



CUMBERLAND CITY COUNCIL



CUMBERLAND
CITY COUNCIL

ANNUAL REPORT

2024-2025



ACKNOWLEDGEMENT OF TRADITIONAL CUSTODIANS

Cumberland City 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 City 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.

MESSAGE FROM THE MAYOR

I am honoured to present Cumberland City Council's Annual Report for 2024–2025.

In my first year as your Mayor, it has been a privilege to work closely with residents, community groups and businesses to create a Cumberland we can all be proud of. This report presents Council's achievements and highlights the programs, projects and events delivered for our diverse and growing community.

This year, Council invested heavily in local infrastructure, upgrading parks, playgrounds, roads and town centres to create safe, accessible and welcoming spaces. Highlights include a \$1.2 million upgrade at Alderson Park in Merrylands, a \$1.4 million expansion of the Auburn Basketball Centre and a \$1.1 million playground upgrade at Kibo Reserve in Berala. In Greystanes, the upgrade of Canal Road Park features Indigenous artwork in an outdoor classroom, blending recreation with cultural and environment values.

We are also proud to be leaders in climate resilience, delivering the innovative Cool Carpark Project at Holroyd Gardens, Merrylands, transforming a hot asphalt carpark into a shaded, sustainable community space. Across Cumberland, kilometres of roads and footpaths were renewed, and new smart-safety public amenities were installed at Merrylands Train Station, Dirrabari Reserve in Pemulwuy and Lytton Street Park in Wentworthville.

Council continued to foster a vibrant local culture through events such as Sydney Cherry Blossom Festival, Moon Festival, Diwali Festival, Australia Day, Lunar New Year, Ramadan Street Festival, Nowruz Celebrations, Back to Guildford Festival and our Easter Celebrations.

We are committed to supporting vulnerable community members through Council's Domestic and Family Violence (DFV) Hub, which continues to provide women and children escaping violence with a safe, confidential space to access multiple services. Building on this, the Wellbeing Project assists people experiencing homelessness through a coordinated outreach and a sector working group involving community organisations, service providers, places of worship and stakeholders.

This year, Council was recognised with five major awards, including the Digital Built Australia Government Leader Award, Planning Institute of Australia Dr Helen Proudfoot Women in Planning Award, Keep Australia Beautiful NSW Sustainable Cities Award, Change Champion Award and the Local Government Excellence Leading Member Award.

I also proudly introduced two new award programs to broaden recognition of community achievements:

The Mayoral Civic Pride Awards, which honour individuals, groups and organisations that make a tangible difference through civic service, volunteering, neighbourhood improvement and environmental stewardship, inspiring others to strengthen local identity and pride.

The Mayoral Sports Awards, celebrates athletes, teams, coaches and clubs at every level. With a strong focus on emerging talent, female participation and accessible programs, the awards recognise the role of sport in promoting health, inclusion and resilience across our community.



I want to acknowledge and thank Council staff and my fellow Councillors for their tireless commitment to delivering projects, partnerships and programs that make a real difference in the lives of people across Cumberland. We measure our success not only by the buildings and roads we construct, but by the impact we create for the residents who call this great city home.

I am proud to serve as your Mayor and I look forward to working together over the coming year as we continue to strengthen our community and build a brighter future for all.

Councillor Ola Hamed
Mayor



Photo credit ParraNews

MESSAGE FROM THE GENERAL MANAGER

I am proud to present Cumberland City Council's Annual Report for 2024-2025.

This report provides an overview of our performance and operational achievements in delivering high quality services and improved infrastructure that is sustainable, safe and accessible.

This year, Council completed works on the Merrylands CBD Drainage Project, marking the culmination of a multi-stage initiative that has delivered improvements at key locations across the Merrylands CBD. The Parramatta Road Urban Amenity Improvement Project has enhanced pedestrian safety and revitalised streetscapes encouraging reinvestment in commercial and residential properties. Our park upgrades including those at Canal Road Park, Alderson Park, and Mona Park, have created vibrant, accessible open spaces for our community to enjoy.

We have continued to prioritise a clean, sustainable, and liveable city, with the Guildford Laneway Revitalisation Project winning the Liveable Cities Award. This innovative

project transformed neglected alleys into welcoming, sustainable community hubs that embodies Cumberland's vision for inclusive, vibrant public spaces by enhancing connectivity, showcasing local creativity and supporting small businesses.

Cumberland City Council continues to demonstrate leadership within the community, with a strong focus on upholding its commitment as a Child Safe Organisation. Council is dedicated to ensuring the safety, wellbeing, and protection of children and young people, and remains steadfast in fostering a community where every child is protected, heard, and valued.

Council also continues to embed a safety and risk management culture, installing 37 publicly accessible Automated External Defibrillators (AEDs) across Cumberland with a further 26 installed within Council facilities. Council is actively leading the way in enhancing community safety and accessibility to life-saving equipment.

We are also positioned as a leader in corporate responsibility with the commencement of a smart electric vehicle charging management system, accelerating the electrification of the Council fleet. By embracing innovative technologies and sustainable practices, we are setting a benchmark for other councils to follow, displaying our dedication to environmental stewardship and forward thinking leadership.

Cumberland is well known for showcasing our community's rich diversity by bringing together thousands of people to connect and celebrate through our wonderful events program, commencing with our flagship nine-day Sydney

Cherry Blossom Festival in August. Our program continued with vibrant events including Moon Festival, Diwali Festival, Australia Day, Lunar New Year, Ramadan Street Festival, Nowruz Celebrations, Back to Guildford Festival and our Easter Celebrations held at Central Gardens.

Cumberland has a new 10 year Community Strategic Plan (CSP) 2025-2035 shaped by extensive community engagement where shared insights, aspirations, challenges, priorities and lived experiences have guided Cumberland's vision for the next decade. Council's tailored and collaborative engagement approach reached more people than ever before with over 9,000 responses shaping the four strategic directions that address the complex challenges and opportunities that lie ahead. Create Cumberland was more than just engagement, it encapsulates the community's spirit and pride for Cumberland.

I am privileged to lead Cumberland City Council and would like to thank our elected Councillors and our hardworking and talented staff for their support and commitment to the Cumberland community throughout 2024-2025.

Peter J. Fitzgerald
General Manager



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**CUMBERLAND
CITY COUNCIL**



INTRODUCTION

Welcome to the Cumberland City Council Annual Report 2024-2025

The purpose of this Annual Report is to provide accountability and transparency between Council and the community by reporting on performance and progress against commitments detailed in the Delivery Program and Operational Plan. This report shows how Council has supported the Cumberland community to achieve its vision for the future, as outlined in the Cumberland Community Strategic Plan 2017-2027.

This report highlights our major achievements and challenges throughout 2024-2025 and recognises the significant accomplishments of our Council and our staff.

This Annual Report consists of five sections:

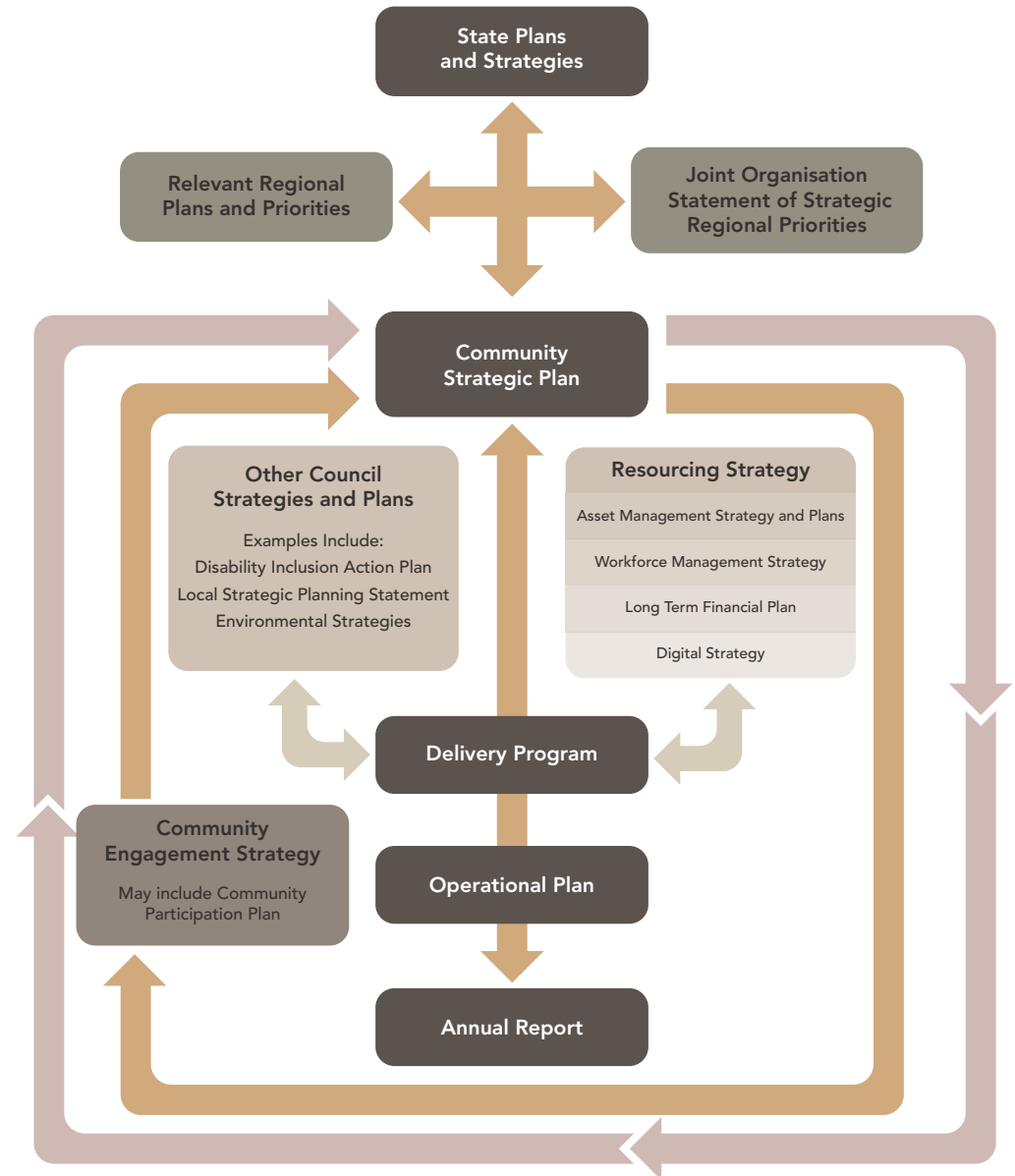
- A Year In Review
- We are the Cumberland Community
- We are Cumberland Council
- How We Performed
- Required Reporting

The [Audited Financial Statements](#) and [Annual Attestation](#) are attached as separate documents.

Legislative requirements under the *NSW Local Government Act 1993*, sets out an Integrated Planning and Reporting (IP&R) Framework, which brings together plans and strategies to support a clear vision for the future and an agreed roadmap for delivering community priorities and aspirations. This framework guides how Cumberland provides leadership, plans for the future and makes decisions about services and resources.

Reporting is also a key component of this framework. Cumberland's evaluation process ensures transparency, accountability and alignment with the Community Strategic Plan, through its robust reporting mechanisms. Performance is tracked through six monthly Performance and Progress reports, the Annual Report, Quarterly Budget reviews and biennial Community Satisfaction Surveys, offering a comprehensive assessment of service delivery, financial sustainability and community impact.

This Annual Report has been prepared in accordance with the NSW Integrated Planning and Reporting (IP&R) Framework listing the various plans, strategies and reports used in IP&R. It meets the statutory reporting obligations under Section 428 of the *NSW Local Government Act 1993*, covering the financial year from 1 July 2024 to 30 June 2025.



Quadruple Bottom Line (QBL)

There are four pillars which local government must establish to ensure the community receives the services they expect. The Quadruple Bottom Line (QBL) is a framework to evaluate performance across these four pillars:

- Social
- Environmental
- Economic
- Civic Leadership.

Council is required to plan based on the QBL in an integrated way to ensure Cumberland City balances community needs to create a sustainable city.

The four pillars of the QBL will be represented throughout this Annual Report with the following icons:



SOCIAL



ENVIRONMENTAL



ECONOMIC



CIVIC
LEADERSHIP

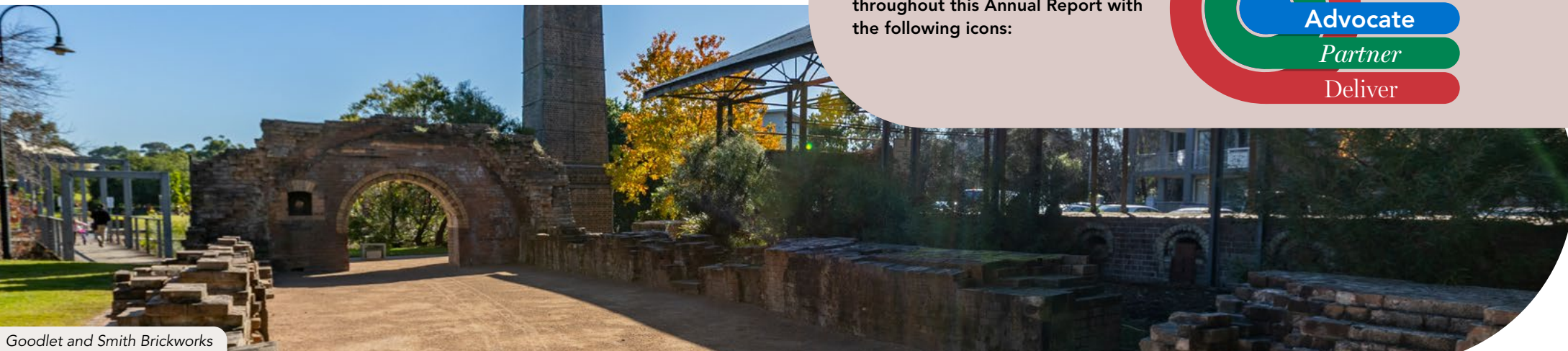
Council's Role

Council is responsible for the provision of goods, services, facilities and carrying out activities appropriate to the current and future needs within its local community and of the wider public. Cumberland faces many complex challenges that extend beyond the direct delivery of services. Council recognises that it cannot address all needs alone in supporting the community to achieve its vision for the future. Other partners, such as state agencies and community groups, may also be engaged in delivering the long term objectives of the Community Strategic Plan (CSP).

The CSP identifies the role of Council in contributing to the Strategic Goals.

- **Deliver** - Refers to the direct services and facilities Council delivers to meet local community needs.
- **Partner** - Involves collaborating with other organisations, government agencies, businesses and other community groups to achieve shared outcomes.
- **Advocate** - Advocate on behalf of our communities by giving a voice to their needs and aspirations. Council will call on other levels of government and businesses for policy and regulatory reform, as well as changes to service provision for the benefit of the city and its communities.

Council's role will be represented throughout this Annual Report with the following icons:





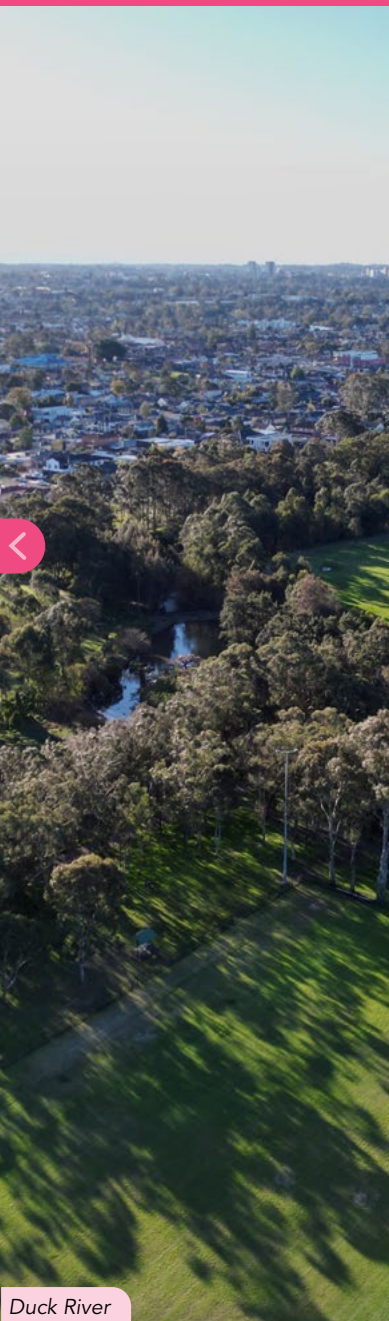
[Back to Guildford Festival](#)

A YEAR IN REVIEW

- [We Designed, We Built](#)
- [We Engaged, We Communicated](#)
- [We Celebrated](#)
- [We Advocated](#)
- [We Won Awards](#)
- [We Listened](#)
- [We Operated Responsibly](#)



WE DESIGNED, WE BUILT



Design Works

Council progressed the following planning and design projects:

Parks and Playspace Designs

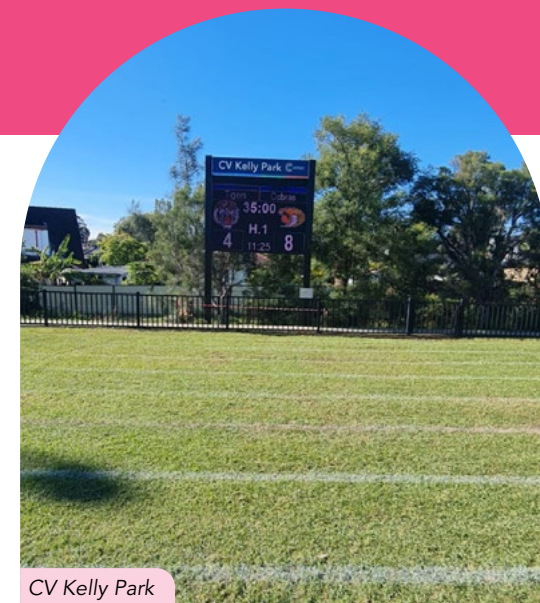
- Duck River Regional Playground
- Granville Park Playspace
- Lytton Street Park Playspace
- M J Bennett Reserve Playground
- Minor sports upgrades and sports field drainage at CV Kelly Park, including a shotput area and scoreboard
- Munro Street Reserve Playground
- Netball facilities at Nemesia Street Park
- Expansion works at Targo Road Reserve
- Implementation of the new Coleman Park Masterplan, including an off leash dog area
- Minor upgrades at Marrong Reserve
- Roberta Street Playground and Fitness area
- Sports field drainage at Guildford West Sportsground
- Stage 1B improvements at Canal Road Park

Amenity Designs

- Dirrabari Reserve Exeloo
- Girraween Park Amenities building
- Lytton Street Park Exeloo
- Merrylands Park Exeloo
- Merrylands Station Exeloo

Other Designs

- Central Park Community Garden at Botanica Estate
- Duck River Parklets upgrade at Seventh and Mimosa Street
- Lakewood Estate Riparian Corridor Fencing and Seating Improvements
- Lidcombe Town Centre Upgrades
- Warali Wali Trail Improvements



CV Kelly Park



Amenities at Merrylands Train Station



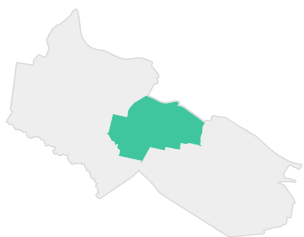
Canal Road Park

Duck River



Major Projects Delivered

GRANVILLE WARD



Granville Ward

Merrylands CBD Drainage Project

A multi-stage stormwater drainage upgrade has been completed across Merrylands CBD, from Treves Street and Merrylands Road to Neil Street, McLeod Road and Brickworks Drive.

Initiated in 2018–2019, this project delivered improvements at key locations including the Coronation development, Dressler Court extension, Merrylands Road between Addlestone and Cambridge Roads, Merrylands Civic Square, Main Lane, the Landmark site and the Addlestone Road and Merrylands Road culvert.

Completion of these works has significantly reduced flooding across the CBD and removed stormwater constraints on new development. As a result, projects such as constructing the Merrylands Civic Square have been able to proceed, strengthening the amenity and resilience of the centre.

Watch the video about Merrylands CBD Drainage Project
https://youtu.be/PIQj_Q-ZPsE

Merrylands Station Amenity Building Installation

Construction of the new amenity building at Merrylands Station is nearing completion. The facility will provide accessible male and female toilets near the station entry, improving convenience and accessibility for commuters.

Footpath Renewal Program

Footpath improvements have been delivered across the Granville Ward, including the construction of new concrete paths, fixing or adjusting utility pits and damaged footpath sections where needed.

Notable locations include:

Belmont Street, Merrylands	Footpath renewal
Gregory Street, Granville	Footpath renewal
Holdsworth Street, Merrylands	New footpath
Price Street, Merrylands	New footpath
Warialda Street, Merrylands West	New footpath

Road Renewal Program

Road improvements have been delivered across the Granville Ward, including resurfacing, kerb and gutter replacement and line marking.

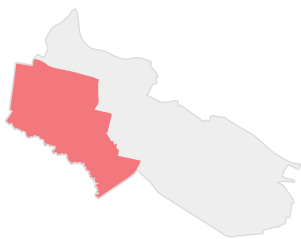
Notable locations include:

Clarence Street, Merrylands	Road renewal
Excelsior Street, Guildford	Road renewal
Guildford Road, Guildford	Road renewal



Merrylands CBD

Merrylands Civic Square



Greystanes Ward

Dirrabari Reserve, Pemulwuy, New Fitness Area

A new outdoor gym has been installed at Durrabari Reserve, featuring a broad range of static and dynamic exercise equipment including a leg press, pull-up bars, elliptical trainer, aerobic cycle and stretching station. The facility supports all levels of fitness and encourages healthy, active lifestyles in an accessible outdoor setting.

Canal Road Park, Greystanes, Playground Upgrade

A new playground incorporating Indigenous artwork has been delivered alongside an outdoor classroom surrounded by native bushland. Funded by the NSW Government's Places to Roam Program for the Prospect Canal Corridor, this project has been designed to balance recreational use with the protection and celebration of cultural and environmental values.



Watch the video about Canal Road Park

<https://www.youtube.com/watch?v=n5l9BeqMrw>



Canal Road Park



Dirrabari Reserve Fitness Equipment

Footpath Renewal Program

Footpath improvements have been delivered across the Greystanes Ward, including the construction of new concrete paths, fixing or adjusting utility pits and damaged footpath sections where needed.

Notable locations include:

Cann Street, Guildford	New footpath
Carmen Street, Guildford West	New footpath
Dawn Street, Greystanes	Footpath renewal

Road Renewal Program

Road improvements have been delivered across the Greystanes Ward, including resurfacing, kerb and gutter replacement and line marking.

Notable locations include:

Britton Street, Smithfield	Road renewal
Fairfield Road, Guildford West	Road renewal, parking bay and heavy patching
Macquarie Road, Greystanes	Road renewal
Merrylands Road, Greystanes	Road renewal
Woodpark Road, Smithfield	Heavy patching



Regents Park Ward

Kibo Reserve, Berala, Playground Upgrade

This playground has been replaced with modern equipment including a multi-function unit, swings, climbing frames and a space net, supported by landscaped open space.

Parramatta Road Urban Amenity Improvement Project (PRUAIP)

This project has enhanced pedestrian safety and revitalised streetscapes to encourage reinvestment in commercial and residential properties along Parramatta Road. Works included:

- streetscape and footpath upgrades between Macquarie Road and Station Street
- underground conduit installation and modifications to street lighting in partnership with Ausgrid
- tree planting along Macquarie Road connecting to Auburn Park, improving shade and urban greening.

Phillips Park, Lidcombe, Playground Upgrade

Phillips Park now features a new, modern playspace with softfall rubber surfacing, inclusive play equipment and a learn-to-ride track designed to teach young cyclists road safety skills. The upgrade also included bike tracks, a path loop linking Nicholas Street to Princess Street and tiered spectator seating at the "Ray 'Curly' James Grandstand" with a commemorative plaque.

Footpath Renewal Program

Footpath improvements have been delivered across the Regents Park Ward, including the construction of new concrete paths, fixing or adjusting utility pits and damaged footpath sections where needed.

Notable locations include:

Botanica Drive, Lidcombe	Footpath renewal
Bridge Street, Lidcombe	Footpath renewal and new footpath installation
Kingsland Road, Regents Park	Footpath renewal
Woodburn Road, Berala	Footpath renewal

Road Renewal Program

Road improvements have been delivered across the Regents Park Ward, including resurfacing, kerb and gutter replacement and line marking.

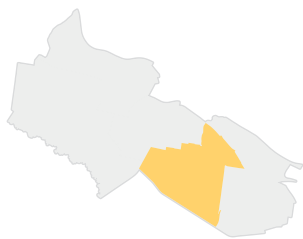
Notable locations include:

East Street, Lidcombe	Road renewal
Fourth Avenue, Berala	Heavy patching
Joseph Street, Lidcombe	Heavy patching
Short Street, Auburn	Road renewal
Vaughan Street, Lidcombe	Road renewal



Phillips Park

PRUAIP



South Granville Ward

Mona Park, Auburn, Playground Upgrade

A complete upgrade of this playground has created an inclusive and accessible recreation space. Works included:

- replacement of the space net climbing structure and swing sets
- new rockers, accessible carousel and table tennis table
- shade sail installation, upgraded park furniture and improved landscaping
- enhanced stormwater drainage.

These upgrades complement the popular, existing basketball court and picnic shelter.

Kulgun Reserve, Auburn, Playground Upgrade

Council has now completed works at Kulgun Reserve Playground. The space has been revitalised with a full park and playground upgrade, including new outdoor areas, seating areas and installation of new play equipment.



Kulgun Reserve



Mona Park

Footpath Renewal Program

Footpath improvements have been delivered across the South Granville Ward, including the construction of new concrete paths, fixing or adjusting utility pits and damaged footpath sections where needed.

Notable locations include:

Atherton Crescent, Auburn	New footpath
Castle Street, Auburn	New footpath
Elm Road, Auburn	Footpath renewal
Nobbs Street, South Granville	New footpath
Oxford Street, Guildford	Footpath renewal

Road Renewal Program

Road improvements have been delivered across the South Granville Ward, including resurfacing, kerb and gutter replacement and line marking.

Notable locations include:

Blaxcell Street, Granville	Road renewal and heavy patching
Bright Street, Guildford	Road renewal
Cumberland Road, Auburn	Road renewal and heavy patching
Hudson Street, South Granville	Road renewal
Railway Terrace, Merrylands	Road renewal



Wentworthville Ward

Alderson Park, Merrylands, Park Renewal

This full park renewal has delivered:

- modern play equipment including a space net, climbing frames and swings
- half-size basketball court, mini soccer field and outdoor fitness equipment
- new shelters, picnic settings and landscaping with additional tree planting
- a new concrete path network to improve accessibility.

These improvements provide diverse recreational opportunities for people of all ages and abilities.

Purdie Lane, Pendle Hill, Exeloo Installation

Council completed the installation of a new Exeloo public toilet in Pendle Hill, delivering a modern, touch-free facility that improves hygiene, accessibility and convenience for the community.



Alderson Park



Centenary Road

Footpath Renewal Program

Footpath improvements have been delivered across the Wentworthville Ward, including the construction of new concrete paths, fixing or adjusting utility pits and damaged footpath sections where needed.

Notable locations include:

Alto Street, South Wentworthville	New footpath
Bando Road, Girraween	Footpath renewal
Brotherton Street, South Wentworthville	New footpath
Cartwright Avenue, Merrylands	New footpath
Great Western Highway, Pendle Hill	Footpath renewal

Road Renewal Program

Road improvements have been delivered across the Wentworthville Ward, including resurfacing, kerb and gutter replacement and line marking.

Notable locations include:

Burnett Street, Mays Hill	Road renewal
Centenary Road, South Wentworthville	Road renewal
Girraween Road, Girraween	Road renewal
Good Street, Westmead	Road renewal
Targo Road, Toongabbie	Road renewal

Enhancing Our Streets, Footpaths and Community Facilities



3.48
Kilometres of new
footpaths constructed



3.74
Kilometres of footpaths renewed



15.38
Kilometres of road
sealing completed



118
Road upgrades completed



66
Footpath upgrades completed



14
Buildings works completed



13
Stormwater works completed



27
Park upgrades completed



13
Traffic works completed

WE ENGAGED, WE COMMUNICATED



To have your say and explore current consultations, visit:
haveyoursay.cumberland.nsw.gov.au

Community Participation Opportunities

Council delivered an extensive range of participation opportunities for residents, community groups and stakeholders to participate in matters of local importance, contribute to decisions that impact them and provide a platform to improve how Council delivers its services. These opportunities provided multiple pathways for involvement, ensuring that community voices informed decision making and supported the continuous improvement of Council services.

Business and Economic Participation

To support local business vitality and town centre renewal, Council created a wide range of opportunities to participate. These included consultation on town centre upgrades across Wentworthville, Regents Park, Lidcombe, Auburn, Guildford and Merrylands, as well as business audits in Lidcombe and Regents Park to guide revitalisation initiatives. Businesses were also able to participate directly through the Back to Guildford activation, Eat Street Merrylands launch and meet and greets. Further opportunities were provided through consultation on defibrillator installation and training programs in Merrylands, participation in the Transport for NSW (TfNSW) Plug and Play Permit Program and the reVITALise precinct upgrades. Additionally, Business networking breakfasts continued to offer a valuable platform to strengthen local business relationships.

Children and Youth Participation

Council placed strong emphasis on creating opportunities for children and young people to share their perspectives. These included the Bush School Program, multicultural day at Guildford Public School, consultation with Parramatta West Out of School Hours (OOSH) Care and sector stakeholders and participation at the Youth Off the Streets Open Day. The Early Childhood Education Futures Program also provided opportunities for families and educators to shape future service delivery for younger residents.

Events and Programs Participation

Council integrated opportunities to participate in major events and programs to ensure that involvement was inclusive and ongoing. This included the International Women's Day Expo and Refugee Week events, as well as information sessions such as Food Safety and Hygiene Seminars and the Living Safely in Cumberland consultation. Regular network consultation meetings, event specific sessions and the Seniors and Disability Annual Survey 2025 provided further opportunities, while the TAFE Connects Program strengthened partnerships between education providers and the community.

Traffic and Transport Participation

Council provided opportunities for the community to help shape local traffic, road safety and parking improvements across the area. Opportunities to participate expanded to:

- new give way signs at Byron Road and Calliope Street, Guildford, in addition to several intersections along Factory Street, Granville to improve safety at busy corners
- fresh line markings and parking changes in Regents Park and Lidcombe to make intersections clearer and reduce congestion
- speed control measures including speed humps, cushions and electronic speed activated signs in Auburn and Greystanes to slow traffic and improve safety for residents
- better pedestrian safety, with new fencing in Wentworthville, a safety barrier in Guildford and a new pedestrian crossing at Tilba Street, Berala near Jack and Jill Reserve
- more accessible parking, including new disabled parking spaces in South Granville and Pendle Hill and additional accessible parking in Portico Parade, Toongabbie
- parking rule changes such as No Parking or No Stopping zones in Wentworthville, Guildford, Auburn, Pendle Hill and South Wentworthville, plus updated restrictions in local laneways across Granville
- school zone parking adjustments in Auburn, Guildford West and Wentworthville to improve safety for students during drop-off and pick-up times
- simplified restrictions, including the removal of parking limits on Bulbi Street in Pemulwuy to increase availability
- dedicated motorbike parking in Toongabbie at Aurelia Street near Cox Lane.

