



Cumberland Council Service Standards

Service	Service Description	Service Standard	Customer Input	Responsible Division
Abandoned Trolleys	Removal of trolleys from public areas	Inspected and owner contacted (if identified) to collect trolley within 3 working days. Trolley impounded if not collected.	Request made to Council. Collection of trolley if owner identified. Payment of applicable fees (where required).	Compliance & Environment
Abandoned Vehicles	Removal of abandoned vehicles	Inspected and owner contacted (if identified) to remove vehicle within 2 weeks. Vehicle impounded if not collected.	Request made to Council. Collection of vehicle if owner identified. Payment of applicable fees (where required).	Compliance & Environment
Aged & Disability Services (timeframes as per guidelines for My Aged Care Portal)	Manage referrals on My Aged Care (High Priority/Medium Priority/Low Priority) Commence services - Nutrition Services, Social Inclusion: High (H) Priority Medium (M) Priority Low (L) Priority Update Service delivery information on client record: High (H) Priority Medium (M) Priority Low (L) Priority	Accepted/rejected/waitlisted within 3 calendar days. After accepted referral: H: 2 calendar days M: 5 calendar days L: 10 calendar days After accepted referral: H: 14 calendar days M: 14 calendar days L: 14 calendar days	Request made to Council, or online through the My Aged Care Portal.	Community & Culture
Animal Control – animal registrations	Register animals – via Companion Animal website	Information entered onto Companion Animal database within 1 week from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Compliance & Environment
Animal Control – dog attacks	Investigation of dog attacks	Same day response provided upon receipt of report of dog attack.	Request made to Council.	Compliance & Environment
Animal Control – stray animals	Stray animals	Officers respond within 3 working days from receipt of request.	Request made to Council.	Compliance & Environment
Boarding House – complaints	Investigate complaints and compliance in regards to boarding houses	Acknowledgement of request within 5 working days from receipt, and investigation initiated.	Request made to Council.	Compliance & Environment



Boarding House – inspections	Inspections of boarding houses	All boarding houses inspected annually to ensure compliance with legislation.	Scheduled. Comply with relevant boarding house regulations. Payment of applicable fees.	Planning
Boarding House – registrations	Register general boarding houses	Registered within 10 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Planning
Building Inspections	Building inspections – new applications and compulsory structural building inspections	Inspected within 2 working days from receipt of request.	Request made to Council. Provide access to the property.	Planning
Building Works – illegal	Inspect reports of illegal building works	Request attended to within 5 working days from receipt. Feedback provided throughout the investigation process and appropriate action taken.	Request made to Council. Provide access to the property.	Compliance & Environment
Carpark Maintenance – parks	Maintenance of public car parks located with parks	Rubbish removed every working day.	Scheduled	Roads & Waste
Carpark Maintenance – town centres	Maintenance of public car parks	Rubbish removed every working day.	Scheduled	Roads & Waste
Children's Services – complaints	Investigate complaints from customers	Acknowledgement of complaint within 3 working days from receipt. Investigation initiated and response provided at the end of the investigation, or update provided, within 7 working days.	Request made to Council.	Children's Services
Community Program Refund Requests	Refund requests for community programs e.g. Flavours of Auburn and Lifelong Learning.	Acknowledgement of request within 3 working days from receipt. Non-complex requests are responded to within 10 working days. Fees will be refunded to the applicant within 30 days from receipt of a compliant refund form.	Application form to be completed and returned to Council.	Community & Culture
Complying Development Certificates (CDC)	Complying Development Certificate – issue of certificates	Certificate issued within 20 working days from receipt of request.	Application form to be completed with relevant documentation attached. Payment of applicable fees.	Planning
Construction Certificates (CC)	Construction Certificate – issue of certificates	Certificate issued within 30 working days from receipt of request.	Application form to be completed with relevant documentation attached. Payment of applicable fees.	Planning
Council and Committee Meeting – minutes	Council and committee meeting minutes – published on website	Published within 3 working days from date of meeting.	Scheduled	Corporate & Customer
Council Business Papers	Council agendas and reports for ordinary council and committee meetings	Published 1 week prior to each meeting on Council's website. Hard copies available at Customer Service Centres and Council's libraries.	Scheduled	Corporate & Customer
Customer Enquiries – Contact Centre	Customer Contact Centre – telephone service	Council aims to answer 80% of incoming calls within 60 seconds. Calls directed to appropriate staff member.		Corporate & Customer
Customer Enquiries – Customer Contact Counters	Customer Contact Counter – counter service	Council aims to ensure a maximum waiting time of 3 minutes before being attended to by a customer contact officer.		Corporate & Customer

