



CUMBERLAND
CITY COUNCIL

Cumberland City Council

Annual Report 2020-2021

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Acknowledgement of Traditional Custodians

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

MESSAGE FROM THE GENERAL MANAGER



I could not be prouder of Cumberland City Council and the community for coming out on the other side of what has been a tumultuous year. Our organisation has shown strength and resilience in navigating the second round of the pandemic and putting the needs of the community at the forefront of our decision-making. Our ability to show creativity and our innovative approaches has ensured that we were able to continue with operations and achieve what we had set out.

During the COVID-19 pandemic, Council collaborated with farmers in regional NSW and local organisations to provide hampers to vulnerable communities doing it tough. Together with the defence force personnel, police, and local charities, we were able to distribute hundreds of hampers across Cumberland City. Community spirit is always at the core of what our organisation stands for and I commend the exceptional work carried out by our staff and all the parties involved.

Despite the impacts of the crisis, our focus on bringing state-of-the-art facilities, renewing assets, and improving infrastructure while presenting maximum value for money for residents, businesses, and visitors, was successfully achieved this year. The potential of Merrylands as a CBD to complement and provide a smaller alternative to nearby Parramatta CBD is underway. An \$11.4 million three-phase drainage project in the Neil Street Precinct in Merrylands to minimise flooding has been done in tandem with planned commercial development. Reduction of DA processing times has delivered Public Spaces Legacy Program funding for the Merrylands Civic Square Project – a stunning public gathering space for both relaxation and regular events. The Eric Tweedale Stadium has been completed as part of a \$13.4 million upgrade for Granville Park Stadium to meet the national standard for length and turf quality. It can now host rugby games for a seated crowd of 750 and provide a la carte dining in its 150-seat function room.

Cumberland City Council was able to post a net operating surplus, compared to a deficit in the 2019/2020 period, through balanced financial management despite the challenges faced by several areas of the organisation resulting from the pandemic. As an organisation we continue to maintain our long-term goal of financial sustainability as a core principle.

This result saw Council's operating performance ratio improve to what is the best result for Cumberland City Council since amalgamation. This outcome in the current climate was a result of exceptional financial management and was achieved while ensuring community satisfaction was met. We looked internally for cost saving measures, including staff reducing leave balances and a review of the recruitment processes. This further strengthened our net position with a \$13 million increase in unrestricted cash from 2020. We were also able to assist ratepayers who were experiencing financial hardship during this period by placing residents on affordable payment plans.

A key highlight for the year has been the implementation of the Local Strategic Planning Statement for Cumberland City 2030. The vision which captures a 20-year roadmap that will make Council's priorities a reality includes an inclusive community, offering easy access to jobs and services, with places and spaces close to home that take advantage of our natural built and cultural heritage.

This has been reflected in our record number of footpaths this year in some of the most disadvantaged areas in NSW where safety was a primary concern.

As an organisation, Cumberland City Council continues to work hard to deliver community initiatives that meet the needs of our growing and diverse Local Government Area. We are committed to bringing quality services centred around the community and upholding a strengthened position financially to drive our vision.

I commend the Councillors, staff, and the community on their efforts this year and look forward to a bigger and better year ahead.

Peter Fitzgerald

General Manager

ABOUT THE REPORT

The Annual Report 2020-21 details Cumberland City Council's progress in implementing the commitments made in the Operational Plan 2020-21, which is the last year of the four-year Delivery Program 2017-21.

In presenting this information, the Report also shows how Council is helping the Cumberland community towards its vision for the future, outlined in Cumberland's Community Strategic Plan 2017-27.

The Annual Report is a key point of accountability between Council and the community and consists of four parts:

- **Part 1:** Introduction to the report providing details of key demographics and statistics about Council and the Local Government Area (LGA).
- **Part 2:** A performance summary for Council's 12 Service Areas, showing progress in implementing the key projects identified in the Operational Plan 2020-21.
- **Part 3:** Statutory reporting information required under the *Local Government Act 1993*.
- **Part 4:** Council's audited financial statements published as a separate document.

The Annual Report has been prepared in accordance to the NSW Integrated Planning and Reporting (IP&R) Framework. Statutory information is based on the requirements of Section 428 of the *Local Government Act 1993* and the audited financial statements of Council from 1 July 2020 to 30 June 2021.

INTEGRATED PLANNING AND REPORTING FRAMEWORK

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

Councils are required to undertake community engagement and plan sustainably for the future while ensuring that council activities are informed by long-term plans for finances, assets and workforces.

The IP&R Framework recognises that:

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

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

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

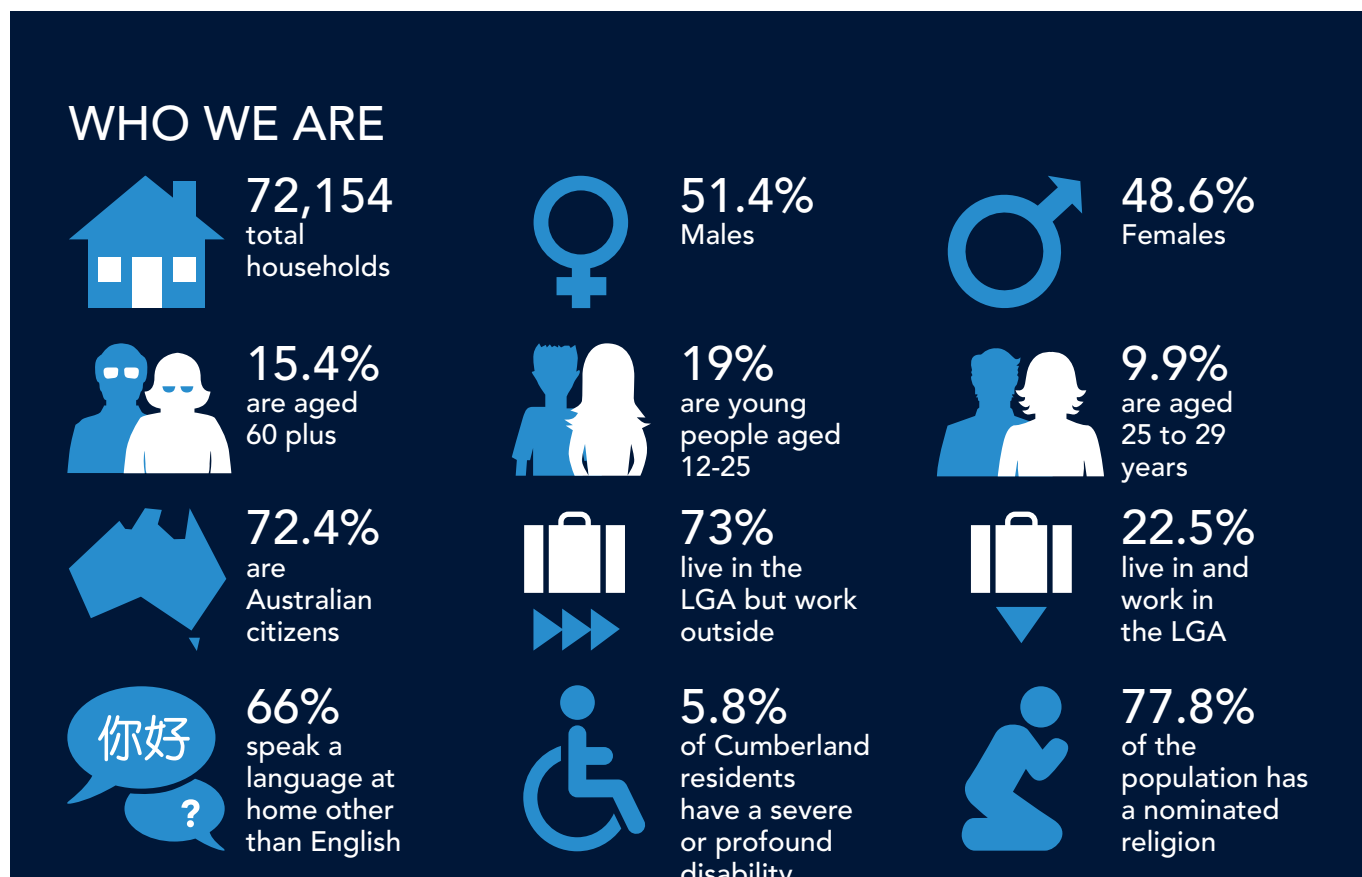


THE CUMBERLAND COMMUNITY

With a population of approximately 250,000 people, the Cumberland LGA is one of the most culturally diverse areas in NSW with a unique and vibrant identity. Cumberland is known for its welcoming community events and festivals, its high-quality community programs and 800ha of green space, five swimming pools, high quality community venues and

a network of town centres supporting diverse and dynamic small businesses.

The Cumberland area is enjoying population growth, new infrastructure plans and a changing economic landscape that presents opportunities for emerging industries, culture, and city planning.



The Cumberland LGA in comparison to Greater Sydney, NSW and Australia is shown below.

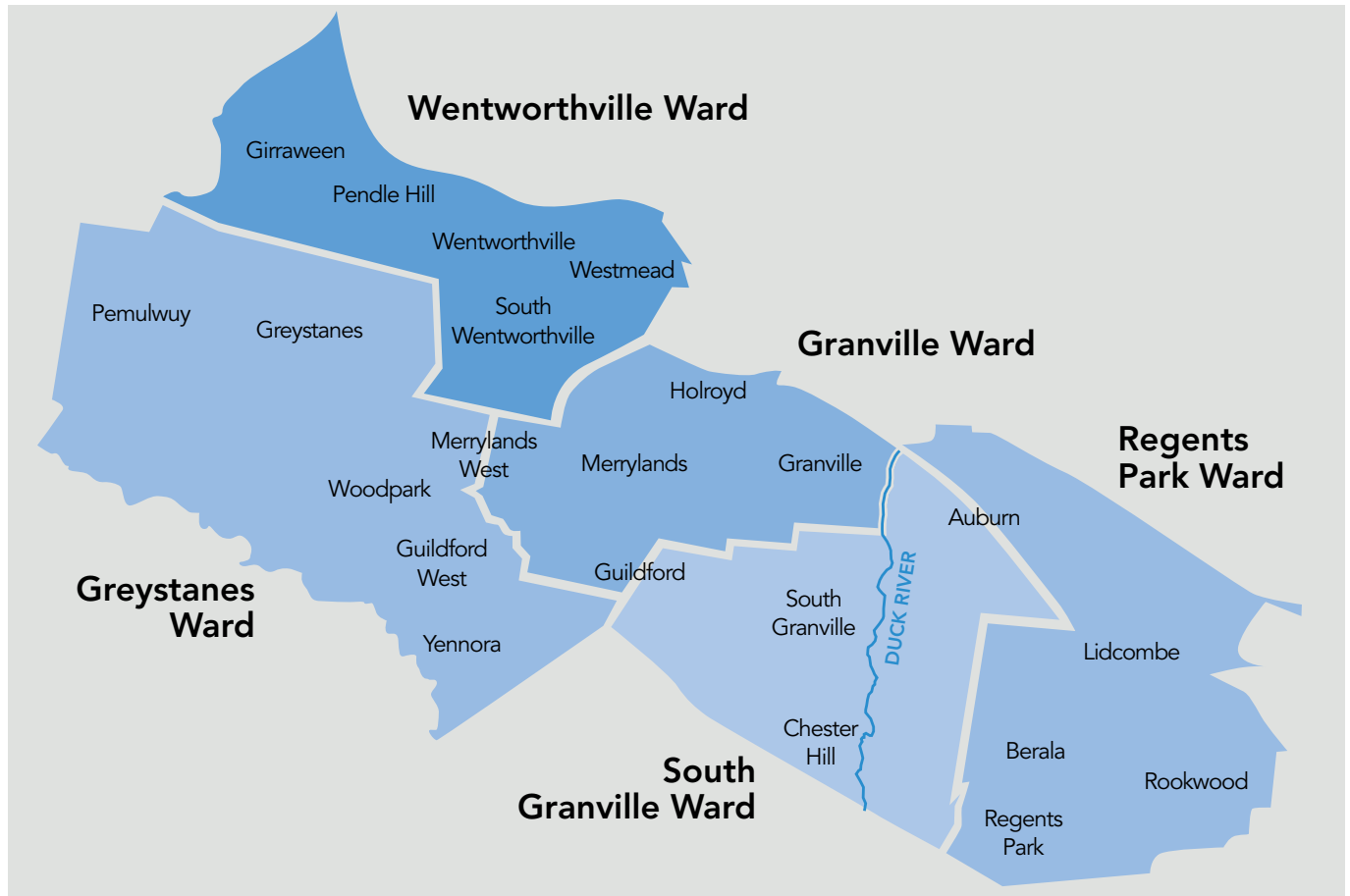
	Cumberland	Greater Sydney	NSW	Australia
Median age	32	36	38	38
Couples with children	41%	35%	32%	30%
Medium and high-density housing	43%	44%	33%	27%
Median weekly household income	\$1,377	\$1,745	\$1,481	\$1,431
Households renting	39%	33%	30%	29%
Households with a mortgage	29%	32%	30%	32%
Overseas born	52%	37%	28%	26%
University qualifications	22%	28%	23%	22%
Trade qualifications	12%	15%	18%	19%
Participation rate (population in labour force)	56%	62%	59%	60%
Public transport (to work)	26%	23%	16%	11%

Local Government Area

The Cumberland LGA is bounded by the City of Parramatta to the north, the Strathfield Council area in the east, the City of Canterbury Bankstown and Fairfield City in the south, and Blacktown City in the west. The area is approximately 72 square kms and is strategically situated in the Greater Sydney Region with easy access to:

- Parramatta CBD (Centre River City)
- Sydney CBD (Eastern Harbour City) and
- Western Sydney Aerotropolis (Western Parkland City)

The Cumberland LGA is made up of five wards, as shown below. Each ward is represented by three Councillors elected for a three-period spanning September 2017 to September 2020. Due to the COVID-19 pandemic, the Councillors elected term has been extended for another 12 months, ending December 2021.