Surveys Undertaken

- Cumberland Communications Survey
- Cumberland Local Business Sentiment Survey
- Community Satisfaction Survey
- Customer Satisfaction Survey
- Community Strategic Plan Survey
- Disability Inclusion Action Plan (DIAP) Survey
- Illegal Dumping Survey
- Library Satisfaction Survey 2024
- Road Network Condition Survey
- Seniors Club Survey
- Seniors and Disability Annual Customer Survey
- Tree Ownership Survey

Projects Shaped by Our Community

Community input directly informed the direction and development of several key projects, including:

- Community Engagement Strategy 2025-2029
- Councillor Expenses and Facilities
- Create Cumberland: Our Community Strategic Plan
- Cumberland City Advisory Committees - Expressions of Interest 2024
- Governance Policies
- Integrated Planning and Reporting (IP&R) Plans and Strategies
- Local Traffic and Transport - Policy and Guidelines
- Recent Train Timetable Changes - Western Line
- Risk Management Policy
- Save Carnarvon Golf Course
- Sydney Central City Planning Panel - Expressions of Interest

Community Infrastructure, Parks and Open Space Engagement

- Ash Street, Greystanes - Proposed Drainage Easement
- Charles Mance Reserve - Stage 2
- Chiswick Park Upgrade Auburn
- Civic Park Improvement Project Survey
- Dennistoun Avenue Road Closure
- Duck River and Duck Creek and A'Becketts Creek Catchment Areas Overland Flood Study
- Fairfield Road, Guildford West - Proposed Drainage Easement
- Forest Gum Reserve Upgrade
- Granville Park Playspace Upgrade
- Guildford Pool Upgrades - Consultation
- Hackney Street, Greystanes - Proposed Drainage Easement
- Jack and Jill Reserve Berala - New Exeloo Toilet
- John Street, Lidcombe consultation
- Kookaburra Street Park Upgrade
- Mona Street, Auburn Parking Changes
- Mona Street, South Granville Parking Changes
- Monterey Street, South Wentworthville - Proposed Drainage Easement
- Regents Park Public Domain Concept Plans
- Toongabbie Road, Toongabbie - Proposed Drainage Easement
- White Gum Reserve Upgrade
- York Street Park Berala - New Exeloo Toilet

Stay Informed Projects

These projects were ongoing as at 30 June 2025.

- Bathurst Street Park Amenities
- Bushfire Information for Cumberland Residents
- Cool Carpark Project (Holroyd Gardens Carpark)
- Cumberland Park Upgrades
- Cumberland Playspace Program
- Cumberland Sports Clubs Portal
- Cumberland Town Centres
- Cumberland Traffic and Transport
- Joseph Street Precinct Upgrade Lidcombe
- Kibo Reserve Berala Upgrade
- Merrylands and Guildford Public Art Murals
- Merrylands CBD Infrastructure Upgrade
- New Auburn Basketball Centre
- Parramatta Road Urban Amenity Improvement Program
- Pippita Rail Trail Masterplan
- Smart Cumberland
- Transport Oriented Development Program at Berala and Lidcombe
- Western Sydney International (Nancy-Bird Walton) Airport

Community Facilities, Planning and Leasing Engagement

Location	Engagement
25 South Parade, Auburn NSW 2144	Draft Voluntary Planning Agreement (VPA2024/0002)
7 Hyland Road, Greystanes NSW 2145	Proposed Granting of Car Parking Licence and Lease Agreement – Cultural and Education Centre
Childcare Centre - 27 Monitor Road, Merrylands NSW 2160	Expression of Interest (Lease Opportunity)
Council Community Centres - Office outreach spaces (Auburn, Wentworthville and Guildford)	Request for Tender (Licence Agreement)
Federation Cottage, 42 Lane Street, Wentworthville NSW 2145	Request for Tender (Leasing Opportunity)
Hyland Road Park, Gipps Road, Sporting Complex, 2 Hyland Road, Greystanes NSW 2145	Proposed Granting of Lease
Terminal Place and McLeod Road, Merrylands NSW 2160	Draft Voluntary Planning Agreement (VPA2024/0005)
Woodville Road Corridor	Draft Planning Proposal

Council in the Media

Council expanded its media presence across print, digital and broadcast platforms. Media coverage amplified our commitment to local leadership through showcasing service delivery, infrastructure investment and promotion of community programs and events.

Council was featured in a wide range of media, from major news outlets to local community publications, helping to connect with diverse audiences.



Sydney Cherry Blossom Festival

Council's flagship festival attracted national media attention, with coverage across 9News, Herald Sun, Parra News, Auburn Review, The Guardian, The Daily Telegraph, Middle Eastern Times and ABC's Gardening Australia. Media coverage highlighted the event's celebration of cultural diversity, its contribution to local tourism and the transformation of Auburn Botanic Gardens into a vibrant display of pink blossoms, cultural performances, culinary experiences and creative installations.

Christmas Street Flag Banners

The Catholic Weekly featured the installation of festive banners across Cumberland's town centres, highlighting Council's role in building seasonal vibrancy and community pride. Media coverage focused on the visual impact of the banners, their contribution to civic identity and the enhanced atmosphere for residents and visitors during the festive season.



National Tree Day and Phillips Park Opening

Council's community greening initiatives were highlighted in the Auburn Review, which featured the Phillips Park playground upgrade and National Tree Day activities on its front page. Media coverage drew attention to the environmental and recreational benefits, including improved public green space, enhanced biodiversity and opportunities for outdoor play. Stories emphasised Council's commitment to sustainable urban development and fostering healthy, active lifestyles for residents of all ages.

Holroyd Cool Carpark

The innovative Cool Carpark Project received widespread attention as Australia's first large-scale urban cooling solution of its kind. The project demonstrated Council's leadership in climate resilience, with national coverage from ABC News, The Daily Telegraph and other outlets emphasising its groundbreaking impact. Coverage emphasised the environmental and social benefits, including improved comfort for pedestrians, reduced energy use and mitigation of heat stress.



Seniors Self Defence

Council's Seniors Self Defence Program received national media coverage through 9News, highlighting the initiative as a practical and inclusive approach to promoting safety and wellbeing for seniors. This program provides free sessions where participants learn essential skills to enhance personal security, build confidence and respond effectively in challenging situations.



Diwali Street Festival

Council's Diwali celebrations were widely covered by 7News, SBS and Parra News, reflecting the event's importance in promoting cultural recognition and social cohesion. Media stories focused on community participation, the colourful streetscape, traditional performances and engagement with local businesses.



Digital Media Highlights

Council's digital presence grew, reinforcing direct connections with the community. Platforms attracted consistent engagement, with audiences expanding across Instagram, LinkedIn and Facebook.

Followers:



8,759

Instagram followers
up from 5,339 followers



7,608

LinkedIn followers
up from 6,502 followers



38,231

Facebook followers
up from 30,563 followers

Most Viewed Reel

3.8 million views

Granville Train Disaster Reel



Top Performing Video

301,000 views

Christmas in the Gardens Mayoral video



Most Shared Post

237 shares

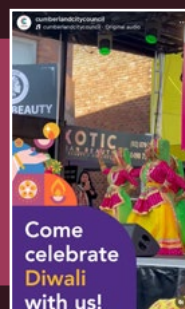
Ramadan Promo Reel



Instagram Reel with Highest Shares

91 shares

Diwali Event Reel



Peak Monthly Facebook Follower Growth

5,980 new followers

February 2025

WE CELEBRATED

Major Events

< AUGUST



Sydney Cherry Blossom Festival

A flagship nine day festival at Auburn Botanic Gardens, Chiswick Road Auburn, where cherry blossom (Sakura) trees create a spectacular pink canopy. This event celebrated Hello Kitty's 50th birthday and featured Japanese cultural performances and an immersive experience at the Japanese Food Village.

SEPTEMBER



Moon Festival

Council delivered a place-vibrancy Moon Festival event in Lidcombe. The event featured traditional and contemporary music and dance, an outdoor cinema, an artisan market, art activities and diverse food options.

OCTOBER

PetFest

A community festival celebrating pet ownership and responsible care. The event featured pet parades, adoption stalls, microchipping, food, entertainment and educational booths at Holroyd Gardens, Merrylands.

NOVEMBER

Diwali Festival

Council delivered Diwali Festival to recognise and celebrate the Hindu and the South Asian communities across Cumberland. Held in Station Street, Wentworthville, the event featured vibrant performances, traditional food, colourful decorations and cultural displays, drawing thousands of attendees to mark the Festival of Lights.



DECEMBER

Christmas

Council celebrates Christmas across the community through multiple events and town centre decorations.

Council held the 2024 Family Christmas Fair at Central Gardens Nature Reserve. Families attended the evening event with festive entertainment, carols, craft and food trucks. Attendees enjoyed a picnic atmosphere and free Santa photo opportunities.

Our major event, Christmas in the Gardens, was cancelled due to inclement weather.



JANUARY



Australia Day

Cumberland's Australia Day celebration brought the community together for a day of food, live entertainment, traditional ceremonies and family friendly activities. The event concluded with a fireworks finale and was held in Holroyd Gardens, Merrylands.

FEBRUARY

Lunar New Year

Council hosted a major cultural event in Auburn Town Centre to mark Lunar New Year and celebrate the rich traditions of the local East and Southeast Asian communities. The festivities included lion dancing, music, food stalls and family activities that highlighted cultural heritage and community pride.



MARCH

Ramadan Street Festival

Council celebrated the Ramadan period with a large-scale evening event on Auburn Road, Auburn. The festival showcased Islamic cultures through food, entertainment and community stalls, creating a vibrant and welcoming atmosphere for residents and visitors during the holy month.



Nowruz

Nowruz brought the community together to celebrate Persian New Year on Merrylands Road, Merrylands. The event featured cultural performances, traditional cuisine and family activities, providing an inclusive space to honour the start of the spring season.



APRIL

Easter Celebrations

Easter Celebrations included egg hunts, craft activities and entertainment for families and children. This event was held at Central Gardens Nature Reserve, Merrylands West.



MAY

Back to Guildford

Council provided a vibrant celebration featuring live music, street performances, art, market stalls and activities for kids. The festival also included the newly upgraded Guildford Laneway, complete with public art, new furniture and smart technology.





Council Events Delivered

2024

July	Cumberland Young Writers Award 2024
	NAIDOC (National Aboriginal and Islanders Day Observance Committee) Week Celebration
	National Tree Day Planting
	Plastic Free July Campaign
August	2024 Local Government Child Safe Forum
	Children's Book Council of Australia (CBCA) Book Week Storytime sessions
	Cumberland Local Business Awards
	Domestic and Family Violence (DFV) Information Forum
	Employment Expo for Refugees and Migrants
September	Cumberland's Safe Kids Day
	Grow Our Own Food Spring 2024 Program
	Library Health Month
	OzHarvest's NEST Program at Community Centres
October	Emergency Services Family Fun Day
	Family Financial Wellbeing Day
	Kitchen2Gardens Program (Compost Bag Giveaway)
	National Carers Week 2024
	Native Plant Giveaways
	October Mental Health Month
	Schools Sustainability Expo
	Small Business Month Event
	Woodville Pro-Am Golf Tournament
November	Asbestos Awareness Month
	Empowering and Enabling Women Return to Work Program
	Hilltop Road Public School Science, Technology, Engineering and Mathematics (STEM) challenge
	International Volunteers Day 2024 - Gift of Time Event
	Kids Toy and Clothing Swap
	Religious Leaders Forum
	Seniors Christmas Concerts 2024
	Western Sydney Women's March
December	Empowering and Enabling Women Return to Work Program
	International Day of People with Disability
	Seniors Christmas Concerts 2024
	Summer Reading Club

2025

January	Granville Train Disaster Memorial
	Summer Reading Club
	Sydney Greater West Employment Services
	Tamil Heritage Week
	Wellness and Fitness Expo
February	Empowering and Enabling Women Return to Work Program
	International Mother Language Day Celebration
	Kids Toy and Clothing Swap
	STEM Community Partnerships Program Industry Engagement Workshop
	Sydney Greater West Employment Services
March	50°C: Climate, Heat and Resilience Program Site Visit with Powerhouse Museum
	Clean Up Australia Day
	Finding Freedom - International Women's Day Expo
	International Women's Day Brunch
	Native Plant Giveaways
	Q1 Visitor Economy Local Government Workshop
	Seniors Festival 2025
	Sydney Greater West Employment Services
April	Understanding Procurement Business Seminar
April	Premier's Reading Challenge Annual Reading Week
	Youth Week 2025
May	Building Digital Skill for Work Program
	Empowering Local Manufacturers Forum
	Kids Toy and Clothing Swap
	Law Week
	National Simultaneous Storytime
	Online Compost Workshop
	Hilltop Road Public School Student Parliament Visit
	Reconciliation Schools Event
June	Building Digital Skill for Work Program
	Early Childhood Education Futures Program
	Kitchen2Gardens Program (Compost Bag Giveaway)
June	Refugee Week Expo

Recognising and Celebrating Community Achievements

Australia Day Citizenship Ceremony

Council's Australia Day Citizenship Ceremony continued to be a key civic event, combining the recognition of outstanding contributions with the celebration of new citizens. In 2025, four award winners were acknowledged for their exceptional dedication to the Cumberland community. The Ceremony also welcomed 80 new residents into the community as Australian citizens further enriching the diversity of the local community. This milestone was celebrated alongside family, friends and the broader public, symbolising unity and shared belonging. Council was also honoured to host Mr. Christopher Cheng as the 2025 Australia Day Ambassador. In 2024-2025, Council welcomed 1,920 new residents into the Cumberland community as Australian citizens.



Mr. Christopher Cheng at the Australia Day Citizenship Ceremony

From 2025-2026, Cumberland will be recognising and celebrating community achievements through the inclusion of competitions and awards including:

Civic Pride and Sports Awards

Council introduced two new award programs to broaden recognition of community achievements: the Mayoral Civic Pride Awards and the Mayoral Sports Awards Program. These initiatives highlight the extraordinary commitment, leadership and passion that define the Cumberland community.

- **Mayoral Civic Pride Awards:** Recognise individuals, groups and organisations that have made a tangible difference in areas such as civic service, volunteering, neighbourhood improvement and environmental stewardship. By honouring those who have contributed to community life, the awards encourage others to actively participate in initiatives that strengthen local identity and civic pride.
- **Mayoral Sports Awards Program:** Celebrates the achievements of athletes, teams, coaches and clubs across all levels of sport. From grassroots participation in local competitions to high level performance in regional and national arenas, the awards acknowledge the role of sport in promoting health, inclusion and resilience. Special emphasis is placed on recognising emerging talent, female participation and programs that improve accessibility and diversity in sport.

Together, these award programs reinforce the importance of recognising those who embody community values. They also provide a platform for Council to spotlight stories of leadership, perseverance and achievement that inspire others across the Cumberland community.

Lights Competitions

Council's annual Lights Competitions for Eid, Diwali and Christmas will provide residents with a creative outlet to showcase cultural traditions, artistry and community pride. The competitions invite households from across Cumberland to decorate their homes and properties with vibrant displays that celebrate the joy and meaning of each festive season.

Beyond the festive atmosphere, these competitions serve a significant role in building stronger neighbourhood connections. Residents are encouraged to share in one another's cultural celebrations, fostering a sense of belonging and cross-cultural understanding. The program also aligns with Council's broader objectives of promoting social cohesion, inclusivity and cultural recognition.

WE ADVOCATED

Council advocated on behalf of its communities, giving a voice to their needs and aspirations. Council called upon other levels of government and businesses for policy and regulatory reform, as well as changes to service provision for the benefit of the city and its communities.

Affordable Housing and Homelessness

Council's advocacy extends beyond raising awareness. Assets under Council management continue to be reviewed for potential adaptive uses that could provide housing solutions, while compliance and regulatory oversight supported the delivery of affordable housing projects across the city. These initiatives demonstrated Council's commitment to addressing systemic housing challenges and to supporting evidence-based policy reform at both local and state levels.

Council undertook planning to strengthen its role as an advocate for vulnerable communities through a coordinated education and awareness campaign in partnership with St Vincent de Paul Society NSW for Homelessness Week. The campaign aimed to challenge widespread misconceptions about public and social housing, highlighting the importance of safe, accessible and affordable housing options for all members of the community.

Innovation Economy

Council continued to actively shape an inclusive and innovative economy that benefits local workers, residents and businesses, ensuring that local economic and place based initiatives were not only responsive to community needs, but also aligned with regional opportunities. Collaborations with local businesses, chambers of commerce, industry leaders, education and training providers, employment services and all levels of government drove investment, supported job creation and unlocked growth. Council liaised with the community to resolve local issues, building a rapport with residents, businesses, services and agencies to strengthen local networks and cooperation.

Advocacies included promotion of an innovation economy in conjunction with the Western Sydney Innovation Group, local job growth and local business boosted in partnership with Business Western Sydney and the Greater Cumberland Chamber of Commerce. Council supported the creation of vibrant, better places integration and smart places infrastructure to improve the lives of our communities through our work with Transport for NSW and the Australian Smart Communities Association. Partnerships with local universities and schools aimed to drive lasting change in our community by helping build Smarter Communities for a Smarter Cumberland.

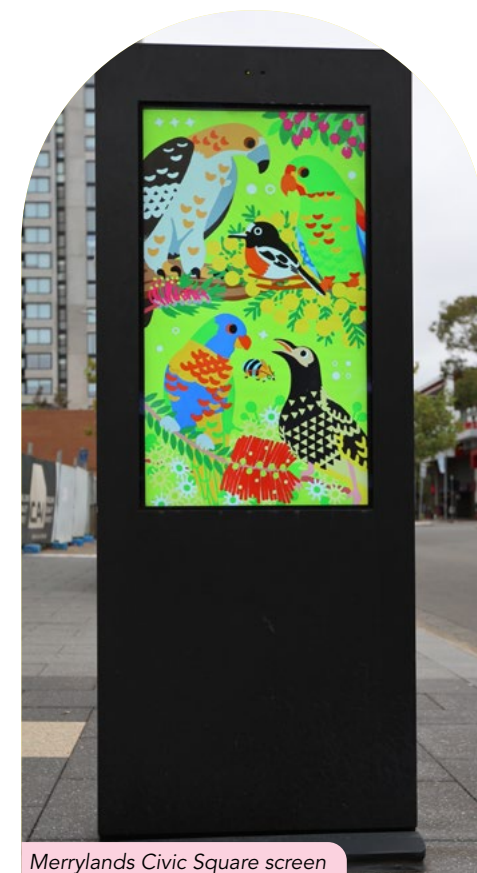
Council also worked with Business Western Sydney and the Western Sydney Leadership Dialogue to progress Cumberland's involvement in the Greater Parramatta Olympic Peninsula (GPOP) area.



Tamil Heritage Week Preschool Storytime

Tamil Heritage Week

A coordinated advocacy campaign raised the profile of Tamil Heritage Week to reinforce cultural recognition within Cumberland. Formal letters to local Members of Parliament outlined community priorities, while civic engagement forums provided opportunities for dialogue between community leaders and elected representatives. This advocacy sought to encourage respectful dialogue and civic participation, aligning with Council's broader commitment to multicultural inclusion and community-led advocacy.



Merrylands Civic Square screen

Local Government Advocacy

- Inquiry into City of Parramatta Comprehensive Heritage Review submitted to the City of Parramatta Council, February 2025

Western Sydney Regional Organisation of Council (WSROC)

As a member of WSROC, Cumberland City Council actively advocated on key issues of value to Greater Western Sydney through the effective use of:

- a single unified voice for Western Sydney
- common goals and strength of numbers
- speaking on behalf of all councils
- a bipartisan approach
- strong, positive and regular communication with the NSW and Commonwealth Government and their agencies
- the identification and promotion of common themes and issues.

WSROC will promote Greater Western Sydney, its people and places by:

- promoting the positive aspects of Western Sydney
- promoting the brand of Western Sydney
- promoting the economic and employment opportunities in Western Sydney
- promoting the diversity of the region
- being community/people focused
- looking at the opportunities and advantages of the community as a whole.



Duck River

Resilient Sydney

Through Resilient Sydney, Council collaborated with 33 Greater Sydney councils to strengthen local government advocacy, coordination and capacity. The network, guided by a regional steering committee of councils, state government, business and community representatives, enabled collective responses to resilience challenges while reinforcing the critical role of local government across the Greater Sydney region.

Parramatta River Catchment Group (PRCG)

Cumberland City Council partnered with the PRCG to advocate on environmental initiatives that enhance river health and community outcomes. Key activities included improving the Duck River riparian corridor, implementing the regional litter management plan and supporting stormwater improvement programs aimed at making the Parramatta River swimmable again.

State Level Advocacy

Council actively contributed to state level policy and planning reforms through formal submissions, inquiries and consultations. These include:

- Inquiry into NSW Special Entertainment Precinct Guidelines – submitted to the NSW Department of Creative Industries, Tourism, Hospitality and Sport, October 2024
- Inquiry into Draft Sydney Olympic Park Master Plan 2050 – submitted to the Sydney Olympic Park Authority, November 2024
- Inquiry into Transport for NSW Road Act 1993 Review - submitted to Transport for NSW, March 2025
- Inquiry into 93 Bridge Road Westmead Planning Proposal – submitted to the NSW Department of Planning, Housing and Infrastructure, June 2025
- Consultation on the NSW Industrial Land Reform and Greater Sydney Region Plan – participating in consultations organised by the NSW Department of Planning, Housing and Infrastructure, April to June 2025
- Consultation on the Local Strategic Planning Statement – participating in consultation organised by the NSW Department of Planning, Housing and Infrastructure (DPHI), June 2025
- Council has also been advocating to the NSW DPHI on Council's position on the upcoming Sydney Regional and District Plan updates and NSW Industrial Lands Reform.

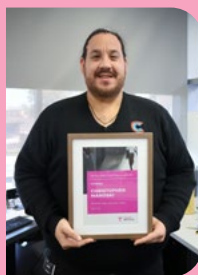


WE WON AWARDS

WINNER

Digital Built Australia Awards 2025 Government Leader Award

This award celebrates Christopher Manoski, Manager Place and Economy, and his leadership in spearheading Cumberland's digital and smart places initiatives. This vision and innovative approach have set a new benchmark for how local government can harness technology to improve liveability, connectivity and service delivery.



WINNER

XRef Engage Awards 2024 Change Champion Award

Council received the Change Champion Award for improving work practices and boosting staff engagement. Their proactive strategies reshaped our culture, enhanced teamwork and empowered employees to deliver more responsive, community focused services.



WINNER

Keep Australia Beautiful NSW Sustainable Cities Awards 2024 Liveable Cities Award (Guildford Laneway Revitalisation)

The Guildford Laneway Revitalisation Project was named Liveable Cities Award winner for its innovative transformation of neglected alleys into welcoming, sustainable community hubs. By enhancing connectivity, showcasing local creativity and supporting small businesses, this project embodies Cumberland's vision for inclusive, vibrant public spaces.



WINNER

Local Government Excellence Awards 2025 Leading Member Award

This award recognises Melissa Attia, Director Corporate Performance (Deputy General Manager) for her unwavering dedication to the local government sector. Through her generous contributions of time, knowledge and leadership across multiple programs and events, she has become a driving force behind the growth and success of our professional community.

Melissa embodies the spirit of collaboration and service that defines this award, always stepping up, always supporting others and always leading by example. Her impact is felt widely and this recognition is a testament to the difference one committed member can make to the community.



WINNER

Planning Institute of Australia NSW 2025 Dr Helen Proudfoot Women in Planning Award

Awarded to Esra Calim, Coordinator Planning Operations. Esra is a strong advocate for women in planning, embodying the values of empowerment and inclusivity. As a mentor to both emerging and established female planners, she has been instrumental in fostering their professional growth through one-on-one mentorship sessions and workshops focused on building skills in planning and leadership.

Her influence extends beyond mentorship; Esra plays a pivotal role in initiatives that enhance women's participation in the built environment, leading workshops aimed at developing safer public spaces, emphasising the necessity of place based gender-inclusive design.



HIGHLY COMMENDED

Planning Institute of Australia NSW 2024 Awards for Planning Excellence Technology and Digital Innovation (SMART Cumberland)

This celebrates the incredible work Council has done in leveraging technology to create smarter, more sustainable solutions for Cumberland.



Planning Institute of Australia NSW 2024 Awards for Planning Excellence Stakeholder Engagement (Westmead Master Plan – Engaging with our diverse community)

Council has been recognised for our dedication to inclusive and effective stakeholder engagement throughout the development of the Westmead Master Plan.

This project highlighted some very innovative and layered engagement strategies to reach a diverse community. It was clear that the approach had made a large effort to engage a broad cross section of the community and those who will be the future users of Westmead.

HIGHLY COMMENDED

Local Government Excellence Awards 2025 Community Development (Population Over 150,000) Award (Parramatta Road Urban Amenity Improvement Program Public Art)

Council received a Highly Commended award in the Community Development – Population over 150,000 categories for the Parramatta Road Urban Amenity Improvement Program – Public Art Program. This program is a fantastic example of how we are reimagining public spaces to support creative expression, community identity and wellbeing, while creating a stronger sense of place for our residents.

HIGHLY COMMENDED

Western Sydney Leadership Dialogue 2024 Awards Outstanding Community Infrastructure Project

Council was highly commended for the Civic Park and Pendle Creek Wetland Upgrade. This commendation acknowledges completed (or near completed) major projects over the previous 12 months that have, or will, significantly contribute to the sustainable growth of Greater Western Sydney.

HIGHLY COMMENDED

Digital Built Australia Awards 2025 Policy Category (Smart Places Strategy and Action Plan)

Council was recognised in the Digital Built Australia Awards 2025, receiving a Highly Commended Award for the Cumberland Smart Places Strategy and Action Plan 2023, reflecting commitment to creating a smarter, more inclusive community. This award celebrates the practical, community-led digital initiatives that support innovation, accessibility and positive local outcomes.



HIGHLY COMMENDED

Place Leaders Asia Pacific Awards 2024 Placemaking for Prosperity (Back to Guildford Festival)

Council staff were invited to celebrate innovation, leadership and excellence in placemaking at the 2024 Place Leaders Asia Pacific Awards in Darwin. This prestigious event showcases innovative achievements in Place Making across the Asia Pacific Region. Council received a Highly Commended Award for the Back to Guildford Festival in the Placemaking for Prosperity category. This recognises initiatives that have significantly contributed to local economic outcomes through placemaking. It highlights leaders who have attracted investment, supported local businesses and turned underutilised areas into vibrant economic hubs through placemaking. The award recognises leaders who have demonstrated that placemaking can be a powerful tool for long term economic resilience and prosperity.



HIGHLY COMMENDED

Keep Australia Beautiful NSW Sustainable Cities Awards 2024 Clean Communities Litter Prevention Award

Council received a Highly Commended Award in the category Litter Prevention for the 'Approach to Litter Prevention in Cumberland' Project. This award recognises and rewards projects around litter, waste management, recycling and other environmental areas in metropolitan councils and urban communities





Finalists/Commendation

Award
Aquatic and Recreation Institute's 2024 Awards of Excellence – Adam Lloyd Memorial Spirit Award
Aquatic and Recreation Institute's 2024 Awards of Excellence – Duty Manager of the Year
Digital Built Australia Awards 2025 – Program Category for SMART Cumberland
Digital Built Australia Awards 2025 – Project Category for Technology in Planning
Local Government Excellence Awards 2025 – Asset and Infrastructure – Projects Over \$1.5 million – Over 150k Population – Civic Park and Pendle Creek Wetland Upgrade Project
Local Government Excellence Awards 2025 – Asset and Infrastructure – Projects Under \$1.5 million – Strategic Approach to Litter Prevention in Cumberland
Local Government Excellence Awards 2025 – Borderless Communities – The Local Government Child Protection Forum
Local Government Excellence Awards 2025 – Community Partnerships – Population Over 150,000 – Domestic and Family Violence Hub
Local Government Excellence Awards 2025 – Organisational Diversity and Inclusion – Stronger Together: The Cumberland City Council Journey
Local Government Excellence Awards 2025 – Risk Management – Cumberland Heart Hero Program
Local Government Excellence Awards 2025 – Supporting Local Enterprise – Trade Up to a Better Future
National Awards for Local Government – Addressing Violence against Women and Children – Domestic and Family Violence (DFV)
Royal Life Saving Society – Australia Aqua Awards 2025 – Lifeguard of the Year <ul style="list-style-type: none">• Ben Caukwell• Lana El Sahili• Pelenaise Kailahi• Shko Aziz• Roy Semaan
Royal Life Saving Society – Australia Aqua Awards 2025 – Poolie of the Year <ul style="list-style-type: none">• Acton Mortlock
Royal Life Saving Society – Australia Aqua Awards 2025 – Industry Leader of the Year <ul style="list-style-type: none">• Tony Micallef• Irina Wilson
Royal Life Saving Society – Australia Aqua Awards 2025 – Excellence in Innovation – Visitor Management System

Nominees/Shortlisted

Award
Australian Institute of Landscape Architects 2025 National Awards – Parks and Open Space and ShadeSmart
Australian Institute of Landscape Architects 2025 National Awards – Connecting Canal Road Park
Local Government Week RH Dougherty Events and Communications Awards 2024 – Innovation in Special Events for Sydney Cherry Blossom Festival
National Awards for Local Government in the category of Cohesive Communities – Disability Inclusion Action Plan (DIAP) Campaign 'Shared Spaces, Shared Responsibility: Creating Accessible Environments Together'
NSW Premier's Public Library and Information Awards 2024 – Excellence in Library Services – Salina Khao
NSW Volunteer of the Year Awards – Volunteer Team
Parks and Leisure Australia NSW Regional 2025 – Canal Road Park in Category of Playground under \$500k
Parks and Leisure Australia NSW Regional 2025 – Civic Park, Pendle Hill in Category of Park of the Year
Parks and Leisure Australia NSW Regional 2025 – Prospect Pipeline Strategic Masterplan for Category of Strategic Master Planning
ZEST 2025 Outstanding Project Award – International Mother Language Day Celebration
ZEST Awards 2025 – Outstanding Project Stronger Communities – Guildford Together: Revive and Reimagine



Nature Playground at Civic Park

WE LISTENED

Council is committed to informing and engaging the community by placing residents, businesses and community groups at the centre of decision making.

We actively listen to ensure community ideas, priorities and feedback are translated into meaningful actions that shape service delivery and program development.

Our commitment to delivering a quality customer experience is reflected through the multiple communication channels that enable the Cumberland community to connect and engage with Council.

Customer Experience

Total enquiries
2024-2025

Contact Centre	148,415
Email	91,342
Counter	26,540
Postal Mail	11,380
Webchat	8,890
After Hour Calls	6,386
Online Customer Request Management (CRM)	3,436
Complaints	597
Compliments	327

Why do our residents call us?



General Enquiries



Illegal Parking and Abandoned Vehicles



Rates and Finance



Venue and Park Bookings



Waste Service Enquiries

Why do our residents call after hours?

Animals

Council Buildings
(Senior Units, Halls)

General Enquiries

Illegal Parking and Abandoned Vehicles

Waste

Why do our residents visit us?



General Enquiries



JP Services



Payments



Pensioner Concession



Rates Enquiries

Arts and Cultural Programs

Council delivered arts and cultural programs reflective of Cumberland's communities, cultures and identities. These programs build connections between the places and people of Cumberland, creating vibrant local places and fostering access to arts and culture for those who live, work, play and study in Cumberland.

Over the past year, community feedback highlighted a desire for arts in ways that are accessible, hands-on and meaningful. Through extensive community conversations, feedback from program participants and observations at events and exhibitions, a clear message emerged: Cumberland communities want more cultural opportunities - programs that are hands-on, inclusive and easy to access.

In response, Council introduced a new direction for arts programming that shifts the focus to include increased participatory experiences for the community. Two new programs launched in 2025 reflecting this change includes:

- Art Lab is a free, monthly drop-in workshop held on the first Saturday of each month at Granville Centre Art Gallery - welcoming people of all ages for fun, hands-on creative experiences
- The Art Wellbeing Program, led by a certified art therapist invites participants to explore materials like paint, collage and poetry in a calming, reflective space designed to support mental wellbeing through creative expression.

“As one of constituents living in Greystanes, I wanted to share with you a positive experience I have had this year with the Art and Wellbeing Program at the Granville Centre. It has run fortnightly.

I live on my own and retired two years ago. I feel this transition has left me prone to isolation and loneliness. The Art and Wellbeing Program gave me an event to look forward to, a way to connect with my local community and the means to explore my thoughts and feelings through art. Through this regular program, friendships have formed and one member has referred me to the creative writing group that meets once a month at Merrylands library.”