Customer Enquiries – language interpretation service	Interpreting service provided to Council customers at counter and on the phone	Use of external source – Translating and Interpreting Service (TIS National) via phone for community languages.	Contact the Translating and Interpreting Service (TIS National) on 131 450 and quote Council's phone number (02) 8757 9000.	Corporate & Customer
Dead Animal Removal	Request to remove dead animals from a public area e.g. road or footpath	Dead animal removed within 24 hours.	Request made to Council.	Roads & Waste
Development Application (DA) Notification	Development Applications – public notification of proposed development applications	Advertised on website, newspaper notification, and via letterbox as per standards in the Development Control Plan (DCP).	Scheduled. Payment of applicable fees.	Planning
Development Application (DA) Processing	Assessment and determination of applications according to documented procedures, and determination of applications as per Environmental Planning and Assessment Act 1979.	Initial letter sent within 3 weeks from receipt of request, outlining the application process. Assessment undertaken according to documented procedures for all applications and certificates. Council aims to determine all applications and issue all consents certificates within 90 working days.	Application form to be completed, with relevant documentation attached, and returned to Council. Payment of applicable fees.	Planning
Development Services – assistance with lodgement	Assistance for lodging development applications and lodgement related enquiries	Council's duty planning staff are available during business hours Monday to Friday to provide general DA advice, and assist with lodgement.	Request made to Council.	Planning
Development/Land Use – illegal	Inspect report of illegal development	Request attended to within 5 working days from receipt. Feedback provided throughout the investigation process and appropriate action taken.	Request made to Council. Provide access to the property.	Compliance & Environment
Events Calendar	Request for event to be listed on Council website	Processed within 10 working days from date of receipt.	Request made to Council.	Marketing, Communications & Engagement
Filming	Filming request – determine applications	Application assessed and applicant notified of outcome, or next steps required, within 7 working days.	Application form to be completed and returned to Council. Payment of applicable fees (where required).	Property & Facilities
Fire Safety Statements	Register Annual Fire Safety Statement (new and renewals)	Reminder letter sent to applicant 30 days prior to due date of Annual Fire Safety Statement (AFSS). AFSS to be registered and register updated within 7 working days from inspection.	Owner to engage fire consultant to provide AFSS. Application form to be completed and returned to Council. Payment of applicable fees.	Planning



Food Business – inspections	Inspect all food businesses as per risk category and issue inspection forms	All food businesses inspected a minimum of once annually, in accordance with their identified risk category, and inspection forms issued.	Maintain premises in accordance with food hygiene and standard practices. Provide access to the premises. Payment of applicable fees.	Compliance & Environment
Food Business – registrations	Register all new food businesses	Registered within 5 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Compliance & Environment
Food Safety – complaints	Investigate and resolve complaints regarding food safety	Acknowledgement of complaint within 5 working days from receipt, and investigation initiated. Ensure business maintained and operated in accordance with legislation. Response provided to complainant upon completion of investigation. Feedback provided at the completion of the investigation process and appropriate action taken.	Request made to Council. Provide access to premises and relevant information to enable Council to carry out investigation.	Compliance & Environment
Footpaths	Footpaths trips/hazards – evaluate and make safe	Inspected within 24 hours from receipt of request, and actioned. Timeframe subject to weather.	Request made to Council.	Roads & Waste
Footpaths – cleaning	Intensive cleaning of footpaths in town centres	Six monthly cycles.	Customer to receive notification by letter.	Roads & Waste
Graffiti Removal	Request to remove graffiti from Council property	Offensive graffiti removed within 48 hours from receipt of notification. Other graffiti removed within 5 working days. Subject to weather, access to sites and receipt of notification.	Request made to Council.	Roads & Waste
Hiring of Community Bus	Hire of community bus and van	Response provided within 10 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Community & Culture
Hiring of Facilities – meeting rooms and halls (casual)	Hire of meeting rooms and halls (casual)	Response provided within 10 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Property & Facilities
Hiring of Facilities – meeting rooms and halls (regular)	Hire of meeting rooms and halls (regular)	Response provided within 10 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Property & Facilities
Hiring of Facilities – parks events	Hire of parks – events	Response provided within 10 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Parks & Recreation
Hiring of Facilities - passive parks	Hire of parks	Response provided within 10 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Parks & Recreation
Hiring of Facilities – sportsgrounds (casual)	Hire of sportsgrounds (casual)	Response provided within 10 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Parks & Recreation

