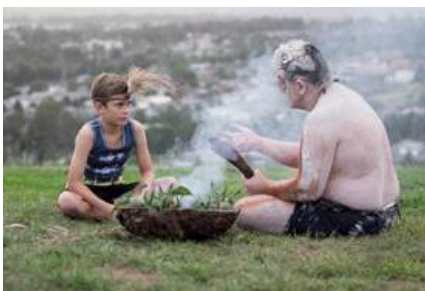




CUMBERLAND  
COUNCIL



Cumberland Council

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Annual Report 2017-2018

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# Acknowledgement of Traditional Custodians

CUMBERLAND COUNCIL ACKNOWLEDGES  
THE TRADITIONAL CUSTODIANS OF THIS LAND,  
THE DARUG PEOPLE, AND PAYS OUR RESPECT  
TO THEIR ELDERS BOTH PAST AND PRESENT.



## MESSAGE FROM THE MAYOR

In 2017-18 Cumberland welcomed its first ever elected Council. My fellow Councillors and I have been proud to join staff in their efforts to build an organisation that delivers the very best for its residents.

In partnership with the local community we have continued to foster an organisation that is united in its purpose and results-driven. We are continuing to incorporate community feedback at every level of decision-making.

With a focus on making life easier for residents and with the community's experience always in mind, Council has harmonised many of our services, policies, systems, fees and charges, and asset management approaches.

This has occurred alongside the establishment of new strategies and plans addressing priority areas, including youth, community safety and crime, employment, disability, affordable housing, environmental management, community engagement and good governance.

These improvements are all the more impressive as they have occurred against the ongoing challenges presented by amalgamation. That we have been able to meet these challenges while providing an unbroken delivery of service is a credit to staff.

While we have achieved a lot in the last year, our successes are not an end in themselves. Rather they establish the strong foundations that will allow us to achieve even greater outcomes for the community in the year ahead.

Clr Greg Cummings  
Mayor



## MESSAGE FROM THE GENERAL MANAGER

I am proud to present Cumberland Council's Annual Report 2017-2018. The past 12 months have been very productive for Council with great strides being made in delivering on the community's vision as outlined in the Cumberland Community Strategic Plan 2017-27.

The Annual Report is more than just a list of Council activities, projects and achievements over the past year. It is an expression of our ongoing commitment to an open and accountable local government.

Some highlights of 2017-2018 have been the successful delivery of Council's first-year capital works program which included:

- \$2.4 million in upgrades to the Berala Village streetscape to create open green spaces in addition to rebuilding new and improved road infrastructure.
- \$1.5 million in upgrades to Russell Street in Granville which distinguish the street as a cultural precinct with high historical value for the community.
- \$5.34 million in upgrades to the Bardo and Auburn Parks, creating flagship open spaces with equipment and facilities for the whole community to enjoy.

Council continues to invest in infrastructure by constructing more than 9kms of new footpaths as well as renewing over 12kms of existing footpaths. The ongoing Roads Program resealed and repaired more than 28kms of local roads to the highest standard.

Council continues to work hard to deliver innovative community initiatives and quality community services that meet the diverse needs of our community. Our commitment to put our residents at the centre of everything we do continues to drive our vision for Cumberland Council.

With so much achieved during 2017-2018, we look forward to building upon our successes in the year ahead.

Hamish McNulty  
General Manager

# ABOUT THE REPORT

The Annual Report 2017-2018 (Annual Report) documents Cumberland Council's (Council) performance from 1 July 2017 to 30 June 2018.

The Annual Report provides a summary of Council's performance in meeting the specific objectives of the Community Strategic Plan 2017-2027. The report details Council's achievements against the actions in the Operational Plan 2017-2018 which is the first year of the Delivery Program 2017-2021.

The Annual Report is a key point of accountability between Council and the community and the purpose of the Annual Report is to inform the community of:

- Council's achievements and progress with the delivery of the 12 Service Areas
- Key Statutory Reporting
- Audited Financial Statements.

The Annual Report consists of four parts:

**Part 1:** Introduction to the report giving details of Council's demographics, vision and organisational structure, as they are relevant to the 2017/18 financial year. This sets the context for Parts 2 and 3.

**Part 2:** Details of Council's performance against the Delivery Program 2017-2021 and the Operational Plan 2017-2018. A performance summary is provided for each of Council's 12 Service Areas, showing progress in implementing the Key Projects identified in the Operational Plan 2017-2018.

**Part 3:** Statutory reporting information required under the Local Government Act 1993.

**Part 4:** Council's audited financial statements published as a separate document.

The Annual Report has been prepared in accordance to the NSW Integrated Planning and Reporting Framework. Statutory information is based on the requirements of Section 428 of the Local Government Act 1993 and the audited financial statements of Council from 1 July 2017 to 30 June 2018.



# INTEGRATED PLANNING AND REPORTING FRAMEWORK

Under the Local Government Act 1993, councils are required to develop a hierarchy of plans known as the Integrated Planning and Reporting (IP&R) Framework. This framework recognises that:

- Communities share similar aspirations: a safe, healthy and pleasant place to live, a sustainable environment and opportunities for social interaction, education, employment and reliable infrastructure.
- Communities do not exist in isolation; they are part of a larger natural, social, economic and political environment.
- Council plans and policies should not exist in isolation; they are inter-connected.

The IP&R framework allows councils to draw various plans together by planning sustainably for the future. Under the framework, councils are required to undertake long-term planning that is based on community engagement and ensures that council activities are informed by long-term plans for finances, assets and workforces.

The IP&R Framework is designed so that councils and communities have a clear picture of:

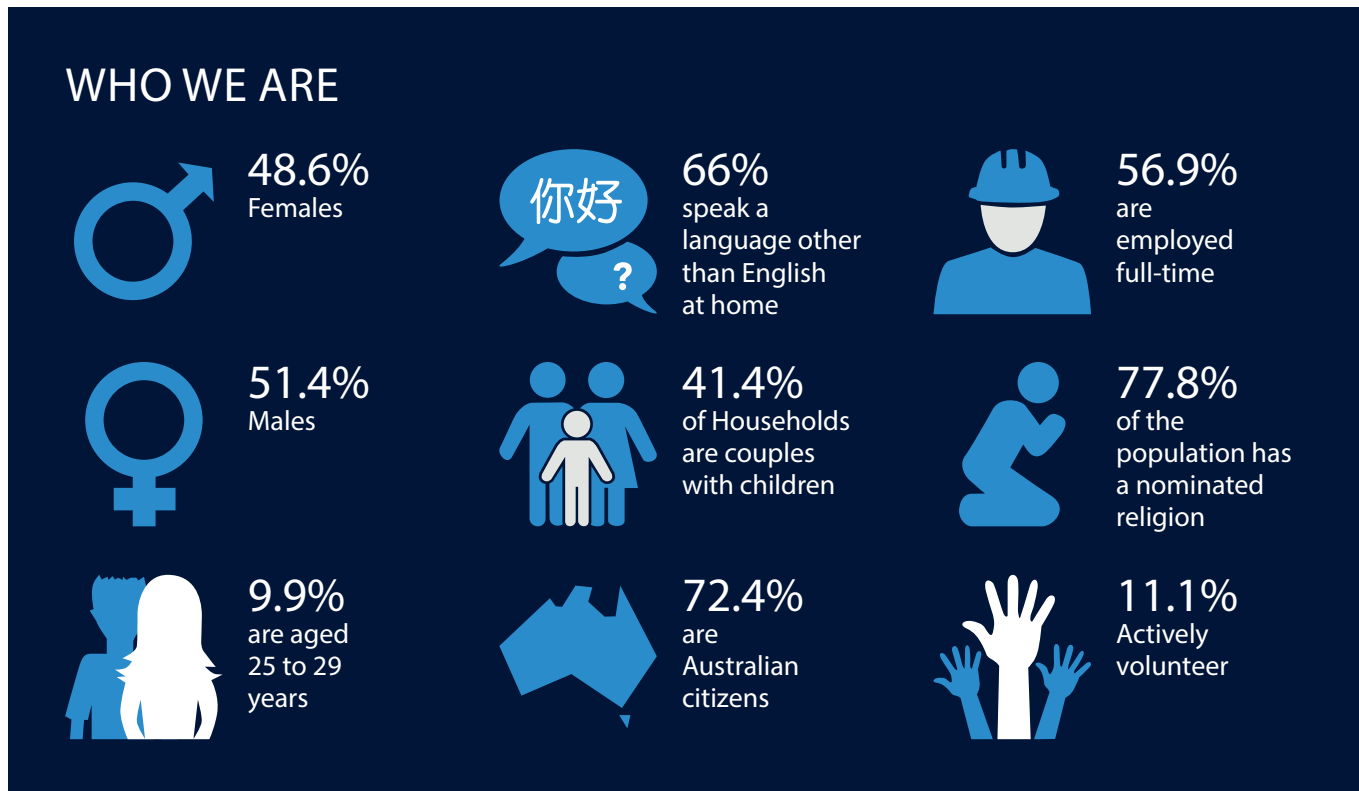
1. Where we want to go (Community Strategic Plan)
2. How we plan to get there (Delivery Program, Operational Plan and Resourcing Strategy)
3. How we will measure our progress (Quarterly Reporting, Annual Reporting and the End of Term Report).

This Annual Report forms part of the ongoing reporting and review phase. Specifically, it documents the progress against the Operational Plan 2017-2018 which is a detailed one year plan as part of the Delivery Program 2017-2021.

# ABOUT CUMBERLAND COUNCIL AND COMMUNITY

## Community Demographics

The Cumberland Local Government Area (LGA) is located in Sydney's western suburbs, about 25 kilometres from the CBD and close to the geographic heart of Sydney. The population density for the Cumberland area is 32.32 persons per hectare. The Cumberland LGA is one of the most culturally diverse areas in NSW with a unique and vibrant identity.



## Key Statistics

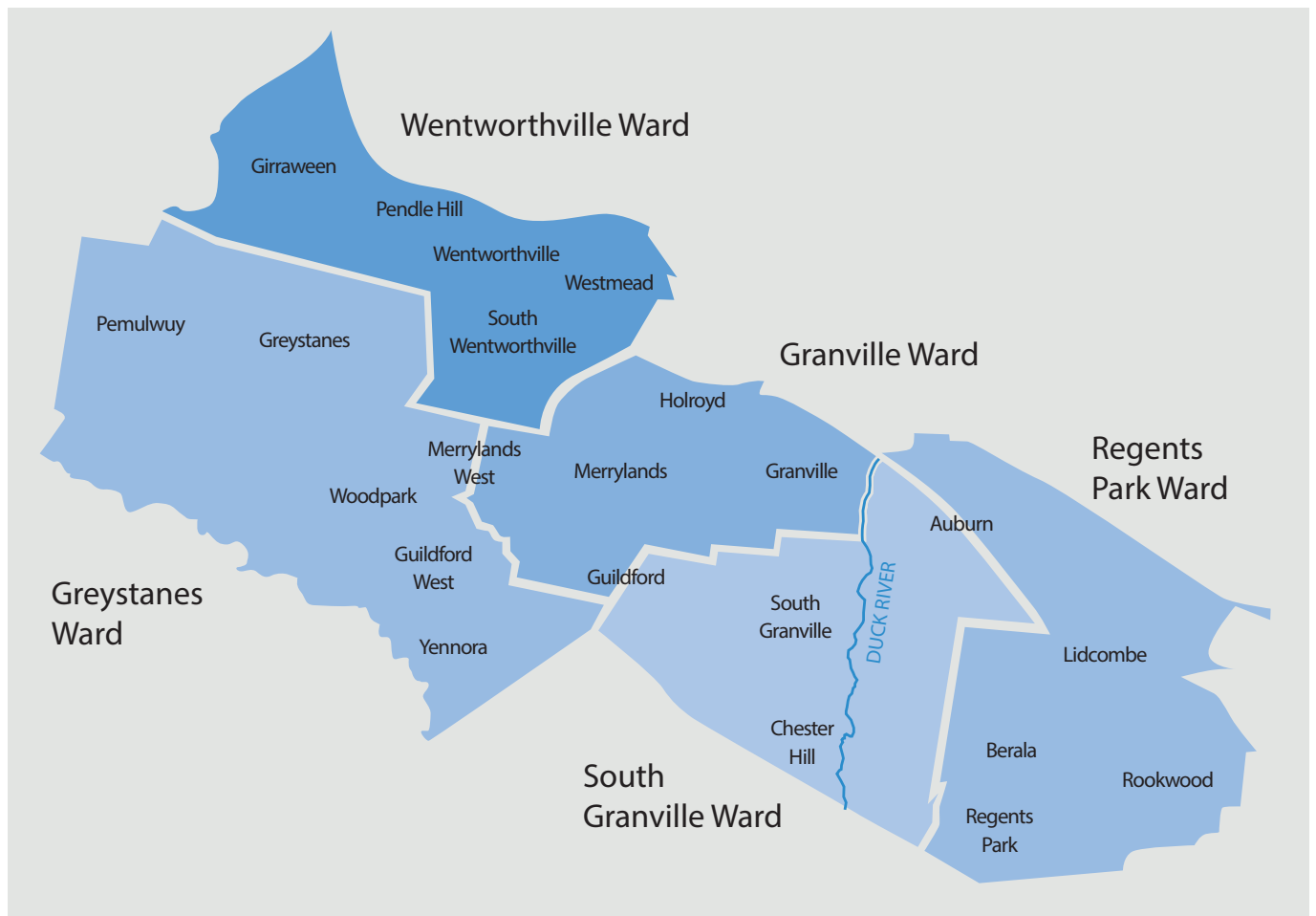
Below is a snapshot of the community relative to the Greater Sydney, NSW and Australian wide regions. The information is based on the 2016 Census results from Profile ID, completed for the Cumberland LGA.

	Cumberland	Greater Sydney	NSW	Australia
Median age	32	36	38	38
Medium and high density housing	43%	44%	33%	27%
Median weekly household income	\$1,377	\$1,745	\$1,481	\$1,431
Household renting	39%	33%	30%	29%
Households with a mortgage	29%	32%	30%	32%
Overseas born	52%	37%	28%	26%
Unemployment rate	9.5%	6.0%	6.3%	6.9%
Participation rate (Population in labour force)	56%	62%	59%	60%
Public transport (to work)	26%	23%	16%	11%

## Local Government Area

The Cumberland LGA has a population of approximately 240,000 residents. Fifteen elected Councillors represent the community over a three year period spanning September 2017 to September 2020. This equates to:

- 1 Councillor per 16,000 residents
- Each of the 5 wards are represented by 3 Councillors.



## Indigenous History

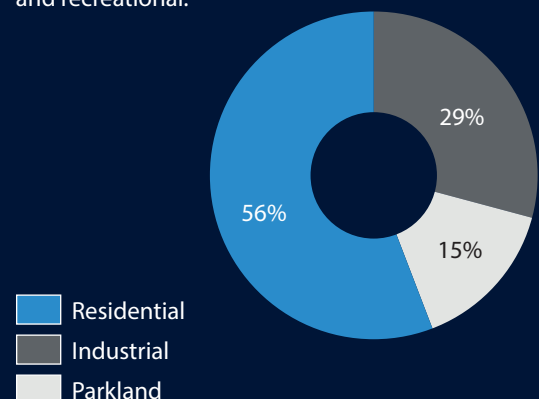
For tens of thousands of years before European settlement, what would become the Cumberland Local Government Area was home to several clans of the Darug (also spelt Dharug, Daruk or Dharik) people. The Darug are thought to have inhabited the area between Port Jackson and Botany Bay in the east, the Georges River to the south and south-west, the Hawkesbury River in the north-west, and then as far west as the Blue Mountains.

The Cennemegal or Weymaly clan occupied what is now Prospect and Greystanes. The Bidjigal clan occupied the areas now known as Merrylands, Guildford, Villawood and Bankstown. The Burramattagal clan of Parramatta and Granville were part of the western Eora clan. Eora land extends from Parramatta to Sydney Harbour. The Auburn area was located between the Darug inland group and the Eora and Dharawal coastal groups. The Wangal and Watgoro clans are recognised as the original inhabitants of the Auburn and Homebush Bay region.

There are many significant Aboriginal sites in the area, including Prospect Hill where the first act of reconciliation between Aboriginal leaders and European settlers occurred on 3 May 1805.

## LAND USE

The Cumberland LGA encompasses a total land area of 72 square kilometres. The Cumberland area is predominantly 56% residential, 15% parkland and 29% being either classified as substantial industrial areas, some commercial, institutional and recreational.



