



CUMBERLAND
CITY COUNCIL

A Year in Review

Cumberland City Council
is proud to present the

2022-2023 Annual Report

[CLICK TO START >](#)



Acknowledgement of Traditional Custodians

Cumberland Council acknowledges the Darug Nation and People as Traditional Custodians of the land on which the Cumberland Local Government Area (LGA) is situated and pays respect to Aboriginal Elders past, present and future.

We acknowledge Aboriginal and Torres Strait Islander Peoples as the First Peoples of Australia.

Cumberland Council also acknowledges other Aboriginal and Torres Strait Islander Peoples living in the Cumberland Local Government Area and reaffirms that we will work closely with all Aboriginal and Torres Strait Islander communities to advance reconciliation within the area.



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These are clickable to the previous or next page respectively.



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Message from the Mayor



Clr Lisa Lake
Mayor

As Mayor of Cumberland Council, I am proud to present the 2022-2023 Annual Report.

This report highlights Council's achievements over the last financial year and explains how this work has contributed to the improved safety, wellbeing and active participation of the Cumberland community.

It's certainly been a year of transformation and significant progress for Cumberland Council, where we have delivered on many key projects that benefit our local people both now and into the future.

This year over \$45 million was spent on the renewal of assets to make our city safer, and a further \$24 million was spent on new assets to modernise our local area. These included improvements to our roads, footpaths, open spaces and community facilities as well as public spaces along the Parramatta Road corridor.

We also saw significant works completed for the much-anticipated Merrylands Civic Square, continued improvements through the Merrylands CBD infrastructure project and we piloted an initiative that provided an important focus on the mental health of our young people.

Notably, we have led the way with our Swim Safe project which highlights water safety skills and encourages our local adults and children to learn to swim. I'm glad to see that this important venture has now been recognised with an Aquatic Recreational Institute Award for Excellence.

We also saw the return of Cumberland's iconic Sydney Cherry Blossom Festival, which drew crowds from all over Australia, and we introduced our first Mid-Autumn/Moon, Easter and Nowruz events which celebrated some rich cultural traditions of our community.

I'd like to acknowledge and thank Council's staff and all my fellow Councillors who have worked in partnership to deliver on important programs and initiatives this year. Our commitment to our community is measured by our progress and this report outlines the many advances that we have made.

I am very proud of Council's efforts throughout this year, and I look forward to progressing further opportunities for improvement that lie ahead.

Clr Lisa Lake
Mayor



Message from the General Manager



Peter J. Fitzgerald
General Manager

I am pleased to present the 2022-2023 Annual Report, which gives an overview of Cumberland City Council's performance and notable achievements over the past 12 months.

Our community is at the core of everything we do, and I am proud to lead a Council that is inclusive of one another, progressive in our outlook and determined to succeed.

This year Council has been focused on building state-of-the-art facilities, renewing assets, and improving infrastructure while providing essential services and remaining fiscally responsible. We are looking towards the future and have continued to invest and plan for significant projects that will help cater for the expected population growth in Cumberland in the next decade.

Council has worked in partnership with elected Councillors throughout the year to improve the liveability of our local area for all residents. Over the past 12 months, Council completed works on the \$11 million Merrylands Civic Square, which provides a unique landmark for celebrations and a meeting place for the community. The \$5 million Parramatta Road corridor improvement program in Auburn continues to revitalise public spaces and enhance the streetscape.

We have made a significant investment into our open spaces, including \$1.3 million for Granville Park to improve the condition of the in demand playing fields and have committed \$16 million for the Civic Park upgrade and improvements to the Pendle Creek wetlands.

In 2022, prolonged wet weather events resulted in our local roads experiencing sustained damage. Council allocated an additional \$6.5 million to road maintenance works to conduct repairs on 128 local roads with further streets to be repaired in 2023-2024.

During the year we continued to look for new and innovative ways to create an inclusive community where feedback is embraced, considered, and acted upon. A key focus has been the adoption of the Community Engagement Strategy where community members are encouraged to actively contribute to Council decisions and actions by informing and involving our people.

Cumberland is well-known for our wonderful events program including the Diwali Street Festival celebrations, Lunar New Year community event, and the return of the Sydney Cherry Blossom Festival at the Auburn Botanic Gardens. These events showcase our community's rich multiculturalism, vibrant personality and bring together thousands of people to connect with each other throughout the year.

As we reflect on the last financial year and look to the future, I would like to thank Mayor Lisa Lake and our elected Councillors for their support through the 2022-2023 year and I thank our hardworking and talented staff.

Peter J. Fitzgerald
General Manager



About the Annual Report 2022-2023

The Annual Report 2022-2023 details Cumberland City Council's progress in implementing the commitments made in the Operational Plan 2022-2023.

In presenting this information, the Annual Report shows how Council is supporting the Cumberland community to achieve its vision for the future; a vision which is outlined in the [Cumberland Community Strategic Plan 2017-2027](#).

The Annual Report provides accountability and transparency between Council and the community and consists of:

- Integrated Planning and Reporting (IP&R) requirements, key demographics and statistics about the Cumberland community, our shared vision and values and a celebration of the achievements, highlights and projects delivered to the community
- Service delivery performance in implementing the operational programs identified in the Operational Plan 2022-2023 and progress on operational projects and service reviews
- Statutory reporting information required under the *NSW Local Government Act 1993*
- Council's audited financial statements published as a separate document.

The Annual Report has been prepared in accordance with the NSW Integrated Planning and Reporting (IP&R) Framework. Statutory information is based on the requirements of Section 428 of the *NSW Local Government Act 1993* and the audited financial statements of Council from 1 July 2022 to 30 June 2023.

The Integrated Planning and Reporting (IP&R) Framework

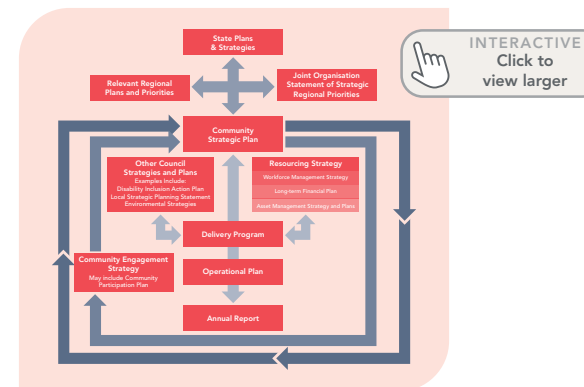
Under the *NSW Local Government Act 1993*, councils are required to develop a hierarchy of plans known as the Integrated Planning and Reporting (IP&R) Framework.

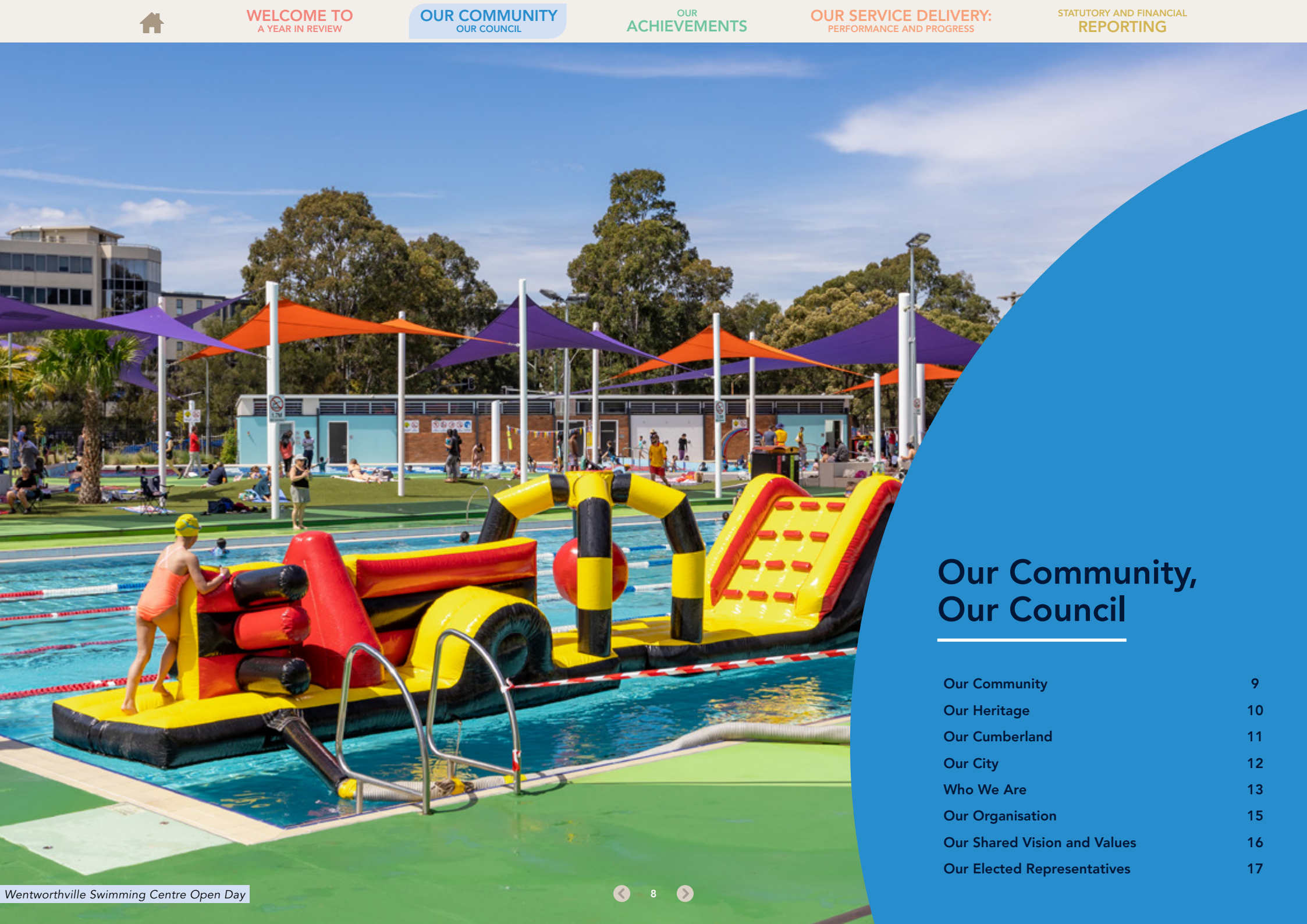
The IP&R Framework recognises that:

- 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 and are inter-connected.

The IP&R Framework is designed to give Council and the community a clear picture of:

- **Where do we want to go?**
The Community Strategic Plan sets the community objectives and strategic direction.
- **How we plan to get there?**
The Resourcing Strategy, Delivery Program and Operational Plan provide the strategies and actions.
- **How will we know when we have arrived?**
Six monthly, Annual and State of our City reporting provides updates on our progress on delivering the plans.





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Our Community

Cumberland City is one of the most culturally diverse and vibrant areas in NSW. We are known for our international food, welcoming community events and festivals, high-quality community programs and extensive networks of green spaces. The Cumberland City population is forecast to grow to around 300,000 people by 2036.

The Cumberland community is diverse with many young families who are professionals, speak multiple languages and have come from a range of backgrounds and experiences that contribute to Cumberland’s unique flavour. Located in the geographical heart of Sydney, Cumberland is the epicentre of modern multicultural Australia.

With just over half of all residents born overseas and almost a quarter having arrived in Australia in the last five years, Cumberland City is for many, their first introduction to life in Australia.

Cumberland City has a growing population with increases forecasted for families with dependents, meaning that young families will be attracted to Cumberland and will continue to grow in number. Access to education, care and services for young people will be among our community’s highest priorities.

The community has access to five swimming pools, high quality community venues and a network of town centres supporting diverse and dynamic small businesses. Our town centres have a range of services and facilities to support future growth. They are a focus for community life, retailing and entertainment, providing a highly valued ‘cultural’ atmosphere. With opportunities for markets, festivals and other community events, our town centres are an important part of the social fabric of Cumberland and a meeting place for the community.



Community members at Nowruz event



Our Heritage

Cumberland City has a rich heritage with many areas of historical and spiritual significance which contributes to our 'sense of place' and cultural identity.

Council recognises the significance of Granville as one of Sydney's oldest suburbs and continues to explore ways of preserving and incorporating heritage elements in the built form and streetscape, not only within Granville but also throughout the Cumberland area.

There are many Aboriginal sites in Cumberland City including Prospect Hill - Marrong, located in Pemulwuy, eponymous with the Bidjigal First Nation resistance leader. This suburb name was nominated by the Aboriginal and Torres Strait Islander Consultative Committee of the former Holroyd City Council in 2004 to honour Pemulwuy's resistance against European colonisation.

Some suburbs with Aboriginal origins were named in the early twentieth century after indigenous words, including Toongabbie, Girraween and Yennora.

Council celebrates many suburbs with deep historical roots. Greystanes' name originates from the old Greystanes estate on Prospect Hill, which means 'grey stones' in Scottish, referencing the basalt outcrops on Prospect Hill. The area is home to the heritage-listed Boothtown/Greystanes Aqueduct, built in the 1880s

for the Sydney water supply project. Auburn was named after an English village featured in the 1770 poem "The Deserted Village" by Oliver Goldsmith. Auburn's rich cultural tapestry reflects the rich cultural heritage with waves of Turkish immigration in the 1970s and iconic landmarks like the Auburn Gallipoli Mosque and Australia's first Hindu Temple, the Sri Mandir Temple. Wentworthville, once part of the vast Wentworth estate, witnessed significant growth post-World War I, marked by the establishment of key institutions like the Wentworthville Leagues Club and Wentworthville Memorial Swimming Centre. Rookwood is a suburb dedicated to Sydney's largest heritage-listed cemetery and largest necropolis in the Southern Hemisphere. The suburb was named after the 1834 novel by William Harrison Ainsworth.

Cumberland City is recognising its Aboriginal past by using Darug and D'harawal names for streets and parks. Many streets in Pemulwuy are named in Darug, including Butu Wargun Drive meaning Black Crow: Clan Leader, Pemulwuy's Totem. Others are named after early Europeans, including Watkin Tench Parade - one of the first Europeans to climb Prospect Hill.



Connection to Country Workshop



Our Cumberland

Cumberland City is approximately 72 sq kms and is strategically located in the Central City District, the geographic heart of Sydney, less than 5km south of the Parramatta CBD and approximately 20km west of the Sydney CBD.

The new Western Sydney Airport at Badgerys Creek will be approximately 30km to the west of Cumberland.

Cumberland City is made up of five wards, each with a distinct built form character and land use mix, presenting unique opportunities for future growth and development:

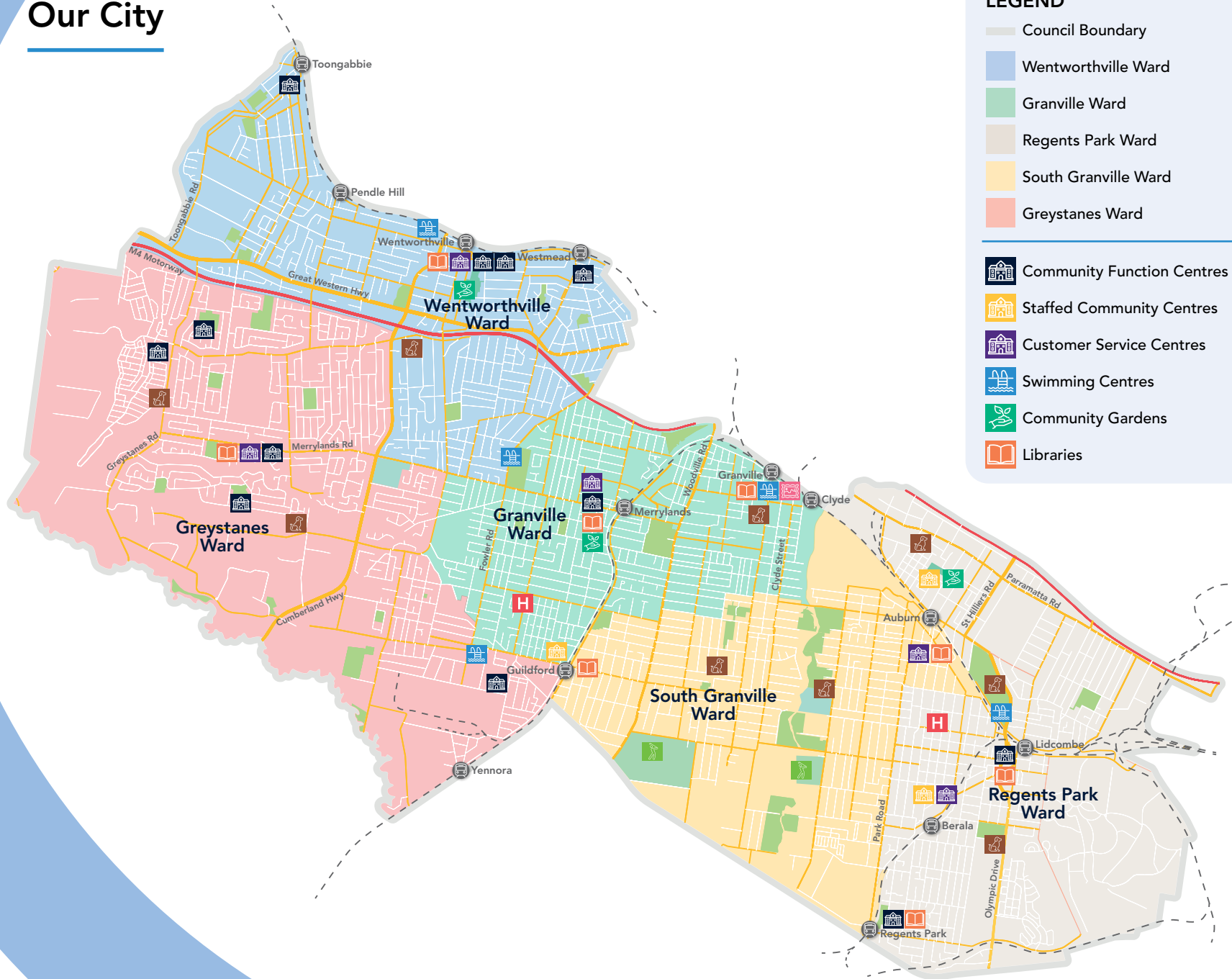
- Granville Ward
- Greystanes Ward
- Regents Park Ward
- South Granville Ward
- Wentworthville Ward



Remembrance Park, Lidcombe



Our City



LEGEND

- Council Boundary
- Wentworthville Ward
- Granville Ward
- Regents Park Ward
- South Granville Ward
- Greystanes Ward
- Railway Station
- Railway Line
- M4 Motorway
- Local Road
- Regional Road

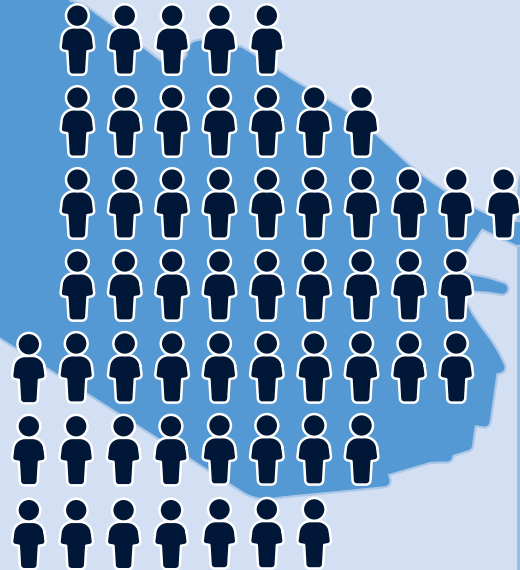
- Community Function Centres
- Staffed Community Centres
- Customer Service Centres
- Swimming Centres
- Community Gardens
- Libraries
- Art Facilities
- Off Leash Dog Parks
- Golf Clubs
- Hospital
- Railway Station



Who we are

Council area²:
7,277 ha
(72.77 km²)

Total Population¹:
237,129



FOR EVERY 100 RESIDENTS:

OUR POPULATION²

14 are Children 0 - 9 years

11 are Young People 10 - 19 years

63 are Adults 20 - 65 years

12 are Seniors 65+ years

OUR WORKFORCE² (Employment)

92 People are Labour Force Employed

28 People live and work in Cumberland

WHERE WE WORK¹ (Top 3 Industries)

15 Health Care and Social Assistance

10 Retail trade

8 Professional, Scientific and Technical Services



OUR ETHNIC DIVERSITY²

53 Born overseas

25 Who arrived in Australia within the last 5 years

65 Who speak a language other than English at home

<1 Aboriginal or Torres Strait Islander



COUNTRY OF BIRTH²

9 India

7 China

5 Lebanon

4 Nepal

3 Afghanistan



LANGUAGES SPOKEN²

14 Arabic

7 Mandarin

4 Nepali

4 Cantonese

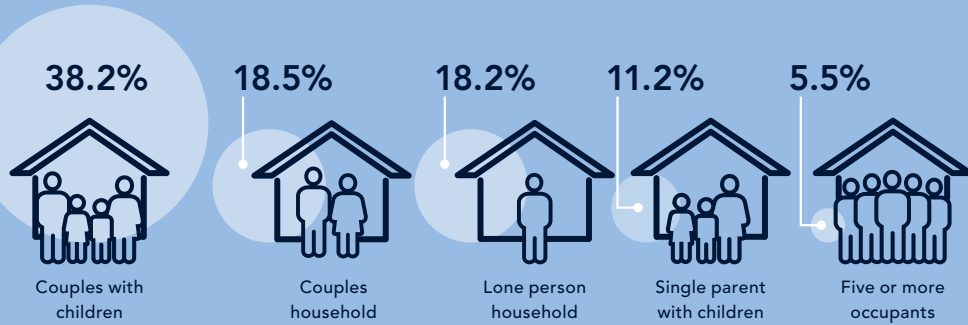
3 Tamil

¹ Source: <https://dbr.abs.gov.au/region.html?lgr=lga&rgn=12380>

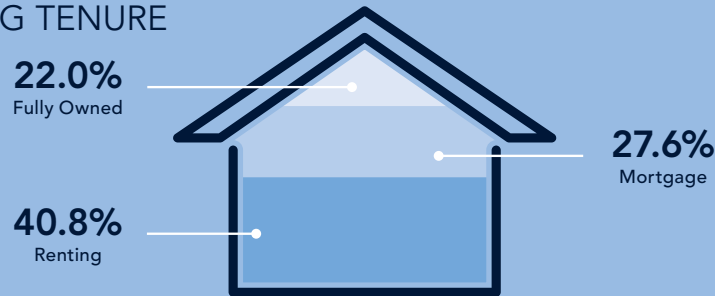
² Source: <https://profile.id.com.au/cumberland>



OUR HOUSEHOLDS⁸



OUR HOUSING TENURE



LOCAL BUSINESSES⁸

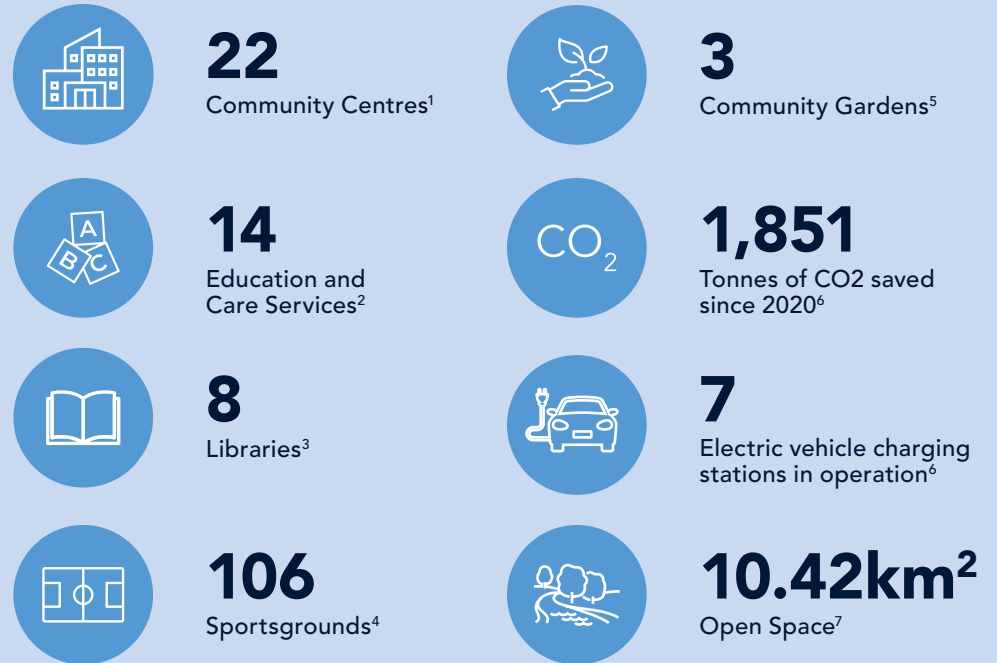
Number of
Local Businesses

27,827

Accommodation
and Food Services

1,074

COUNCIL SPECIFIC



Number of
Suburbs⁹:

29

¹ <https://cumberland.bookable.net.au/#!/search?venueTypeId=1>
² Plan of Management 2023 General Community Use 2023
³ <https://www.cumberland.nsw.gov.au/locations-and-hours>
⁴ <https://www.cumberland.nsw.gov.au/sports-ground-closures>
⁵ Plan of Management 2023 General Community Use 2023
⁶ Internal Council Records
⁷ Council Internal Data - 'GIS Data'
⁸ Source: <https://dbr.abs.gov.au/region.html?lgr=lga&rgn=12380>
⁹ Source: <https://profile.id.com.au/cumberland>





Our Organisation

Cumberland City Council's organisation structure consists of five directorates and General Manager's Unit which are responsible for providing services across the Local Government Area.