Hiring of Facilities – sportsgrounds (seasonal)	Determination and allocation of sportsgrounds	Response provided to compliant Seasonal Expression of Interest, and confirmation of sportsground allocations, within 10 working days from receipt of request.	Expression of Interest submission process, twice annually to align with seasonal sports changeovers. Payment of applicable fees.	Parks & Recreation
Hiring of Facilities – tennis/netball/basketball courts	Hire of courts – tennis, netball and basketball	Response provided within 10 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Parks & Recreation
Hoarding Applications	Erection of hoarding in public areas	Response provided within 7 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Roads & Waste
Information Access – current development applications	Access to current development applications, e.g. those on public exhibition (access to older records please refer to “Information Requests”)	Generally made available within 24 hours from receipt of request. (Note: many development application documents are published on Council's website).	Request made to Council in person, by phone, or written request. No form required.	Planning
Information Requests	Respond to written or electronic correspondence from residents or customers	Response provided within 10 working days. For complex enquiries, requests will be acknowledged with the responsible officer noted, and regular updates will be provided along with a timeframe for completion.	Request made to Council in person, by phone, or via written request. No form required.	All staff
Information Requests – formal access	Formal Access request (GIPA Act) – provide documents for inspection unless disclosure against public interest	Processed within 20 working days from receipt of request and payment of applicable fee. Where consultation with a third party is required, or retrieval of files from a records archive, an additional period of up to 15 working days may be applied to the processing time.	Application form to be completed and returned to Council. Additional documentation may be required in some cases. Payment of applicable fees.	Corporate & Customer
Information Requests – informal access	Informal Access request (GIPA Act) – provide access to documents	Processed within 20 working days from receipt of request. Informal access. Copying charges may apply.	Application form to be completed and returned to Council (where relevant). Payment of applicable fees for file retrieval (where required).	Corporate & Customer
Information Requests – open access documents	Access to public documents listed as Open Access in GIPA Act and Regulation – via hard copy or electronic copy (where available)	Published on website or made available for inspection. A copy will be provided upon request. Copying charges may apply. (Note: most publications are published on Council's website).	Request made to Council in person, by phone, or via written request. No form required.	Corporate & Customer
Kerbs and Gutters	Evaluate and make safe kerbs and gutter hazards	Made safe within 24 hours (subject to weather).	Request made to Council.	Roads & Waste



Kerbs and Gutters – blocked drains	Blocked drains – investigate and clean blocked drains	Investigated and cleaned within 3 working days from receipt of request.	Request made to Council.	Roads & Waste
Library Services	Reservations of library resources available for loan with reciprocal library agreements	Reservations satisfied within 3 weeks from receipt of request (subject to availability of item).	Request made to Council.	Corporate & Customer
Library Services – home library services	Home Library Services – delivery of suitable library materials to housebound residents	Delivery of and selection of materials fortnightly/monthly by agreement with housebound resident.	Application form to be completed and returned to Council.	Corporate & Customer
Library Services – interlibrary loans	Interlibrary loan requests for books obtained from external library source for loan	Within 3 weeks from receipt of request (subject to availability of item and payment of fees).	Request made to Council. Payment of applicable fees.	Corporate & Customer
Library Services – memberships	Application for memberships to join Library Service	Processed same day, upon receipt of provision of correct information and proof of residency.	Application form to be completed and returned to Council.	Corporate & Customer
Library Services – public internet	Requests in person to access public internet	Responded to immediately (subject to availability).	Request made to Council.	Corporate & Customer
Library Services – resources transfer	Transfer of resources between Council libraries	Transferred within 3 working days from receipt of request (subject to availability of item).	Request made to Council.	Corporate & Customer
Media Requests	Respond to media enquiries and requests	Acknowledgement of media enquiry within 1 working day from receipt, and deadline for response established. Aim for response to be provided before the journalist's deadline. Should the deadline not be able to be met, the journalist is advised as soon as possible.	Request made to Council.	Marketing, Communications & Engagement
Nature Strip Maintenance – citywide	General maintenance of trees and garden beds	Summer - 4 weekly cycle Winter - 6 weekly cycle	Scheduled	Parks & Recreation
Nature Strip Maintenance – Auburn only	General maintenance grassed areas, trees and garden beds	Summer - 4 weekly cycle Winter - 6 weekly cycle	Scheduled	Parks & Recreation
Outstanding Rates Notice – Section 603 Certificates (s603)	Outstanding rates notice (Section 603 Certificate) – issue certificates	Certificate issued within 5 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Finance
Parking (illegal) – complaints	Investigate complaints and compliance in regards to illegal parking	Matters determined as urgent responded to within 2 hours. All complaints investigated within 2 working days from receipt of complaint.	Request made to Council.	Compliance & Environment
Parking Patrols	Town Centres	Daily	Scheduled	Compliance & Environment
Parking Patrols	Patrols of educational areas	Parking patrols of educational areas daily, with a rotating schedule of areas located in vicinity of educational establishments.	Scheduled	Compliance & Environment
Parks – access	Access across parkland areas for maintenance and works	Application assessed within 21 working days from receipt of request.	Application form to be completed and returned to Council.	Parks & Recreation
Parks – litter removal	Park litter removal	Litter removed from all parks on weekly basis and on an as required basis.	Scheduled. Report any overflowing bins/excess waste to Council where possible.	Roads & Waste