Resident, Greystanes



2025 Youth Wellness and Fitness Expo

Council actively engaged and listened to young people and frontline service staff to understand their concerns around youth mental health. Consultations revealed that one in four young people identified mental health and general wellbeing as a top area of concern. Secondary schools highlighted post COVID challenges, like student disengagement and emotional wellbeing impacts. These findings similarly mirrored the national sentiment, finding 23% of young people ranked mental health and wellbeing among their most important issues (Mission Australia, 2024).

To respond, Council designed the 2025 Youth Wellness and Fitness Expo as a holistic, youth-first initiative. Rather than using a traditional 'mental health' label, the Expo provided interactive opportunities through fitness, creative and culinary workshops, alongside informal wellness activities. Held on 29 January 2025 at the Granville Centre, the event welcomed 139 young people and was co-delivered with youth services, support organisations and local sports and fitness clubs.

Participants engaged in activity zones including cooking stations, watercolour workshops and sporting activities, while dedicated information stalls connected them to relevant services. The Expo also resulted in the creation and distribution of Council wellbeing contact cards in Cumberland's five most widely spoken community languages. This approach demonstrated clear community reach and relevance, providing emotional support and practical tools for wellbeing.

Creating Cumberland

Cumberland has a new 10 year Community Strategic Plan (CSP) 2025-2035.

As the CSP is community owned; understanding what is important to everyone, provided an opportunity to undertake extensive community engagement and consultation.

Council considered new and innovative ways to engage with our diverse community. As a result, Create Cumberland was born from a genuine desire to not only inform, but also collaborate with and empower the community across all ages and life stages to participate in building the new CSP.

Council's tailored and collaborative engagement approach reached more people than ever before, with feedback directly shaping the vision and direction for the next decade.

13,418

Have Your Say
page views

9,480

Community
Responses

1,300+

Engagement
Session Attendees

80,000

Flyers distributed
in letterbox drop
promoting Create
Cumberland

1

Business
Engagement
Session

6

Create Cumberland
Sessions

6

Pop Up
Sessions



Cumberland has a new 10 year Community Strategic Plan (CSP) 2025-2035, to view visit:
<https://www.cumberland.nsw.gov.au/key-council-plans>

Create Cumberland was uniquely different, designed as a board game.

Stalls representing 10 key service areas of Council were positioned around a room with floor decals showing where to start and where to enter prize draws. The middle of the board game had an ideas wall, interactive mapping table and space to complete a survey.

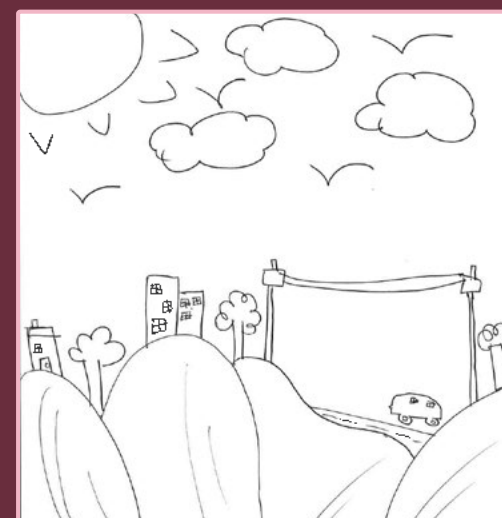
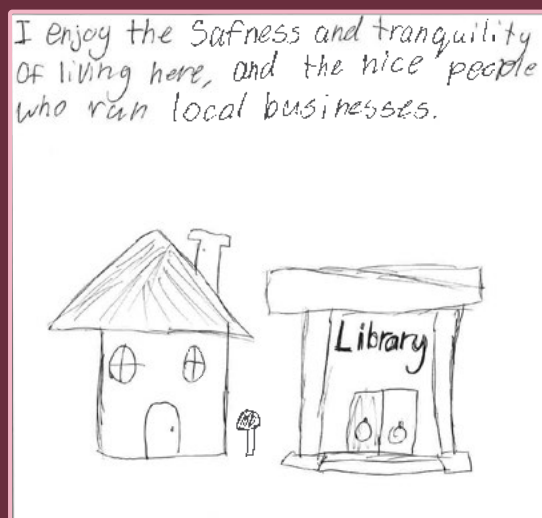
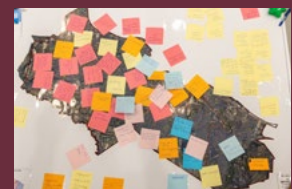
Upon entering, attendees received a Cumberland bag to collect giveaways from each stall they visited and Cumberland Cash to fund the services that were important to them.

Senior staff were available to talk with the community about the services they provide, listen to their concerns, challenges, hopes and aspirations for Cumberland's future. Create Cumberland had a positive impact with community members expressing their appreciation for a Council that is prepared to listen, collaborate, lead and act.

Create
Cumberland has
captured what
the community
values most about
Cumberland.

CREATE CUMBERLAND





Our Lady of Mt Carmel Catholic Primary School student drawings from the Create Cumberland Auburn Session



Plan on a Page

Through extensive engagement and consultation with the Cumberland community, four high level Strategic Directions have been designed to fulfil Council's commitment to achieving the vision and aspirations of our community over the next decade, commencing 2025-2026.

OBL
How will we get there?



STRATEGIC DIRECTION 1 Supporting a safe, healthy, creative and connected community



Objective 1.1 Our community is resilient, cohesive, creative and supports inclusion, access and diversity

- **Strategy 1.1.1** Encourage and support participation in children and youth services
- **Strategy 1.1.2** Embed culture and creativity in everyday life, providing access to cultural events, arts and activities
- **Strategy 1.1.3** Provide and promote resources, services and programs that celebrates the diversity in our community

Objective 1.2 We have a safe, healthy and connected community

- **Strategy 1.2.1** Provide access to crime prevention and community safety initiatives
- **Strategy 1.2.2** Deliver accessible health and wellness programs and initiatives
- **Strategy 1.2.3** Provide access to services and information to support health, wellbeing and address homelessness

Objective 1.3 Our community is empowered with knowledge, support and capacity building

- **Strategy 1.3.1** Ensure high quality education and care services are available
- **Strategy 1.3.2** Provide education and recreation activities through high quality and accessible library services and programs
- **Strategy 1.3.3** Provide access to employment and capacity building pathways and opportunities



STRATEGIC DIRECTION 2 Enhancing the natural and built environment



Objective 2.1 We celebrate our diverse built and natural environments

- **Strategy 2.1.1** Prepare land use plans and controls that support population growth, provide diverse housing and employment options and value our local character and heritage
- **Strategy 2.1.2** Care for our natural environment to support a resilient and sustainable city
- **Strategy 2.1.3** Facilitate planning activities through development management and environmental services and programs

Objective 2.2 We have places and spaces that are vibrant, accessible and encourage economic prosperity

- **Strategy 2.2.1** Cultivate an environment where businesses and communities can flourish
- **Strategy 2.2.2** Improve access and convenience through traffic and transport initiatives
- **Strategy 2.2.3** Local infrastructure is designed to be sustainable, safe and fit for purpose



STRATEGIC DIRECTION 3 Delivering sustainable, safe and accessible infrastructure and services



Objective 3.1 We have public spaces and recreational assets that are welcoming, liveable and promote pride in the area

- **Strategy 3.1.1** Provide equitable access to open green spaces
- **Strategy 3.1.2** Ensure our valued recreational spaces and venues are fit for purpose and encourage active lifestyles
- **Strategy 3.1.3** Provide safe, accessible and welcoming recreational initiatives, programs and services

Objective 3.2 We have a clean and safe environment to live, work and play

- **Strategy 3.2.1** Local laws and regulations are monitored and enforced for the benefit of all people in Cumberland
- **Strategy 3.2.2** Embed community pride in the cleanliness and upkeep of our valued public spaces and streetscapes
- **Strategy 3.2.3** Provide access to sustainable waste services that keep our community clean and tidy

Objective 3.3 Our community infrastructure assets are well planned, delivered and maintained

- **Strategy 3.3.1** Plan and deliver accessible, safe and high quality infrastructure and services
- **Strategy 3.3.2** Maintain and renew Council's infrastructure network and assets



STRATEGIC DIRECTION 4 Providing transparent, accountable and strong local leadership



Objective 4.1 We are proud to be served by a sustainable, responsible and transparent organisation, underpinned by good governance

- **Strategy 4.1.1** Build public trust in local leadership and embed a culture of governance and probity in Council's processes and services
- **Strategy 4.1.2** Operate in a financially responsible manner to deliver services and facilities that offer value for money and create economic growth ensuring long term sustainability
- **Strategy 4.1.3** Attract and retain local talent to position Council as an employer of choice

Objective 4.2 We make progressive decisions, building a culture of sustainable innovation, excellence and safety

- **Strategy 4.2.1** Drive and implement continuous service excellence and business improvement through robust work practices and reviews
- **Strategy 4.2.2** Ensure sustainability through innovative, efficient and effective technology practices
- **Strategy 4.2.3** Foster a culture of wellbeing, learning and safety

Objective 4.3 We are well informed, engaged and included in decision making and long term planning and have easy access to Council

- **Strategy 4.3.1** Effectively communicate and engage with the community about services, programs and offerings
- **Strategy 4.3.2** Empower community involvement in decision making initiatives to drive a collaborative approach for long term planning
- **Strategy 4.3.3** Deliver excellence in customer service and provide easy access to community centres and civic engagements
- **Strategy 4.3.4** Provide equitable access to information and data to help make informed decisions

Community Survey Highlights

Council undertook an independent Community Satisfaction Survey to understand how residents feel about local services, facilities and overall Council performance. A total of 600 residents participated by phone and 15 completed the survey online, providing valuable feedback on priorities, satisfaction levels and communication.

Overall Satisfaction

87%

of residents are at least somewhat satisfied with the overall performance of Council over the last 12 months



Outdoor Maintenance

Four key drivers of satisfaction



Maintaining
local roads

(6.6% influence)



Council's customer
services

(5.9% influence)



Provision of information
to the community

(5.1% influence)



Household garbage
collection

(4.7% influence)

Efforts to Inform

81%

of residents are at least somewhat satisfied with Council's efforts to inform residents

Efforts to Involve

75%

of residents are at least somewhat satisfied with Council's efforts to involve residents

Efforts to Respond

71%

of residents are at least somewhat satisfied with Council's efforts to respond residents

What Matters Most to the Community

Residents were asked to rate the importance of a wide range of Council services and facilities. The highest levels of importance were placed on:

**97%**

Household garbage collection

**94%**

Maintaining local roads

**93%**

Council's street lighting

**92%**

Removal of illegally dumped rubbish

**91%**

Traffic management and road safety

**91%**

Maintaining footpaths

Levels of Satisfaction with Council Services

The survey also asked residents to rate their satisfaction with the delivery of local services and facilities. Areas with the highest satisfaction include:

94%

Library services

**92%**

Household garbage collection

**91%**Safe, secure and clean Council
buildings, properties and facilities**89%**

Public health and safety standards

**88%**

Council's childcare services and programs



WE OPERATED RESPONSIBLY

Profit and Loss Highlights \$'000

250,954

Total operating income

(Budgeted Amount: 244,377)

242,565

Total expenses from continuing operations

(Budgeted Amount: 241,363)

8,389

Net operating result before capital income

(Budgeted Amount: 3,014)

26,185

Total capital income

(Budgeted Amount: 27,058)

10,318

Net operating result excluding capital and one-off items

(Budgeted Amount: 2,865)

Sourcing our Revenue \$'000

277,139

Total revenue

(Budgeted Amount: 271,435)

172,624

Rates and annual charges

(Budgeted Amount: 171,039)

26,185

Grants and contributions - capital

(Budgeted Amount: 27,058)

14,138

Interest and investment income

(Budgeted Amount: 9,195)

3,838

Other income

(Budgeted Amount: 2,867)

34,536

User charges and fees

(Budgeted Amount: 34,520)

16,225

Grants and contributions

(Budgeted Amount: 18,970)

9,184

Other revenue

(Budgeted Amount: 7,786)

409

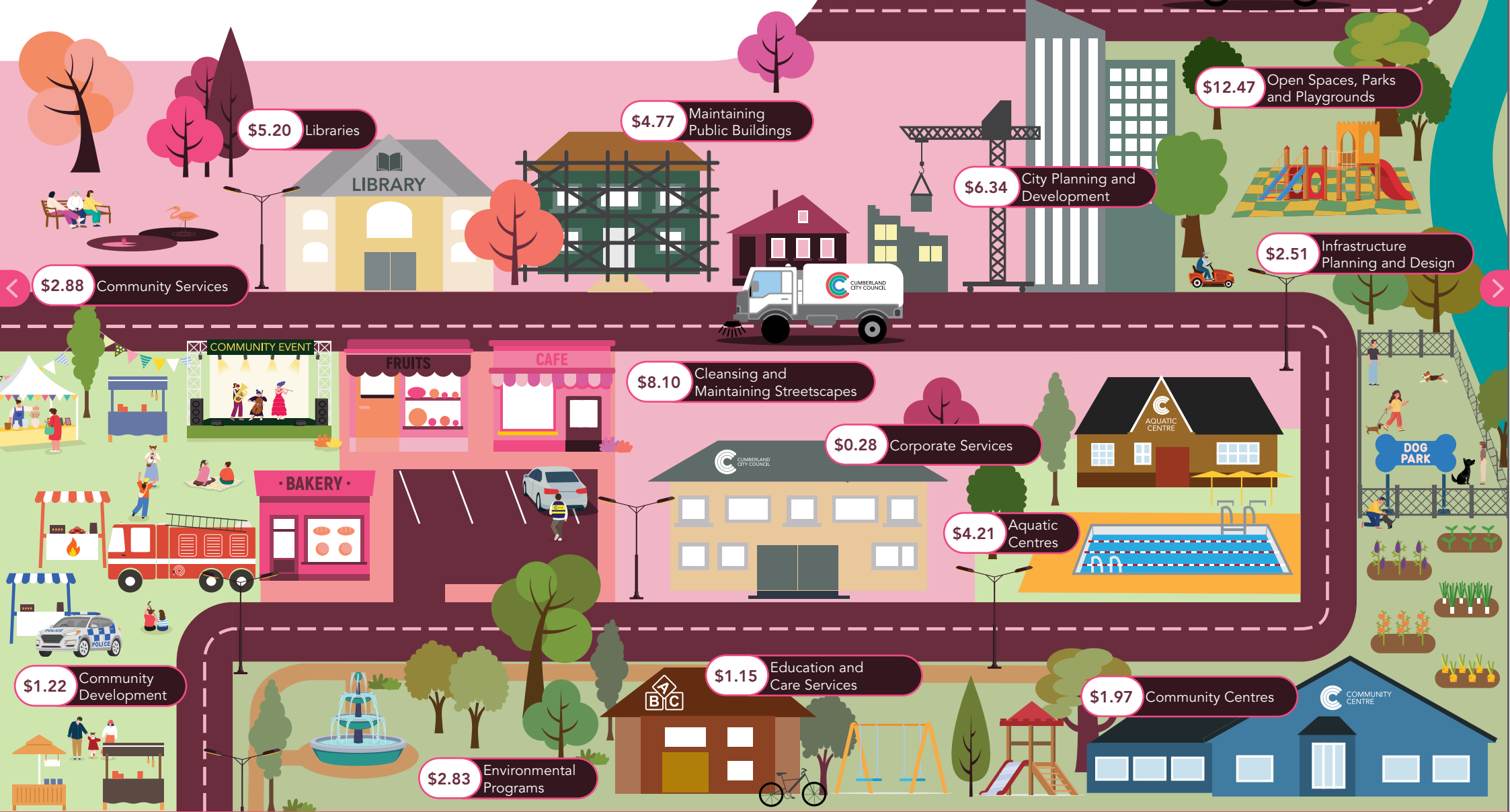
Asset revaluations

(Budgeted Amount: 0)

Every \$100 collected in rates is spent on the following:

Council maintains a balanced budget with a focus on providing the high quality services, programs and facilities that are a priority for the Cumberland Community, in a financially responsible way.

This graphic shows how Council's collected rates are spent on the wide variety of services that keep our City running, and make Cumberland a great place to live, visit and do business.



Social, Economic and Environmental Impacts on Operations

Cumberland City Council operates within a complex service delivery environment shaped by diverse social demographics, economic pressures and growing environmental challenges. Key factors influencing Council's operations through the reporting period and areas that will be a focus in future years to improve service delivery and organisational performance have been identified below:

Social Factors

Challenges

- Population Growth and Cultural Diversity: Growth and diversity of the Council area places pressures on service and facility provisions by Council, due to the ever increasing demand for inclusive services, community programs and infrastructure.
- Housing Stress and Inequality: Rising housing costs and economic hardship are increasing community reliance on Council for support.

Focus Areas

- Providing culturally relevant and multilingual services where possible.
- Delivering targeted community engagement to the hard-to-reach demographics within the community.
- Support affordable housing initiatives in collaboration with non-government organisations and state agencies.

Economic Factors

Challenges

- Inflation and Budget Constraints: Rising costs of goods and services that Council needs to procure to provide services, facilities and infrastructure. Combined with rate pegging and the restricted ability of Council to find additional sources of revenue places significant pressure on the budget.
- Employment Challenges: High unemployment and small business vulnerability require ongoing economic development support which is why Council provides a range of place based economic and business services.

Focus Areas

- Continuing to provide valuable grants and advisory services for local businesses and community groups.
- Sourcing external funding to support provision of services wherever possible.
- Providing a range of job experience and training opportunities at Council as a significant local employer.

Environmental Factors

Challenges

- Urban Heat and Climate Change: Western Sydney's extreme temperatures affect liveability, health and infrastructure.
- Natural Hazards: Storm and flood events in recent years presented increased risks to infrastructure, facilities and community safety.

Focus Areas

- Continuing to implement initiatives and infrastructure that combats urban heat such as increased canopy cover and shaded playspaces.
- Continuing to promote community education and sustainable practices in waste, water and energy use.

Service Review Progress

Cumberland City Council has an industry leading internal service review program called Continuous Service Improvement (CSI). This program uses an industry recognised best practice methodology that uses evidence-based and data driven techniques to review and improve its services, to ensure they are meeting the changing needs of the community and to identify ways to operate more effectively and efficiently. In 2024-2025, Council planned two service reviews:

1. Events and Culture
2. Place and Engagement

The CSI Program reviewed both services during 2024-2025, resulting in 94 recommendations for improvement. These recommendations were across the team structure, service model, financial performance, process improvements and communication approaches, and were identified through the analysis of performance data and service levels whilst ensuring strategic plan alignment.





National Tree Day

Our Shared Vision, Values and Aspirations

Our Community

Our City

Our History, Our Heritage

WE ARE THE CUMBERLAND COMMUNITY

OUR SHARED VISION, VALUES AND ASPIRATIONS

Our Community Vision

Welcome
Belong
Succeed

Our Shared Aspirations

Our shared aspirations reflect what the residents of Cumberland City envision for the area, both now and in the future. These aspirations guide us in ensuring that we remain focused on achieving what we set out to accomplish.

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:



Supporting Community Health,
Safety and Wellbeing



Delivering Sustainable
Infrastructure and Services



Enhancing the Natural
and Built Environment



Providing Local Leadership

Our Organisation's Values

The community's vision serves as the foundation for our organisation's values, guiding how we work to achieve shared goals. These values shape our approach, ensuring we remain aligned with the community's aspirations. Our organisation's values are:



We are **determined**
to succeed



We are **inclusive**
in our approach



We are **progressive**
in our outlook



OUR COMMUNITY

Cumberland City is one of the most culturally diverse, vibrant and populated local government areas in NSW. Approximately 252,399 people currently call Cumberland City home and this is expected to grow to around 300,000 people by 2036. Our international food, cultural events, high quality community programs, extensive networks of green spaces and our place in the geographical heart of Sydney makes Cumberland the place to be!

The Cumberland community has 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. 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.



Family Fun Day



Who We Are

Population

252,399

Population Density

3,468persons per
square kmGross Regional
Product**\$15.4 Billion**

Local Businesses

29,130

Local Jobs

90,497Local Workers who also
live in Cumberland**27.7%**

Volunteer Work

7.2%

Median House Price

(as December 2024)

Multi Unit

\$620,000

Single House

\$1,288,000

Median Weekly Rent

(as December 2024)

Flat/Unit

\$610

House

\$720

Townhouse

\$720

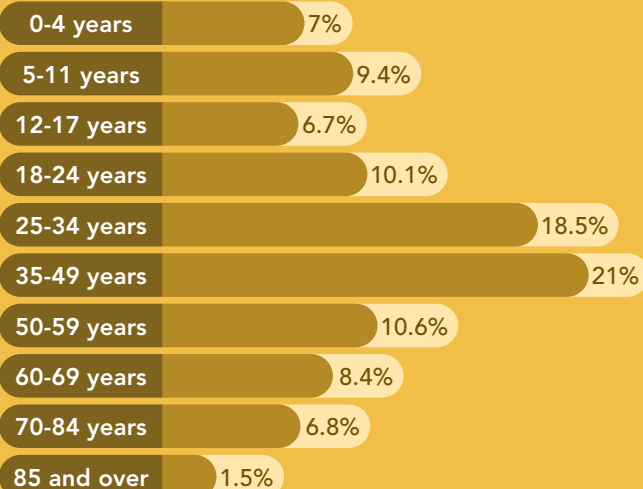
Other

\$600

Median Age

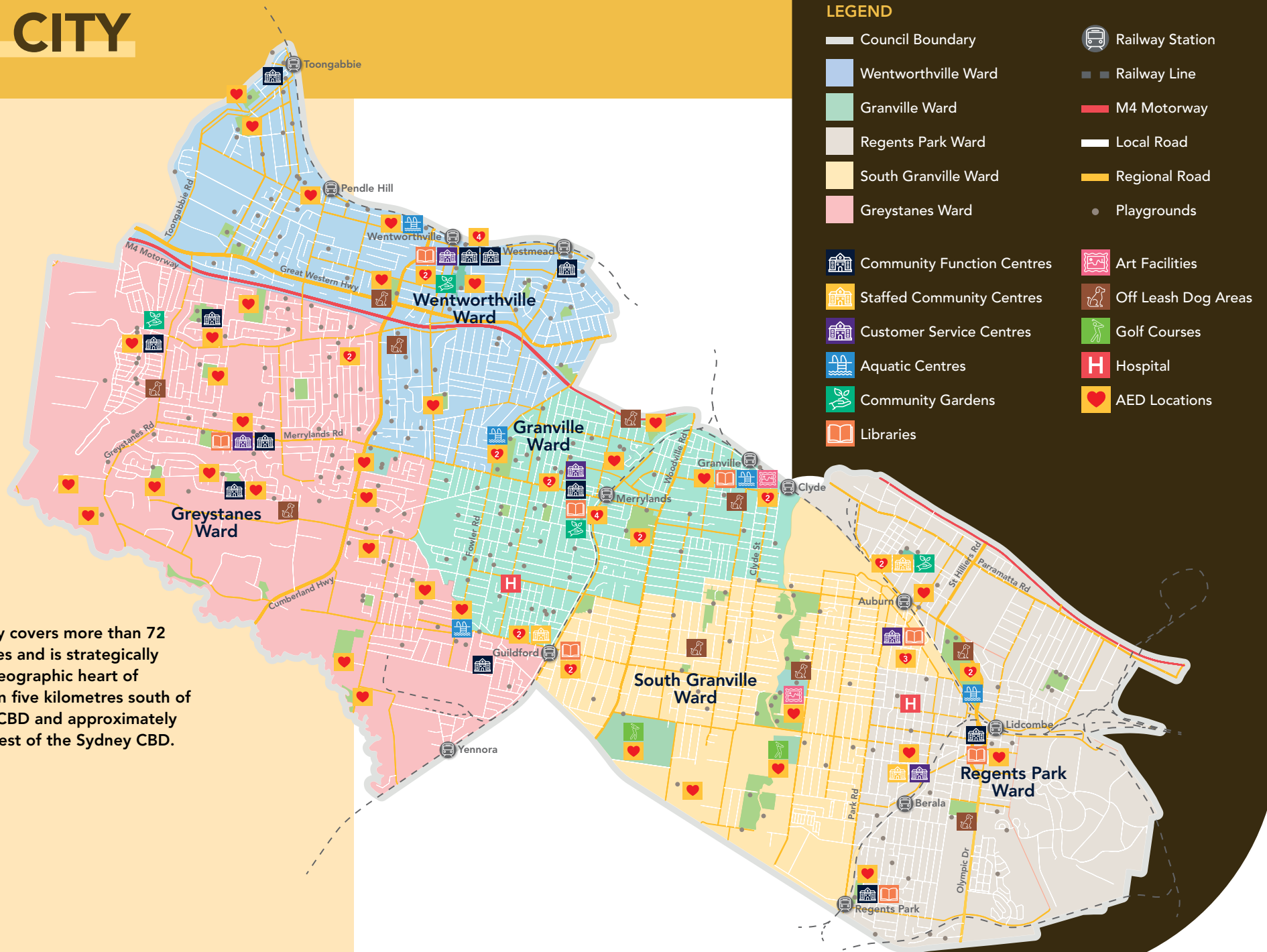
34 years

Age Breakdown



OUR CITY

Cumberland City covers more than 72 square kilometres and is strategically located in the geographic heart of Sydney, less than five kilometres south of the Parramatta CBD and approximately 20 kilometres west of the Sydney CBD.



Our Facilities

Our community has an array of facilities available, including access to five aquatic centres, eight libraries, two golf courses, high quality community venues, education and care facilities, passive parks and premium gardens including Auburn Botanic Gardens, Holroyd Gardens and Central Gardens. In addition, there are extensive walkways and bicycle paths, BBQs and picnic shelters.

Cumberland's network of town centres are great places to come together and are a focus for community life. They provide retail, entertainment and employment opportunities supporting diverse and dynamic small businesses and enriching future growth of our residents. With opportunities for markets, festivals and other community events, our town centres are an important part of the social fabric of Cumberland.



8
Libraries



13
Swimming Pools
across 5 Aquatic Centres



13
Education and Care Centres
1 Family Day Care Service



47
Sportsgrounds



415
Parks and Gardens



37
Tennis Courts



226
Playgrounds



200
Hectares of bushland



5
Customer Service Centres



2
Golf Courses



4
Premium Venues



21
Community Centres including
3 staffed Community Centres



223
Public Transport Shelters



623
Kilometres of Roads



895
Kilometres of pathways



200,500
Square metres of car parks



160
Vehicular and Pedestrian
Bridges



379
Council-owned Buildings

Our Services

Cumberland delivers a range of services to the community that have been:

Designed

Built

Delivered

Managed

Maintained

We:

Plan, construct and deliver accessible, safe and high quality infrastructure and services

Provide land use planning and advocacy that create opportunities to meet the housing, employment and recreation needs of the community

Maintain and renew Council's infrastructure network and assets

Provide a clean, well maintained and safe public domain area, including town centres, streetscapes, drainage and road networks

Facilitate management and collection of all domestic general, recycling and organic waste bins

Maintain an extensive network of parks, sportsgrounds, playgrounds, bushland, habitat corridors and recreation areas

Undertake building, development and engineering assessments, development programs, planning agreements, certificates and proposals

Develop initiatives to improve public spaces, community facilities, traffic and transport, stormwater and flood management infrastructure

Promote the economic growth of Cumberland City and develop strong partnerships with business, industry and stakeholders

Provide safe, accessible and welcoming community based aquatic and leisure facilities, programs and services

Provide education and recreation activities through high quality and accessible library services and programs

Facilitate and promote environmental initiatives, programs, education, protecting and enhancing the natural environment

Communicate and promote Council's services, programs and offerings and provide engaging, inclusive and timely community engagement opportunities

Celebrate diversity, foster social cohesion and cultural expression offering various major cultural events

Deliver community events, activities, arts and cultural projects, programs and initiatives and provide premium bookable spaces and facilities

Improve the lives of children and their families, support better outcomes for young people and provide education and care services

Deliver capacity building programs, community grants, referral services to domestic violence survivors and those facing homelessness and connect the Cumberland community with Aboriginal histories and culture

Deliver crime prevention and community safety programs

Offer quality health and wellbeing services and programs to enhance the quality of life for seniors, people with disability and carers

Ensure Council properties are consistently utilised and are effectively managed

Monitor and enforce local laws and regulations including companion animals, parking compliance, environmental compliance and illegal dumping

Provide corporate functions to ensure the organisation runs efficiently and effectively and abides by all legislative requirements

Advocate to other levels of government on behalf of our community

Our Economy

Cumberland City: Powering Western Sydney's Economic Future

Cumberland City's local economy is a powerhouse in the heart of Western Sydney, sustaining around 90,000 jobs across a broad spectrum of industries from construction, health care and education, to logistics, advanced manufacturing and vibrant multicultural retail. Cumberland's Gross Regional Product (GRP) is approximately \$15.4 billion, representing a year-on-year growth of around 4.5% and contributing close to 2% of NSW's total economic output.

The heartbeat of Cumberland's economy is its thriving business community, surpassing 29,000 businesses in 2025. This growth is fueled by rising migration, a booming population and the entrepreneurial spirit that drives a surge in home-based and micro-businesses. Multicultural food producers and trade services add a unique flavour, making Cumberland a dynamic landscape of innovation and cultural richness.

As Western Sydney continues to evolve at a rapid pace, Cumberland City is not simply keeping up, it's setting the standard, showcasing what a vibrant, inclusive and forward thinking economy looks like.



Community Garden

Our Environment

Cumberland City Council is committed to supporting and preserving our diverse built and natural environment. Each year, we deliver a range of environmental programs designed to encourage ongoing community involvement and stewardship of the local environment, while leading by example for future generations.

Situated within the unique Cumberland Plain Woodland, our city is home to a fragile ecosystem that now exists only in fragmented patches. This woodland is vulnerable to threats including weed invasion, mowing, soil compaction and littering. Recognising these challenges, Council pledges to lead by example by reducing our environmental footprint through more efficient water and energy usage across all our facilities, community planting events and promotion of biodiversity programs such as the Native Bee Program.

We are dedicated to balancing the needs of our growing community with the preservation of local ecosystems and biodiversity. To ensure that our community can harmoniously coexist with the natural environment, Council will continue to implement sustainable practices and promote environmental awareness.

Together, we can protect and enhance Cumberland City's natural heritage for the benefit of current residents and generations to come.



OUR HISTORY, OUR HERITAGE

*Proud History,
Bright Future.*

Council History

Cumberland Council was proclaimed on 12 May 2016, resulting from the merger of parts of the southern portion of Auburn City Council, the Woodville Ward of Parramatta City Council, Granville (south of the Western Railway Line) and part of Holroyd. Holroyd was the first of the former local government areas to be established as the Municipal District of Prospect and Sherwood on 9 July 1872. This area was named Holroyd Municipal Council on 11 January 1927, in honour of the Arthur Todd Holroyd, the Council's first Mayor.

The Woodville Ward was originally part of Granville Borough Council, proclaimed on 20 January 1885, with John Nobbs elected as the Council's first Mayor. When the *NSW Municipalities Act* took effect in 1907, it became Granville Municipal Council until the end of 1948. From 1 January 1949, Granville integrated into Parramatta Council. Auburn Borough Council was proclaimed on 19 February 1892 with George Wright as the first Mayor.

In 1906, the Silverwater area was added to Auburn Council as a fourth Ward called Newington and then in 1907 the Council became a Municipality as a result of the *NSW Municipalities Act*. From 1 January 1949, the neighbouring Lidcombe Council was absorbed into Auburn Municipality as a result of Statewide council mergers. Under the terms of the *Local Government Act 1993*, Auburn Municipality was reclassified as Auburn Council on 1 July 1993 and became a City Council on 24 June 2009.