Indigenous Area

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

The Cennemegal or Weymaly clan occupied what is now Prospect and Greystanes. The Bidjigal clan occupied the areas now known as Merrylands, Guildford, Villawood and Bankstown. The Burramattagal clan of Parramatta and

Granville were part of the western Eora clan. Eora land extends from Parramatta to Sydney Harbour. The Auburn area was located between the Darug inland group and the Eora and Dharawal coastal groups. The Wangal and Wategoro clans are recognised as the original inhabitants of the Auburn and Homebush Bay region.

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

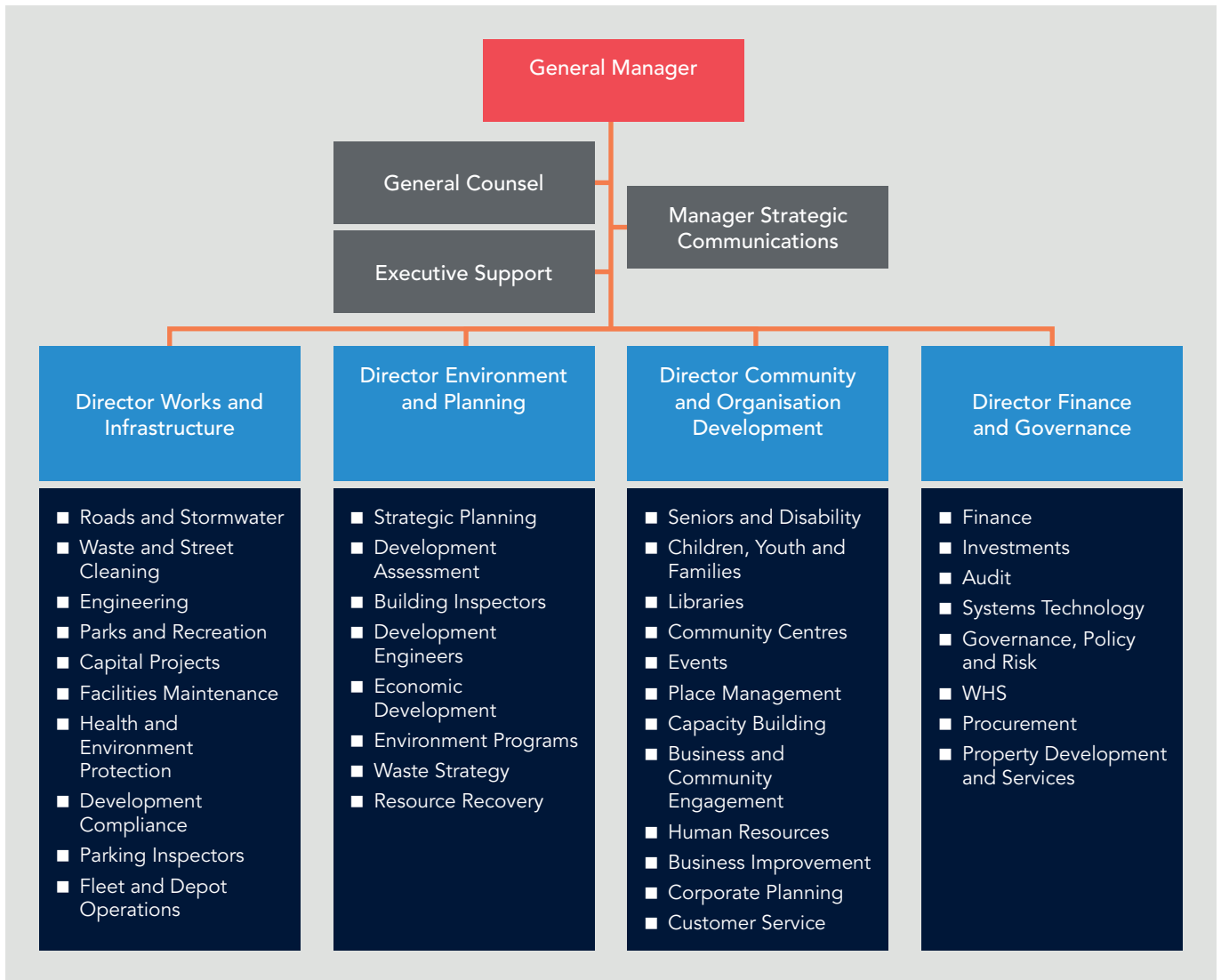
OUR ORGANISATION

During 2020-21 Council's organisation structure consisted of the General Manager and four Directors:

- Director Works and Infrastructure
- Director Planning and Environment
- Director Community and Organisation Development
- Director Finance and Governance

Council had approximately 992 employees responsible for providing services, programs and projects across the Cumberland LGA.

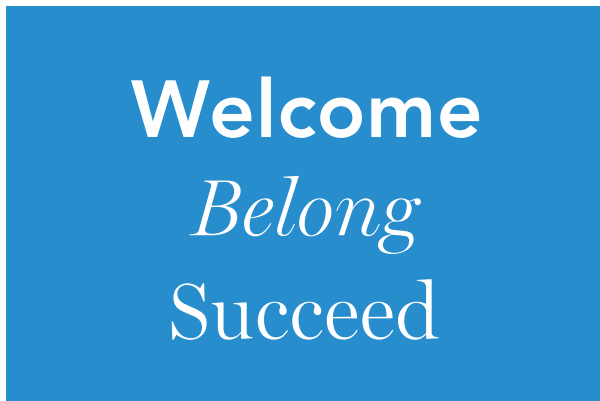
Council's organisational structure through the 2020-21 year is shown below:



Note: Cumberland City Council undertook a structure review in the early stage of 2021-22 which resulted in some significant structure changes. For the current structure please see Council's website.

SHARED VISION AND VALUES

Cumberland City Community's Vision for the Future

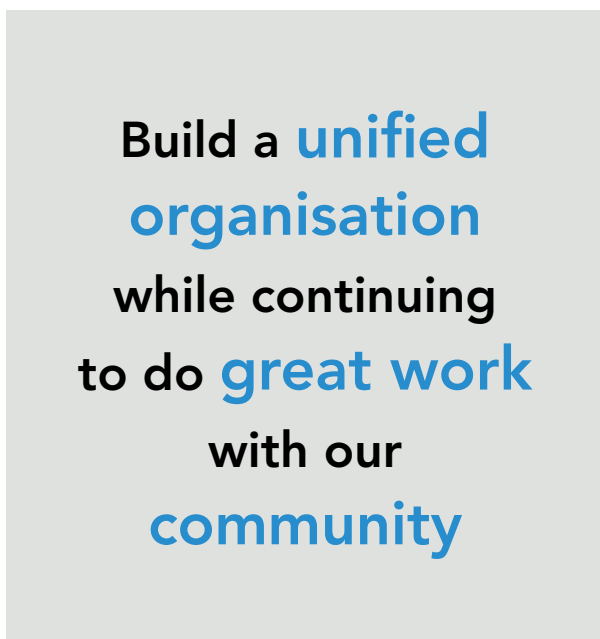


Council's vision statement summarises what the residents of the Cumberland LGA want for the area and over the next 10 years.

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

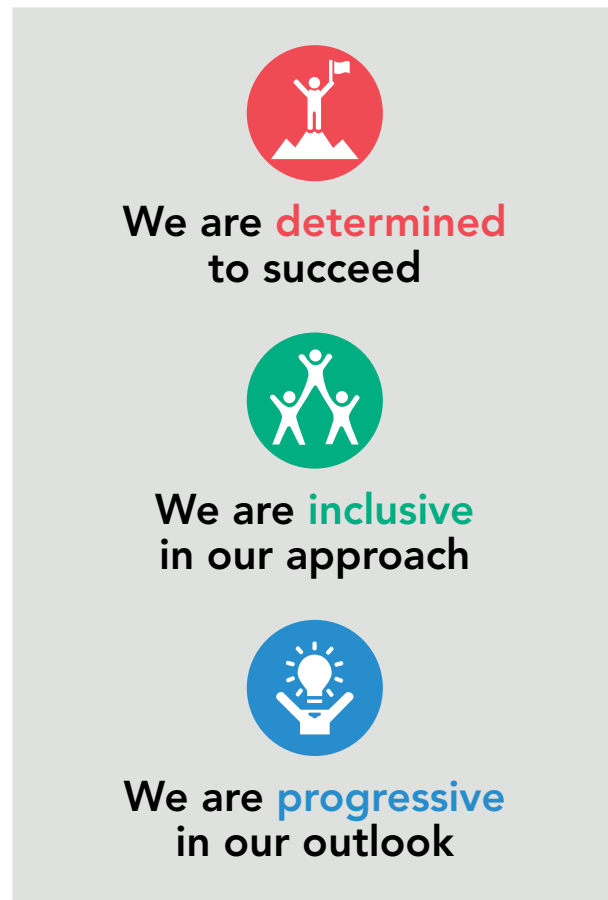
- A great place to live
- A safe accessible community
- A clean and green community
- A strong local economy
- A resilient built environment
- Transparent and accountable leadership.

Cumberland City Council's Organisational Vision



Cumberland City Council's Organisational Values

Our organisation's values are defined as:



The values that Council are committed to include:

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

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

As part of this commitment, Council will ensure:

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

FINANCIAL PERFORMANCE

This section provides you with an overview of Cumberland City Council's financial performance for the 2020-21 period. The statements have been prepared in accordance with:

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

The statements were independently audited by the NSW Audit Office and lodged with the NSW Office of Local Government. For more details, refer to the full Financial Statements shown in Part 4 of the Annual Report (also available from Council's website).

INCOME AND EXPENDITURE

Financial Snapshot

Council achieved a sound financial position as at 30 June 2021. Council recorded a net operating result (total operating result) of \$38.3 million, compared to a surplus of \$19.4 million in the 2020/21 period.

Highlights

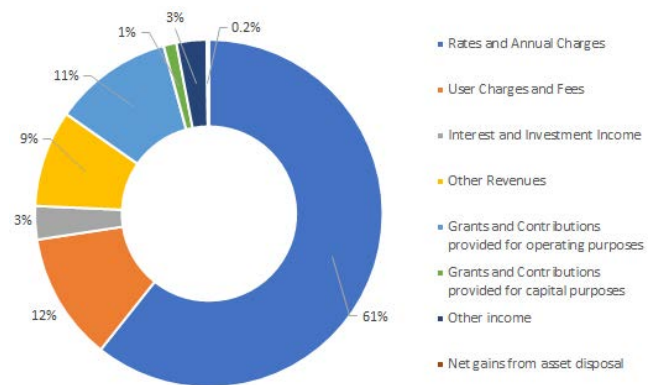
- \$210.1 million total operating income
- \$26.2 million total capital income
- \$269.7 million total expenses from continuing operations
- \$59.5 million net operating result
- \$2.4 million net operating result excluding capital and one-off items

Income Statement

The Income Statement shows Council's income and expenditure during the 2020-21 financial period.

Council achieved a net operating surplus (total operating result) of \$33.3 million in 2020-21. Before grants and contributions provided for capital purposes the deficit was \$59.5 million, compared to \$14.3 million in the 2020-21 period. This result included a non-cash, non-recurring decrease in asset valuations of \$71.6 million and other smaller one-off items. The key drivers of income source included Rates and Annual Charges, which increased by

Sourcing our Revenue



Revenue	Amount \$'000	%
Rates and Annual Charges	143,565	60.7%
User Charges and Fees	28,128	11.9%
Interest and Investment Income	7,326	3.1%
Other Revenues	21,286	9.0%
Grants and Contributions provided for operating purposes	26,233	11.1%
Grants and Contributions provided for capital purposes	2,867	1.2%
Other income	6,590	2.8%
Net gains from asset disposal	421	0.2%
Total	236,416	100%

\$9.0 million and is Council's highest income source. Grants and contributions are also one of Council's highest income sources for the 2020/21 period.

Excluding the asset revaluation decrement of \$71.6 million, total expenses from continuing operations increased by \$2.2 million, resulting to \$198.1 million for 2020/21 period. Council's main expenses included salaries and wages followed by materials and expenses, such as, contractor and consultancy costs, waste disposal tipping fees and facility and infrastructure management costs. Council's financial result included several one-off, non-recurring and non-cash items shown below:

Non-Recurring Adjustments	\$'000
Profit on sale of assets	421
Fair value interest adjustment	246
Fair value increase on investment properties	4,527
Fair value decrease on roads and stormwater assets	-71,595
Federal grant paid in advance	4,500
	-61,901

FINANCIAL POSITION

The Statement of Financial Position reports on Council's assets, liabilities and "net wealth", as at 30 June 2020.

Assets

As at 30 June 2021, net assets totalled \$2.64 billion. The 90.5% of total assets consist of \$2.5 billion of infrastructure, property, plant and equipment. This includes Council's infrastructure and land assets. Infrastructure assets mainly consist of roads, stormwater drainage, buildings, open spaces and recreational assets. These assets typically have an estimated useful life ranging from 15 to 100 years. Council's land assets comprise of operational and community lands.

Assets	\$'000
Total Current Assets	116,438
Total Non-Current Assets	2,626,277
Total Assets	2,742,715
Liabilities	
Total Current Liabilities	75,988
Total Non-Current Liabilities	27,452
Total Liabilities	103,440
Net Assets	2,639,275

Liabilities

Our total liabilities, as at 30 June 2021 were \$103.4 million and is an increase of \$9.3 million from 2019/20 period. Council's liabilities included borrowings, amounts owed to suppliers and employees for leave entitlements and leasing obligations.

STATEMENT OF CASH FLOW

The Statement of Cash Flow shows Council's cash inflows and outflows. It indicates where cash came from (shown without brackets) and where it was spent (shown in brackets). It displays Council's cash flows into operating, investing and financing activities.