INTERACTIVE
Click to jump to
service information



Community and Culture

- Community and Culture
- Education and Care

City Services

- Assets, Capital and Facilities
- City Operations
- Environmental Health and Development Services

Environment and Planning

- City Strategy
- Development and Building
- Environment and Planning Systems

Corporate Performance

- Customer Experience and Technology
- Finance
- Human Resources
- Strategic Communications
- Strategy and Improvement

Governance and Risk

- Audit, Safety and Risk
- Governance
- Property Transactions

General Manager's Unit

- General Counsel
- Internal Ombudsman
- Special Projects



Our Shared Vision and Values

Sydney Water Clean Up event

Welcome. Belong. Succeed.

Our shared vision statement summarises what the residents of Cumberland City want for the area now and into the future. It captures what the community values most about Cumberland City from the Community Engagement Program, as part of the Cumberland Community Strategic Plan 2017-2027, resulting in four strategic goals that underpin the values:



*Supporting Community Health,
Safety and Wellbeing*



*Delivering Sustainable
Infrastructure and Services*



*Enhancing the Natural and
Built Environment*



Providing Local Leadership

Our organisation values:



We are **determined**
to succeed



We are **inclusive**
in our approach



We are **progressive**
in our outlook



Our Elected Representatives

INTERACTIVE
Click to
see more

Cumberland City Council is served by 15 elected representatives across five Wards, who have the responsibility of representing their community to identify priorities, services and standards.

Granville Ward



Councillor
Steve Christou



Councillor
Ola Hamed



Councillor
Joseph Rahme

Greystanes Ward



Councillor
Diane Colman



Councillor
Greg Cummings



Councillor
Eddy Sarkis

Regents Park Ward



Councillor
Kun Huang



Councillor
Sabrin Farooqui



Councillor
Helen Hughes

South Granville Ward



Councillor
Glenn Elmore



Councillor
Paul Garrard



Councillor
Mohamad Hussein

Wentworthville Ward



Councillor Suman Saha
Deputy Mayor



Councillor Lisa Lake
Mayor



Councillor
Michael Zaiter



Sydney Cherry Blossom Festival



Our Achievements

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Major Projects Delivered

Merrylands Civic Square (MCS) Project

The Merrylands Civic Square project was partly funded by the NSW Government through its NSW Public Spaces Legacy Program and in association with Cumberland City Council.

The initial concept for the MCS was drawn from the community's feedback which included having:

- A public space for civic events, celebrations and a meeting place for the community
- A flexible place for small groups and families, as well as for large gatherings and events
- A space that is safe, day and night
- A place for locals that means 'Cumberland'
- A unique landmark in the city centre with colour and shelter.

Merrylands Civic Square is located between McFarlane Street and Merrylands Road utilising part of the former Council carpark and the former Merrylands Arcade site.

STAGE 1 is located between McFarlane Street and Main Lane and remediation works have been completed.

STAGE 2 is located between Main Lane and Merrylands Road.

The former Merrylands Arcade was demolished to provide a seamless pedestrian avenue from Merrylands Road to McFarlane Street.

Merrylands Civic Square includes paved areas, seating, landscaped areas including lawn areas and advanced trees, feature shade canopies, bubblers, bicycle racks, overhead and ambient lighting, water features, smart technology such as bins, charging points, signage and public art. This project has since been completed in August 2023.

Merrylands Civic Square Project

Merrylands CBD Drainage

Granville Park Field Works

Parramatta Road Urban Amenity Improvement Project

Civic Park & Pendle Hill Wetland Improvement Project

INTERACTIVE
Click to jump to other projects



Merrylands Civic Square



Merrylands CBD Drainage

This project has consolidated the drainage infrastructure to enable the most cost-efficient method of controlling floodwaters in the Merrylands CBD. The project includes upgrades to the stormwater drainage systems at the following locations:

- The extension of Dressler Court, between Neil Street and Holroyd Gardens
- Along Merrylands Road, between Addlestone Road and Cambridge Road
- Merrylands Civic Square
- Main Lane, Merrylands.

This project will enable development within the Merrylands CBD to be less encumbered by stormwater infrastructure. Without this important infrastructure upgrade the Merrylands Civic Square project would not have happened.

Works on the downstream side of the culvert have been completed including:

- Drainage works along Neil Street
- Drainage works along Main Lane and on Treves Street.

The works on the upstream side of the culvert, which includes Merrylands Road, Cambridge Street and Burford Street has been completed.



Merrylands CBD Drainage

Merrylands Civic Square Project

Merrylands CBD Drainage

Granville Park Field Works

Parramatta Road Urban Amenity Improvement Project

Civic Park & Pendle Hill Wetland Improvement Project



Granville Park Field Works

The condition of playing fields 3, 4 and 5 at Granville Park were not fit-for-purpose to sustain heavy use all year-round for formal sporting events and recreational use. The field surface was substandard, requiring an upgrade to the irrigation system to meet sport playing standards. The high demand for the fields also required provision of floodlighting so that the fields could be made available for longer hours.

The provision of irrigation and floodlighting has improved Granville Park so that it is:

- A venue that can host district and regional events
- Improve access to recreational and fitness facilities.

This project is jointly funded by Council and the NSW Government through its Greater City Sports Facility Fund. The irrigation works have been completed including installation of an automated irrigation system and a water tank.

The fields are now floodlit, with new power supply installed into the floodlights.



Granville Park Field

Merrylands Civic Square Project

Merrylands CBD Drainage

Granville Park Field Works

Parramatta Road Urban Amenity Improvement Project

Civic Park & Pendle Hill Wetland Improvement Project



Parramatta Road Urban Amenity Improvement Project (PRUAIP)

This project seeks to improve Auburn’s liveability. The NSW Government has provided a grant to Cumberland City Council to improve public spaces and begin the rejuvenation to enhance it as a place to live, shop and do business. This grant is part of a wider Program to revitalise public spaces along the Parramatta Road corridor. The following four amenity improvement projects within the Cumberland City Council Local Government Area were identified:

1. Extension of Auburn Park
2. Stubbs Street streetscape
3. Parramatta Road Public Domain Improvements
4. Melton Street streetscape.

The project will improve pedestrian accessibility and safety and deliver an aesthetically pleasing streetscape to encourage investment and redevelopment of existing commercial, retail and residential properties.

Improvement works include the undergrounding of aerial power and telecommunication cables, street landscaping including tree planting, installation of a raised pedestrian crossing, reconstruction of footpaths and kerb and gutters, installation of multi-functional poles and installation of artwork.

Construction works are completed for the project sites at Stubbs Street and Melton Street. Artwork was installed along the Melton Street footpath in August 2023.

Merrylands Civic Square Project

Merrylands CBD Drainage

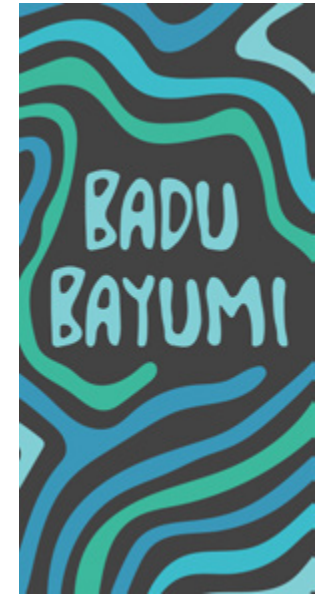
Granville Park Field Works

Parramatta Road Urban Amenity Improvement Project

Civic Park & Pendle Hill Wetland Improvement Project



Badu Bayumi street flags



Badu Bayumi artworks



Civic Park & Pendle Hill Wetland Improvement Project

The project, valued at over \$16 million, has been jointly funded by Cumberland City Council and the NSW Government's WestInvest Program. This project aims to deliver an enhanced park for the Pendle Hill community. It will include:

- Improvements to the Pendle Creek wetlands
- New nature play space and outdoor fitness equipment
- Facilities, picnic areas, half-court basketball
- Carpark and upgrades to pathways and lighting.



CIVIC PARK PENDLE HILL

INTERACTIVE
Click to jump to full
map and details

LEGEND

- 1 TARGO ROAD FRONTAGE
- 2 NATURE PLAY AREA
- 3 PERIMETER BOUNDARY
All existing gate access points to park retained. Planting of shrubs and groundcovers in front of existing fences.
- 4 TABLE TENNIS
- 5 PLAY SPACE
- 6 SWING ZONE
- 7 FITNESS ZONE
- 8 PICNIC ZONE
- Shaded picnic zone with covered picnic table settings large enough for small group gatherings.
- Dual (2no) accessible BBQs with sink
- 9 PENDLE CREEK WETLAND
- 10 CIVIC PARK PLAZA
- 11 COMMUTER CARPARK
- Pedestrian connection between Civic Park and town centre prioritised with new parking layout.
- New connection from carpark to second bridge. - Total parking numbers retained.
- Parking space to service creek maintenance and gross pollutant trap.

- 12 TENNIS COURT AND PARKING
- Carpark extended to accommodate sixteen (16) spaces including one (1) accessible space adjoining relocated gate entrance to court.
- Southern boundary fence adjusted to suit new car park alignment.
- Picnic furniture relocated closer to court
- Footpath connection to Village Green
- 13 HALF BASKETBALL COURT
Partially fenced half court surface with seat walls and two access points.
- 14 LEONARD MOORE TREE
Tree and plaque to be within new garden area and village green with seat walls adjoining
- 15 AMENITIES BUILDING
Two (2) new accessible toilets
- 16 VILLAGE GREEN
Village green with perimeter path, deciduous trees and space suitable for event overlays.



Civic Park plans

Merrylands Civic
Square Project

Merrylands
CBD Drainage

Granville Park
Field Works

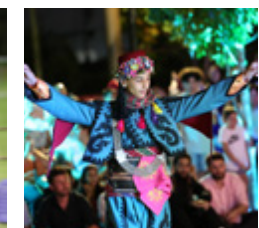
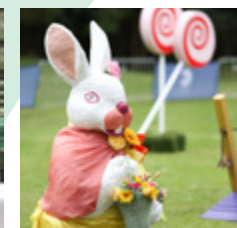
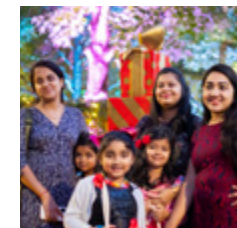
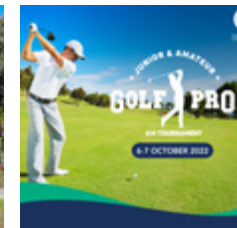
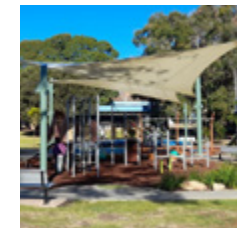
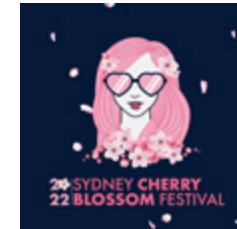
Parramatta Road Urban Amenity
Improvement Project

Civic Park & Pendle Hill Wetland
Improvement Project



Events Delivered

Month	Date	Event
August 2022	Saturday 20 August to Sunday 28 August	Sydney Cherry Blossom Festival
September 2022	Saturday 10 September	Mid-Autumn Festival
October 2022	Thursday 6 October to Friday 7 October	Cumberland Pro-Am Golf Tournament in association with Professional Golfers Association (PGA) Australia
	Wednesday 12 October	Granville Swim Centre Amenities Opening
	Friday 28 October	Guilfoyle Park Playground Opening
	Saturday 29 October	Diwali Festival
December 2022	Saturday 10 December	Christmas in the Gardens
January 2023	Wednesday 18 January	Granville Train Disaster Memorial Service
	Thursday 26 January	Australia Day Community Event
	Thursday 26 January	Local Citizen of the Year Awards
February 2023	Friday 3 February to Sunday 5 February	Lunar New Year community events at Berala, Auburn and Lidcombe
	Tuesday 28 February	Youth Mental Health Summit
March 2023	Thursday 2 March	Australia Day Award and Queens Birthday Award honours Reception
	Saturday 18 March	Nowruz Community Event
	Friday 31 March	Beryl Gunther Plaque unveiling at Granville Branch Library
April 2023	Saturday 1 April	Easter Community Event INTERACTIVE Watch video
	Thursday 13 April	Active Fest Cumberland 2023
	Saturday 15 April	Ramadan Street Festival INTERACTIVE Watch video
	Tuesday 18 April	Iftar Celebration Dinner
	Saturday 29 April	Workplace Tragedy Memorial Service
May - June 2023	Saturday 27 May to Monday 3 June	National Reconciliation Week
June 2023	Sunday 18 June	Tommy Raudonikis Plaque unveiling at Lidcombe Oval





Notable Achievements



Inclusive in our approach

Citizenship Ceremonies

Cumberland City Council delivered 21 Citizenship ceremonies, with 3,721 conferees receiving citizenship. Based on statistics from the Department of Home Affairs reported as at 30 June 2023, 98% of citizenship applicants within the Cumberland Local Government Area were invited to attend a citizenship ceremony within three months of approval, and this is one of the best results in the state.



Inclusive in our approach

Water Safety Program

The Swim Safe initiative shared consistent child safe messaging and encouragement for young children and their parents to learn to swim. The initiative was a combination of educating the community about water safety and providing training for Council lifeguards to further understand our culturally and linguistically diverse (CALD) community and the importance of their role as lifeguards.



Inclusive in our approach

Granville Centre Art Gallery

The Granville Centre Art Gallery presented 'Out of Order', an exhibition and artist professional development program led by and featuring artists with disability. The project provided employment and professional development to 17 artists with disability. The project prompted a tour of the exhibition led by curator Amy Claire Mills for special guest visitor NSW Governor Her Excellency the Honourable Margaret Beazley AC KC.



Inclusive in our approach

Public Art Program at Parramatta Road

The Public Art Program at Parramatta Road, Auburn included delivery of stage one public art projects including Badu Bayumi street flag art banners by artists Uncle Chris Tobin and Dennis Golding for Cumberland City Council, and Baduwa footpath artwork by artists Leanne and Shay Tobin.



Progressive in our Outlook

Youth

Council’s first Youth Mental Health Summit was successfully held on 28th February 2023, at the Holroyd Centre with 98 participants from a range of youth services, organisations and young people from Greystanes High School who presented their findings on youth mental health.

A working party is developing an action plan based on findings and information from the summit.



Progressive in our Outlook

Road Repairs

Council allocated \$6.5 million to road maintenance works in addition to annual road maintenance funding, to address road damage sustained during the prolonged wet weather events in 2022. Council also received \$6.7 million through the NSW Government’s Regional and Local Road Repair grants to undertake road repairs. This additional funding has enabled Council to conduct repairs on 128 roads with further roads to be repaired using the remainder of the grant funding in 2023-2024.



Determined to Succeed

Continuous Service Improvement

Council developed and commenced an internal service review program, called Continuous Service Improvement (CSI). This program is designed to improve the efficiency and effectiveness of Council’s service delivery and ensure its services and facilities are delivered in line with community needs and expectations. The program uses a transparent and industry recognised methodology to review services, and is delivered by staff and with staff in line with Council’s values of being “determined, inclusive and progressive.”

The program commenced in January 2023 and has already yielded valuable improvements to two service areas with more effective structures, improved processes and increased services levels resulting from completed reviews.



Determined to Succeed

Working Together

Council implemented its award nominated and highly successful Improving Performance and Culture (IPC) program. IPC brings together Council’s extended leadership group for regular networking, problem solving workshops and professional development. The program has seen significantly improved cross-organisational working relationships, innovative approaches to solving business problems and exposure to valuable upskilling opportunities.

Awards and Recognition

2022 Ministers Awards for Women in Local Government

Mentoring and Development Program
Employment Diversity
WINNER



Local Government Excellence Awards

The Digitisation and Process Uplift
of Risk Assessments at Council
Risk Management
HIGHLY COMMENDED



NSW Government

Adopting a 50/50 shift model
WHS EXCELLENCE SHOWCASE
CHAMPIONS AWARD
FOR LARGE BUSINESS (GOVERNMENT)



INTERACTIVE
Click to watch
the video

Nominations, Citations, Awards and Finalists

Nomination for Zest Award 2023

Outstanding Project (Building Stronger Inclusive Communities) for the Seniors Foodies Project

Nomination for Zest Award 2023

Outstanding Project (Building Stronger Inclusive Communities) for the Cultural Cooking Class initiative

Nomination for 2022 FBi Radio Sydney Music Arts and Culture (SMAC) Awards

Best Arts Program – Granville Centre Art Gallery

NSWPLA SWITCH 2022

Innovation in Outreach Services Awards 2022 Honourable Mention 2023 National Awards for Local Government

Honourable Mention 2023 National Awards for Local Government

Mentoring and Development Program – Career Starter, to enhance skills and experience of emerging leaders across the organisation

Local Government Excellence Awards - Finalist

Improving Performance and Culture Innovative Leadership

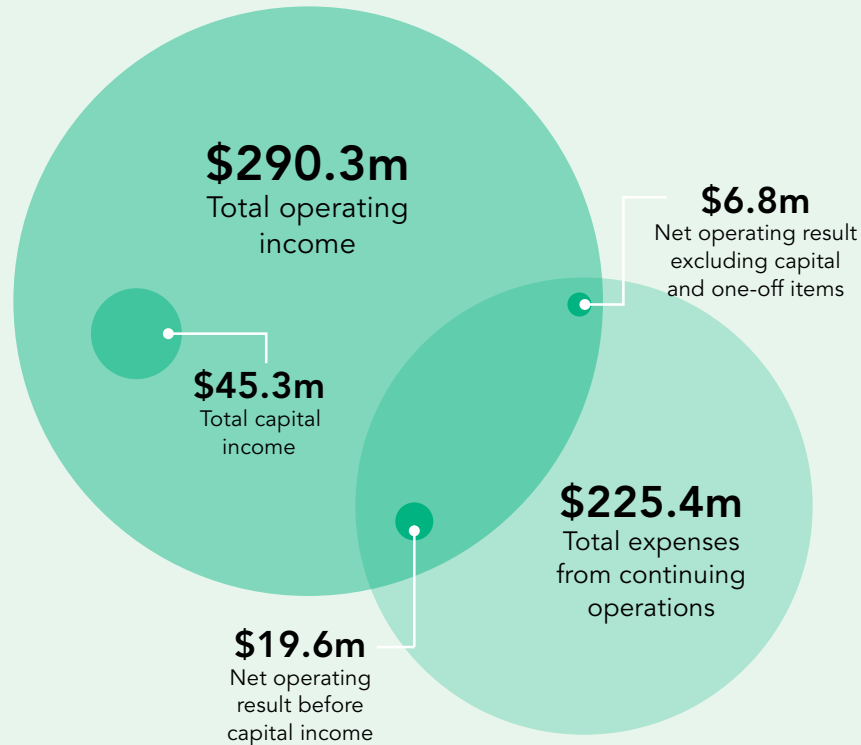
Commendation in Planning Institute of Australia's NSW Industry Awards for Excellence

Climate Change and Resilience Category:
Cumberland LEP – Clause 6.12 Urban Heat and Cumberland DCP



Financial Highlights

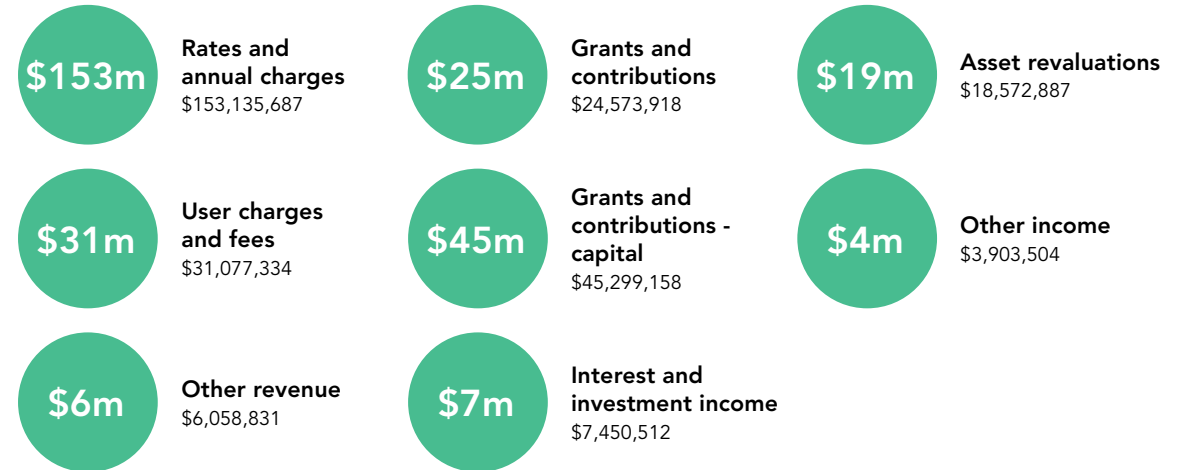
Profit and Loss Highlights



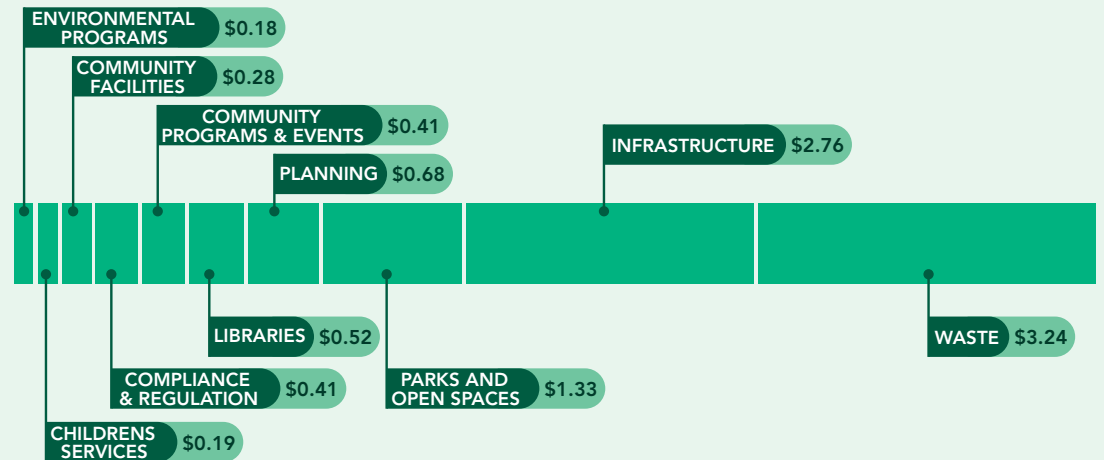
Capital Works Programs Highlights

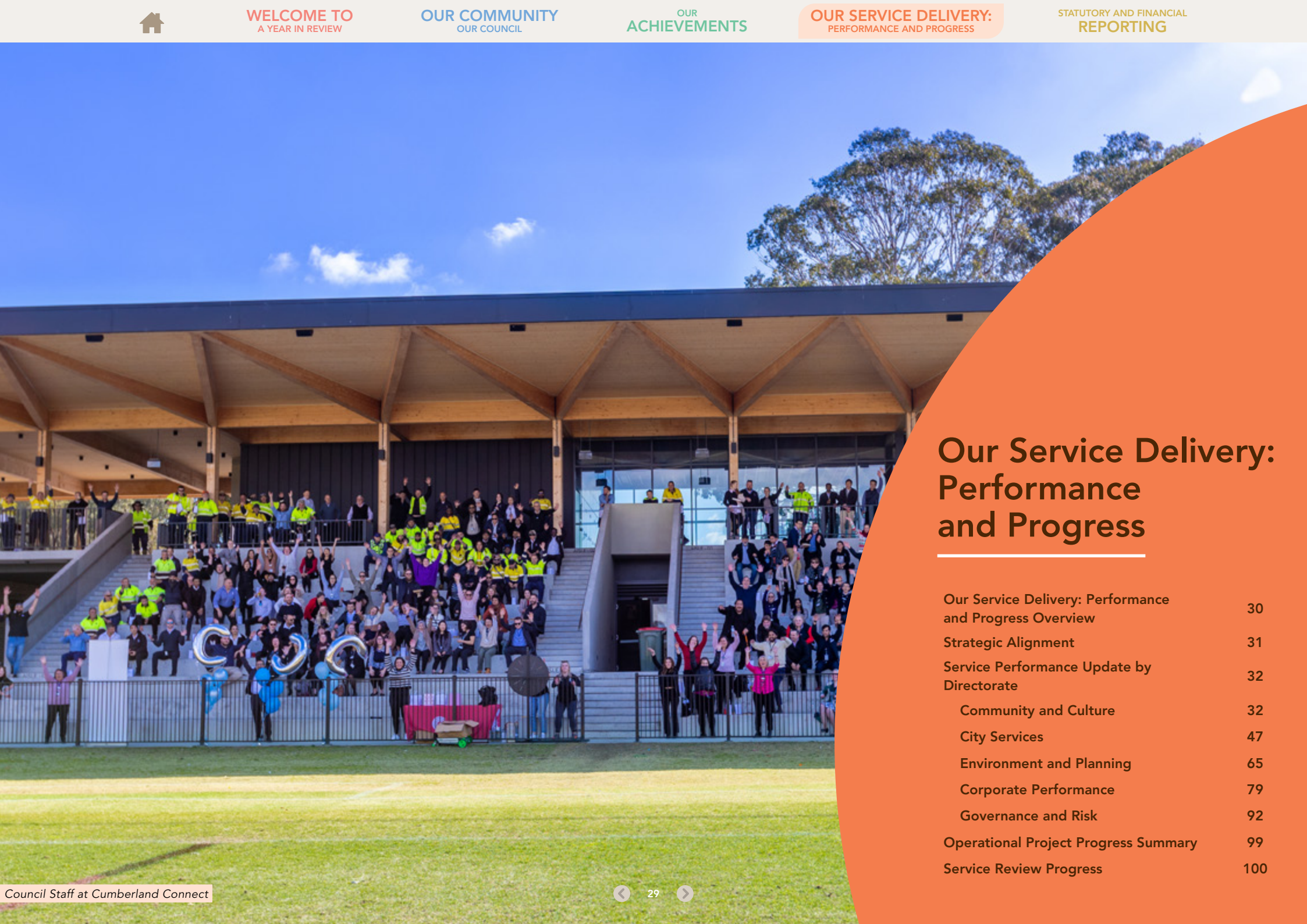
- \$69.2 million spent on total capital expenditure
- \$45.3 million spent on renewal of assets
- \$23.9 million spent on new assets

Sourcing our Revenue (\$ amount)



For every \$10, your Rates go towards:





Our Service Delivery: Performance and Progress

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Our Service Delivery: Performance and Progress Overview

The Operational Plan 2022-2023 commenced on 1 July 2022 setting out how Council planned to deliver its activities through 39 services.