Parks & Sportsgrounds – complaints	Requests or complaints about the condition of parks or sportsgrounds	Investigated and response provided within 2 working days from receipt of complaint.	Request made to Council.	Parks & Recreation
Passive Parks – maintenance	General maintenance	Summer - 3 weekly cycle Winter – 4 weekly cycle	Scheduled	Parks & Recreation
Planning Codes and Publications	Council Planning Publications – provide copies, either print or electronic	Council will supply the publication upon request and payment of fee (note: most codes and publications are available on the Council website).	Request made to Council. Payment of applicable fees (where required).	Planning
Playspaces	Visual inspection of Council playgrounds	Visually inspected every 3 weeks, and annually audited by external specialist.	Scheduled	Parks & Recreation
Pollution Incidents Investigations	Investigation of pollution incidents	Initial acknowledgement and determination of response within 24 hours from receipt of request.	Request made to Council.	Compliance & Environment
Pre-DA Lodgement Advice	Pre-DA lodgement advice - meeting with planning staff and written advice	Advice letter posted within 14 working days from date of the meeting.	Application form to be completed and returned to Council. Additional documentation may be required in some cases. Payment of applicable fees.	Planning
Private Tree Maintenance/Removals	Applications to prune or remove trees on private property. Council to approve or decline request.	Response provided within 15 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Planning
Public Toilets	Toilets in public areas – toilets opened, closed and cleaned	Major parks opened daily. Minor parks opened as requested. All cleaned daily.	Scheduled	Property & Facilities
Public Tree Maintenance/Removals	Inspection, determination and maintenance	Inspected within 2 working days, and response provided within 10 working days from receipt of a request or complaint.	Request made to Council.	Parks & Recreation
Recruitment/Work Experience – information requests	Respond to electronic, phone or written correspondence from customers	Acknowledgement of request within 3 working days from receipt, and response provided within 10 days working days.	Request made to Council. For work experience, application form to be completed and returned to Council.	Human Resources (HR)
Regents Park Community Hub Applications	Applications for Regents Park Community Hub	Application assessed and applicant notified of outcome within 10 working days – either successful or unsuccessful.	Application form to be completed and returned to Council.	Community & Culture
Return Voicemails and Messages	Respond to messages and phone voicemails	Response provided within 2 working days.	Request made to Council, by phone or in person.	All staff