As at 30 June 2021, Council's total cash, cash equivalents and investments were \$163.5 million, in comparison to \$135.7 million for the 2020-21 period. This was due to several factors:

As at 30 June 2021, Council's total cash, cash equivalents and investments were \$163.5 million, in comparison to \$135.7 million for the 2020-21 period. This was due to several factors outlined below:

1. Our net cash for operating activities were impacted by (\$'000):

- Rates and annual charges \$142,747
- Grants and contributions \$59,354
- Employee benefits and on-costs (\$79,545)
- Materials and services (\$77,614)

2. Our net cash for investing activities were impacted by (\$'000):

- Increase in investment securities held for \$17,085
- Purchase of infrastructure, property, plant and equipment (\$55,072)

Performance Ratios

Performance Ratios	Calculations	Actual	Target*	Analysis
Operating Performance Ratio, %	Operating profit less capital grants divided revenue less capital grants	3.77%	>0%	Council's results were above the industry benchmark. A positive ratio for Council, indicates Council's ability to contain operating expenditure within operating revenue.
Own Source Revenue, %	Income less grants and contribution divided total income	79.51%	>60%	Council's results were above the industry benchmark. This indicates that Council is less reliant on grants and contributions. Given that grants and contributions include s7.11 contributions, which is not an operating source of revenue, there was a decline in revenue received from s7.11.
Unrestricted current ratio, times	Current assets (including cash) divided current liabilities	2.61x	>1.5x	Council continues to be above the industry benchmark of 1.5. This indicator shows Council has good liquidity and ability to repay its debts and meet short term liabilities as they fall due.
Debt service ratio, times	Earnings Before Interest Tax Depreciation & Amortisation (EBITDA) divided total debt	6.37x	>2.0	Council is above target for the industry. This ratio indicates the ability for Council to meet debt repayments. Overall, Council's EBIDA was sufficient to cover annual interest payments 8.32 times.
Rates and annual, %	Debtors divided sales	6.37%	<5.0	Council's results were unfavourable compared to the industry benchmark. This ratio increased due to slower collections throughout the year due to the COVID impact on ratepayers.
Cash Expense Ratio, Months	Current cash divided by monthly cash expense	7.54 mths	>3.0	Council's Cash Expense Cover Ratio is above benchmark of 3 months. This shows that Council continues to pay for its immediate expenses without additional cash flow requirements.

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

Building and Infrastructure Renewals Ratios

Performance Ratios	Calculations	Actual	Target*	Analysis
Building and Infrastructure Renewal, %	Renewal divided by Depreciation	113.30%	>100	Council continues to spend greater than what is required in order to maintain assets in a satisfactory condition and to stop the growth of infrastructure backlog. This is impacted by SRV and Council's decision to invest heavily in renewal.
Infrastructure Backlog, %	Estimated cost to bring the assets to a satisfactory standard (condition 3) divided by the written down value of the assets	4.77%	<2%	Indicates the proportion of the gross replacement cost of Council assets that have reached the intervention level set by Council based on the condition of the asset. There was a small decrease in 2020-21.

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

CAPITAL WORKS PROGRAMS

Highlights

- Council spent \$57.2 million on total capital expenditure
- Council spent \$37.1 million on renewal of assets
- Council spent \$20.1 million on new assets

	2020-21 Original Budget \$'000	2020-21 Actual \$'000
Capital Funding		
Rates, Depreciation & General Working Capital	26,044	24,250
External Restrictions		
S7.11	12,827	6,825
Stormwater	1,487	1,172
Other – External	1,150	702
Internal Reserves		
SRV	5,421	3,047
Other – Internal	3,764	9,948
Loans	10,000	11,252
Total Capital Funding	60,693	57,196
Capital Expenditure		
Buildings	10,614	3,431
Community Land	2,089	1,441
Footpaths	5,501	1,937
Information Technology	308	935
Libraries	519	132
Parks	10,609	15,331
Pools	8,500	9,628
Plant and Equipment	1,000	41
Roads and Traffic	9,408	11,036
Stormwater	11,487	12,424
Other	658	862
Total Capital Expenditure	60,693	57,196

Capital Funding

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

- \$17.7 million – Grants received from Commonwealth and State Government
- \$5.2 million – Section 7.11 are contributions paid to Council for application fees associated with DA's
- \$3.9 million – Special Rate Variation (SRV)

Capital Expenditure

Capital expenditure is when Council spends money to buy, construct, renovate or acquire an asset. The largest areas for capital expenditure include:

- Roads and Traffic
- Parks
- Footpaths

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

Categories	Actual Expenses (\$)
New Asset	
Buildings	1,060
Footpath	124
I.T	680
Land	28
Other	69
Parks	13,579
Roads	2,255
Renewal Asset	
Buildings	2,371
Footpath	1,813
I.T	255
Land	1,412
Library	132
Other	793
Parks	1,752
Plant	41
Pools	9,628
Roads	8,781
Stormwater	12,424
Total New	17,795
Total Renewal	39,401
Total	114,392

Council notes the following variances from the table:

- New Asset - Parks and Recreation: Granville Stadium works were completed ahead of schedule and completed in the 2020-21 period
- New Asset - Roads works were deferred to 2021-22
- Renewal Asset – Pools: Wentworthville Pool Upgrade works were completed in the 2020-21 period

Major Capital Works Projects

Council's notable capital works expenditure during the 2020-21 period are:

- \$13.4 million for Granville Park Stadium
- \$11.3 million for Merrylands CBD Drainage works
- \$9.6 million for Swimming Pool Upgrades
- \$2.4 million for Parramatta Road Urban Amenity Improvement Project

Council's significant capital works projects during the 2020-21 period are highlighted below:

Granville Park Stadium

Construction of the Community Sports Pavilion and Field will provide a 'state of the art' facility with grandstand seating for 750 spectators, male and female changerooms, office and game day amenities, canteen and a covered viewing deck. The venue also boasts an a la carte function room for game day events, as well as corporate and community functions all year round. Council is also renewing the Granville Park car park to accommodate 127 car spaces for uses of the park.

Wentworthville Pool Modernisation

Council delivered a modernised swimming pool upgrade for Wentworthville as part of Councils' Swimming Centre Modernisation project. The project saw the demolition of the existing structures, building works to improve and upgrade the amenities, disability access and works to ensure compliance with current regulations.

The project is now complete with the construction of a new program pool, new change rooms and a café. Equipment was installed to allow people with disabilities to use the existing 50 metre pool. This also included the replacement of the existing filtration system, replacement of existing gas heaters with new efficient heat pump, construction of a new program pool with beach area, new splash pad, new shade canopies and play areas.

Merrylands CBD Drainage

The Merrylands CBD drainage project consists of works in the Neil Street Precinct and Merrylands CBD. These works include the construction of new stormwater infrastructure, new roads, footpaths, and bike paths. The Neil Street precinct works are expected to be completed in late 2021 with the works in the Merrylands CBD expected to be completed in early 2022. The later works will then allow for the Merrylands Civic Square to commence.

Parramatta Road Urban Amenity Improvement Project

This project seeks to improve pedestrian accessibility and safety and will deliver aesthetically pleasing streetscape to encourage investment and redevelopment of existing commercial, retail, and residential properties. Upgrades also include the undergrounding of aerial power and telecommunication cables, street tree planting and landscaping, installation of raised pedestrian crossing, concrete footpaths, kerb and gutter reconstruction, improving accessibility to the pedestrian bridge over the M4, artwork and smart poles for street lighting.

The Granville Centre

The Granville Centre opened in September 2020. This new purpose-built community facility is located at the Granville Memorial Park site, at the location of the former Granville Youth and Community Recreation Centre. The new Granville Centre will give local residents a place where they can meet, study, create and perform.

Wolseley Street Realignment

The Realignment of Little Duck Creek within Harry Gapes Reserve in Wolseley Street, Merrylands has been completed. It involved diverting the stormwater drainage.

Woodville Golf Course Irrigation Project

Council has completed the renewal upgrades and improvements for the Woodville Golf Course Irrigation System. This project has improved the land cover and enhanced the game experience for golfers.

Other capital works project for 20120-21 period:

Categories	Capital Expenditure \$'000	Capital Works Projects
Footpaths	960	New and renewal footpaths across the Cumberland area.
Heritage Avenue Sandstone Bridge	600	To repair and rebuild the damaged, sandstone wall for the sandstone bridge, allocated at Heritage Avenue. The bridge was dislodged and damaged following a car accident. The dislodged sandstone was collected, refurbished and reinstated using traditional lime mortar, consistent at the time of initial construction. This process helps retain the heritage item for future generations and helps upgrade the bridge wall to a safe condition.
Granville Town Hall	570	The restoration of the Granville Town Hall included: repairs to all external fabric, extensive repair to the roof, an upgrade of storm water and sewage system, realignment of boundary, major structural repairs, an upgrade of external pavement (car park) and external painting.
Road Renewal, Amy Street Regents Park	480	This section of the road carries a high-volume traffic, and as such the road condition has deteriorated resulting in water ponding, kerb and gutter damage, cracked surface, and potholes. This has resulted to poor ride quality and is a risk to the community.
Technology, Granville SMART Cities Pilot	478	The Granville Smart Cities Pilot Project implemented SMART Technology data collection solutions to facilitate the revitalization of the Granville Precinct and delivered a replicable, scalable and adaptable model for smart precinct planning.
New Roundabout, Wentworthville	267	Safety improvements were completed at the intersection of Lane and Veron Streets, Wentworthville for vehicular and pedestrian traffic. Council completed the constructing for a new roundabout including new pram ramps, minor concrete footpath reconstruction.
New Roundabout, South Granville Ward	152	Safety improvements were completed at the intersection of Mona and Walters Streets in the South Granville Ward for vehicular and pedestrian traffic. Council completed the construction of a new roundabout, including new pram ramps, minor concrete footpath reconstruction.

DEVELOPMENT OF KEY STRATEGIC DOCUMENTS

In 2020-21 period, Cumberland City Council adopted a suite of guidelines, policies, procedures, plans and strategies. Some of these documents are listed below and includes:

- Asbestos Management Policy
- Code of Conduct
- Code of Meeting Practice
- Compliments and Complaints Management Guideline
- Compliments and Complaints Management Policy
- Data Breach Response Policy
- Design Excellence Panel Policy
- Food Delivery Service Policy
- Fraud and Corruption Control Policy
- Goods on Display Guidelines
- Goods on Display Policy
- Guideline to Asbestos Management in Cumberland City Council
- New Footpath Construction Policy
- Pensioner Rebate Policy
- Planning Agreements Guidelines
- Planning Agreements Policy
- Procedure for Attendance by Councillors at Meetings by Audio - Visual Link
- Procedures for the Administration of the Code of Conduct
- Property Policy
- Sustainability Action Plan
- Urban Tree Strategy

Our Performance: Performance against the Delivery Program & Operational Plan 2017-21 – by Service Area

DELIVERING THROUGH SERVICE AREAS

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

<p>1. Community Programs and Events</p> <p>This service provides a wide range of cultural, social and community-focused programs and events that promote social inclusion, increase community wellbeing and foster positive connections within the community.</p>	<p>2. Roads, Stormwater and Street Cleaning</p> <p>This service maintains local roads and infrastructure to the highest standard as well as managing stormwater and drainage around the local area. It ensures public places are clean and attractive with a schedule of street cleansing services.</p>
<p>3. Parks and Recreation</p> <p>This service provides and maintains an extensive network of accessible and sustainable parks, open spaces, sportsgrounds, playgrounds, bush reserves and gardens for the Cumberland area.</p>	<p>4. Environmental Programs</p> <p>This service provides a wide range of waste education and environmental initiatives to ensure the long-term sustainability of Cumberland's natural environment as well as engaging children and families in community-focused education programs.</p>
<p>5. Household Waste and Recycling</p> <p>This service provides efficient waste collection and regular clean up services to ensure Cumberland is a clean, green, attractive and usable area for residents.</p>	<p>6. Children's Services</p> <p>This service provides quality education and children's services to meet the needs of the child, their families and the community including long day preschools, before and after school programs, school holiday programs, occasional care and family day care services.</p>
<p>7. Urban Planning and Development</p> <p>This service provides strategic planning and development services to ensure developments are well coordinated and land is used in the best way for the entire community.</p>	<p>8. Regulatory Programs</p> <p>This service regulates and enforces health and safety standards across Cumberland by enforcing local laws, regulations, policies and guidelines to safeguard the health and safety of all residents.</p>
<p>9. Libraries</p> <p>This service provides a network of eight modern and well- resourced libraries to promote community learning with educational, recreational and development programs.</p>	<p>10. Pools</p> <p>This service provides recreational facilities to promote the health and wellbeing of the community, including aquatic centres, swim programs, sporting events and family leisure activities.</p>
<p>11. Governance and Administration</p> <p>This service provides effective civic leadership underpinned by a foundation of good governance to ensure decision making is transparent and accountable and that Organisational activities are honest and free from fraud or corruption.</p>	<p>12. Community Facilities and Properties</p> <p>This service provides access to a large number of community facilities to deliver social, cultural and recreational programs for the use of the whole community.</p>

ICONS LEGEND

COMMUNITY STRATEGIC PLAN DRIVERS

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

PERFORMANCE OVERVIEW

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

The Annual Report is a summary of these results and the effectiveness of Council in the delivery of services and meeting the community's goals as outlined in the *Community Strategic Plan 2017-27*.

The following section sets out the progress and performance for Cumberland City Council on the implementation of the Operational Plan 2020-21 including updates on how Council's key projects are progressing, as well as achievements and highlights in each service area.

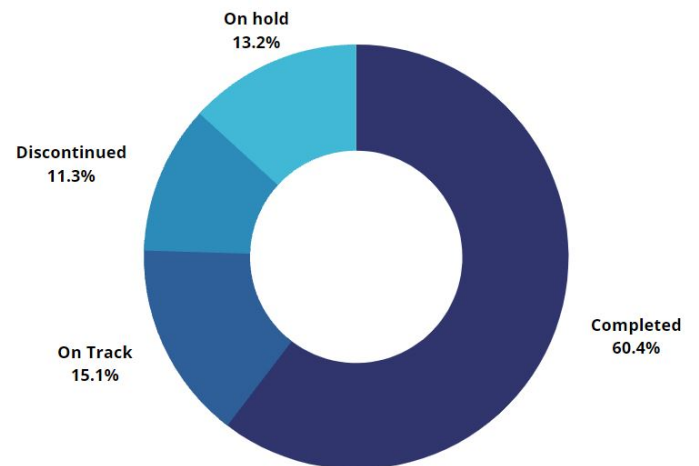
Performance Status

Each project has been assessed and given a traffic light indicating the overall project status for 2020-21 period.