# SHARED VISION AND VALUES

## Cumberland Community's Vision for the Future

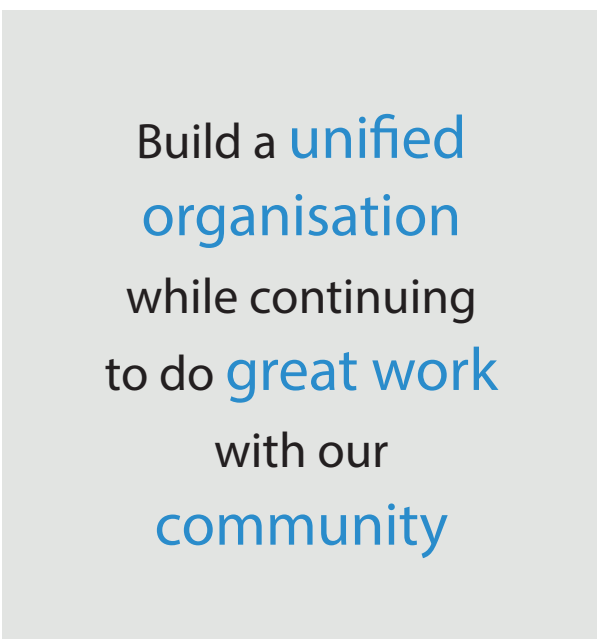


This vision statement summarises what the residents of the Cumberland LGA want for the area and over the next 10 years.

It captures all of the priority areas identified from the Community Engagement Program, as part of the Community Strategic Plan 2017-2027 resulting in six Strategic Goals that underpin the vision:

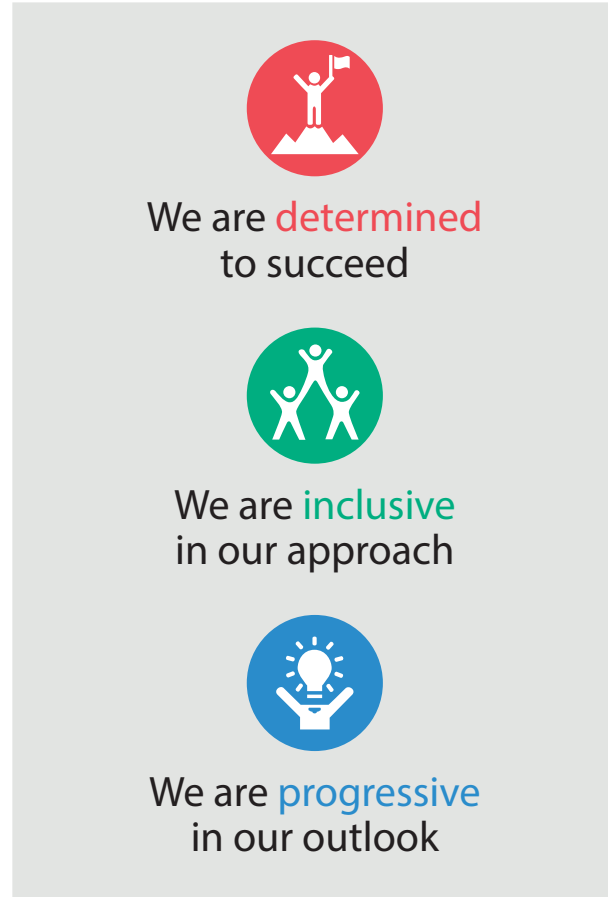
1. A great place to live
2. A safe accessible community
3. A clean and green community
4. A strong local economy
5. A resilient built environment
6. Transparent and accountable leadership.

## Cumberland Council's Organisational Vision



## Cumberland Council's Organisational Values

Our organisation's values are defined as:



The values that Council is committed to are:

- Good governance, transparency and accountable practices
- Economic, environmental and social sustainability practices
- Excellence, respect, integrity and making a difference.

Council is committed to ethical business practices, as part of its key principles contained within Council's Code of Conduct including: Leadership, Selflessness, Impartiality, Openness and Honesty.

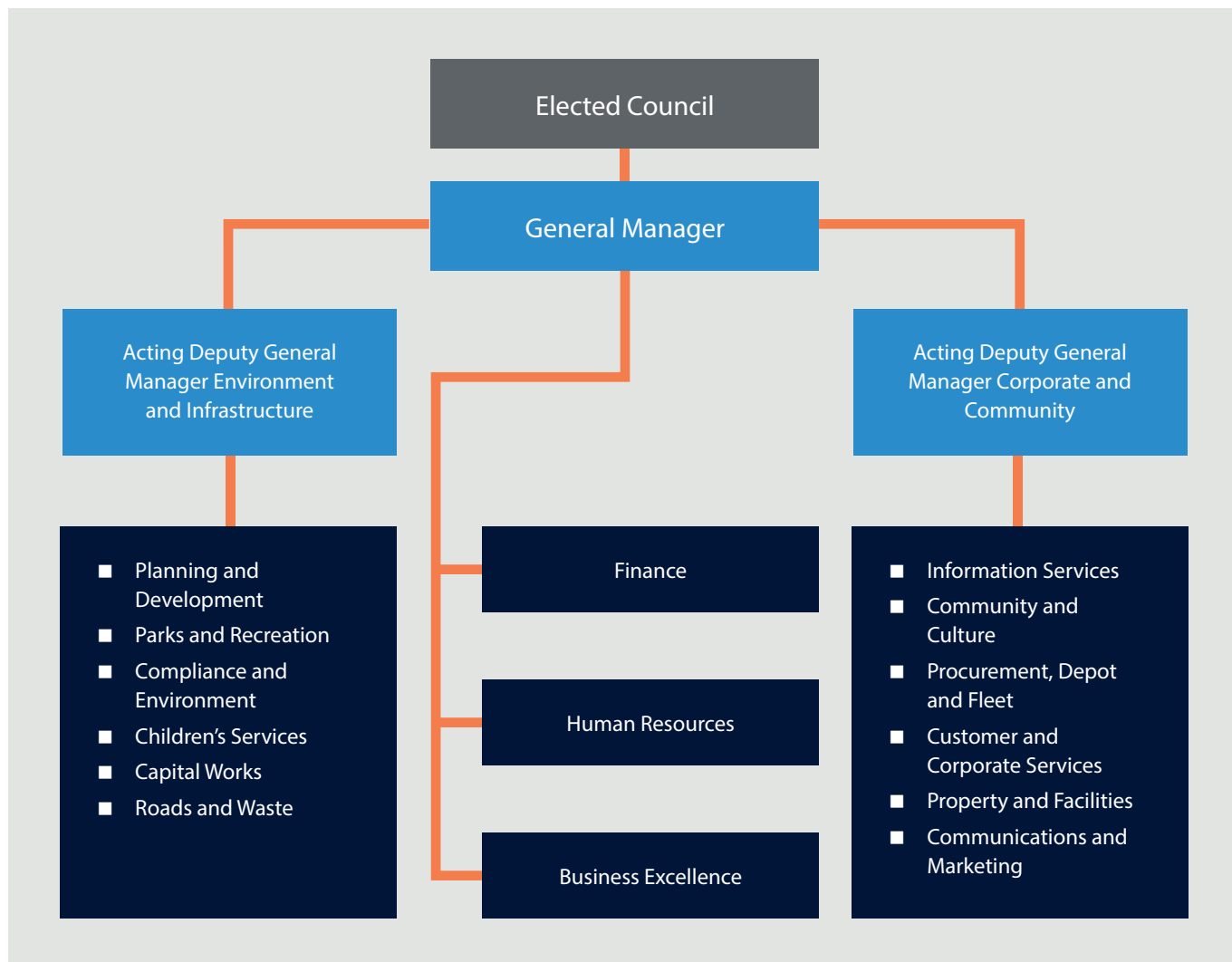
As part of this commitment, Council will ensure:

- Business dealings are conducted ethically
- Communication will be open and transparent and open to public scrutiny whenever possible
- All Council decisions and considerations will be based on merit and made in a fair and impartial manner
- Potential conflicts of interest will be ethically managed.



# ORGANISATIONAL STRUCTURE

Council currently has approximately 1,075 employees responsible for providing services, programs and projects across 72kms<sup>2</sup> to approximately 240,000 residents. Council's 2017/18 budget allowed for 960 FTE (Full Time Equivalent) employees. The figure of 1,075 includes casual and temporary staff in areas such as libraries, childcare centres and swimming pools. The casual workforce is required to allow flexibility in managing resources effectively and to meet seasonal demands.



# ELECTED REPRESENTATIVES

## Granville Ward



Councillor Steve Christou  
0419 651 187



Councillor Ola Hamed  
0405 070 007



Councillor Joseph Rahme  
0418 995 471

## Greystanes Ward



Greg Cummings  
(Mayor)  
0417 612 717



Councillor Ross Grove  
0418 987 241

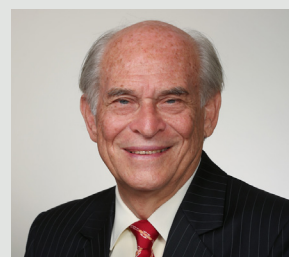


Councillor Eddy Sarkis  
(Deputy Mayor)  
0418 306 918

## Regents Park Ward



Councillor Ned Attie  
0419 583 254



Councillor George Campbell  
0409 233 315



Councillor Kun Huang  
0418 911 774

## South Granville Ward



Councillor Glenn Elmore  
0418 459 527



Councillor Paul Garrard  
0414 504 504



Councillor Tom Zreika  
0449 008 888

## Wentworthville Ward



Councillor Lisa Lake  
0418 669 681



Councillor Suman Saha  
0419 546 950



Councillor Michael Zaiter  
0418 432 797

# DELIVERING THROUGH SERVICE AREAS

The table below provides an overview of Council's 12 Service Areas:

<p><b>Children's Services</b></p> <p>This service provides quality education and children's services to meet the needs of the child, their families and the community including long day preschools, before and after school programs, school holiday programs, occasional care and family day care services.</p>	<p><b>Community Facilities and Properties</b></p> <p>This service provides access to a large number of community facilities to deliver social, cultural and recreational programs for the use of the whole community.</p>
<p><b>Environmental Programs</b></p> <p>This service provides a wide range of waste education and environmental initiatives to ensure the long-term sustainability of Cumberland's natural environment as well as engaging children and families in community-focused education programs.</p>	<p><b>Community Programs and Events</b></p> <p>This service provides a wide range of cultural, social and community-focused programs and events that promote social inclusion, increase community wellbeing and foster positive connections within the community.</p>
<p><b>Household Waste and Recycling</b></p> <p>This service provides efficient waste collection and regular clean up services to ensure Cumberland is a clean, green, attractive and usable area for residents.</p>	<p><b>Governance and Administration</b></p> <p>This service provides effective civic leadership underpinned by a foundation of good governance to ensure decision making is transparent and accountable and that organisational activities are honest and free from fraud or corruption.</p>
<p><b>Regulatory Programs</b></p> <p>This service regulates and enforces health and safety standards across Cumberland by enforcing local laws, regulations, policies and guidelines to safeguard the health and safety of all residents.</p>	<p><b>Libraries</b></p> <p>This service provides a network of eight modern and well-resourced libraries to promote community learning with educational, recreational and development programs.</p>
<p><b>Roads, Stormwater and Street Cleaning</b></p> <p>This service maintains local roads and infrastructure to the highest standard as well as managing stormwater and drainage around the local area. It ensures public places are clean and attractive with a schedule of street cleansing services.</p>	<p><b>Pools</b></p> <p>This service provides world-class recreational facilities to promote the health and wellbeing of the community, including aquatic centres, swim programs, sporting events and family leisure activities.</p>
<p><b>Parks and Recreation</b></p> <p>This service provides and maintains an extensive network of accessible and sustainable parks, open spaces, sportsgrounds, playgrounds, bush reserves and gardens for the Cumberland area.</p>	<p><b>Urban Planning and Development</b></p> <p>This service provides strategic planning and development services to ensure developments are well coordinated and land is used in the best way for the entire community.</p>

# COMMUNITY SATISFACTION

Council understands that the ultimate measure of its performance is community satisfaction with the services and facilities that are most important to them.

Council conducts an annual community satisfaction survey that seeks to examine community attitudes and perceptions towards current and future services and facilities provided by Council. In particular, this survey gauges progress with:

- Performance with Council activities
- Overall quality of life
- Progress towards or away from the outcomes in the Community Strategic Plan.

Over the last 12-months there has been a significant increase in overall satisfaction of the community with Council, as well as in 33 of the 41 comparable services areas surveyed. Growth and its repercussions on development, congestion and infrastructure are of particular concern to the community. Key drivers of overall satisfaction continue to centre on issues regarding the presentation, maintenance and appearance of the LGA.

- Whilst remaining moderate, overall residents of the Cumberland Council LGA expressed a significantly higher degree of satisfaction with the performance of Council.

	2018	2017
Mean ratings	3.40 ▲	3.19 ▼

- Satisfaction with Council's level of communication with the community has seen significant improvement.

	2018	2017
Mean ratings	3.24 ▲	2.99 ▼

- Residents' satisfaction with 33 of the 41 comparable services/facilities provided by Council significantly increased in 2018, including of note, improved satisfaction with the 'provision of information to the community', 'opportunities to participate in Council decision-making' and 'long-term planning for the Council area'.
- Residents in 2018 reported significantly higher levels of agreement with the statements; 'Cumberland is a harmonious, respectful and tolerant community', 'I feel a part of my local community', 'Council manages its finances well', 'Cumberland has transparent, accountable and honest leadership' and 'Council offers good value for money'.
- Residents continue to feel that growth and its related effects on development, infrastructure and traffic are key concerns for the next 10 years.

Council will use the full report and associated trend data to inform its future planning and ensure that key concerns of the community are being addressed through Council's resourcing of its activities. Where some of the issues are out of Council control, such as growth, Council will continue to engage and inform the community with regard to planning and how the community can be involved in shaping outcomes.



## ANNUAL OVERVIEW

## Key Statistics for 2017-2018

	Approximately 240,000 residents		829kms of footpaths, managed by Council
	\$48.8 million Capital Works Program expenditure		1,200 kms of kerbs, managed by Council
	\$29 million Capital Investment in Roads and Waste		\$1.788 billion total value of Development Applications assessed
	19,875 clean up services provided		1,541 Development Applications lodged
	50 tonnes of problem waste collected by the Mobile Community Recycling Service		144 Parks and Recreation Capital Works Projects undertaken
	8.46 tonnes of asbestos collected from 136 households		2,000 trees planted
	Approximately 35,142 recycling bins inspected		760,507 Library Loans 12,865 new Library members
	28kms of local roads resealed (renewals)		1,450 food premises inspected

# KEY AWARDS AND CITATIONS

## Children's Services

- Guildford West Children's Centres – Recognised for Exceptional Values and awarded the Our Services Values Inclusion Sticker by the NSW/ACT Inclusion Agency.
- Children's Services received nominations for the 2018 ZEST Awards for the Intergenerational Program and The Bush School Storytime.

## Community Programs and Events

- Winner – Youth Strategy – 2018 Winner – LG Excellence Awards, Innovative Leadership and Management category
- Winner – Sydney Cherry Blossom Festival – 2018 Winner – LG Excellence Awards, Local Economic Contribution category Winner – 2018 Parks and Leisure Australia Regional Awards of Excellence – The Sydney Cherry Blossom Festival has been crowned 'Major Event of the Year' (NSW/ACT) by peak body Parks and Leisure Australia.
- Finalist – Western Sydney Brides Choice Award 2018 – The Holroyd Centre was named a finalist for the Western Sydney Brides Choice Award 2018.
- Winner – International Women's Day Award 2018 – awarded to Brooke Endycott, Group Manager Community and Culture, for 'inspiring women for their outstanding services to the community'.
- Winner – NSW Council for Pacific Communities Pacific Awards – presented to Recreation Officer, Susan Perez, who received a Certificate of Achievement in the Community Event – Public Relations Category.
- Winner – 2017 Cumberland Business Awards – The Holroyd Centre pipped 51 other nominees to win the competitive 'Specialised Business' category at the 2017 Cumberland Business Awards.

## Environmental

- Finalist – 2018 LG Excellence Awards – 'Problem Waste, No More!' Mobile Community Recycling Service, Environmental Leadership and Sustainability category.
- Finalist – 2018 LG Excellence Awards – Fight the Dust: Asbestos Collection and Education Campaign, Service Delivery Initiative.
- Highly Commended – NSW Local Government Excellence in the Environment Awards for the 'Get The Site Right' campaign in collaboration with multiple state-level environmental stakeholders which targets erosion and sediment control on commercial and residential building sites and major infrastructure projects in Sydney.
- Winner – Green Globe Awards 2017 – for the Light Years Ahead Project, a cooperative project in Sydney's west led by the Western Sydney Regional Organisation of Councils (WSROC), in recognition of work to make street lighting more sustainable in the LGA.

## Parks and Recreation

- Winner – 2018 Australian Sport, Recreation and Play Industry Innovation Awards – Program, Activities and Events Category – for the World Traditional Games.
- Finalist – 2018 LG Excellence Awards – Auburn Park and Bardot park (Infrastructure category).
- Recognition by the Shires District Cricket Association for the preparation and presentation of sporting facilities across the LGA.