Lidcombe Municipality was proclaimed on 10 December 1891 as Rookwood Borough Council. Alderman Richard (Dick) Slee became Rookwood's first Mayor. As early as 1898, the Council sought to change its name to disassociate the Rookwood Township from the adjacent Rookwood Necropolis. The Council changed its name to Lidcombe, after Mayors Frederick Lidbury and Henry Larcombe, on 22 October 1913 remained as Lidcombe Municipality until 31 December 1948.

Following amalgamation in 2016, the first Council elections of the former councils were held in September 2017, with Cumberland residents electing three Councillors representing each of Cumberland's five wards. In 2020, Cumberland Council amended its trading name to include 'City'.

There has been momentous change in the last 150 years and we will continue to work with our elected officials and the community to deliver the best possible outcomes now and into the future.



Linwood House



Goodlet and Smith Brickworks



Greystanes Aqueduct



Council Heritage

Cumberland City has a rich heritage with many areas of historical and spiritual significance contributing to our 'sense of place' and cultural identity. The land that is now part of Cumberland is part of the Darug lands, which covered much of modern Western Sydney and is home to Australia's first peoples. Within the Darug lands lived several distinct tribes or clans which included the Toongagal, Warmuli (Weymali), Burramattagal, Wategora and Wangal peoples.

Within Cumberland, there are many areas and specific locations which are steeped with historical and cultural significance.

Pemulwuy

The Pemulwuy suburb was created in 2004 on the historic Prospect Hill. It is named in honour of the Bidjigal clan leader who fought against the European colonists for his people's right to live on their land. The suburb name was nominated by the Aboriginal and Torres Strait Islander Consultative Committee of the former Holroyd City Council.

Prospect Hill

On 3 May 1805, a group of Aboriginal women and a young free settler, John Kennedy, arranged a reconciliation meeting on Prospect Hill. This involved Darug Aboriginal leaders and European settlers headed by Reverend John Marsden. It was the first recorded act of reconciliation between Aboriginal people and Europeans in Australia and it ended the ongoing conflict in Parramatta and Prospect.

Granville and Merrylands

Our Heritage Committee 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.

Two important Aboriginal sites can be found in Union Street, Granville and Carhullen Street, Merrylands. Evidence at these sites identifies the areas as 'Paiendra', meaning members of the inland culture who specialised in hunting possum. Evidence suggests that these Darug members had links with the Dharawal and Gundungurra tribes of the south and south-west.

Prospect Creek

Prospect Creek was a traditional travel route connecting the Darug and D'harawal people. The creek now forms the border between Cumberland City Council and Fairfield City Council.

In 2005, a series of interpretive Indigenous artworks were installed along the banks of Prospect Creek. The installation consisted of four sets of artworks and path markers, showing the flora and fauna of Prospect Creek as seen by the Darug people.

Auburn

This region was used by Aboriginal people as a marketplace for the exchange of goods and a 'Law Place' for ceremonies. Close to Auburn, visitors can see evidence of Aboriginal settlement in Millennium Park where four scar trees are preserved.

European Settlement in Cumberland

Shortly after the arrival of the First Fleet at Sydney Cove in 1788, Captain John Hunter sailed the Parramatta River in search of fertile soil to grow crops for the settlement. Exploration of the area brought the settlers further upriver until it was too shallow to travel, at Duck River and Rose Hill (now Parramatta).

In 1789, Watkin Tench, a young First Fleet Marine officer, explored further west. His party of five were the first Europeans to walk from Rose Hill to Marrong (now Prospect Hill).

Duck River

Following the arrival of Captain Arthur Phillip at Homebush Bay, Parramatta River and a tributary (offshoot) upstream was partly explored. At the start of the tributary, they landed on the shore near Clyde. Ducks appeared to be rising out of a swamp and the waterway was named Duck River. These were not ducks, however, but Eastern Swamp Hens.



[Our Organisation](#)[Our Commitment to Governance](#)[Our Commitment to Improvement,
Innovation and Cybersecurity](#)[How we are Leading the Way
for Our Community](#)

WE ARE CUMBERLAND COUNCIL



Connect and Celebrate Cumberland Staff Event



OUR ORGANISATION

What makes us Special

Cumberland boasts one of the most diverse communities in Australia and we are proud that our workforce reflects the community that we represent. At the heart of our Council's success is our staff. A committed, skilled and community focused workforce dedicated to delivering outcomes, programs and services to innovate, inspire and deliver change for our residents. Our people work hard to fulfill the community's vision for Cumberland as a place where anyone can feel **Welcome**, *Belong* and *Succeed*.

Meet our Team

Cumberland City Council is led by the General Manager and supported by Council's Executive Team. The Executive Team leads Council's administrative body, providing high level strategic leadership in the delivery of Cumberland's vision and priorities across the organisation.

Cumberland's administrative functions are divided into five Directorates delivering a wide range of services, programs and facilities to a diverse and expanding community.

Community and Culture



Nicole Byrn

Director
Community and Culture



Environment and Planning



Daniel Cavallo

Director
Environment and Planning



City Services



Brendan Govers

Director
City Services



Corporate Performance



Melissa Attia

Director
Corporate Performance
(Deputy General Manager)



Governance and Risk



Charlie Ayoub

Director
Governance and Risk



Business Units

Community Development
Community Wellbeing
Education and Care



Business Units

City Planning and Development
Engineering and Building
Environment and Planning Systems
Environmental Health and Development Services
Place and Economy



Business Units

Aquatics and Leisure
Buildings and Depot
City Assets and Construction
City Maintenance
Open Spaces
Venues
Waste and Ranger Services



Business Units

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



Business Units

Audit, Safety and Risk
Governance
Property Transactions



Conditions of Employment

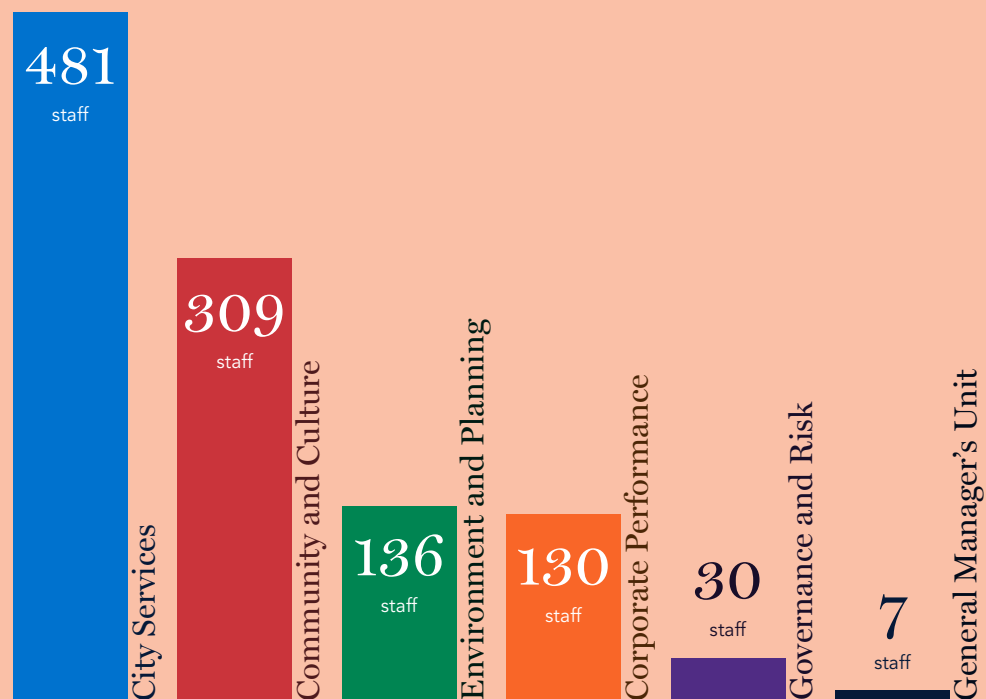
Council is committed to providing fair, equitable and supportive employment conditions that reflect our organisational values, offering a wide range of benefits to our staff, including:

- flexible working arrangements
- training and professional development opportunities
- health and wellbeing programs
- access to Council's Fitness Passport Program and Employee Assistance Program (EAP).

Our Workforce

This year, we focused on strengthening our Employee Value Proposition (EVP) to reflect our dynamic, inclusive workforce. We are proud that our staff feel valued, empowered and equipped to grow professionally and personally at Cumberland City.

Our team consists of five Directorates and the General Manager's Unit with figures below as at 30 June 2025, including casual staff.



Remuneration of the General Manager and Senior Staff

The total remuneration for 2024-2025 of our General Manager and Senior Staff:

General Manager: \$495,495

Senior Staff: \$648,571

As a result of amendments to the *Local Government Act 1993* by the *Local Government Amendment (Employment Arrangements) Act 2024*, from 1 September 2024, councils no longer have the option to determine positions within their organisation structure as senior staff positions.

Total remuneration of our senior staff above consisted of the Directors of City Services, Community and Culture, Corporate Performance, Environment and Planning and Governance and Risk between 1 July 2024 and 30 August 2024 and General Counsel between 1 July 2024 and 30 June 2025.

Labour Statistics

In accordance with section 217 of the Local Government (General) Regulation 2021, the following information is provided on the number of persons who performed paid work for Council on Wednesday 4 December 2024:

1,072

Employed by Council on a permanent full-time, permanent part-time or casual basis or under a fixed-term contract

2

Employed by Council as senior staff members

18

Engaged by Council, under a contract or other arrangement with the person's employer, wholly or principally for the labour of the person

0

Supplied to Council, under a contract or other arrangement with the person's employer, as an apprentice or trainee

Staff living within Cumberland

We are proud to be a significant employer within the Cumberland community, with 38% of our workforce choosing to call Cumberland home.

413

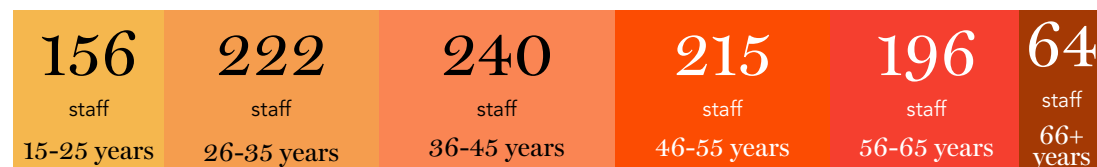
Staff live in Cumberland (including casuals)

Our Age Profile

The age profile of Council's workforce (including casuals) remains reflective of the NSW Local Government sector, with almost 25% of our workforce due to reach traditional retirement age over the next five years.

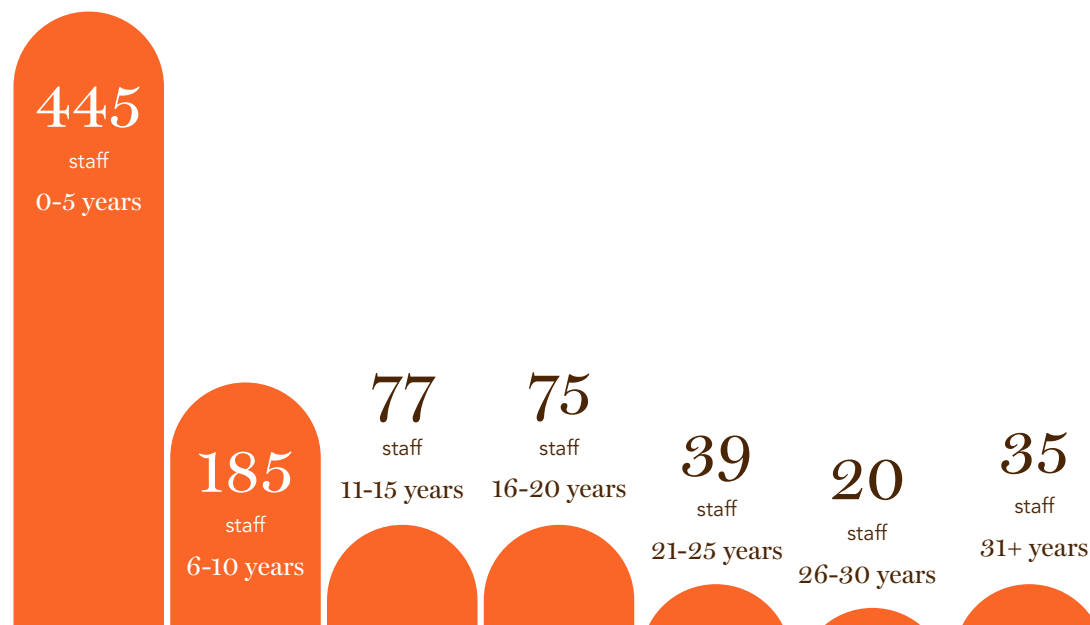
As an organisation, we have invested heavily into planning for the future including:

- ✓ career planning in our annual Performance Development System (PDS) review process
- ✓ formal mentoring and development programs
- ✓ leadership and job shadowing programs available for all levels across the organisation
- ✓ professional development of staff including educational assistance and training courses
- ✓ building our Traineeship and Apprenticeship Program.



Tenure

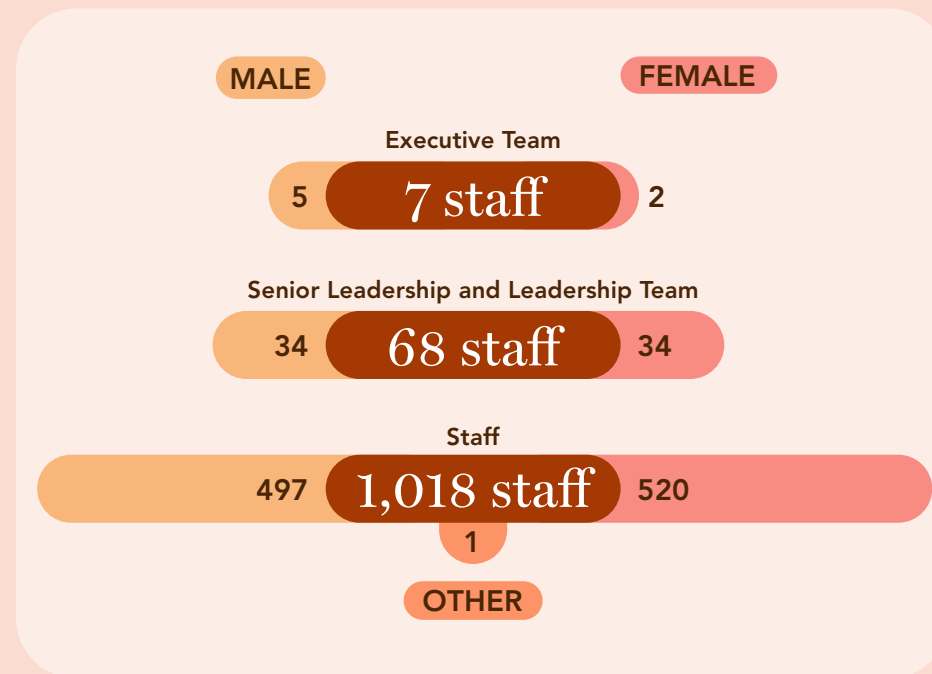
The average years of service (excluding casuals) is 8.2 years.



Gender

Cumberland maintains a balanced gender profile and has been committed to increasing the number of women employed in supervisory and management roles across our organisation over the past 12 months through the implementation of our Equal Employment Opportunity (EEO) Management Plan and the introduction of our Women's Empowerment Group, Elevating CumbHERland.

Our gender distribution (including casuals) is as follows:



Recruitment

Council advertised a total of 194 vacancies across the organisation over the 2024-2025 financial year, receiving a total of 9,069 applications for these roles.



Council's vacant positions are advertised externally on our website and through a variety of recruitment channels and platforms.
<https://www.cumberland.nsw.gov.au/working-council>

Diversity, Equity and Inclusion (DEI)

Cumberland has been on a journey to focus on developing a united workplace culture, including embracing diversity and inclusion in a more meaningful way.

We are proud to have a workforce that reflects the rich fabric of our community, spanning different ages, identities and cultural backgrounds. We have created programs which focus on embedding diversity, equity and inclusion into the core of our organisation.

Council has established its first formal Diversity, Equity and Inclusion (DEI) Committee. The committee is responsible for collaborating with Council's Leadership Team to:

- identify and address barriers to inclusivity within the workplace
- develop initiatives that promote a culture of respect, belonging and equity
- advise leadership on diversity related matters and best practices
- support staff through education, awareness campaigns and training programs
- collaborate with different teams to integrate inclusive policies and practices.



Disability Awareness Lunch and Learn staff event

Equal Employment Opportunities

Council continues to advance its commitment to Equal Employment Opportunity (EEO) through the implementation of the Equal Employment Opportunity (EEO) Management Plan 2024-2027.

Now in its second year, the plan reinforces Council's dedication to building a culturally diverse and inclusive workplace, reflective of the community it represents. Our policies and practices aim to prevent discrimination and harassment, while ensuring all current and prospective employees have equitable access to employment opportunities. Council remains focused on fostering an environment where every team member feels respected, valued and supported in achieving their goals.

The following actions have been delivered:

- creation of a Diversity, Equity and Inclusion (DEI) Committee to promote diversity, ensure fair treatment and opportunities for all employees
- disability Confident Recruiter training through Australian Disability Network (ADN) (formerly Australian Network on Disability)
- promotion of Council's jobs with various agencies including the creation of a new Community Network weekly eNewsletter
- the establishment of a Women's Empowerment Group to assist with developing frameworks and addressing barriers for women to progress within Council
- a dedicated Corporate Induction Program for staff focusing on EEO principles.

Empowering Women

Looking ahead, we have continued to build on the success of the DEI Committee with the launch of Cumberland's first Women's Empowerment Group, Elevating CumbHERland. Named by our Council staff, the group will work to support, inspire and encourage women within our workplace by providing them with a space for personal growth, professional development and social connection.

Celebrating our Volunteers

Our dedicated volunteers continued to support Council's programs and services throughout Cumberland providing an average of 22,952 hours in 2024-2025. Our volunteer team was nominated for the 2024 NSW Volunteer Team of the Year Award and received a certificate from The Centre for Volunteering.

From 2023, Cumberland commenced recognising volunteers who have contributed more than five years of service through the Volunteer Milestone Awards. To date, approximately 30 volunteers have received recognition certificates and gifts celebrating 5, 10, 15, 20 and 25 years of service.

Many of our volunteers have successfully gained employment by leveraging their experience at Council.



General Volunteer Programs

12

English
Conversation
Class Tutors

Provides English tutoring to a group of community members at local libraries.

17

Computer
Tutors

Provides computer skills tutoring, either to small groups or through one-on-one computer/smartphone assistance sessions at libraries.

18

Justice of the
Peace (JP)

Provides JP services to community members for 1–2 hours per week at libraries.

44

Reading
Buddies
(Children/
Adults)

Read books one-on-one with a child or adult for one hour per week during school terms at libraries.

26

Community
Centre
Volunteers

Assists with a variety of community support programs such as Foodbank, Form Filling Program, Friendship Garden, School Readiness Program, Sewing Class and Knitting Class.

7

Zoo
Volunteers

Assists staff in caring for native animals at Auburn Fauna Reserve and Merrylands Central Gardens.

9

Youth Team
Volunteers

For youth aged 13–25, volunteers attend monthly meetings to help plan youth programs and support activities during Youth Week.

3

Bush School
Volunteers

Assists with running the Bush School Program on the first Monday of each month at Merrylands Central Gardens.

15

Childcare
Centre
Volunteers

Assists in Council-run childcare centres with children's daily routines and activities.

25

Events
Volunteers

Provides support with running community events.

16

Administration
Assistants

Assists various Council teams with administrative tasks, including answering phone calls, handling mail outs and data entry.



Volunteer Milestone Award Ceremony



Seniors and Disability Volunteer Programs

12

Shopping
Assistants

Volunteers use their own car to assist local elderly residents with grocery shopping for approximately two hours per fortnight.

24

In-Centre
Activities
Assistants

Assists with delivering the Wellness Program on Mondays, Tuesdays, Wednesdays and Fridays.

9

Transport
Assistants

Provides support by assisting the bus driver with picking up and dropping off customers attending the Wellness Program.

5

Outings
Assistants

Assists with picking up and dropping off customers for the weekly outing program held on Thursdays.

15

Home Delivered
Meals Drivers
(MOW Drivers)

Volunteers use their own car to deliver meals to local elderly residents' home as part of the Home Delivered Meals Program.

15

Home Delivered
Meals Assistants
(MOW Runners)

Assists with delivering meals alongside the volunteer driver for the Home Delivered Meals Program.

5

Kitchen
Hands

Assist in preparing and cooking meals for customers participating in the Wellness Program.

17

Lifestyle &
Leisure Links
Program (LLLP)
Volunteers

Supports delivering the LLLP Program, including a variety of activities such as Creative Cooking Classes, Fitness Friday gym workouts and other leisure programs on weekdays and weekends.

Images: Volunteer Milestone Award Ceremony





Rewarding and Engaging Our Staff

Council recognises that our staff are our greatest asset and we are committed to creating a positive and rewarding workplace culture where employees feel valued for their contributions.



Rewards and Recognition Program

Our Reward and Recognition Program provides opportunities for our staff to recognise, encourage and reward each other for demonstrating Council's values.

This program further strengthens our commitment to building a positive work culture where staff know they are valued for their contributions to driving both individual and team performance.

Remuneration and Performance Reviews

In addressing the areas of improvement in the culture survey, we are proud to have worked efficiently and effectively with our staff to develop and deliver a new salary system and a competency-based performance review system for our front-line and operational staff.

Culture Survey

Understanding our employees' experiences and perceptions is essential to building a stronger, more connected organisation. We conducted our biennial employee culture and engagement survey in September 2024 and achieved a 67% staff completion rate.

The survey results found that our staff believe that Cumberland has:

- a strong focus on work and safety
- sufficient and appropriate resources for our staff to perform their jobs
- flexible work practices
- a respectful culture
- consistent and fair performance evaluations.

Council was named winner of the 2024 Change Champion Award from XRef, our culture survey partner, for exceptional improvements in work practices and employee engagement.

The survey also identified that the areas in the organisation in need of improvement were:

- recruitment and selection
- learning, development and career opportunities
- remuneration
- involvement
- flexibility.

The feedback from our culture and engagement survey was shared with our Executive and Senior Leadership Teams and published to staff through our internal communication channels. Our Leadership Team at all levels have worked hard to address these areas of improvement.

Learning and Development

At Cumberland, we are committed to investing in the growth and development of our staff and recognise that continuous learning is essential to building a capable workforce that can deliver high quality services to our community now and into the future.

We are proud to provide a wide range of career development opportunities for our staff, including:

- training opportunities across corporate learning, compliance training and professional development
- attendance at conferences and seminars
- a well established Education Assistance Program that includes educational sponsorship, education assistance and study leave
- an established Trainee and Apprenticeship Program
- acting opportunities across the organisation
- work experience and placement opportunities.



Educational Sponsorship Program

Council's Educational Sponsorship Program, which was implemented in 2024, aims to support our staff to build their skills and knowledge through formal qualifications or higher education. The program offers funding for selected staff to pursue courses aligned with their roles through an expression of interest process undertaken on an annual basis.

Mentoring and Development Program

Council's award-winning Mentoring and Development Program continues to be delivered on an annual basis, enhancing the skills and experience of our emerging leaders. The program has had a profoundly positive impact in providing our emerging leaders with the opportunity to develop their skills, both personally and professionally, across the areas of projects, communication, people and performance, managing change and presentation skills.

Looking Forward

Our values will continue to underpin our workforce and how our teams will work together to ensure a high standard of service is provided to our community.

Our priorities throughout 2025-2026 will include:



Increase employability skills within the local community



Promoting Council's Employee Value Proposition (EVP)



Reviewing the working modes of our organisation, in consultation with our people



Implementing a Corporate Social Responsibility Program



Investing and building the leadership capabilities of our people

Apprenticeship and Traineeship Program

We have invested heavily into offering opportunities for young people to begin their careers with Council through our Apprenticeship and Traineeship Program. During 2024-2025, Council has successfully employed 24 people in apprenticeships, traineeships and cadetships in the following areas:

- Accounting
- Building Surveying
- Business Administration
- Civil Construction
- Education and Care
- Engineering
- Golf Courses
- Greenkeeping
- Human Resources
- Parks and Gardens
- Rates
- Safety.

Wellbeing Initiatives

At Cumberland, we remain deeply committed to the health, safety and wellbeing of our workforce. We understand that supporting the physical, mental and emotional wellbeing of our staff leads to a healthier, more productive and engaged workforce.

We offer our staff:

- a Health and Wellbeing Program that subsidises the cost of health and wellbeing activities
- a smoke-free workplace and Quit Program to support staff who would like to quit smoking
- an Employee Assistance Program (EAP) providing free and confidential assistance to our employees and their immediate families residing in the same household
- access and ability to sign up to a fitness passport
- corporate health insurance discounts
- access to Council owned and operated aquatic centres
- annual flu vaccinations
- lunch and learn sessions.

OUR COMMITMENT TO GOVERNANCE

All Council operations are implemented within a robust framework of governance policies and procedures, ensuring all decision making is transparent and accountable and organisational activities are free from fraud and corruption. In addition, Council has a strong focus on providing strong local leadership, administration, improvement and innovation.

Council's planning and service delivery is based on social justice principles. These principles ensure fairness in the distribution of resources, access to services and participation in decision making to benefit the community.

ACCESS

To ensure all people have access to goods and services regardless of age, gender and ethnicity. Council's planning outlines a commitment to provide and advocate for services and facilities that are beneficial to Cumberland's diverse population.

PARTICIPATION

To enable people to participate in decisions which affect their lives and support opportunities for planning and decision making processes to reflect the diverse and wide range of community voices.

Social Justice Principles will be represented throughout this Annual Report with the following icon:



RIGHTS

To protect individual liberties to information about circumstances and decisions affecting people and to provide an appeal mechanism for decisions which they feel are unfair.

EQUITY

To ensure fair distribution of available resources across society, Council is committed to fairness in providing services, making decisions and distributing resources equally, giving consideration for those in need to ensure increased collective benefit for the whole community.

Governance

Government in Australia is comprised of three tiers: federal, state and local. Cumberland City Council is one of 128 local governments in New South Wales operating in accordance with the *Local Government Act 1993*. This Act sets out a system for elected members to form a Council, describing the functions of local governments, providing for the conduct of elections and polls and providing a framework for the administration and financial management of local government, including accountability and transparency.

Our Code of Conduct

Our Code of Conduct was adopted 30 July 2025 and sets the standard for ethical behaviour and decision making, enhancing public confidence in local government.

NSW Local Government Election

The regulated election period commenced Monday, 5 August 2024 (i.e. the 40th day prior to election day until 6pm on election day). Councillors were issued with the Local Government Elections (Caretaker Provisions and Election Period) Guideline (2024 Election). The caretaker period (being four weeks preceding Election Day) commenced Friday, 16 August 2024 and concluded Friday, 13 September 2024.

During the caretaker period, Council cannot:

- enter into contracts or agreements involving \$150,000 or more, or 1% of last year's rates income, whichever is higher
- make decisions on controversial development applications, unless not deciding would give rise to a deemed refusal or if that refusal had already happened before the caretaker period started
- appoint or remove the General Manager, except for temporary or acting appointments allowed under the law.

Our Elected Representatives

Cumberland City Council is served by 15 elected representatives across five Wards. Councillors have the responsibility of representing their community to identify priorities, services and standards, in addition to the current and future interests of Cumberland as a whole.

From July to September 2024 Councillor Lisa Lake served as Mayor and Councillor Ola Hamed served as Deputy Mayor.

At the Extraordinary Council Meeting of Wednesday, 16 October 2024, Councillor Ola Hamed was elected as Mayor and Councillor Michael Zaiter elected as Deputy Mayor.

Please Note as at 30 June 2025, Michael Zaiter served as the Deputy Mayor. At the time of publishing, Councillor Nadima Kafrouni-Saba was elected as Deputy Mayor at the Extraordinary Council Meeting on Thursday, 16 October 2025.



GRANVILLE



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WENTWORTHVILLE



Clr Micheal Zaiter (Deputy Mayor)

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For more information regarding each Councillor, please visit the following link: www.cumberland.nsw.gov.au/mayor-and-councillors

* Please note Mayor and Deputy Mayor are reflected as at 30 June 2025. Images (top to bottom): Merrylands Civic Square, View from Prospect Hill, Grandin Park, Auburn Botanic Gardens and Civic Park

Council Meetings

We are committed to ensuring all Council meetings are governed and conducted in accordance with the requirements set out in the Code of Meeting Practice and that our community have the opportunity to participate in the decision making process on items of business being considered including:

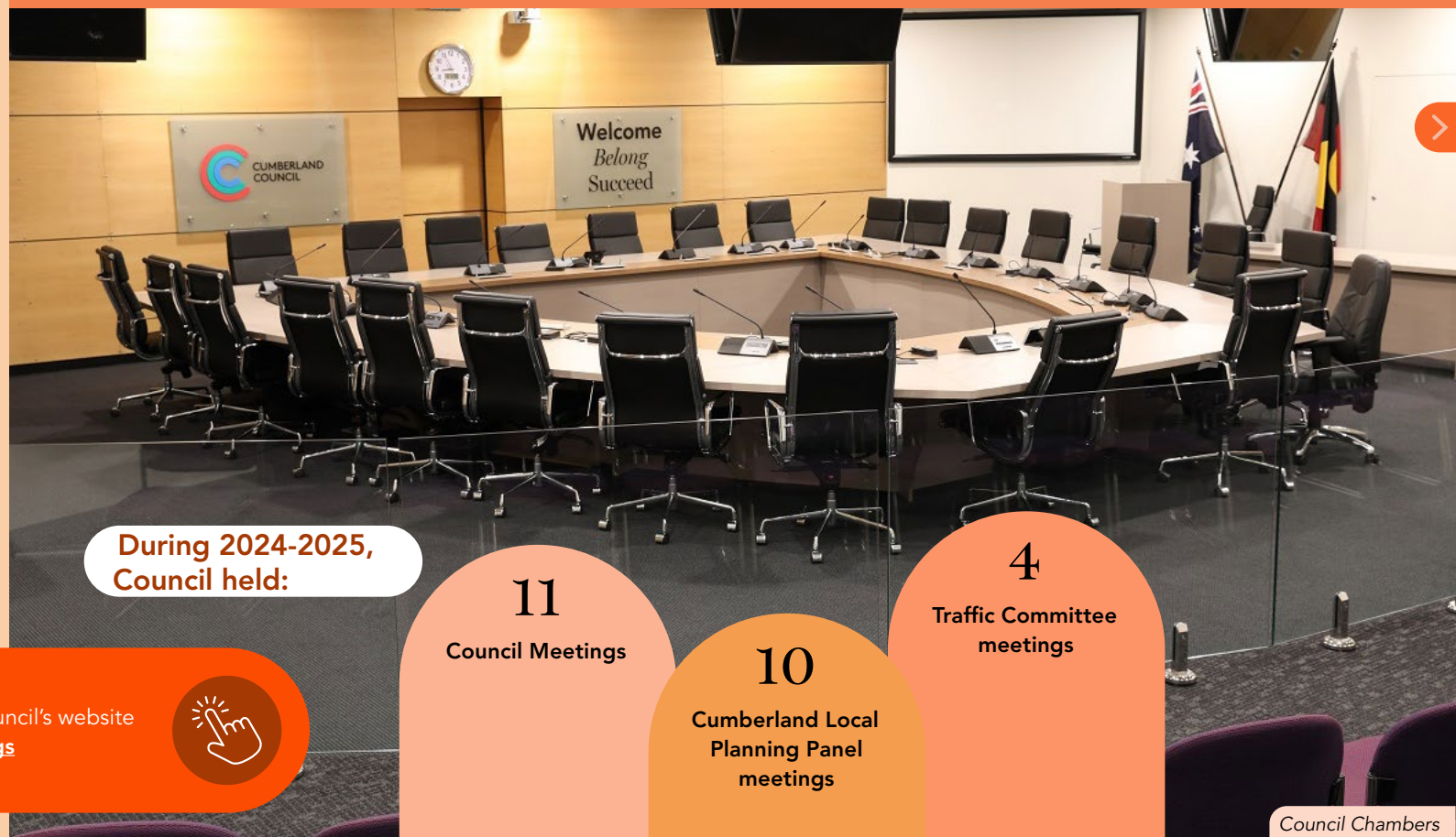
- matters of policy
- the delivery of services
- regulatory functions
- issues of community concern.