Key to Traffic Light Status symbols

-  Completed
-  On Track
-  Discontinued
-  On Hold

Consolidated performance for 2020-21









During the 2020-21 period (Year 4 of the Delivery Program) Council undertook 53 projects in line with the strategic goals. As of 30 June 2021, 32 projects were completed (or 60%) and 8 projects were on track (or 15%). There were 7 projects placed on hold and nil projects experienced major issues or needed attention. Six projects were discontinued by Council due to the impacts of the COVID-19 pandemic, resourcing constraints or changes in policy.

Of the projects listed as on-track and placed on hold, 14 of these projects have been carried forward into the 2021-22 Operational Plan Period either as a project, program or will belong to the capital works program.

1. Community Programs and Events

This service provides a wide range of cultural, social and community focused programs and events throughout the Cumberland area. This is designed to promote social inclusion, to increase positive connections within the community and for local businesses. The service has helped increase liveability and created a sense of community for the Cumberland area.

Service Area Performance Measures:

	80% of young people participating in Council's Youth Program would recommend the program to another young person		1,496 customers accessing Council's Aged and Disability services
	26,913 hours of social inclusion and group support programs were provided		Cumberland's Nutrition Services provided 44,007 meals to seniors and people with disability
	3,811 transport trips provided for seniors		96% satisfaction with the provision of Seniors and Disability Services

Program Highlights:

Arts and Culture

- The Granville Centre Art Gallery opened in November 2020
- \$75,000 in grant funding received for the Granville Centre Art Gallery. The funds were used to deliver the 2020 Arts and Cultural Program and Live Music Programs at the Granville Centre

Community Events Program 2020-21

- The Event's team delivered a range of community and cultural events, and services across Cumberland, which included:
 - Ramadan Street Food Festival during May 2021, including a social media competition and open-air dining experience to celebrate the holy month of Ramadan
 - Cumberland Reconciliation Day events at Prospect Hill, Pemulwuy
 - Delivered 5 Christmas lunches for 93 isolated seniors to enjoy a festive meal with entertainment. This was hosted by the Social Inclusion team during December 2020 and with COVID-19 safe practices
 - Over 500 attendees participated in the online Christmas in the Gardens event during December 2020



Seniors and Disability

- Seniors & Disability Services adjusted programs and services through-out-the year to be able to continue to deliver services and support to approximately 611 vulnerable community members
- 130 'Care Packs' containing a mask, sanitiser and notebook were distributed to volunteers for their contribution and services for assisting the Seniors and Disability team
- Over 600 food hampers were handed out from the Auburn and Guildford Community Centres
- The Nutrition Services team delivered 625 meals over the three-day Christmas period closure.

Volunteering

- Cumberland had 179 volunteers during the 2020-21 period and 102 were considered to be active volunteers. The volunteers worked across 14 programs, which included providing support to JP Services, English classes, community centres and administrative support
- 504 Seniors and Disability clients are supported by 82 of Council's Seniors and Disability Volunteers











Project Status Updates:

Key Project	Responsible Officer	Project Status Update	Overall Status
Deliver economic development initiatives to promote local economic growth	Director Environment and Planning	<p>Project completed in quarter 4.</p> <p>Council created initiatives to promote local economic growth and to support businesses in the Cumberland area. A number of activities and services were undertaken during the financial year, this included:</p> <ul style="list-style-type: none"> ■ The preparation and completion of an Economic Investment Prospectus ■ Business engagement opportunities across Cumberland’s Town Centres ■ Support to local businesses and residents during the COVID-19 pandemic. Council launched a ‘Shop Local’ and ‘Employ Local’ campaign. This was designed to support small businesses, residents to shop local ■ Ongoing business workshops, services, and webinars online 	
Peacock Gallery precinct artist studio project	Director Community and Organisation Development	<p>The project remains on-hold and scheduled for completion in 2021-22 period. Renovation concepts have been refined by the Events and Culture team in preparation for the site to be used as an artist studio. The program development is also underway for an artist program.</p> <p>In 2020-21 it was decided this will be carried forward as a project into the Operational Plan 2021-22.</p>	

2. Roads, Stormwater and Street Cleaning

This service maintains local roads, kerbs, footpaths, stormwater and drainage services around the Cumberland area. The service maintains Cumberland's infrastructure to the highest standard and in a sustainable strategic way. It ensures public places are clean and attractive for the Cumberland community through scheduled cleaning services.







Service Area Performance Measures:

	6.38 km of local roads renewed		40 stormwater pits inspected
	4,588 potholes repaired		100% of maintenance and cleaning of town centres completed
	8.08 km of new footpath constructed		3,949 square metres of graffiti removed
	100% maintenance inspection of CBD/high profile footpaths		11,520 instances of illegally dumped rubbish collected
	111 bridge inspections		49,234 clean up services provided






Program Highlights:

- 100% of Council's Road Resealing Capital Works Program completed
- Council completed the New Footpath Construction Capital Program
- Council completed the design for Dellwood Street Streetscape Improvement project
- The Granville Park Pavilion is near completion, including the Granville Park Pavilion Field Renewal Project
- To deliver the Merryland's CBD Drainage, the underground culvert has been completed between Neil Street and Dressler Court. Council also commenced the extension of Sheffield Street East of Pitt Street, with stormwater and culvert works nearing completion within 13-15 Neil Street. The upgrades to Merryland's CBD Drainage networks will help mitigate the effects of flooding in the Merrylands Town Centre
- Council commenced the Merrylands CBD Infrastructure works, high voltage electrical cabling work at Finns Lane
- Council commenced the major modification to stormwater network at the Merryland's Stockland's entrance on Treves Street
- The Cleansing department introduced an additional service of street and touchpoint sanitation within the public domain due to the COVID-19 pandemic, which has received a tremendous response from the community. This includes the implementation of scheduled runs across the service with Council's cleansing crew team
- The Cleansing team assisted first responders to clean up a major diesel spill in Auburn

Project Status Updates:

Key Project	Responsible Officer	Project Status Update	Overall Status
Investigate options for bridges over Woodville Road	Director Works and Infrastructure	<p>The investigation options for bridges over Woodville Road was placed on hold during 2020-21. Council also decided that this will be carried forward as a project into the Operational Plan 2021-22 period for City Maintenance within Works and Infrastructure Services.</p> <p>Council's Engineering team has continued to undertake strategic land use studies of the Woodville Road Corridor, and potential options for a pedestrian bridge crossing at Woodville Road.</p>	
Widening of Hector Street Bridge, Regents Park	Director Works and Infrastructure	<p>Works were completed in August 2021. The following activities were undertaken by Council which include:</p> <ul style="list-style-type: none"> ■ Works with Sydney Water to obtain final submissions and necessary approvals ■ Submitted a request to the Federal Department for an increase in grant funding and to address the budget over-run due to utility agency's requirements and latent conditions <p>Council has decided the project will be carried forward into the Capital Works Program for the Operational Plan 2021-22 period.</p>	
Widening of Boundary Road / Wolumba Street Bridge, Regents Park	Director Works and Infrastructure	<p>The project was placed on due to utility issues and related budget constraints. The project will commence only after the Hector Street Bridge works are completed.</p> <p>Council has decided the project will be carried forward into the Capital Works Program for the Operational Plan 2021-22 period.</p>	
Merrylands CBD Revitalisation Project - Development	Director Works and Infrastructure	<p>Works continued with developing the Merrylands CBD Revisitation Project Development, including:</p> <ul style="list-style-type: none"> ■ Submitted the application for grant funding ■ Prepared the Expression of Interest for a Design and Construct works ■ Finalised the concept design works ■ Carried out extensive community engagement consultation with shop owners and during all stages of the project ■ Selected a contractor to commence the works on site at McFarlane Street Park Merrylands <p>Council has decided the project will be carried forward into the Capital Works Program for the Operational Plan 2021-22 period.</p>	
Bridge Road Overbridge	Director Works and Infrastructure	<p>This is now a State Government Project with Sydney Trains. During the year, Council has provided advice on the project in relation to the design impacts on Council's infrastructure and traffic impacts on local roads during the construction phase.</p> <p>Council has decided the project will be carried forward into the Capital Works Program for the Operational Plan 2021-22 period.</p>	
Granville Park Pavilion	Director Works and Infrastructure	<p>The Granville Park Pavilion is a construction project for a multi-purpose sporting and recreation reserve based in Merrylands NSW. Building works are scheduled for completion in mid July 2021.</p>	





Project Status Updates (Continued):

Key Project	Responsible Officer	Project Status Update	Overall Status
Merrylands CBD Drainage	Director Works and Infrastructure	<p>During the 2020-21 period Council worked to upgrade and deliver Merryland's CBD Drainage. The following activities were undertaken by Council:</p> <ul style="list-style-type: none"> ■ Finalised the Landmark WIKA ■ The culvert has been laid in Neil Street and the pipe drainage along the North West of Pitt Street and Neil Street intersection ■ Completed the lowering of the watermain on Neil Street. This is awaiting certification by Sydney Water ■ The remaining works include road reconstruction and project completion is expected to be completed in August 2021 <p>Council has decided the project will be carried forward into the Capital Works Program for the Operational Plan 2021-22 period.</p>	
Investigate the widening of bridges over Duck River	Director Works and Infrastructure	<p>This project has been identified in Council's Local Infrastructure Contribution Plan. In 2020-21 Council decided that the project will continue to be placed on hold until significant contribution is collected.</p> <p>This will be carried forward as a project into the Operational Plan 2021-22 period for City Maintenance, Works and Infrastructure.</p>	
Design and acquisition for Merrylands Ring Road	Director Environment and Planning	<p>The project has continued to be placed on hold during the 2020-21 period, while Council waits to receive the results from the Cumberland Local Government Area Traffic Study. The project will continue to be on-hold until Council undertakes feasibility studies and traffic modelling.</p> <p>Council has decided the project will be carried forward into the Capital Works Program for the Operational Plan 2021-22 period.</p>	
Develop Pedestrian Access management Plan	Director Works and Infrastructure	<p>The project was placed on hold during the 2020-21 period, while Council waits for the completion of State Government Project such as Metro West Planning and the Westmead Placed Transport Strategy prior to further consideration of this project.</p>	
Investigate options for bridges over Wellington Road	Director Works and Infrastructure	<p>Project was discontinued in quarter 1.</p> <p>This was a legacy project from when Council was in administration and is no longer part of a work plan.</p>	

3. Parks and Recreation

This service provides an extensive network of accessible and sustainable parks, open spaces, sporting grounds and playgrounds for Cumberland residents and the wider community to play, social and connect with others. Council also maintains local parks and gardens, sporting grounds, golf course, play spaces, hard courts, bush reserves, corridors and streetscapes. This makes up approximately 800 ha of green space in the Cumberland area.











Service Area Performance Measures:





	20 Plans of Management Reviewed		\$3.38m grant funding recieved for improvement of parks and open space facilities
	Council attended 865 organisational and network meetings		Over 87% occupancy and capacity use for seasonal sporting fields

Program Highlights:

- Achieved 90 to 95% of open space maintenance
- Commenced new programs for bushland and maintenance
- Completed the Wyatt Park Plan of Management
- Completed the Webbs Avenue (Duck River) Playground
- A new pedestrian bridge was installed for the Duck River
- \$1 million irrigation grant for Granville Park awarded
- 2021 Award Winner for the 'Everyone Can Play Grant' for Civic Park Playground Development
- 2021 Award Winner for the Crown Reserves Improvement Fund (CRIF) grant for PCYC facility upgrades

Project Status Updates:

Key Project	Responsible Officer	Project Status Update	Overall Status
Deliver Wyatt Park Plan of Management	Director Works and Infrastructure	Project completed in quarter 4.	
Commence a Parks Plan of Management Review Program	Director Works and Infrastructure	Project completed in quarter 4. Council has completed the Parks Plan of Management Review Program. A Plan of Management Review Strategy has also been completed and prioritised in accordance with internal resourcing.	
Improve customer satisfaction in open space provision and presentation	Director Works and Infrastructure	Placed on hold during COVID-19 Pandemic and will be absorbed into other programs.	
Develop a Cumberland Synthetic Surfaces Plan	Director Works and Infrastructure	Project completed in quarter 4. Council completed the draft plan for Cumberland's synthetic surfaces. This plan will be incorporated into the open space review project. A trail of two hybrid sites was identified by Council for the next 2021-22 period.	
Deliver a Play Space Infrastructure Plan	Director Works and Infrastructure	Project completed in quarter 4. The activities undertaken by Council included: <ul style="list-style-type: none"> ■ Review of the Golf Course plans ■ Review of the Open Space and Recreation Strategy, including actions delivered in the Play Space Strategy ■ Commencement of community engagement activities, which were placed on hold during quarter 3 due to the COVID-19 pandemic 	
Develop a plan for the upgrade of all public amenity blocks in Cumberland	Director Works and Infrastructure	An audit on the conditions of the park's amenity blocks has been completed and upgrade planning has commenced. Council has decided that this will be carried forward into the next Operational Plan 2021-22 period as a program for Recreation and Sport within Works and Infrastructure Services.	
Commence a Sportsground Plan of Management Review Program	Director Works and Infrastructure	Project completed in quarter 4.	
Deliver an Urban Tree Strategy	Director Environment and Planning	Project completed in quarter 1.	
Implementation of Park Management Plan	Director Works and Infrastructure	Project completed in quarter 4.	
Deliver a Trails Strategy	Director Works and Infrastructure	Project discontinued in quarter 1 due to reprioritisation of Council's resources.	

Key Project	Responsible Officer	Project Status Update	Overall Status
RAAF Stores Park - RAAF Stores Depot Memorial Plaques	Director Works and Infrastructure	<p>The removal of the timber structure is completed. Council has commenced the installation of a memorial wall, flagpole, and associated pavement landings.</p> <p>Other activities undertaken by Council included ongoing engagement activities and the detailed design and costing works.</p> <p>The project will be discontinued and will not be carried forward into the Operational Plan 2021-22 period.</p>	
Prospect Hill - Integrated Interpretation Plan	Director Works and Infrastructure	The project was placed on hold, as the NSW Office of Environment and Heritage grant has been placed on hold. Council is also awaiting approval of the accessible pathway to Prospect Hill.	
Civic Park and Pendle Hill Wetlands Masterplan and Development	Director Works and Infrastructure	Stage 1 and 2 remains on schedule for delivery. As a result, this will be carried forward as a project into the Operational Plan 2021-22 period for Recreation and Sport, Works and Infrastructure Services.	
Deliver Granville Park Plan of Management	Director Works and Infrastructure	Council has delivered the draft Granville Park Plan of Management. It is awaiting Minister approval before it is placed on public exhibition.	