# INCOME AND EXPENDITURE

## Financial Snapshot

Cumberland Council's financial position as at 30 June 2018 was sound.

## Highlights

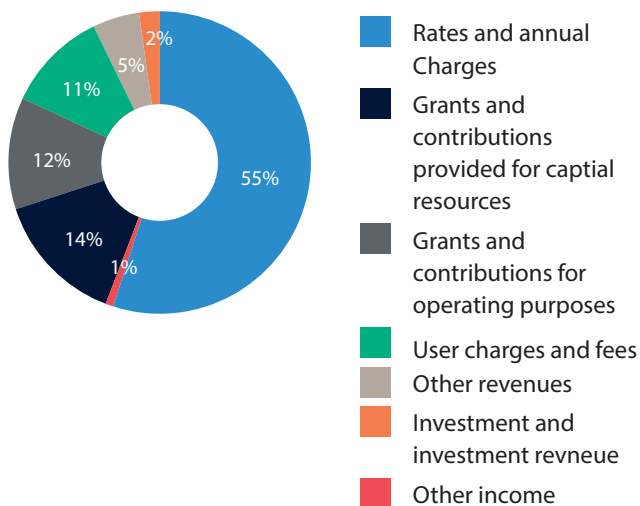
- \$206.04 million total income from continuing operations
- \$185.29 million total expenses from continuing operations
- \$20.75 million net operating result for the year

## Income Statement

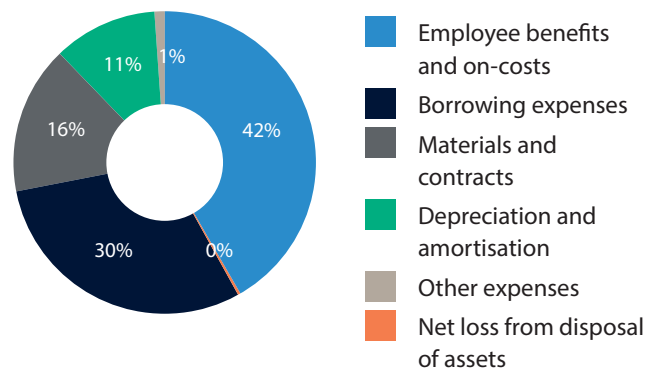
The Income Statement shows Council's income and expenditure during the 2017/18 financial period.

Total Revenue less Total Expenses = Net Income

### Sourcing Our Revenue ('000)



### Identifying Our Expenses ('000)



Revenue	Amount \$'000	%
Rates and annual charges	113,804	55%
User charges and fees	23,384	11%
Investment and investment revenue	4,642	2%
Other revenues	9,441	5%
Grants and contributions for operating purposes	24,734	12%
Grants and contributions provided for capital resources	29,167	14%
Other income	874	1%

Expenses	Amount \$'000	%
Employee benefits and on-costs	77,048	42%
Borrowing expenses	649	30%
Materials and contracts	56,474	16%
Depreciation and amortisation	29,800	11%
Other expenses	21,178	1%
Net losses from disposal of assets	141	0%

A majority of Councils' revenue is from residential and business rate payers and grants received from Commonwealth funding.

Council's main expenses included salaries and wages, waste disposal tipping fees, raw materials and contracts, contractor and consultancy costs and facility and infrastructure management.

## Financial Position Statement

The Statement of Financial Position reports on Council's net asset position, as at 30 June 2018. It shows Council's total assets, liabilities and the total differences.

Total Assets less Total Liabilities = Net Assets

Assets	\$'000
Total Current Assets	90,757
Total Non-Current Assets	2,409,195
<b>Total Assets</b>	<b>2,499,952</b>
Liabilities	
Current Liabilities	51,291
Non-Current Liabilities	9,234
<b>Total Liabilities</b>	<b>60,525</b>
<b>Net Assets</b>	<b>2,439,427</b>

Council's cash and investments amount's to \$77.80 million at 30 June 2018.

Council's non-current assets are made of:

- Infrastructure assets: Mainly consisting of roads, stormwater drainage, buildings and footpaths. These assets typically have an estimated useful live ranging from 15 (e.g. pumps) to 100 years (e.g. concrete bridges).
- Land: Operational and Community Lands.

Council's liabilities consist of:

- Minimal borrowings
- Bank overdraft facilities
- Provisions for employee entitlements (e.g. long service and annual leave).

## Statement of Cash Flows

The Statement of Cash Flows shows how changes in the Income Statement and Statement of Financial Position affect Council's cash and cash equivalents. It breaks Council's cash flows into operating, investing and financing activities.

- \$142.01 Million is Council's total cash, cash equivalents and investment, as at 30 June 2018.

During the 2017/18 financial period the net cash for Operating Activities was mainly impacted by:

- \$113.32 Million Rates and annual charges
- \$55.64 Million Grants and contributions.

However this has been offset by Council's cost items, such as employee and materials and contracts. This had a significant impact on Council's cash flow position, totalling to \$142.98 Million.

During the 2017/18 financial period the net cash for investing activities was mainly impacted by:

- Payments for purchase of infrastructure, property, plant and equipment was \$53.94 Million.



## Performance Ratios

Performance Ratios	Actual	Target*	Analysis
Operating Performance Ratio, %	(5.25) % Not Met	>0%	Council was below the OLG Benchmark due to the Waste refund and redundancies for the 2017/18 financial period.
Own Source Revenue, %	73.72 % Achieved	>60%	<p>Show's Council's reliance on externally sourced grant revenue. The lower the % the less reliant Council is on grants.</p> <p>This ratio is dependant upon the level of Capital Contributions and will range from 73% to 78% in LTFP. This financial year there were high levels of capital income. In 2017 there was a one off grant \$14m.</p>
Unrestricted current ratio, times	4.31x Achieved	>1.5x	<p>Is an indication of Council's ability to service its' short term liabilities (under 12 months) with its current assets (under 12 months). The greater the number above 1.5x, the more capability Council has of paying its obligations short term.</p> <p>For every \$1 of current debt, Council has \$4.31 available to pay for the debt. Actual results are tracking above the long term expected average of 2.5 due to higher levels of internal reserves.</p>
Debt service ratio, times	11.20x Achieved	>2.0	<p>This demonstrates Council's ability to generate revenue that is used to repay debt and interest charges. The higher the ratio, the more capacity Council has to cover debt repayments.</p> <p>This is a strong result that indicates Council has capacity to use debt.</p>
Rates and annual, %	3.34% Achieved	<5.0	<p>This measures Council's rate recovery and effectiveness in collecting and reducing outstanding debts.</p> <p>The level of outstanding rates is within the expected range. There was a 4.9% increase in the debt. In 2017 the ratio is effected by one high level of revenue due to it being 58 week period.</p>
Cash Expense Ratio, Months	7.33 months Achieved	>3.0	<p>This indicates Council's ability to continue paying for immediate expenses without additional cash inflow.</p> <p>Currently tracking above long term average 4.7 long term forecast due to higher internal reserves</p>

\* Targets are set by the Office of Local Government (OLG)

## Building and Infrastructure Renewals Ratio

Infrastructure Ratios	Actual	Target*	Analysis
Building and Infrastructure Renewal, %	176.41% Achieved	>100	<p>This ratio assesses the rate at which Council's assets are being renewed against the rate at which they are depreciating. Renewal is defined as the replacement of existing assets to equivalent capacity or performance capacity.</p> <p>Council has met the OLG benchmark of greater than 100 per cent. This reflects Council's capital investment in infrastructure asset renewals, as well as the age and condition of these assets into the future.</p> <p>Council has made substantial investments in renewing condition 4 and 5 infrastructure assets. Excluding SRV, the Building and Infrastructure ratio would be 140%.</p>
Infrastructure Backlog, %	5.34% Not Met	<2%	<p>Less than 2% is considered the benchmark for the Office of Local Government. 84 Councils within NSW did not meet the infrastructure backlog ratio. This ratio shows the infrastructure backlog, as a total written down value of a council's infrastructure.</p> <p>There was a large improvement in Council's backlog. Council made the decision to report on cost to return the asset to new as opposed to cost to refurbish. The definition of backlog and the target are not clear in this definition.</p>

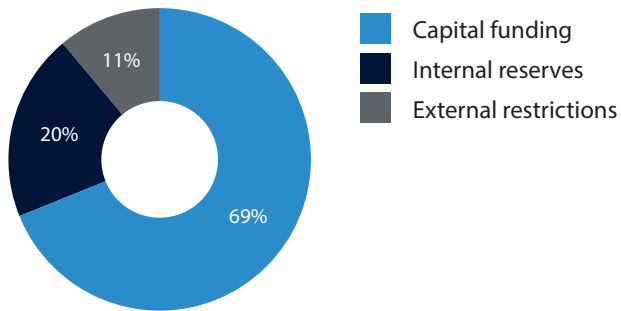
\* Targets are set by the Office of Local Government (OLG)

# CAPITAL WORKS PROGRAM

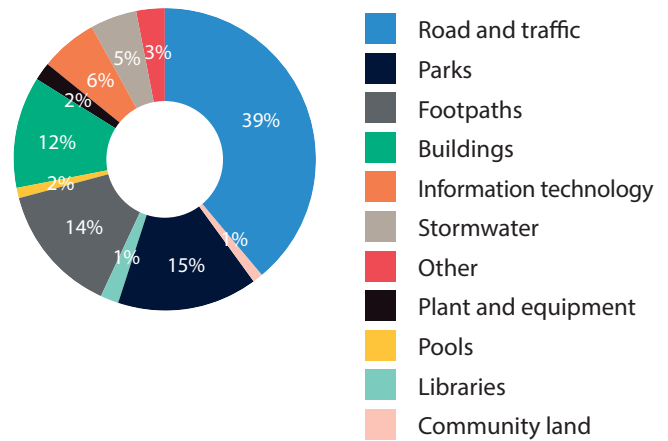
## Highlights

- \$53.88 Million for total capital expenditure
- Council spent \$32.76 Million for renewal of assets
- Council spent \$10.79 Million to purchase new assets
- Council spent \$10.31 Million for new major projects

## Capital Funding ('000)



## Capital Expenditure ('000)



	2017-2018 Original Budget \$'000	2017-2018 Actual \$'000
Capital Funding		
Rates and General Working Capital	5,379	584
Depreciation	28,627	29,101
Capital Grants	10,458	7,626
External Restrictions		
S94	11,129	4,081
Stormwater	636	716
Other – External	–	896
Internal Reserves		
Plant	1,000	
SRV	8,541	7,989
Other – Internal	–	2,888
Loans	–	
<b>Total Capital Funding</b>	<b>65,770</b>	<b>53,881</b>
Capital Expenditure		
Buildings	13,973	6,365
Community Land	1,050	515
Footpaths	4,423	7,689
Information Technology	1,711	3,011
Libraries	623	623
Parks	12,838	7,845
Pools	1,033	860
Plant and Equipment	3,100	1,202
Roads and Traffic	15,910	21,213
Stormwater	9,057	2,815
Other	2,052	1,744
<b>Total Capital Expenditure</b>	<b>65,770</b>	<b>53,881</b>

Council receives funding for its Capital Works Program mainly from:

- \$7,626 million – Grants received from Commonwealth and State Government
- \$4,081 million – Section 94 are contributions paid to Council for application fees associated with DA's
- \$7,989 million – Special Rate Variation.

Capital expenditure is when Council spends money to buy, construct, renovate or acquire an asset. Council's three largest capital expenditure items are roads and traffic, parks and footpaths.

Council's notable capital works during 2017/18 financial period are:

- \$5.34 million for the Auburn and Bardo Park
- \$2.33 million for Berala Village Public Domain Upgrade
- \$1.88 million for the Oriole Park Remediation
- \$1.81 million for the Granville Park Pavilion
- \$1.74 million for the Russell Street Upgrade

Some of the significant capital works during the reporting period are highlighted below:

## Roads

Blaxcell Street Guildford – Reconstruction works for \$962,507 – Completed

The works included reconstruction of road pavements from Rawson Road to Markey Street, including kerb and gutter replacement.

Ferndell Street South Granville – Reconstruction works for \$583,697 – Completed

The works included reconstruction of road pavements from Rawson Road to Everly Road, including kerb and gutter replacement.

## Footpaths and Streets

Berala Village Streetscape – Upgrade for \$2.4 million – Completed

Upgrades to the Berala Village precinct were guided by a detailed plan which drew together community engagement and feedback over several years. The design aimed to foster a more open and welcoming space, while improving safety and accessibility. Building on the character of the neighbourhood, Council installed new street furniture and landscaping, creating open green spaces in addition to rebuilding new and improved road infrastructure.

Granville Multipurpose Community Centre – Commenced

Total project budget: \$22 million  
Design Budget: \$2 million

This project addresses the shortfall of community facilities in the Granville area and incorporates a Library, Art Gallery, Multipurpose Community Centre and open space and recreational facilities. This development provides a strong community focus and one-stop-shop for residents to access Council services. Adjacent to the Granville Town Centre, it integrates essential community infrastructure, existing swimming pool facilities and parklands.

Granville Streetscape, Russell Street – Upgrade for \$1.5 million – Completed

A tributary of Granville's main street, Russell Street is important to Granville. Its historical and architectural significance is highlighted by Victorian-style terrace homes and bookended by the Granville Town Hall and the Young's Building. The recent upgrades now unify and distinguish Russell Street as a colourful cultural precinct with high historical value for the community. The new design incorporates early nineteenth century materials, sourcing heritage sandstone and reconstructing footpaths using bluestone and recycled bricks.

## Parks

Auburn and Bardo Park – Upgrade for \$5.3 million – Completed

Auburn Park is a significant local urban park and is one of Cumberland Council’s largest neighbourhood parks. Previously this park was in generally poor condition, with an absence of healthy shade trees, denuded grass areas and degraded amenities. Today this park is a flagship open space enjoyed by residents and visitors with exercise equipment and a cricket oval where a wide range of sports can be played as well as being ideal for community use for festivals and other celebrations.

Bardo Park is a ‘pocket park’ in a densely built-up neighbourhood of Auburn. The upgrades to the park provide an open layout, with facilities for children and adults alike. Since the surrounding residences are mostly apartment blocks, the park provides much needed open space for outside play and exercise opportunities for local families.

Amenities Building at Guildford Park – Upgrade for \$1.76 million – Completed

Upgrade works included the demolition of existing amenities building and construction of a new amenities block with male and female toilets, accessible toilets, change rooms, store room, kiosk, office and concrete paths.

## Stormwater Drainage

Merrylands CBD Drainage Project – Commenced

Total project budget: \$21.2 million

Design budget: \$1.5 million

Cumberland Council is developing a strategy to revitalise Merrylands with improvements to stormwater drainage systems within the CBD being a priority. Resolving system upgrade requirements is a complex issue with many challenges and stakeholders. The design of the works and the coordination with the adjoining property owners is underway.



Blaxcell Road, Guildford



Berala Village Streetscape



Russell Street, Granville



Auburn Park, Auburn



Bardo Park, Auburn

# ICONS LEGEND

## COMMUNITY STRATEGIC PLAN DRIVERS

Strategic goals	Icon	Outcomes
A great place to live		We have positive connections within our local community through our local programs and services that reflect our unique identity
		We have high-quality community facilities that fit our purposes
		We live healthy and active lifestyles
A safe accessible community		We feel safe in all areas of Cumberland at all times
		We have equal access to local services and facilities
		Council operations support a healthy community
A clean and green community		We have great natural and green spaces that suit a variety of uses
		We value the environment and have measures in place to protect it
		Our public places are clean and attractive
A strong local community		We have a strong and diverse local economy supported by a network of small business
		We have access to jobs locally and in our region
		We have access to great local education and care services
A resilient built environment		We have vibrant entertainment precincts
		Our planning decisions and controls ensure the community benefits from development
		We have a range of transport options that connect our town centres and to wider Sydney
Transparent and accountable leadership		We are proud of our political leadership
		Council acts as a community guardian through responsible and effective operational administration
		Decision-making is transparent, accountable and based on community engagement

# DETAILED OPERATIONAL PLAN PERFORMANCE

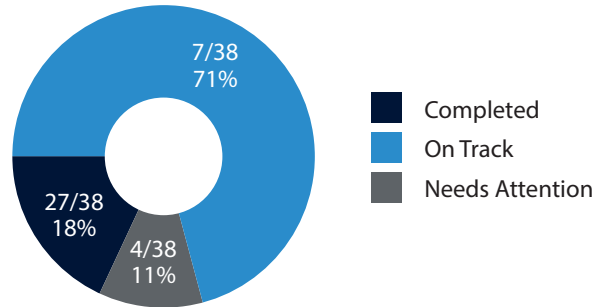
Council regularly measures its progress in overall service and delivery of projects through Quarterly Reports.