Six-monthly Performance Reports were produced throughout the year and the Annual Report is a summary of these results. This report demonstrates the effectiveness of Council in the delivery of services to meet the strategic goals, objectives and strategies as outlined in the Community Strategic Plan 2017-2027.

The following section sets out the service delivery - performance and progress outcomes for Cumberland City Council on:

- Community Strategic Plan 2017-2027 alignment
- Service Delivery achievements and highlights
- Progress summary on Council's Operational Projects
- Progress on Service Reviews.



Installation as part of Places to Love



Strategic Alignment

Strategic Goal 1



Supporting Community Health, Safety and Wellbeing

Strategic Goal 2



Enhancing the Natural and Built Environment

Strategic Goal 3



Delivering Sustainable Infrastructure and Services

Strategic Goal 4



Providing Local Leadership

Quadruple Bottom line

Social

Objective 1.1

A strong community and culture

Strategies

- 1.1.1 Build a rich local culture through access to cultural activities and events
- 1.1.2 Enhance our sense of community through valued community spaces and places
- 1.1.3 Build an inclusive community by encouraging participation in youth, children and indigenous services and support for seniors and disability services

Objective 1.2

A safe, healthy and active community

Strategies

- 1.2.1 Provide access to services that improve health and wellbeing
- 1.2.2 Build capacity within our community to live happier and healthier lives

Environmental

Objective 2.1

Celebrate our diverse built and natural environments

Strategies

- 2.1.1 Prepare land use plans and controls that value our heritage, encourage economic development, facilitate local infrastructure improvements and create vibrant precincts
- 2.1.2 Protect and improve our natural environment and ensure development has a positive impact on our City

Objective 2.2

Places and spaces that are vibrant and connect us

Strategies

- 2.2.1 Activate and support our centres, local areas and local businesses to be vibrant places that connect people

Environmental

Objective 3.1

We have public spaces that are welcoming, inclusive and promote pride in the area

Strategies

- 3.1.1 Our physical infrastructure is sustainably planned and managed to meet our changing needs
- 3.1.2 Our community pride is reflected in the cleanliness and upkeep of our valued public spaces and streetscapes

Objective 3.2

We have recreational assets that enhance the liveability of our community

Strategies

- 3.2.1 Our valued natural recreational spaces and facilities are fit for purpose and encourage active lifestyles
- 3.2.2 Our assets provide a range of opportunities for participation in active and entertaining activities

Objective 3.3

A clean and safe place to live

Strategies

- 3.3.1 Enforce local laws and regulations for the benefit of all people in Cumberland
- 3.3.2 Monitor and regulate to make Cumberland a safe place to live
- 3.3.3 Provide access to sustainable waste services that keep our community clean and tidy

Economic & Civic Leadership

Objective 4.1

The community is proud to be served by a sustainable and transparent Council organisation

Strategies

- 4.1.1 Provide a governance framework that is transparent and builds public trust in local leadership
- 4.1.2 Council operates in a safe and sustainable way to deliver great services and facilities that offer value for money
- 4.1.3 Council places the customer at the heart of everything it does

Objective 4.2

An informed community included in decision-making and long-term planning

Strategies

- 4.2.1 Council regularly engages with and informs the community
- 4.2.2 Council conducts long-term planning based on community engagement



Service Performance Update by Directorate



Directorate Services

Community and Culture

- Children and Youth Development
- Community Development
- Disability
- Events and Culture
- Libraries
- Social Inclusion and Wellbeing

Education and Care

- Education and Care



Children and Youth Development

Executive Manager, Community and Culture

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 1: Supporting Community Health, Safety and Wellbeing
Objective 1.1: A strong community and culture
Action 1.1.3: Build an inclusive community by encouraging participation in youth, children and indigenous services and support for seniors and disability services

Service Description

The service is responsible for the development and implementation of targeted children (pregnancy – 12 years), youth (12 – 25 years) and families community development initiatives and projects across the Cumberland area. The service oversees the internal and external child protection functions of Council.

Service Expectations

The service develops community focused partnerships, initiatives and programs aiming to improve outcomes and opportunities for children, young people and their families while also ensuring Council is meeting legislative obligations around child protection.

Programs

- Implement Children and Families Strategy 2019- 2023
- Child Protection
- Children’s Health & Wellbeing
- Implement Cumberland City Youth Strategy 2022 – 2026
- Youth Participation
- Youth Health & Wellbeing

Key Indicators Results

15

Children and Families programs run in the community

22

Targeted children and/or youth community health and wellbeing initiatives delivered

16

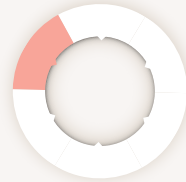
Health and wellbeing programs were run for children aged 0-12 years throughout Cumberland

13

Actions implemented toward Child Safe Standard Compliance

100%

Of Council’s youth programs involve youth participation in their planning



Community and Culture

Children and Youth Development

Community Development

Disability

Events and Culture

Libraries

Social Inclusion and Wellbeing

Education and Care

City Services

Environment and Planning

Corporate Performance

Governance and Risk





Key Achievements

- The inaugural Cumberland's Biggest Playgroup was a great success, held during Children's Week in October 2022.
- Paint Cumberland REaD installed seven more Community Reading Boxes in parks across Cumberland, making early literacy accessible to all community members.
- The inaugural Active Fest school holiday event was held in partnership with The Office of Sport. There were 13 organisations in attendance running recreational activities and providing information to families, with 136 participants attending on the day.
- Youth week, held from 20 - 30 April, consisted of seven events held in the community, with over 150 young people participating. This has been the most successful Youth Week to date and all feedback was positive.
- 31 initiatives were delivered including, Anti-Vaping workshops and a Mental Health Seminar for 150 students at Auburn Girls High School. The following information and awareness sessions for young people were held:
 - Suicide Intervention training
 - Youth Mental Health First Aid
 - Mental Health Safe Talk workshop
 - Grieving Good and Feeling Better training
 - Introduction to Problem Gambling
 - Anti-Vaping workshops.
- The Youth Mental Health Summit was held on 28 February, with 92 participants, including the Federal Assistant Minister for Mental Health and Suicide Prevention, the Hon. Emma McBride MP attending. A Youth Mental Health Action Plan is being developed as a result of the event.
- Training was rolled out to all staff to provide awareness of Council's obligations in relation to being a Child Safe Organisation.
- Six Child Safe actions have been undertaken:
 - Child Protection team meetings held
 - Community Protective Behaviours Program initiated
 - Local Government Child Safe Working Party meetings attended
 - Cumberland Child Protection Interagency meetings held
 - Child Safe Declaration drafted
 - Allegations Against Staff Guideline drafted and process reviewed.
- Events/Story times/Playgroup Visits:
 - Cumberland's Biggest Playgroup was held in March 2023 to celebrate
 - Paint Cumberland REaD launched seven new Community Reading Boxes and one new Community Reading Seat at parks
 - Paint Cumberland REaD delivered 18 story times and visits at playgroups and in community settings and at local schools
 - Children's activities provided at Wentworthville Swim Centre Open Day, Wentworthville Community Gardens Open Day, Diwali Street Festival and Christmas in the Gardens events.



Reading with Poppy the Possum



Cumberland's Biggest Playgroup



Community and Culture

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Community Development

Executive Manager, Community and Culture

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 1: Supporting Community Health, Safety and Wellbeing
Objective 1.2: A safe, healthy, and active community
Action 1.2.2: Build capacity within our community to live happier and healthier lives

Service Description

The service is responsible for the development and implementation of Community Development initiatives and projects across the Cumberland Local Government Area.

Service Expectations

This service aims to improve the capacity of community organisations in the Cumberland LGA to support residents, visitors and the wider community's wellbeing through the delivery of educational programs, community grants and donations and support to domestic violence victims and achieves this by complying with the relevant guidelines and legislative requirements.

Programs

- Community Development Programs
- Grants Programs
- Events, Programs, Participation
- Partnerships Awareness Programs
- Volunteers Program
- Crime Prevention and Community Safety Programs

Key Indicators Results

35

Community group partnerships

36

Network groups attend and facilitated

12

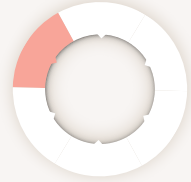
Domestic Violence programs and awareness initiatives delivered

196

Volunteer participations

100%

Implementation of CCTV in Public Spaces Program



Community and Culture

Children and Youth Development

Community Development

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Events and Culture

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Key Achievements

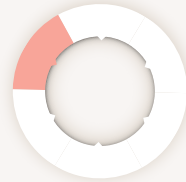
- Domestic and Family Violence (DFV) Hub opened in June 2023. Domestic and Family Violence (DFV) action planning day was held and commencement of the bi-monthly DFV Community of Practice meetings.
- Three rounds of grant applications have been assessed and successful applicants have received funding, totalling approximately \$483,000.
- Events successfully delivered include:
 - Access to government services for newly arrived migrants and refugees in partnership with Settlement Services International (SSI)
 - Financial coaching
 - Community Exchange network event
 - 16 Days of Activism including the Race for Safety.
- Three DFV engagement activities were undertaken:
 - Community Migrant Resource Centre Workshop
 - Settlement Services International Workshop
 - Women’s Employment Expo - Outreach to attendees.
- Community Development events completed include:
 - Reconciliation Day Schools Event at Prospect Hill with 300 students in attendance
 - NAIDOC Week Program
 - Anti-Poverty Week Program at Auburn Centre for Community
- Race for Safety event during 16 Days of Activism in conjunction with City of Parramatta
- Launch of Community Pantries at Wentworthville and Auburn
- Opening and launch of Domestic and Family Violence (DFV) Hub
- Financial Coaching sessions.
- Review of current Reconciliation Action Plan (RAP) completed. Reestablishment of RAP Working Group, development of a new RAP underway for 2023.
- Facilitation of the following partnerships and collaborations has been undertaken:
 - Cumberland Community Exchange Network
 - Targeted Early Intervention (TEI) meetings
 - Aboriginal and Torres Strait Islanders Consultative Committee (ATSICC)
 - Culturally and Linguistically Diverse (CALD) Committee
 - Community Safety and Crime Prevention Committee
 - Homelessness Committee
- Council achieved endorsement of the ‘Draft Homelessness Action Plan’, by the Homelessness Advisory Committee.



CCTV Crime Prevention



Reconciliation Day event



Community and Culture

Children and Youth Development

Community Development

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Disability

Executive Manager, Community and Culture

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 1: Supporting Community Health, Safety and Wellbeing

Objective 1.1: A strong community and culture

Action 1.1.3: Build an inclusive community by encouraging participation in youth, children and indigenous services and support for seniors and disability services

Service Description

This service is responsible for the delivery of National Disability Insurance Scheme Programs (NDIS), implementation of Council's Disability Inclusion Action Plan (DIAP) and intake and assessment of customers.

Service Expectations

The provision of quality services and programs to enhance the quality of life of people with disability and ensuring that compliance with relevant service standards, guidelines and legislative requirements are met.

Programs

- National Disability Insurance Scheme Programs
- Implement the Disability Inclusion Action Plan

Key Indicators Results

997

Customers accessed Council's Seniors and Disability Services

\$592,309

Of income generated through NDIS programs

15,472

Hours of support provided to people with disability under the NDIS

4

Access and Safety Committee meetings held

91

Customers accessed various programs and services

15,286

Hours of group programs accessed

186

Hours of shopping services accessed



Community and Culture

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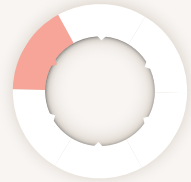


Key Achievements

- Cumberland City Council's Disability Inclusion Action Plan 2022-2026 was adopted on 2 November 2022.
- Lifestyle & Leisure Links customers performed at the Mayoral Christmas Party contributing to creating positive attitudes to inclusion within the organisation.
- Nomination for Zest Award 2023 - Outstanding Project (Building Stronger Inclusive Communities) for the Cultural Cooking Class initiative.
- Disability Focus Group that was held on 9 May 2023 had 11 attendees.
- During the International Day of People with Disability two events were delivered including Celebration Disco and an All Abilities Expo.
- Implementation of the Disability Inclusion Action Plan 2022 – 2026 included:
 - The opening of the new amenities block at Granville Swim Centre with improved accessibility
 - 'Out of Order' Exhibition at Granville Art Centre
 - Cumberland City Council Staff Steering Committee for the Disability Inclusion Action Plan was convened
 - Activate Inclusion Sports Day in partnership with Sports NSW and Cumberland City Council: 80 students attended from five primary schools within Cumberland and seven sporting organisations ran round-robin activities for the children
 - A special event for people with disability, Karaoke Party Event Day was held on Sunday 26 March
 - Work experience opportunities were provided to high school students with additional accessibility requirements
 - Information sessions on National Disability Insurance Scheme (NDIS) and capacity building were held in April with 51 people registering to attend.



Lifestyle & Leisure Links customers performing



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Events and Culture

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CSP Strategic Goals, Objectives and Strategies



Strategic Goal 1: Supporting Community Health, Safety and Wellbeing

Objective 1.1: A strong community and culture

Action 1.1.1: Build a rich local culture through access to cultural activities and events

Service Description

This service is responsible for development and delivery of arts, culture and events projects, programs and initiatives designed to increase social cohesion and enhance and activate Cumberland's places. The service is responsible for the review and implementation of Cumberland's Events Strategy, and the production of community events and activations; as well as the implementation of the Cumberland Cultural Plan 2019-2029 and associated arts and cultural programs and initiatives. The service is responsible for the strategic direction of Granville Centre Art Gallery and Peacock Gallery Precinct at Auburn Botanic Gardens, positioning Council's key arts assets as regional attractions and community assets. Events and Culture facilitate the Cumberland Community Events Advisory Committee.

Service Expectations

This service provides community, arts and cultural events, projects, programs and initiatives reflective of Cumberland City's communities, cultures and places. Events and Culture services deliver contemporary best practice in events, arts and cultural outputs with a focus on contemporary programming, community engagement and high satisfaction levels of service users.

Programs

- Major Events
- Cultural Plans
- Gallery Exhibition Program and Public Program
- Artist Studio Program

Key Indicators Results

75%

Of participants surveyed have been satisfied or highly satisfied with Council events

4

Event Advisory Committee meetings held

100%

Implementation of Year 3 actions from the Cumberland Cultural Plan

85%

Of participants surveyed satisfied or highly satisfied with Council delivered art programs

3,500

Visitors to the Granville Centre Art Gallery

14

Public Programs presented at the Granville Centre Art Gallery

3

Exhibitions at the Granville Centre Art Gallery



Community and Culture

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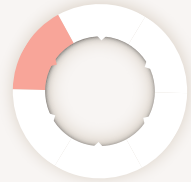
Corporate Performance

Governance and Risk



Key Achievements

- The Granville Centre Art Gallery was nominated for FBi Radio Sydney Music Arts and Culture award for Best Arts Program.
- The return of the Sydney Cherry Blossom Festival was met with strong audience demand, welcoming 69,000 event attendees to Cumberland City Council's Auburn Botanic Gardens.
- Events held include:
 - Diwali Street Festival celebrations on Saturday 29 October 2022 were delivered in Wentworthville with a street bazaar, a Bollywood Block Party, hands-on arts and cultural activities and a range of South Asian and Indian cuisine.
 - Christmas in the Gardens in December 2022 celebrated at Auburn Botanic Gardens with Santa's Workshop, Christmas Carol Sing Along, Candy Cane Lane and Gingerbread Corner.
 - Lunar New Year celebrations in February 2023 delivered over a weekend of events at an Outdoor Cinema at Wyatt Park, Lidcombe; Lunar Showcase at Auburn Central and Lunar Local Community Day at Berala Community Centre.
 - Easter celebrations were held at Central Gardens in April 2023 with an outdoor cinema, community organisations, sports, arts, food and drink.
 - Ramadan Street Food Festival in Auburn was delivered with a vibrant night of local food businesses, visiting food trucks and community enlivening Auburn Road.
- The Artist in residence program included artist residencies from artists Svetlana Panov, Garry Trinh, and Dacchi Dang.
- The Inaugural celebration of Nowruz at the Granville Centre in March 2023.
- Warali Wali Darug Cultural Interpretation Project at Prospect Creek revitalising the experience of the Warali Wali trail series of First Nations artworks with new signage, information, audio tour and online content.
- Major Project Parramatta Road Urban Amenity Improvement Program (PRUAIP) Public Art Program progressed including the completion of two new First Nations artworks: Badu Bayumi banners by artist Dennis Golding and Darug elder Uncle Chris Tobin developed in collaboration with local primary schools; and Baduwa by Darug artists Leanne Tobin and Shay Tobin.
- Granville Centre Art Gallery presented the exhibitions:
 - 'Over the Fence' in partnership with Parramatta Artists' Studio with artworks showing what a neighbourhood means, what makes it special, why we live where we do and how we connect. Featuring artists connected to Cumberland and Western Sydney - Marian Abboud, Heath Franco, Rebecca Gallo, Tarik Ahlip and Linda Brescia, Gillian Kayrooz, Venessa Possum, and Kalanjay Dhir.
 - 'Out of Order' curated by Amy Claire Mills, presented public programs including AUSLAN Interpreted curator tour, a Sensory / Tactile / Quiet exhibition tour providing a calm exhibition environment to suit people on the autism spectrum and with a range of differing abilities. The exhibition featured artists with lived experience of disability Eugenie Lee, Bailee Lobb, Bruno Booth, M. Sunflower, Digby Webster, Prue Stevenson, Ohni Blu, Amy Claire Mills, and Chronically Fully Sick.
 - 'CHAMPS' celebrated what sport means to the area's local history as well as community. As part of the exhibition a range of Public Programs were presented, supported by Museums and Galleries NSW Audience Development Fund including:
 - o School holiday workshops
 - o Afternoon drop-in sports clinics
 - o A physical movement workshop for Seniors
 - o A day of 'mini Olympics'
 - o Digital online public programs.



Community and Culture

- Children and Youth Development
- Community Development
- Disability
- Events and Culture
- Libraries
- Social Inclusion and Wellbeing
- Education and Care

City Services

Environment and Planning

Corporate Performance

Governance and Risk



Libraries

Executive Manager, Community and Culture

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 1: Supporting Community Health, Safety and Wellbeing
Objective 1.1: A strong community and culture
Action 1.1.2: Enhance our sense of community through valued community spaces and places

Service Description

This service provides a network of eight modern and well-resourced libraries to promote community learning with educational, recreational and development programs. Library services provides residents and visitors across the Cumberland area with face-to-face and online resources, events, programs and access to technology.

Service Expectations

To maintain a high-level of community satisfaction via delivery of quality and timely library services and programs delivered to meet the community needs. This includes having modern and flexible library spaces, digital resources, technology and diverse library collections available for the community.

Programs

- Library Operations
- Library Programs and Activities
- Library Systems / Collections

Key Indicators Results

568,520

Attendances at libraries

9,856

New library members

432,027

Library loans

1,824

Library programs delivered face-to-face or online

22,599

Attendees at library programs, face-to-face or online

60

Recreational activities such as book clubs, knitting, games, craft groups in libraries

958

Children's programs and activities

310

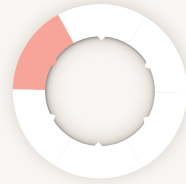
Library partnerships with community and government activities

51,108

Public library computer use sessions

77,914

Wi-Fi own devices usage



Community and Culture

Children and Youth Development

Community Development

Disability

Events and Culture

Libraries

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Key Achievements

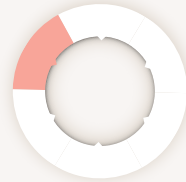
- Increased delivery of programs has seen collaborations with neighbourhood and community groups, as well as other government levels, resulting in higher library visitation, facility and technology use, loans and memberships.
- Merrylands and Auburn Libraries held book sales; the timeframes were extended due to their popularity in the community.
- Regents Park library had a minor upgrade that included the children's area and the windows that has given the space a fresh and modern look.
- Community Assistance Programs and Services that were held include:
 - Tech Savvy Seniors with State Library of NSW and Telstra
 - Hearing tests with Hearing Australia
 - National Disability Insurance Scheme (NDIS) – Help Desks
- Be Connected with Western Sydney Local Health District
- Parenting Workshops with Western Sydney Local Health District
- Legal Services with Western Sydney Community Legal Centre
- Introduction to Identity Theft with ID Support NSW.
- Library Programs completed include:
 - Design a Library Bag Competition
 - Summer Reading Clubs and Competitions
 - Christmas in the Gardens
 - We Choose Hope: A Visual Arts Exhibition
 - Dolly Parton Imagination Library
 - School Holiday Activities
 - International Mother Language Day Celebration
- Author Talks with Indira Fernandez, Rosemary Kariuki and David Brown
- Living Stories Writing Workshops
- Reconciliation and NAIDOC Information session with Uncle Chris Tobin for adults and children
- Refugee Week Talk with Oliver
- Information sessions to assist parents of young children.
- The library investigated and is implementing sustainable library cards for customers.
- Upgrades to library printing software in March 2023 and improvements to public printing kiosks in April 2023 were rolled out to enhance user experiences for both members and non-members.
- 3,393 attendees at 373 Literacy, Multicultural, Diversity and Special Needs Programs.



Greystanes Library



Merrylands Library



Community and Culture

- Children and Youth Development
- Community Development
- Disability
- Events and Culture
- Libraries**
- Social Inclusion and Wellbeing
- Education and Care

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Social Inclusion and Wellbeing

Executive Manager, Community and Culture

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 1: Supporting Community Health, Safety and Wellbeing
Objective 1.2: A safe, healthy and active community
Action 1.2.1: Provide access to services that improve health and wellbeing

Service Description

This service aims to improve the lives of over 55's and seniors in our community through the provision of services which includes transportation, meals, social programs, events and intake and assessment of customers.

Service Expectations

Providing valued services and programs to enhance the quality of life of residents over 55 and ensuring that compliance with relevant service standards, guidelines and legislative requirements are met.