4. Environmental Programs

This service provides a wide range of waste education and environmental initiatives to ensure the long run sustainability of Cumberland's natural environment, as well as engaging children and families in community-focused educational programs. Our programs and initiatives are designed to keep the Cumberland area clean and green.

Service Area Performance Measures:

	9 Community Environmental Workshops held		16 native beehives distributed to residents and schools
			5,124 trees planted in public spaces

Program Highlights:

Grants

- The grant funded Grey-headed Flying-fox project is completed. About two hectares of weeds and vegetation have been cleared. Approximately 3,500 of mixed Cumberland plain species has been planted.
- Four programs completed under the Community Environment Program Grant in June 2021 for:
 1. Ray Marshall Reserve
 2. Replant area around Ray Marshall Reserve
 3. Princes Park
 4. Campbell Hill Pioneer Reserve

Trees



- Greening our City: Stream 3 awarded \$430,000 to plant 1,000 trees across the Cumberland area to increase Cumberland's canopy cover
- Greening our City: Stream 1 awarded \$60,000 to plant 2,500 trees across Cumberland to increase Cumberland's canopy cover
- Greening our City: Stream 2 awarded \$171,000 to build prototype green car park at Holroyd Gardens to address urban heat and build community resilience

Other

- The Ibis Management Plan 2021 was adopted by Council. This plan seeks to address issues related to the Australian White Ibis bird population, minimise local community issues and reduce any environmental impacts
- Asbestos Management Framework 2021 was adopted by Council. This framework will help minimise asbestos exposure to Cumberland residents, wider community, staff, and contractors
- Council completed NSW's first purpose-built UV Smart Cool Playground at Merryland's. The playground has been retrofitted with a new shade structure. The shade sail comprises of four different materials and will be used to test heat and UV performance at the playground
- The Environmental and Resource Recovery team developed NSW Schools Sustainability Expo Program (COVID restrictions required) to be run in-house at schools. Five schools were selected in each ward to be offered three environmental themed incursions over one day at each school
- Schools Expo 2020: COVID safe schools expo held with 4 participating schools. 52 workshops held for 658 students over 4 days
- Staff Planting day at Campbell Hill Pioneer Reserve in May 2021 resulted in the planting of 3,000 trees which increased canopy cover in Cumberland City









Project Status Updates:

Key Project	Responsible Officer	Project Status Update	Overall Status
Develop an Asbestos Management Plan	Director Environment and Planning	Project completed in quarter 4.	
Develop a sustainability strategy	Director Environment and Planning	Project completed in quarter 2.	

5. Household Waste and Recycling

The service provides efficient waste collection, regular clean-up services and dedicated collection services for problem and electronic waste types. Council also collects illegally dumped rubbish to keep kerbsides and public spaces tidy. Council ensures the Cumberland area is clean, green, attractive and useable for the community.



Service Area Performance Measures:

	On average 37.25% of waste is diverted from landfill in the Cumberland LGA		5.84 tonnes of asbestos were collected
	100% of illegal dumping incidents that were reported has been successfully investigated and collected by Council		Council responded to 5,469 mobile problem waste collection bookings
	Council attended to 65 bookings for the Asbestos Collection Program		Council provided 35 waste education workshops and events to 1,365 attendees

Program Highlights:

- \$120,000 from the EPA to address illegal dumping and prevention issues across Cumberland City
- Additional funding was received by Council to support the NSW Government Community Recycling Centre Program and further promote the Mobile Community Recycling Service (problem waste collection). This funding also provided the Cumberland area with small collection stations, assisted with Cumberland's problem waste areas with libraries and community centres. Council installed 7 problem waste small drop off stations, with an additional drop-off service provided to Wentworthville Library
- Ongoing partnership with Granville's Women's Creative Hub to repurpose Council's banners into carry bags
- The Resource Recovery team has been in collaboration with Monash University and has commenced social media trials to engage residents on recycling knowledge and contaminants
- Completed the Wentworthville Litter Project which achieved a 97% reduction in litter volume after 7 additional bins and 1 litter butt bin was installed, supported with installation of education signage and community engagement sessions
- Conservation Volunteers Australia held a litter clean up event along Duck River in June 2020 and collected 126 kgs of rubbish from the environment
- Hosted the annual Clean Up Australia Day at Holroyd Garden in March 2021. Over 1,000 volunteers attended across 48 registered sties in Cumberland City collecting over 2,500 kgs of litter
- Regional Illegal Dumping Officers investigated approximately 443 incidents of illegal dumping during the year
- Carried out Spring Blitz Campaign during November 2020 which targeted known illegal dumping hotspot zones across the Cumberland area
- Delivered the Bin Inspection Program which inspected 22,521 garden and recycling bins for contamination
- Delivered the Multi Unit Dwelling Engagement Program. A total of 1,637 household properties were audited by Resource Recovery Engagement Officers. This program achieved a reduction of contamination levels, including improved waste and recycling behaviours across households and strata properties









Project Status Updates:

Key Project	Responsible Officer	Project Status Update	Overall Status
Undertake identified actions in Council's Waste and Resource Recovery Strategy	Director Environment and Planning	<p>Project completed in quarter 4.</p> <p>Some of the actions this year included:</p> <ul style="list-style-type: none"> ■ Supporting and promoting community waste and re-use across organisations ■ Continuing to develop educational programs and deliver campaigns and awareness training to reduce litter and graffiti ■ Assessing and determining the impacts of providing additional recycling bin capacity to the community ■ Working with local businesses to improve waste management practices ■ Exploring opportunities to further capture household waste problems and how to establish permanent problem waste mobile collection service ■ Investigating the use of infrastructure to reduce opportunities for illegal dumping ■ Monitoring and conducting trails with littering in premium parks and public places ■ Prioritising actions for completion against illegal dumping ■ Promoting Council's 'Waste in the Right Place' campaign to improve Council's waste profile in the community ■ Focused on implementing an internal Waste Management Program across all Council facilities 	
Conduct a tender to select a new service provider for reviewing and processing Council's recycling material	Director Environment and Planning	<p>Project completed in quarter 1.</p> <p>VISY Recycling was selected as the successful provider for the receipt and processing of recycling materials. Council entered into a 5-year term contract with the options to extend the Agreement for up to a further two years in one-year increments. This contracted commenced on 1 October 2020.</p>	

6. Children's Services

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





Service Area Performance Measures:

	100% of Children's Services Education and Care Centres are operating at "meeting or exceeding the National Quality Standards"		Average After School Care utilisation rate for 60 students was 67%
	Average Long Day Care utilisation rate was 87%		Average After School Care utilisation rate for 120 students was 33%
	Average Before School Care utilisation rate for 60 Students was 40%		Average School Holiday Program utilisation rate for 60 students was 74%
	Average Before School Care utilisation rate for 120 Students was 20%		Average School Holiday Program utilisation rate for 120 students was 37%

Program Highlights:

- Children's Services commenced the evaluation and community consultation for the Cumberland Youth Strategy 2017-21, with 15 Council services, 13 staff and approximately 90 young people were consulted
- The Children's Services team completed 58 actions for this strategy, which addressed the priority areas for youth in the Cumberland area:
 1. Employment – supporting young people to find and gain employment.
 2. Education – improving young people's access to education.
 3. Health and wellbeing – enabling young people to feel relax, play, and socialise.
 4. Community connection – improving community connections and where young people talents, cultures and interests are supported and celebrated.
 5. Safety – improving young people's experience of safety in their community.
- The Sometime Centre achieved 'Meeting the National Quality Standard' rating, as part of a rating assessment process with its operations
- The Auburn Long Day Centre achieved 'exceeding outcome' rating, as part of an appealed rating assessment process
- The Friend Park Children's Centre completed its renovations and opened in July 2020
- Educational staff represented Council at the Western Sydney Career Expo and spoke to approximately 200 young people
- Two Youth Week events were held and attended by approximately 100 participants. 100% of the participants said they would recommend the event to young people
- The Children and Youth School Holiday Programs received a record number of participants attending clinics and workshops held during January 2021. 370 Children and young people joined and participated in sports and social activities. This program has seen an increase in participation of 150% when compared to January 2020.

Project Status Updates:

Key Project	Responsible Officer	Project Status Update	Overall Status
Develop and deliver a Professional Development Program that targets specific areas of education and care	Director Community and Organisation Development	Project completed in quarter 4.	
Implement a Children and Family Strategy	Director Community and Organisation Development	Project completed in quarter 4.	
Provide inclusive programs and activities that support the educational engagement of children and provide pathways into preschool.	Director Community and Organisation Development	Project completed in quarter 4.	
Lead the development and implementation of a best practice Child Protection Framework and training model	Director Community and Organisation Development	Project completed in quarter 4.	

7. Urban Planning and Development

This service makes planning decisions and controls that will ensure the Cumberland LGA will benefit from land planning and infrastructure development. The service provides strategic planning and development services to ensure developments are well coordinated and land use is used in the best way for the Cumberland LGA. These services include coordinating new developments with infrastructure, population and economic growth, such as, innovative land use, transport, green spaces and community facilities.





Service Area Performance Measures:

	Council provided 12 community consultations on urban planning proposals, agreements and policies		On average 28% of development applications received were processed within 40 days
	On average 55% of development applications received were processed within 90 days		93 days was the median processing times for development applications

Program Highlights:

- Council awarded \$5.5 million to progress the design and delivery of the new Merrylands Civic Square project
- Progression of planning work across a number of Cumberland City's key centres and strategic corridors, with planning proposals and draft planning controls endorsed by Council for further consultation and Gateway Determination by the Department of Planning, Industry and Environment. The key centres included Granville, Auburn, Lidcombe, Merrylands and Guildford
- Council adopted the Cumberland Community Wellbeing Report 2021. This report outlines Council's key priorities to improve health and wellbeing outcomes to enable residents to live rewarding, healthy and social connected lives. The report identifies the current state, level of community satisfaction, future considerations and what Council is advocating across the Cumberland City with: Transport, Education, Health, Recreation, Environment and Emergency services and justice
- Council adopted the Affordable Housing Strategy in November 2020 and completed the public exhibition. This strategy proposes a housing supply strategy for the Cumberland area. The strategy was developed to align with the Central City District Plan and Cumberland 2030: Our Local Strategic Planning Statement. The strategy outlines 5 priorities to meet the housing needs of Cumberland and is supported by a range of objectives and actions. The 5 focus areas identified by Council include:
 1. Delivering housing diversity to suit changing community needs
 2. Promoting transit-oriented housing options to support the 30-minute city
 3. Facilitating housing that respects and enhances local character
 4. Valuing heritage and cultural diversity in housing
 5. Infrastructure-led housing delivery
- Council provided its submission on the Draft Westmead 2036 Place Strategy. This strategy outlines the vision for Westmead to become a world-class health and innovation district over the next 20 years. It will guide local councils, State agencies and the private sector on where jobs and homes might be delivered for Westmead and identifies further analysis needed to support the infrastructure needs of the future population
- Planning Agreements Policy was adopted by Council in December 2020
- Adoption of the Development Control Plan by Council, to come in force upon gazettal of the new Cumberland Local Environmental Plan
- Council completed the post-exhibition report on the Cumberland Local Environmental Plan





Project Status Updates:

Key Project	Responsible Officer	Project Status Update	Overall Status
Develop Granville Town Centre Planning Strategy	Director Environment and Planning	<p>Project completed in quarter 4.</p> <p>Council endorsed the Strategic Planning Work Program in July 2020, which includes a review of planning consideration for the Granville Town Centre. The work was supported by the Cumberland Local Planning Panel, at its meeting in May 2021 and endorsed by Council in June 2021 for a Gateway Determination.</p>	
Progress town centre, precinct, and corridor reviews	Director Environment and Planning	<p>Project completed in quarter 4.</p> <p>Council endorsed the Strategic Planning Work Program in July 2020, which includes a review of planning consideration for various town centres.</p>	
Develop new Cumberland LEP to implement studies and strategies (employment, residential, heritage and bushfire)	Director Environment and Planning	<p>Council completed the post-exhibition report on the new Cumberland Local Environmental Plan and submitted and submitted to the Department of Planning, Industry and Environment for finalisation and gazettal.</p>	
Develop a Bike Plan	Director Environment and Planning	<ul style="list-style-type: none"> ■ The project is underway, Council has been reviewing its resources and planned works to determine project viability, and when this could be delivered ■ The project was scheduled to be completed in the 2020-21 Operational Plan period and will be carried forward as a project into the Operational Plan 2021-22 period for City Strategy, Environment and Planning Services. 	

8. Regulatory Programs

This service regulates and enforces health and safety standards across the Cumberland LGA by enforcing local laws, regulations, polices and guidelines.