The Annual Report is a summary of these results and the effectiveness of Council in the delivery of services and meeting the community's goals as outlined in the Community Strategic Plan 2017-2027.

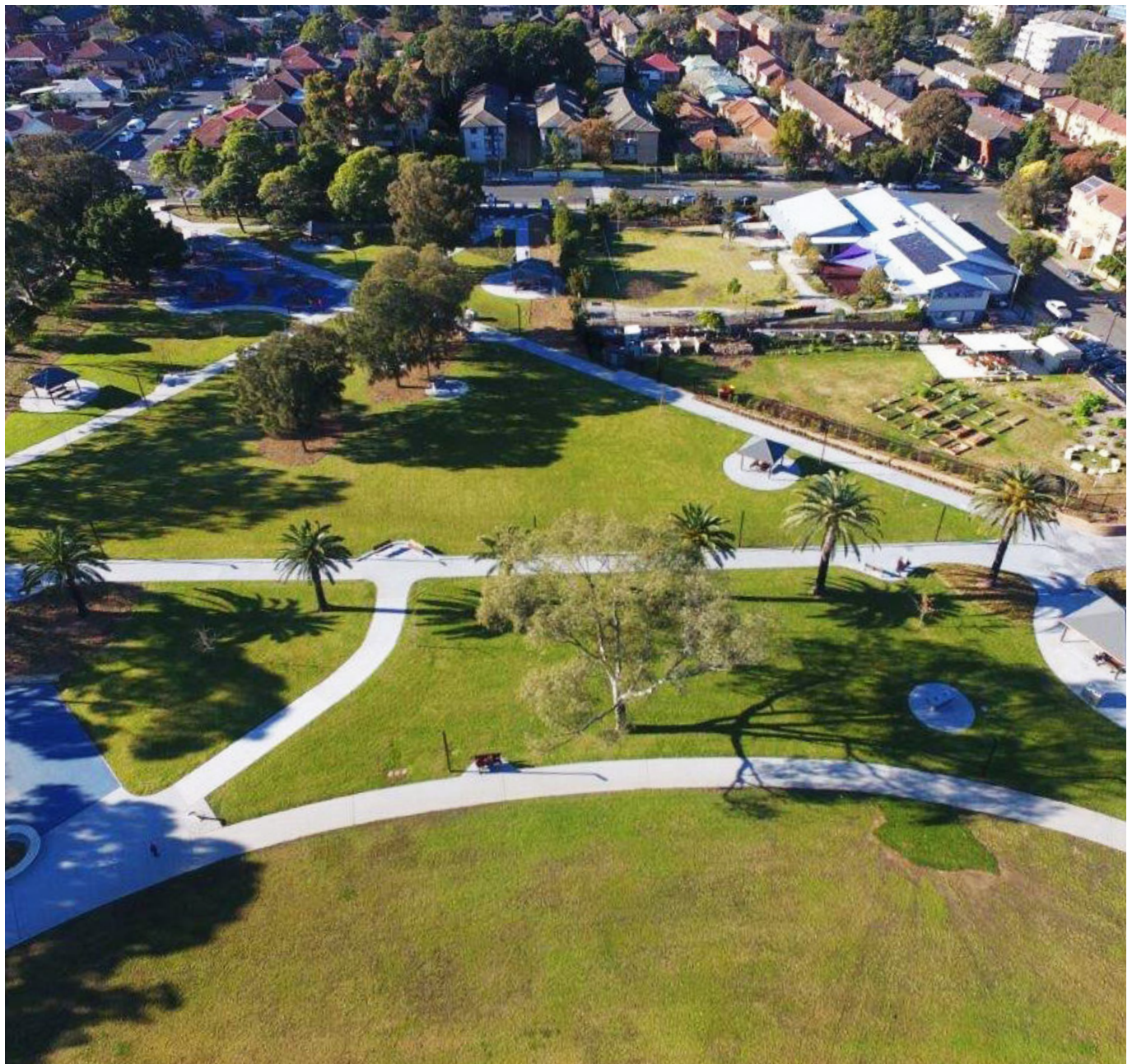
The following section sets out the progress and performance for Cumberland Council on the implementation of the Operational Plan 2017-2018 including updates on how Council's key projects are progressing as well as achievements and highlights in each service area.

## Key Projects Delivery

Consolidated Performance for 2017/18:







### Guide to the Key Projects Traffic Lights



# 1. Community Programs and Events

This service area provides a wide range of cultural, social and community-focused programs and events that promote social inclusion, increase community wellbeing and foster positive connections within the community. This service area helps increase the liveability and sense of community in Cumberland.

## Key Statistics for 2017/18:

	<p>Over 99 school holiday programs were delivered for young people aged 12 to 18 years</p>		<p>Sydney Cherry Blossom Festival attracted over 90,000 visitors with estimated \$8.3 million output and an estimated \$3.8 million value added to the local economy with 54 full-time jobs created.</p>
	<p>Delivered 40 events to more than 150,000 residents and visitors to Cumberland</p>		
	<p>Over 300 volunteers provided more than 30,000 hours of support to Council services</p>		


## Achievements and Highlights for 2017/18:

- Provided access to community services for 225,627 visitors at Council's three one-stop-shop community centres.
- Council collaborated with Aboriginal and Torres Strait Islander residents on year round cultural initiatives which raised awareness of local Aboriginal history, language and people. The program delivered 35 events and programs including Darug cultural workshops, and NAIDOC and Reconciliation Week programs.
- More than 53,694 hours of support programs were provided for seniors and people with disabilities.
- People with a disability had access to 14,514 hours of support provided through Council's NDIS programs.
- Nutrition Services provided 36,381 meals to seniors and people with disabilities.
- Over 6,406 transport trips provided to seniors.
- More than 18,826 free transport trips were provided on the Access Loop bus.
- Coordinated a Seniors Festival program providing over 80 events for local seniors.
- Council's Major Events Program delivered a diverse range of community and cultural events showcasing the unique assets and people within Cumberland. Key highlights include:
  - The second annual LOCALE Festival, revelling in the unique local stories, food, people and places of Cumberland. The program featured 22 arts and cultural events.
  - The Sydney Cherry Blossom Festival achieved a record 50% growth for the 10-day event and is NSW's biggest horticultural festival.
  - Australia Day event was hosted at Holroyd Gardens and attended by over 15,000 community members.
  - Two Fun 4 Kids event for children engaging over 8,000 local children and families.
  - Lunar New Year, Iftar, Diwali and Christmas in the Garden events delivered as part of Council's Cultural Events Program.
  - The Auburn Botanic Gardens showcased with over 2,000 locals and visitors in May 2018, as part of the Australian & New Zealand Botanic Gardens open day.



- Council delivered support programs for local community organisations and workers to respond to service gaps and build the capacity of the community sector assisting the volunteers program. Council delivered essential training, including Cultural Competence and Working with Survivors of Torture and Trauma training in response to the needs of our refugee communities. In addition, two quarterly networking forums were launched to bring together community workers from across Cumberland.
- Council extended the award-winning Refugee Camp in My Neighbourhood project to include a community celebration day featuring local community groups showcasing food, culture, traditions and stories.
- Nine new exhibitions and 84 public programs were delivered at the Peacock Gallery and Artists Studio, in total receiving 63,280 visitors.
- The Flavours of Auburn cultural food tourism program expanded on popular cooking classes and food tours to feature more cuisines and cultures as a partnership between Cumberland Council and local community groups.
- Implementation of the new Cumberland Community Grants Program with fourteen engagement activities involving more than 500 people, delivery of approximately six grant support and advisory programs and total fund allocation of \$591,923 for 57 projects in Round three.
- Generated \$225,288 of income from Council's NDIS programs.

## Operational Plan 2017-2018 Key Projects Progress:




We have positive connections within our local community through our local programs and services that reflect our unique identity

### 1A.1.1 Finalise Cumberland Youth Strategy



The Cumberland Youth Strategy 2017-2021 was finalised with engagement from over 1,600 young people. The Strategy focuses on five priority areas and includes 64 actions to be implemented over the next four years. Council established a Youth Advisory Committee to oversee the implementation of the Strategy together with members of the Cumberland Youth Interagency.




We feel safe in all areas of Cumberland at all times

### 2A.1.1 Develop Cumberland Crime Prevention Plan



The Cumberland Community Safety and Crime Prevention Plan 2018-2022 was adopted by Council and developed with input from more than 1,796 people. Information received through engagement and from a Community Safety Survey, hosted in multiple languages in addition to an analysis of crime data, allowed Council to identify 10 priority areas, developing 35 strategies and 74 related actions. Implementation has so far included the following:

- Five Community safety audits completed for Pemulwuy, Guildford, Pendle Hill, Granville and Wentworthville Town Centres.
- Establishment of a Community Safety Committee meeting.
- A CCTV and Lighting Study was completed to support the implementation of the Stronger Communities Fund Major Projects Program and centralisation of Council's hybrid CCTV systems.
- Installed 24 Alcohol-Free Zone signs within Auburn, Berala, Lidcombe, Granville, Guildford, Merrylands, Pemulwuy and Wentworthville.



We have positive connections within our local community through our local programs and services that reflect our unique identity

### 1A.2.1 Develop Culture and Activation Strategy



Council completed a place-based engagement program in 12 town centre locations across Cumberland for the Culture and Activation strategy using an interactive data collection tool called 'Place Score'. The information collected will assist Council to determine what people value most about their town centres, and inform the planning of Council's services and programs in arts, culture and town centre-based initiatives such as public art, place activation and business engagement.



We have a strong and diverse local economy supported by a network of small business

#### 4A.1.1 Prepare a business engagement program to support local business in town centres



Council established a Business Support Program to support local businesses in town centres. Implementation has included:

- Development of a Cumberland Business Profile
- Face-to-face visits, online surveys and interviews were conducted with stakeholders and small businesses across 12 town centres in Cumberland to identify priority needs.
- Distribution of a Business Factsheet with information about key Council services to local businesses helping to establish positive new relationships between small businesses and Council.

- Council received a grant of \$5,000 to promote and recognise the contribution of small and medium-sized businesses in the Cumberland LGA during NSW Small Business Month.
- Development of a Business Support Program to build the capacity of local business through free workshops and training, free business advisory services, networking opportunities and activations that stimulate vibrancy in town centres.



We have equal access to local services and facilities

#### 2B.2.1 Complete and implement review of Council's seniors units for independent living









Council is currently exploring a range of expansion options for consideration.



## 2. Roads, Stormwater and Street Cleaning

This service maintains local roads and infrastructure to the highest standard as well as managing stormwater and drainage around the local area. It ensures public places are clean and attractive with a schedule of street cleansing services.


### Key Statistics for 2017/18:

	28kms of local roads resealed		125 street lights upgraded
	9.8kms of new footpaths constructed		19,875 clean up services provided
	12.45kms of footpaths reconstructed		3,328 instances of illegally dumped rubbish collected

### Achievements and Highlights for 2017/18:

- 1,588 Stormwater Pits identified and inspected.
- 100% of the Road Reseal Program was completed.
- All major towns cleaned daily.
- 100% of the Footpath Program for new and reconstructed footpaths was completed.

### Operational Plan 2017-2018 Key Projects Progress:



Our planning decisions and controls ensure the community benefits from development

#### 5B.2.1 Develop transport and stormwater asset management plans



The Transport Asset Management Plan and the Stormwater Asset Management Plan have been developed and Transport and Stormwater Business Process Manuals and Asset Management Frameworks have been completed.



Our planning decisions and controls ensure the community benefits from development

#### 5B.2.2 Design and acquisition for Merrylands Ring Road









The design phase of the ring road has commenced.

# 3. Parks and Recreation

This service provides and maintains an extensive network of accessible and sustainable parks, open spaces, sportsgrounds, playgrounds, bush reserves and gardens where residents can play, socialise and connect with others. Council also maintains local parks and gardens, sportsgrounds, golf courses, play spaces, hard courts, bush reserves, corridors and streetscapes that make up approximately 800ha of green space in Cumberland.


## Key Statistics for 2017/18:

	Upgraded Auburn and Bardo Parks with Capital expenditure of \$5.2 million		Completed 23 playground upgrades
	144 Capital works projects undertaken		Council hosted "The World Traditional Games" in partnership with Creating Chances
	Convened nine new Parks Committees with 45 members		Wyatt Park Netball Courts Refurbishment Program completed

## Achievements and Highlights for 2017/18:

- Provided services, facilities and programs for 202 playgrounds, 107 sports fields, 44 outdoor sports courts, 37 cricket wickets and 26 tennis courts.
- There were 1,276 seasonal bookings and 1,493 casual bookings for sportsgrounds.
- Successfully transitioned management of sportsgrounds from section 355 Parks Committees to Council management control with support from Local Parks and Facilities Committees.
- Capital works programs undertaken ranging from minor seating projects to construction of major park facilities.
- Developed an Asset Renewal Program, targeting open space assets to support the use of sportsgrounds ensuring they meet community needs into the future.
- Playground upgrades included installation of outdoor fitness equipment at Tom Uren Park.
- Numerous sportsground renovations, irrigation and floodlighting projects, and a pedestrian bridge at Holroyd Gardens were delivered as part of the Annual Parks Improvement Program.
- A successful partnership with Tennis Australia provided an easy online booking and keyless entry system for Council's tennis facilities covering 26 courts with in the Book-a-Court System being implemented. This is the largest Book-a-Court installation in Australia.
- Council collaborated with Regional and State Sporting Bodies on a broad range of sports partnerships to produce a program of try sport events to introduce the community to over 30 different sports.
- A new Recreation and Sport Advisory Panel was created to assist and advise on Sport and Recreation initiatives and development in the community.
- Council in, partnership with Creating Chances, hosted 'The World Traditional Games' at Lidcombe Oval. The first of its kind in Australia, the Games celebrated the wealth of cultural diversity in Cumberland while promoting social harmony and diversity with over 80 different ethnic groups from 40 high schools participating in nine different sports from around the world.
- Partnered with Sports NSW to host the Activate Inclusion Sports Day Event which was an open day for people with a disability to try different sports, with more than 115 participants involved.
- Adopted the Lakewood Riparian Corridor Plan of Management in Pemulwuy.
- Adopted the Auburn Botanic Gardens Masterplan.

## Operational Plan 2017-2018 Key Projects Progress:




We have great natural and green spaces that suit a variety of uses

### 3A.2.1 Develop a Cumberland Open Space and Recreation Strategy



A Cumberland Open Space and Recreation Strategy will provide Council with a 10 year direction for open space, sport and recreation facilities and services. It is expected that the Draft Strategy will be presented to Council in October 2018 for approval to place on public exhibition prior to Council's adoption in late 2018.




We have great natural and green spaces that suit a variety of uses

### 3A.2.2 Deliver Wyatt Park Plan of Management



The presentation of the final draft Wyatt Park Plan of Management was delayed due to the Crown Lands Management Act 2016 coming into effect on 1 July 2018. Requirements under this new legislation have delayed the completion of the project.




We have great natural and green spaces that suit a variety of uses

### 3A.2.3 Complete Granville Park Pavilion and playing surface renewal works



Indicative Budget Cost Plan and Feasibility and Resourcing Assessment have been completed with the Development Application underway for demolition and the tender of concept design to be released.




We have great natural and green spaces that suit a variety of uses

### 3A.2.4 Commence a Parks Plan of Management Review Program



Initial meetings have been held with external consultants and internal stakeholders to discuss the development of a draft program. Following community engagement the review program will be presented to Council for adoption.



We have high-quality community facilities that fit our purposes

### 1B.2.1 Improve customer satisfaction in open space provision and presentation







A specialist planning contractor undertook the Parkscape Program and collected and analysed 625 user intercept surveys on how Council could improve customer satisfaction in open space provision and presentation. This survey data will provide a solid baseline on which to establish operational performance targets to improve customer satisfaction and inform future planning and project works.



# 4. Environmental Programs

This service provides a wide range of waste education and environmental initiatives to ensure the long-term sustainability of Cumberland's natural environment as well as engaging children and families in community-focused education programs.


