



**AGENCY
INFORMATION GUIDE
2024-2025**



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INTRODUCTION

Penrith City Council has prepared this Information Guide in accordance with section 20 of the Government Information (Public Access) Act 2009 (NSW) (GIPA Act).

The Information Guide describes Council's functions, responsibilities and organisational structure. It also describes the various types of information held by Council, how that information can be accessed and how members of the public can participate in the Council's decision-making processes.

ABOUT COUNCIL

Penrith City Council is the local government authority for the Penrith Local Government Area, located approximately 50km west of Sydney. The area spans 404 square kilometres and is home to a diverse and growing community. Penrith City includes a mix of urban and rural areas, with key localities such as St Marys, Kingswood, Emu Plains, and Glenmore Park. The Nepean River runs through the heart of Penrith, providing a natural focal point for recreation and community activities.

Penrith City Council is committed to providing strategic leadership and sustainable future planning, while delivering a range of infrastructure and services needed for a growing city. Our roles and responsibilities are wide-ranging and include:

- Exercising community leadership and engaging with our communities.
- Providing appropriate services and facilities for the community.
- Properly managing and conserving the local environment.
- Keeping the local community informed about our activities.
- Ensuring that provided services are managed efficiently and effectively.
- Having regard for the long-term effects of our decisions.
- Being a responsible employer.

Councils in NSW operate under the Local Government Act 1993, which directs the way Council functions and the activities and services we provide to our local community. Section 8 of this Act outlines Council's charter and sets out what we need to consider when carrying out our activities.

Additionally, more than 135 other pieces of legislation influence and affect the work of councils, including the Environmental Planning and Assessment Act 1979, the Roads Act 1993, the Rural Fires Act 1997, the Companion Animals Act 1998, and the Work Health and Safety Act 2011.

Penrith City Council is dedicated to building on its strengths as a hub of economic activity, essential services, natural assets, culture, and creativity. As our region continues to grow, we aim to enhance the quality of life for our residents and contribute to the broader success of Greater Sydney.



OUR MISSION, VALUES AND CUSTOMER PROMISE

OUR MISSION

We will:

- Deliver the services, facilities and infrastructure that our community needs
- Maintain our long term financial stability
- Work with our community and partners to achieve more than we can alone
- Provide an excellent customer experience to everyone who contacts us
- Value and engage our staff

COUNCILS VALUES

Our values are embedded into the Council business we undertake each day; they add meaning to the work we do and provide a basis for consistent planning and decision making across the organisation.

Respect

- Be responsive to others' diverse experiences, perspectives, values and beliefs
- Listen to others' individual viewpoints
- Be open to the inputs of others
- Work to understand the perspectives of others

Accountable

- Behave in an honest, ethical and professional way
- Identify and follow legislation, rules, policies, guidelines and codes of conduct
- Speak out against misconduct, illegal and inappropriate behaviour
- Work and lead by example



Innovation

- Be open to new ideas and change
- Offer own opinion, ask questions and make suggestions
- Adapt well to new situations
- Do not give up easily when problems arise

OUR PROMISE TO YOU...

We put customers at the heart of everything we do. When we work with you and each other we will...

BE PROACTIVE

We will be friendly, professional and show initiative.

KEEP IT SIMPLE

We will offer clear, consistent and accurate information and services, which are easy for everyone to access.

BUILD RESPECTFUL RELATIONSHIPS

We value relationships and diversity. We will respect your individual situation.

LISTEN AND RESPOND

We will listen to you and seek to understand your needs. We will be honest, accountable and follow through, so you know what to expect and when. The Promise will guide us as toward excellence in all our interactions and continuously improve our relationships. By proactively removing barriers, we're together paving the way for a first class Council experience for our staff and our customers.

Thank you all for helping us bring Our Customer Promise to life. You'll see more around Council as we integrate our Promise as a central part of our service to you.