Programs

- Social Inclusion Program
- Over 55's Program
- Transport Services
- Nutrition Services
- Service Intake and Assessment
- Seniors Events and Information Sessions

Key Indicators Results

36,209

Hours of social support provided

26,162

Hours of social support group programs provided

10,047

Hours of individual support provided

47

Bus trips provided

84%

Of community reporting an improvement with their health and wellbeing after accessing council's services

7,540

Trips have been provided under the Commonwealth Home Support Program

977

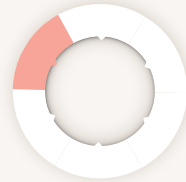
Seniors and people with disability accessed Cumberland City Council's Seniors and Disability services and programs

33,360

Meals provided by Council's Nutrition Services Team to seniors

202

Wellness programs provided



Community and Culture

Children and Youth Development

Community Development

Disability

Events and Culture

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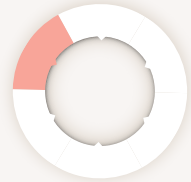
Corporate Performance

Governance and Risk



Key Achievements

- Nomination for Zest Award 2023 - Outstanding Project (Building Stronger Inclusive Communities) for the Seniors Foodies Project.
- Two Information Sessions were successfully held for accessing National Disability Insurance Scheme (NDIS) Services.
- 1,134 residents took part in 15 different events in celebration of Stepping back into Services, Active Ageing Week, National Carers Week, Social Inclusion Week, International Day of People with Disability and Seniors Christmas.
- Eight information sessions were held on Accessing Aged Care Services and Dementia and Carer Information. These were delivered in Chinese and Arabic.
- 12 health programs were provided for over 55's each week with 439 participants registered for the 240 classes provided, with programs including General Exercise and Zumba Gold.
- In celebration of Seniors Festival 2023 in February, the events held include two bus trips to the Walkabout Wildlife Sanctuary, a Picnic in the Park at Auburn Botanic Gardens and the annual seniors golf day at Woodville Golf course. Over 245 senior residents took part in the celebrations.
- A capacity-building information session was organised to help people with disability, and their families or carers to understand the NDIS, a total of 51 residents registered to attend.
- In partnership with NSW Health, Stepping On Falls Prevention Programs were delivered in Granville, Merrylands and Greystanes.
- 1,151 referrals for Seniors and Disability Services were received.
- 219 assessments were undertaken to determine and update support requirements for customers.
- 136 new customers commenced accessing Seniors and Disability programs and services.
- Five forums for Dementia Alliance and Western Sydney Food Services were attended to contribute to capacity building of programs and services and to strengthen community partnerships.
- Five Seniors Ward Christmas Lunches were held during December, with 500 residents in attendance.



Community and Culture

- Children and Youth Development
- Community Development
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Bus Trip to the Blue Mountains



Education and Care

Manager, Education and Care

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 1: Supporting Community Health, Safety and Wellbeing

Objective 1.1: A strong community and culture

Action 1.1.3: Build an inclusive community by encouraging participation in youth, children and indigenous services and support for seniors and disability services

Service Description

Education and Care Centres provide services to children aged 0 to 14 years. The centres offer a range of flexible and inclusive options for families including long day preschools, occasional, before and after school care programs, school holiday programs and family day care (home based including emergency and overnight) inclusive of children with additional needs.

Service Expectations

Provide quality education and care services, that are meeting and/or exceeding the National Quality Standards and that adhere to legislative requirements.

Programs

- Long Day Care Centres
- Out Of School Hours Services (OOSH) Services
- Family Day Care

Key Indicators Results

94%

Long Day Care
Centre utilisation

59%

Before School Care
Centre utilisation

86%

After School Care
Centre utilisation

77%

School Holiday Program
participation percentage
of program capacity

27

Number of registered Family
Day Care educators



Community and Culture

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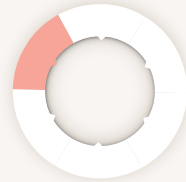


Key Achievements

- Eight of Council’s education and care services received \$93,284.58 from the Inclusion Support funding provided by the Australian Government, which enabled children with additional learning needs to be supported in their participation in our programs.
- The following education and care services were each awarded \$15,000 in the NSW Government’s Quality and Participation Grants Program:
 - Francis Fisk Child Care Centre
 - Friend Park Children’s Centre
 - Wenty Children’s Centre
 - Holroyd Children’s Centre (Gumnut Grove)
 - Auburn Long Day Care Centre
 - Guildford West Children’s Centre
 - Pemulwuy Children’s Centre.
- Education and Care centralised the intake process administration for 2023, resulting in an occupancy rate of approximately 80%.
- Successful transition and reopening of Gumnut Grove, following completion of minor capital upgrades.
- Council received Start Strong Long Day Care Fee Relief funding from the NSW State Government, enabling \$151,214 of fee relief applied to all children who turn four years of age on or before 31 July 2023.
- Family Day Care is continuing to provide high quality education and care to the community, with some educators offering care in the evenings and on weekends.
- Friend Park Children’s Centre undertook Assessment and Rating against the seven Quality Areas of the National Quality Standard, achieving a rating of Meeting National Quality Standards.



Poppy Possum and staff member reading the book 'Living with Water'



Community and Culture

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INTERACTIVE
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- Asset Management and Asset System Support
- Capital Works and Renewal
- Recreational Assets
- Buildings Maintenance
- Depot Operations

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- Ranger Services
- Waste Services

Environmental Health & Development Services

- Development Programs
- Environmental Health



Asset Management and Asset System Support

Executive Manager, Assets, Capital and Facilities

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 3: Delivering Sustainable Infrastructure and Services

Objective 3.1: We have public spaces that are welcoming, inclusive and promote pride in the area

Action 3.1.1: Our physical infrastructure is sustainably planned and managed to meet our changing needs

Service Description

This service is responsible for Council's assets, such as, roads, stormwater, buildings, open spaces, street lighting and the operational support for asset management for sustainable management of Council's infrastructure assets.

This service is responsible for the management of Infrastructure Asset data and information. This service prepares council's annual and forward Assets renewals programs in line with Asset Management Plans and adopted Long Term Financial Plans.

The service conducts revaluation of infrastructure Assets, condition audits and assists in annual reporting and external grant reporting for urban and regional road projects. In addition, Council seeks to manage these assets in a way that benefits the community and aligns to the Community Strategic Plan and Delivery Plan.

Service Expectations

To develop and deliver Council's Asset Management Plans and Asset Management Strategies. Sustainable management of Council's Infrastructure Assets. Minimise risks associated with Infrastructure Assets and meet customer needs. Maintain asset registry, provide management report and Mobility module support. Develop Renewal Works Program and projects, in line with the required timeframe, budgets and engineering standards.

Programs

- Transport (Roads, Bridges, Paths)
- Stormwater
- Open Space
- Buildings
- Operational Support for Asset Management
- Street Lighting
- Capital Works

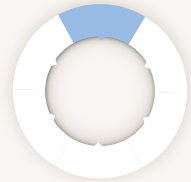
Key Indicators Results

100%

Of bridge inspections completed

146

Works on street lighting completed



Community and Culture

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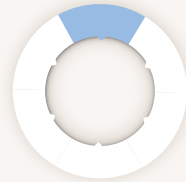


Key Achievements

- The Team has aligned building and open space condition data and modelling.
- Full revaluation of Kerb and Gutter has been completed. In addition, all assets have been externally revalued.
- Adoption of the 2023-2024 Annual Renewal Works Program.
- 'Bridges' Condition Audit completed.
- 10-year Roads Program has been finalised.
- 10-year New Footpaths Program has been finalised.
- 10-year Footpath Renewal Program has been finalised.
- 10-year Bridges Program has been finalised.
- 10-year Stormwater Program has been finalised.
- 10-year Open Space Program has been developed, with further changes required following the completion of the Condition Audit, which will occur in the next financial year.
- 10-year Buildings Program has been developed, with further changes required following the completion of the Condition Audit.
- Merrylands CBD Street Lighting Audit completed, with requests for additional streetlighting investigated and addressed.



Dennistoun Ave, Guildford



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Capital Works and Assets Renewal

Executive Manager, Assets, Capital and Facilities

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 3: Delivering Sustainable Infrastructure and Services
Objective 3.1: We have public spaces that are welcoming, inclusive and promote pride in the area
Action 3.1.1: Our physical infrastructure is sustainably planned and managed to meet our changing needs

Service Description

This service is responsible for the construction of new Council assets and renewal and refurbishment of existing Council's assets, such as roads, stormwater, buildings and open spaces. The service ensures Council's assets are constructed or renewed to agreed scope and specifications within the constraints of the relevant procurement protocols, following best practice Project Management and governance processes.

Service Expectations

To deliver Council's construction Capital Works Program in line with Council's Asset Management Plan and within the required timeframe, budgets and engineering standards.

Programs

- Construction Renewals, New Assets and Restoration

Key Indicators Results

53

Road Renewal projects completed (21.12km of road)

27

Footpath Renewal projects (3.57km of footpath)

31

New Footpath projects completed (7.47km of footpath)

27

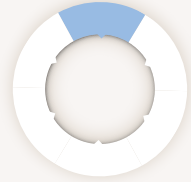
Building Renewal projects completed

16

Open Space Renewal projects completed with three additional works on track to be completed in July 2023

5

Stormwater Renewal projects completed



Community and Culture

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Key Achievements

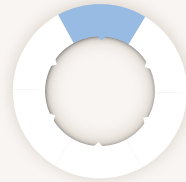
- Completion of the Hector Street Bridge and the opening of the Boundary Road / Wolumba Street Bridge to traffic.
- Stormwater piping work for the Civic Park, Pendle Hill project is 90% complete.
- 95% of Merrylands Civic Square works completed.
- Five Playspace projects completed.
- As part of the Parramatta Road Urban Amenity Program, all civil and electrical works on Melton Street, Adderley Street and Stubbs Street completed. Artworks production has commenced whilst other works are in progress, awaiting approval from external bodies.
- Auburn Botanic Gardens playground is in the design and approval stage.
- Granville Park outer field works are 90% complete.
- Upgrades to basketball court and amenities at Freame Park, Mays Hill completed.
- Cricket Pitches upgrades completed at Wyatt Park, Auburn Park, Pitt Park, MJ Bennett Reserve and Coleman Park.
- Wentworthville Exeloo is commissioned and operational at the Kingsway carpark.
- Roof and air conditioner renewal at the Food Works in Guildford Supermarket completed.



Morris Street Park



Guilfoyle Park



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Recreational Assets

Executive Manager, Assets, Capital and Facilities

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 1: Delivering Sustainable Infrastructure and Services
Objective 3.2: We have recreational assets that enhance the liveability of our community
Action 3.2.2: Our assets provide a range of opportunities for participation in active and entertaining activities

Service Description

The service provides recreational services, facilities and programs to promote the health and wellbeing of our residents, visitors and the wider community. This service manages five swimming centres, two golf courses, Auburn Botanic Gardens, Holroyd and Central Gardens, including their Fauna parks and The Holroyd Centre, Eric Tweedale Stadium and The Granville Centre.

Service Expectations

To provide recreational services and health wellbeing programs, in addition to complying with facilities maintenance requirements.

Programs

- Venues and Stadiums
- Swim Centres

Key Indicators Results

576,124

Swim Centre Attendees

45,849

Learn to Swim Attendees

100%

Water Quality Compliance

99%

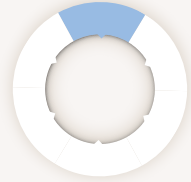
Of Swim Centres maintenance programs completed

'A'

Rating maintained from Food Safety audit

Key Achievements

- Swim Centre attendances have improved significantly.
- Learn to Swim Program continues to grow.
- Engagement with external community groups to expand Learn to Swim programs to disadvantaged community members have commenced.
- Water quality achieved 100% benchmark.
- New anti-slip flooring has been added to all freezer and cool rooms to enhance safety measures.
- Venues have experienced high demand, with a significant number of bookings.



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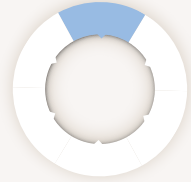
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CSP Strategic Goals, Objectives and Strategies



Strategic Goal 3: Delivering Sustainable Infrastructure and Services
Objective 3.2: We have recreational assets that enhance the liveability of our community

Action 3.2.1: Our valued natural recreational spaces and facilities are fit for purpose and encourage active lifestyles

Service Description

This service provides maintenance and repairs to Council's buildings and properties in the Cumberland area. This includes the aquatic centres, community facilities, administration buildings, childcare centres, libraries, parks and gardens. The service is also responsible for cleaning, fire safety, electrical, plumbing, sanitary and security.

Service Expectations

To ensure Council's buildings and community facilities are adhering to the required building codes, fire safety standards and relevant government legislations.

To ensure Depot services and associated operations meet the required safety standards, compliance measures and service level agreements.

Programs

- Building Maintenance

Key Indicators Results

99%

Of Building Maintenance requests on track

90%

Facilities Maintenance schedules on track

Key Achievements

- Building maintenance and reactive repairs are on track.
- Grant funded upgrades to security CCTV are fully operational to improve security in key locations.
- Scheduled and compliance maintenance are up to date with required deep cleans conducted at community centres, libraries, and childcare centres.



Merrylands Swim Centre Project



Merrylands Swim Centre Project



Granville Pool amenities



Depot Operations

Executive Manager, Assets, Capital and Facilities

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 3: Delivering Sustainable Infrastructure and Services
Objective 3.2: We have recreational assets that enhance the liveability of our community
Action 3.2.1: Our valued natural recreational spaces and facilities are fit for purpose and encourage active lifestyles

Service Description

The service is responsible for managing and providing maintenance for Council's main two Depots. This is an internal service supporting the delivery of frontline services by Council staff.

Service Expectations

To ensure Depot services and associated operations meet the required safety standards and compliance standards.

Programs

- Depot Operations

Key Indicators Results

93%

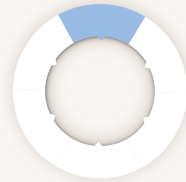
Of scheduled maintenance and inspections for leaseback vehicles completed

100%

Of scheduled maintenance and inspections for plant and equipment completed

Key Achievements

- A transition from predominantly reactive to scheduled maintenance of Fleet vehicles has commenced to increase efficiency and reduce down time.
- Depot Operations are responsible for managing and providing maintenance across Council's:
 - 2 Stores
 - 1 Sign Shop
 - 2 Depots located at Auburn and Guildford
 - 210 Leaseback vehicles
 - 193 Registered plant
 - 389 Unregistered small plant & equipment.
- Delivery of garbage trucks, sweepers and electric vehicles complete, improving the capacity of Council to service the community more efficiently in the areas of waste collection, road cleanliness and parks maintenance.



Community and Culture

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City Maintenance

Executive Manager, City Operations

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 3: Delivering Sustainable Infrastructure and Services
Objective 3.1: We have public spaces that are welcoming, inclusive and promote pride in the area

Action 3.1.2: Our community pride is reflected in the cleanliness and upkeep of our valued public spaces and streetscapes

Service Description

The service is responsible for the maintenance and presentation of Cumberland’s public domain areas. This service focuses on providing clean public spaces and safe areas for enjoyment for our residents and visitors. In addition, the service provides maintenance and cleaning services across Cumberland’s public domain, including the verge, footpaths, stormwater networks and roads.

Service Expectations

To provide cleaning services for our public domain, including Town Centres in the Cumberland area. In addition, to provide maintenance services for Cumberland’s public infrastructure and streetscapes.

Programs

- Cleansing
- Cleansing Public Infrastructure
- Streetscapes

Key Indicators Results

2,280

Customer service requests completed

65,995

kms of road mechanically swept

359

Residential property verges on the Council’s Verge Mowing Program

2,985

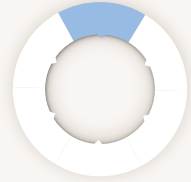
Potholes repaired

469

Stormwater pits cleaned

3,600

sq metres of graffiti removed



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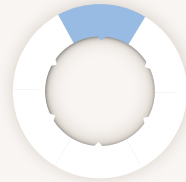


Key Achievements

- Council received a Regional and Local Road Repair Grant provided by the NSW Government and contributed funding from Council's Infrastructure Reserve to undertake road repairs identified through Council's Road Surface Network Audit.
- Council has undertaken daily cleansing of the 10 major shopping centres, in addition to undertaking litter picking for all main arterial roads, laneways and around any major public facilities, such as hospitals and where high-density housing is present.
- A large number of requests have been received as a result of extreme weather events.
- The purchase of additional ride on mowers has seen an increase in quantity and quality of the verge mowing service.
- Garden beds in town centres are regularly maintained on a six-week cycle.
- Council's graffiti works are being completed in a 48 hour turn around following customer requests and area inspections, with all urgent works completed within 24 hours.



London Road, Berala road renewal



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Open Spaces

Executive Manager, City Operations

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 3: Delivering Sustainable Infrastructure and Services
Objective 3.2: We have recreational assets that enhance the liveability of our community

Action 3.2.1: Our valued natural recreational spaces and facilities are fit for purpose and encourage active lifestyles

Service Description

The service provides maintenance for Council's extensive network of parks, sportsgrounds, playgrounds, bushland, habitat corridors and recreation areas. This service manages and operates approximately 327 passive parks, 46 sportsgrounds, 37 tennis courts, 226 playgrounds, 200 ha of bushland, extensive walkways and bicycle paths, BBQs, picnic shelters and park furniture.

Service Expectations

To provide and maintain open and green spaces for the community's benefit.

Programs

- Park and Bushland Maintenance
- Seasonal Renovations
- Sporting and Recreation Venues
- Golf Courses
- Premium Facilities

Key Indicators Results

97%

Of scheduled maintenance services completed

56,076

Golf courses attendees

100%

Of scheduled bushland and riparian maintenance completed

98.21%

Sportsground maintenance completed

99.75%

Park maintenance completed

100%

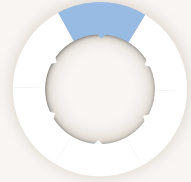
Floodlights and irrigation maintenance completed

98.86%

Of play equipment inspections completed

94%

Rate of utilisation of Council's sporting venues during key seasonal periods



Community and Culture

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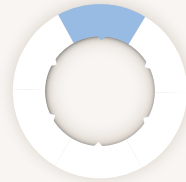


Key Achievements

- Increases in liaison meetings as community sport returned to near normal, after many months of wet weather, and to full programs after three interrupted seasons.
- All bush care and community garden groups have remained stable.
- New plantings along Prospect Creek and throughout the Auburn Botanic Gardens have been watered thoroughly, where most plants are in good health. Signage upgrades at Auburn Botanic Gardens have also occurred with the installation of 200 plant information signs.
- Multiple garden beds planted at both Holroyd and Central Gardens to increase biodiversity on both sites.
- Seasonal renovations between changeover included installing hybrid turf in high wear areas, topdressing heavily used sports fields to encourage new growth and aeration to reduce compaction and soil moisture.
- Golf courses attendance increased despite extreme weather events affecting earlier attendance rates.
- New machinery purchased for both golf courses to improve maintenance.
- Golf course conditions continue to improve due to upgraded maintenance and fertiliser programs, successful drainage upgrade and path upgrades at Woodville Golf Course.
- A new path installation was completed on the 18th hole at Auburn Golf Course. Greens renovations at both courses were completed and quality continues to improve.



Guilfoyle Park shade sails



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Ranger Services

Executive Manager, City Operations

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 3: Delivering Sustainable Infrastructure and Services
Objective 3.3: A clean and safe place to live
Action 3.3.1: Enforce local laws and regulations for the benefit of all people in Cumberland

Service Description

This service regulates environmental and safety standards across Cumberland City by providing a range of community focused regulatory services, including companion animals' management and parking enforcement.

Service Expectations

To ensure Cumberland City is maintained in a safe and healthy manner which enhances the amenity of the area for the community.

Programs

- Companion Animals Program
- Regulatory Action

Key Indicators Results

3,573

Companion animal registrations completed

5,851

Regulatory Action Programs and Inspections completed

63

Patrols of load limited roads

5,815

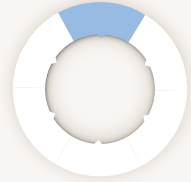
Parking related complaints completed

2,646

Customer requests regarding abandoned vehicles were investigated and 134 vehicles were impounded

1,670

Heavy vehicle complaints actioned



Community and Culture

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Key Achievements

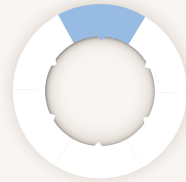
- The Companion Animal Registration Program helps to ensure lost animals can be returned to their owners in a timely manner and reduce the requirement to hold animals at Council's animal impound facility. During this reporting period, 85 lost pets were returned home.
- Parking Patrol Officers continued to patrol school zones daily during school terms to ensure the safety of our school children.
- Licence Plate Recognition Camera Technology was implemented to assist promote and enforce parking amenity and safety within the Auburn Town Centre.
- Council's Ranger Services team completed 9,902 customer services requests.
- 397 instances of illegal dumping of rubbish were investigated during the reporting period.
- Council's program to investigate and action reports of overgrown vegetation was maintained with 880 inspections being conducted.
- Rangers responded to all out-of-hours complaints in relation to unauthorised building works and 430 locations were inspected as part of Council's sediment and erosion control program during the reporting period.



Cumberland Parking Patrol Officers



Cumberland Parking Patrol Officers



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Waste Services

Executive Manager, City Operations

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 3: Delivering Sustainable Infrastructure and Services
Objective 3.3: A clean and safe place to live
Action 3.3.3: Provide access to sustainable waste services that keep our community clean and tidy

Service Description

To provide efficient residential, commercial, town centre and public park waste collection services, regular clean up services and removal of illegally dumped rubbish across the Cumberland area.

Service Expectations

To ensure all waste services are provided across the Cumberland Local Government Area within required timeframes and within agreed service levels.

Programs

- Domestic Waste Services
- Commercial Waste Services
- Street and Park Waste Services

Key Indicators Results

51,064

Kerbside clean-up services provided

28

New commercial waste services commenced

69,900

Tonnes of garbage collected

100%

Of reported incidents of illegally dumped rubbish were collected

10,044

Tonnes of recycling collected

616

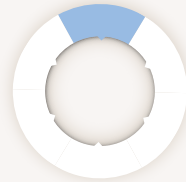
New bins requests completed

7,734

Tonnes of garden organic material collected

2

Complaints for missed street litter bin collections



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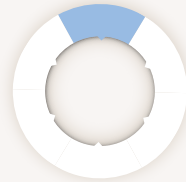


Key Achievements

- Council maintained its residential waste and recycling collection program throughout the year, utilising its collection, processing, and disposal contracts to ensure community service expectations were met.
- Domestic waste collection services provided include:
 - 343,366 general waste (red lid bin) services weekly
 - 339,259 recycling waste (yellow lid bin) services fortnightly
 - 130,271 organic waste (green lid bin) services fortnightly.
- Council continued to provide street and park waste services throughout the year, ensuring street and park litter bins were emptied on schedule and adequate litter disposal capacity was available.
- Commercial waste collection services were provided to 232 local businesses.



Cumberland City waste collection truck



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Development Programs

Executive Manager, Environmental Health and Development Services

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 3: Delivering Sustainable Infrastructure and Services
Objective 3.3: A clean and safe place to live
Action 3.3.1: Enforce local laws and regulations for the benefit of all people in Cumberland

Service Description

This service investigates and regulates unauthorised and illegal works in the Cumberland Local Government Area, such as, illegal building works and unauthorised land use. The service is designed to protect and ensure the safety of the community.

Service Expectations

To provide and enforce measures that promote better community outcomes, in terms of safer built environments.

Programs

- Fire Safety and Cladding
- Swimming Pool Barrier Program / Swimming Pool Inspections
- Regulatory Action

Key Indicators Results

2,825

Fire Safety Statements have been received

2,043

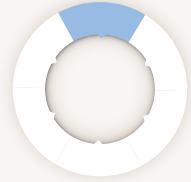
Regulatory Action customer requests completed

103

Customer requests relating to swimming pool compliance investigated

Key Achievements

- 3,632 customer requests relating to fire safety were completed during the reporting period.
- 417 inspections completed for illegal or unauthorised building works.
- 274 inspections completed for illegal or unauthorised land use.



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Environmental Health

Executive Manager, Environmental Health and Development Services

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 3: Delivering Sustainable Infrastructure and Services
Objective 3.3: A clean and safe place to live
Action 3.3.2: Monitor and regulate to make Cumberland a safe place to live

Service Description

This service regulates and encourages the improvement of environmental / public health and safety standards across the Cumberland Local Government Area. This includes the regulation of food premises, skin penetration businesses, cooling water systems, the investigation and regulation of unlawful activities that have the potential to impact the environment / public health and safety. Technical advice is also provided to key stakeholders in ensuring environmental health best practice is considered during the development application process. The service will provide regular support and reporting to connected state agencies such as the Western Sydney Local Health District (WSLHD), NSW Food Authority and NSW EPA.

Service Expectations

The service will provide optimal environmental and community health outcomes for the Cumberland community by regularly assessing standards and using regulatory tools where appropriate, to achieve improvement.