Service Area Performance Measures:

	<p>100% of cooling towers inspected under the Legionella Surveillance Program</p>		<p>100% of skin penetration premises inspected are completed and compliant, under the Council's Public Health Surveillance Program</p>
	<p>Council's Swimming Pool Inspection Program completed 102 inspections</p>		<p>100% of complaints investigated for heavy vehicles</p>

Program Highlights:

- 16,181 customer requests were completed by Council's Health and Regulatory Services team during quarter 4
- The Environmental Health Project Officers completed the first phase of 70 industrial audits through the Cumberland Environmental Assessment Program. This resulted in a number of pollution prevention and containment measures being implemented on industrial premises in the Cumberland area
- Council's Environmental Health Project Officer was appointed to undertake inspections of industrial premises over a 2-year period
- The Environmental Health and Development Compliance team carried out a joint investigation with the NSW Environmental Protection Authority into an unlicensed waste recycling facility in Lidcombe. Notices were issued by both agencies to have the property remediated and public safety concerns addressed
- The Environmental Health team assisted NSW Health with investigating a number of COVID-19 concerns and legionella cases in the Cumberland area. This team continued to assist NSW Health with COVID-19 compliance checks, including a focus on assistance for businesses where English is a second language. A total of 570 COVID-19 checks of food businesses were completed during quarter 1
- The Skin Penetration and Cooling Tower Programs have been completed during quarter 2
- About 3,900 customer requests responded to across Cumberland's regulatory service areas during quarter 1.
- Council Rangers developed impounding tags for the placement and abandonment of shopping trolleys. During quarter 3 and 4, rangers impounded a total of 2,860 trolleys
- Council continued to operate the temporary Animal Holding Facility at the Auburn Depot for the past 10 months. This has increased the number of animals returned to their owners and assisted animals with being re-homed
- Council executed a new contract to utilise the Hawkesbury Companion Animal Shelter, which included a dedicated Animal Control Officer from Cumberland City Council. This provided an important service to the shelter and envisaged to significantly reduced operational costs







Project Status Updates:

Key Project	Responsible Officer	Project Status Update	Overall Status
Development Operations Program (including fire safety and external cladding)	Director Works and Infrastructure	Project activities completed, other activities absorbed into ongoing programs for the 2021-22 Operational Plan.	
Undertaking enforcement program relating to the parking of heavy vehicles in residential areas	Director Works and Infrastructure	Project completed in quarter 4. During the year Council undertook 2,226 visits and 1,478 patrols to inspect the parking of heavy vehicles within the Cumberland residential areas. A total of 1,665 penalty notices was issued by Council.	

9. Libraries

This service provides a network of eight modern and well-resourced libraries to promote community learning with educational, recreational and development programs for the Cumberland community. The service has provided a one-stop-shop information hub for the community to learn, relax, meet up and borrow a range of resources in a friendly environment.




Service Area Performance Measures:

	Provided public computers to 39,090 public library PC users		Cumberland's library network attracted more than 482,160 visitors
	Provided free wi-fi access to 90,206 users		411,467 loans for new books and items
	7,605 new library members		6,455 library programs delivered for 13,445 attendees

Program Highlights:

- Library Services completed reviewing Council's eight library opening hours, which were harmonised
- Library Services completed the Customer Satisfaction Survey
- Library Services expanded its communication channels to include chat and ask a librarian research
- Library restructure was completed and implemented
- Libraries spaces were reviewed, and improvements made using the Small Libraries Grant
- Granville Library was opened in the new Granville Centre
- The Library Management System has been completed, including the launch of the Cumberland Library App for our community members
- Online programs were launched in response to COVID-19 restrictions and to replace face-to-face programming for English conversation classes, Zoom book clubs, storytime and holiday activities
- Library Services developed enhanced online services to customers, added virtual collections to manage the physical inability to provide books and spaces
- Library Services has provided online resources for Kids that are available in Languages Other Than English on our website, as well as Interactive e-Learning Tables at Auburn, Granville and Merrylands Libraries.





Project Status Updates:

Key Project	Responsible Officer	Project Status Update	Overall Status
Small Library spaces and Granville Technology grants	Director Community and Organisation Development	Acquittal of two current library grants to update small library spaces at five Council branch libraries and technology at the Granville Branch Library.	
Library Management System review	Director Community and Organisation Development	Project completed in quarter 4. The review of Council's Library Management System has been completed. The Library App was also launched in June 2021.	
Continue to Implement the reviewed Library Strategy	Director Community and Organisation Development	The Library Strategy Actions for 2020-21 is underway, with 85% of the actions being completed. A Library Customer Satisfaction Survey was completed during June 2021, with the responses currently being reviewed. Council's Library Service team has also been working towards finalising a progress review and report for this Library Strategy.	

10. Pools

This service provides a range of aquatic and recreational facilities to the Cumberland LGA. This service operates five pools located at Lidcombe, Merrylands, Granville, Guildford and Wentworthville. It also provides swimming programs, sporting events and family leisure activities to promote the health and well-being of the community.


Service Area Performance Measures:

	100% of water quality tests completed for Council's pools are compliant		255,301 visitors to Council's swimming pools
	21,857 attendees at Council's Learn to Swim Program		Subsidy per attendance at Council's pool ranged from \$7.49 per person to \$14.75 per person

Program Highlights:

- Council completed the construction of the Wentworthville Memorial Swimming Centre. This was opened to the public in March 2021
- Council completed the Granville Expression of Interest (EOI) for room hire and café.
- Council's Learn to Swim enrolments experienced significant growth and a return of customers in swim schools. The numbers increased from 300 in quarter 1 to 1,150 participants in quarter 2
- Partnering with the Autism Community Network funded for the delivery of swimming lessons for 11 students with special requirements









Project Status Updates:

Key Project	Responsible Officer	Project Status Update	Overall Status
Wentworthville Memorial Swimming Centre	Director Works and Infrastructure	<p>Project completed in quarter 3.</p> <p>The Wentworthville Memorial Swimming Centre opened to the public in March 2021. This provided Cumberland residents and visitors with opportunities to undertake aquatic-based fitness classes and a place to cool off in the summer with family and friends.</p>	

11. Governance and Administration

This service has been responsible for maintaining a transparent relationship with ratepayers through robust leadership underpinned by a foundation of good governance. The Governance Unit has overseen the operations of Council to ensure that decision making is transparent and accountable, and that organisational activities are honest and free from fraud or corruption.







Service Area Performance Measures:

	On average 85% of Council's Customers calls are answered within 60 seconds		96% of business papers and meeting minutes published on time
	100% of compliance completed with Office of Local Government statutory reporting		100% of compliance with Integrated Planning & Reporting legislative requirements
	100% of Access to Information Applications (GIPA Act) completed within timeframe		100% of Council meetings livestreamed and widely accessible to public
	97% of Tier One Complaints resolved within 15 days		81% of Internal Audit recommendations implemented within due date

Program Highlights:

- The review of Council's WHS Emergency Preparedness Framework has been completed
- Council adopted the new 2020 Model Code of Conduct and Procedures for the Administration of the Code of Conduct
- Substantial savings delivered through the procurement quotation process run for Council's mobile phone services
- Council finalised the remediation and sale of 615A Great Western Highway Greystanes, large property transaction
- A comprehensive Land and Leasing Register was developed by Council's Property Services team
- Council approved long term leases to organisations proposing to build new community facilities at Hyland Road Reserve, Greystanes and Oriole Park, Auburn


Project Status Updates:

Key Project	Responsible Officer	Project Status Update	Overall Status
Enhancement of Council's Performance Reporting	Director Community and Organisation Development	Project completed in quarter 4. The Performance Planning Module of TechnologyOne has been implemented, End-Users can now use the system to provide project updates and service area updates, including providing results on Council's Key Performance Measures (KPIs).	
End of Term Report	Director Community and Organisation Development	Project completed in quarter 4. Document has been produced but will be presented to Council in November 2021 due to the postponement of the Local Government Elections.	
Annual Community Satisfaction Survey	Director Community and Organisation Development	Council completed the Community Satisfaction Survey during quarter 4.	
Annual Customer Satisfaction Survey	Director Community and Organisation Development	The Annual Customer Satisfaction Survey was completed.	
Council establishes regular market testing of its services	Director Finance and Governance	Project completed in quarter 4. Council has continued to undertake market testing of contracts via the procurement team to ensure value for money outcomes are being achieved for the community's funds. During the year, Council received the following: <ul style="list-style-type: none"> • 9 Expression of Interest (EOI) • 27 requests for tender (RFT) • 64 formal requests for quotation (RFQ). 	
Implementation of a Customer Experience Strategy	Director Community and Organisation Development	Project activities completed and will be carried forward in future plans within normal program of operations for Customer Experience.	

12. Community Facilities and Property

The service provides Cumberland residents and the wider community access to a larger number of community facilities to deliver social, cultural and recreational programs for use. These facilities include multipurpose community centres, arts and cultural facilities, halls and meeting rooms.



Service Area Performance Measures:

	<p>14,967 ECM booking tasks received with 99.8% completed within 10 day service level agreement</p>		<p>90% Community Satisfaction levels met for all Council Community Centres and Facilities</p>
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Program Highlights:

- Council implemented 'Bookable' an online portal, used for booking facilities, services, and programs across the Cumberland City
- Council completed the construction of the Granville Centre

Project Status Updates:

Key Project	Responsible Officer	Project Status Update	Overall Status
Implement a new online bookings system	Director Community and Organisation Development	<p>Project completed in quarter 3.</p> <p>Go Live completed during February 2021. Council's new booking system 'Bookable' allows members of the public to book venues, such as, community centres and hubs, sporting fields, parks and reserves, gardens, and vehicles.</p>	
Deliver the Granville Multipurpose Community Facility	Director Community and Organisation Development	<p>Project completed in quarter 1.</p> <p>Granville Multipurpose Community Centre opened its door in September 2020. The construction of the Granville Centre created a community focussed centre, library, and art gallery at the Granville Memorial Park site.</p>	

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

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

AUDIT AND RISK IMPROVEMENT STATEMENT

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

The ARIC met five times in 2020-21. The ARIC promotes good corporate governance by the provision of independent objective assurance and assistance to the Council on:

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

THE INTERNAL OMBUDSMAN SHARED SERVICE

The Internal Ombudsman Shared Service (IOSS) is shared between Cumberland City, City of Parramatta and Inner West Councils, is an 'independent ear' for 'residents, community members, ratepayers, local businesses, staff, Councillors and other Council stakeholders, encompassing the "Triple Governance Track" of prevention, education and the investigation of complaints.

The IOSS's vision is to assist the 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 service requests or complaints; work to improve their complaint handling systems; and, to strive for a corruption-free organisation. All operations are underpinned by the principles of procedural fairness, accountability, and transparency.

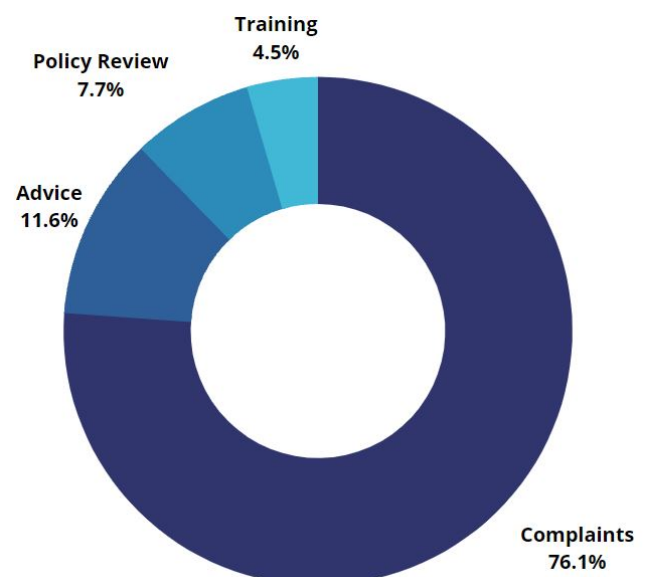
The IOSS has adapted to the challenges presented by the COVID-19 pandemic's restrictions. With officers working remotely from home, effective communication with all stakeholders has been key to ensuring that an acceptable level of service was delivered to its customers.

In the past reporting year, the exposure and workload of the IOSS have once again increased, with a 30% increase in activity (complaints, prevention activity and training activity), across all three member Councils, and more than a 50% increase in complaints concerning Cumberland City Council, when compared to the 2020-21 financial year.

The IOSS continues to review its accessibility to all and throughout the year has developed both a downloadable and online IOSS complaint form on member Councils' websites, and a review of the IOSS webpages to enhance the accessibility of IOSS information online.

Beyond complaints management, the IOSS has focussed on the delivery of Public Interest Disclosures training to Disclosures Officers and has also provided significant input into the review of newly developed and existing policies, such as Council's Complaints Handling Policy, Fraud and Corruption Prevention Policy and Child Safe Organisation Guideline.

Cumberland City Council had 155 IOSS activities during 2020-21 period, which is outlined in the IOSS Activities for Cumberland City Council 2020-21.



ONGOING PROFESSIONAL DEVELOPMENT

During 2020-21, and in accordance with the Councillor Expenses and Facilities Policy, Cumberland City Council provided ongoing professional development opportunities for our elected Council. The below provides a summary of the programs offers by Council, who attended and the month of completion.

Ongoing Professional Development Program / and or Seminars	Mayor and /or Councillors	Completion
Seminar - Australian Local Government Association (ALGA) General Assembly 2021	Clr Steve Christou Clr Ned Attie Clr Glenn Elmore	June 2021
Local Government NSW – Planning 101 for Councillors Course	Clr Eddy Sarkis	February 2021
Australian Institute of Company Directors Course	Clr Tom Zreika	February 2021
Local Government NSW – Improving Your Report Writing Course	Clr Kun Huang	December 2020
Local Government NSW – Financial Issues in Local Government for Councillors Course	Clr Kun Huang	December 2020
Local Government NSW – Audit Risk & Improvement Training Course	Clr Eddy Sarkis	December 2020
Local Government NSW – Code of Conduct for Councillors Course	Clr Eddy Sarkis	November 2020
Seminar - Local Government NSW Annual Conference	Clr Ned Attie Clr Steve Christou Clr Greg Cummings Clr Paul Garrard Clr Lisa Lake Clr Suman Saha Clr Joseph Rahme Clr Eddy Sarkis Clr Tom Zreika	November 2020

AMOUNT OF RATES AND CHARGES WRITTEN OFF DURING THE YEAR

In accordance with the statutory requirements outlined in the Local Government (General) Regulation 2005 Clause 132, Council is required to provide the amounts of rates and charges written off during the 2020-21 financial year.

The table below is a summary of rates and charges written off during 2020-21.

Rates and Charges Written Off	Amount \$
Statutory Pensioner Rebate	2,508,703
Voluntary Pensioner Rebate	229,069
Other Rates Written off (including postponed rates)	15,530
Total Rates and Charges Written off	2,753,302

Statutory Pensioner and Voluntary Pensioner Rebates are a major component of Council's total amount written off. Under the *Local Government Act 1993*, Pensioners are eligible for exemption for their properties with Council's rates and charges.