Members of the public who wish to address Council in relation to an item on the Council Meeting Agenda, or matters of policy, the delivery of services, regulatory functions or issues of community concern, must complete the Request to Address Council Form.

Council meetings can be viewed live and a recording is provided on the website after each meeting.

A Council and a Committee of the Council of which all the members are Councillors must conduct its meetings in accordance with the code of meeting practice adopted by the Council. The code is underpinned by a set of meeting principles, that are:

Transparent	Decisions are made in a way that is open and accountable.
Informed	Decisions are made based on relevant, quality information.
Inclusive	Decisions respect the diverse needs and interests of the local community.
Principled	Decisions are informed by the principles prescribed under Chapter 3 of the Act.
Trusted	The community has confidence that Councillors and staff act ethically and make decisions in the interests of the whole community.
Respectful	Councillors, staff and meeting attendees treat each other with respect.
Effective	Meetings are well organised, effectively run and skilfully chaired.
Orderly	Councillors, staff and meeting attendees behave in a way that contributes to the orderly conduct of the meeting.



During 2024-2025,
Council held:

11

Council Meetings

10

Cumberland Local
Planning Panel
meetings

4

Traffic Committee
meetings

You can find more information on Cumberland City Council's website
<https://www.cumberland.nsw.gov.au/council-meetings>



Community Advisory Committees

In 2024, Council formally dissolved all previously constituted Advisory Committees and adopted the Terms of Reference documents for the establishment of the following advisory Committees with Councillor representation as follows (two Councillors per Advisory Committee):

Committee Name	Councillor Representation
Arts, Culture and Events Advisory Committee	Councillor Saha and Councillor Kafrouni-Saba
Aboriginal and Torres Strait Islander Consultative (ATSIC) Committee	Councillor Colman and Councillor Selventhiran
Community Wellbeing and Inclusion Advisory Committee	Councillor Yasar and Councillor Garrard
Domestic and Family Violence Prevention Advisory Committee	Councillor Hamed and Councillor Colman
Flood Risk Management Committee	Councillor Elmore and Councillor Sarkis
Library Advisory Committee	Councillor Colman and Councillor Hughes
Youth, Recreation and Sport Advisory Committee	Councillor Yasar and Councillor Ouf
Heritage Advisory Committee	Councillor Elmore and Councillor Hamed
Wentworthville Community Garden - Section 355 Local Government Act 1993 Committee	Noting that adoption appoints the three sitting Wentworthville Ward Councillors to the Committee.

You can find more information on Cumberland City Council's website
<https://www.cumberland.nsw.gov.au/council-committees>



Civic Education Program with Merrylands High School



Council welcomed 28 students from Hilltop Road Public School's Student Parliament on 15 May 2025 for a visit to the Merrylands Council Chambers. Council's Director of Governance and Risk presented an overview of local government and a discussion of the structure of the organisation. The students also received tips on having respectful yet constructive debates. The students then held their parliament meeting in the chambers with full use of the technology and facilities.

Engaging in the political process

Council understands it can be difficult to navigate the political and government process when trying to learn what is happening in your community and how to give feedback on projects, policies, or guidelines.



Council has developed resources to guide you in the right direction.
Please visit:
<https://www.cumberland.nsw.gov.au/engaging-political-process>

Audit, Risk and Improvement Committee (ARIC)

Council has established an Audit, Risk and Improvement Committee (ARIC). The objective of Council's ARIC is to provide independent assurance to Council by monitoring, reviewing and providing advice about Council's governance processes, compliance, risk management and control frameworks, external accountability obligations and overall performance. Council's ARIC must be independent to ensure it has no real or perceived bias or conflicts of interest that may interfere with its ability to act independently and to provide Council with robust, objective and unbiased advice and assurance.

Specific Audit, Risk and Improvement Responsibilities:

- **Audit** - Internal and External Audit
- **Risk** - Compliance, Risk Management (Risk Management Framework, Internal Control Framework), Fraud Controls, Financial Management and Governance
- **Improvement** - Strategic Planning, Service Reviews, Business Improvement, Performance Data and Measurement.

Audit Risk and Improvement (ARIC) Statement

ARIC is an advisory committee currently consisting of one Councillor and three independent external members charged with providing assurance, oversight and advice to Council and the General Manager in relation to:

1. Compliance
2. Risk Management
3. Fraud Control
4. Financial Management
5. Governance
6. Implementation of the Community Strategic Plan, Delivery Program and strategies
7. Service Reviews
8. Collections of performance measurement data by Council
9. Internal Audit.

The Audit, Risk and Improvement Committee met four times in 2024-2025

In line with the requirements of Council's ARIC Charter and Section 428A of the *Local Government Act 1993*, Council is obligated to maintain a structured and strategic approach to internal audit and ARIC oversight activities. As part of this obligation, two comprehensive plans have been developed: a four-year Internal Audit Work Plan and a four-year ARIC Work Plan for 2025-2029. These plans are intended to ensure a consistent, transparent and risk-based approach to internal audit and ARIC oversight over the medium term, thereby strengthening Council's governance and accountability framework.

In accordance with the obligations set out in Council's ARIC Charter, Council is required to periodically review the key governance documents that guide the operation of the Audit, Risk and Improvement Committee.

As part of this ongoing governance review, the following documents were reviewed by the ARIC during the 19 May 2025 ARIC Meeting:

- ARIC Charter – Terms of Reference
- Internal Audit Charter
- Risk Management Policy.

Per S216T of the Local Government (General) Amendment (Audit, Risk and Improvement Committees) Regulation 2023, Council has attached an attestation statement in the Annual Report signed by the General Manager specifying that Council has complied with its legislative obligations relating to Council's ARIC requirements, internal audit and risk management functions.



A copy of the [Annual Attestation](#) can be found as an attachment to this Annual Report



Safety Day for Council staff

Internal Audit Function

Council has established an Internal Audit (IA) Function as a key component of Council's Governance and Assurance Framework. This function provides the framework for the conduct of the IA Function in Council and has been approved by the Governing Body, considering the advice of Council's Audit, Risk and Improvement Committee (ARIC).

The IA Function is an independent, objective assurance and consulting activity designed to add value and improve Council's operations. It helps Council accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.

The purpose of the IA Function is to enhance and protect organisational value by providing an independent and objective review and advisory service. It provides advice to the Governing Body, General Manager and ARIC about Council's governance processes, risk management and control frameworks and its external accountability obligations. It also assists Council to improve its business performance.

The scope of work of the IA Function embraces the wider concept of corporate governance and risk, recognising that controls exist in Council to manage risks and promote effective and efficient governance and performance.

The responsibilities of Council's IA Function are as follows:

1. Conduct IA as directed by Council's ARIC
2. Implement Council's annual and four year strategic IA work plans
3. Monitor the implementation by Council of corrective actions
4. Assist Council to develop and maintain a culture of accountability and integrity
5. Facilitate the integration of risk management into day-to-day business activities and processes
6. Promote a culture of high ethical standards.

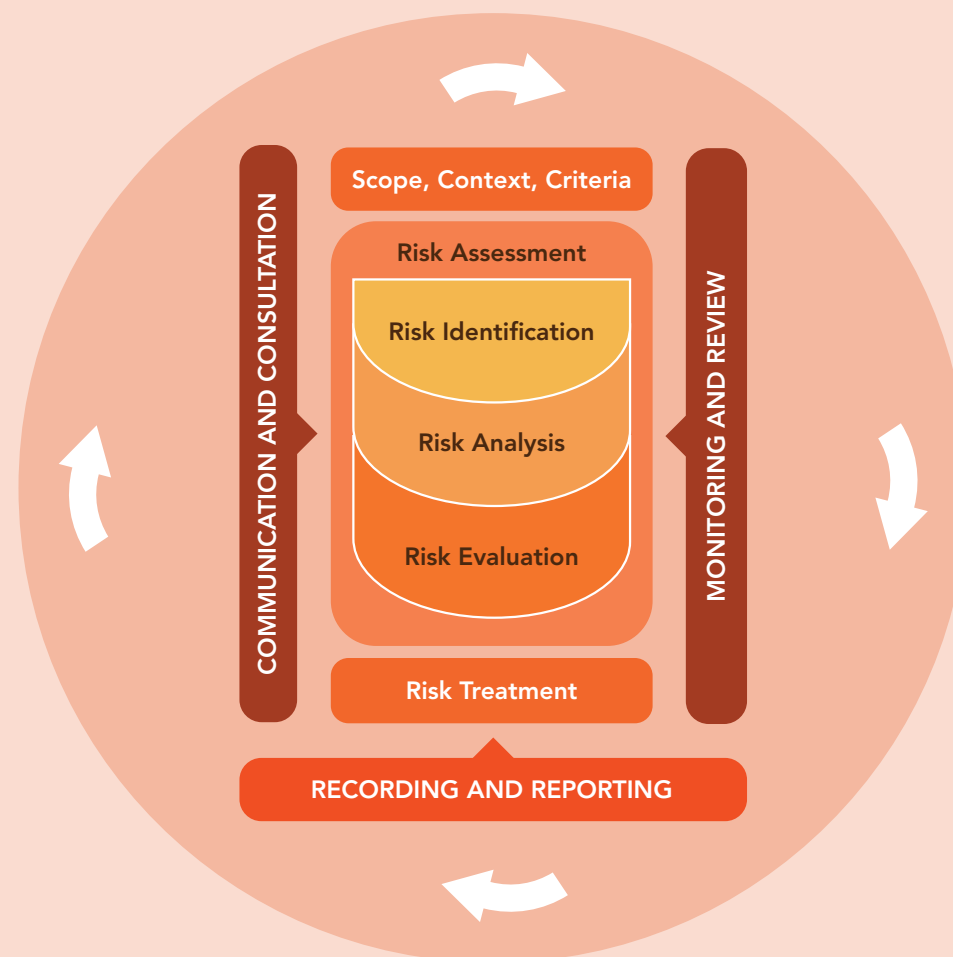


Safety Day for Council staff

Enterprise Risk Management

Council's Enterprise Risk Management Framework establishes a consistent and structured approach to risk management, with the aim of supporting Council to achieve its objectives and embed risk management in all key operational processes. The aim is to drive risk informed decision making aligned with Council's strategic, operational and project specific objectives.

Council aims to foster a positive risk management culture where managing risks is integrated into everyday activities and becomes a core element of governance, good management practice and decision making. This approach ensures that Council is proactive in addressing potential risks that could impact the delivery of services and the achievement of community goals.



A modern digital risk assessment platform has been implemented to simplify hazard identification and risk management processes enhancing efficiency and data integrity.

Work Health and Safety

Cumberland City Council puts the wellbeing of our workers, or people affected by Council's work, at the utmost priority. Council recognises that its workforce is its most important asset and that work health and safety is a shared responsibility across the organisation. Council is committed to providing a workplace that enables all work activities to be carried out safely. Council will take all reasonably practicable measures to eliminate or minimise risks to the health, safety and welfare of workers and anyone else who may be affected by our operations. Our aim is to promote a safe workplace through the identification of risks and injury trends and mitigation of potential hazards by building a robust work health and safety management system.

11

Work, Health and
Safety Committee
Meetings

October 2024 was National Safe Work Month and Council hosted three successful staff Safety Events for Safety Month. The 2024 theme was, "One Check at a Time", encouraging staff to prioritise regular health check-ups. These events aim to strengthen safety culture and reinforce the WHS focus on maintaining a workplace where safety is the top priority. The events raised awareness in taking care of their physical health and to provide valuable resources to guide staff in seeking mental health assistance and support.

Safety at Council pools has been a key priority in preparation for the 2024-2025 summer season. The following measures have been implemented to ensure a safe environment for both visitors and staff:

Simulated Emergency Response Training

Full-time and casual pool staff participated in comprehensive emergency response training delivered by Aquatic Risk Services. This hands-on training included:

- aquatic rescue techniques
- fire response and evacuation procedures
- first aid protocols
- strategies for managing anti-social behaviour incidents.

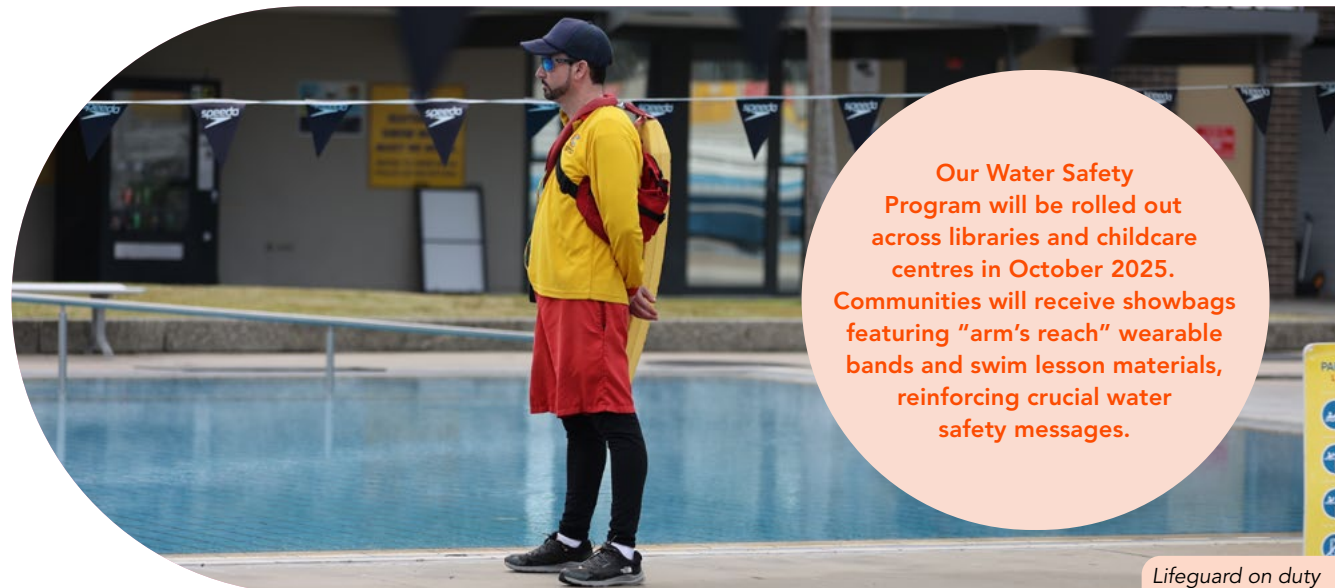
Each training scenario concluded with a debrief session to reinforce learning and refine response strategies, ensuring staff are equipped to handle potential emergencies effectively.

Visitor Management System Implementation

In November 2024, the Council introduced a visitor management system at pools, adding an extra layer of safety and control by:

- monitoring compliance with pool capacity limits
- identifying patrons and improving incident tracking.

These initiatives reflect Council's proactive risk management approach and commitment to creating a safe and enjoyable experience for the community, while prioritising staff safety.



Our Water Safety Program will be rolled out across libraries and childcare centres in October 2025. Communities will receive showbags featuring "arm's reach" wearable bands and swim lesson materials, reinforcing crucial water safety messages.

IOSS Statement

The Internal Ombudsman Shared Service (IOSS) is shared between Cumberland City, City of Parramatta and Inner West Councils. The IOSS is an 'independent ear' for the community, Councillors, Council staff and Council stakeholders to raise concerns about administrative processes, unethical behaviour, corrupt conduct, misconduct and maladministration in relation to the member Councils functions and services. To undertake this role, 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.

The IOSS operates under a triple governance track of Investigation, Prevention and Education. Over the last 12 months, 63% of the IOSS work with Cumberland City Council was spent undertaking the investigation function and responding to complaints, consistent with the previous year. Prevention activities (the provision of advice and policy review) has significantly increased, accounting for 31% of the IOSS work with Cumberland City Council (up from 13% from the previous financial year). This increase reflects higher levels of engagement and the importance and value of the service from its stakeholders.

The service has seen a reduction in education activities this financial year, however this is directly related to the IOSS delivering Council wide Code of Conduct training in the year prior, significantly increasing education programs provided.

In the year ahead, the IOSS will be working to address any issues identified from reviews of trends arising from complaints received and continue to bolster preventative activities and continue to improve Council services to the community.

Activities of the Internal Ombudsman Shared Service for
Cumberland City Council from 1 July 2024 to 30 June 2025:

108 (63%)
Investigation: Complaints

41 (24%)
Prevention: Advice and Projects

12 (7%)
Prevention: Policy Review

10 (6%)
Education: Training and Education Programs

OUR COMMITMENT TO IMPROVEMENT, INNOVATION AND CYBERSECURITY

Business Improvement Program

Council has integrated a culture of continuous improvement into its Business As Usual (BAU) operations through the Business Improvement Program. This program conducts reviews to identify efficiencies and enhance the effectiveness of services and processes. Furthermore, it manages the implementation of recommendations derived from these improvement reviews.

This year, Council reviewed and improved how it addresses fire safety compliance of Class 2-9 buildings. Improvements were made to communication, making it easier for building owners and managers to understand their legal and safety obligations as well as how to access help from Council to achieve compliance and higher levels of safety.

Service Review Program

Our Service Review Program is a staff-led and supportive initiative, designed to enhance the efficiency and effectiveness of our services. We apply the below evidence-based, transparent and industry recognised methodology that fosters a culture of continuous improvement and innovation.

Service Review Methodology

By regularly reviewing and aligning our services with the evolving needs of the community, we aim to deliver more effective and efficient outcomes. Our key objectives include:

- identifying and implementing the right systems and technologies to maximise return on investment
- building staff capability to drive ongoing improvement in processes, teamwork and service delivery
- setting and reviewing service standards to ensure continuous alignment with community expectations.



Launch

STEP 1



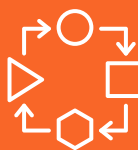
Gather data and
observe processes

STEP 2



Analysis and
insights

STEP 3



Service re-design

STEP 4



Approvals and
governance

STEP 5



Implement and
support change

STEP 6



Evaluate and embed
continuous
improvement

STEP 7

Project Management

Significant improvement to Council's approach to project management has also been realised with the development and introduction of:

- an enterprise Project Management Office
- uplift and improvement of the existing Project Management Framework
- critical policies, processes and documents
- a new project management system to streamline operational projects
- an enterprise portfolio dashboard.

These improvements have greatly enhanced the governance and oversight of the initiation and delivery of Council projects and programs and are expected to deliver important benefits to Council and the community.

Project Management Methodology

Our Project Management Framework is built around a structured methodology encompassing four key phases: Initiate, Plan, Execute and Close. This approach provides a clear and consistent pathway for delivering projects successfully. The primary objectives of the framework are:

- to promote strong governance
- ensure alignment with strategic goals
- drive efficiency and effectiveness throughout the project lifecycle.

By applying this methodology, we aim to deliver outcomes that meet stakeholder expectations while maintaining transparency, accountability and quality at every stage.



Initiate

Define the goals, budget and project schedule before starting



Plan

Plan timelines, allocate the required resources and assign the team that will work on the project



Execute

Execute the project according to the plan, monitor and report progress



Close

Complete all deliverables and conduct project evaluation

Customer Service Innovation

In October 2024, Council launched the Complaints and Feedback System, replacing manual processes with a centralised digital platform. Key benefits include:

- real-time tracking and performance dashboards
- improved compliance and streamlined workflows
- actionable insights for continuous improvement
- tailored guides and templates to support staff adoption.

Key issues facing Council in this space include the control, impact and governance of new and emerging technologies such as automation, artificial intelligence (AI) and enhanced system capabilities. Council is working to prioritise transparency, privacy and benefit realisation with the use of these technologies to help ensure that the use of these tools has a net benefit to the organisation and community.

< Cybersecurity and Infrastructure

Council is committed to strengthening and maturing its information security capability by aligning with recognised standards and frameworks.

Guided by the Essential Eight Maturity Model, the Local Government Cyber Security Guidelines, and broader industry better practices.

Through this commitment, Council aims to protect its information assets, maintain community trust and support the secure delivery of services.

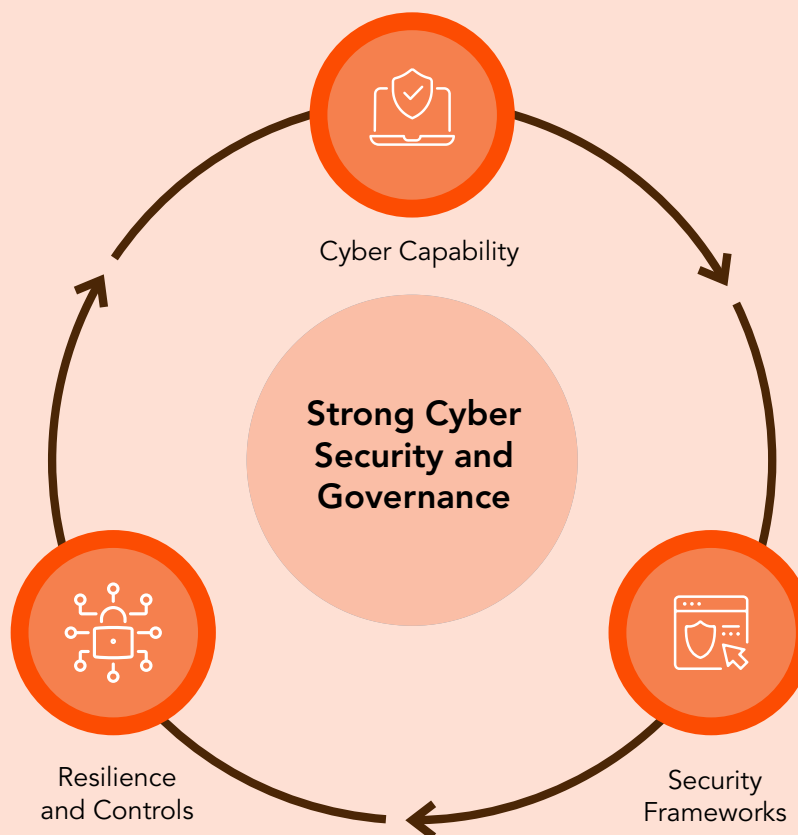
Corporate Information Systems and Data Management

Council continues to streamline systems to improve efficiency, data consistency and reporting through:

- Customer Complaints and Feedback: Standardised data entry improves accuracy and responsiveness.
- Court Cases and Insurance Claims: Enhanced tracking through consistent data and reporting tools.
- Legislative Compliance Calendar: Formal system ensures timely compliance.
- Local Government Legislation (LGL) Register: Structured tracking with staff acknowledgment processes.
- Food Premises Inspections: Digitised workflows improve food safety data and reporting.

Council continues to implement ongoing improvements in spatial data reliability and accessibility through:

- Data Quality Assurance: Proactive strategies ensure secure, accurate and complete data.
- Digital Planning Controls: Launched via NSW Planning Portal for better access and transparency.
- Interactive Mapping Tools: Self-service maps empower community access to spatial data.
- Cadastral Alignment Roadmap: Supports state-wide consistency in land data.



HOW WE ARE LEADING THE WAY FOR OUR COMMUNITY

We work hard to be an active leader in many areas across local government. Our continual commitment and dedication to the Cumberland community is reflected in our ability to recognise what is important and our drive to deliver the best outcomes.

FINALIST

2025 NSW Local Government Excellence Awards - Borderless Communities

Project: The Local Government Child Protection Forum

Recognising councils who have established collaborative agreements with neighbouring councils and jurisdictions to implement practical actions to improve social, economic, wellbeing outcomes for their community.

Child Safe Organisation

Council is deeply committed to the safety, wellbeing and protection of children and young people within our community. We understand the profound impact abuse can have and are proud to be leaders in the local government sector in embedding child safe practices that help prevent harm and promote a secure environment for Cumberland's youngest residents.

Why Cumberland Leads in Child Protection

Council has established a comprehensive Child Protection Framework that goes beyond meeting legislative requirements, to create a culture of vigilance, care and continuous improvement. This framework includes a clear policy, guidelines, staff training, recruitment practices and community education, ensuring that everyone, from employees to volunteers and contractors are aware of their role in keeping children safe.

Our proactive approach includes:

- a dedicated Child Protection Team overseeing organisational culture and response systems
- rigorous recruitment standards, including Working with Children Checks
- ongoing professional development to keep staff informed and educated
- clear systems to respond to and manage child protection allegations
- community education initiatives, including signage, campaigns and resources to promote active child supervision
- information for suppliers and partners to uphold child safe practices.

Implementing and Supporting Child Safe Standards

As early adopters and champions of the Child Safe Standards, Council embeds these principles across all our services and programs. These standards promote leadership, accountability, participation of children and young people in decisions affecting them, community involvement, equity, staff suitability and continuous improvement in safety practices.

Cumberland also plays a vital role in supporting other councils on their child safe journey through leadership in a local government working group, annual forums and managing online platforms for knowledge sharing. By doing so, we help raise the bar for child protection across NSW.

Our Commitment

Every child and young person, who interacts with Council services from libraries and aquatic centres to community programs and events, should expect a safe and supportive environment. Council remains dedicated to fostering a community where children are protected, heard and valued. Together, we can build a safer future for all children in Cumberland.

A Prosperous, Smart and Sustainable City

Council is dedicated to enhancing the liveability, prosperity and future readiness of Cumberland. Its work is guided by three key focus areas:

Economic Development, Place Development and Smart Places.

Together, these areas support the creation of vibrant local centres, a strong and resilient economy and the integration of innovative technologies that improve the way people live, work and connect across the city.

Economic Development plays a strategic role in driving sustainable growth, supporting job creation and fostering a thriving local business environment. We deliver business engagement and support, investment attraction, industry development, place-based economic activation and workforce readiness initiatives. In addition, Council conducts targeted engagement with local industry to better understand emerging challenges and economic trends.

Council's place development approach is driven through engagement with local communities and businesses to improve local amenity and boost economic viability. We focus on building connections between people and the places they share through a careful approach to the planning, design and management of underutilised spaces. We support the implementation and monitoring of Council's Public Domain Plans, providing expert advice on placemaking initiatives to better respond to the unique and diverse needs of local town centres, precincts and neighbourhoods across Cumberland.

Smart Places is committed to further advancing our aim of becoming a future ready Local Government area, identifying opportunities for integrating the latest smart places technology across Cumberland City. Another important focus for Council is exposure to digital skills-based learning, collaborating with partners to encourage the uptake of Science, Technology, Engineering and Mathematics (STEM) learning in our community.

Together, Council leads the way, where business engagement informs placemaking and smart technology is integrated to boost the local economy and vibrancy of our places.

WINNER

Digital Built Australia Awards 2025
– Government Leader Award

Recipient: Christopher Manoski

HIGHLY COMMENDED

Place Leaders Asia Pacific Awards
2024 – Placemaking for Prosperity

Project: Back to Guildford Festival

COMMENDATION

Planning Institute of Australia NSW
2024 Awards for Planning Excellence –
Technology and Digital Innovation

Project: SMART Cumberland

FINALIST

National Awards for Local
Government – Addressing Violence
against Women and Children

Project: Domestic and Family Violence (DFV)

FINALIST

Local Government Excellence
Awards – Community Partnerships –
Population Over 150,000

Project: DFV Hub

Domestic and Family Violence Hub

Council is leading the way in supporting the Cumberland community to recognise the signs of Domestic and Family Violence and supporting women to leave domestically violent situations.

The DFV Hub, established to address the lack of outreach services within Cumberland, is a co-located space enabling women who are escaping violence to meet with services and secondary support mechanisms, helping them safely improve their outcomes. Operating from a discreet Council site, The DFV Hub provides a space for outreach, the facilitation of peer support programs, such as a monthly women's circle, upskilling on topics such as basic car maintenance and raising awareness of the 16 Days of Activism Women's March.

The Women's March and other awareness raising campaigns were facilitated in collaboration with the Cumberland DFV Community of Practice. The DFV Community of Practice was established by Council to bring DFV practitioners together with the aim of coordinating programs, workshops and campaigns aligned with a sector wide response and the DFV Action Plan. Initiatives the DFV Community of Practice have facilitated for the sector include a Faith Leaders Forum, Dowry Abuse and Coercive Control Training.

We have a dedicated DFV Officer who has established experience in the sector to work with community organisations, residents, stakeholders and internal staff to implement our DFV Action Plan, driving outcomes through the facilitation of Council's DFV Hub.

One of the key strategies outlined in Council's DFV Action Plan to be carried out by the DFV Officer, is men's behaviour change and early intervention programs. Council has carried out a series of respectful relationships and personal safety information sessions for Year 9 and 10 high school students. In addition, Council has established a working relationship with the local Community Corrections Office to run information sessions for perpetrators who have been mandated to attend a behaviour change program, helping to stop the cycle of violence against women.



An Inclusive and Connected Community for Our Seniors and People with Disabilities

Our Seniors and Disability programming brings a unique approach of fostering meaningful social relationships and skill development in group-based settings, creating a harmonious environment where all members feel supported, valued and connected.

Cumberland City Council is proud to be one of only 20 councils, out of more than 550 councils across Australia, that are registered Disability (NDIS) providers and one of 80 councils in NSW to provide subsidised programs and services to seniors under the Commonwealth Home Support Program (CHSP) assisting residents to remain living in their own homes. We provide services, programs and support including home visits, shopping, home delivered meals, social outings, wellness programs, transport and Over 55's Health Programs.

Council became a business member of the Hidden Disabilities Sunflower initiative in September 2024, promoting the initiative internally and externally to increase awareness and support for people with hidden disabilities. Some disabilities, conditions or chronic illnesses are not immediately obvious to others. For some people, this can make it hard to understand and believe that someone, with a 'non-visible' condition, genuinely needs support. Some people question whether a person has a disability because they don't look 'like they have a disability'. That is why the Hidden Disabilities Sunflower has been created – to encourage inclusivity, acceptance and understanding. Posters promoting the initiative are located in Council's community facing locations such as libraries, community centres, customer service centres, aquatic centres and childcare centres.

We are also one of only four councils that directly provide home delivered meals services. Council's Seniors and Disability Services produces its meals for home delivered meals services and centre-based programs onsite. These meals are cooked fresh daily, providing Council with greater flexibility in menu planning. Customers are able to have input into what meals are produced and Council can modify meals to meet dietary requirements.

Council was nominated for the National Awards for Local Government in the category of Cohesive Communities for the Disability Inclusion Action Plan (DIAP) Campaign 'Shared Spaces, Shared Responsibility: Creating Accessible Environments Together'. The campaign was designed to enhance community awareness of access and inclusion of people with a disability in the community.

A Safe Community, A Safe Workplace

Council installed new automated external defibrillators (AED) at parks, community hubs and bus stops. This was delivered in partnership with Heart of the Nation. Council ran an AED awareness campaign with free workshops in Arabic, Simplified Chinese, Turkish, Tamil, Nepali and Dari, ensuring everyone in our diverse community knows how to use these life-saving devices. These efforts are part of the Cumberland Heart Hero Program, recently named a Risk Management finalist at the 2025 NSW Local Government Excellence Awards, highlighting our dedication to public health and emergency preparedness.

In collaboration with LGNSW, SafeWork NSW and the Environment Protection Authority, we delivered dedicated face-to-face asbestos awareness sessions outlining each agency's roles and responsibilities. These sessions trained other local councils in best practices surrounding private property asbestos management.

LGNSW conducted a special workshop for our Senior Leadership Team focusing on managing psychosocial hazards in line with SafeWork NSW's Code of Practice and Section 274 of the *Work Health & Safety Act (2011)*. This strengthens our commitment to mental health and regulatory compliance.

We launched an innovative pilot with our insurer focusing on reducing workplace strains and sprains. This initiative uses independent assessments to introduce targeted measures to mitigate the risk of musculoskeletal injuries.

Departments identified through health-surveillance risk assessments have completed audio and spirometry tests, ensuring early detection and management of occupational health risks.