Programs

- Regulatory Programs
- DA Referrals
- Customer Requests

Key Indicators Results

1,063

Food inspections as part of the Food Safety and Surveillance Program

75

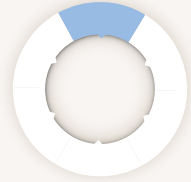
Premises inspections as part of Council's Skin Penetration Program

46

Regulated water-cooling system inspection as part of Council's Legionella Program

Key Achievements

- 87 audits of industrial premises have been undertaken.
- 381 Environmental Health Development Assessment referrals completed.
- 1,235 customer service requests resolved.



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Place and Engagement

Executive Manager, City Strategy

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 2: Enhancing the Natural and Built Environment

Objective 2.2: Places and spaces that are vibrant and connect us

Action 2.2.1: Activate and support our centres, local areas and local businesses to be vibrant places that connect people

Service Description

This service actively creates opportunities for the community to be engaged in projects/ plans. They business partner with project leads to deliver end to end community engagement programs and undertake place activations and promote economic growth as well as building resident, business and stakeholder relationships.

Service Expectations

Provide engaging and timely communication for engagement activities by Council as well as providing support for local businesses, residents and stakeholders and ensuring that there is the opportunity for community input and transparency in decision-making. Assist in the economic growth of the area and plan and deliver lively and active centres.

Programs

- Place Development Program
- Place Activation Program
- Smart Places Program
- Community Engagement Program
- Economic Development Program
- Business Support Program

Key Indicators Results

5

Place Development programs / projects delivered

20

Community participation initiatives delivered for capital projects

2

Place activations designed and delivered including Wyatt Park
- Cyclist Refuge Upgrade - May 2023 and Connect Cumberland - October 2022

570

New subscribers in 2022-2023, including increase in podcast listeners by 14%

96%

Satisfaction with Council delivered business programs



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Key Achievements

- Received grant funding from Transport for NSW (TfNSW), as part of the Safer Cities Program called Safer Cities: Her Way to co-design safer spaces for women and girls and pilot these place interventions.
- Delivered the following actions for the Safer Cities Her Way grant:
 - Three Community Walk-shops
 - Three Community Pop Ups
 - Four in school place planning and Her Way Workshop.
- Workshops and research have been successfully carried out with women and girls from the chosen locations of Auburn, Guildford and Westmead to inform the co-design of safer spaces for women and girls.
- Wyatt Park Upgrades helped deliver:
 - Places to Love activation, including new footpath public art.
 - Completed bike repair facility as solar lighting installation: to support biking infrastructure and art installation.
- For the following plans, Council achieved:
 - Delivery of 'The Smart Places Strategy and Action Plan', this has been placed on public exhibition.
 - The 'Community Engagement Strategy 2022' was developed, exhibited and endorsed by Council.
- Workshops were held and partnerships developed with universities, schools, the community and other councils to increase economic development and local skills growth.
- 120 parking sensors have been installed, allowing community members to monitor live parking availability using the NSW Government Park n' Pay App.
- Smart poles and wayfinding have been installed into the new Merrylands Civic Square.
- Economic Development has provided local businesses and residents with the opportunity to obtain free one on one business advice through the Business Health Check program and 12 informational webinars.
- The Economic Development Programs delivered the following:
 - Business Health Checks at Auburn, Granville and Merrylands during May-June 2023 including 12 webinars.
 - Cumberland Youth and Jobs Expo, where Council supported the Auburn Youth Centre in a day of workshops to help our community gain skills to enter the workforce.



Safer Cities: Her Way program



Safer Cities: Her Way program



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Strategic Planning

Executive Manager, City Strategy

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 2: Enhancing the Natural and Built Environment

Objective 2.1: Celebrate our diverse built and natural environments

Action 2.1.1: Prepare land use plans and controls that value our heritage, encourage economic development, facilitate local infrastructure improvements and create vibrant precincts

Service Description

This service develops and facilitates Council’s heritage initiatives as well as developing and delivering Council’s strategic planning work, including planning for key centres and strategic corridors across Cumberland City.

The service develops and facilitates plans, policies and projects to create great places and plan for infrastructure across our city and local economy.

Service Expectations

Advocacy representing the community’s interests. Planning for quality place outcomes with associated infrastructure identified. Responding to NSW State Government initiatives affecting Council with the completion of reports, submissions and contributions to local, regional and district planning.

Programs

- Cumberland Heritage Program
- Strategic Planning Program
- Cumberland Centres and Corridors Program
- Affordable Housing Program

Key Indicators Results

4

Submissions to State Government and agencies for strategic planning outcomes

\$14,000

In rebates finalised this financial year

5

Heritage Committee meetings held over the year

\$41,340

In new funding across 12 rebate applications recommended by the Heritage Committee



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Key Achievements

- The Heritage Awards were successfully held in June 2023, to recognise the time and effort of the community in maintaining and restoring their heritage properties.
- Council resolved on 7 December 2022 to progress with the Comprehensive Heritage Study Planning Proposal with amendments based on community feedback. The resolution supports progressing 47 amendments to existing heritage controls and 24 new heritage items to the Department of Planning and Environment (DPE) for assessment.
- Submissions to State Government and agencies for strategic planning outcomes, including the Greater Cities Commission on the Six Cities Region Discussion Paper and the Environmental Impact Statement (EIS) for Parramatta Light Rail Stage 2 Project.
- Cumberland Heritage Planning Proposal received a Gateway Determination [approval] from the Department of Planning and Environment on 14 June 2023.
- Continued master planning of the Woodville Road Corridor and Westmead Precinct. This included early community consultation on Westmead in late 2022 which saw high attendance at the eight face-to-face sessions.
- Council continues to actively engage with industry stakeholders, State Government and other relevant agencies on approaches to deliver affordable housing and the growing needs of the Cumberland community.



Artwork for Cumberland Local Heritage Awards and Rebate Program



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CSP Strategic Goals, Objectives and Strategies



Strategic Goal 2: Enhancing the Natural and Built Environment

Objective 2.1: Celebrate our diverse built and natural environments

Action 2.1.2: Protect and improve our natural environment and ensure development has a positive impact on our City

Service Description

Undertakes development and building activities, including development applications, building assessment, tree management, engineering assessment and planning panels.

Service Expectations

To respond to NSW State Government initiatives affecting Council with the completion of reports, submissions and contributions to district planning. In addition, this service responds to Council initiatives within timeframes or in accordance with legislation requirements.

Programs

- Development Assessment
- Tree Management
- Engineering Assessment
- Planning Panels
- Building Assessment

Key Indicators Results

79

Day median processing time achieved for Development Applications (ahead of 86 day target)

9

Cumberland Local Planning Panel meetings (CLPP) held

29

CLPP applications reported and determined

13

Complying Development Certificate applications determined

66

Building Information Certificates applications determined

25

Construction Certificate applications determined

Key Achievements

- 933 Development Applications determined.
- 181 Subdivision Applications determined.
- 370 Tree Management Assessments determined.



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Strategic Goal 2: Enhancing the Natural and Built Environment

Objective 2.1: Celebrate our diverse built and natural environments

Action 2.1.1: Prepare land use plans and controls that value our heritage, encourage economic development, facilitate local infrastructure improvements and create vibrant precincts

Service Description

Provide technical advice and design support for a range of physical infrastructure in Cumberland, including stormwater and drainage, flood management, traffic and transport and infrastructure. The service also provides investigation for traffic and transport issues, that are reported to the Local Traffic Committee.

Service Expectations

To provide the Cumberland area with safe infrastructure that supports current and future needs.

Programs

- Stormwater and Flood Management Program
- Strategic Traffic and Transport Program
- Local Traffic and Transport Program
- Cumberland Local Traffic Committee (CTC)
- Strategic Infrastructure Design Program
- Local Infrastructure Design Program

Key Indicators Results

583

Flood Advice Letters completed

143

Works within Road Reserve Applications determined

184

Applications for rock anchors, street drainage and section 68 matters determined

381

Road Occupancy Approvals processed

7

Cumberland Local Traffic Committee meetings

480

Applications for driveway approvals completed

128

Traffic matters reported to Cumberland Traffic Committee and Council



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Key Achievements

- Engineering progressed a range of designs on traffic, transport proposals and various planning and/or design studies including:
 - Pedestrian Access and Mobility Plan
 - Bus Stop Audit
 - Merrylands Town Centre Bypass
 - Wentworthville Town Centre Bypass
 - Wentworthville Public Domain Design
 - Pippita Rail Trail.
- Council received funding for the Duck River Overland Flow Study from the Department of Planning and Environment. The project brief has been endorsed for the Duck River Overland Flow Flood Study.
- Council provided advice to Sydney Metro, Sydney Trains and transport agencies regarding traffic and transport matters.
- Collaboration with Transport for NSW has been successful in progressing the design for Pippita Rail Trail Project.
- Investigated BlackSpot Programs, initiative to improve road safety and dangerous crash sites across New South Wales and submitted a grant funding application.



Pippita Rail Trail artwork



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Objective 2.1: Celebrate our diverse built and natural environments
Action 2.1.2: Protect and improve our natural environment and ensure development has a positive impact on our City

Service Description

Provide a range of environmental, planning and waste related programs and services across Cumberland, which ensures the Cumberland area is clean and public spaces are well maintained.

Service Expectations

To respond to NSW State Government initiatives affecting Council with the completion of reports, submissions and contributions to district planning. In addition, this service responds to Council initiatives within timeframe or in accordance with legislative requirements.

Programs

- Implementation of the Biodiversity Strategy
- Implementation of the Sustainability Action Plan
- Implementation of the Urban Tree Strategy
- Waste and Resource Strategy and Programs
- Asbestos Management Strategy and Programs
- Problem Waste Collection Service
- Litter and Illegal Dumping Prevention Programs

Key Indicators Results

5

Litter Prevention events held, in partnership with Western Sydney Regional Organisation of Councils (WSROC) and Parramatta River Catchment Groups (PRCG)

2,584

Discrepancies identified for the Bin Reconciliation audit, which allowed for improvement of bin configurations and rate adjustments

8,249

Recycling and green waste bins inspected

236

Development referrals assessed for waste management

2,784

Mobile Problem Waste Collection bookings

9,708

Illegal dumps collected

5.56

Tonnes of residential asbestos collected

8,814

Streetlights upgraded to LED streetlights, in collaboration with Endeavour Energy and Ausgrid



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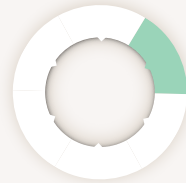


Key Achievements

- Successfully received Environment Program grants, these include:
 - Greener Neighbourhoods Grant - Trees are Tops Education Blitz.
 - Covering Cumberland in Cool Canopies.
 - Environment Protection Authority (EPA) litter grant - Round 6.
 - \$120,000 to implement the Illegal Dumping Program.
 - \$1.8 million to implement Go FOGO (Food Organic, Garden Organic Recycling) Cumberland Program.
 - \$150,000 to implement various Litter Management programs.
- Hosted the following events, including:
 - Annual Schools Sustainability Expo; approximately 600 students from eight primary schools learned about topics including the environment, biodiversity sustainability, recycling, inclusive sport and aboriginal history.
 - Clean Up Australia Day 2023: 150 volunteers attended the Clean Up Day at Merrylands, Chester Hill, Pendle Hill, Pemulwuy and Lidcombe with the event collecting over 38 bags of rubbish and litter.
- Coordinated the following information sessions, including:
 - Five webinars related to Greenbank Funding Scheme: this operates by identifying energy and water saving projects.
 - 30 workshops to the community and local schools on waste and resource recovery. These workshops included school incursions, running stalls at Community Centres and Cumberland's Biggest Morning Tea as well as clothing and toy swap days. These events reached over 1,300 people within the community.
- Installed three fixed-pole CCTV cameras to monitor and reduce illegal dumping in three educational hotspots.
- A partnership with Western Sydney Regional Organisation of Councils (WSROC) to initiate the Electronic Vehicle (EV) roadmap and community renewables program for Cumberland was commenced during this period.



Clean Up Australia Day 2023



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Strategic Goal 2: Enhancing the Natural and Built Environment

Objective 2.1: Celebrate our diverse built and natural environments

Action 2.1.1: Prepare land use plans and controls that value our heritage, encourage economic development, facilitate local infrastructure improvements and create vibrant precincts

Service Description

The Planning System team delivers a range of services including:

- Preparation and assessment of developer-initiated planning proposals.
- Negotiation and preparation of voluntary planning agreements associated with planning proposals.
- Preparation and administration of local infrastructure contributions plans.
- Preparing and issuing planning certificates.
- Monitoring and reporting on legislative and policy changes, updating internal systems accordingly and advocating for the needs of our local area.

Service Expectations

Ensure orderly and appropriate development that responds to changing needs and circumstances and is consistent with the broader Strategic Planning Framework and policy context, including Council and the community's long-term strategic vision for Cumberland.

Ensure timely delivery of key infrastructure to support growth in housing, employment and other opportunities across the City.

Deliver well-connected and high-quality local environments that respond to the needs of our diverse community.

Programs

- Contribution Plan Administration
- Planning Proposals
- Planning Certificates
- Voluntary Planning Agreements

Key Indicators Results

2

Landowner-initiated Planning Proposals considered by Council

2

Landowner-initiated Planning Proposals subject to NSW Government gazettal

2

Voluntary Planning Agreements executed

2

Voluntary Planning Agreements obligations completed

5,678

Planning Certificates processed



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Key Achievements

- Planning Proposals considered by Council for the following sites:
 - Gateway Determination: 2-10 Victoria Street East, Lidcombe.
 - Gateway Determination: 245-247 Great Western Highway, South Wentworthville.
- Planning Proposals subject to NSW Government gazettal for the following sites:
 - 80 Betty Cuthbert Drive, Lidcombe.
 - 239 Merrylands Road, Merrylands.
- Voluntary Planning Agreements executed to secure funding of works for future infrastructure at the following sites:
 - 239 Merrylands Road, Merrylands - Monetary contribution, and installation and fitout of a ground floor utility room for sweeper storage to be dedicated to Council.
 - 399 Guildford Road, Guildford - Monetary contribution for the provision and/or upgrading of public, commuter car parking or public transport facilities.
- Voluntary Planning Agreements obligations completed for the following sites:
 - 108-118 Station Street, Wentworthville - Dedication of a laneway for the purpose of a public road.
 - 2-36 Church Street, Lidcombe - Monetary contribution towards public domain, open space, and drainage improvements in the Lidcombe Town Centre.



245 Great Western Highway, South Wentworthville artist impression. Image credit: Stantec Australia



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Objective 2.1: Celebrate our diverse built and natural environments

Action 2.1.1: Prepare land use plans and controls that value our heritage, encourage economic development, facilitate local infrastructure improvements and create vibrant precincts

Service Description

Provide a range of planning and design services aimed at improving quality and amenity of Council's open space and public domain areas.

Service Expectations

To ensure open space and public domain areas are planned and designed for the current and future needs of the Cumberland Community.

Programs

- Open Space and Recreation Strategy Implementation Program
- Community Facilities Strategy Implementation Program
- Plans of Management Program
- Local Spaces and Places Program
- Strategic Corridors Program

Key Indicators Results

6

Plans of Management updated

1

Plan of Management adopted for local public spaces

22

Designs completed for local public spaces



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Key Achievements

- Successful completion and handover of Maunder Reserve, Ruth Street Park, Freamer Park, Fraser Park Playspace, Harold Moon Playspace and Kurung Reserve Off-Leash Dog Area designs.
- Successful opening of Guilfoyle Park Playspace.
- Duck River Parklands Strategic Masterplan and Prospect Pipeline Corridor Strategic Masterplan adopted by Council on 21 December 2022.
- Implementation plans are in place for Duck River Parklands. These involve planning and design of priority parklets, connecting pathways and gateway entrances to the parkland area.
- Lakewood Plan of Management adopted by Council on 1 March 2023.
- A number of successful grant applications received under WestInvest, Metro Greenspace, Places to Roam, Places to Play and Accelerated Infrastructure Fund and Investing in Our Communities programs.
- Nine projects designed were successfully delivered including:
 - York Street Park Ballscreen Upgrade
 - Ringrose Park Dog-Off Leash Area
 - Norford Park Interpretive Plaques
 - Beryl Gunther Plaque
 - Bernalong Park
 - Morris St Park
 - Hassall St Park
 - Granville Park Sensory Play Area
 - Lidcombe Oval Grandstand Signage.



Nature play at Bernalong Park



Bernalong Park completed



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- Strategy and Improvement



Bookings and Community Centres

Executive Manager, Customer Experience and Technology

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 1: Supporting Community Health, Safety and Wellbeing

Objective 1.1: A strong community and culture

Action 1.1.2: Enhance our sense of community through valued community spaces and places

Service Description

This service manages and operates Council's three community centres located at Auburn, Berala and Guildford. These venues are hubs where residents and visitors can meet, network, socialise, learn new skills and enjoy activities. The service is designed to promote social cohesion and improve community wellbeing.

Service Expectations

To promote and build the profile of Council's staffed community facilities driving utilisation, visitation, accessibility and efficiency in use. In addition, ensuring current and future community facilities are designed and operated in a way that meets the unique needs and aspirations of the local communities that they serve and support Council's strategic direction.

Programs

- Community Centre Operations
- Implementation of the Community Facilities Strategy
- Bookings Administration

Key Indicators Results

9,137

Community Centre booking applications processed

4,330

Community Centre booking enquiries completed

3,403

Utilisations of Council's Community Centres

122

Community Events applications assessed

55

Filming applications assessed



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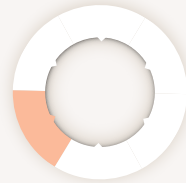


Key Achievements

- Positive feedback was received from the 23 new programs that were implemented, aimed at engaging the community in areas such as education, recreation and sport.
- The Friendship Garden at the Auburn Centre for Community has attracted a number of new volunteers.
- Continued focus on aligning community facility provisions with existing and future community needs and ensuring fair and equal access to community facilities through active collaboration with community groups.
- A review of the Bookings procedure has resulted in more flexibility and increased utilisation due to eased conditions of hire that previously restricted community use during peak hours.
- Activities and programs from the Community Facilities Strategy were implemented in conjunction with business partners such as Reclink Australia and TAFE NSW, focusing on catering to young people and families, fostering and facilitating access to cultural activities and promoting healthy lifestyles.



Friendship Garden



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Customer Experience

Executive Manager, Customer Experience and Technology

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 4: Providing Local Leadership

Objective 4.1: The community is proud to be served by a sustainable and transparent Council organisation

Action 4.1.3: Council places the customer at the heart of everything it does

Service Description

This service is responsible for managing and operating Council's contact centres, webchat channels, after hours and other contact channels of Council and delivers customer service to ratepayers, residents and visitors through various communication and contact points.

Service Expectations

To deliver efficient customer service via Council's various channels whilst ensuring that enquiries and complaints are dealt with within the accepted timeframes and to a high quality standard.

Programs

- Customer Service Operations
- Customer Experience Strategy
- Complaints and Feedback
- Management of Council Records

Key Indicators Results

149,524

Customer Service calls were answered

90%

Of calls answered within 60 seconds

27,907

Customer requests raised

100%

Of all correspondence registered within 8 business hours

9,574

Webchats responded to by Customer Service Officers

28,795

Customers served in counter visits

97%

Of complaints resolved in 15 business days



Community and Culture

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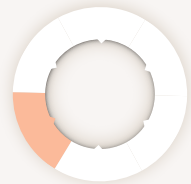


Key Achievements

- Five service centres are operating and providing services to the community.
- Customer Service touchpoint was successfully opened at Greystanes Library.
- On 11 April 2023, the Wentworthville Service Centre relocated to the Wentworthville Library, co-locating services in a single building, improving access of service to the community.
- In June 2023, Council's new Cloud Based Contact Centre Software was implemented.
- Delivery of service continued seamlessly from other centres during temporary closure of Auburn Service Centre, providing an excellent option for disaster recovery.
- Customer Experience Strategy is being developed with preliminary research being undertaken into channel management strategies, new request technologies and multilingual capacities of request technology.



Berala Customer Service Centre



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Technology Services

Executive Manager, Customer Experience and Technology

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 4: Providing Local Leadership

Objective 4.1: The community is proud to be served by a sustainable and transparent Council organisation

Action 4.1.2: Council operates in a safe and sustainable way to deliver great services and facilities that offer value for money

Service Description

Provides sustainable, resilient, scalable network infrastructure and desktop hardware. In addition to providing service desk help and disaster recovery and management of TPG Private Cloud infrastructure.

Service Expectations

Ongoing availability of internal and external systems with timely resolution of any issues identified.

Programs

- Client Support/Service Desk
- Infrastructure Support

Key Indicators Results

3,658

Service Desk requests resolved

337

Hardware requests processed

0

Major Outages

Key Achievements

- Continued delivery of IT services to enable Council to continue its service delivery to the community.
- Upgrades to Session Border Controllers performed in line with required notifications. Microsoft software updates performed on a regular basis.
- Council's Cybersecurity UpGuard score demonstrated significant improvement, which reflects the dedicated efforts to enhance and strengthen cybersecurity measures.
- The implementation of the new Software as a Service (SaaS) ITSM enables requests to come through a dedicated portal instead of email, enabling smoother and systemic service.
- The configuration process for the new Wi-Fi infrastructure has commenced.
- Successful transition to Software as a Service (SaaS) Information Technology Service Management (ITSM).



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Information Systems and Data

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Strategic Goal 4: Providing Local Leadership

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Service Description

Responsible for managing all Corporate Information Systems across all data sets throughout Council. Other functions include Geographical Information Systems (GIS) and support for corporate system implementations.

Service Expectations

Maintain internal and external systems to ensure information is available and easily accessible, with the appropriate governance control measures in place and regularly reviewed.

Programs

- Business Systems
- GIS

Key Indicators Results

763

Access Management requests completed

3,460

Helpdesk requests resolved

Key Achievements

- CiA Project Lifecycle Management (PLM) Implementation and CiA Capital Works Uplift completed in August 2022.
- Pulse to TechnologyOne Application Programming Integration (API) run and completed in December 2022.
- Integration between the TechnologyOne Organisation Chart and SharePoint has been completed.
- The NSW Planning Portal API has been implemented for Development Applications (DAs), Modifications and Reviews.
- Name and Address Register (NAR) completed cleanse of property association/'Care of' address project December 2022.
- All scheduled upgrades were performed with minimal to no disruption.
- A review of the TechnologyOne Human Resources Payroll module was conducted, resulting in the completion of the position numbering standardisation project. As part of this project, the Pulse Integration for employee movement has been streamlined.
- The web mapping platform, IntraMaps, has been enhanced to support GDA2020, ensuring the accuracy of all Council maps and spatial information.
- A Property Lease Register has been developed to generate reports related to Council-owned land classifications, plan of management, land zoning and lease information.
- A Data Governance Framework and Procedure has been established to ensure the quality management of data.



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Accounting

Chief Financial Officer

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Strategic Goal 4: Providing Local Leadership

Objective 4.1: The community is proud to be served by a sustainable and transparent Council organisation

Action 4.1.2: Council operates in a safe and sustainable way to deliver great services and facilities that offer value for money

Service Description

This service has multiple responsibilities including, payroll, accounts payable, treasury and financial accounting. In addition, the Finance Business Partners provide relevant financial information, tools, analysis and insight to support Budget Owners to make informed decisions while driving business strategy. The Business Partner process is pivotal in keeping Council financially stable.

Service Expectations

To provide transactional accuracy, reporting and tax compliance and completion of monthly and annual reporting, in line with accounting standards.

Programs

- Budgeting
- Payroll
- Financial Accounting

Key Indicators Results

100%

Of invoices paid weekly

100%

Of all end of month processes completed on time

100%

Of suppliers are paid in accordance with payment terms

100%

Of Council Investments are reported in accordance with statutory timeframes

Key Achievements

- All external financial reporting requirements have been complied with for the year.
- Council has exceeded the approved budgeted surplus, with the additional surplus being reinvested into identified priority areas to assist the community in future budgets.
- Council completed a clean audit of the 2021-2022 financial statements, identifying significant increases in investment returns for Council, and were submitted to the Office of Local Government in October 2022.
- The 2023-2024 Budget and Fees and Charges were on public exhibition and then adopted by Council in line with statutory obligations prior to 30 June 2023.



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Rates

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Strategic Goal 4: Providing Local Leadership

Objective 4.1: The community is proud to be served by a sustainable and transparent Council organisation

Action 4.1.2: Council operates in a safe and sustainable way to deliver great services and facilities that offer value for money

Service Description

Rates are Council's main source of income and used to provide essential infrastructure, services, facilities, programs, activities and capital works for the community.

Service Expectations

Rates are levied and collected on time and in accordance with legislation. In addition, ensure community awareness of rates through the Statement of Revenue Policy.

Programs

- Rates



Merrylands Civic Square



Merrylands Civic Square

Key Indicators Results

100%

Of rates issued with harmonisation on time

5.99%

Current outstanding rates balance

Key Achievements

- Continuation of rates harmonisation on track with year two of the four-year process completed.
- Rates and charges continued to be levied in line with legislation, with supplementary rates being levied throughout the period.
- Pension Rebates have been granted through new Pensioner Rebate Applications according to Council Policy.