DETAILS OF OVERSEAS VISITS

To comply with Local Government (General) Regulation 2005 Clause 217(1)(a), Council is required to provide details of overseas visits by Councillors, Council staff or other persons representing Council.

In 2020-21, there were no overseas visits conducted by the Councillors, General Manager or any other representatives of Council.

EXPENSES AND FACILITIES FOR COUNCILLORS

To comply with Local Government (General) Regulations 2005 Clause 217(1)(a1) to Clause 217(1)(a1) (viii), Council is required to provide total cost during the 2020-21 year of the payment expenses of, and the provision of facilities to Councillors in relation to their civic functions.

The total cost for the 2020-21 year is \$599,826.

As per the Councillor Expense and Facilities Policy below is a table of the Councillors' expenses for 2020-21:P

Allowances:	July 2020 - June 2021
Mayoral allowance – \$88,600 p.a. (excluding Councillor allowance)	\$88,599
Councillor allowance (per Councillor) – \$30,410 p.a.	\$425,740
Telephone and Data Expenses	\$11,257
Travel Reimbursement	\$7,718
Mobile Phone / Tablet Hardware Cost (Returnable assets of Council)	\$16,600
Special requirement and carer expenses	\$330
Postage / stamps	\$6,950
Dedicated home office equipment (desk, chair, and printer)	\$11,232
Home Office Expenses Allocation (\$600)	\$1,966
Exempt conferences/ seminars and Professional Development	\$15,837
Professional Development	\$2,881
Total Allowances and Other Expenses	\$599,826

FINANCIAL ASSISTANCE FROM COUNCIL

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

Council has been supporting the community with funding and grant funding opportunities. Council's Community

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

In 2020-21, a total of \$48,031 was allocated to local organisations and individuals for a range of purposes including scholarships, assistance grants and other initiatives under section 356.

Applicant	Amount \$	Funding program
Fitness for Purpose	4,190	Community Participation Small Grants Program
Multicultural Disability Advocacy Association	4,500	Community Participation Small Grants Program
Community Resource Network Incorporated	3,500	Community Participation Small Grants Program
Australian Afghan Hassanian Youth Association	4,810	Community Participation Small Grants Program
Multicultural Disability Advocacy Association	1,083	Community Participation Small Grants Program
Hindu Council Of Australia Limited	1,500	Community Participation Small Grants Program
St Francis Social Services	1,350	Community Participation Small Grants Program
Somali Welfare And Cultural Centre Inc	5,000	Community Participation Small Grants Program
The Shepherd Centre - For Deaf Children	2,256	Community Participation Small Grants Program
Greystanes Soccer Club Inc	1,500	Community Participation Small Grants Program
Swim Sisters Australia	3,500	Community Participation Small Grants Program
Cultural Diversity Network Incorporated	886.00	Community Participation Small Grants Program
Sri Om Foundation Limited	1,470	Community Participation Small Grants Program
Fitness for Purpose	1,500	Community Participation Small Grants Program
Parramatta Holroyd Family Support Inc	1,486	Community Participation Small Grants Program
Cultural Diversity Network Incorporated	5,000	Community Participation Small Grants Program
Indian (sub-continent) Crisis & Support	4,500	Community Participation Small Grants Program

MAJOR CONTRACTS

To comply with the Local Government (General) Regulations 2005 Regulation 217 clause (1) (a2)(i)(ii), Cumberland City Council provides the following report on major contracts entered into.

Details of contracts awarded by Council during the year ending 30 June 2021 in excess of \$150,000 (and excluding employment contracts) are detailed in the table below:

Description of the project or goods or services or real property	Effective Date	Contractor's business name and address	Est. amount payable Amount \$
Advertising Agency Services for Media Buying, Account Keeping and Artwork Dispatching	01/07/20	Leonard's Advertising, 241 Abercrombie St, Darlington NSW 2008	\$243,575
General Forest Works	01/07/20	General Forest Tree Surgeon, PO Box 6948 Silverwater NSW 1811	\$400,000
Security Monitoring/Patrols/Guards	01/07/20	H & H Security, PO Box 283, Bondi Junction NSW 1355	\$570,000
Security Monitoring/Patrols/Guards	01/07/20	Secom, PO Box 545, St Leonards NSW 1590	\$585,000
Animal Holding Facility	20/07/20	Hawkesbury City Council, 366 George St, Windsor NSW 2756	\$400,000
Procurement of new Computer Hardware	05/08/20	Macquarie Bank Limited, 1 Shelley Street, Sydney NSW 2000	\$674,125
Bulk Fuel, Fuel Card Services and Oils, Lubricants and Vehicle Care Products	18/08/20	BP Australia Pty Ltd, PO Box 100, Guildford NSW 2161	\$418,990
Manufacture and Supply of Multifunctional Poles	01/09/20	Goldspar Australia; 2/81 Bassett Street, Mona Vale, NSW 2103 GM Poles; Unit 10, 7 Gundah Road, Mt Kuring-Gai, NSW 2080Hub Australasia; 10 Regent Street, Chippendale, Sydney, NSW 2008 MFP Systems; Unit 22, 34-36 Ralph St, Alexandria, NSW 2015	Schedule of Rates
Alterations to Existing Building at 219 Merrylands Road	01/10/20	2020 Projects Pty Ltd, Level 5, 4 Columbia Ct, Baulkham Hills, NSW, 2153	\$325,763
Auburn Tennis Court Drainage	01/10/20	D & M Excavations & Asphaltting Pty Ltd, 19 Belfrog St, Greenacre, NSW, 2190	\$154,000
Receipt & Processing of Recyclable Material	01/10/20	Visy Paper Pty Ltd, Level 11, 2 Southbank Boulevard VIC 3006	Schedule of Rates
Supply of Natural gas for Council Facilities	13/10/20	Origin Energy Retail, 26 Pembury Road, Minto NSW	Schedule of Rates
Merrylands Oval Grandstand - Remediation Works	02/11/20	Avant Constructions Pty Ltd, 1/51 Owen Street, Glendenning, 2761	\$242,880
Merrylands Administration - Renewal of Elevator Car 3	09/11/20	Liftronic Pty Ltd, Unit 6, 153 Beauchamp Road, Matraville NSW 2036	\$193,721
Parramatta Road Urban Amenity Improvement Program - Construction	16/11/20	Celtic Civil Pty Ltd, 17/728 Darling Street, Rozelle NSW 2039	\$13,927,901
Granville Multipurpose Centre Repair Works	24/11/20	Stephen Edwards Constructions Pty Ltd, 140 Wicks Rd, Macquarie Park NSW 2113	\$250,000
Merrylands CBD Infrastructure Upgrade	09/12/20	CA&I Pty Ltd, 10 Regent Street Chippendale NSW 2008	\$9,897,699
Prospect Water Pipeline Corridor Strategic Masterplan	10/12/20	The SJB Architecture NSW Unit Trust T/A SJB Architecture, 490 Crown St, Surry Hills NSW 2010	\$204,050
Professional Golf Services for the Woodville Golf Course	17/12/20	J & P Professional Golf Services, Rawson Rd, Guildford NSW 2161	\$210,000

Description of the project or goods or services or real property	Effective Date	Contractor's business name and address	Est. amount payable Amount \$
After Hours Call Centre	01/01/21	Peak Services Pty Ltd, 23 Evelyn Street, Newstead, QLD, 4006	\$164,578
Mobile Telephone Service Renewal	01/01/21	Telstra Corporation Limited, 242 Exhibition St, Melbourne, Vic 3000	Schedule of Rates
Sand / Landscaping Supplies	04/01/21	Benedict Sand and Gravel, PO Box 431, Frenches Forest NSW 1640	\$321,300
Merrylands Library and Merrylands Community Centre Renewal of 2 x Elevator Cars	01/02/21	Schindler Lifts Australia Pty Ltd, Building D / 36-38 Lord St Botany, Sydney NSW 2019	\$316,613
Granville Town Hall	01/03/21	Olympia Group Pty Ltd, Level 23, 520 Oxford Street, Bondi Junction NSW 2022	\$470,470
Bus Shelters	03/03/21	oOh!Media Street Furniture Pty Ltd, Level 2, 76 Berry Street, North Sydney NSW 2060	10% Media Revenue Share
Print Advertisements	09/04/21	News Corp Pty Ltd, Locked Bag 310, Silverwater NSW 1811	\$308,000
Dellwood Street Footpath Upgrade	12/04/21	Ezy-Pave Pty Ltd, 6 Jellicoe Street, Lidcombe NSW 2141	\$392,352
Additional works required for Fraser St, Auburn Remediation	03/05/21	Enviropacific, Unit 10, 390 Eastern Vallley way, Roseville NSW 2069	\$189,607
Bush Regeneration Panel	17/05/21	1. National Trust of Australia (NSW) National Trust Centre, Upper Fort Street, Millers Point, NSW, 2000 2. Dragonfly Environmental Pty Ltd 1/3 Avalon Parade, Avalon Beech, NSW, 2107 3. The Irrawong Trust 5/1 Vuko Place, Warriewood, NSW, 2102 4. Toolijooa Pty Ltd Unit 1, 6-30 Tepko Road, Terrey Hills, NSW, 2084	Schedule of Rates
GPT, Boom and Stormwater Pipe Cleaning Contract	24/05/21	Pipe Management Australia Pty Ltd, 37 Liverpool Street, Ingleburn, NSW 2565	Schedule of Rates
Productivity Analysis	31/05/21	LSI Consulting Pty Ltd, Suite 202, 153 Walker St, Nth Sydney NSW 2060	\$300,000
CCTV Community Grant	23/06/21	Securacore Pty Ltd, Unit 14, 17A Amax Avenue, Girraween, NSW 2145	\$242,000

LEGAL PROCEEDINGS

In accordance with clause 271(1)(a3) of the Local Government (General) Regulations 2005, Cumberland City Council is required to provide a summary of the amounts incurred during the 2020-21 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 result Legal Costs.

In 2020-21 Cumberland City Council incurred legal costs of \$94,936.

Court	Type of Appeal	Address	Outcome	\$ Amount Incurred	\$ Costs Ordered
Land and Environment Court of NSW	Development application	10 Junia Avenue, Toongabbie	Conciliated agreement	5,280	\$9,000 to Council
Land and Environment Court of NSW	Modification of development consent and order	43-47 Harrow Road, Auburn	Conciliated agreement and discontinuance	32,238	-
NSW Civil and Administrative Tribunal	Administrative review of decisions under the Government Information (Public Access) Act 2009	N/A	Ongoing	15,810	-
Land and Environment Court of NSW	Development application	8 Factory Street, Granville	Conciliated agreement	13,585	-
Supreme Court of NSW	Sale of land contract dispute	13 John Street, Lidcombe	Dismissed with prejudice	28,023	\$13,000 to Council

PRIVATE WORKS CARRIED OUT ON PRIVATE LANDS

In accordance with Section 67(3) of the *Local Government Act 1993*, a Council may, by agreement with the owner or occupier of any private land, carry out on the land any kind of work that may lawfully be carried out on the land.

Examples of the kind of work that Council may carry out under this section include:

- Paving and roadmaking
- Kerbing and guttering
- Fencing and ditching
- Tree planting and tree maintenance
- Demolition and excavation
- Land clearing and tree felling
- Water, sewerage and drainage connections
- Gas and electricity connections.

In 2020-21, Council made no resolutions to subsidise work carried out on private land. Further, Council did not invoice works on private property.

DELEGATED FUNCTIONS – EXTERNAL BODIES

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

During the period 2020-21, Cumberland City Council did delegate key functions to two external organisations:

1. CivicRisk Mutual, an insurance pooling group of Western Sydney Councils established under a joint agreement.
2. Cumberland Local Planning Panel (CLPP), the creation of the CLPP is in accordance with section 2.17(2) of Environmental Planning and Assessment Act 1979. The CLPP assumes the functions of Council as a consent authority for applications it determines under Part 4 of the Environmental Planning and Assessment Act 1979

COUNCIL'S CONTROLLING INTEREST

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

In 2020-21 Council held no controlling interest in any corporations, partnerships, trusts, joint ventures, syndicates or other bodies.

COUNCIL'S PARTICIPATION

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

In 2020-21, Council did not participate in any corporations, partnerships, trusts, joint ventures, syndicates or other bodies.

EQUAL EMPLOYMENT OPPORTUNITY (EEO PLAN)

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

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

The purpose of Council's EEO Management Plan is:

- To eliminate and ensure the absence of discrimination or harassment in employment on the grounds of race, sex, marital status and disability
- To promote equal employment opportunity for women, members of racial minorities and persons with disabilities. This is specified within the NSW Local Government Act, which obliges Council to develop EEO Management Plans
- The EEO Management Plan provides action programs for designated groups to ensure their access to equal employment opportunities
- The EEO Policy applies to all staff, as all staff are obliged to follow non-discriminatory practice in the workplace.

Council is committed to providing a work environment free of discrimination for all current and potential employees. Recruitment training is provided to all staff members who are required to take part in the recruitment process. This training is to ensure all present and future employees are treated equitably and fairly and are provided with an equal chance of competing for a position without fear of discrimination or harassment.

Council also promotes a disability inclusive workplace by providing managers with material on how to recruit and manage employees with disabilities, how to treat employees with disability fairly and equitably and by raising awareness of potential barriers people with disabilities face in the workplace.

To reinforce this, it has now been included in Council's onboarding process whereby Council requests all new starters to complete an EEO survey. The information

captured in this survey includes questions around age, gender, whether the staff member has a disability and whether the disability requires Council to make any adjustments at work.

ENVIRONMENTAL UPGRADE AGREEMENTS

Under section 54P of the Local Government (General) Regulations 2005, Council did not enter into significant Environmental Upgrade agreements during 2020-21.

REMUNERATION OF THE GENERAL MANAGER AND SENIOR STAFF

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

Council's current management structure comprises of 6 senior staff positions, as defined under the provisions of the *Local Government Act 1993*. The remuneration of these positions was as follows:

Positions	Amount
General Manager	\$430,500
Director Community and Organisation Development	\$304,544
Director Works and Infrastructure	\$340,946
Director Environment and Planning	\$301,943
Director Finance and Governance	\$299,342
General Counsel	\$299,342
Total	\$1,976,617

COMPANION ANIMALS ACT AND REGULATION ACTIVITIES

Cumberland City Council provides the following statement on activities relating to enforcing and ensuring compliance with the Companion Animals Act and Regulation.