EV Charging Management System

Cumberland has demonstrated remarkable progressiveness in accelerating the electrification of the Council's fleet. Throughout 2025, we have begun the process of rolling out a smart EV charging management system, which optimises the charging process and ensures efficient energy use. This initiative not only highlights our commitment to sustainability, but also positions us as a leader in corporate responsibility. By embracing innovative technologies and sustainable practices, we are setting a benchmark for other councils to follow, showcasing our dedication to environmental stewardship and forward-thinking leadership.

HOW WE PERFORMED

[Strategic Goal 1](#)[Strategic Goal 2](#)[Strategic Goal 3](#)[Strategic Goal 4](#)

Wentworthville Memorial Swim Centre



STRATEGIC GOAL 1

Supporting Community Health, Safety and Wellbeing

Arts and Culture

Bookings and Community Centres

Children and Youth Development

Community Development

Education and Care

Events

Libraries

Seniors and Disability

“By 2027 Cumberland will have a strong sense of community and connection. Residents will share an appreciation for the access to culture, events and activities that promote pride in our community. Cumberland will be known as a safe and healthy community that values inclusiveness and friendliness.”

FOUNDATION OF OUR PLANS

COUNCIL'S ROLE

Deliver

Partner

Advocate

OBJECTIVE 1.1 A strong community and culture

- 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

- 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

OUR PERFORMANCE BY STRATEGIC GOAL

Council's progress against the Delivery Program and Operational Plan contributed to the overall achievement in the effectiveness in delivering key services related to Strategic Goal 1.

Indicators



Actions



Completed/Target Met On Track Needs Attention Critical/Target Not Met On Hold Discontinued

Jump to:



Strategic
Goal 2



Strategic
Goal 3



Strategic
Goal 4



Our Achievements

Council launched the Wellbeing Project to enhance support for people experiencing homelessness, fostering collaboration through regular outreach and a new sector working group involving community organisations, service providers, churches and stakeholders across Cumberland.

Council delivered information sessions for potential grant applicants including 40 one-on-one grant advisory sessions, two online grants information sessions and two grant writing workshops.

An information forum connected religious and spiritual leaders with domestic and family violence support services, strengthening cross-sector collaboration.

Council-led child protection advancements locally and statewide, hosting the 2024 Local Government Child Protection Forum with 148 participants from over 50 councils.

Council delivered 115 free programs across staffed community centres in Auburn, Berala, Greystanes, Guildford, Pemulwuy, Toongabbie, Wentworthville and Westmead.

Civic and cultural history displays were installed at Merrylands Service Centre, showcasing the histories of Cumberland City Council and its legacy areas, alongside Council crests and Mayoral regalia.

The annual Reconciliation Schools Event at Prospect Hill was attended by 322 students, teachers and First Nations visitors. Council also developed a cultural reference list to improve access to Aboriginal-led programs and services.

Based on community feedback, Council introduced new library programs including:

- Chinese Book Club (monthly at Granville Library)
- Canva Comic Creation workshops
- Speech Therapy Talks for parents and carers
- Persian Knitting Group and Women's Support and Book Clubs
- Law Week Workshop
- Family History Research Training for Beginners.

A Child Safe Photography Webinar, co-hosted with the Office of the Children's Guardian, engaged 215 participants and promoted best practice child-safe photography.

The Watchful Eyes Supervise campaign, rolled out in multiple languages and supported by a community education video, reinforcing Council's commitment to culturally inclusive child safety messaging.



Watch the video

All educators across Council's Education and Care services have successfully completed the Munch and Move Training, a key public health initiative aimed at supporting healthy growth and development of children and set up healthy eating and activity habits for life.

Council's work with the local children and families sector was reviewed, and in consultation with the services, renamed to the Cumberland Children and Families Network (CCFN). The network now meets every second month and receives access to professional development and capacity building opportunities including training in child protection, school readiness and difficult conversations.

Council provided 399 programs and services under the National Disability Insurance Scheme (NDIS) including wellness programs, community outings, leisure programs, meals and shopping services.

Santa Christmas Storytime was hosted at Auburn, Granville, Merrylands and Wentworthville Libraries, where more than 182 children and families participated.

Council expanded the Major Events and Festivals Calendar, adding events such as Back to Guildford, the Mayoral Sports Program and street lighting competitions.

Volunteer Week activities celebrated Council volunteers through an Open Day, accredited First Aid training for 20 volunteers and a Milestone Award Ceremony recognising 5 to 30 years of service.

Over 180 children and families participated in celebrating International Mother Language Day 2025 held at Wentworthville Redgum Community Centre.

Council resolved to establish the following advisory committees:

- Arts, Culture and Events Advisory Committee
- Aboriginal and Torres Strait Islander Consultative (ATSIC) Committee
- Community Wellbeing and Inclusion Advisory Committee
- Domestic and Family Violence Prevention Advisory Committee
- Library Advisory Committee
- Youth, Recreation and Sport Advisory Committee.

Council delivered 11 major art programs with new programs added in response to emerging opportunities and priorities within available resources.

Council launched the Cumberland Schools Hub, an online resource designed to improve communication with 58 local schools by providing a centralised platform for information on Council programs and services.

Ten information sessions covered topics including Dementia Awareness, spinal cord injury services, disability entrepreneurship, diabetes, seniors and disability services and seniors' safety at home and in the community.

Our Performance

10,528

new library
memberships

6

Capacity Building
programs offered
to the community

151,500

event attendees
(Up from 133,000 in 2023-2024)

5

professional artists
residencies supported

965

After School Care
Program Sessions

682,040

library visitations
(Up from 658,561 in 2023-2024)

487,447

library collection
loans

69

children and families'
events and programs

2,376

Art Gallery Program
participants

420

customers
accessing CHSP
and NDIS programs

30,488

outdoor and indoor
booking requests processed
(Up from 21,484 in 2023-2024)

35,209

meals provided to seniors
(Up from 34,628 in 2023-2024)

1,820

long day care
sessions

59

youth events and
programs

What the Community Told Us

Our community's most loved aspects of Cumberland



Sense of community



Diversity/
Multiculturalism



Safe area/Family
orientated area



Schools/
Education

What is most important to our community



Community
safety programs



Community centres
and facilities



Aged care and/or support for
people with a disability

What our community is most satisfied with

Childcare
services and
programs

Festival and
Events programs

Programs
and support
for newly
arrived migrant
communities

Library Services

Support
and
programs for
volunteers and
community
groups

Community
education
programs

Quality of
community
centres and
facilities

Children and
Youth programs

Aged
Care and/
or support for
people with a
disability

Our Challenges

- Challenges for Family Day Care educators and service providers to prepare for the introduction of mandatory gap fee collection requirements commencing 1 January 2026.
- Council's annual Christmas in the Gardens, scheduled for December 2024 was cancelled due to adverse weather conditions and damage to site.
- Granville Centre Art Gallery was unavailable for use due to private hire between July and October 2024 requiring suspension of regular Gallery programs.
- Council continues to experience delays in the development of the Reconciliation Action Plan.

Our community have identified as a key driver of overall satisfaction



Library Services

Our Year Ahead

Following the development of the Community Strategic Plan 2025-2035, four strategic directions have been identified to address the complex challenges and opportunities that lie ahead over the next decade.

From 2025-2026, 'Supporting Community Health, Safety and Wellbeing' has been updated to 'Supporting a safe, healthy, creative and connected community' reflecting the community's desire to foster creativity, learning and deeper cultural connections. Community sentiment remained consistent with an emphasis on safety, health and inclusivity.

Our focus for 2025-2026 is to:

- Deliver major arts, annual events program and promote Council's Events Calendar
- Facilitate youth, children and families' events and programs
- Facilitate and deliver Council's Community Grants programs
- Develop and implement crime prevention and community safety initiatives, programs and activities in Cumberland
- Deliver the Cumberland Domestic and Family Violence Action Plan and the Homelessness Action Plan
- Provide services that ensure all children aged 0-5 have access to high quality programs, which builds a foundation for lifelong learning and growth and children aged 5-12 have access to high quality programs in leisure based settings
- Provide accessible resources and assist the community with library systems
- Enhance the health and wellbeing of seniors, people with disability and their carers through celebration of events and education sessions to improve quality of life
- Provide residents the opportunity to give back to their community or enhance their pathways to employment through Council's Volunteer Program.



STRATEGIC GOAL 2

Enhancing the Natural and Built Environment

Development Management

Engineering and Building

Environment Programs

Place and Economy

Planning Systems

Public Spaces Planning and Design

Strategic Planning

“

By 2027 Cumberland will have a natural and built environment that improves quality of life, respects our heritage elements and protects our parks and gardens, supported by planning strategies and controls. Cumberland will be regarded as a community that actively promotes and implements good environmental practices, supported by environmental strategies and programs.

”

FOUNDATION OF OUR PLANS

COUNCIL'S ROLE

Deliver

Partner

Advocate

Jump to:



Strategic Goal 1



Strategic Goal 3



Strategic Goal 4

OBJECTIVE 2.1 Celebrate our diverse built and natural environments

- 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

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

OUR PERFORMANCE BY STRATEGIC GOAL

Council's progress against the Delivery Program and Operational Plan contributed to the overall achievement in the effectiveness in delivering key services related to Strategic Goal 2.

Indicators



Actions



Completed/Target Met On Track Needs Attention Critical/Target Not Met On Hold Discontinued



Our Achievements

As part of the Native Bird Program, bird walks have been organised, contributing towards the identification and recording of local bird populations as part of the national 'Aussie Bird Count'.

Council commenced the Good for the Hood Program, which provides education to residents on sustainability. Subscriptions to the program are consistently increasing since its inception.

Council deployed the following campaigns:

- ATO Start your own business
- Westmead Innovation and Health Precinct
- Sydney Greater West Local Jobs Programs
- Innovate Western Sydney 2024
- Zero Barriers Inclusion
- Food Safety in Cumberland
- Local Manufacturing Forum
- Local Jobs Promotions
- Chamber of Commerce Support Program.

Council announced the successful construction of Australia's first Green, Cool Carpark. The Cool Carpark Project has highlighted the impact of urban cooling solutions in reducing the effects of extreme heat, receiving extensive media coverage including ABC news.

Cumberland Council has obtained grant funding from the NSW Department of Planning, Housing and Infrastructure for an Artificial Intelligence trial to assist with streamlining enquiries and lodgements. It is anticipated the trial will commence in July 2025.

Council successfully secured:

- construction funding for the Toongabbie Bridge – Local Road Network Enhancements Project
- over \$500,000 in environmental program grants to carry out the actions within the current environmental strategies
- grant funding from the Heritage NSW 2025-2027 NSW Heritage Grants Program to enhance heritage awareness in Cumberland City
- over \$8.46m in federal and state grant funding for public space projects
- over \$4.3m in grant funding from both the State and Federal Government to deliver key projects within Cumberland City.

Council gathered information on the number of businesses, types of businesses, employment rates through town centre audits and research. Council engaged with business owners, employees and customers to gain insights into the challenges and opportunities they face.

Council is progressing the works towards the economic viability of town centres in Cumberland through its place making, smart cities and economic development projects.

Council disseminated its Investment Prospectus, to interested parties and worked with Destination NSW to develop visitor and night-time economy attraction strategies. This investment prospectus serves to promote and advocate Cumberland as a place for business and investment.

Over 5,000 plants and trees, planted and/or given to the community as part of the Native Plant Giveaway Program, at National Tree Day and at other community events.

Following an audit of all current signs in the Lidcombe area, wayfinding directional signage has been installed on John Street and on the Church Street side of Lidcombe.

10 additional sites have joined Native Bee Program in 2024.

Council has delivered two place activations for the Merrylands Civic Square artwork plaques and the Lidcombe Library Precinct seating upgrades. Opportunities to create activations that reflect the unique identity of each place are being considered, to enhance social connection and cohesion, while promoting meaningful engagement with public spaces in the community.

Economic initiatives conducted:

- University of Western Sydney Town Centre Analysis
- Local Business Awards
- Annual Small Business Cumberland Month event
- Local Manufacturing Forum
- Local Government Procurement Workshop
- Flight Deck Empowering and Enabling Women of Western Sydney Program.

570 students from six local schools attended the School Sustainability Expo this year on 30 and 31 October 2024 at Central Gardens, Merrylands. The Expo focused on the environment, Aboriginal history, biodiversity, conservation and sustainability and the overall feedback from the teachers and presenters was incredibly positive.

Actions delivered for the Litter Prevention Strategy and Action Plan include:

- Improving litter signage in parks and open spaces
- Working with local sporting teams to implement litter reduction actions
- Investigating the NSW Environment Protection Authority (EPA) grant funding options for Round 4 Litter Prevention Grant
- Work with regional body WSROC to develop user-driven data collection templates for compiling litter-related datasets
- Developed Guide for Litter Free Sports and distributed to Sporting clubs. Information is also available on Council's website.
- Commenced the Clean Cumberland Community Pride Campaign. Finalised the Park Litter Signage Project.

Council has completed two projects awarded under the Australian Government Black Spot Program.

Council has provided support services through the provision of the following informational workshops:

- Conducted a Local Government Procurement Workshop in 13 March 2025
- Hosted the Sydney Greater West Employment Services Interagency and Destination NSW on 27 March 2025.

Council has received Energy Savings Certificates (ESCs) from LED street lighting upgrade.

Our Performance

20

environmental and resource
recovery events and
workshops delivered

5

place activation
projects delivered

300

business engaged

932

development applications
determined

20,223

bins inspected as part
of the Bin Inspection
Program

13

actions completed to
progress smart place
initiatives

6,205

planning certificates
issued

9

campaigns to promote
economic growth
deployed

6

economic initiatives
conducted

442

driveway applications
assessed and determined

372

tree applications
determined

210

subdivision certifications
determined



What the Community Told Us

Our community's most loved aspects of Cumberland



The natural
environment



Heritage
of the area



Green Open
Spaces



Parks and
Wildlife



Affordable
Housing

What is most important to our community



Environmental
education and
recycling



Protecting green
open spaces and the
natural environment



Support for local
jobs and
businesses



Protection of low
rise residential
areas

What our community is most satisfied with



Protection of
heritage buildings
and items



Protecting
green, open
spaces and
the natural
environment



Environmental
education
programs and
encouraging
recycling

Our Challenges

- Statutory and State Approval processes are challenging. Council continues to collaborate with relevant stakeholders and agencies for positive community outcomes.

Our Year Ahead

Following the development of the Community Strategic Plan 2025-2035, four strategic directions have been identified to address the complex challenges and opportunities that lie ahead over the next decade.

From 2025-2026, 'Enhancing the natural and built environment' remains unchanged as the community's desired strategic direction. This reflects a shared commitment to environmental stewardship and ensuring places and spaces are vibrant. The community's perception has highlighted consistent focus on enhancing liveability, preserving local character and encouraging economic prosperity.

Our focus for 2025-2026 is to:

- Implement the Bin Inspection Program of household recycling and organics bins for contamination
- Commence project planning for Stage 2 trial of Food Organic and Garden Organics (FOGO) collection service
- Support businesses and community organisations to implement and promote inclusive practices through membership with the Zero Barriers Project
- Support residents and businesses with programs and services aimed at improving the amenity and vitality of town centres and precincts in Cumberland
- Investigate opportunities to support and enhance Cumberland's night-time economy
- Progress the Westmead South Master Plan
- Progress the Woodville Road Corridor Strategy
- Progress the Granville Master Plan
- Undertake the Heritage Rebates and Awards Program
- Implement actions of the Smart Places Strategy and Action Plan
- Facilitate and promote environmental initiatives and resource recovery initiatives.

Our community have identified as a key driver of overall satisfaction



Protection of low-rise
residential areas



STRATEGIC GOAL 3

Delivering Sustainable Infrastructure and Services

- Aquatics and Leisure
- Asset Management and Asset System Support
- Buildings Maintenance
- Capital Works and Assets Renewal
- City Maintenance
- Depots
- Development Programs
- Environmental Health
- Open Spaces
- Ranger Services
- Venues
- Waste Services

“By 2027 Cumberland will have sustainably managed infrastructure assets and waste services that contribute positively to quality of life and meet expectations of the community. Our infrastructure will meet our targets for a city that is easy to move around and is well connected to our wider region.”

FOUNDATION OF OUR PLANS


COUNCIL'S ROLE

Deliver

Partner

Advocate

Jump to:

 Strategic Goal 1

 Strategic Goal 2

 Strategic Goal 4

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

- 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

- 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

- 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

OUR PERFORMANCE BY STRATEGIC GOAL

Council's progress against the Delivery Program and Operational Plan contributed to the overall achievement in the effectiveness in delivering key services related to Strategic Goal 3.

Indicators



Actions





Our Achievements

In collaboration with Royal Life Saving NSW, Council delivered a 10 week Culturally and Linguistically Diverse (CALD) Adult Learn to Swim Program for 40 participants.

Line marking commenced around central business districts, including car parks, pedestrian crossings and concrete islands.

Open Space projects completed:

- Colquhoun Park Ball Screen fence
- Guildford West Sportsground perimeter fencing
- Whyman Reserve Playground upgrade
- Morris Street Park Shade structure and fencing
- Webbs Avenue Tiered Grandstand seating
- Webbs Avenue Soccer shelters
- Munro Street Park upgrade
- Merrylands Park Field 4 irrigation
- CV Kelly Park scoreboard
- Norman Park upgrade
- Phillips Park upgrade
- Mona Park upgrade
- Kulgun Reserve upgrade
- Canal Road Park upgrade
- Dirrabari Reserve Fitness Equipment upgrade.

The 2024-2029 Bushfire Management Plan has been developed to guide Council on how best to maintain bushfire prone areas.

Golf courses have seen improved turf surface areas through regular turf renovations including aeration, topdressing and nutrition programs. Improvement works include irrigation system additions at Auburn Golf Course and the installation of three new bunkers at Woodville Golf Course.

A food safety seminar was delivered in June 2025 to promote safe food handling practices across food businesses in Cumberland, helping to protect the community from foodborne illnesses.

The Asset Management Strategy 2025-2035 and Asset Management Policy have been developed and published.

11 London plane trees deemed unsafe were successfully removed and replaced with 11 Lemon Scented Myrtle trees as part of the Woodburn Road, Berala Tree Replacement works.

Council received an "A" Rating for its kitchen grading, allowing it to continue to manufacture meals for Meals on Wheels. New menus have been created and are currently in production. 500 meals have been prepared weekly for Meals on Wheels.

74 swimming carnivals and 38 school swimming programs were held with 40,271 attendees at Council managed learn to Swim Programs.

Aquatic and leisure services, programs and membership offerings are actively promoted to the broader Cumberland City community through a range of communication channels including social media, website updates, e-newsletters and on-site promotional materials. These efforts contributed to increased attendance, membership uptake and enrolments in aquatic programs across all Council managed Aquatic Centres.

The lease back vehicle fleet is being transitioned from internal combustion engine vehicles to electric vehicles. Council is in the process of developing a comprehensive electric vehicle (EV) policy and associated infrastructure to support the transition to an electric fleet.

Council's Streetscapes team have increased the level of service with more garden bed planting and mulching and identifying additional, entry point garden beds throughout Cumberland.

Fauna reserves have seen improvements to the animal enclosures including soft and hard landscaping of the wombat enclosure at the Auburn Botanic Gardens. A new wombat enclosure was constructed at the Auburn Botanic Gardens and additional landscaping works conducted within the area.

There were 5,333 premium venue bookings, an increase of 984 bookings.

The street sweeper teams have conducted additional services with a noticeable improvement throughout the central business districts.

3,141 hazardous waste clean ups and 35 reports of dumped asbestos investigated.

Council is actively transitioning from a predominantly owned operational-asset model to a leased-asset model, thereby streamlining the renewal of plant and equipment for its operational teams. 78 owned assets were disposed of and replaced by a mix of newly leased assets and small plant purchases.

A hazard reduction burn was carried out at Greybox Reserve in October 2024 which included post fire weed monitoring and control ensuring the area is maintained appropriately.

Monitoring of additional areas by Council's reactive trolley team has seen an increase of 40-60 trolleys being collected per week.

The Verge and Pensioner Mowing Maintenance Program has transitioned to an entirely in-house service.

The PGA Pro Am was held at Woodville Golf Course, attracting positive feedback from participants, sponsors, professional golfers and the Australian PGA.



Our Performance



5,313
annual fire safety
statements assessed

252,270
attendees at
Council managed
Aquatic Centres

5,204
abandoned
vehicles inspected

7,570,514
domestic waste
services collected

1,140
food safety surveillance
inspections completed

64,839
attendees at Council
golf courses

474
companion animals
returned or rehomed

481
stray and escaped
companion animals
collected

4,137
potholes repaired
(Up from 3,539 in 2023-2024)

1,077
footpaths repaired

3,135
playground inspections
completed

5,333
bookings at Council
Premium venues

8,952
attendees at Council
managed Gyms

11,923
reports of illegally dumped
rubbish collected

5,656
collections of illegally
dumped rubbish from patrols
of residential streets

109,948
kms of street sweeping
*(Up from 95,965 kms
in 2023-2024)*

1,140
food safety surveillance
inspections completed

What the Community Told Us

Our community's most loved aspects of Cumberland



Sports and recreational activities and facilities



Well serviced area



Cleanliness of the area



Good waste services

What is most important to our community



Maintaining local roads



Street Lighting



Removal of illegally dumped rubbish



Maintaining footpaths



Traffic management and road safety

What our community is most satisfied with



Swimming pools and swimming pool programs



Maintenance and cleaning of town centres



Maintenance of local parks and playgrounds



Stormwater management



Provision of premium venues



Availability and maintenance of local ovals, grounds and facilities



Streetscapes and public tree maintenance

Our Challenges

- Inclement weather including severe storms contributed to delays with projects, improvement works, maintenance of potholes, stormwater clearing and road patching works.
- Incidents of vandalism to our public and hireable spaces.
- Increased contractor and material costs.
- Closure of Guildford Swim Centre in line with the Guildford Swim Centre Modernisation Project that is currently underway has continued to have a significant impact on the Learn to Swim programs.
- Industrial action at Endeavour Energy caused delays with projects.
- Council has had limitations to its rehoming of unclaimed companion animals due to high volumes of stray and surrendered animals that are being held in Council's impoundment facilities.

Our community have identified as a key driver of overall satisfaction



Household garbage collection



Public Health and Safety standards



Safe, secure and clean Council buildings, properties and facilities

Our Year Ahead

Following the development of the Community Strategic Plan 2025-2035, four strategic directions have been identified to address the complex challenges and opportunities that lie ahead over the next decade.

From 2025-2026, 'Delivering Sustainable Infrastructure and Services' has been updated to 'Delivering sustainable, safe and accessible infrastructure and services' to highlight the community's importance of safety and sustainability in infrastructure planning. However, perception has remained consistent, with an emphasis on maintaining public spaces, enforcing local safety regulations and ensuring equitable green space access.

Our focus for 2025-2026 is to:

- Manage and collect all domestic general, recycling and organic waste bins
- Undertake collection of illegally dumped waste from public spaces
- Deliver a Learn to Swim Program that increases water safety awareness
- Provide enhanced opportunities for the community to enjoy recreational swimming, lap swimming, swim carnivals, venue hire and aqua aerobics programs
- Undertake night safety audits in relation to street lighting level for high profile CBD areas
- Maintain clean public spaces
- Deliver Streetscape and Laneway Maintenance Programs
- Produce signage for road safety compliance and awareness
- Undertake works to maintain and facilitate the use of Council's two golf courses
- Maintain the high quality of nature reserves and gardens
- Deliver compliant, safe and high quality open spaces including bushland, parks and sports fields
- Conduct patrols and collect stray and escaped companion animals, return to their owner or rehome from Council's animal holding facility.



STRATEGIC GOAL 4

Providing Local Leadership

Accounting
Audit, Safety and Risk
Business Improvement
Corporate Strategy, Planning and Performance
Customer Service
Governance and Executive Support
Human Resources
Information Technology
Procurement
Property Services
Rates
Strategic Communications and Engagement

“

By 2027 Cumberland will be a community that has confidence in the integrity of local leadership and be involved in decision making. The community will be served by a Council that is progressive, innovative and makes knowledge-driven decisions in the best interest of the community. Council will be a sustainable and efficiently run organisation that goes beyond service delivery and actively advocates on behalf of the community it serves.

”

FOUNDATION OF OUR PLANS

COUNCIL'S ROLE

Deliver**Partner**

Jump to:

**Strategic Goal 1****Strategic Goal 2****Strategic Goal 3**

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

- 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

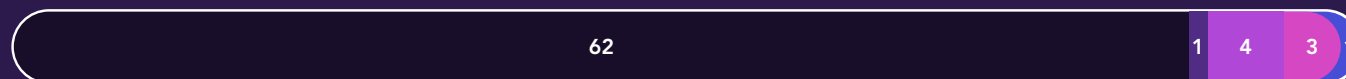
OBJECTIVE 4.2 An informed community included in decision making and long-term planning

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

OUR PERFORMANCE BY STRATEGIC GOAL

Council's progress against the Delivery Program and Operational Plan contributed to the overall achievement in the effectiveness in delivering key services related to Strategic Goal 4.

Indicators



Actions



☐ Completed/Target Met ☐ On Track ☐ Needs Attention ☐ Critical/Target Not Met ☐ On Hold ☐ Discontinued



Our Achievements

Council successfully delivered 13 citizenship ceremonies with 1,920 conferees receiving citizenship.

Council commenced the use of standard NSW Government construction contracts for construction tenders improving efficiency, consistency, transparency and risk management in the procurement process.

Pensioner rebates have been processed according to the Local Government and Council Pensioner Concession Policy.

Council has moved from publishing weekly news ads to a monthly newsletter direct to all Cumberland households.

Council's Street Flag Banner Program completed 11 rotations, with several rotations featuring major national and cultural events celebrated in Cumberland.

- Sydney Cherry Blossom Festival
- Moon Festival
- Remembrance Day
- Diwali
- Christmas
- Pongal
- Australia Day
- Lunar New Year
- Nowruz
- Eid
- Easter
- ANZAC Day
- Reconciliation Week
- NAIDOC Week.

Council continues to embed a safety and risk management culture throughout the organisation. Council has now installed 37 publicly accessible Automated External Defibrillators (AEDs) across Cumberland with a further 26 installed within Council facilities. In September, Council held its first AED community awareness workshop, providing the public with essential knowledge on what an AED is, how it works and when to use it in an emergency.

Council's Public Toilet Map is available on Council's website. This user-friendly tool helps residents and visitors locate public and accessible toilet facilities. The map includes information on adult change facilities, baby care amenities, accessibility features and opening hours. It supports greater independence, community participation and travel confidence by making it easier for people to plan their trips throughout the area.

Council has successfully completed and reported the following audits to the Audit, Risk and Improvement Committee:

- Councillor expenses
- Enterprise risk management
- Fraud and corruption control
- Development engineering
- Secure access to DRIVES, a Transport for NSW driver's license database
- Independent privileged user access
- Fleet and plant management
- IT general controls
- Planning and zoning processes
- Business continuity planning
- Conflict of interest management
- Building security.

Council introduced a visitor management system at Council's pools, adding an extra layer of safety controls for patrons and staff.

The National Local Government Customer Service Network's Benchmarking Program, which analyses the performance of councils across Australia, conducted in October 2024, highlighted Cumberland City Council's impressive performance. Council outperformed comparative councils and achieved above average results in multiple categories.

Council adopted the Integrated Planning and Reporting (IP&R) Plans and Strategies in June 2025. The IP&R plans incorporate the community's vision, reflect shared aspirations and outline Council's commitments, priorities and actions. They are supported by asset, workforce, digital and financial planning strategies to provide the community with clear and detailed information on how Council intends to sustainably resource its commitments.

Council has finalised the Community Satisfaction Survey, with feedback provided informing the Community Strategic Plan 2025–2035. This survey identified community priorities and assessed importance and satisfaction with local services and facilities.

Considerable progress towards the establishment of a Project Management Office (PMO) for Council was completed, with a thorough review of Council's approach to project management. Launch of a new PMO, framework and supporting system is ready.

Council hosted the Local Government Procurement Seminar at Wentworthville Leagues Club for local business. The forum hosted over 100 attendees, where topics covered conducting business with Council, the tendering processes, tendering platforms, conditions of participation and business ethics.

Council has entered into its first long term lease agreement at Wyatt Park with the Western Suburbs District Rugby League Football Club Limited. This marks a key step as Wyatt Park begins its ongoing development into a valued recreational space.

Council was successful in its application for securing grant funding from the NSW State Government under the Fresh Start Program for Apprentices, Trainees and Cadets Program.

Council has adopted a revised approach to business process management, shifting its methodology away from building Process Libraries. The new methodology focuses on building organisational capacity through training and supported process mapping services.

Our Performance

128,359

customer calls
answered within
60 seconds

300

positive media
stories

148,415

customer service phone
calls received

26,540

customer service
centre visits

593

tier 1 complaints
resolved within two
business days

567

tier 1 complaints
resolved within 15 days

12

formal GIPA
applications received

3,013,471

website page views

281,330

development assessment
(DA) tracker visits on
eServices

13

risk reviews completed

14.6%

increase in revenue resulting
from property transactions
(Up from 9.4% increase in
2023-2024)

1,575

informal GIPA
applications received

11,171

eServices online
applications lodged

5,742

eNews subscribers
(Up from 5,530 in
2023-2024)

12

Internal audits
completed

6.6

weeks to fill a vacant position
(Improvement from 8.4 weeks
in 2023-2024)

What the Community Told Us

Our community's most loved aspects of Cumberland



Council as a
whole



Accessibility/Central
Location



Quality and
variety of services
and facilities



Good place to live

What is most important to our community



Delivering improved
community outcomes



Delivering efficient
and better quality
services



Collaboration and
communication
between Council and
the community

What our community is most satisfied with



Council's
Customer
Service



Provision of
information to
the community



Accessibility to
Council and its
services



Outdoor Dining

Our Challenges

- Recovery of overdue charges remains a key challenge, driven by current economic conditions and cost of living pressures affecting ratepayers.
- While Council continues to prioritise timely lease renewals, a considered approach is taken to ensure all leases align with long term strategic and asset management objectives. In some cases, allowing tenants to remain on holdover supports community and organisational outcomes by reducing vacancies, optimising asset use and maintaining stable revenue.
- Council submitted its financial statements in December 2024, two months later than the statutory deadline, due to an unprecedented lengthy external audit process.

Our community have identified as a key driver of overall satisfaction

- ★ Council's Customer Service
- ★ Provision of Council information to the community
- ★ Long term planning for the Cumberland area and
- ★ Financial management

Our Year Ahead

Following the development of the Community Strategic Plan 2025-2035, four strategic directions have been identified to address the complex challenges and opportunities that lie ahead over the next decade.

From 2025-2026, 'Providing local leadership' has been updated to 'Providing transparent, accountable and strong local leadership' reflecting the community's consistent emphasis on strong leadership, supported by good governance and transparency. Collective decision making remains a consistent priority as there is sustained demand for accessible information about Council services, programs and events.

Our focus for 2025-2026 is to:

- Maximising investment return for community services and infrastructure
- Complete the Internal Audit (IA) Plan as reported to the Audit, Risk and Improvement Committee (ARIC)
- Enhance community centre operations and programs
- Deliver a Project Management Office
- Undertake a Community Wellbeing Survey
- Conduct the biennial Customer Satisfaction Survey
- Provide end to end procurement services ensuring compliance with legislative requirements
- Complete the Disability Confident Recruiter Program
- Ensure the Property Committee is duly informed and actively involved in the oversight, progression and timely completion of key property transactions and projects, as well as convened per the Committee's Terms of Reference
- Effectively promote Council's events, services and programs.