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Communications, Marketing and Media

Manager, Strategic Communications

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 4: Providing Local Leadership

Objective 4.1: The community is proud to be served by a sustainable and transparent Council organisation

Action 4.1.2: Council operates in a safe and sustainable way to deliver great services and facilities that offer value for money

Service Description

The Strategic Communications team plans and delivers communications and media initiatives across Council with a high degree of professionalism and initiative while executing priority projects and campaigns in a fast-paced environment.

Service Expectations

To ensure the community is informed of Council policies, programs, services, and initiatives, in addition to providing support to all service areas within Council ensuring a high-level of internal and external satisfaction is delivered.

Programs

- Communications
- Marketing
- Media

Key Indicators Results

51

Media releases during this period

3

Editions of the Community Newsletter published

99

Community news advertisement editions published

29,215

New Electronic Direct Mail subscribers

49%

Open read rates of Electronic Direct Mail newsletters

24

Electronic Direct Mail newsletters distributed

817,602

Visitors to Council's website

1,892

New Facebook followers

572

New Instagram followers

1,278

New LinkedIn followers



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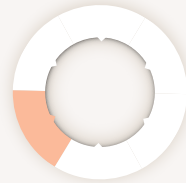


Key Achievements

- Website Refresh Project completed 22 February 2023, enhancing Search Engine Optimisation (SEO), accessibility and content quality, whilst allowing greater transparency over core website indicators.
- The promotion of Council run programs, events and services available to residents have been advertised across various digital and printed publications.
- Council has efficiently responded to media enquiries and has monitored and reported on Council related media activity.
- The quantity of the Town Centre Christmas decorations have increased to cover a larger area of Cumberland.
- Council's Street Flag Banner Program has covered the cultural events celebrated in Cumberland City during this period. An additional 75 street flag banner poles have been installed across more locations, featuring cultural and national events that are celebrated in Cumberland City.



Christmas decorations in Merrylands



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Human Resources

Manager, Human Resources

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Strategic Goal 4: Providing Local Leadership

Objective 4.1: The community is proud to be served by a sustainable and transparent Council organisation

Action 4.1.2: Council operates in a safe and sustainable way to deliver great services and facilities that offer value for money

Service Description

Human Resources delivers internal services relating to the full employment lifecycle of staff. This includes recruitment, onboarding, training/ upskilling staff, performance management and offboarding staff as required.

Service Expectations

Human Resources is predominantly an internal service and deals with the overall management of staff, ensuring that all staff queries in relation to their employment and issues are dealt with in a timely manner.

Programs

- Annual Performance and Development Review Process
- Learning Management System
- Leadership Program
- Mentoring and Development Program
- Culture Surveys
- Recruitment, Selection and Onboarding

Key Indicators Results

3

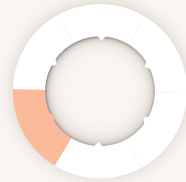
Staff Engagement Surveys

40

Staff trained in Mental Health First Aid

Key Achievements

- Council was awarded the Employment Diversity - Metro Award at the Minister's Awards for Women in Local Government in 2022 for its Council Mentoring and Development Program.
- Council received an Honourable Mention in the 2023 National Awards for Local Government in June 2023 for its Mentoring and Development Program, and Council is proud to be offering this program again in 2023-2024.
- The Learning Management System (LMS) was successfully implemented in July 2022, updating tickets, accreditations, and training related to their positions.
- 13 staff in senior leadership positions graduated from the UTS Leading in Local Government course in September 2022.
- 320 staff have received training to renew or obtain their licences and qualifications. Several training sessions have been delivered including First Aid, Traffic Control, ChemCert and Heavy-vehicle Licences.
- Performed a review of Council's Recruitment and Selection Procedure and onboarding processes with training rolled out to hiring managers and panel members in February 2023.



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Strategy and Improvement

Manager, Strategy and Improvement

CSP Strategic Goals, Objectives and Strategies



Strategic Goal 4: Providing Local Leadership

Objective 4.2: An informed community included in decision-making and long-term planning

Action 4.2.2: Council conducts long-term planning based on community engagement

Service Description

Strategy and Improvement is responsible for undertaking Council's corporate and community-based planning and performance reporting, business improvement and project management activities.

The business unit focuses on providing partnership and support to meet reporting requirements, identifies and implements business performance improvements and oversees Council projects, which indirectly benefits the community through effective and efficient operations.

Service Expectations

Council must meet the legislative and compliance requirements for the Integrated Planning and Reporting Framework (IP&R) in relation to the various reporting requirements within its scope.

All projects are undertaken in accordance with the Project Management Framework.

Programs

- Integrated Planning and Reporting
- Community Satisfaction Measurement
- Performance Data Management and Reporting
- Corporate Planning Framework
- Business Process Review
- Service Reviews
- Business Improvement Strategy
- Project Management

Key Indicators Results

100%

Compliance for all statutory plans and reports delivered

100%

Of Council's planned Service Reviews were undertaken

Key Achievements

- Improving Performance and Culture (IPC) was a finalist at the NSW Local Government Excellence Awards held in June 2023.
- IPC has delivered some exciting and innovative solutions to identify business problems, drive meaningful improvement in how our leaders collaborate and work together as a collective to deliver outcomes to the organisation and community.
- Council's first internal service review program called Continuous Service Improvement (CSI) has been implemented.
- Successful implementation of TechnologyOne Project Management Lifecycle (PML) to provide a system for the best practice management of Council's complex capital works projects and program.
- The 2023 Community Satisfaction Survey of Council's services and facilities has been completed. Overall satisfaction with Council was in-line with 2019 and 2021.
- Development of a Business Process Mapping (BPM) Program for the organisation commenced during the reporting period. The program will set the roadmap for the development of a mature BPM culture for Council and the actions needed to achieve it.



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INTERACTIVE
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Audit, Safety and Risk

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Property Services



Audit, Safety and Risk

Manager, Audit, Safety and Risk

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Strategic Goal 4: Providing Local Leadership

Objective 4.1: The community is proud to be served by a sustainable and transparent Council organisation

Action 4.1.1: Provide a governance framework that is transparent and builds public trust in local leadership

Service Description

Responsible for monitoring, reviewing, implementing and delivering internal controls in relation to Council's Audit Program, insurance portfolio, Work Health and Safety Management System, Enterprise Risk Management Framework in accordance with legislative requirements and best practice.

Service Expectations

To ensure successful delivery of the Strategic Internal Audit Program, Risk Management Framework and facilitation of training and implementation of a best practice Work Health and Safety Framework across Council.

Programs

- Internal Audit, Risk Management and Business Continuity
- Internal Audit
- Work Health and Safety

Key Indicators Results

100%

Reporting of notifiable
Safework incidences

21

Insurance awareness
sessions delivered

7

WHS training
sessions delivered

14

Audit Reports completed



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Key Achievements

- Council won the 2022 Work Health and Safety Excellence Showcase Champions for Large Business (Government) Category.
- At the NSW Local Government Excellence Awards held in June, Council received a highly commended award for the Digitisation and Process Uplift of Risk Assessments.
- Council's Community Water Safety Campaign commenced in January 2023 across Council's Childcare Centres, Libraries and Central Gardens Bush School. An additional 331 enrolments for children to learn to swim at Council run pools were received by June 2023 after the first round of the Swim Safe Initiative Program was run. A large portion of the enrolments were received from the Culturally and Linguistically Diverse (CALD) community.
- Council held a Safety Day to celebrate National Safe Work Month and adopted several key safety procedures in the Work, Health and Safety (WHS) Management System.
- Council's upgraded WHS Management System is 90% completed and is compliant with the ISO45001 standards.
- Council's focus continues to be on training and information to embed a strong safety culture.
- Updates on Council's Safety and Risk Program have been reported monthly to the Work, Health and Safety Committee and quarterly to the Audit, Risk and Improvement Committee.



Lifeguard on duty at Wentworthville Swim Centre



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Strategic Goal 4: Providing Local Leadership

Objective 4.1: The community is proud to be served by a sustainable and transparent Council organisation

Action 4.1.1: Provide a governance framework that is transparent and builds public trust in local leadership

Service Description

Oversees the operations of Council to ensure that decision-making is transparent and accountable, and organisational activities are free from fraud and corruption with a focus on providing effective leadership and administration.

This service is also responsible for planning and hosting civic ceremonies and functions and providing a high-level of administration services with respect to the elected Council and Committee meetings.

Service Expectations

To ensure Council services are transparent, accountable and free of conflicts of interest.

In addition, provides access to Council records through open access release or via incoming request applications.

Programs

- Corporate Governance
- Committee Support and Civic Governance
- Executive Support
- Civic Events

Key Indicators Results

100%

Of business papers published on time

100%

Delivery of Citizenship events within Citizenship Code timeframes

1,317

Informal Access to Information Requests determined

100%

29 Formal Government Information Public Access (GIPA) applications completed on time



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Key Achievements

- Council conducted 29 Civic Events, including:
 - 21 Citizenship ceremonies delivered with over 3,600 conferees
 - Local Citizen of the Year Awards
 - Australia Day Award and Queen’s Birthday Award honours Reception
 - Annual Workplace Tragedy Memorial event
 - Guilfoyle Park Playground Opening
 - Granville Swim Centre Amenities Opening
 - IFTAR Dinner
 - Plaque unveilings:
 - o Beryl Gunther Plaque at Granville Branch Library
 - o Tommy Raudonikis Plaque at Lidcombe Oval.
- Council supported the implementation of ANZAC Day and Remembrance Day.
- The Department of Home Affairs is now publishing Council performance for Citizenship Ceremonies, with Cumberland performing extremely positively with minimal backlogs reported.
- 238 Council Resolutions were actioned and completed.
- Council adopted a new Councillor Expenses and Facilities Policy in October 2022.
- At the February 2023 Council meeting, Council resolved to appoint the NSW Electoral Commission to conduct the 2024 Local Government Election.



Citizenship Ceremony



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Strategic Goal 4: Providing Local Leadership

Objective 4.1: The community is proud to be served by a sustainable and transparent Council organisation

Action 4.1.1: Provide a governance framework that is transparent and builds public trust in local leadership

Service Description

Responsible for the oversight and delivery of Council's Procurement activities in accordance with endorsed procedures and requirements under the *Local Government Act 1993*.

Service Expectations

To ensure Council seeks value for money outcomes and enters, manages and reviews contracts for a range of goods, services and works on behalf of Council.

Programs

- Contract Management and Reporting
- Procure to Pay and Formal quotations/ tendering

Key Indicators Results

86.93%

Compliance with procure to pay process

129

Requests for quotations over \$20,000 - \$149,999 (including GST)

Key Achievements

- Procurement continues to facilitate requests for quotation and tenders for goods and services and provide monthly reporting, training and contract advice to all Council staff.
- Lead the Procurement process and market approach to enable Council to achieve:
 - value for money
 - fair and open competition
 - probity, integrity and transparency.
- A review of the NSW State Government standard contracts has been completed with training undertaken by Capital Works Project Managers.
- Council's centralised procurement model continues to lead the facilitation and administration of the quotation / tender / Expression Of Interest (EOI) processes over \$20,000 (including GST) for Council.
- Contract Management System set up to assist the implementation of the Contract Operation Procedures (COP). Council's contracts register was also migrated into Council's corporate system. This system will capture Supplier Performance Reviews.



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Strategic Goal 4: Providing Local Leadership

Objective 4.1: The community is proud to be served by a sustainable and transparent Council organisation

Action 4.1.2: Council operates in a safe and sustainable way to deliver great services and facilities that offer value for money

Service Description

Property Services maximises revenue generated on Council's leased assets, and commercial assets through an ongoing review of Council's asset portfolio.

Service Expectations

To ensure Council's commercial assets maximise revenue generating opportunities whilst complying with relative legislative provisions.

Programs

- Property Leasing and Transactions
- Property Development

Key Indicators Results

79%

Of outdoor dining licence agreements renewed

39

Existing Council leases and licences finalised

19%

Increase in Property Services revenue for the same period in 2021-2022

Key Achievements

- Council's investment performance of diverse property assets continues to be protected, through the management of property and leasing transactions. All property management services are also overseen by the team.
- Council established the Cumberland Property Committee to oversee and manage Council's major property transactions and projects.
- Council has completed the Property Lease Register and integration into the TechnologyOne Platform.
- The Outdoor Dining review project was undertaken to ensure all Footway Licence Agreements are current and active.



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Operational Project Progress Summary

Project Description	Project Update
Cybersecurity via a Third-Party Management Contract	The Cybersecurity Project to develop and establish enhanced KPI's and Security Management Guidelines was completed in October 2022.
Implementation of Seniors Foodies Club Project	The Seniors Foodies Club Project which treated residents to exploring local restaurants was implemented and completed during the period, with all funding reporting finalised as required.
Website Refresh Project	The Website Refresh Project was completed in February 2023. This project has enhanced Search Engine Optimisation (SEO), accessibility, and content quality, whilst allowing greater transparency over core website indicators enhancing the user experience.
LED Lighting Upgrade Project	In collaboration with Endeavour Energy and Ausgrid, Council has commenced the LED streetlighting upgrade. This project is still in progress; however, a significant amount of work has been undertaken to date. Endeavour Energy replaced LED street lighting at 7,306 identified locations, with 600 lights remaining and to be replaced. Ausgrid began replacement work in April 2023 and has replaced 1,508 units, with 1,500 units remaining and to be replaced.
Renewable Energy Procurement Project	The Retail Energy Power Purchase Agreement contract has been completed. The new contract commenced 1 April 2023. This agreement supplies Cumberland City facilities with renewable energy.
Bin Reconciliation Audit Project	The Bin Reconciliation Audit project was completed in February 2023. There were 1,256 discrepancies identified with more than 50% of property owners choosing to have their bin configuration corrected, and a small portion choosing to have their rates adjusted. Rates were adjusted automatically where no response was received. This project has resulted in a significant annual cost saving to Council by aligning the waste services to the accurate charge for the property.
Digitisation of Records	The digitisation of Council records is ongoing and involves capturing all Development Application records to ensure that data is readily accessible within Council's corporate systems.
Develop Customer Experience Strategy	Council implemented the Contact Centre Software in June 2023. Once the Benchmarking and Customer Satisfaction Survey has been received, the development of the Customer Experience Strategy will continue.
Third party verification for Council's National Disability Insurance Scheme Programs	Council's Seniors and Disability Services was audited between 15 to 19 October 2022, by an external agency, BSI. Council's services successfully achieved re-certification to continue to be a provider of National Disability Insurance Scheme (NDIS) Programs.



Operational Project Progress Summary

Project Description	Project Update
Cumberland Environmental Assessment Program: Audits of Industrial Premises to ensure the Local Environment is maintained	20 audits of industrial premises were completed during the year.
Parking Patrol: Introduction of licence plate recognition (LPR) for parking enforcement	<p>Parking officers have commenced enforcing parking regulations using the licence plate recognition technology around Auburn Town Centre and surrounding areas. This technology identifies vehicles within a specified parking zone and determines when an offence has occurred.</p> <p>Council continues to work with Revenue NSW and the LPR technology provider to integrate all required software. Currently, infringements are being issued through Council's enforcement technology and sent to vehicle owners via Revenue NSW 'Print & Post' service.</p>
Commence Development of a Property Strategy	This project was previously deferred, pending the completion of the Property Lease Register and integration into Council's TechnologyOne Platform. Council has commenced the development of the Property Strategy.

Service Review Progress

Service Reviews encourage continuous improvement across Council operations, ensuring services and facilities meet community needs now and into the future. Council completed two services reviews during 2022-2023, one led by an external consultancy and one led internally in partnership with an external consultant. An additional review commenced during the year led internally by Council's newly established Continuous Service Improvement (CSI) program team.

Planned Service Reviews:

- **Strategic Communications – Complete**
This service review was delivered internally in partnership with an external consultant providing review coaching and advice. The review of the Strategic Communications service was completed and recommended an improved structure, processes and use of technology. Implementation of the findings has resulted in a significantly improved service standard.

Additional reviews undertaken:

- **City Services Administration – Complete**
A review of the decentralised administration teams within the City Services directorate was undertaken throughout the year, by an external consultant. The review recommended several process efficiency improvements as well as a significant structure change to centralise the function and deliver administration services to the directorate more effectively and efficiently.
- **Development Enquiries – In progress**
Development Enquiries was the first pilot review of the newly established CSI Internal Service Review program at Council. The program uses a consistent, industry recognised, tried and tested methodology to review and improve Council services. The review commenced during the year and progressed on time against the approved project plan and timeline.



Statutory and Financial Reporting



Support for People with Disabilities

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 2022-2026 (DIAP).

Cumberland's DIAP was developed by listening to and engaging with residents, external stakeholders and staff. More than 3,337 people from across Cumberland provided feedback by filling in a survey, completing a telephone survey, attending a forum or focus group to provide input into the development of the Plan.

Key highlights in 2022-2023 from the implementation of year one of the Plan included:

- The opening of the new amenities block at Granville Swim Centre with improved accessibility.
- 'Out of Order' Exhibition delivered at Granville Centre Art Gallery.
- Convening of the Cumberland City Council Staff Steering Committee for the Disability Inclusion Action Plan.
- Activate Inclusion Sports Day held in partnership with Sports NSW and Cumberland City Council. 80 students attended from five primary schools within Cumberland and seven sporting organisations facilitated round-robin activities for the children.
- Information dissemination to residents and service providers on accessible programs, events and services.
- Staff education on the Telephone Interpreting Service to improve accessibility.
- Karaoke Party Event Day held Sunday 26 March 2023, a special event for people with disability.
- Work experience opportunities provided to high school students with additional accessibility requirements.
- Information sessions on National Disability Insurance Scheme (NDIS) and capacity building held in April 2023 with 51 people registered to attend.
- Involvement with the Zero Barriers Business Excellence Awards in June 2023, including promotion of the project and event to local businesses.
- Two events delivered, including a Celebration Disco and an All Abilities Expo, during the International Day of People with Disability.

Support for Carers

Cumberland City Council provides the following response in relation to the *NSW Carers Recognition Act 2010* under Section 8 Clause 2.

Council has implemented various policies to support staff who have caring responsibilities. Some of these policies include:

- Flexible Work Arrangements Policy
- Leave Policy
- Family and Domestic Violence Policy.

Council acknowledges the essential role that carers play in society and aims to create a supportive environment for staff who are caregivers. The above Council policies are designed to recognise, acknowledge and support staff who provide care and support to others in need with health-related conditions, disabilities or other vulnerabilities.

Financial Assistance to Community Organisations

To comply with *Local Government (General) Regulation 2021* clause 217 (1)(a5), Cumberland City 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 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 2022-2023, a total of \$483,183 was allocated to local organisations and individuals for a range of purposes including scholarships, assistance grants and other initiatives under Section 356.



Financial Assistance to Community Organisations

APPLICANT	AMOUNT \$	FUNDING PROGRAM
St Merkorious Charity	15,000.00	Community Participation
Good360 Australia	15,000.00	Community Participation
Cumberland Women's Health Centre Inc	15,000.00	Community Participation
Taldumande Youth Services	15,000.00	Community Participation
LEAD Professional Development Association Inc.	15,000.00	Community Participation
Story Factory	15,000.00	Community Participation
Reconciliation NSW	15,000.00	Community Participation
Australia Nepal Public Link Inc	15,000.00	Community Participation
Auburn Youth Centre	15,000.00	Employment and Education Pathways
Boronia Multicultural Services Inc	15,000.00	Employment and Education Pathways
Fitted For Work	15,000.00	Employment and Education Pathways
St Francis Social Services T/A House of Welcome	15,000.00	Employment and Education Pathways
Afghan Women on the Move Inc	15,000.00	Community Participation
Granville Multicultural Community Centre	14,995.00	Employment and Education Pathways
Sage Community Services	14,921.00	Community Participation
MS Plus Limited	14,796.00	Community Participation
Indian (Sub-Cont) Crisis & Support Agency	14,734.00	Community Participation
St Francis Social Services T/A House of Welcome	14,260.00	Employment and Education Pathways
ReLink Australia	13,880.00	Community Participation
The Shepherd Centre	13,645.00	Community Participation
Orphans And Widows West Africa (OWWA)	12,000.00	Community Participation
Australia Korea Cultural Exchange Association Incorporated	11,200.00	Community Participation
Autism Spectrum Australia (Aspect)	10,227.00	Employment and Education Pathways

APPLICANT	AMOUNT \$	FUNDING PROGRAM
Dress for Success Sydney	10,000.00	Community Participation
PlantingSeeds Projects	10,000.00	Community Participation
The Reconnect Project	9,500.00	Community Participation
Hilltop Road P&C Association	9,360.00	Community Participation
Gallipoli Turkish Cultural Foundation	9,130.00	Community Participation
Learning Links	8,730.00	Community Participation
Greystanes High School P&C	8,709.00	Community Participation
House to Grow	7,500.00	Community Participation
Zen Tea Lounge Foundation	7,500.00	Community Participation
Big Brothers Big Sisters Australia	7,500.00	Community Participation
Road Safety Education Limited	7,060.00	Community Participation
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	6,850.00	Community Participation
Barnardo's Australia	6,040.00	Community Participation
The Multicultural Network	5,417.00	Community Participation
Australian Anatolian Community Services	5,352.00	Community Participation
The Royal Society for the Prevention of Cruelty to Animals, NSW	5,000.00	Community Participation
Asian Women at Work Inc.	4,880.00	Community Participation
Afghan Women Support Association	4,500.00	Community Participation
Western Sydney Community Centre	4,200.00	Community Participation
Kamban Kazhagam Australia Inc.	3,625.00	Community Participation
Somali Australian Community Association of NSW	3,500.00	Community Participation
Asian Women at Work Inc.	2,000.00	Small Grant
Youth Off The Streets	2,000.00	Small Grant
Jasmina Drageljevic	2,000.00	Small Grant
Merrylands Anglican Church	1,502.00	Employment and Education Pathways
Merrylands Amateur Swimming Club	1,170.00	Community Participation
Atsuko Cailloce	500.00	Small Grant



Environmental Upgrade Agreements

Under Section 54P(1) of the *Local Government Act 1993*, Council did not enter into significant Environmental Upgrade Agreements during 2022-2023.

Voluntary Planning Agreements

To comply with the *Environmental Planning and Assessment Act 1979* Section 7.5(5), Council is required to report on compliance. Council's Voluntary Planning Agreements (VPA) entered during the financial period 2022-2023 are shown in the table below:

REFERENCE NUMBER	ADDRESS	NAMES OF PARTIES TO THE AGREEMENT	DESCRIPTION OF DEVELOPMENT / RELATED APPLICATION	DATE EXECUTED	DESCRIPTION OF AGREEMENT
VPA2021/0022	239 Merrylands Road, Merrylands	Merrylands Investment Co Pty Ltd	The VPA relates to a planning proposal (PP2021/0001) to amend the maximum building height limit and floor space ratio to allow for an additional five storeys to buildings D and E. Housekeeping changes are also sought in relation to the building height.	9/11/2022	Monetary contribution, dedication and installation of the fitout of a council utility (to be used as sweeper storage) within ground floor of proposed buildings D and E located within Merrylands Town Centre.
VPA2022/0002	399 Guildford Road, Guildford	Albert Street Group Pty Ltd	The VPA relates to a Court approved development application (DA2019/395/1) to construct a four storey mixed used development comprising of two commercial tenancies and nine residential apartments over basement level car parking.	12/10/2022	Monetary contribution for the provision and / or upgrading of public, commuter car parking or public transport facilities.

Swimming Pool Inspections

As per the *Swimming Pools Regulation 2018* Clause 23, for the purpose of Section 22F (2) of the *Swimming Pools Act 1992* (SP Act), Council is required to provide details under Section 428 of the *Local Government Act 1993* on the number of inspections carried out under Division 5 Part 2 of the Act:

SWIMMING POOL INSPECTIONS	TOTAL
Number of inspections conducted on pools within tourist or visitor accommodation	Nil
Number of inspections carried out on pools within a premise containing more than two dwellings	Nil
Number of Compliance Certificates issued under s22d of the <i>Swimming Pool Act 1992</i>	56
Number of Non-Compliance Certificates issued under Clause 21 of the <i>Swimming Pools Regulation 2018</i>	17



Works on Private Lands

In accordance with Section 67(3) of the *Local Government Act 1993*, 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 Council may carry out under this section include:

- Paving and roadmaking
- Kerb 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 2022-2023, Council made no resolutions to subsidise work carried out on private land. Further, Council did not invoice works on private property.



Junia Ave, Toongabbie



Companion Animals Act and Regulation Activities

Cumberland City Council provides the following statement on activities relating to enforcing and ensuring compliance with the *Companion Animals Act 1998 (CA Act)* and the *Companion Animal Regulation 2018*. Cumberland City Council is committed to its residents and encourages safe and responsible pet ownership, as part of the *Local Government (General) Regulation 2021* clause 217 (1)(f).

