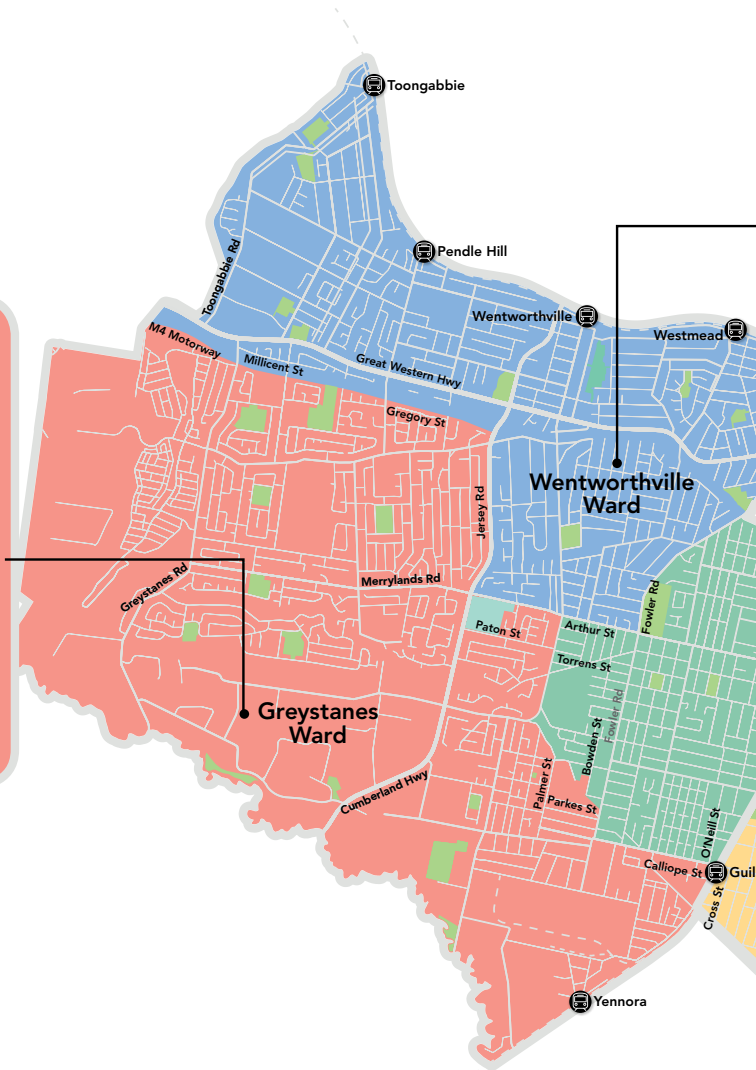
Local Governments are also called **Councils**.

Cumberland City Council is the name of your Local Government. If you've lived here for a while, you may have been part of Holroyd, Auburn or Parramatta Council. In May 2016, parts of these Council areas (also called *Local Government Areas* or *LGA*) were joined together to make a new, bigger Local Government Area: Cumberland City Council.

Cumberland City Council is responsible for making the community safe, accessible and a good place to live for **242,500+ people**. These people live in **29 different suburbs** across 72kms².

The General Manager of Cumberland City Council is Hamish McNulty.

MAP OF CUMBERLAND WARDS



Clr Diane Colman
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Clr Helen Hughes
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 E Helen.Hughes@cumberland.nsw.gov.au



For multi-lingual support, please contact the Translating and Interpreting Service (TIS) on 131 450 and ask to be connected to Cumberland City Council on 8757 9000.

Arabic

للحصول على المساعدة باللغات المتعددة، يرجى الاتصال بخدمة الترجمة التحريرية والشفهية (TIS) على الرقم 131 450 واطلب توصيلك بمجلس كمبرلاند على الرقم 8757 9000.

Chinese Simplified

如需多语种服务，请致电131 450联系翻译与传译服务处 (TIS)，然后要求接通Cumberland市议会电话8757 9000。

Korean

다국어 지원을 받으려면 통번역 서비스 (TIS) 131 450 번에 연락하여 컴벌랜드 카운슬 전화 8757 9000 번으로 연결해 달라고 요청하십시오.

Nepali

बहुभाषी सहायताको लागि अनुवाद तथा दोभाषे सेवा (TIS) लाई 131 450 मा फोन गर्नहोस् र उहाँहरूलाई 8757 9000 मा कम्बरल्याण्ड काउन्सिलसँग जोडिदिन अनुरोध गर्नुहोस्।

Tamil

பன்மொழி ஆதரவுக்கு, 131 450 என்ற எண்ணில் மொழிபெயர்ப்பு மற்றும் உரைபெயர்ப்புச் சேவையைத் (TIS) தொடர்பு கொண்டு, 8757 9000 என்ற எண்ணில் கம்பலாந்து சபையுடன் இணைக்குமாறு கேளுங்கள்.

Turkish

Farklı dillerde destek için lütfen Yazılı ve Sözlü Tercümanlık Servisi'ni (TIS) 131 450 numaralı telefondan arayın ve 8757 9000 numaralı telefondan Cumberland Belediyesi'ne bağlamalarını isteyin.



CUMBERLAND
CITY COUNCIL

Cumberland City Council

16 Memorial Avenue, PO Box 42, Merrylands NSW 2160.

T 8757 9000 W cumberland.nsw.gov.au E council@cumberland.nsw.gov.au

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