## Key Statistics for 2017/18:

	<p>2,000 native trees planted in the local area for the Tree Giveaway Program</p>		<p>Environmental Education provided 24 workshops to the community</p>
	<p>14 native beehives are active in the area with four in Council parks</p>		<p>Community engagement activities attracted over 900 participants at the schools sustainability expo and community workshops</p>

## Achievements and Highlights for 2017/18:

- Sustainability initiatives such as the Energy and Water Savings Plans continue to be implemented to reduce Council's environmental footprint, reduce bills and improve the operations of facilities and assets.
- The Meter Audit was completed with the location and details of all utility meters entered into Council's mapping program, making it easier to achieve Council's energy and waste savings actions.
- Successful implementation of the Finance Footprint Utilities Monitoring Program.
- Boomerang Bags were provided at 27 Council facilities, including educational and childcare centres to reduce staff use of single use plastic bags.
- Plastic Bottle Litter Reduction Program installed eight water refill stations across the LGA.
- The Duck River Masterplan was developed.
- Environmental Protection Authority (EPA) Cigarette Butt Litter Reduction Program trial completed, aiming to reduce cigarette butt litter and encourage proper cigarette butt disposal.
- Council partnered with the EPA/Roads and Maritime Services (RMS) and WSROC in Local Litter Check Projects on the Great Western Highway at Wentworthville.
- Council's joint Environmental Health and Environment Protection teams carried out 'Get The Site Right' blitz days in conjunction with the EPA to target building sites and help minimise environmental impact.
- Partnerships with other entities such as the Australian Research Institute for Environment and Sustainability's Habitat Stepping Stones program, and University of NSW Citizen Science program allows Council to continue to champion a variety of community environmental programs for residents.
- Commencement of Strategies and Plans including the Biodiversity Strategy, Energy Savings Action Plan and Water Efficiency Plan.
- Hosted the 'Riverfest' event with the Parramatta River Catchment Group and 150 people provided feedback on the Duck River Masterplan.

Operational Plan 2017-2018 Key Projects Progress:




We have great natural and green spaces that suit a variety of uses

3A.1.1 Develop and implement Environmental Management Framework



Internal stakeholders have been engaged on the Draft Environmental Management Framework and it was placed on public exhibition with no submissions received. A report on the Draft Environmental Management Framework will be presented to Council.




We value the environment and have measures in place to protect it

3B.2.1 Deliver initiatives to build awareness, skills and capacity through children and families to promote and enhance sustainable environments



The Bush School continues to hold monthly community nature play and storytime sessions that focus on fostering an understanding and appreciation of the environment and sustainability. Through this initiative, the Bush School Educators have developed a strong working relationship with the Wildlife Rangers at the Central Gardens Nature Reserve who share their knowledge and passion for sustainable practices with the Education Services and Childcare Centres that visit. Children's Services continues to implement initiatives to role model environmental sustainability and upcycling to the children and families engaged in their services such as the Eco Hub Committee partnering with Council's Resource Recovery to deliver Boomerang Bags at Council's 17 educational and care centres.




We value the environment and have measures in place to protect it

3B.1.1 Provide support and partner with external agencies to enhance local waterways and riparian corridors



Established an Environmental Assessment Program, which targets water pollution through industry auditing and holding polluters to account. Launched an erosion and sediment control program with Environment Protection Officers monitoring local development sites to ensure that there are measures in place to minimise and prevent impacts on local waterways. Council continues to engage with the Parramatta River Catchment Group in the development of the Duck River Masterplan, as part of a multi-year program of works.



We have great natural and green spaces that suit a variety of uses

3A.1.3 Develop and implement a Vegetation Management Plan (the name of this project was changed to Biodiversity Strategy.)









Potential contractors have been identified from the Local Government Procurement Vendor Panel and considered for assistance in preparing the Strategy.



# 5. Household Waste and Recycling

This service provides efficient waste collection and regular clean up services to ensure Cumberland is a clean, green, attractive and usable area for residents. This includes a pre-booked household clean-up service as well as dedicated collection services for problem and electronic waste types. Council also collects illegally dumped rubbish to keep kerbsides and public spaces tidy.

## Key Statistics for 2017/18:

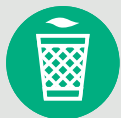
	8.46 tonnes of asbestos removed across 136 households		65,489 tonnes of garbage collected
	50 tonnes of problem waste collected		10,005 tonnes of recycling collected
	19,875 household collections have been provided to residents		5,678 tonnes of clean-up collected
	750 residents engaged in Council's community workshops and waste services.		1,605 tonnes of mobile, drop-off and other services

## Achievements and Highlights for 2017/18:

- Approximately 35,142 recycling bins inspected as part of the Recycling Bin Inspection Program.
- 1,947 bookings through the Mobile Problem Waste Collection Program.
- Waste Education Programs at 27 preschools and 11 primary schools including worm farming, litter and recycling.
- Developed strategies including the 2018-2023 Waste Avoidance and Resource Recovery Strategy and the Contamination Management Strategy.
- The Waste Management and Resource Recovery Data Management System was introduced which resulted in the ability to collect more accurate data for Council's waste and recovery operations.
- The Interim Waste Development Control Guideline was developed.
- Introduced the Staff Bag Share Program with 120 Boomerang Bags distributed to 27 Council facilities, to reduce plastic waste.
- Provided recycling and food waste reduction information through the 'Fun for Kids' events with 29 workshops conducted with schools which reached 750 children.
- Extended the Mobile Community Recycling Services to include the collection of electronic waste.
- Hosted local events and community workshops to promote household waste reduction and Council's waste services with approximately 743 residents attending.
- Council adopted the Asbestos Management Policy and implemented the Community Asbestos Awareness Program aimed at reducing the risk of asbestos exposure within households with free asbestos collection services, information sessions and the facilitation of asbestos inspections conducted by a qualified Asbestos Assessor.
- Development and implementation of Council's 'Waste in the Right Place' education campaign, aimed at increasing the visibility of Council's waste services.



## Operational Plan 2017-2018 Key Projects Progress:



Our public places are clean and attractive

### 3C.1.2 Develop and implement Council's Waste Management and Resource Recovery Strategy







A draft strategy document was prepared and will be referred to Council for consideration and adoption. An Action Plan commenced with a Waste Management and Resource Recovery Community Survey online and sessions developed for the Community Focus Group and Councillor Briefings.



## 6. Children's Services

This service provides quality education and children's services to meet the needs of the child, their families and the community including long day care preschools, before and after school programs, school holiday programs, occasional care and family day care services. These services support families to return to the workforce, provide employment opportunities and assist children to develop social skills and early literacy and numeracy, and to be prepared to transition to school.

### Key Statistics for 2017/18:

	Managed 17 educational and care centres for children and young families		The Early Learning Languages Australia (ELLA) Program supported 120 children
	12 Community Reading Boxes have been installed		15 of Children's Services Centres are 'Exceeding' the National Quality Standards

### Achievements and Highlights for 2017/18:

- Before and After School Care services offered places for 60 children per day with utilisation for Before School Care at 47.28% and After School Care at 99.58%.
- Long day Care services offered 324 places per day across all centres with utilisation at 99.52%.
- Occasional Care services provided 900 hours of care per week with utilisation at 84.7%.
- School Holiday services offered places for 60 children per day (plus an additional 60 places during July 2017) with utilisation at 93.5%.
- Four School Holiday services were open each School Holiday period for 60 children each day, except in July 2017 when Pemulwuy Out Of School Hours (OOSH) also opened for 60 children per day. Utilisation rate for the year was 93.5%.
- Total number of full-time children enrolled in Family Day Care services is 118.
- The new childcare management system Smart Central and Electronic Sign In technology has been implemented, aligning to the Australian Government's New Child Care Subsidy. The new platform has improved security and provides usable business data to Council.
- An intergenerational program has been implemented which provides residents of Garden View Nursing Home with visits from children within Council-run Children's Services. The visitation program allows children to feel a sense of belonging in the community and reduce loneliness for the elder residents.
- The 'Eat Smart, Play Smart Program' has been implemented at Before and After School Care and for School Holiday Programs, as part of the NSW Health initiative.
- Reading boxes have been funded by Wenty Leagues Club and constructed by the Granville Men's Shed to promote literacy throughout the wider community.
- The Early Learning Languages Australia (ELLA) Program was provided to Pemulwuy Children's Centre to teach French and Auburn Long Day Childcare Centre to teach Spanish.
- 203 children graduated through the Transition to School Program.

## Operational Plan 2017-2018 Key Projects Progress:



We have positive connections within our local community through our local programs and services that reflect our unique identity

1A.1.2 Develop and deliver a Professional Development Program that targets specific areas of education and care



The Professional Development Action Plan and Calendar of training opportunities was offered to Council's Educators with the following activities:

- Three staff graduated in 2017 with a Bachelor of Teaching (Early Childhood) through the Professional Development Program to upgrade Educators from a Diploma in Children's Services to a Bachelor of Education.
- Child Protection course updates were rolled out to all Children's Services staff.
- The Foundation Skills Program sessions were completed.
- Staff attended a Curriculum Design and Implementation Workshop.
- Educators attended 'Guiding Children's Behaviour' workshop and 'Let's Count the Educator' training session.



We have positive connections within our local community through our local programs and services that reflect our unique identity

1A.1.3 Deliver initiatives that promote and enhance sustainable environments



Initiatives continue to be implemented across all Centres including:

- "Love your leftovers" literacy packs for families
- Visits to the community garden and the Bush School.
- 203 children who graduated from preschool across Cumberland Council's Education and Care Services were provided with a reusable lunch pocket, snack bag and drink bottle in order to ensure commitment to sustainable practices continues into their school years. At each of the Preschool Graduation Ceremonies, a talk was delivered to the parents about the benefits of using the reusable bags and drink bottles while promoting the importance of a waste free lunch.



We have positive connections within our local community through our local programs and services that reflect our unique identity

1A.1.4 Develop a Children and Family Services Strategy



Methodology has been developed to inform the Children and Family Services Strategy including community engagement, and industry research into upcoming trends and demographics. The Community Engagement Plan has been developed in consultation with Council's media, marketing and engagement teams and stage one will address how data will be collected from children and families, including:







- What programs and facilities children and families would like to see
- What children and families find beneficial with existing services and facilities within the LGA
- Children's Services continues to collate a database with the contact details of families within the LGA who wish to be contacted and have their input into the Children and Families Strategy.



# 7. Urban Planning and Development

This service provides strategic planning and development services to ensure developments are well coordinated and land is used in the best way for the entire community. This service also includes coordinating new developments with infrastructure and economic growth such as innovative land uses, transport, green spaces and community facilities.


## Key Statistics for 2017/18:

	Value of Development Applications assessed \$1.78 billion, with 1,541 DAs lodged		Adopted an Establishment of the Development Acceleration Panel and New Local Planning Panel
	100% of planning proposals are within 800 metres of a train station (except for North Auburn at 900 metres)		Establishment of the Cumberland Heritage Committee
	Adopted an Interim Affordable Housing Policy – target of 15% of new housing being affordable rental		Council had the 3rd highest increase in dwellings approved in Metropolitan Sydney, up 26%* <small>*compared to previous financial year and excluding Hunters Hill</small>

## Achievements and Highlights for 2017/18:

- Drafted the Employment and Innovation Lands Strategy 2018 for Cumberland.
- Finalised five rezoning plans for:
  1. Medium density housing in Pemulwuy.
  2. Low density housing in Guildford West.
  3. Low rise apartments in North Auburn.
  4. New neighbourhood centre at the Bonds site in Pendle Hill.
  5. Take away food premises in Merrylands.
- The Holroyd Local Environmental amendment for 108 Station Street Wentworthville was gazetted and came into force.
- Adopted an Interim Affordable Housing Policy which has a broad target of 15% of new housing being affordable rental housing; including public, community and privately owned affordable housing.
- Developed the Unlawful Development Enforcement Operational Guideline which identifies various categories of unlawful development and supports Compliance Officers to make operational decisions.
- Council partnered with Sydney West Councils and launched the Sydney's West app and website.
- The Heritage Awards received seven entries for the Best Maintained Heritage Property and Restoration and Development Awards, as well as over 110 entries from primary school students for the prestigious Keeper of the Stone Heritage Award.

## Operational Plan 2017-2018 Key Projects Progress:




Our planning decisions and controls ensure the community benefits from development

### 5B.1.1 Finalise the Cumberland Development Contributions Plan for local infrastructure



A review was undertaken of existing works schedules with analysis against current capital works budget underway. The first draft of the Cumberland Development Contributions Plan for local infrastructure was completed which included Cumberland population growth, housing forecasts, demographic characteristics, and contribution catchments. The outline requirements for Community Facilities, Open Space and Recreation and Public Domain Streetscape Infrastructure were scoped. Work continues with the relevant sections of Council to finalise eligible infrastructure works schedules, and to incorporate current and proposed future year Capital Works Programs. The adoption of the proposed Draft Plans of Management for Wyatt Park, the Auburn Botanic Gardens and the Duck River Corridor, are preferred for inclusion into the Contributions Plan.




We have vibrant entertainment precincts

### 5A.1.1 Implement the town centre reviews into plans (Merrylands, Wentworthville, Auburn and Lidcombe)



- The Merrylands Centre Neil Street Precinct Plan was gazetted and completed.
- The Merrylands Centre Station and McFarlane Street Precinct post-exhibition report has been drafted and was reported to Council with the required documents being lodged with the NSW Department of Planning and Environment for finalisation and gazettal of the Local Environment Plan amendment.
- The Gateway Determination to Proceed was received for the Wentworthville Centre Planning Proposal. Some of the conditions imposed will require action prior to the public exhibition with development controls also being prepared.
- Auburn and Lidcombe Town Centre Strategy report is being prepared with a Councillor briefing scheduled.



We have a strong and diverse local economy supported by a network of small business

### 4A1.2 Implement the Cumberland Employment and Innovation Lands Strategy








The Draft Cumberland Employment and Innovation Lands Strategy were publicly exhibited and is in the process of being finalised and reported to Council for adoption.



# 8. Regulatory Programs

This service regulates and enforces health and safety standards across Cumberland LGA by enforcing local laws, regulations, policies and guidelines to safeguard the health and safety of all residents.


## Key Statistics for 2017/18:

	Over 1,450 retail food premises were inspected		14 Retail Food Handler Seminars
	Council conducted 240 skin penetration premises inspections		Companion Animal Program provided services and programs for animals
	50 premises with over 110 cooling towers inspected		

## Achievements and Highlights for 2017/18:

- Inspection of all 940 registered food premises in the Cumberland Area was completed.
- Council maintains a register of all regulated air conditioning systems in the LGA and made an annual inspection of cooling towers, mapping their location and recording their condition as part of the Legionella Control Surveillance Program.
- Assessed 420 Development Application referrals and attended to over 600 customer enquiries.
- Educational programs and food safety seminars were provided to the community and local businesses.
- Council has completed the implementation of a new infringement issuing process, by moving to best practice electronic infringement issuing via mobile platforms.
- Council has been reappointed as a Category B Enforcement Agency by the NSW Food Authority, for the food inspection of food premises.
- Council participated in a NSW Food Authority initiative, where raw eggs and listeria surveys were conducted at local food premises.
- Council participated in the 'Get the Site Right' Erosion and Sediment Control Inspection Program which was coordinated by the Parramatta River Catchment Group.
- Daily monitoring by Council's Parking Patrol Team at schools throughout the LGA, to monitor safe driving and parking behaviours.
- Heavy vehicle breaches on road limited roads were regularly monitored and enforced throughout the LGA.

## Operational Plan 2017-2018 Key Projects Progress:

	Council operations support a healthy community
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### 2C.1.1 Develop the Cumberland Environmental Health Strategy








The development of an Environmental Health Strategy has commenced.

# 9. Libraries

This service provides a network of eight modern and well-resourced libraries to promote community learning with educational, recreational and development programs.


## Key Statistics for 2017/18:

	Eight libraries across the LGA		760,507 loans for books and items
	Library services were provided to 848,965 visitors		2,694 library programs run
	12,865 new library members		

## Achievements and Highlights for 2017/18:

- The libraries provided free Wi-Fi and access to computers, printing and eLibrary services to 315,965 users.
- Provided library activities to children, babies and toddlers, such as preschool storytime, after school craft activities and Summer Reading Clubs.
- Council has worked hard to harmonise three distinct library services into a single streamlined service, while maintaining curated collections specific to communities at the branch library locations.
- Libraries provided Connect to Work Programs, Tax Help and Justice of Peace.
- 2,694 library programs provided to over 43,394 participants.
- Installed self-check technology accesses at Auburn, Lidcombe and Regents Park libraries.
- Completed the Monitor Self-Printing and PC Solution Project for all libraries in the LGA.

## Operational Plan 2017-2018 Key Projects Progress:




We have high-quality community facilities that fit our purposes

### 1B.2.2 Auburn Library Extension



The Auburn Library Extension Project is currently being re-scoped in accordance with the Stronger Communities Fund re-assessed budget allocation. The preliminary design and cost estimates are completed with internal fixtures and furnishings being sourced and sent to Procurement.



We have high-quality community facilities that fit our purposes

### 1B.2.3 Granville Multipurpose Facility – Branch Library Component









Community consultation and engagement was undertaken with library technology, programs and services being reviewed. The overall project has proceeded to the Development Application stage. The Development Application is with the Cumberland Local Planning Panel for assessment so the library component of the project can move to the Centre Operations phase.

# 10. Pools

This service provides recreational facilities to promote the health and wellbeing of the community, including aquatic centres, swim programs, sporting events and family leisure activities.