REQUIREMENTS OF COUNCIL	RESPONSE
Lodgement of pound data collection returns with the Office of Local Government (OLG) (Survey of Council seizures of cats and dogs)	Animal holding facility data is sent to the Office of Local Government annually as required by regulations, 16.2(a) Guidelines.
Lodgement of data about dog attacks with the OLG	All data relating to known dog attacks are entered into the Companion Animals Register as required by regulations, 16.2(b) Guidelines.
Amount of funding spent on companion animal management and activities	During the 2022-2023 financial year a total of \$203,130.48 was spent on companion animal management and activities.
Community education programs carried out and strategies the Council has in place to promote and assist the desexing of dogs and cats	Council promoted the desexing of dogs and cats through a Companion Animal Policy and via website information.
Strategies in place for complying with the requirements under s64 of the <i>Companion Animals Act 1988 (CA Act)</i> to seek alternatives to euthanasia for unclaimed animals	Council works closely with the Hawkesbury Animal Shelter, local rescue agencies, as well as managing our own short-term holding facility. These facilitate a euthanasia reduction initiative to rehome dogs and cats wherever possible.

Cumberland City Council has nine off-leash dog parks within the Council area:

- Hampden Road Reserve: 8 Hampden Road, South Wentworthville**
Includes fencing, a drinking fountain and bowl for dogs, dog bags and bins, dog exercise equipment and shade trees.
- Dirrabari Reserve: Edward Drive, Pemulwuy**
Access from the south-eastern corner of Edward Drive, Pemulwuy, includes fencing, dog bags and bins, dog exercise equipment and shade trees.
- Gardenia Parade Park: 157 Gardenia Parade, Greystanes**
Access from the northern end of Percival Road, open fenced area with dog bags and bins.
- Wyatt Park: Church Street, Lidcombe**
Includes fencing, seating, shade trees, water, dog bags and bins.
- Webbs Avenue, Auburn**
Includes fencing, seating, water, dog exercise equipment, dog bags and bins.
- Coleman Park: Nottinghill Road, Berala**
Includes fencing, seating, water, dog exercise equipment, shade trees, dog bags and bins.
- Little Duck Creek Reserve: 53 Wolseley Street, Guildford**
Includes fencing, dog bags and bins.
- Scout Memorial Park: 9 Glen Street, Granville**
Includes fencing with dog bags and bins.
- Wentworthville Dog Park: Ringrose Oval Great Western Highway and Cumberland Highway, Wentworthville**
Includes fencing, seating, shade trees, water, dog bags and bins.

Detailed information on fund money used for managing and controlling companion animals in its area.

- Contract Pound facility fees: \$112,200.00
- Companion Animal Officer: \$81,930.48
- Council short-term holding facility: \$9,000.00



Equal Employment Opportunity Plan

Council provides the following information in line with Local Government (General) Regulation 2021 clause 217 (1) (a9) on Equal Employment Opportunity (EEO) initiatives.

Council is an Equal Employment Opportunity (EEO) employer that values and understands the importance of equity and diversity in the workplace. Policies and programs have been implemented at Council aimed at promoting fair treatment, eliminating discrimination and ensuring equal opportunities for all staff in the workplace.

For example, Council has implemented a Recruitment and Selection Policy and delivered recruitment training to staff to reinforce the organisation’s commitment in ensuring all employment applications receive equal consideration and that the process is free of discrimination and bias. The purpose of implementing these EEO principles in this policy is to:

- Prohibit discrimination based on factors such as race, colour, religion, sex, national origin, age, disability and genetic information.
- Promote equal employment opportunity regardless of gender, members of racial minorities and persons with disabilities.

Council continues to collect EEO data through Council’s onboarding process including information relating to age, gender, nationality and disability.

Annual Reporting of Labour Statistics

As per the Local Government (General) Regulation 2021 clause 217 (d), the number of persons directly employed by the Council on Wednesday 23 November 2022 were as follows:

NATURE OF EMPLOYMENT	NUMBER OF PERSONS
Employed by Council on a permanent full-time, permanent part-time or casual basis or under a fixed-term contract	1,008
Employed by Council as senior staff members	5*
Engaged by Council, under a contract or other arrangement with the person’s employer, wholly or principally for the labour of the person	14
Supplied to Council, under a contract or other arrangement with the person’s employer, as an apprentice or trainee	Nil

* Two Director positions vacant on 23 November 2022.

Remuneration of the General Manager and Senior Staff

Council provides the following information to comply with *Local Government (General) Regulation 2021* clause 217 1 (b) and 1(c) in relation to the remuneration paid to its senior staff.

During the 2022-2023 reporting period council amended its structure, moving from six senior positions to seven. Council’s current management structure comprises of seven senior staff positions, as defined under the provisions of the *Local Government Act 1993*.

The remuneration of these positions was as follows:

SENIOR POSITION	REMUNERATION
General Manager	\$448,050.19
Senior Staff	\$1,905,407.02
Total	\$2,353,457.21



Public Access to Information

In accordance with Section 125(1) of the *Government Information (Public Access) Act 2009 (GIPA)* and *Regulation 2018* clause 8, 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 including the Operational Plan 2022-2023 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 applications received under GIPA legislation in 2022-2023 is as follows:

- Received a total of 29 valid GIPA applications under Formal Release
- 0 applications were withdrawn
- 24% of the applications were granted access in full
- 14% of the applications no information was held
- 62% of the applications were granted partial access
- 100% of these applications were responded to within legislative timeframes.

Public Interest Disclosures

To comply with the *Public Interest Disclosure Act 1994* and *Regulation, Section 31* and clause 4, the following statement is provided for the period 1 July 2022 to 30 June 2023:

- Nil Public Officials made a public interest disclosure to Cumberland City Council
- Nil Public Interest Disclosures were received by Cumberland City Council
- Nil Public Interest Disclosures were finalised by Cumberland City Council.

Cumberland City Council has a Public Interest Disclosures Policy in place and the General Manager has ensured actions have been undertaken to advise staff of the contents of the Policy and the protections available under the *Public Interest Disclosure Act 1994*.

Audit, Risk and Improvement Statement

The Cumberland City Council Audit, Risk and Improvement Committee (ARIC) is an advisory committee 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 at Council. An effective and productive ARIC is considered a vital part of good governance practice. The ARIC met five times in 2022-2023 promoting good corporate governance with the provision of independent objective assurance and assistance to Council on:

- Compliance
- Risk Management
- Work, Health and Safety
- Fraud Control
- Financial Management
- Governance
- Implementation of Council Plans and Strategies
- Service Reviews
- Collection of Performance Measurement by Council
- Any other matters prescribed by regulations.



Internal Ombudsman Shared Service

The Internal Ombudsman Shared Service (IOSS), shared between City of Parramatta, Cumberland City and Inner West Councils, is an 'independent ear' for the community, Councillors, Council staff and Council stakeholders. The IOSS undertakes the investigation of complaints and assists councils with prevention and education activities.

The IOSS assists member Councils to:

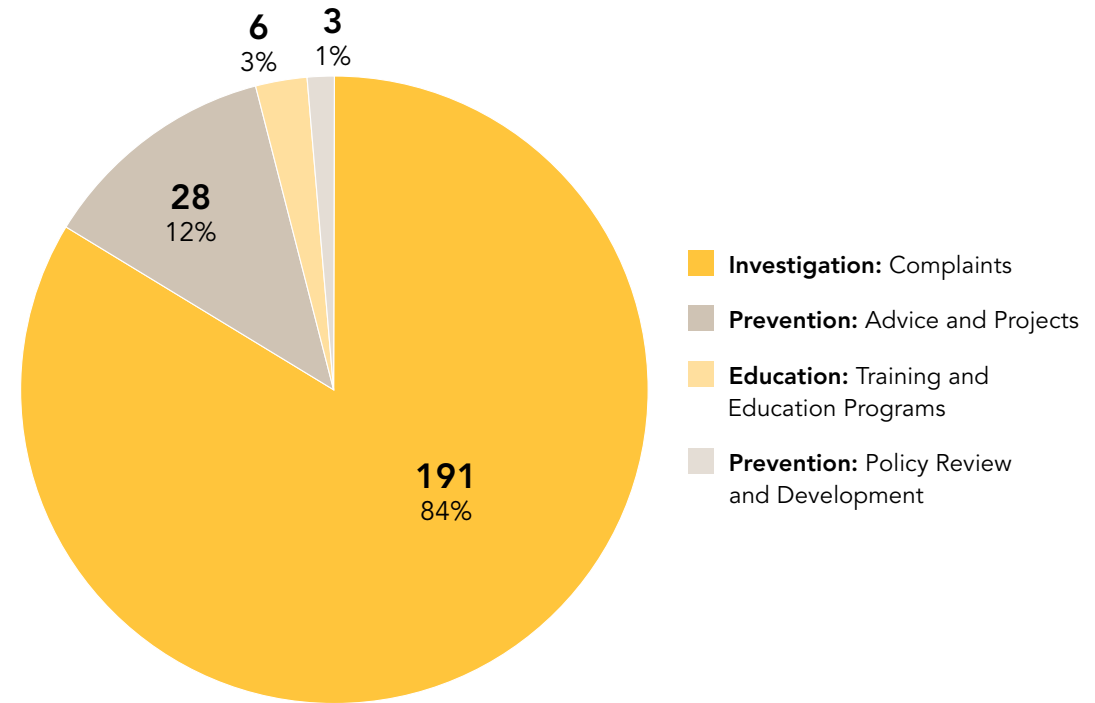
- Promote a high standard of ethical conduct and decision-making
- Improve administrative conduct and procedures
- Identify areas for improvement in the delivery of services to their communities
- Ensure they are acting fairly, with integrity and in their communities' best interest
- Deal effectively with complaints
- Work to improve their complaint handling systems
- Strive for a corruption-free organisation.

IOSS operations are underpinned by the principles of procedural fairness, accountability and transparency.

Over the last 12 months, Cumberland City Council's utilisation of the service has significantly lifted, with a 47% increase in activities undertaken by the IOSS compared to the previous year. The volume of complaints received for Cumberland City Council has significantly increased and the prevention activities undertaken have remained steady. This increase reflects the importance and value of the service from its stakeholders.

In the year ahead, the IOSS will be preparing and delivering code of conduct training to be rolled out to all staff commencing from late August 2023. Also, due to changing legislative frameworks for Public Interest Disclosures, the IOSS will increase training for staff to ensure they are equipped to benefit from the new *Public Interest Disclosure Act 2022* which comes into effect from October 2023.

Activities of the Internal Ombudsman Shared Service for Cumberland City Council from 1 July 2022 to 30 June 2023:





Modern Slavery

Cumberland City Council has recognised the seriousness of modern slavery and has taken the following steps to ensure compliance with the *Modern Slavery Act 2018 (NSW)* and *Local Government Act 1993*, Sect 438ZE:

1. The Procurement Operational Procedure has a clause advising of modern slavery, stating Council will not engage any vendors associated with modern slavery. This was reported to the Audit, Risk and Improvement Committee 15 August 2022.
2. A clause has been added in the condition of RFX (Request for Quote, Expression of Interest and Request for Tender) requiring the respondents to acknowledge and declare they abide by the Act.
3. The tender online form has a pass/fail around modern slavery, current or historic, and whether the external respondents have plans in place to manage the risk of modern slavery in their operations.
4. The "New Supplier Form" requires new suppliers to acknowledge and declare they abide by the Act.
5. Council has engaged a third party that will screen current and future suppliers and provide a report which assess the level of risk of suppliers in violating the Act. The screening is done through an "Ethical Supplier Screening" solution which contains billions of relevant adverse media records sourced from news publications, magazine articles, television and radio transcripts. Global media sources cover every region in the world, ranging from large international publications to smaller local reports. Thousands of quality-checked media articles are added to Ethical Supplier Screening every day, ensuring that Council is alerted to the latest risks uncovered.

Delegated Functions – External Bodies

To comply with the *Local Government (General) Regulation 2021* clause 217 (1) (a6), Cumberland City Council provides the following statement on functions delegated to others.

During the period 2022-2023, Cumberland City Council did delegate key functions to the following external organisations:

1. CivicRisk Mutual, an insurance pooling group of Western Sydney Councils established under a joint agreement.
2. Cumberland Local Planning Panel (CLPP), the creation of the CLPP is in accordance with Section 2.17(2) of the *Environmental Planning and Assessment Act 1979*. The CLPP assumes the functions of Council as a consent authority for applications it determines under Part 4 of the *Environmental Planning and Assessment Act 1979*.
3. Internal Ombudsman Shared Service – Managing Code of Conduct complaints and Public Interest Disclosures on behalf of Council.
4. Wentworthville Community Garden s355 Committee – Managing the day to day operations of the Wentworthville Community Garden.

Council's Controlling Interest

To comply with the *Local Government (General) Regulation 2021* clause 217 (1) (a7), Cumberland City Council provides the following report on controlling interests held on other organisations.

During the year ending 30 June 2023, Cumberland City Council held no / or had no controlling interest in any corporation, partnership, trust, joint, venture, syndicate or other body.

Council's Participation

To comply with the *Local Government (General) Regulation 2021* clause 217 (1) (a8), Cumberland City Council provides the following report on controlling interests held on other organisations.

In 2022-2023, Council did not participate in any corporations, partnerships, trusts, joint ventures, syndicates or other bodies.



Ongoing Professional Development

During 2022-2023, and in accordance with the Councillor Expenses and Facilities Policy, Cumberland City Council provided ongoing professional development opportunities for our elected Council, including attendance at the Local Government NSW Annual Conference, Australian Local Government Women's Association Conference and the Australian Local Government Association National General Assembly, as well as media and social media training, and Australian Institute of Company Directors (AICD) courses and memberships. The below provides a summary of the programs offered by Council to Councillors, those who attended and the month of completion.

ONGOING PROFESSIONAL DEVELOPMENT PROGRAM AND / OR SEMINARS	MAYOR AND / OR COUNCILLORS			COMPLETION
Code of Conduct Social Media Briefing	Clr Christou Clr Colman Clr Cummings Clr Elmore Clr Farooqui	Clr Garrard Clr Hamed Clr Huang Clr Hughes Clr Hussein	Clr Lake Clr Saha Clr Zaiter	September 2022
Local Government NSW Annual Conference	Clr Christou Clr Colman Clr Elmore Clr Farooqui	Clr Garrard Clr Hamed Clr Hughes Clr Hussein	Clr Lake Clr Sarkis	October 2022
Understanding Finances	Clr Saha			November 2022
CPA Accreditation	Clr Rahme			January 2023
Australian Local Government Women's Association (ALGWA) Conference	Clr Farooqui Clr Hamed	Clr Hughes		March 2023
Media Training	Clr Christou			March 2023
Councillor Psychosocial Hazards and Work, Health and Safety Briefing	Clr Christou Clr Colman Clr Cummings Clr Elmore Clr Farooqui	Clr Garrard Clr Hamed Clr Huang Clr Hughes Clr Hussein	Clr Lake Clr Saha Clr Rahme	March 2023
Australian Local Government Association (ALGA) National General Assembly 2023	Clr Colman Clr Elmore Clr Hamed	Clr Hussein Clr Lake Clr Saha	Clr Sarkis	June 2023
AICD Membership	Clr Hussein Clr Rahme Clr Saha Clr Christou			September 2022 January 2023 March 2023 April 2023
AICD Company Directors Course	Clr Colman Clr Hussein			December 2022 May 2023
Total Individual Councillor Professional Development Opportunities	55			



Expenses and Facilities for Councillors

To comply with *Local Government (General) Regulation 2021* clause 217(1)(a1) to clause 217(1)(a1) (viii), Council is required to provide total costs during the 2022-2023 year of the payment of expenses, and the provision of facilities to Councillors in relation to their civic functions.

The total cost for the 2022-2023 year is \$715,426.74.

As per the Councillor Expense and Facilities Policy, below is a table of the Councillors' expenses for 2022-2023:

ALLOWANCES	JULY 2022 - JUNE 2023
Mayoral Fee	92,180.04
Councillors' Fees	474,600.60
Councillors' Superannuation	37,520.99
Conferences and Seminars	36,717.12
Travel Expenses	20,277.79
Motor Vehicle Running Costs	16,598.01
Asset Consumables	13,546.66
Postage	6,000.00
Training	5,840.00
Clothing & Footwear (Uniforms)	4,698.00
Function / Event Attendance Expenses	3,627.62
Clr Office Expenses	1,524.54
Subscriptions	1,353.64
Mobile Call Costs	747.45
Mayor Delegation Hosting Expenses	194.28
Grand Total	715,426.74

Details of Interstate and Overseas Travel

To comply with the *Local Government (General) Regulation 2021* clause 217 (1)(a), Council is required to provide details of overseas visits by Councillors, Council staff or other persons representing Council.

In 2022-2023, there were no overseas visits conducted by Councillors, the General Manager or any other representatives of Council.

Additionally, in 2022-2023, there was no interstate travel undertaken by Councillors, the General Manager or any other representatives of Council.



Major Contracts

To comply with the *Local Government (General) Regulation 2021* clause 217 (1) (a2)(i)(ii), Cumberland City Council provides the following report on major contracts entered into.

Details of contracts awarded by Council during the year ending 30 June 2023 in excess of \$150,000 (and excluding employment contracts) are detailed in the table below:

DESCRIPTION OF THE PROJECT OR GOODS OR SERVICES OR REAL PROPERTY	EFFECTIVE DATE	CONTRACTORS BUSINESS NAME AND ADDRESS	EST. AMOUNT PAYABLE AMOUNT \$
SES Contract	1/07/2022	Inside Design Pty Ltd Shop 1, 2 David Street, Crows Nest NSW 2065	1,320,162.80
Expression of Interest - Code of Conduct Review Panel	1/07/2022	O'Connor Marsden & Associates Level 18, 1 Margaret Street, Sydney NSW 2000 Centium Pty Ltd L21, 233 Castlereagh Street, Sydney NSW 2000 Procure Group Pty Ltd 225/3 Darling Island Road, Pyrmont NSW 2009 Weir Consulting (National) Level 21, 133 Castlereagh Street, Sydney NSW 2000 National Workplace Investigations Suite 1006, 31C Lasso Road, Gregory Hills NSW 2557	220,000.00
Comensura - Contingent Labour Hire	1/07/2022	Comensura Pty Ltd Suite 1403, Level 14/309 Kent Street, Sydney NSW 2000	150,000.00
Strategic Asset Management Software	1/07/2022	Brightly Software Australia Pty Ltd Level 9, 257 Collins Street, Melbourne VIC 3000	161,531.70

DESCRIPTION OF THE PROJECT OR GOODS OR SERVICES OR REAL PROPERTY	EFFECTIVE DATE	CONTRACTORS BUSINESS NAME AND ADDRESS	EST. AMOUNT PAYABLE AMOUNT \$
Software used by Community & Culture for Demographic Profiling of LGA	1/07/2022	ID Consulting Pty Ltd 10 Easey Street, Collingwood VIC 3066	158,000.00
Girraween Park Amenities Building Project	11/07/2022	Phillips Marler Suite 203, 27-39 Abercrombie Street, Chippendale NSW 2008	219,688.00
Woodville Road Corridor - Urban Design Study	1/08/2022	Conybeare Morrison International L1, 52-58 William Street, East Sydney NSW 2011	219,274.00
2022-2023 Adult Fiction Standing Orders, Large Print, Adult Non-Fiction, Adult Audiobooks and other Monthly Selections	15/08/2022	James Bennett Pty Ltd Unit 3, 114 Old Pittwater Road, Brookvale NSW 2100	249,000.00
Duck River Parklets	1/09/2022	McGregor Coxall Pty Ltd Level 1, 39 E Esplanade, Manly NSW 2095	183,711.00
Cyber Security as a Service (CSaaS)	10/10/2022	ThreatDefence 88 Pitt Street, Sydney NSW 2000	319,000.00
Consultancy Services during the Tender and Construction Stage	13/10/2022	Tract Consultants Unit Trust Level 8, 80 Mount Street, North Sydney NSW 2060	151,177.50
Merrylands Pools and Regents Park Library & Community Hub roof replacements	1/12/2022	Connectra Building & Developments Pty Ltd 104/7 Hoyle Avenue, Castle Hill NSW 2154	278,795.00
Cumberland Network Switch Refresh	6/12/2022	Generation-E Productivity Solutions Pty Ltd 24 Mareno Road, Tullamarine VIC 3043	213,337.70
Lytton Street Masterplan Project	19/12/2022	Gallagher Studio Pty Ltd T/A Gallagher Studio Pty Ltd Studio 4/151 Foveaux Street, Surry Hills, NSW 2010	176,080.00



DESCRIPTION OF THE PROJECT OR GOODS OR SERVICES OR REAL PROPERTY	EFFECTIVE DATE	CONTRACTORS BUSINESS NAME AND ADDRESS	EST. AMOUNT PAYABLE AMOUNT \$
Procurement of EcoTeq Mowers x 2	19/12/2022	EcoTeq Pty Ltd T/A EcoTeq Pty Ltd 9 Nello Place, Wetherill Park NSW 2164	166,710.50
Wi-Fi Refresh	21/12/2022	Nexon Asia Pacific Pty Ltd 60-70 Parramatta Road, Summer Hill NSW 2130	180,622.20
Playspace Upgrade Program	1/01/2023	Austek Constructions Pty Ltd 1/29 Accolade Avenue, Morisset NSW 2264 Proludic Pty Ltd 16-18 Tepko Road, Terrey Hills NSW 2084 4Park Pty Ltd T/A Forpark 20B Butterfield Street, Blacktown NSW 2148	1,097,412.80
Wentworthville Town Centre Public Domain	16/01/2023	Group GSA Pty Ltd Level 7, 80 William Street, East Sydney NSW 2011	216,400.00
Provision of chartered transport for OOSH	29/01/2023	Baxter's Bus Lines 98 Magowar Road, Girraween NSW 2145	360,640.00
Civic Park and Pendle Creek Wetland Improvement Project	1/02/2023	CA&I Pty Ltd 10 Regent Street, Chippendale NSW 2008	16,991,276.50
New Contact Centre Application	1/02/2023	Nexon Asia Pacific Pty Ltd 60-70 Parramatta Road, Summer Hill NSW 2130	291,608.90
Receival, Processing & Disposal of Organics	7/02/2023	Soilco Pty Ltd 3/132 West Dapto Road, Kembla Grange NSW 2526	44,531,520.00
Susan Street Carpark Electrical Works	14/02/2023	Budstar Pty Ltd T/A DJ Staniforth & Co 11/36 Abbott Road, Seven Hills NSW 2147	179,190.00
Receival and Processing of Bulky Waste	18/02/2023	Cleanaway Pty Ltd Level 4, 441 St Kilda Road, Melbourne VIC 3004	27,246,271.80

DESCRIPTION OF THE PROJECT OR GOODS OR SERVICES OR REAL PROPERTY	EFFECTIVE DATE	CONTRACTORS BUSINESS NAME AND ADDRESS	EST. AMOUNT PAYABLE AMOUNT \$
Receival, Processing and Disposal of Waste	19/02/2023	Veolia Environmental Services (Aust) 65 Pirrama Road, Pyrmont NSW 2009	110,805,750.00
Urban Design Services and Supporting Studies for Westmead South	20/02/2023	Architectus Australia Pty Ltd T/A Architectus Level 18, 25 Martin Place, Sydney NSW 2000	247,304.20
Pippita Rail Trail Concept Design And Documentation	6/03/2023	Place Design Group 3B/830-832 Elizabeth Street, Waterloo NSW 2017	478,918.00
Freame Park Amenities Upgrade	7/03/2023	Hawks View Plumbing (NSW) Pty Ltd 55 Wavehill Avenue, Windsor Downs NSW 2756	195,057.50
Power Purchase Agreement (PPA)	1/04/2023	Hanwha Energy Retail Australia Pty Ltd T/A Nectr Level 25, NorthPoint Tower, 100 Miller Street, North Sydney NSW 2060	1,415,187.40
CCC - Printing, Postage Of Rates Notices	1/04/2023	Zipform Pty Ltd 191 Bannister Road, Canning Vale WA 6155	276,258.57
Hyland Road Landfill Closure Plan	21/04/2023	GHD Pty Ltd 15/133 Castlereagh Street, Sydney NSW 2000	160,380.00
Cumberland City Council Sports Surfaces Plan	1/05/2023	Otium Planning Group Pty Ltd PO Box 920, Parramatta NSW 2124	164,450.00
Wentworthville Community Recreation Hub Masterplan Project	1/05/2023	Studio Hollenstein Pty Ltd L1, 24-26 Botany Road, Alexandria NSW 2016	244,002.00
Maunders Reserve - Demolition and Upgrade	18/05/2023	4Park Pty Ltd T/A Forpark 20B Butterfield Street, Blacktown NSW 2148	694,910.70



DESCRIPTION OF THE PROJECT OR GOODS OR SERVICES OR REAL PROPERTY	EFFECTIVE DATE	CONTRACTORS BUSINESS NAME AND ADDRESS	EST. AMOUNT PAYABLE AMOUNT \$
Pemulwuy Community Garden – Stage 1	31/05/2023	Colemans Security Fencing Pty Ltd 186 Beaconsfield Street, Milperra NSW 2214	163,658.00
New 2022 x3 Kubota Baroness LM315GC Greens mowers for Golf	1/06/2023	Australian Hammer Supplies Pty Ltd 34 Williamson Road, Ingleburn NSW 2565	153,488.80
Stormwater and Creek Maintenance	23/06/2023	Hawks View Plumbing (NSW) Pty Ltd 55 Wavehill Avenue, Windsor Downs NSW 2756	398,325.40

Legal Proceedings

In accordance with the *Local Government (General) Regulation 2021* clause 217 (1)(a3), Cumberland City Council is required to provide a summary of the amounts incurred during the 2022-2023 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) and a summary of the state of progress of each legal proceeding and (if it has been finalised) the resulting legal costs.