[Carers Recognition Act 2010](#)[Disability Inclusion Action Plan](#)[Financial Assistance to Community Organisations](#)[Sponsorships and Donations](#)[Public Access to Information](#)[Modern Slavery Statement](#)[Issues Raised by the Anti-Slavery Commissioner](#)[Expenses and Facilities for Councillors](#)[Training and Ongoing Professional Development for Councillors](#)[Overseas Visits](#)[External Bodies that Exercised Functions Delegated by Council](#)[Council's Controlling Interest](#)[Council's Participation in External Bodies](#)[Companion Animals](#)[Environmental Upgrade Agreements](#)[Swimming Pool Inspections](#)[Major Contracts over \\$150,000](#)[Capital Works](#)[Works on Private Lands](#)[Stormwater Management Services](#)[Planning Agreements](#)[Development Contributions and Development Levies](#)[Projects for Which Contributions or Levies Have Been Used](#)[Special Rate Variation](#)[Rates and Charges Written Off During 2024-2025](#)[Legal Proceedings](#)

Auburn Basketball Centre under construction

REQUIRED REPORTING

Carers Recognition Act 2010

Carers Recognition Act 2010, s 8(2) - Councils considered to be 'human service agencies' under the Carers Recognition Act 2010 (CR Act) (provide services directed at carers and/or people being cared for by carers) must report on compliance with the CR Act for the reporting period.

Council continues to commit to championing diversity and inclusion across the organisation. In the 2024 Staff Engagement Survey, staff were asked about their caring responsibilities to help identify whether they support family members or friends who may be living with a disability, mental illness, chronic condition, terminal illness, or who are frail aged. Through this survey, it was identified that 20% of the respondents have caring responsibilities and the information gathered has assisted Council in making decisions regarding the programs and initiatives we deliver to our staff.

Programs and initiatives held for staff in the 2024-2025 year include:

- Acknowledgement of National Carer's Week (October 13 - 19)
- Review of current Leave Policy in relation to carers leave
- Ongoing communication of Council's Employee Assistance Program (EAP) service and offerings for staff and their immediate families.

In addition, Council is currently exploring opportunities to be accredited with the Carers and Employers Program.

To further support staff who have carers responsibilities, Council has several policies, procedures and initiatives available, including:

- Flexible Work Arrangement Policy
- Leave Policy
- Council's Equal Employment Opportunities (EEO) Management Plan
- Family and Domestic Violence Policy
- Working from Home Procedure
- Council's Diversity, Equity and Inclusion (DEI) committee, focused on promoting inclusive practices and addressing the unique needs of employees who are also caregivers.

Council appreciates the essential role that carers play in society and continues to deliver policies, procedures, programs and initiatives that are designed to recognise and support our staff in this aspect of their lives.

Disability Inclusion Action Plan

Disability Inclusion Act 2014, s 13(1) - Information on the implementation of council's Disability Inclusion Action Plan and give a copy to the Minister for Disability Services.

Cumberland City Council submitted a Progress Report for year two of the Disability Inclusion Action Plan 2022-2026 to the Minister for Disability Services on Monday 18 November 2024. Key highlights include:

- Council became a member of the Hidden Disabilities Sunflower campaign in September 2024.
- Council's Customer Service Centres at Auburn and Merrylands now have a telephone available for residents to contact Translating and Interpretation Service (TIS). Business cards for the TIS service are also available at all Service Centres.
- Council's libraries partnered with Early Education and Benevolent Society to run sessions for caregivers of children with a disability or learning delay. The workshops had 282 community members participate.
- 'Shared Spaces, Shared Responsibility: Creating Accessible Environments Together' marketing campaign was rolled out in August 2024 and will continue over the next 12 months. The campaign included the creation of educational materials including posters, flyers and corflutes for residents to consider how all actions can impact on accessibility for people with disability. Posters have been displayed in 24 locations across Cumberland including at bus shelters, phone booths and light toppers. The campaign also appeared on Council's Administration buildings foyer screens, Council's Facebook Banner, social media stories and a web update.
- Council is committed to improving access and inclusion across our playspace network by applying the principles of the NSW Government's Everyone Can Play Guidelines. Council utilises these principles in upgrades and design briefs for new playspace across Cumberland. While each project and location are unique, small steps can make a big difference to how people can access, stay and play at our playgrounds. Council received funding for several playspace upgrades through the NSW Government 'Everyone Can Play Program'.
- Council has signed on to work with Australian Disability Network to become a Disability Confident Recruiter. Council is currently working through the process to achieve this accreditation, which includes training a number of hiring managers and providing evidence of Council's barrier-free recruitment and selection practices for people with disability.

Year Three of the Disability Inclusion Action Plan 2022-2026 (DIAP), will be reported in November 2025.



A copy of the report has also been made available to the public on Council's website at <https://www.cumberland.nsw.gov.au/cumberland-disability-inclusion-action-plan>.



Financial Assistance to Community Organisations

Reg s 217(1)(a5) and Act s 356 - Total amount contributed or otherwise granted to financially assist others.

Council supports the community with making provisions to grant financial assistance to others for the purpose of exercising its functions. Council's Community Grants Program funds projects that aim to improve community safety, health and wellbeing, social inclusion and the ability of local organisations to serve their communities.

A total of **\$403,634** was allocated to local organisations and individuals for a range of purposes including scholarships, assistance grants and other initiatives.



Capacity Building Workshop

Funding Program	Applicant	Amount \$
Community Grants Program - Round 1	Access Diversity Services Initiative Ltd	12,000
Community Grants Program - Round 1	Afghan Women Support Association	7,739
Community Grants Program - Round 1	Australia Nepal Public Link Inc	12,770
Community Grants Program - Round 1	Berala Public School Parents and Citizens Association	1,996
Community Grants Program - Round 1	Granville Historical Society Inc	1,999
Community Grants Program - Round 1	Guildford Anglican Church	2,000
Community Grants Program - Round 1	Heart Dancers	10,160
Community Grants Program - Round 1	Immigrant Women's Speakout Association NSW	14,131
Community Grants Program - Round 1	Lions Club of Harris Park	6,104
Community Grants Program - Round 1	McCredie Park Aquatics Swimming Club	1,957
Community Grants Program - Round 1	Open Support – St Vincents Clinic	14,000
Community Grants Program - Round 1	Rainbow Crossing Incorporated	4,000
Community Grants Program - Round 1	Royal Life Saving NSW ACT TAS	10,650
Community Grants Program - Round 1	Sydney Tamil Manram	8,635
Community Grants Program - Round 1	Walking Football NSW, also trading as Walk-Soccer NSW	2,028
Community Grants Program - Round 1	Western Sydney Community Centre	15,000
Community Grants Program - Round 1	Women's Welfare Australia Inc	11,833
Community Grants Program - Round 2	Auburn Public School	2,000
Community Grants Program - Round 2	Community Wheels	1,800
Community Grants Program - Round 2	Fresh Hope Communities	10,070
Community Grants Program - Round 2	Hindu Council of Australia	8,500
Community Grants Program - Round 2	Indian Support Centre Inc	2,000
Community Grants Program - Round 2	International Youth Fellowship	15,000
Community Grants Program - Round 2	Lions Club of Harris Park	2,000
Community Grants Program - Round 2	MS Plus Limited	15,000
Community Grants Program - Round 2	NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	2,830
Community Grants Program - Round 2	Oz Harvest Limited	14,354
Community Grants Program - Round 2	Rotary Club of Holroyd Inc	1,500
Community Grants Program - Round 2	SAGE Community Services (Parramatta Holroyd Family Support Inc)	11,298
Community Grants Program - Round 2	Sydney Kachin Community Inc	1,700
Community Grants Program - Round 2	The One Box Group Limited	14,700
Community Grants Program - Round 2	Variety The Children's Charity NSW/ACT	10,000
Community Grants Program - Round 2	Western Suburbs District Rugby League Football Club	2,000

Carnarvon Golf Course



Funding Program	Applicant	Amount \$
Community Grants Program - Round 3	Ahl Albait Islamic School	15,000
Community Grants Program - Round 3	Greystanes Junior Rugby League Football Club	2,000
Community Grants Program - Round 3	Impowerfull Inc.	15,000
Community Grants Program - Round 3	Joshua Thein	2,000
Community Grants Program - Round 3	Merrylands Amateur Swimming Club Inc	4,100
Community Grants Program - Round 3	Mobileyes and Dental Foundation Limited	10,000
Community Grants Program - Round 3	New Beginnings Aust Limited	14,700
Community Grants Program - Round 3	OZ Neulbom	1,600
Community Grants Program - Round 3	Parkrun Australia Ltd	7,500
Community Grants Program - Round 3	Parramatta Basketball Association Inc.	13,500
Community Grants Program - Round 3	Parramatta City Swim Club	4,250
Community Grants Program - Round 3	Refugee Advice and Casework Service	15,000
Community Grants Program - Round 3	Somali Welfare and Cultural Centre Incorporated	2,000
Community Grants Program - Round 3	Sydney Bangla Women's Network	12,812
Community Grants Program - Round 3	Sydney Seniors Learning Society	8,430
Community Grants Program - Round 3	The Freedom Hub	11,488
Community Grants Program - Round 3	The Greater Cumberland Chamber of Commerce	10,500
Community Grants Program - Round 3	Wombats Seniors Social Golf Club	2,000



Youth Wellness and Fitness Expo

Sponsorships and Donations

Council is required to report on corporate sponsorship arrangements approved by a resolution of Council, in alignment with Council's Sponsorship Policy. Corporate Sponsorships are financial contributions to businesses, organisations and groups for programs that can build or enhance the reputation and brand of Cumberland City Council. This Sponsorship Policy aims to establish a single, coordinated and transparent approach to the way Council receives and allocates annual Corporate Sponsorships to and from businesses, organisations and groups. Sponsorships from this program can contribute to one or more of the following outcomes:

1. Create a valuable strategic alliance for Council
2. Promote Council's community vision, 'Welcome, Belong, Succeed'
3. Provide extensive coverage and promotional/publicity opportunities across a range of media outlets
4. Provide an opportunity for measurable economic, social, recreational, environmental and/or cultural benefits to Council and the Cumberland Local Government Area
5. Provide opportunities for the community to participate and contribute in activities/events in the Cumberland Local Government Area.

In 2024-2025, Council did not have outgoing sponsorships. The following sponsorships from business, organisations and groups include:

Incoming Sponsorships

Sponsorship	Sponsorship Details	Amount \$
Wentworthville Leagues Club Limited	2024 Diwali Festival Concert Sponsorship	\$8,000
Special Broadcasting Service (SBS)	2024 Diwali Festival Official Media Sponsorship	\$7,500
Dooleys Lidcombe Catholic Club Ltd	2024 Junior Pro Am Sponsorship	\$3,000
Independent Locksmiths and Security Pty Ltd	2024 Junior Pro Am Sponsorship	\$3,000
Pipe Management Australia Pty Ltd	2024 Junior Pro Am Sponsorship	\$1,500
United Resource Management	2024 Junior Pro Am Sponsorship	\$7,500
Wentworthville Leagues Club Limited	2024 Junior Pro Am Sponsorship	\$1,500
Oztix	2024 Sydney Cherry Blossom Festival Sponsorship	\$18,182
Merrylands RSL Club	2025 Australia Day Concert Sponsorship	\$6,500
Wentworthville Leagues Club	2025 Australia Day Fireworks Sponsorship	\$3,500

Donations

As part of Council's budget, funds have been allocated to financially assist charities and not-for-profit organisations for charitable purposes as identified by Council. The nominated entity and amount will be determined through a Council Resolution in accordance with the Emergency Relief Fund Guidelines.

Sponsorship	Sponsorship Details	Amount \$
Beyond Architecture	Mayoral Fund Donation	1,000
Caritas Australia Limited	Mayoral Fund Donation	2,000
GIVIT	Mayoral Fund Donation	5,000
Parramatta Women's Shelter Inc	Mayoral Fund Donation	4,000

Public Access to Information

Government Information (Public Access) Act 2009, s 125(1), Government Information (Public Access) Regulation 2018, cl 8 and Schedule 2 - Information included on government information public access activity.

Council received a total of 12 valid Formal Release GIPA applications, where all applications were responded to within legislative timeframes. A summary of these applications are as follows:

- 3 applications were granted access in full
- 8 applications were granted partial access
- 1 application resulted in no information held.
- 0 applications were withdrawn and deemed refused.

Council 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, projects and plans including the Operational Plan and Annual Reports.

2. Proactive Release

State and Local Government agencies are encouraged to make information, beyond what is required for mandatory disclosure, 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

When information is not available through the above methods, a formal access application can be made. Council proactively published information on its website and through other channels, including:

- Council meeting agendas and minutes
- Committee meetings records
- Council Policies, Plans and Strategies
- Development Applications.

Modern Slavery Statement

Act s 428(4)(d) - Must contain a statement of steps taken to ensure that goods and services procured by and for the council during the year were not the product of modern slavery within the meaning of the *Modern Slavery Act 2018*.

Cumberland City Council is firmly committed to ensuring that all procurement activities and supply chains are free from the risks of modern slavery. We expect our contractors, suppliers and business partners to uphold the same high standards by fostering fair, ethical workplaces where all employees and workers are treated with dignity and respect.

Recognising the seriousness of modern slavery, the Council has taken proactive steps to comply with the *Modern Slavery Act*. These measures include:

- **Procurement Operational Procedure**

Includes a clause explicitly stating that Council will not engage vendors associated with modern slavery.

- **RFX Documentation**

All Requests for Quote, Expressions of Interest and Tenders include a clause requiring respondents to acknowledge and declare compliance with the *Modern Slavery Act*.

- **Tender Form**

Online tender forms include a pass/fail criterion regarding current or historical involvement in modern slavery and whether respondents have risk management plans in place.

- **New Supplier Form**

Requires all new suppliers to acknowledge and declare their adherence to the *Modern Slavery Act*.

- **Contractual Clauses**

All Council contracts include clauses aligned with the NSW Anti-Slavery Commissioner's Guidance to ensure ongoing compliance.

Issues Raised by the Anti-Slavery Commissioner

Act s 428(4)(c) - Must contain a statement detailing the action taken by the council in relation to any issue raised by the Anti-slavery Commissioner during the year concerning the operations of the council and identified by the Commissioner as being a significant issue.

Cumberland City Council reports there were no issues advised by the Anti-Slavery Commissioner during the year in relation to the operations of Council.



Expenses and Facilities for Councillors

Reg s 217(1)(a1) (i), (ii), (iii), (iiia), (iv), (v), (vi), (vii), (viii) - Total cost during the year of the payment of expenses of, and the provision of facilities to councillors in relation to their civic functions (this amount must equal the reported amount in the financial statements).

Council is required to provide total costs of the payment of expenses and the provision of facilities to Councillors in relation to their civic functions.

The total cost for the 2024-2025 year is **\$769,217**. As per the Councillor Expense and Facilities Policy, the following is a table of the Councillors expenses for 2024-2025:

Allowances	Amount \$
Identify separate details on the total cost of:	
• provision of dedicated office equipment allocated to councillors	26,263
• telephone calls made by councillors	572
• attendance of councillors at conferences and seminars	51,953
• the provision of induction training and professional development for mayor and other councillors	33,095
• other training of councillors and provision of skill development	9,791
• interstate visits by councillors, including transport, accommodation and other out-of-pocket travelling expenses	18,788
• overseas visits by councillors, including transport, accommodation and other out-of-pocket travelling expenses	-
• expenses of any spouse, partner or other person who accompanied a councillor in the performance of their civic functions, being expenses payable in accordance with the Guidelines for the payment of expenses and the provision of facilities for the mayor and councillors	871
• expenses involved in the provision of care for a child of, or an immediate family member of a councillor.	-
Mayoral fee	91,107
Councillors fees	482,958
Councillors superannuation	53,819
Grand Total	769,217

Training and Ongoing Professional Development for Councillors

Reg s 186 - Information about induction training and ongoing professional development.

During 2024-2025 and in accordance with the Councillor Expenses and Facilities Policy, Cumberland City Council provided ongoing professional development opportunities for our elected Council.

Councillors also received fortnightly bulletins containing government circulars, media releases and details of training and development opportunities available to them.

The following table provides a summary of the programs offered by Council to Councillors, those who attended and the month of completion:

Mayor and/or Councillors	Ongoing Professional Development Program and/or Seminars	Completion
Councillor Ola Hamed (Granville Ward)	Councillor Induction and Workshop	November 2024 February 2025
	LGNSW Annual Conference	November 2024
	Media Training	March/April 2025
	Planning Institute Australia Planning for Non Planners Day Course	May 2025
	National General Assembly of Local Government Conference	June 2025
Councillor Steve Christou (Granville Ward)	Councillor Induction and Workshop	November 2024 February 2025
	AICD Membership	April 2025
	National General Assembly of Local Government Conference	June 2025
Councillor Joseph Rahme (Granville Ward)	Councillor Induction and Workshop	November 2024 February 2025
	CPA Australia Membership	December 2024
	AICD Membership	January 2025
Councillor Dr Diane Colman (Greystanes Ward)	LGNSW Annual Conference	November 2024
	Councillor Induction and Workshop	November 2024 February 2025
	National General Assembly of Local Government Conference	June 2025
Councillor Eddy Sarkis (Greystanes Ward)	Councillor Induction and Workshop	November 2024 February 2025
	LGNSW Annual Conference	November 2024



Mayor and/or Councillors	Ongoing Professional Development Program and/or Seminars	Completion
Councillor Nadima Kafrouni-Saba (Greystanes Ward)	Councillor Induction and Workshop	November 2024 February 2025
Councillor Enver Yasar (Regents Park Ward)	LGNSW Annual Conference	November 2024
	Councillor Induction and Workshop	November 2024 February 2025
	LGNSW Executive Certificate for Elected Members	March 2025
Councillor Helen Hughes (Regents Park Ward)	National General Assembly of Local Government Conference	June 2025
	Councillor Induction and Workshop	November 2024 February 2025
Councillor Steve Yang (Regents Park Ward)	LGNSW Annual Conference	November 2024
	Councillor Induction and Workshop	November 2024 February 2025
	LGNSW Annual Conference	November 2024
Councillor Paul Garrard (South Granville Ward)	National General Assembly of Local Government Conference	June 2025
	Councillor Induction and Workshop	November 2024 February 2025
	LGNSW Annual Conference	November 2024

Mayor and/or Councillors	Ongoing Professional Development Program and/or Seminars	Completion
Councillor Ahmed Ouf (South Granville Ward)	Councillor Induction and Workshop	November 2024 February 2025
	LGNSW Annual Conference	November 2024
Councillor Glenn Elmore (South Granville Ward)	Councillor Induction and Workshop	November 2024 February 2025
	LGNSW Annual Conference	November 2024
	Learn to Lead with UNSW 2025	June 2025
	National General Assembly of Local Government Conference	June 2025
Councillor Michael Zaiter (Wentworthville Ward)	Councillor Induction and Workshop	November 2024 February 2025
	LGNSW Annual Conference	November 2024
Councillor Suman Saha (Wentworthville Ward)	Councillor Induction and Workshop	November 2024 February 2025
	AICD Membership	March 2025
Councillor Sujun Selenthiran (Wentworthville Ward)	Councillor Induction and Workshop	November 2024 February 2025
	LGNSW Annual Conference	November 2024



Civic Education Program with Merrylands High School



Overseas Visits

Reg s 217(1)(a) - Details, (including purpose) of overseas visits by councillors, council staff or other persons representing council (including visits sponsored by other organisations).

In 2024-2025, Council provides the following statement on staff members that travelled overseas:

Purpose of Travel	Destination	Officer	Date
Local Government Professionals Scholarship for the Canadian Association of Municipal Administrators (CAMA) Conference	Mont Tremblant, Québec Canada	Melissa Attia	26 – 28 May 2025

External Bodies that Exercised Functions Delegated by Council

Reg s 217(1)(a6) - Statement of all external bodies that exercised functions delegated by council.

Cumberland City Council delegated key functions to the following external bodies:

- CivicRisk Mutual, an insurance pooling group of Western Sydney Councils established under a joint agreement
- Wentworthville Community Garden s355 Committee, managing the day-to-day operations of the Wentworthville Community Garden
- Local Emergency Management Officer (LEMO) and Committee.

Council's Controlling Interest

Reg s 217(1)(a7) - Statement of all corporations, partnerships, trusts, joint ventures, syndicates or other bodies in which council held a controlling interest.

Cumberland City Council held/or had no controlling interest in any corporations, partnerships, trusts, joint ventures, syndicates or other bodies.

Council's Participation in External Bodies

Reg s 217(1)(a8) - Statement of all corporations, partnerships, trusts, joint ventures, syndicates or other bodies (whether or no incorporated) in which the council participated during the year.

Cumberland City Council participated with the following corporations, partnerships, trusts, joint ventures, syndicates or other bodies (whether incorporated or not):

- Internal Ombudsman Shared Service – Managing Code of Conduct complaints and Public Interest Disclosures on behalf of Council
- WSROC – Western Sydney Regional Organisation of Councils, advocating for the people of Western Sydney.

Companion Animals

Reg s 217(1)(f) and Guideline on the exercise of functions under the *Companion Animals Act* - Detailed statement, prepared in accordance with such guidelines as may be issued by the Secretary from time to time, of the council's activities during the year in relation to enforcing, and ensuring compliance with, the provisions of the *Companion Animals Act 1988 (CA Act)* and the *Companion Animal Regulation 2018*.

Cumberland City Council provides the following statement on activities related to enforcing and ensuring compliance with *Companions Animals Act*, whilst maintaining commitment to its residents and encourages safe and responsible pet ownership.

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. Council reports 261 dogs and 221 cats were seized in 2024-2025
Lodgement of data about dog attacks with the OLG	All data relating to known dog attacks are entered into the Companion Animals Register. Council reports 153 dog attacks in 2024-2025
Amount of funding spent on companion animal management and activities	\$547,880 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 in partnership with Hawkesbury Animal Shelter and local rescue agencies, as well as managing a short-term holding facility. These arrangements support efforts to reduce euthanasia by rehoming dogs and cats wherever possible

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

Companion Animal Management and Activities	Funding Spend \$
Contract Pound facility fees	447,126
Professional Veterinary fees	2,689
Council short-term holding facility	4,495
Companion Animal Administration	93,570
Total	547,880

Cumberland City Council has ten off leash areas within the Council area:

Park and Location	Fenced	Bins	Dog Bags	Seating	Water	Dog Exercise Equipment	Tree or Shade
1. Coleman Park Location: Nottingham Road, Berala	✓	✓	✓	✓	✓	✓	✓
2. Dirrabari Reserve Location: Edward Drive, Pemulwuy, access via the south-eastern corner	✓	✓	✓			✓	✓
3. Gardenia Parade Park Location: 157 Gardenia Parade, Greystanes, access via northern end of Percival Road	✓	✓	✓				
4. Hampden Road Reserve Location: 8 Hampden Road, South Wentworthville	✓	✓	✓		✓	✓	✓
5. Kurung Reserve Dog Off Leash Area Location: 5 Fox Street, Holroyd	✓	✓	✓				
6. Little Duck Creek Reserve Location: 53 Wolseley Street, Guildford	✓	✓	✓				
7. Scout Memorial Park Location: 9 Glen Street, Granville	✓	✓	✓				
8. Webbs Avenue Playing Fields Location: Webbs Avenue, Auburn	✓	✓	✓	✓	✓	✓	
9. Wentworthville Dog Park Location: Ringrose Oval Great Western Highway and Cumberland Highway, Wentworthville	✓	✓	✓	✓	✓		✓
10. Wyatt Park Location: Church Street, Lidcombe	✓	✓	✓	✓	✓		✓



Wentworthville Dog Park

Environmental Upgrade Agreements

Act s 54P(1) - Include particulars of any environmental upgrade agreement entered into by the council.

Council did not enter into significant Environmental Upgrade Agreements during 2024-2025.

Swimming Pool Inspections

Swimming Pools Act 1992 (SP Act), s 22F(2) and Swimming Pools Regulation 2018 (SP Reg) cl 23 - Details of inspections of private swimming pools.

Swimming Pool Inspections	Total
Inspections that resulted in issuance of a certificate of compliance	73
Inspections that resulted in issuance of a certificate of non compliance	20
Inspections of premises with more than two dwellings	2
Inspections of tourist and visitor accommodation	-

Major Contracts over \$150,000

Reg s 217(1)(a2) (i), (ii) - Details of each contract awarded (other than employment contracts and contracts less than \$150,000) including:

- **name of contractor**
- **nature of goods or services supplied**
- **total amount payable.**

Cumberland City Council provides the following report on major contracts entered into. Details of contracts awarded by Council during the year ending 30 June 2025 in excess of \$150,000 (and excluding employment contracts) are detailed in the table below:

Effective Date	Description of the Project or Goods or Services or Real Property	Contractors Business Name and Address	Estimated Amount Payable \$
1 July 2024	Building Works Admin Building	The Trustee for HMG Unit Trust Suite 1, 4 Charles Street, Parramatta NSW 2150	498,573.90
1 July 2024	Annual license and support for Strategic Asset Management Software (Assetic Cloud)	Brightly Software Australia Pty Ltd L12, 257 Collins Street, Melbourne VIC 3000	365,082.00
1 July 2024	Application Renewal for TechnologyOne Application Managed Services (AMS)	Technology One Limited Ground Floor, 67 High Street, Toowong QLD 4066	167,000.00
1 July 2024	Creek maintenance and cleaning contract	Total Drain Clean PO Box 1365, Green Valley NSW 2168	249,727.50
1 July 2024	Demolition of Guildford Swim Centre	Budget Demolition and Excavation PO Box 199, Guildford NSW 2161	709,461.67
1 July 2024	Implementation of new Wide Area Network (WAN) services	TPG Network Pty Ltd Level 13, 177 Pacific Highway, North Sydney NSW 2060	3,960,240.00
1 July 2024	Middleware API development between NSW Planning Portal and TechnologyOne system	Sentient Dynamics Pty Ltd Level 26, 44 Market Street, Sydney NSW 2000	188,100.00



Effective Date	Description of the Project or Goods or Services or Real Property	Contractors Business Name and Address	Estimated Amount Payable \$
1 July 2024	Purchase of library books for 2024-2025	Keith Ainsworth Pty Ltd Unit 23, 34 – 36 Abeil Street, Jamisontown NSW 2750	240,000.00
1 July 2024	Renewal of licensing agreement for TPG Wide Area Network (WAN) and private cloud services	TPG Network Pty Ltd Level 13, 177 Pacific Highway, North Sydney NSW 2060	4,356,264.00
1 July 2024	Software for Local Government Area demographic profiling	Id Consulting Pty Ltd PO Box 1689, Collingwood VIC 3066	156,100.00
1 July 2024	Subscription to Bookable Booking System Software	Attekus Pty Ltd 16 Dorman Crescent, Lindfield NSW 2070	167,150.00
1 July 2024	Supervision services for Woodville Golf Course	P.D Jones and J.W Kaye-Smith Woodville Golf Course Rawson Road, Guildford NSW 2161	165,000.00
16 July 2024	Food supplies for the Meals on Wheels Program	Bidvest Sydney – Rm Smith Unit 1, 39 Hill Road, Homebush Bay NSW 2140	230,000.00
22 July 2024	Multi-disciplinary engineering for Auburn Basketball expansion	Building Services Engineers Pty Ltd Level 2, 121 Walker Street, North Sydney NSW 2060	251,075.00
24 July 2024	Architectural consulting for Auburn Basketball expansion	Facility Design Group Pty Ltd 19 The Terrace, Cambewarra NSW 2540	472,670.00
24 July 2024	Civil and structural engineering consulting services	Eclipse Consulting Engineers Pty Ltd 305/12 Century Circuit, Norwest NSW 2153	177,100.00
1 August 2024	Computer Hardware Refresh for 2024	Vestone Capital Pty Limited GPO Box 2635, Sydney NSW 2001	941,681.00
1 August 2024	Microsoft Enterprise Agreement Licensing 2024	Data#3 Limited 67 High Street, Toowong QLD 4066	2,634,031.00
1 August 2024	Modification work on Telstra pits	Telstra Limited Level 41, 242 Exhibition Street, Melbourne VIC 3000	249,999.99
1 August 2024	Replacement and hardware refresh of Council's core network switches (FY 2024-2025)	Nexon Asia Pacific Pty Ltd 60-70 Parramatta Road, Summer Hill NSW 2130	175,519.30
13 August 2024	Auburn Park extension and upgrades	Metro Construction Group Pty Ltd G7/218 Parramatta Road, Homebush NSW 2140	2,637,206.12
14 August 2024	Cleaning services for Council buildings and facilities	TST Property Services Pty Ltd 3/77 Newton Road, Wetherill Park NSW 2176	7,738,070.47
19 August 2024	Christmas tree hire	Christmas Concepts Australia Pty Limited Warehouse F1-4, 42 Wattle Street, Ultimo NSW 2007	248,757.96
21 August 2024	Mobile community recycling service	Community Resources Limited t/a Resource Recovery Australia 16 Bellambi Lane, Bellambi NSW 2518	637,869.10
22 August 2024	Office alterations at Guildford Depot	The Trustee for HMG Unit Trust Suite 1, 4 Charles Street, Parramatta NSW 2150	320,527.90
3 September 2024	Supply and installation of top dressing for parks (Summer 2024-2025)	PQ Project Solutions Pty Ltd 4 Verney Drive, West Pennant Hills NSW 2125	200,796.75
24 September 2024	Bathroom renovations at three community centres	We Build Australia Pty Ltd 16 Sorrell Street, Parramatta NSW 2150	206,185.00
24 September 2024	Renewal of cricket practice nets at Granville Park	We Build Australia Pty Ltd 16 Sorrell Street, Parramatta NSW 2150	174,739.40



Effective Date	Description of the Project or Goods or Services or Real Property	Contractors Business Name and Address	Estimated Amount Payable \$
30 September 2024	Staff first aid training and supply replenishment	St John Ambulance Australia (N.S.W.) 12 Lyonpark Road, Macquarie Park NSW 2113	158,994.00
2 October 2024	Field Drainage Project at Guildford West Sports Ground	The Green Horticultural Group PO Box 345, Round Corner NSW 2158	517,169.40
4 October 2024	Bin Inspection Program 2024	The Trustee for Knowwaste Trust PO Box 632, Freshwater NSW 2096	164,704.10
15 October 2024	Playspace upgrade at Canal Road Park, Greystanes	The Trustee for HMG UNIT TRUST Suite 1, 4 Charles Street, Parramatta NSW 2150	213,413.20
18 October 2024	Playground upgrade at Whyman Reserve, Greystanes	Austek Constructions Pty Ltd Unit 19/9-12 Lambridge Place, Penrith NSW 2750	176,960.87
22 October 2024	Design for Granville Park Playspace Project	Context Landscape Design Pty Ltd Suite 3.01 79 Myrtle Street, Chippendale NSW 2008	366,118.50
1 November 2024	Procurement of Apple devices (iPhones, iPads, MacBooks) for Council use	Apple Pty Limited PO Box A2629, Sydney South NSW 1235	250,000.00
8 November 2024	Project management for construction of Guildford Pool	Nasr Group Pty Ltd Suite 1, Level 2, 31 Cowper Street, Parramatta NSW 2150	277,315.86
15 November 2024	Playspace upgrade at Leawarra Reserve, Merrylands	4PARK Pty Ltd 20 Butterfield Street, Blacktown NSW 2148	548,347.86
19 November 2024	Installation of Exeloo toilet at Merrylands Station	Connectra Building and Developments Pty Ltd 104/7 Hoyle Avenue, Castle Hill NSW 2154	397,870.00
19 November 2024	Playspace upgrade at Munro Street Reserve, Greystanes	4PARK Pty Ltd 20 Butterfield Street, Blacktown NSW 2148	192,456.00
26 November 2024	Project management services for Hyland Road Sports Complex construction	RPS AAP Consulting Pty Ltd Level 4, 520 Wickham Street, Fortitude Valley QLD 4006	412,077.60
3 December 2024	Project management services for Pippita Rail Trail Cycleway and Toongabbie Bridge upgrades	RPS AAP Consulting Pty Ltd Level 4, 520 Wickham Street, Fortitude Valley QLD 4006	200,508.00
9 December 2024	Kibo Reserve Upgrade	Growth Civil Landscapes Pty Ltd 60 Oak Road, Kirrawee NSW 2232	1,289,937.45
16 December 2024	Plumbing and electrical reactive panel contract for minor electrical and building works	Budstar Pty Ltd 12 Raglan Road, Auburn NSW 2144 Piperight Services PO BOX 500, Moorebank NSW 1875 Lisson Electrical Pty Ltd 4 Wembley Avenue, Kellyville NSW 2155 HIX Group Pty Limited Unit 1, 10 Production Place, Penrith NSW 2750 Prime Water Australia Pty Ltd 2/10 Melissa Place, Kings Park NSW 2148 Elec Comm Group Pty Ltd 112C/797 Botany Road, Rosebery NSW 2018 PJC Plumbing Services Pty Ltd A13/406 Marion Street, Condell Park NSW 2200	1,335,523.00