## Key Statistics for 2017/18:

	100% of water quality tests completed for Council's pools are compliant		Completion of the Belgravia Annual Staff Engagement Survey
	Four free swim programs offered for at-risk swimmers		25 School Swimming Programs offered
	10 refugee pool lifeguards qualified		238,203 family attendances for Councils' pools

## Achievements and Highlights for 2017/18:

- Modernisation of the four swimming pools has commenced with architects and consultants engaged. Forecasts have been developed for the timeframe for the submission of the Development Applications.
- Strong social media presences, Council pools have maintained its 3.8 star review rating for June 2018.
- Council has managed to reach out to 8,300 members of the community.
- Council has continued to maintain successful partnerships with the Teaching of Swimming and Water Safety AUSTSWIM. Council welcomed another 14 swimming and water safety swimmers.
- Net Promoter Score (NPS) 48.6 for June 2018, this is well above the Belgravia Leisure benchmark for NPS score of 40.

## Operational Plan 2017-2018 Key Projects Progress:

	We have high-quality community facilities that fit our purposes
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1B.2.4 Undertake poll of electors on sustainability of pools










Results showed 75% of the poll voted to retain and maintain all existing pools.



# 11. Governance and Administration

This service provides effective civic leadership underpinned by a foundation of good governance to ensure decision making is transparent and accountable and that organisational activities are honest and free from fraud or corruption.

## Key Statistics for 2017/18:

	Improvements in the Council's Customer Contact wait times, current average wait times at 55 seconds		129 media releases
	90% of respondents were satisfied with the courtesy of staff		Engagement across over 30 projects
	A growth of over 2,000 followers in our social media		1,000 new conferees were welcomed as Australian Citizens through our Civic Events Program
	4,500 visitors (3,000 unique) to the 'Have Your Say' website		

## Achievements and Highlights for 2017/18:

- 27 Councillor Briefings held.
- Held 20 face-to-face sessions with staff, the General Manager and Leadership Team.
- Webstreaming of Council meetings introduced.
- Business and Council Papers were published online.
- Implemented 28 internal and external audit recommendations.
- Customer service attended to 238,732 calls.

### Customer Contact:

- The Customer Service Charter and Cumberland Service Standards document has been adopted.
- Commencement of a Compliments and Complaints Management Policy and a centralised and streamlined complaints management process are in place.
- Deployed a new ticketing kiosk system for counter transactions at customer service centres.
- Customer contact average wait times approximately 55 seconds, a significant improvement from Quarter 3 to Quarter 4, with 53,979 calls received during the period.
- Council is currently finalising its Customer Experience Strategy.

### Communications and Engagement:

- New website for Council which went live in November 2017. This saw the streamlining of numerous websites into a consolidated site, improving customer experience in accessing council information and services.
- Communication with our community has grown exponentially with over 20% of our population already signed up to our wide range of communication channels.
- The Delivery Program 2017-2021 and Community Engagement Strategy were the highest performing projects on 'Have Your Say'.
- Higher than industry average participation rate on 'Have Your Say' website.
- Media release output increased by 70% with a 140% increase in speeches.
- 518% increase in database contacts since January 2018.
- Councillor, Executive Leadership and Manager Engagement workshops completed.
- The new brand for Cumberland Council was formed to ensure a recognised and trusted identity for the community and stakeholders.

**Governance and Risk:**


- A new Audit, Risk and Improvement Committee Charter was introduced and a Cumberland Local Planning Panel, was formed as well an Internal Ombudsman Shared Service, the first of this type of arrangement for Local Government in NSW.
- The Enterprise Risk Management Framework has been developed, with 15 workshops conducted with staff.
- Fraud Control Action Plan has been developed as a result of undertaking the NSW Audit Office Fraud Control Improvement Toolkit.
- Significant progress with the development of Council’s plans for the Business Continuity Plan.
- Delivered a series of Governance Code of Conduct Induction Training for Community and Parks Committee members.
- Completed the reconfiguration and revamp of Cumberland’s Council Chambers at Merrylands.

- Adopted a suite of best practice policies – Councillor Expenses and Facilities Policy, Code of Meeting Practice and Best Practice Policies.
- Three NRMA Driver Safety courses have been run for staff driving Council vehicles.


**Information Technology:**

- Corporate System Replacement Project Phase 1 has been delivered.
- Cloud-based systems, including a procure-to-pay have been implemented which has allowed for easy access to information for staff. Migration of separate multiple email systems to a single cloud-based Office 365 System.
- New electronic purchase order and accounts payable recording system has been introduced to improve Council's ability to analyse expenses.
- The high speed network has been implemented across Council sites.

**Operational Plan 2017-2018 Key Projects Progress:**



Council acts as a community guardian through responsible and effective operational administration



Decision-making is transparent, accountable and based on community engagement


6B.1.1 Implement a new customer contact phone system to enable the provision of a high quality and innovative customer experience ●

The new contact centre system cannot be sourced until Council's Wide Area Network upgrade is completed, which will link Council's Customer Service Centres on the same IT Infrastructure. The project commenced after slight delays due to refurbishments required to build the new contact centre in Auburn.

6C.1.1 Develop and implement a Council Community Engagement Framework ●

Council developed a Community Engagement Framework consisting of a Community Engagement Policy, Strategy and Implementation Program for Council Staff. Council's first Community Engagement Policy was adopted and two new approaches to engagement were implemented to help Council achieve meaningful and inclusive engagement. These are:

- New online system for the community to 'Have Your Say', launched with 915 visits to the page to date and more than 550 clicks to download documents, or find out more information.
- Engagement established as a mandatory step to consider in all Council projects.
- An online survey was created to assist in the development of the Community Engagement Strategy with 250 residents having their say to help Council better understand the community's attitudes.



We are proud of our political leadership

6A.2.1 Delivery of a comprehensive Councillor Induction and Training Program for newly elected representatives ●

Five Councillor Induction sessions have been completed with key topics covered including: Code of Conduct, Code of Meeting Practice, New Local Government Amendment Act Provisions and Strategic Leadership. Work has commenced on the Councillor Professional Development Program with several Councillors enrolled or having attended the Australian Institute of Company Directors Course. The Mayor has also received an induction manual and training for holding the Office Mayoral seat.



We are proud of our political leadership

### 6A.1.1 Develop Procurement Framework



The Procurement Framework for Cumberland Council has been developed and is currently being implemented and communicated to staff across Council. The document provides a thorough guide to ways of working, educating staff on how to undertake procurement with a focus on transparency and accountability. To support the framework, a suite of procurement templates has been commissioned to provide Council with a formalised, best practice set of documents going forward. Training for Executive and key staff on Probity and Contract Management has been undertaken.

The first set of deliverables for the framework includes:

- Project and Governance Probity Plan
- Tender Evaluation Plan
- Expressions of Interest, Request for Tender and Request for Quotation templates
- Procurement Risk Assessment Guide
- Tender Evaluation Score sheet.



We are proud of our political leadership

### 6A.1.2 Develop a robust governance framework underpinned by principles of transparency and accountability



The formalisation of a corporate governance framework has now commenced with the following actions undertaken:

- A number of updated policies reflecting best practice across the sector were adopted to enhance transparent leadership to the community.
- Training was delivered in relation to the Councillor and Staff Interaction Policy.
- Council is reviewing the Councillor Expenses and Facilities Policy.
- A new Code of Meeting practice and the 2018 meeting schedule was adopted.
- Significant work has been undertaken in performing a Fraud and Corruption Review, Staff Fraud (culture) survey and development of a draft Fraud Control Plan.
- Introduction of dashboard reporting of key financial and procurement data to the Audit Committee commenced.

- A policy audit was undertaken as well as the transfer of staff delegations and secondary employment declarations to the Governance unit from Human Resources.
- An Internal Audit of Council's Conflicts of Interest and Secondary Employment processes was undertaken.
- Council reconstituted 21 advisory committees.
- Petition Guidelines, Compliments and Complaints Management Policy and Guidelines and Related Party Disclosures Policy were tabled to Council during the 2017/18 period.



Decision-making is transparent, accountable and based on community engagement

### 6C.1.2 Provide highly connected civic leadership to the community through the use of innovative technology. This includes live minute taking and webcasting of Council meetings



The first elected Council of Cumberland successfully implemented the live webcasting of Council meetings. Council continues to record live meeting minutes to ensure the accurate record keeping of proceedings and allow residents to watch Council meetings. Council has implemented a new microphone system with electronic voting functionality which has been met with positive community feedback. Council has expanded webcasting to include Local Planning Panel meetings. This outlines Council's ongoing commitment to robust leadership and transparent decision-making.



We are proud of our political leadership

### 6A.1.3 Cultivate a procurement culture of good governance and high ethics to minimise the risk of fraud, corruption and tarnished reputation



Council has developed a Procurement Framework as a guiding document to promote an ethical and transparent culture at Council with clear business rules, audits and checks which drive accountability and best practices across the organisation. Procurement presentations have been delivered to key staff members and the aim is to promote strategic thinking across Council and organisational compliance with the Local Government Act. Procurement Probity training which has been developed in partnership with the internal Ombudsman will be rolled out across Council.



Decision-making is transparent, accountable and based on community engagement

### 6C.1.3 Implement dedicated rolling community engagement programs that create an ongoing conversation between Council and the community



An audit of community engagement activities across Council was conducted to inform the Community Engagement Framework which outlines a program of significant community engagement to help inform Council's strategic and operational decisions. A review of existing research, strategies and planning documents related to community engagement was undertaken and a new online engagement website was developed for Council called "Have Your Say". The website and online activities such as social media engagement were piloted with projects including online maps, surveys and submission forms attracting a large number of visitors who contributed to the Draft Delivery Program 2017-21 and Operational Plan 2018-19 including Council's Budget and Fees and Charges 2018/19.



# 12. Community Facilities and Property

This service provides access to a large number of community facilities to deliver social, cultural and recreational programs for the use of the whole community. These facilities include multipurpose community centres, arts and cultural facilities, halls and meeting rooms.


## Key Statistics for 2017/18:

	<p>Operated 10,735m<sup>2</sup> of community floor space</p>		<p>588 bookings at the Holroyd Centre</p>
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## Achievements and Highlights for 2017/18:

- Developed plans for the Management of Pemulwuy and Play Space Infrastructure.
- Council has transitioned all Section 355 Committee operated facilities to Council management.
- Word Tracker has been initiated for Council management staff to allow for better monitoring and management of projects in the Property section.
- The Property and Lease Register continues to be enhanced and improved.
- Council has endorsed the new Fees and Charges for Facilities and definitions for subsidies.
- Benchmarking continues for community facilities across the LGA along with the development of a community hub model for key areas in Cumberland.

## Operational Plan 2017-2018 Key Projects Progress:




We have great natural and green spaces that suit a variety of uses

### 3A.2.5 Complete Plan of Management for Pemulwuy



The project is on track with a Request for Quotation issued to five consulting landscape architects and the onsite inspections completed. Consultations were held with the project consultants, internal stakeholders and Aboriginal stakeholders. A draft Plan of Management and a Landscape Masterplan are in the process of development.




We have great natural and green spaces that suit a variety of uses

### 1B.1.4 Deliver a Play Space Infrastructure Plan



The development of the Play Space Infrastructure Plan is scheduled for the next Operational Plan and has not commenced. It is dependent on the Open Space and Recreation Strategy outcomes.



We have high-quality community facilities that fit our purposes

### 6B.1.2 Develop Property Strategy



The Property Strategy is being developed and will assess opportunities for the effective utilisation of Council assets within the LGA.

This section of the Annual Report contains the Statutory Information that Council is required to report according to the Local Government (General) Regulation 2005.

Other legislations included in this section are: the Local Government Act 1993, Local Government General Regulation 2005, Companion Animals Act 1998 and Companion Animals Regulation 2008, Government Information (Public Access) Act 2009 and Regulation, Environmental Planning and Assessment Act 1979, Public Interest Disclosures Act 1994 and Regulation, Carers Recognition Act 2010 and Disability Inclusion Act 2014.

## AUDIT AND RISK IMPROVEMENT STATEMENT

The Cumberland Council Audit Risk and Improvement Committee (ARIC) is an advisory committee of Council currently consisting of two Councillors and three independent external members charged with providing assurance, oversight and advice to Council and the General Manager in relation to the governance, risk and internal control functions of Cumberland Council. An effective and productive ARIC is considered a vital part of good governance practice. The ARIC met five times in 2017/18.

The ARIC promotes good corporate governance by the provision of independent objective assurance and assistance to the Council on:

- Compliance
- Risk management
- Fraud control
- Financial management
- Governance
- Implementation of Council plans and strategies
- Service reviews
- Collection of performance measurement data by the Council
- Any other matters prescribed by regulations.

## THE INTERNAL OMBUDSMAN SHARED SERVICE

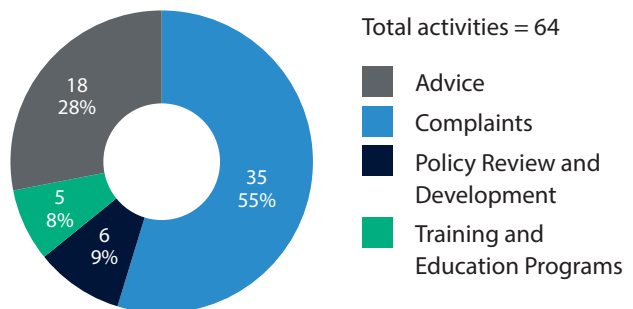
The Internal Ombudsman Shared Service (IOSS) with Cumberland, City of Parramatta and Inner West Councils commenced on 25 September 2017.

As detailed in the Internal Ombudsman Shared Service Governance Charter, the IOSS “provides residents, community members, ratepayers, local businesses, staff, Councillors and other Council stakeholders with an ‘independent ear’”. The establishment of the IOSS

reflects the three Councils’ commitment to operate to a high standard of ethical conduct and decision-making; administrative conduct and procedures; and, to strive for a corruption free organisation. All operations of the IOSS are underpinned by the principles of procedural fairness, impartiality, accountability and transparency.

The work of the IOSS encompasses the “Triple Governance Track” based on a tripartite model of: prevention, including policy review and development; education, including the development and delivery of training; and, the investigation of complaints within jurisdiction including about administrative conduct, unethical behaviour by Council, corrupt conduct, misconduct, or maladministration. If a complaint is found to have been sustained, the Internal Ombudsman may make recommendations for appropriate action. Each member Council contributes equally to the resourcing and facilitation of the IOSS. Information about the IOSS is found on each Council’s website.

Activities of the IOSS for Cumberland Council – 25 September 2017 to 30 June 2018



## AMOUNT OF RATES AND CHARGES WRITTEN OFF DURING THE YEAR

In accordance with the statutory requirements outlined in the Local Government (General) Regulation 2005 Clause 132, Council is required to provide the amounts of rates and charges written off during the 2017/18 financial year.



The table below a summary of rates and charges written off during 2017/18:

Rates and Charges Written Off	Amount \$
Period	2017/18
Statutory Pensioner Rebate	2,580,549
Voluntary Pensioner Rebate	89,588
Other Rates Written off (including postponed rates)	7,442
<b>Total Rates and Charges Written off</b>	<b>2,677,579</b>

Statutory Pensioner and Voluntary Pensioner Rebates are a major component of Council's total amount written off.

Under the Local Government Act 1993, Pensioners are eligible for exemption for their properties with Council's rates and charges.

The waste refund is not included in the above Rates and Charges Written Off. The total waste refund is estimated to be \$7,600,000. This was adopted by Council on 5 July 2017, to refund \$210 from the Domestic Waste Reserve to all current rate payers from the former rate path of the Holroyd City Council.

## DETAILS OF OVERSEAS VISITS

By Councillors, Council staff or other persons representing Council (including visits sponsored by other organisations)

In accordance with the statutory requirements outlined in the Local Government (General) Regulation 2005 Clause 217(1)(a), Council is required to provide details of overseas visits by Councillors, council staff or other persons representing Council.

In 2017/18, there were no overseas visits conducted by the General Manager or any other representatives of Council.

## EXPENSES AND FACILITIES FOR COUNCILLORS

To comply with the Local Government (General) Regulations 2005 Clause 217(1)(a1) to Clause 217(1)(a1)(viii), Council is required to provide total cost during the 2017/18 year of the payment expenses of, and the provision of facilities to Councillors in relation to their civic functions.

The total cost for the 2017/18 year is \$509,130.