COURT	TYPE OF APPEAL	ADDRESS	OUTCOME	\$ AMOUNT INCURRED	\$ COSTS ORDERED
NSW Civil and Administrative Tribunal	Administrative review of decisions under the <i>Government Information (Public Access) Act 2009</i>	N/A	Appeal refused	16,708	-
Land and Environment Court of NSW	Development application	37 Tungarra Road, Girraween	Appeal dismissed	32,096	-
Land and Environment Court of NSW	Development application	204-210 Parramatta Road, Auburn	Appeal upheld as per conciliated agreement	28,421	-
Land and Environment Court of NSW	Appeal against land use order	187 Parramatta Road, Auburn	Order upheld	15,200	-
NSW Civil and Administrative Tribunal	Administrative review of decision under the <i>Privacy and Personal Information Protection Act 1998</i>	N/A	Ongoing	19,516	-
Land and Environment Court of NSW	Appeal against Commissioner's decision	187 Parramatta Road, Auburn	Appeal upheld	29,545	-



Projects for which Contributions or Levies Have Been Used

In accordance with *Environment Planning and Assessment Regulation 2021(EPA Reg)* Clause 218A(2), Council is required to provide details for projects for which contributions or levies have been used.

CONTRIBUTIONS PROJECT NUMBER	DESCRIPTION	PUBLIC AMENITY OR SERVICE	SPEND 2022-2023	% OF COST	CONTRIBUTIONS PLAN	PROJECT STATUS
PDML02	Merrylands Civic Square Project (\$7.11)	Public Domain	1,875,398.34	50	Holroyd Contribution Plan 2013	In Progress
Residual	Merrylands Civic Square Project (\$7.11)	Public Domain	1,622,074.00	50	Merrylands TC Contributions Plan	In Progress
OIPH02	Civic Park Masterplan Upgrade Staged Implementation	Open Space	3,049,165.39	100	Holroyd Contribution Plan 2013	In Progress
7.12 Levies	Bridges 2022-2023	7.12 Levies	1,639,139.15	100	Parramatta (Woodville)	In Progress
CLB01	Library Books 2022-2023 \$7.11 – General	Community Facility	281,095.24	50	Holroyd Contribution Plan 2013	Ongoing
Community Facility	Library Books 2022-2023 \$7.11 – General	Community Facility	281,095.00	50	Auburn Contribution Plan	Ongoing
7.12 Levies	Guilfoyle Park Renewal of PG	7.12 Levies	291,727.19	100	Auburn Contribution Plan	Completed
7.12 Levies	Guilfoyle Park - Installation of New Shade Structure	7.12 Levies	38,669.82	100	Auburn Contribution Plan	Completed
7.12 Levies	Guilfoyle Installation of New LED Light	7.12 Levies	32,100.00	100	Auburn Contribution Plan	Completed
PDWV02	Wentworthville Town Centre - Concept Design	Public Domain	285,667.86	100	Holroyd Contribution Plan 2013	In Progress
OIWW01	Lytton Street Park - including Irwin Pl Park	Open Space	134,015.78	100	Holroyd Contribution Plan 2013	In Progress
OITG01	Girraween Park Amenities	Open Space	127,210.30	100	Holroyd Contribution Plan 2013	In Progress
OICW01	Prospect Hill Lookout & Access	Open Space	120,127.71	100	Holroyd Contribution Plan 2013	In Progress
OICW01	Prospect Hill - Integrated Interpretation Plan	Open Space	86,370.20	100	Holroyd Contribution Plan 2013	In Progress
7.12 Levies	Granville Park Playspace	7.12 Levies	112,238.90	100	Parramatta (Woodville)	Completed
PDTG01	Pendle Hill Town Centre - Concept Design	Public Domain	102,794.68	100	Holroyd Contribution Plan 2013	In Progress
AUB03	Auburn Park Extension	Public Domain	82,635.35	100	Auburn Contribution Plan	In Progress
AUB07	Phillips Park Playground	Public Domain	67,258.59	100	Auburn Contribution Plan	In Progress
7.12 Levies	York Street Park, Berala Volleyball Court	7.12 Levies	64,893.00	100	Auburn Contribution Plan	Completed
OIMH04	Fream Park Basketball Court resurfacing	Open Space	58,340.97	100	Holroyd Contribution Plan 2013	In Progress
OIWW04	Alderson Park Upgrade Stage 1	Open Space	52,986.20	100	Holroyd Contribution Plan 2013	In Progress
OIWW04	Alderson Park Whole Park Renewal	Open Space	682.20	100	Holroyd Contribution Plan 2013	In Progress



CONTRIBUTIONS PROJECT NUMBER	DESCRIPTION	PUBLIC AMENITY OR SERVICE	SPEND 2022-2023	% OF COST	CONTRIBUTIONS PLAN	PROJECT STATUS
OIWW05	Pitt Park upgrade stage 1	Open Space	52,986.20	100	Holroyd Contribution Plan 2013	In Progress
OIWW05	Pitt Park whole park renewal	Open Space	4,418.10	100	Holroyd Contribution Plan 2013	In Progress
7.12 Levies	Sports Surface Plan	7.12 Levies	44,850.00	100	Cumberland	Completed
7.12 Levies	Development of a Public Amenities Plan	7.12 Levies	9,840.00	100	Cumberland	Completed
OIMW04	Ruth St Park Upgrade	Open Space	43,800.64	100	Holroyd Contribution Plan 2013	In Progress
Open Space	Hyland Road Sporting Complex	Open Space	36,286.00	100	Pemulwuy	Design Stage
AUB30	Duck River Active Transport Link	Transport	34,500.72	100	Auburn Contribution Plan	In Progress
AUB04	Coleman Park Dog Leash Area	Public Domain	32,680.64	100	Auburn Contribution Plan	In Progress
TC02	Lidcombe Town Centre - Concept Design	Public Domain	22,653.64	100	Auburn Contribution Plan	Design Stage
OIGF06	Maunder Reserve Playground	Open Space	19,003.83	100	Holroyd Contribution Plan 2013	In Progress
OIML05	Kurung Reserve Dog Leash Area	Open Space	18,111.67	100	Holroyd Contribution Plan 2013	In Progress
OSFA03	Nemesia Street Park Netball Court Upgrade	Open Space	12,256.17	100	Holroyd Contribution Plan 2013	Design Stage
Open Space	Pemulwuy Community Garden Shade Equipment	Open Space	11,136.93	100	Pemulwuy	Design Stage
OIPH03	Yulunga Reserve Playground	Open Space	8,782.60	100	Holroyd Contribution Plan 2013	Design Stage
OIGF04	Surrey St Chain of Parks Upgrade Stage 1	Open Space	1,365.00	100	Holroyd Contribution Plan 2013	Design Stage
OIWW04	Whyman Reserve (Royal Place) Park Renewal	Open Space	1,172.40	100	Holroyd Contribution Plan 2013	Design Stage
AUB31	Kulgun Reserve Playground	Public Domain	1,085.40	100	Auburn Contribution Plan	Design Stage
OIGS04	Munro Street Reserve Playground	Open Space	1,037.40	100	Holroyd Contribution Plan 2013	Design Stage
Open Space	Dirrabari Reserve Fitness Equipment	Open Space	979.80	100	Pemulwuy	Design Stage
			10,762,633.01			
Administration	Administration	Administration	139,903.22	100	All Plans	Ongoing
			10,902,536.23			

For all projects for which contributions or levies have been used, there was no temporary borrowing from money to be expended for other purposes or contributions plans.

For this reporting period, the value of the land and material public benefit other than money or land is valued at \$0.



In accordance with *Environment Planning and Assessment Regulation 2021 (EPA Reg)* Clause 218A(3)(a)(b), Council is required to report the total value of all contributions and levies received and expended during the year. Council received a total of \$23,463,346.46 and expended a total of \$10,902,536.23. A total \$3,015,191 of interest was allocated.

In accordance with *Environment Planning and Assessment Regulation 2021 (EPA Reg)* Clause 218A(1), Council is required to disclose how development contributions and developments have been used or expended under each Contributions Plan.

CONTRIBUTIONS PLAN	SPEND 2022-2023
Auburn Contribution Plan	949,299
Cumberland	54,690
Holroyd Contribution Plan 2013	6,336,789
Merrylands TC Contributions Plan	1,622,074
Parramatta (Woodville)	1,751,378
Pemulwuy	48,403
Total	10,762,633

Stormwater Management Services

Council is responsible for the management of Stormwater Services within Cumberland. During the 2022-2023 period, Council carried out the following works:

- Drainage surveys
- Safety inspections
- Urgent renewal works.

The table below provides a summary of the projects undertaken during the 2022-2023 period with Stormwater Management Services.

PROJECT	AMOUNT SPENT
Dam Safety Risk Assessment	3,317.64
Site Reconnaissance Detention Basin	604.17
Dam Safety Management System For CSIRO	42,804.17
Railway Terrace Guildford Drainage Works	424,174.94
Total	470,900.92

Special Rate Variation

To comply with the *Local Government (General) Regulation 2021* Section 508(2) and Section 508A, Council provides the following update on former Holroyd City Council capital Special Rate Variation (SRV) expenditure. This expenditure goes towards capital renewal works in the former Holroyd portion of the Local Government Area. SRV expenditure broken up into asset categories for 2022-2023 is shown below:

ASSET GROUP	ACTUALS (2022-2023) \$	TOTAL (2014-2023) \$	REMAINING SRV TO SPEND \$
Buildings	1,544,965	12,575,992	5,487,008
Parks	582,314	6,380,175	1,462,825
Roads	1,482,486	18,549,805	749,195
Footpaths	913,269	6,695,289	2,104,711
Stormwater	478,352	2,455,096	629,904
Total	5,001,386	46,656,357	10,433,643



Amount of Rates and Charges Written Off During the Year

In accordance with the statutory requirements outlined in the *Local Government (General) Regulation 2021* clause 132, Council is required to provide the amounts of rates and charges written off during the 2022-2023 financial year.

The table below is a summary of rates and charges written off during 2022-2023:

RATES AND CHARGES WRITTEN OFF	AMOUNT \$
Bad and Doubtful Debts	706,447
Statutory Pensioner Rebate	2,447,995
Voluntary Pensioner Rebate	528,470

OTHER RATES WRITTEN OFF	AMOUNT \$
Postponed Rates	24,945
Small Balances	584

Capital Works

In accordance with the Office of Local Government Capital Expenditure Guidelines, Council is required to report on all capital works projects.

CAPITAL FUNDING	2022-2023 EXPENDITURE (\$'000)
Rates, Depreciation and General Working Capital	46,748
External Restrictions	
s7.11	10,763
Stormwater	471
Other – External	465
Internal Reserves	
SRV	5,001
Other – Internal	3,256
Loans	2,448
Total Capital Funding	69,152
Capital Expenditure	
Bridges	1,663
Buildings	5,720
Land Purchases	1,750
Footpaths	3,332
Office Equipment	467
Library Books	562
Open Space	19,219
Swimming Pools	450
Plant and Equipment	769
Roads and Traffic	31,107
Stormwater	3,648
Other	465
Total Capital Expenditure	69,152



Capital Expenditure

Capital expenditure is money spent by Council to buy, construct, renovate or acquire an asset. The largest areas for capital expenditure in 2022-2023 were:

- Roads and Traffic
- Open Space
- Buildings
- Stormwater.

The capital expenditure for new and renewal assets are shown below:

CATEGORIES	CAPITAL RENEWALS (\$'000)	NEW ASSETS (\$'000)
New Asset		
Bridges	1,663	-
Buildings	3,976	1,744
Footpaths	1,479	1,853
Land Purchases	-	1,750
Library Books	-	562
Office Equipment	-	466
Open Space	10,255	8,964
Plant and Equipment	-	769
Swimming Pools	405	45
Roads And Traffic	23,921	7,186
Stormwater	3,648	-
Other	-	465
Total	45,347	23,805

Capital Funding

Council receives funding for its Capital Works Program from three main areas:

- \$20.6 million – Grants received from Commonwealth and State Government
- \$10.8 million – Section 7.11 are contributions paid to Council for application fees associated with development applications
- \$5 million – Special Rate Variation (SRV).

Major Capital Works Projects

Council's notable major capital works projects during the 2022-2023 period were:

- \$9 million for Merrylands Civic Square
- \$5 million for Parramatta Road Urban Amenity Improvement project
- \$2.4 million for Merrylands CBD Drainage project
- \$1.3 million for Granville Park field works
- \$3 million for Civic Park upgrade works.

Financial Performance

This section provides an overview of Cumberland City Council's financial performance for the 2022-2023 financial year.

The Statements have been prepared in accordance with:

- The *Local Government Act 1993 (NSW)*
- The Australian Accounting Standards
- The Local Government Code of Accounting Practice and Financial Reporting.

The Statements were independently audited by the NSW Audit Office and lodged with the NSW Office of Local Government. For more details, refer to the full Financial Statements attached to the Annual Report, also available from Council's website.



Income and Expenditure Financial Snapshot

Council was in a sound financial position as at 30 June 2023 with an operating surplus of \$64.9 million, compared to a surplus of \$86.2 million in the 2021-2022 financial year.

Income Statement

The Income Statement shows Council's income and expenditure during the 2022-2023 financial year.

Council achieved a net operating surplus (total operating result from continuing operations) of \$64.9 million in 2022-2023. The surplus net operating result for the year before grants and contributions provided for capital purposes was \$19.6 million (including a non-cash, non-recurring write-back of asset revaluation decrements previously expensed), compared to a surplus of \$63.1 million in the 2021-2022 period.

Council generated \$290.3 million in revenue, with Rates and Annual charges totalling \$153.1 million being the largest income source.

Total expenses from continuing operations increased by \$24.9 million, totalling \$225.4 million for the 2022-2023 financial year. Council's main expenses included materials and services followed by salaries and wages. The major categories of materials and services expenses include contractor and consultancy costs, waste disposal tipping fees and facility and infrastructure management costs.

Council's reportable net operating result before capital grants and contributions is broken up below:

REVENUE	AMOUNT \$'000	PERCENTAGE (%)
Rates and Annual Charges	153,137	52.8%
User Charges and Fees	31,075	10.7%
Interest and Investment Income	7,451	2.6%
Other Revenues	6,263	2.1%
Grants and Contributions Provided for Operating Purposes	24,574	8.5%
Grants and Contributions Provided for Capital Purposes	45,299	15.6%
Other Income	3,903	1.3%
Write-Back of Asset Revaluation Decrements Previously Expensed	18,573	6.4%
Total	290,275	100%

Included in the above result are several one-off, non-recurring and non-cash items. A breakup of these items is shown below. The resulting surplus of \$6.8 million is Council's underlying/recurring surplus.



ONE OFF/NON-RECURRING ITEMS	\$'000
Profit on sale of assets	204
Fair value adjustments on Investments (non-cash)	278
Reversal of asset revaluation decrements previously expensed (non-cash)	18,573
Fair value decrement on Investment Properties (non-cash)	-9,567
23/24 Federal Assistance grant paid in advance	9,383
22/23 Federal Assistance grant paid in prior year	-6,107
Total One Off/Non-Recurring Amounts	12,764
Reportable net operating result before grants and contributions provided for capital purposes	19,587
Net Result Excluding One Off/Non-Recurring Items	6,823

Statement of Financial Position

The Statement of Financial Position reports on Council's assets, liabilities and net wealth, as at 30 June 2023.

ASSETS	\$'000
Total Current Assets	144,782
Total Non-Current Assets	3,202,039
Total Assets	3,346,821
LIABILITIES	
Total Current Liabilities	93,053
Total Non-Current Liabilities	23,146
Total Liabilities	116,199
Net Assets	3,230,622

Assets

As at 30 June 2023, net assets totalled \$3.2 billion. Infrastructure, property, plant and equipment totalling over \$3 billion, or 90.5% of total assets.

Infrastructure assets mainly consist of roads, stormwater drainage, buildings, open spaces and recreational assets. These assets typically have an estimated useful life ranging from 15 to 100 years. Council's land assets include operational and community lands.

Liabilities

Our total liabilities, as at 30 June 2023 were \$116.2 million which is an increase of \$14.9 million from the 2021-2022 financial year.

Council's liabilities include borrowings, amounts owed to suppliers, employees leave entitlements and leasing obligations.



Statement of Cash Flow

The Statement of Cash Flow shows Council's cash flow as at 30 June 2023. It indicates incoming cash (shown without brackets) and outgoing cash (shown in brackets). Council's cash flow is split into operating, investing and financing activities.

As at 30 June 2023, Council's total cash, cash equivalents and investments were \$221.8 million, in comparison to \$188.4 million for the 2021-2022 period. This was due to several factors:

1. Council's net cash for operating activities was impacted by ('000):
 - Rates and Annual Charges \$152,879
 - User Charges and Fees \$30,057
 - Grants and Contributions \$73,319
 - Employee Benefits and On-costs (\$79,700)
 - Materials and Services (\$83,357).
2. Council's net cash for investing activities was impacted by ('000):
 - Increase in Investment Securities (\$24,847)
 - Purchase of Infrastructure, Property, Plant and Equipment (\$69,006).
3. Council's net cash for financing activities was impacted by ('000):
 - Principal Borrowings and Advances Repayments (\$5,364)
 - Principal Lease Payments (\$1,634).

Further information can be obtained from Council's Annual Financial Statements 2022-2023.



Wentworthville Community Garden



CUMBERLAND
CITY COUNCIL

Cumberland City Council

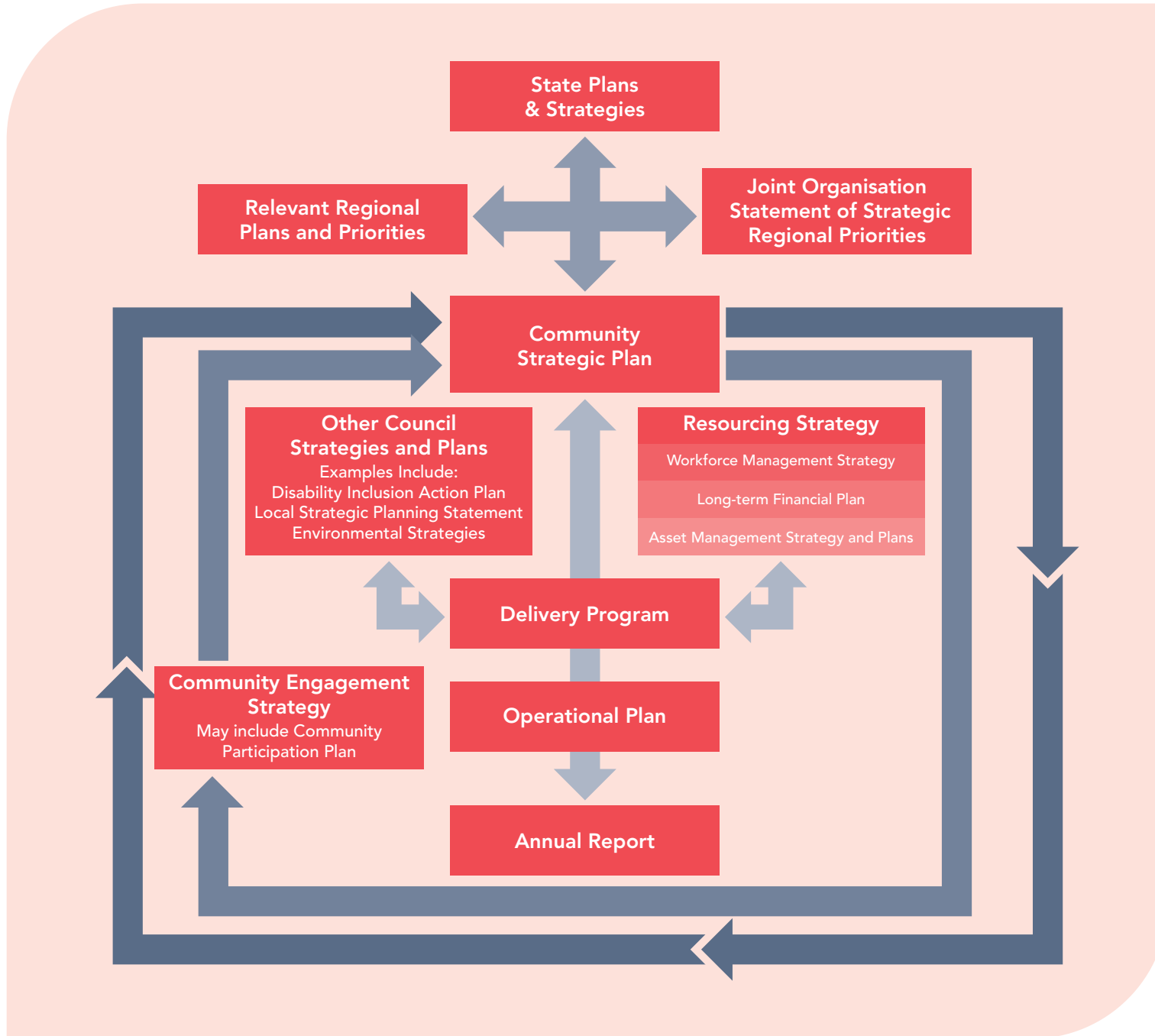
16 Memorial Avenue, PO Box 42, Merrylands NSW 2160.

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CIVIC PARK

PENDLE HILL



LEGEND

- 1 **TARGO ROAD FRONTAGE**
- 2 **NATURE PLAY AREA**
- 3 **PERIMETER BOUNDARY**
All existing gate access points to park retained. Planting of shrubs and groundcovers in front of existing fences.
- 4 **TABLE TENNIS**
- 5 **PLAY SPACE**
- 6 **SWING ZONE**
- 7 **FITNESS ZONE**
- 8 **PICNIC ZONE**
- Shaded picnic zone with covered picnic table settings large enough for small group gatherings.
- Dual (2no) accessible BBQs with sink
- 9 **PENDLE CREEK WETLAND**
- 10 **CIVIC PARK PLAZA**
- 11 **COMMUTER CARPARK**
- Pedestrian connection between Civic Park and town centre prioritised with new parking layout.
- New connection from carpark to second bridge. - Total parking numbers retained.
- Parking space to service creek maintenance and gross pollutant trap.

- 12 **TENNIS COURT AND PARKING**
- Carpark extended to accommodate sixteen (16) spaces including one (1) accessible space adjoining relocated gate entrance to court.
- Southern boundary fence adjusted to suit new car park alignment.
- Picnic furniture relocated closer to court
- Footpath connection to Village Green
- 13 **HALF BASKETBALL COURT**
Partially fenced half court surface with seat walls and two access points.
- 14 **LEONARD MOORE TREE**
Tree and plaque to be within new garden area and village green with seat walls adjoining
- 15 **AMENITIES BUILDING**
Two (2) new accessible toilets
- 16 **VILLAGE GREEN**
Village green with perimeter path, deciduous trees and space suitable for event overlays.

ZONE 1 Wetland Revitalisation

Works include technical and visual improvements to provide an improved wetland environment. This is easier for Council to maintain and provides an improved address to the park edge which has high visual appeal.

- Removal of existing reed beds and introduction of native aquatic planting in open water zones.
- Terraced embankments to improve wetland edge stabilisation and assists with plant establishment at the waters edge.
- Use of gross pollutant traps/trash collection points
- New bridge with updated design and improved connections through the car park to the town centre.
- Improved design of the sediment zone to make it easier to de-water for sedimentation removal and provide improved access for machinery for maintenance.

ZONE 2 Civic Park Upgrade

This much loved park receives a very welcome restructure and refresh. Valued elements are retained and worked around, with an updated layout, new facilities and new areas to play, meet, gather, be active or just rest.

- A central village green, which can cater for community events
- Civic gathering space
- Play equipment, fitness gym and table tennis area.
- Improved parking facilities
- Picnic tables for a variety of groups sizes
- New basketball practice hoop
- Nature play area