Effective Date	Description of the Project or Goods or Services or Real Property	Contractors Business Name and Address	Estimated Amount Payable \$
29 January 2025	Completion of rainforest boardwalk at Auburn Botanic Garden	Encat Pty. Limited 4 Sirius Road, Unanderra NSW 2526	205,138.11
29 January 2025	Delivery service for Council newsletters	Australia Post – Administration Accounts Receivable Team GPO Box 2890, Melbourne VIC 3001	237,535.87
31 January 2025	Appointment of real estate agent for sale of former McFarlane carpark	Jones Lang Lasalle (NSW) Pty Limited, Level 25, 420 George Street, Sydney NSW 2000 CAMPAIGNxpress Pty Ltd Level 18, 60 Margaret Street, Sydney NSW 2000	249,979.52
14 February 2025	Construction project management for Auburn Basketball Court	Savills Project Management Pty. Ltd. Level 25, Governor Philip Tower 1 Farrer Place, Sydney NSW 2000	258,500.00
19 February 2025	Pest control services contract	Allied Pest Management Pty Ltd 1A Marple Avenue, Villawood NSW 2163	154,441.16
24 February 2025	Emergency lighting upgrade at Merrylands Administration Building	HIX Group Pty Limited Unit 1, 10 Production Place, Penrith NSW 2750	190,729.31
7 March 2025	After School Care Sports Program	Ultimate Football Pty Ltd Ultimate Soccer 405 The Horsley Drive, (in grounds of Fairfield High School) Fairfield NSW 2165	200,772.00
25 March 2025	Installation of Exeloo toilet at Dirrabari Reserve	Connectra Building and Developments Pty Ltd 104/7 Hoyle Avenue, Castle Hill NSW 2154	386,100.00
25 March 2025	Installation of Telstra pits	Telstra Limited Level 41, 242 Exhibition Street, Melbourne VIC 3000	249,990.00
25 March 2025	Irrigation upgrade at Merrylands Oval Field No. 4	Australian Turf Projects Pty Ltd 4 Pitt Street, Hunters Hill NSW 2110	331,776.50
25 March 2025	Works at Granville Town Hall	Sullivans Constructions Pty Ltd 8 Layden Avenue, Engadine NSW 2233	314,122.47
7 April 2025	Maintenance and upgrades at Monterey Street Park Scout Hall	We Build Australia Pty Ltd 16 Sorrell Street, Parramatta NSW 2150	320,000.00
10 April 2025	Electrical upgrade at Lidcombe Carpark	HIX Group Pty Ltd Unit 1, 10 Production Place, Penrith NSW 2750	373,557.16
16 April 2025	Playspace upgrade at M J Bennett Reserve	4PARK Pty Ltd 20 Butterfield Street, Blacktown NSW 2148	612,082.90
23 April 2025	VMware Enterprise License Agreement renewal	Logicalis Australia Pty Ltd 79 Swan Street, Richmond VIC 3121	292,697.86
28 April 2025	Amenities upgrade at Merrylands Park	Sullivans Constructions Pty Ltd 8 Layden Avenue, Engadine NSW 2233	517,560.34
28 April 2025	Community garden works at Central Park Botanica	The Trustee for HMG Unit Trust Suite 1, 4 Charles Street, Parramatta NSW 2150	209,944.99
29 April 2025	Tender documentation and construction for Pippita Rail Trail	Place Design Group 3B/830 – 832 Elizabeth Street, Waterloo NSW 2017	397,155.00
1 May 2025	Irrigation and drainage upgrades at Roberta Street Park	Australian Turf Projects Pty Ltd 4 Pitt Street, Hunters Hill NSW 2110	722,106.55



Effective Date	Description of the Project or Goods or Services or Real Property	Contractors Business Name and Address	Estimated Amount Payable \$
2 May 2025	Construction of pollutant traps at Bud Greenspan Circuit, Lidcombe	RMA Contracting Pty Ltd 12/6-20 Braidwood Street, Strathfield South NSW 2136	207,489.70
16 May 2025	Netball court upgrades at Nemesia Park	Convil Group Pty Ltd 4 Vicars Place, Wetherill Park NSW 2164	1,735,810.77
21 May 2025	Update to Cumberland LGA overland flood studies	HydroSpatial Pty Ltd 8 Flax Place, Quakers Hill NSW 2763	200,926.00
26 May 2025	Granville Park playspace and Auburn Basketball expansion works	CA&I Pty Ltd 10 Regent Street, Chippendale NSW 2008	5,167,693.30
29 May 2025	Lead design consultancy for Toongabbie Bridge	Turnbull Engineering Pty Ltd Level 27, 400 George Street, Sydney NSW 2000	435,439.17
2 June 2025	New drainage installation for the Merrydays Child Care Centre	The Trustee for HMG Unit Trust Suite 1, 4 Charles Street, Parramatta NSW 2150	183,201.15
24 June 2025	Auburn Basketball Centre project works	Grindley Construction Pty Ltd Ground Floor, 55 Grandview Street, Pymble NSW 2073	24,138,448.40
24 June 2025	Lead design consultancy for Hyland Road Sports Complex	Choi Ropiha Fighera PL ATF Choi Ropiha Fighera Unit Trust TA3/1 The Corso, Manly NSW 2095	4,044,041.87
26 June 2025	Amenities upgrade at Lytton Street Park	Ally Property Services Pty Ltd 20 Sammut Street, Smithfield NSW 2164	517,957.00
26 June 2025	Final design and construction for Progress Park	Polytan Asia Pacific Pty Ltd Factory 2, Dunlopillo Drive, Dandenong VIC 3172	9,059,330.62



Bathurst Street Park netball courts



Road works

Capital Works

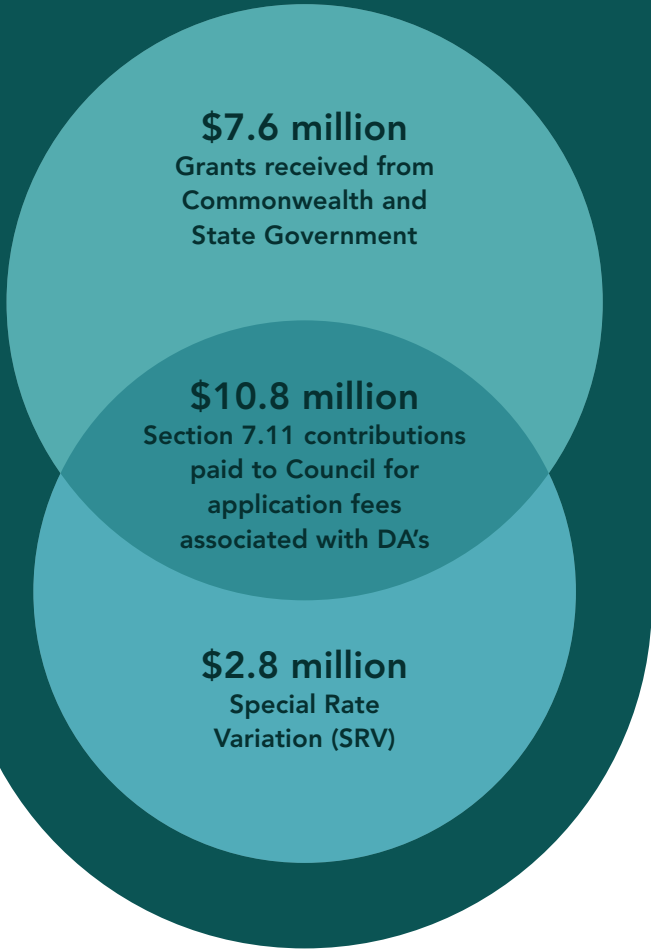
Office for Local Government (OLG) Capital Expenditure Guidelines - Report on all capital works projects.

In accordance with the OLG Capital Expenditure Guidelines, Council is required to report on all capital works projects.

	2024-2025 \$'000
Capital Funding	
Rates, General Working Capital and Grants	39,375
External Restrictions	
\$7.11	10,838
Stormwater	1,953
Other – External	793
Internal Reserves	
SRV	2,803
Other – Internal	239
Total Capital Funding	56,001
Capital Expenditure	
Bridges	161
Buildings	9,004
Footpaths	3,714
Open Space	12,405
Plant and Equipment	629
Roads and Traffic	22,885
Stormwater	2,908
Swimming Pools	1,994
Other	2,301
Total Capital Expenditure	56,001

Capital Funding

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



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

Asset Class	Capital Renewals \$'000	New Assets \$'000
Bridges	161	-
Buildings	5,879	3,125
Footpaths	2,019	1,695
Open Space	3,594	8,811
Plant and Equipment	-	629
Roads and Traffic	19,611	3,274
Stormwater	2,908	-
Swimming Pools	1,994	-
Other	-	2,301
Total	36,166	19,835

HIGHLIGHTS:

Council spent
\$36.2 million
on renewal of assets

Council spent
\$56.0 million
on total capital expenditure

Council spent
\$19.8 million
on new assets



**\$1.2 million for
Alderson Park
Upgrade**



**\$1.1 million for
Kibo Reserve
Playground**

**\$1.4 million
for Auburn
Basketball
Centre Facility
Expansion**



**\$1.7 million for
Guildford Pool
Upgrade**



**\$0.9 million for
Centenary Road,
South Wentworthville
Road Renewal**



**\$1.4 million for
Merrylands CBD
Drainage Upgrade**



Works on Private Lands

Reg s 217(1)(a4) and Act s 67, 67(2)(b),67(3) - Include resolutions made concerning work carried out on private land, including:

- details or a summary of any resolutions made under section; and
- details or summary of any work carried out, where the charge is less than the approved fee, the proposed fee to be charged and the total amount subsidised by council.

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, including:

- demolition and excavation
- fencing and ditching
- gas and electricity connections
- kerbing and guttering
- land clearing and tree felling
- paving and roadmaking
- tree planting and tree maintenance
- water, sewerage and drainage connections.

In 2024-2025, Council made no resolutions to subsidise work carried out on private land. Furthermore, Council did not invoice works on private property.

Stormwater Management Services

Reg s 217(1)(e) - A statement detailing the stormwater management services provided (if an annual charge is levied).

Council is responsible for the management of Stormwater Services the following works were carried out:

- Drainage surveys
- Safety inspections
- Urgent renewal works.

The table below provides a summary of the projects undertaken during the 2024-2025 period with Stormwater Management Services:

Asset Class	Capital Renewals
2 Celia Street, Granville, reconstruction of pipe	59,960
Construction of Gross Pollutant Trap at Bud Greenspan Circuit Lidcombe	192,746
CSIRO Basin (Detention Basin) flood monitoring system maintenance 2024-2025 at Nijong Drive, Pemulwuy	9,668
Detailed Stormwater Survey, Including Boundary at Mona Street between Duck River and Chisholm Road	6,537
Maintenance to damaged Kerb and Gutter, Clyde St Granville	387,777
Merrylands CBD Drainage Upgrade Works	1,273,483
Water Technology Dam Safety Study CSIRO	22,534
Total Spent	1,952,705

Overall, the Stormwater Levy helps Council cover the cost for upgrades, new or additional Stormwater Management Services. Council commenced the financial year with a Stormwater Levy Reserve balance of **\$4,728,406**. By 30 June 2025, the reserve balance was **\$4,610,704**.

In 2024-2025, Council received **\$1,835,002** from the Stormwater Levy charge and expended **\$1,952,705**.

Funds not spent are held in the Stormwater Levy Reserve at the end of each year for expenditure in future years. This complies with the Department of Local Government Stormwater Management Service Charge Guidelines (2006), which states funds accumulated through levying of the Stormwater Management Service charge do not have to be spent within the year they are raised, but may be used to resource major programs spanning a number of years.



Planning Agreements

Environmental Planning and Assessment Act 1979, s 7.5(5) - Particulars of compliance with and effect of planning agreements in force during the year.

Council is required to report particulars of compliance with and the effect of Voluntary Planning Agreements (VPA) in force during the year.

Council's Voluntary Planning Agreements in force during the financial period 2024-2025 are shown in the table below:

Reference Number	Address	Names of Parties to the Agreement (in addition to Council)	Description of Development/Related Application	Date Executed	Description of Agreement
VPA2021/0001	2 Percy Street, Auburn	Australian Turkish Maarif Foundation Ltd and Gallipoli Education Solutions Ltd	State Significant Development for the staged construction and operation of a new Kindergarten to Year 12 school. Condition B4 of the consent required the developer to enter into a VPA with Council.	8/05/2021	Monetary contribution for public domain and open space upgrades in accordance with the Wyatt Park Masterplan.
VPA2021/0002	Cardinal Gilroy Village, 45 Barcom Street, Merrylands West	Southern Cross Care (NSW and ACT) Ltd	Planning proposal to facilitate redevelopment of an existing seniors housing development through the rezoning of land, increases to height of buildings and floor space ratio controls and the introduction of a new provision to limit the floor space of non-residential on the site to 1,480 square metres.	30/06/2021	Monetary contribution towards the implementation of Duck River Masterplan and other infrastructure improvements in the local area.
VPA2021/0003	12 Palmer Street, Guildford West	Universal Property Pty Ltd and UPG31 Pty Ltd	Development Application for land at Frank Street, Guildford involving removal of trees and vegetation, subdivision of land into six lots, construction of four residential flat buildings comprising a total of 192 units and 23 townhouses over basement level parking, construction of civil works including roadways and the provision of parklands and cycleways.	31/05/2021	Land dedication to Council, construction and embellishment works of the Canal Park, Residential Pocket Park and public road.
VPA2021/0005	Site 1, 10-22 William Street, Granville	Sid Arida, Joseph Arida, George Arida	Planning proposal to facilitate redevelopment of the site for a residential apartment building via increases to height and floor space ratio controls and the removal of a heritage listing.	19/04/2021	Monetary contribution towards public domain improvements and upgrades in Granville Town Centre and surrounds.
VPA2021/0006	55-57 Station Street and 6 Pritchard Street East, Wentworthville	Newcorp Constructions Pty Ltd, RCR Petroleum P/L, Edward Hirst P/L and Owners of SP 19949.	Planning proposal to facilitate development of the site for a residential apartment building via increases to height and floor space ratio controls and the addition of a gymnasium as an additional permitted use on the site.	21/12/2020	Dedication of land to Council and rehabilitation works to that land.
VPA2021/0007	4-12 Railway Street, Lidcombe	Lidcombe Property NSW Pty Ltd.	Planning proposal to facilitate redevelopment of the site for a mixed-use development comprising residential, commercial and retail uses.	Initial Execution: 20/07/2020, Amended VPA Execution 09/09/2021	Dedication of land to Council for the purpose of a public park and road widening and rehabilitation works and road works. The amended VPA extended timeframes for contributions by 12 months.



Reference Number	Address	Names of Parties to the Agreement (in addition to Council)	Description of Development/Related Application	Date Executed	Description of Agreement
VPA2021/0008	John Cootes site, corner Woodville Road, Landsdowne Street and Highland Street, Merrylands	Green Dior Holdings Pty Ltd	Planning proposal to facilitate redevelopment of the site for a mixed-use development comprising residential, retail, community and recreation uses.	12/10/2019	Dedication of land to Council for the purpose of a public park, public roads, green setbacks and affordable housing units (AHUs) and carrying out works, including embellishment and landscaping of the public park and green setbacks and construction and fit-out of affordable housing units.
VPA2021/0009	615 Great Western Highway, Greystanes	Price and Speed Clearances Pty Ltd and Gregg Finlay Ritchie	Erection of twin-sided digital advertising structure.	21/08/2019	Monetary contribution due prior to the issue of Occupation Certificate for the development and on each anniversary of that date, ongoing.
VPA2021/0010	20 (18-24) Railway Street, Lidcombe	Lidcombe 2 Pty Ltd	The VPA relates to a development application involving construction of a 10-11 storey mixed-use development with 147 residential apartments and three levels of basement car parking.	29/08/2018	Monetary contribution: road works (relocate the kerb and gutter along laneway and at the splay at Mark St; construct road on laneway land; relocate stormwater pits affected by proposed road works; install streetlights along laneway); and dedication of laneway to Council.
VPA2021/0011	Former Bonds Spinning Mills, 190-220 Dunmore Street, Pendle Hill	J.S.T (NSW) Pty Limited	Planning proposal to facilitate redevelopment of the site for a residential neighbourhood, including commercial uses in retained heritage buildings and public open space. Development application DA2018/17 approved by Independent Hearing and Assessment Panel (IHAP) for demolition of existing structures, earth works, civil works and new roads.	22/08/2017	<ul style="list-style-type: none"> Dedication of public park, public roads and linkages and community hub space to Council Embellishment of public park, four pocket parks, Dance Hall Garden, Marketplace Plaza Entry Boulevard, public roads and linkages Fit-out of the community hub space Heritage conservation works and installation of public art Registration of positive covenant on title to make available to the public the pocket parks, Dance Hall Garden, Marketplace Plaza and Entry Boulevard.
VPA2021/0012	Wentworthville Mall, 42-44 Dunmore Street, Wentworthville	Austino Wentworthville Pty Ltd	Planning proposal to facilitate redevelopment of the site for a mixed-use development via changes to zoning, height and floor space ratio control and the introduction of bonus provisions for retail/commercial uses.	20/06/2017	Dedication of land to Council for the purpose of a public plaza on Dunmore Street, embellishment of land, including the public plaza on Dunmore Street and land along the southern boundary of the site along Pritchard Street, provision of public art, site through link with public right of footway through the middle of the site, stratum beneath designated land.
VPA2021/0014	1A and 1B Queen Street, Auburn	Ownership Trust to Queen St Auburn Pty Ltd	Planning proposal involving changes to zoning, height and floor space ratio controls to facilitate redevelopment of the site for residential apartments.	Initial Execution: 6/3/2017 Amended VPA Execution 18/08/2023	Dedication of land to Council and intersection upgrades at the corner of Queen and Marion Streets.
VPA2021/0020	106-128 Woodpark Road, Woodpark	Snowside Pty Ltd	Planning proposal to increase the height of buildings control for the southern portion of the site and permit 'office premises' and 'neighbourhood supermarkets' as additional uses.	12/12/2021	Public domain and transport improvements valued at \$850,000.



Reference Number	Address	Names of Parties to the Agreement (in addition to Council)	Description of Development/Related Application	Date Executed	Description of Agreement
VPA2021/0021	Fresh Hope Care, Dunmore Street, Pendle Hill	The Churches of Christ Property Trust atf Churches of Christ Community Care	Proposal to facilitate redevelopment of the existing seniors housing development for a new and expanded seniors housing, affordable key worker housing, community facilities, allied health services and publicly accessible open space.	2/03/2022	Monetary contribution for public domain upgrades in Pendle Hill Town Centre; affordable housing unit; works in kind; and other public benefit.
VPA2021/0022	239 Merrylands Road, Merrylands	Merrylands Investment Co Pty Ltd	The VPA relates to a planning proposal which facilitates amendments to the existing Height of Buildings and Floor Space Ratio controls for proposed Buildings D and E only.	9/11/2022	Monetary contribution to Council of \$88,875 towards Merrylands Town Centre Public Domain Upgrade, dedication of council utility lot for storage of sweeper vehicles and carrying out of the fitout of Council's Utility lot (sweeper storage space) as per Schedule 3.
VPA2022/0002	399 Guildford Road, Guildford	Albert Street Group Pty Ltd	The VPA is required by DA2019/395/1 approval by the NSW Land and Environment Court on 20 January 2021, with a condition for the applicant to enter into a planning agreement with Council.	12/10/2022	Monetary contribution to Council of \$75,000 for the provision and/or upgrading of public, commuter car parking or public transport facilities within the Council's local government area and to be paid prior to the issue of construction certificate.
VPA2024/0001	245-247 Great Western Highway, South Wentworthville	NRB Property Group Pty Ltd	The VPA relates to a planning proposal which facilitates amendments to the existing Height of Buildings and Floor Space Ratio controls via APU clause and introduces a restaurant or café use to the existing wattles building and hotel or motel accommodation use for the western part of the land.	22/04/2024	Monetary contribution to Council of \$700,000 towards open space and public domain upgrades within South Wentworthville and Westmead areas
VPA2024/0002	25 South Parade, Auburn	South Parade Auburn Pty Ltd	Planning proposal which facilities the following amendments to the CLEP 2021 to amend Schedule 1 – Additional Permitted Uses to include provision permitting development for the purposes of a medical centre and Office Premises and to amend the Height of Building control to 11 metres for the additional permitted uses.	26/11/2024	Monetary contribution to Council of \$100,000 towards future public domain improvements within the Auburn Town Centre.
VPA2024/0005	1/4-4A Terminal Place and 5 and 7 McLeod Road, Merrylands	Merrylands (A) 88 Pty Ltd, Merrylands 88 (B) Pty Ltd and Merrylands 88 Pty Ltd	Development applications involving DA2022/0722 and DA2022/0776 which applies to parts of the land.	18/09/2024	Land dedicated to the Council for the purposes of public open space and the provision of public road that improves the connectivity and access for the broader precinct, Merrylands Town Centre and its surrounds. As well as deliver public domain upgrades and works that relates to the embellishment of the proposed future parks such as Terminal Place, Neil Street and Boulevard Parks.

Development Contributions and Development Levies

Projects for Which Contributions or Levies Have Been Used

Environment Planning and Assessment Regulation 2021 (EPA Reg) cl 218A(1) - Disclosure of how development contributions and development levies have been used or expended under each contributions plan.

Council is required to disclose how development contributions and development levies have been used or expended under each Contributions Plan.

Contributions Plan	Amount Spent \$
Cumberland Plan	3,093,369
Holroyd Plan	4,262,717
Auburn Plan	2,890,004
Pemulwuy Plan	659,444
Total	10,905,534

Reg 218A(3)(a),(b)

- (a) Total value of all contributions and levies received during the year
(b) Total value of all contributions and levies expended during the year.

Council is required to report the total value of all contributions and levies received and expended during the year.
Council received a total of **\$18,558,658** and expended a total of **\$10,905,534**. A total **\$7,012,587** of interest was allocated.

EPA Reg cl 218A (2 (a),(c),(d),(e),(f),(g) - Details for projects for which contributions or levies have been used must contain:

- project identification number and description
- the kind of public amenity or public service the project relates
- amount of monetary contributions or levies used or expended on project
- percentage of project cost funded by contributions or levies
- amounts expended that have been temporarily borrowed from money to be expended for another purpose under the same or another contributions plan
- value of the land and material public benefit other than money or land
- whether the project is complete.

Completed (● ● ●)	projects that are finished and ready for community use, with all construction or installation fully delivered.
Ongoing (● ● ○)	covers continuous expenses such as administration costs, which differ from one-off developer contribution projects. The percentage spent reflects the portion of allocated funds used in 2024–2025.
Works Progressed (● ○ ○)	projects that are advancing through stages toward full completion.



Contributions Project	Contributions Project Number	Description	The kinds of Public Amenity or Service	Spend \$	% of Cost	Project Status
Auburn	AUB31	Kulgun Park Playground	Public Domain	425,012.18	100	● ● ●
Auburn	AUB34	Norman Park	Public Domain	260,589.20	100	● ● ●
Auburn	AUB41	Central Park	7.12 Levies	222,466.82	100	● ● ●
Auburn	AUB07	Phillip Park	Public Domain	213,970.32	100	● ● ●
Auburn	AUB06	Mona Park	7.12 Levies	187,895.62	100	● ● ●
Auburn	CF01	Library Chute/Vending Machine	Community Facilities	55,441.00	100	● ● ●
Cumberland	RT001	Lockwood Road Merrylands Speed Hump	Transport	364,635.53	100	● ● ●
Cumberland	RT001	Hampden Road Westmead Speed Hump	Transport	350,562.04	100	● ● ●
Cumberland	RT002	The Trongate	Transport	344,400.06	100	● ● ●
Cumberland	RT001	Lansdowne Street	Transport	219,347.24	100	● ● ●
Cumberland	RT001	Campbell Hill Road	Transport	113,271.92	100	● ● ●
Cumberland	RT001	Dellwood Street - Traffic	Transport	83,767.77	100	● ● ●
Cumberland	RT001	Denmark Street	Transport	14,329.75	100	● ● ●
Holroyd	OI WV04	Alderson Park	Open Space	1,186,448.29	100	● ● ●
Holroyd	OIP H02	Civic Park Pendle Hill	Open Space	692,364.12	100	● ● ●
Holroyd	OIG S04	Munro Reserve	Open Space	224,336.34	100	● ● ●
Holroyd	OI WV04	Whyman Reserve Greystanes	Open Space	166,547.64	100	● ● ●
Pemulwuy	Pemulwuy	Dirrabari Fitness	Open Space	116,961.00	100	● ● ●
Pemulwuy	Pemulwuy	Pemulwuy Artwork	Open Space	16,640.00	100	● ● ●
Auburn	CCADMIN	Salaries	Administration	82,880.00	100	● ● ○
Cumberland	ASCW03	Salaries	Administration	82,880.00	100	● ● ○
Holroyd	AUBADMIN	Salaries	Administration	82,880.00	100	● ● ○
Auburn	AUBCC01	Library Books ongoing	Community Facilities	237,578.00	87	● ● ○
Holroyd	CLB01	Library Books ongoing	Community Facilities	237,578.00	87	● ● ○
Holroyd	PDML02	Merrylands Town Centre	Public Domain	108,177.00	98	● ○ ○
Auburn	AUB30	Kibo Reserve	7.12 Levies	1,067,316.95	91	● ○ ○
Cumberland	RT001	Kibo Road	Transport	379,580.97	91	● ○ ○
Cumberland	POS012	Jack and Jill Reserve	Open Space	45,431.82	91	● ○ ○
Pemulwuy	Pemulwuy	Lakewood Estate	Open Space	45,210.00	57	● ○ ○
Holroyd	OIG S04	Canal Reserve	Open Space	187,076.03	37	● ○ ○
Holroyd	OIML11	Leawarra Reserve	Open Space	145,077.79	37	● ○ ○

● ● ● Completed

● ● ○ Ongoing

● ○ ○ Works Progressed



Contributions Project	Contributions Project Number	Description	The kinds of Public Amenity or Service	Spend \$	% of Cost	Project Status
Auburn	AUB04	Coleman Park	Public Domain	41,652.58	31	● ○ ○
Cumberland	SF004	Duck River Playground	Open Space	82,415.08	24	● ○ ○
Holroyd	OIWW01	Lytton Street Park	Open Space	233,578.53	24	● ○ ○
Holroyd	OIGS04	Bathurst Street Park	Open Space	212,841.01	24	● ○ ○
Holroyd	PDWV02	Wentworthville Town Centre	Public Domain	8,019.50	18	● ○ ○
Holroyd	OIML06	Merrylands Park	Open Space	163,738.89	16	● ○ ○
Pemulwuy	Pemulwuy	Dirrabarri Reserve	Open Space	128,894.49	15	● ○ ○
Holroyd	OICW01	Prospect Hill	Open Space	99,831.69	14	● ○ ○
Cumberland	POS001	Granville Park	Open Space	665,948.62	12	● ○ ○
Holroyd	OIWM01	M J Bennett Reserve	Open Space	36,982.68	12	● ○ ○
Holroyd	OITG01	Girraween Park	Open Space	175,912.17	10	● ○ ○
Holroyd	OSFA03	Nemesia Park Greystanes	Open Space	70,016.00	10	● ○ ○
Holroyd	OIPH02	Yulunga Reserve Greystanes	Open Space	26,375.58	10	● ○ ○
Pemulwuy	Pemulwuy	Hyland Road	Open Space	351,738.66	10	● ○ ○
Cumberland	SF011	Webbs Avenue	Open Space	100,844.03	9	● ○ ○
Holroyd	PDPH01	Pendle Hill - Joyce Street	Public Domain	60,946.70	8	● ○ ○
Holroyd	OSF104	Lawson Square	Open Space	35,260.94	8	● ○ ○
Auburn	TC04	Regents Park Town Centre	Public Domain	86,979.00	5	● ○ ○
Cumberland	SF006	Progress Park	Open Space	219,597.02	5	● ○ ○
Holroyd	OIGS02	Holroyd Sports	Open Space	16,190.34	5	● ○ ○
Holroyd	CCFW2	Wentworthville Community Centre	Community Facilities	88,778.34	4	● ○ ○
Auburn	AUB16	Chadwick Reserve	Open Space	6,900.00	1	● ○ ○
Auburn	AUB01	Auburn Botanical Gardens	7.12 Levies	1,321.00	1	● ○ ○
Cumberland	AF001	Guildford Pool	Open Space	25,915.97	1	● ○ ○
Cumberland	POS011	Remembrance Park	Open Space	440	1	● ○ ○
Holroyd	PDTG01	Toongabbie Town Centre	Public Domain	3,759.90	1	● ○ ○

● ● ● Completed

● ● ○ Ongoing

● ○ ○ Works Progressed

Council reports no internal borrowings were used for monies collected under a public amenity for funding for another specific purpose.

Land dedication and material benefit other than money or land were not identified for 2024-2025.

Special Rate Variation

Special Rate Variation Guidelines 7.1 - Report on activities funded via a special rate variation of general income including:

- reporting requirements set out in the Instrument of Approval
- projects or activities funded from the variation
- outcomes achieved as a result of the project or activities.

Council provides the following update on former Holroyd City Council 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 2024-2025 is shown below:

Asset Group	Actuals \$ 2024-2025	Total \$	Remaining \$ SRV to Spend
Buildings	1,580,322	16,536,369	750,419
Parks	728,076	7,542,575	300,425
Roads	-	20,075,212	-
Footpaths	328,073	8,800,000	-
Stormwater	167,011	3,085,000	-

The application of Council's SRV has enabled targeted investment in asset renewal across the former Holroyd area within the Cumberland Local Government Area.

This SRV supports a reduction in the localised asset backlog and facilitates the restoration of assets to optimal service condition. By addressing these renewal needs, this helps reduce the financial burden for future ratepayers within the former Holroyd area.

Rates and Charges Written Off During 2024-2025

Local Government (General) Regulation 2021 (Reg), s 132 - Amount of rates and charges written off during the year.

The table below is a summary of rates and charges written off during 2024-2025:

Rates and Charges Written Off	Amount \$	Other Rates Written Off	Amount \$
Statutory Pensioner Rebate	2,460,029	Postponed Rates	22,728
Voluntary Pensioner Rebate	812,994	Small Balances	815
Total	3,273,023	Total	23,543

Legal Proceedings

Reg s 217(1)(a3) - Summary of the amounts incurred by the council in relation to legal proceedings including:

- amounts incurred by council in relation to proceedings taken by or against council including out of court settlements (other than those which are not to be disclosed)
- summary of the state of the progress of each legal proceeding and (if finalised) the result.

Cumberland City Council is required to provide a summary of the amounts incurred during the 2024-2025 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 \$
NSW Civil and Administrative Tribunal	Appeal against the determination of an administrative review of a decision under the <i>Privacy and Personal Information Protection Act 1998</i>	N/A	Judgment reserved	17,738
Land and Environment Court of NSW	Appeal against a stop use order	187 Parramatta Road, Auburn	Proceedings discontinued	9,745
High Court of Australia	Leave to appeal against a decision of the NSW Court of Appeal	13 John Street, Lidcombe	Leave denied	70,133



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