As per the Councillor Expense and Facilities Policy adopted on 13 December 2017 and for the period September 2017 to June 2018, below is a table of the Councillors' expenses listed:

Allowances:	Amount \$
Mayoral allowance – \$84,330 per annum (excluding Councillor allowance)	62,515
Councillor allowance (per Councillor) – \$28,950 per annum	335,745
<b>Total Allowances – Mayor and Councillor</b>	<b>398,260</b>
<b>Other Expenses:</b>	
Telephone and data expenses	10,401
Travel reimbursement	5,347
Mobile phone/tablet hardware cost (returnable assets of Council)	66,180
Childcare	1,350
Postage/stamps	2,083
Dedicated home office equipment (desk, chair, and printer)	12,828
Home office expenses allocation (\$600)	2,585
Attendance at conferences/seminars	39,359
Professional development	1,810
<b>Total Other Expenses</b>	<b>141,946</b>
<b>Total Allowances and Other Expenses</b>	<b>540,206</b>

## MAJOR CONTRACTS

To comply with the Local Government (General) Regulations 2005 Regulation 217 Clause (1)(a2), Council is required to provide details of each contract awarded during the 2017/18 year (whether as a result of tender or otherwise) other than:

- (i) Employment contracts (that is contracts of service)
- (ii) Contracts for less than \$150,000 or such other amount

as may be prescribed by the regulations, including the name of the contractor, the nature of the goods or services supplied by the contractor and the total amount payable to the contractor under the contract.

The table below shows Council contracts worth \$150,000 including GST (and excluding employment contracts) or more which were awarded during the 2017/18 year:

Description of the project or goods or services or real property	Effective Date	Contractor's business name and address	Est. amount payable Amount \$
Gas Supply	Jul 2017	Origin Energy, GPO Box 2437, Adelaide SA 5001	Schedule of Rates
Architectural Services: Granville Multipurpose Centre	Jul 2017	DWP Australia Pty Ltd, Suite 2, 19 Harris St, Pyrmont NSW 2009	772,310
Linden Street and Harvey Place Toongabbie Laneway	Jul 2017	Mack Civil Pty Ltd, 209 Chuter Ave, Sans Souci NSW 2219	283,368
Herbert Place Slip Lane Construction Project	Jul 2017	Ozpave (Aust) Pty Ltd, 15 Penny Place, Arndell NSW 2148	289,425
Cumberland Council Chambers Refurbishment	Jul 2017	Intrec Management Pty Ltd, 9 Cleg St, Artarmon NSW 2064	363,422
Waste Management Services	Aug 2017	URM Environmental Services, Level 7, 15 Help St, Chatswood NSW 2067	68,121,312
Library Management System	Aug 2017	Monitor Business Machines Pty Ltd, Suite 43, Level 2, 7 Narabang Way, Belrose NSW 2085	221,466
Project Management Services: Granville Multipurpose Services	Oct 2017	Crown Project Services, Level 10, 3 Spring St, Sydney NSW 2000	298,220
Cumberland Local Government Area (LGA) Comprehensive Heritage Study Project	Oct 2017	Extent Heritage Pty Ltd, 3/73 Union St, Pyrmont NSW 2009	290,785
Civil and Structural Design Services: Granville Multipurpose Services	Nov 2017	H & H Consulting Engineers Pty Ltd T/A Henry & Hymas, L5, 79 Victoria Ave, Chatswood NSW 2067	151,470
Oriole Park Remediation	Dec 2017	Enviropacific Services Pty Ltd, Unit 10, 390 Eastern Valley Way, Roseville NSW 2069	976,797
Auburn Basketball Centre Roof Remedial	Dec 2017	P & D Bamford Enterprises Pty Ltd, T/A Lidoran Group, 13 Egerton St, Silverwater NSW 2128	882,499
Cumberland Council Street Name Blades Replacement	Jan 2018	Artcraft Pty Ltd, Wetherill Park NSW 2164	372,219
Project management services for the Merrylands CBD Drainage Project	Jan 2018	RPSPM Pty Ltd, Level 3, 65 Canberra Ave, Griffith ACT 2603	411,900
Sportfield Irrigation Program	Jan 2018	Romba Pty Ltd, PO Box 303, Emu Plains NSW 2750	562,728
Linnwood Estate Master Plan	May 2018	KPMG, Level 38, Tower Three, 300 Barangaroo Ave, Sydney NSW 2000	128,135
Cleaning of Council's Buildings and Facilities	May 2018	TST Property Services, Wetherill Park NSW 2164	7,088,285
Managed Services Program and Vendor Management System for Contingent Labour Requirements	May 2018	14/383 Kent St, Sydney NSW 2000	60,000
Contact Centre Solution	May 2018	Generation-e Productivity Solutions Pty Ltd, 580 Church St, Richmond VIC 3121	291,602



## LEGAL PROCEEDINGS

In accordance to the Local Government (General) Regulations 2005 Regulation 217 Clause (1)(a3) to Clause (217(1)(a3), Council is required to provide a summary of the amounts incurred during the 2017/18 year in relation to:

- Legal proceedings taken by or against the Council (including amounts, costs and expenses paid or received by way of out of court settlements, other than those the terms of which are not to be disclosed)
- Summary of the state of progress of each legal proceeding and the result (if it has been finalised)

### Legal Costs

In 2017/18 Council incurred legal costs of \$1,912,981.

The table below provides a summary of the legal costs incurred by Council for the 2017/18 year:

Legal Expenses	Amount \$
Period	2017/18
Legal Expenses: Planning and development	304,602
Legal Expenses: Debt recovery	227,289
Legal Expenses: Other	1,381,090
<b>Total Legal Expenses</b>	<b>1,912,981</b>

### Legal Proceedings

#### Matters

Matters	Amount \$
Arbitration	374,749
Building compliance (as per table below)	315,920
Land and Environment Matters (as per table below)	272,000
Property 13 John Street	148,929
Property acquisitions	164,564
HR legal	53,724
HR waste	17,189
HR investigation	47,924
93-105 Auburn Road, Auburn	26,568
Contract Settlement Premier	26,000
HR advisory	19,462
Bus shelter	19,300
<b>Total</b>	<b>1,486,329</b>

## Building Compliance > \$5,000

Matters	Amount \$	Status
527 Woodville Road Guildford	188,854	Ongoing
11 John Street Lidcombe	17,180	Ongoing
43 Harrow Road Auburn	92,004	Ongoing
3 Ferndell Street South Granville	72,898	Finalised
<b>Total</b>	<b>370,936</b>	

## Development Application (DA) matters > \$5,000

Matters	Amount \$	Status
78-80 Burnett Street and 21 Richardson	19,417	Ongoing
Palmer Road Guildford	17,725	Determined by the NSW Land and Environment Court
2, 4, 6 and 8 Bando Road Girraween	16,397	Completed
102-108 Great Western Highway and 4 Joyner Street Westmead	14,544	Determined by the NSW Land and Environment Court
30-32 Pine Street Yennora	13,168	Discounted
7 Dursley Road and 63 Pine Road, Yennora	11,179	Determined by the NSW Land and Environment Court
22 Carrington Road Guildford	10,134	Ongoing
1-3 Ettalong Road Greystanes	16,347	Ceased legal actions, DA to be issued
16 Billabong Street Pendle Hill	8,692	Finalised
1 Patricia Street Mays Hill	8,487	Ongoing
13 Tungarra Road Girraween	7,617	Completed
96-210 Great Western Highway Westmead	6,853	Determined by the NSW Land and Environment Court
1-11 Neil Street Merrylands	6,172	Determined by the NSW Land and Environment Court
5-7 Richardson Road Merrylands	6,032	Ongoing
Others	35,572	Not applicable
<b>Total</b>	<b>271,992</b>	

Also included in the DA matters are the properties located at 515-519 Great Western Highway and 1-3 Ettalong Road Greystanes.

## WORKS CARRIED OUT ON PRIVATE LAND

In accordance with Section 67 of the Local Government Act, a Council may, by agreement with the owner or occupier of any private land, carry out on the land any kind of work that may lawfully be carried out on the land. Examples of the kind of work that a Council may carry out under this section include:

- Paving and roadmaking
- Kerbing and guttering
- Fencing and ditching

- Tree planting and tree maintenance
- Demolition and excavation
- Land clearing and tree felling
- Water, sewerage and drainage connections
- Gas and electricity connections.

In 2017/18, Council made no resolutions to subsidise work carried out on private land. Further, Council did not invoice works on private property.

## FINANCIAL ASSISTANCE FROM COUNCIL

In accordance to the Local Government (General) Regulations 2005 Regulation 217 Clause (1)(a5), Council is required to provide the total amount contributed or otherwise granted under section 356 of the Act.

Council has been supporting the community with a round of funding and grant funding opportunities. Council's Community Grants Program funds projects that

aim to improve community safety, health and wellbeing, social inclusion and the capacity of local organisations to deliver projects.

In 2017/18, a total of \$597,607 was allocated to local organisations and individuals for a range of purposes including scholarships, assistance grants and other initiatives under section 356.

Applicant	Amount \$	Funding program
Learning Links	\$6,150	Capacity Building – up to \$20,000
Life Education NSW Limited	\$19,460	Capacity Building – up to \$20,000
NSW Multicultural Seniors Association Incorporated	\$9,863	Cumberland Ambassador Fund (Community Organisation)
Granville Historical Society Incorporated	\$4,568	Arts and Cultural Development Fund
Affordable Community Housing Ltd trading as Evolve Housing for Youth	\$19,808	Capacity Building Grants Program (Medium)
Fitted for Work Ltd	\$20,000	Capacity Building Grants Program (Medium)
St Francis Social Services trading as The House of Welcome	\$7,000	Capacity Building Grants Program (Medium)
Youth Off The Streets Limited	\$9,620	Capacity Building Grants Program (Medium)
Cumberland Community Radio Incorporated	\$5,000	Arts and Cultural Development Fund
Auburn Islamic Community Centre	\$10,000	Community Events Program
Maltese Community Council of NSW	\$880	Community Events Program
The Granville Train Disaster Association	\$10,000	Community Events Program
Nga Uri o Rahiri Inc	\$10,000	Community Events Program
Holroyd Community Aid Inc.	\$2,000	Capacity Building – Small Grants
Milk Crate Theatre	\$4,984	Arts and Cultural Development Fund
Cumberland Women's Health Centre	\$2,000	Capacity Building Grants Program (Small)
Sydney Youth Dragon And Lion Dance Troupe Incorporated	\$1,950	Capacity Building Grants Program (Small)

Applicant	Amount \$	Funding program
Latecia Muriwai Lolohea (Ambassador Fund – Individual)	\$1,000	Ambassador Fund – Individual
Deepak Harish (Ambassador Fund – Individual)	\$1,000	Ambassador Fund – Individual
Hilltop Road School Parents and Citizens Association	\$39,000	Infrastructure and Equipment Fund Grants Program
Nepali Kala Sanskriti Tatha Sahitya Pratishthan Australia Incorporated	\$10,000	Community Events Grants Program
Sunnyfield	\$16,413	Capacity Building Grants Program (Medium)
Granville Pioneer Hall Association Incorporated	\$4,217	Infrastructure and Equipment Fund Grants Program
Guildford County Soccer and Recreation Club Incorporated	\$3,944	Infrastructure and Equipment Fund Grants Program
Vietnam Veterans Peacekeepers and Peacemakers Association of Australia (NSW Branch) Incorporated	\$15,999	Infrastructure and Equipment Fund Grants Program
Angelina Smerdely (Ambassador Fund – Individual)	\$1,000	Ambassador Fund – Individual
Bosnian Senior And Disability Association "NEW LIFE" Incorporated	\$20,000	Capacity Building Grants Program
NSW Auburn Turkish Islamic Cultural Centre Incorporated	\$10,000	Community Events Grants Program
Sadat Welfare and Sports Association auspiced by NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	\$5,610	Community Events Grants Program
Western Sydney Community Centre	\$2,000	Community Events Program
Sydney Turkish Music Ensemble	\$5,000	Arts and Cultural Development Fund
Western Sydney Community Centre Incorporated	\$5,000	Arts and Cultural Development Fund
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	\$9,340	Capacity Building Grants Program (Medium)
Leichhardt and Parramatta Drummoyne Triathlon Club Incorporated	\$1,813	Community Events Grants Program
Auburn Tamil Society (NSW) Incorporated	\$6,950	Community Events Grants Program
Islamic Relief Australia	\$20,000	Capacity Building Grants Program (Medium)
Granville Men's Shed Incorporated	\$2,772	Capacity Building Grants Program (Medium)
Western Sydney Community Centre Incorporated	\$50,000	Capacity Building Grants Program (Large)
Berala Carramar Hardcourt Tennis Association Incorporated	\$6,403	Infrastructure and Equipment Fund Grants Program
NSW Turkish Welfare Association	\$3,948	Infrastructure and Equipment Fund Grants Program
Western Sydney Community Centre Incorporated	\$17,570	Infrastructure and Equipment Fund Grants Program

Applicant	Amount \$	Funding program
Al-Minia Charitable Association Ltd	\$31,117	Infrastructure and Equipment Fund Grants Program
Heartbeat Church – Regents Park	\$2,000	Community Events Grants Program
Living with Our Dead auspiced by Rookwood General Cemeteries Reserve Trust	\$7,450	Community Events Program
Somali Welfare and Cultural Centre Incorporated	\$10,000	Community Events Grants Program
Auburn Youth Centre Incorporated	\$39,462	Infrastructure and Equipment Fund Grants Program
Australian Alevi Cultural Centre	\$15,601	Infrastructure and Equipment Fund Grants Program
Auburn Swimming Club Incorporated	\$5,368	Infrastructure and Equipment Fund Grants Program
Police Citizens Youth Clubs NSW Ltd	\$23,043	Infrastructure and Equipment Fund Grants Program
Mahboba's Promise Incorporated	\$11,761	Capacity Building Grants Program (Medium)
Vishva Hindu Parishad of Australia Incorporated	\$9,862	Capacity Building – up to \$20,000
My Sisters Keeper (MSK) Incorporated	\$10,000	Capacity Building – up to \$20,000
Alyona Khvostenko (Ambassador Fund – Individual)	\$1,000	Ambassador Fund – Individual
The Trustee For Tej Gyan Global Foundation	\$2,000	Capacity Building Grants Program (Small)
All Saints Toongabbie Tigers Incorporated	\$1,399	Infrastructure and Equipment Fund Grants Program
Scholarship Program	\$2,684	Note that \$2,684 is committed until 2020 to recipients of the former Holroyd City Council University Scholarship Program.

## DELEGATED FUNCTIONS – EXTERNAL BODIES

To comply with Local Government (General) Regulations 2005 Regulation 217 (1) (a6) Cumberland Council provides the following statement on functions delegated to others.

In 2017/18, Council did not delegate any key functions to any other party.

## COUNCIL'S CONTROLLING INTEREST

To satisfy Local Government (General) Regulations 2005 Regulation 217 clause (1) (a7), Cumberland Council provides the following report on controlling interests held on other organisations.

In 2017/18 Council held no controlling interest in any corporations, partnerships, trusts, joint ventures, syndicates or other bodies.

## COUNCIL'S PARTICIPATION

To satisfy Local Government (General) Regulation 2005 under clause 217 (1) (a8), Cumberland Council provides the following report on controlling interests held on other organisations.

In 2017/18, Council did not participate in any corporations, partnerships, trusts, joint ventures, syndicates or other bodies.

## EQUAL EMPLOYMENT OPPORTUNITY (EEO) MANAGEMENT PLAN

Council provides the following information in line with Local Government (General) Regulations 2005 Regulations 217 clause (1) (a9) on EEO initiatives.

Council has developed an EEO Management Plan which reinforces the organisation's commitment to ensuring that all employment opportunities are appointed on the basis of merit and that processes are free of discrimination or bias.

The purpose of Council's EEO Management Plan is:

- (i) To eliminate and ensure the absence of discrimination or harassment in employment on the grounds of race, sex, marital status and disability.
- (ii) To promote equal employment opportunity for women, members of racial minorities and persons with disabilities. This is specified within the NSW Local Government Act, which obliges Council to develop EEO Management Plans.

The EEO Management Plan provides action programs for designated groups to ensure their access to equal employment opportunities.

The EEO Policy applies to all staff, as all staff are obliged to follow non-discriminatory practice in the workplace. Council, being the responsible employer, is legally accountable for discrimination in employment matters.

Staff joining the organisation are asked to complete an EEO survey so that data captured can be understood and to meet the needs of the workforce, when developing employment related policies and procedures. It is envisaged that a climate survey of the entire workforce will be undertaken in the near future, and all staff will be asked to provide demographic information so that a more complete picture of the profile of the workforce can be obtained and can therefore inform Council decision making in this regard.

A training program addressing EEO legislation as well as the key principles of Council's EEO Management plan will be delivered to staff involved in recruitment decisions in the near future; to ensure all staff are aware of their obligations with respect to ensuring transparent merit based processes apply for all positions.

Council recognises that EEO principles are not restricted to recruitment practices and hence have implemented a number of procedures which pertain to the following employment conditions:

- Flexible Working Arrangements
- Overtime and Time in Lieu
- Rostered and Accrued Days Off
- Salary Scales
- Performance Development System (PDS)
- Recruitment and Selection
- Position Evaluation Procedure.