Road – concrete pavement	Cracking and slab subsidence of concrete (not asphalt) road – evaluation and temporary repair to remove hazard or defect	Within 7 working days from receipt of notification.	Request made to Council.	Roads & Waste
Road – guide signs	Signs effected by loss of reflectivity or accident damage	Replacement of sign within 7 working days from receipt of notification.	Request made to Council.	Roads & Waste
Road – regulatory signs	Signs effected by loss of reflectivity or accident damage	Replacement of sign within 7 working days from receipt of notification.	Request made to Council.	Roads & Waste
Road – temporary closures	Temporary closure of roads	Applications should be lodged at least 8 weeks prior to proposed closure. Approval from Local Traffic Committee required, and approval by Council resolution.	Application form to be completed and returned to Council. Payment of applicable fees.	Roads & Waste
Roads – potholes	Potholes – evaluate and make safe	Repaired within 24 hours of inspection, subject to weather.	Request made to Council.	Roads & Waste
Section 10.7 Certificates	Planning certificate s10.7(2) and s10.7(2)(5) – issue certificates	Certificate issued within 4 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Planning
Seniors’ Units for Independent Living Applications	Applications for Council Seniors’ Units for Independent Living	Application assessed and applicant notified of outcome within 10 working days – either further information required, waitlisted, offer of unit, or unsuccessful.	Application form to be completed and returned to Council.	Community & Culture
Skin Penetration Premises - complaints	Investigate complaints and compliance in regards to skin penetration premises	Acknowledgement of request within 5 working days from receipt, and investigation initiated. Feedback provided to the complainant at the completion of the investigation process, and appropriate action taken.	Request made to Council.	Compliance & Environment
Skin Penetration Premises - inspections	Inspect all skin penetration businesses	All skin penetration businesses inspected annually, to ensure compliance with Public Health Act 2010 and Public Health Regulation 2012.	Provide access to premises and comply with relevant legislation. Payment of applicable fees.	Compliance & Environment
Skin Penetration Premises – registrations	Register all new skin penetration businesses	Registered within 5 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Compliance & Environment
Skip bins	Approval for use of skip bins in public areas	Response provided within 7 working days from receipt of request. An inspection may be required.	Application form to be completed and returned to Council.	Roads & Waste
Social Media – information requests	Respond to requests or comments made via social media	Acknowledgement of comment via social media within 2 working days from date of receipt, and allocation of matter to appropriate officer for action (where required). Response to specific requests is in accordance with the relevant service standards and verification of identity.	Request made to Council in person, by phone, or written request.	Marketing, Communications & Engagement / All Staff
Sportsground Information Requests	Respond to general information requests by phone, letter or email	Response provided within 10 working days from receipt of request.	Request made to Council.	Parks & Recreation

Sportsgrounds – maintenance	General maintenance	Summer - 2 weekly cycle Winter - 4 weekly cycle	Scheduled	Parks & Recreation
Street Sweeping	Residential street sweeping service	7 weekly cycle (subject to weather)	Scheduled	Roads & Waste
Subdivision Certificates	Issue of subdivision certificates	Acknowledgement and further advice provided within 10 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Planning
Swimming Pool – complaints	Investigate complaints and compliance in regards to swimming pools	Acknowledgement of request within 7 working days from receipt, and investigation initiated (exception: pool fencing 48 hours to initiate investigation), to ensure compliance with relevant legislation and standards.	Request made to Council. Provide access to the property.	Planning
Town Centre Maintenance	Cleaning of public areas in town centre e.g. waste bins	Each working day.	Scheduled	Roads & Waste
Volunteer Program Applications	Application for Council Volunteers Program	Application assessed and applicant notified of outcome within 10 working days from receipt of request – either placed in volunteer role, waitlisted, or unsuccessful.	Application form to be completed and returned to Council.	Community & Culture
Waste and Recycling – domestic waste	Domestic waste service	Weekly service	Scheduled	Roads & Waste
Waste and Recycling – garden vegetation	Garden vegetation – collection of garden vegetation	Fortnightly service	Scheduled	Roads & Waste
Waste and Recycling – recycling service	Domestic waste and recycling – collection of recycling	Fortnightly service	Scheduled	Roads & Waste
Waste Bins – missed collection	Missed garbage bins	Collection within 1 working day.	Request made to Council.	Roads & Waste
Water Cooling Towers – complaints	Attend to complaints in relation to water cooling towers	Complaints are attended to within 10 working days from receipt.	Request made to Council.	Compliance & Environment
Water Cooling Towers – inspections	Inspect water cooling towers annually	All water cooling towers inspected annually, to ensure compliance with relevant legislation.	Scheduled	Compliance & Environment
Water Cooling Towers – registrations	Register new cooling towers	Registered within 5 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Compliance & Environment





CUMBERLAND
COUNCIL

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