Cumberland City Council is committed to its residents and encourages safe and responsible pet ownership, as part of the *Local Government (General) Regulations 2005 Regulation 217 (1)(f)*.

Lodgement of pound data collection returns with the division:

- Animal Holding Facility data is sent to the Department of Local Government annually as required, 16.2(a) Guidelines

Lodgement of data relating to dog attack with the Division:

- All data relating to dog attacks are entered into the Companion Animals Register as required by regulations, 16.2(b) Guidelines

Amount of funding spent on companion animal management and activities:

- During 2020-21 financial year, \$172,000 was spent on companion animal management and activities

Strategies Council has in place to promote and assist the de-sexing of dogs and cats:

- Council promoted the de-sexing of dogs and cats via website information

Strategies in place to comply with the requirement under section 64 of the Act to seek alternatives to euthanasia for unclaimed animals:

- Council works closely with the Hawkesbury Animal Shelter as well as managing our own short-term pound, to facilitate a low kill initiative in order to rehome dogs and cats wherever possible

The following off leash areas are provided in the Cumberland LGA:

1. Hampden Road Reserve: 8 Hampden Road, South Wentworthville, includes fencing, a drinking fountain and bowl for dogs, dog exercise equipment and shade trees
2. Dirrabari Reserve, Pemulwuy: Access from the south eastern corner of Edward Drive, Pemulwuy, includes fencing, dog exercise equipment and shade trees
3. Gardenia Parade Park, Greystanes: Access from the northern end of Percival Road, Greystanes, open fenced area
4. Wyatt Park Lidcombe off-leash dog area
5. Webbs Avenue Auburn off-leash dog area
6. Coleman Park Berala off-leash dog area

STORMWATER MANAGEMENT SERVICES

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

Council is responsible for the management of stormwater services within its LGA. During the 2020-21 period Council carried out the following works:

- Augmentation of Stormwater Drainage
- Flood studies
- Urgent renewal works
- Creek realignment and protection work
- Asset condition inspections

The adjacent table provides a summary of the projects undertaken during the 2020-21 period with Stormwater Management Services:

Project	Budget Amount
Dam Safety Risk Assessment Study CSIRO and Lidcombe basin	\$104,219
The Granville Multipurpose Centre	\$2,350,000
Wolseley St Creek	\$534,071
Auburn Tennis Court Flood mitigation works	\$439,452
CCTV Survey	\$12,848
Thomas Clarke Drainage	\$12,753
Stormwater, Renewal, Various	\$56,578
Total	\$3,509,921

Overall, the Stormwater Levy helps Council cover the cost for upgrades, new or additional stormwater management services. In 2020-21 Council received 1,770,111.85 from the stormwater levy charge and expenditure was \$3,509,921. Funds not spent can be returned to the Stormwater Levy reserve at the end of each year and expended in another year. This complies with the Department of Local Government Stormwater Management Service Charge Guidelines (2006), which states funds accumulated through levying of the stormwater management service charge do not have to be spent within the year they are raised but may be used to resource major programs spanning a number of years.

SPECIAL RATE VARIATION

To comply with the Local Government (General) Regulation 2005 Section 508(2) and Section 508A, Council may need to report on special variation (SRV) expenditure. SRV expenditure for 2020-21 is shown below:

Asset Group	Actual \$ 2020-21	Total \$ 2014-2021	Remaining \$ Unspent funds
Buildings	1,763,253	10,207,846	7,855,154
Parks and Recreation	313,776	4,878,124	2,964,876
Stormwater	7,623	1,467,604	1,617,396
Roads and Bridges	1,358,068	15,978,143	3,173,857
Footpaths	464,967	5,087,446	3,859,554
Total	3,907,687	37,619,164	19,470,836

PUBLIC ACCESS TO INFORMATION

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

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

1. **Mandatory Disclosure** – Certain information must be published on State and Local Government agency websites, free of charge. For example, media releases (Have Your Say to Council's Development Applications and Projects), plans (Operational Plan 2020-21) and Annual Reports.
2. **Proactive Release** – State and Local Government agencies are encouraged to make as much other information as possible publicly available, in an appropriate manner, including on the internet. This information should be available free of charge. For example, Local Environment Plan and Flood Maps.
3. **Informal Release** – State and Local Government agencies are encouraged to release other information in response to an information request, subject to any reasonable conditions an agency imposes, without the need for a formal application, unless there are good reasons to necessitate. For example, request for personal information by the individual concerned.
4. **Formal Access** – State and Local Government agencies may release information in response to a formal access application. This is the last resort, if the information is not available in any other way.

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

A summary of applications received under GIPA legislation in 2020-21 is as follows:

- Received a total of 24 valid GIPA applications under the formal release
- 0 applications were withdrawn
- 2 applications yet to be completed
- 37.5% of the applications were granted access in full
- 33.33% of the applications were granted partial access.
- 100% of these applications were responded to within legislative timeframes

PUBLIC INTEREST DISCLOSURES

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

Cumberland City Council's Public Interest Disclosures were as follows:

- 1 public official made a public interest disclosure to Cumberland City Council
- 1 public interest disclosure was received by Cumberland City Council
- The report received was in relation to Maladministration
- 0 Public Interest Disclosures were finalised by Cumberland City Council

SWIMMING POOL INSPECTIONS

For the purpose of Section 22F (2) of the Act, Council is required to provide details under Section 428 of the *Local Government Act 1993* on the number of inspections carried out under Division 5 Part 2 of the Act:

Swimming Pools Inspections	Description	Total
Number of inspections conducted on pools within tourist or visitor accommodation	Tourist / and or Visitors	Nil
Number of inspections carried out on pools within a premise containing more than 2 dwellings	More than two dwellings	2
Number of Compliance Certificates issued under s22D of the <i>Swimming Pool Act 1992</i>	Compliance Certificate	44
Number of Non-compliance Certificates issued under clause 21 of the <i>Swimming Pool Regulation 2018</i>	Non-compliance	19

PLANNING AGREEMENTS

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

Council's Voluntary Planning Agreements (VPA) entered during the financial period 2020-21 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
PP-2020-1858	Cardinal Gilroy Village, 45 Barcom Street, Merrylands West	Southern Cross Care (NSW & ACT) Ltd	The VPA relates to a planning proposal to facilitate redevelopment of an existing seniors housing development via 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 sqm.	30 June 2021	Monetary contribution towards the implementation of Duck River Masterplan and other infrastructure improvements in the local area.
DA2017/52/1	12 Palmer Street, Guildford West	Universal Property Pty Ltd (Developer) and UPG31 Pty Ltd (Landowner)	The VPA relates to a DA that was approved by NSW Land and environment Court on 28 December 2017 (deferred commencement consent DA2017/52/1). The DA involves removal of trees and vegetation, subdivision of and into 6 lots, construction of 4 residential flat buildings comprising of total of 192 units and 23 townhouses over basement level parking, construction of civil works including roadways, and the provision of parklands and cycleways. Operational consent has not yet been issued on the development.	31 May 2021	Land dedication to Council construction and embellishment of works of the Canal Park, Residential Pocket Park, and public road.
PP-2020-2249	2-36 Church Street, Lidcombe	Lidcombe Church Property Pty Ltd and NSW Land and Housing Corporation	The VPA relates to a planning proposal to facilitate additional residential apartments in an approved building via increases to height of buildings and floor space ratio controls. Related development application DA2021/0152 lodged with Council 19/04/2021 and currently under assessment	23 April 2021	Monetary contribution towards public domain, open space, and drainage improvements in the Lidcombe Town Centre.

PLANNING AGREEMENTS (CONTINUED)

Reference Number	Address	Names of parties to the Agreement (in addition to Council)	Description of development / related application	Date Executed	Description of Agreement
PP-2020-1874	10-22 William Street, Granville (Site 1)	Sid Arida, Joseph Arida, George Arida	The VPA relates to a 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 April 2021	Monetary contribution towards public domain improvements and upgrades in Granville Town Centre and surrounds.
PP-2020-3021	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	The VPA relates to a 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 December 2020	Dedication of land to Council and rehabilitation works to that land.
PP-2020-2264	4-12 Railway St, Lidcombe	Lidcombe Property NSW Pty Ltd	The VPA relates to a planning proposal to facilitate redevelopment of the site for a mixed-use development comprising residential, commercial, and retail uses. Related development application DA2021/0092 lodged with Council 22/02/2021 and currently under assessment.	VPA executed 20 July 2020 Amended VPA on exhibition from 30 July 2021 to 26 August 2021	The original VPA is for dedication of land to Council for the purpose of a public park and road widening, and rehabilitation works and road works. The purpose of the amended VPA is to extend the timeframe for delivery of these public benefits by 12 months.

SUPPORT FOR PEOPLE WITH DISABILITIES AND CARERS

Disability

To comply with the *Disability Inclusion Act 2014* under section 13(1), Cumberland City Council has implemented the Disability Inclusion Action Plan (DIAP).

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

Cumberland City Council's Disability Inclusion Action Plan (DIAP) 2017-2021 offers a framework to guide Council in

its responsibilities to ensure people with disability have full and equal access to the facilities, programs, services and information that Council provides.

Council received approval to extend this plan to finish by 30 June 2022 due to the delays occurred by the COVID-19 pandemic. As a result, the DIAP has not been fully implemented. A new plan will be developed to commence from 1 July 2022.

The Plan is based on four key focus areas, nominated by people with disability, as being of primary importance in creating an inclusive community:

1. Developing positive community attitudes and behaviours
2. Creating liveable communities
3. Supporting access to employment
4. Improving systems and processes.

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

Memberships

- Council maintained its membership with Australian Network on Disability

Training for staff and people with disabilities

- Delivered training for Council volunteers and staff to improve disability awareness and promote inclusive practices
- Continued to work with Council's libraries and the State Library NSW to provide Tech Savvy Seniors Computer training classes in Mandarin and English

Events and Forums

- Co-hosted Community Care Forums to develop partnerships and network with the relevant community organisations within the Seniors and Disability Sectors
- Convened with Council's Access and Safety Committee, members of the community and people with disabilities to share their experiences as carers and people with disabilities
- Hosted an International Day of People with Disability Event, which included
- Showing short films available through the Wide-Angle

Film Festival to Council staff.

- Provided staff training to further assist people living with disabilities
- Promoted and created awareness with the availability of accessible resources through Council's libraries
- Organised a scheduled timing with Rae Anderson, an Australian Summer Paralympian in track and field. Rae hosted a presentation to 55 children in Year 5 and 6 at the Holy Trinity Primary School. This presentation included providing her story, including an opportunity for the children to experience a practical clinic
- Developed a partnership with Accessible Arts NSW, which hosted works from two artists with disabilities:
 1. Amy Claire Mills
 2. Sue Jo Wright

The two artists had an open studio at the Event Arty Party, which commissioned new artworks for the textile-based exhibition - A link, a loop, a circle and then led a hands-on making workshop in her studio space.

Facilities, Services and Programs

- In March 2021, Council opened the newly renovated Wentworthville Memorial Swim Centre. The Centre offers a new warm program pool, a leisure pool with beach entry and new change rooms. A lift was also installed to allow people with disability to use the 50-metre pool
- Continued provision and delivery of quality services and programs for people with disability. During the 2020-21 period, Council adjusted programs to comply with the Public Health Orders and to ensure people with disabilities are supported during the COVID-19 pandemic
- Hosted the Goalball Program at 4 schools during Term 1 and 2, 2021. The aim of the program is to build stronger pathways for equal, competitive opportunities across school sporting. A games-based modelling approach is used, to assist participants to acquire skills in teamwork, communication, and orientation. Details of the 4 schools include:
 1. Greystanes Public School with 255 participants from Year 5 and 6
 2. St Pauls High School with 148 participants from year 7
 3. Guildford West Public School with 130 participants from Year 3 and 4
 4. St Peter Chanel with 119 participants from Year 3 and 4.
- Participated in an Active Inclusive Day in June 2021 at Olympic Park, which was in partnership with Disability Sport Australia and the City of Parramatta Council. The Activate Inclusion Sports Days are designed to promote the pathways for inclusion programs in the Local Council area and encourage students to continue participating in sport and active recreation on a regular basis. 200 students participated in this event across the Cumberland Schools: Merrylands Public School, Lidcombe Public School, Merrylands High school, Guildford Public, Holroyd School, Granville South

Public School, and Al-Faisal (student volunteers).

- Joined the Zero Barriers project, which seeks to work with local businesses to increase knowledge on access and inclusion for people living disabilities in the Cumberland area. The project is scheduled to be implemented across the Cumberland area during the 2021-22 period.

Employment and Work Placements

- Engaged with the Commonwealth Disability Employment Service and Job Support to provide work placement opportunities for people with disabilities. This provided work placements opportunities with cleaning duties at the Merryland's Administration Office during the COVID-19 pandemic. This was to ensure compliance with Council's COVID-safety plan
- Promoted work placement for students on the Cumberland City Council website. This provided an opportunity for students with disabilities to explore workplace opportunities in Council
- Conducted a Diversity and Equal Employment Opportunities (EEO) survey in 2021. The purpose of the survey was to collect data from Council's workforce and create awareness of the diversity of our staff; identify improvement opportunities and develop employment policies and procedures which cater for staffing needs

STAFF CARERS

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

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

- Flexible working arrangements Policy
- Leave Policy
- Domestic and Family Violence Policy

NATIONAL DISABILITY INSURANCE SCHEME (NDIS) SERVICE DELIVERY STATEMENT

During the 2020-21 year of operating as a NDIS provider, Cumberland City Council has 51 registered clients, provided approximately 11,087 hours of programs to people with disability and generated an income of \$313,465.

Council's total number of hours supported, and income generated were reduced due to the impacts of the COVID-19 pandemic. As a result, Council suspended services for a period following public health orders and recommendations by the NSW Health Department.



CUMBERLAND
CITY COUNCIL

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