In addition to the above, Council has also formed an active Ability Network and an Aboriginal and Torres Strait Islander (ATSI) Employment Strategy, which both seek to encourage employment opportunities for these minority groups, both within the organisation and the broader LGA.

Whilst it is recognised that Council efforts in these areas are still in their infancy, with increased effort and attention, and better reporting capability as a result of the consolidation of the payroll systems and the completion of staff surveys, it is envisaged that Council's strength in this area will continue to grow.

## REMUNERATION OF THE GENERAL MANAGER AND SENIOR STAFF

Council provides the following information to comply with Local Government (General) Regulations 2005 Regulation 217 clause 1 (b) and 1(c) in relation to the remuneration paid to its senior staff.

Council's management structure comprises of three senior staff positions, as defined under the provisions of the Local Government Act 1993. The remuneration of senior staff in 2017/18 is summarised in the table below:

Positions	Amount \$
General Manager*	337,138
Two Deputy General Manager	601,654
<b>Total Remuneration</b>	<b>938,492</b>

\* General Manager was not appointed until 1 July 2018 and received an amount paid of \$87,000 for higher grade pay. This was assigned to the General Manager Position for consistency.

# STORMWATER MANAGEMENT SERVICES

In accordance to the Local Government (General) Regulations 2005 clause 217(1)(e), if Council has levied an annual charge for stormwater management services, a statement detailing the stormwater management services is required.

Council is responsible for the management of stormwater services within its LGA. During the 2017/18 period Council carried out:

- Maintenance services to stormwater drainage infrastructure
- Finalised designs for drainage improvement works
- Potholing for service locations
- Obtained Sydney Water consents and resident agreements to work along easements
- CCTV Inspections and service works with an allocated budget of \$478,000
- Dilapidation reports and tender documents for the following products:

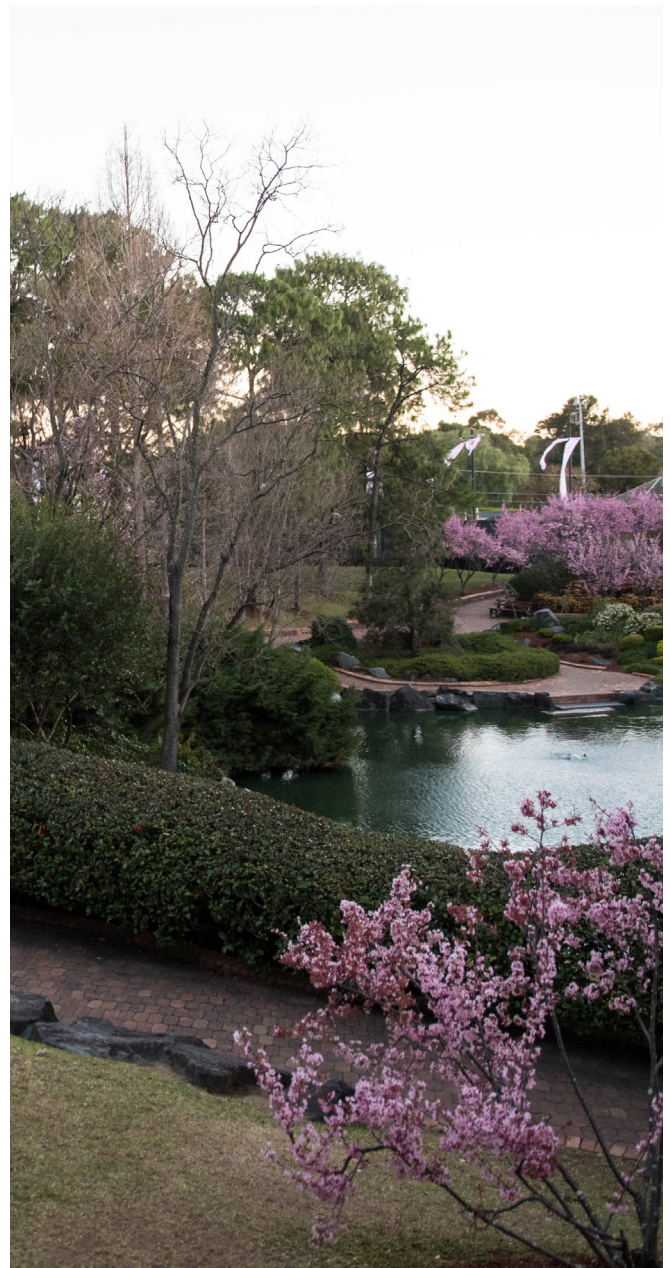
Project	Budget Amount* \$
82 Queen Street Guildford	268,000
16-20 Jeffrey Avenue Greystanes	367,000
22 Bowden Street Guildford	110,000
24 Jasper Roads Greystanes	354,000
Westmead Drainage Upgrade	2,000,000
7 Rogers Street Merrylands	120,000
Wolsley Street Creek Realignment	550,000
Gordon Avenue Pipe Renewal	100,000
Excelsior Street New Pipe Installation	200,000
<b>Total</b>	<b>4,069,000</b>

\* The actual amount per budget has not been provided due to a majority of the project works being salaried staff time and invoices for minor dig outs and testing.

Overall, the Stormwater Levy helps Council cover the cost for upgrades, new or additional stormwater management services. In 2017/18 Cumberland Council received \$1,741,842 from the stormwater levy charge and expenditure was \$1,874,857. Funds not spent can be returned to the Stormwater Levy reserve at the end of each year and expended in another year. This complies with the Department of Local Government Stormwater Management Service Charge Guidelines (2006), which states funds accumulated through levying of the stormwater management service charge do not have to be spent within the year they are raised, but may be used to resource major programs spanning a number of years.

# ENVIRONMENTAL UPGRADE AGREEMENTS

Under section 54P of the Local Government (General) Regulations 2005, Council did not enter into significant Environmental Upgrade agreements during 2017/18.



## SPECIAL RATE VARIATION

To comply with the Local Government (General) Regulation 2005 Section 508(2) and Section 508A, Council may need to report on special variation expenditure.

Council's Special Rate Variation for 2017/18 is shown in the table below:

Asset Group	Actual \$ 2017-2018	Total \$ 2014-2018	Reserve \$ Unspent funds
Buildings	992,767	4,222,174	3,796,826
Parks and Recreation	1,084,735	2,988,065	860,935
Stormwater	144,717	1,102,542	704,458
Roads and Bridges	4,445,028	11,938,299	252,700
Footpaths	1,126,029	3,306,934	360,065
<b>Total</b>	<b>7,793,276</b>	<b>23,558,014</b>	<b>5,974,984</b>

## COMPANION ANIMALS ACT AND REGULATION ACTIVITIES

Council provides the following statement on activities relating to enforcing and ensuring compliance with the Companion Animals Act and Regulation. Council is committed to its residents and encourages safe and responsible pet ownership, as part of the Local Government (General) Regulations 2005 Regulation 217 (1)(f).

### Lodgement of Pound Data Collection Returns with the Division

#### 16.2(a) Guidelines

- Animal Holding Facility data is sent to the Department of Local Government annually as required.

### Lodgement of Data relating to Dog Attacks with the Division

#### 16.2(b) Guidelines

- All data relating to dog attacks are entered into the Companion Animals Register as required by regulations.

### Amount of Funding spent on Companion Animal Management and Activities

#### 16.2(c) Guidelines

- During 2017/18 \$15,000 was spent on companion animal management and activities.

### Companion Animal and Community Education Programs

#### 16.2(d) Guidelines

- Four community education events were held in 2017/18, including two Dog Days events held at dog parks in Pemulwuy and Greystanes, and two Fun4Kids events held at Auburn Park and Central Gardens.

### Strategies Council has in place to promote and assist the de-sexing of Dogs and Cats

#### 16.2(d) Guidelines

- Council actively promoted the de-sexing of dogs and cats at its Dog Days and Fun4Kids events.



## Strategies in place to comply with the Requirement Under Section 64 of the Act to seek alternatives to Euthanasia for Unclaimed Animals

### 16.2(e) Guidelines

- Council works closely in conjunction with the Blacktown Animal Holding Facility to facilitate a low kill initiative in order to re-home dogs and cats where possible.

## Off Leash Areas provided in the Council Area

### 16.2(f) Guidelines

Cumberland Council has six dedicated off-leash parks for dogs located at:

- Hampden Road Reserve – 8 Hampden Road, South Wentworthville – includes fencing, a drinking fountain and bowl for dogs, dog exercise equipment and shade trees
- Dirrabari Reserve, Pemulwuy – Access from the south eastern corner of Edward Drive, Pemulwuy – includes fencing, dog exercise equipment and shade trees
- Gardenia Parade Park, Greystanes – Access from the northern end of Percival Road, Greystanes – open fenced area
- Wyatt Park Lidcombe Off-Leash Dog Area
- Webbs Avenue Auburn Off-Leash Dog Area
- Coleman Park Berala Off-Leash Dog Area.

## PUBLIC ACCESS TO INFORMATION

In accordance with Section 125(1) of the Government Information (Public Access) Act 2009 (GIPA) and Regulation Councils' are required to prepare an Annual Report, within four months after the end of each financial year on its obligations.

The GIPA Act provides four ways for government information to be released:

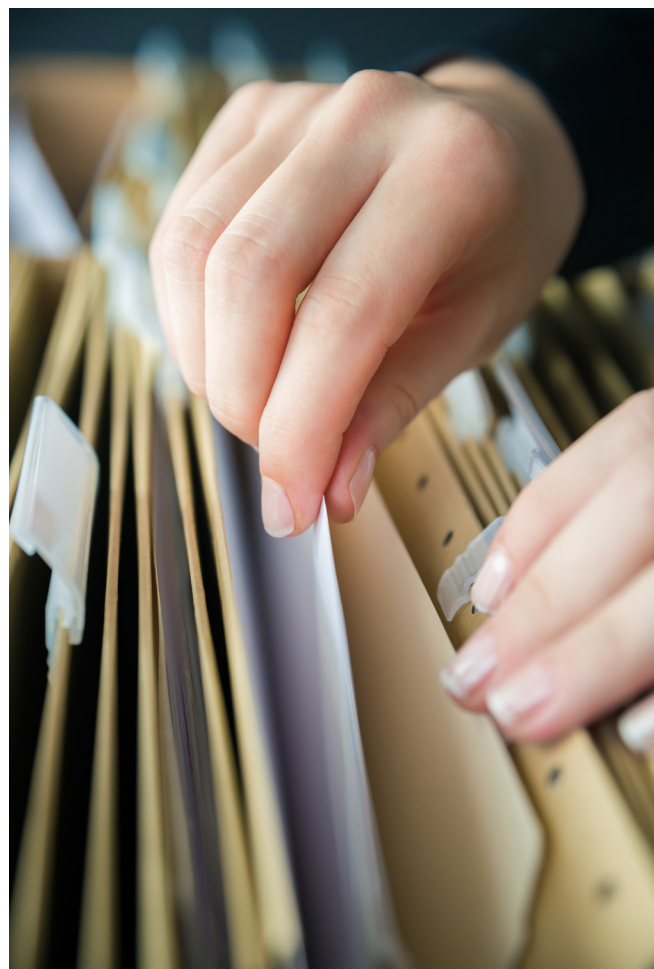
1. **Mandatory Disclosure** – Certain information must be published on State and Local Government agency websites, free of charge. For example, media releases (Have Your Say to Council's Development Applications and Projects), plans (Operational Plan 2017-18) and Annual Reports.
2. **Proactive Release** – State and Local Government agencies are encouraged to make as much other information as possible publicly available, in an appropriate manner, including on the internet. This information should be available free of charge. For example, Local Environment Plan and Flood Maps.

3. **Informal Release** – State and Local Government agencies are encouraged to release other information in response to an information request, subject to any reasonable conditions an agency imposes, without the need for a formal application, unless there are good reasons to necessitate. For example, request for personal information by the individual concerned.
4. **Formal Access** – State and Local Government agencies may release information in response to a formal access application. This is the last resort, if the information is not available in any other way.

During the year, Council proactively released information on its website and other media, including Council Meeting Agendas, Minutes of Council and Committee Meetings, Policies and Plans and Development Applications.

A summary of Council's applications received under GIPA legislation in 2017/18 is as follows:

- Received a total of 18 valid GIPA applications under the formal release.
- One application was withdrawn and two applications are yet to be completed at this stage.
- One application was refused due to conclusive presumption of overriding public interest against disclosure.
- 50% of the applications were granted access in full and 28% were granted partial access.
- 71% of these applications were responded to within legislative timeframes.



# PLANNING AGREEMENTS

To comply with Environmental Planning and Assessment Act 1979 Section 93G (Clause 5), Council is required to report on compliance.

Council's Voluntary Planning Agreements entered into in 2017/18 are shown in the table below:

Reference number	Address	Name of party	Approval date (executed)	Contribution infrastructure works
HC-23-08-18 SUB275	190 – 220 Dunmore Street, Pendle Hill  (Bonds Spinning Mills Site)	Cumberland Council  and J.S.T (NSW) Pty Limited	22 August 2017	Dedication and embellishment of a public park approximately 5,500m <sup>2</sup> in size;  completion of heritage conservation works on retained heritage buildings;  6,700m <sup>2</sup> Marketplace Plaza and Entry Boulevard, Dancehall Garden and pocket parks; and possible future dedication (if required by Council) of a minimum 180m <sup>2</sup> Community Hub space.



# PUBLIC INTEREST DISCLOSURES

To comply with Public Interest Disclosure Act 1994 and Regulation, Section 31 and Clause 4, the following statement is provided.

In 2017/18 Council did not have any Public Interest Disclosures.

## SUPPORT FOR PEOPLE WITH DISABILITIES AND CARERS

### DISABILITY

In accordance with Section 13(1) of the Disability Inclusion Act 2014, Council is required to provide information on the implementation of Council's Disability Inclusion Action Plan (DIAP).

In 2017/18 Council commenced the DIAP, which focuses on four key areas:

1. Positive attitudes and behaviours
2. Liveable communities
3. Employment and
4. Systems and processes.

As part of the DIAP Council has implemented, participated or commenced operations with the following actions implemented:

- Training delivered for Council staff to improve disability awareness and inclusive practices.
- Access and Inclusion Panel (Advisory) established with broad community representation.
- Access Advisory Committee established and three meetings conducted.
- A Cumberland Ability Network established without Council to improve internal processes and inclusions.
- Completion of an independent assessment/ benchmarking of current internal policies and practices in relation to meeting accessibility standards by the Australian Network on Disability. The Access and Inclusion Index results provide Council with insights into the strengths and maturity on how to be accessible and inclusive to people with disability.
- Four Community Care Forums co-hosted to develop partnerships and network with relevant community organisations.
- Co-hosted an Activate Inclusion Sports events which was aimed at children aged 5 to 18 years with learning difficulties, intellectual, sensory and physical disabilities. The event provided children with the opportunity to try sports within a fun and inclusive environment.
- Continued provision and delivery of quality services and programmes for people with disability.

- Accessible transport provided including 17 services to and from Council events and the free Access Bus Loop Services for seniors and people with disability, six days a week.
- Reviewed and updated a range of Council policies covering working from home, flexible hours, part-time and compressed work weeks.
- Workplace Adjustment Policy was implemented to support employees with disabilities.
- Council's employment vacancies were shared to over 75 Disability Employment Network providers.
- Provided volunteering and work placement opportunities for people of all abilities including providing a work placement opportunity for a young disabled man in the Environmental Protection team which was featured in the ABC TV Show 'Employable Me'.
- Completed five Community Access Audits of town centres.
- Developed and implemented an Accessible Events Guidelines and toolkit for Council and 'Quiet Zone' areas provided at major community events.

### STAFF CARERS

Council provides the following response in relation to the NSW Carers Recognition Act 2010 Section 8(2).

Council has various policies and guidelines in place to support staffs who are carers. These include:

- Carers Charter\*
- Carers Guidelines
- Flexible working arrangements
- Purchased Leave Guidelines
- Job Share Guidelines
- Carers Networks have been launched for staff that are carers
- Carers Resources (internal) website for staff.

\*The Carers Charter has been re-signed by the Mayor Greg Cummings.

Council has continued to show its support for carers by raising awareness to staff and customers, through the delivery of Customer Service foyers.

## NDIS SERVICE DELIVERY STATEMENT

During the first full year of operating as an National Disability Insurance Scheme (NDIS) provider, Council has 53 registered clients, provided 14,514 hours of programs to people with disability and generated an income of \$225,288 (exceeding its target by \$92,000) to operate in a cost neutral position.

Council's Age and Disability Services team successfully passed Third Party Verification against the NSW Disability Services Standards in May 2018, enabling the continued delivery and expansion of quality services to people with disability in Cumberland under the NDIS.



CUMBERLAND  
COUNCIL

CUMBERLAND COUNCIL  
ANNUAL REPORT 2017-2018  
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