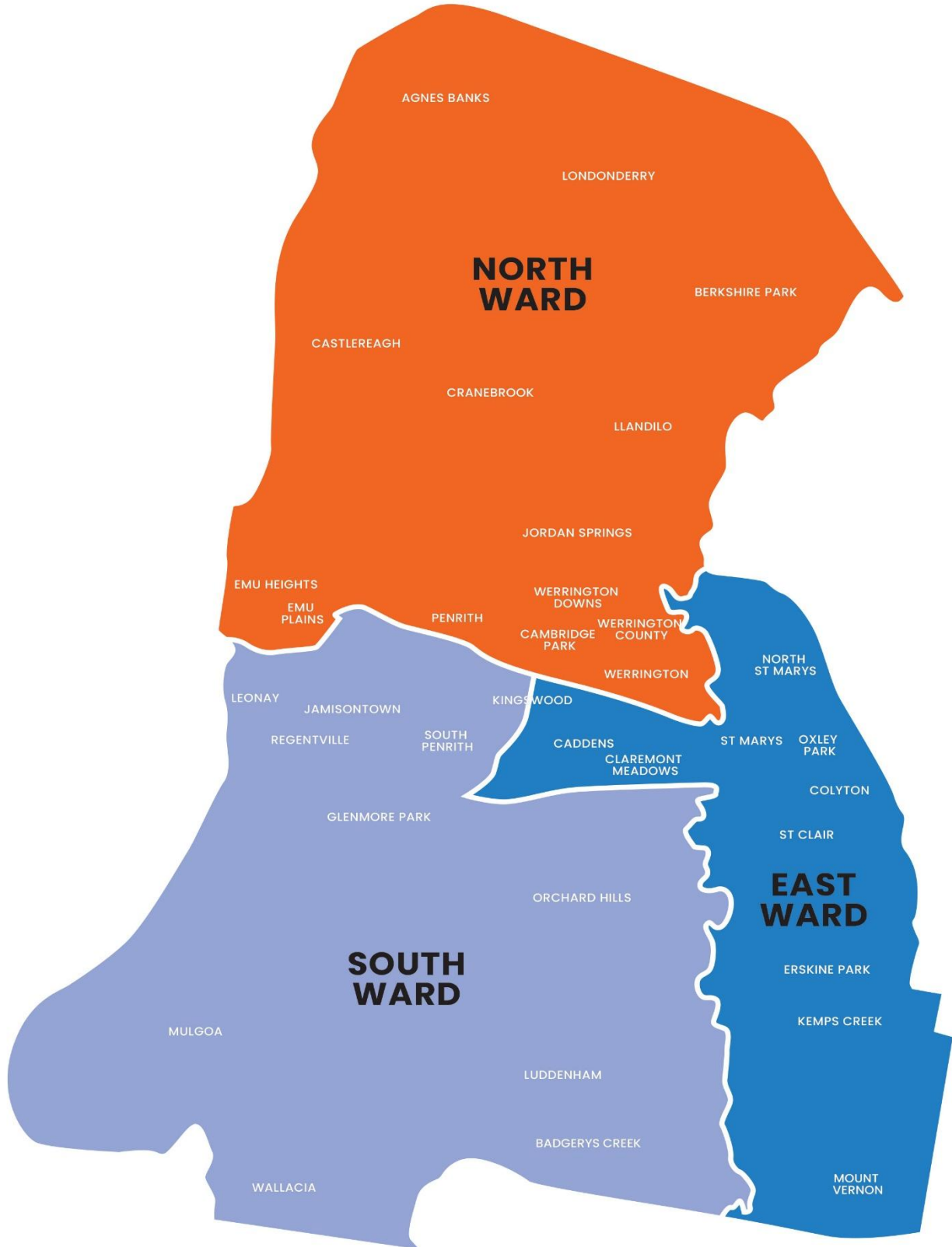
We welcome feedback to continually improve our service.

OUR SERVICES

We deliver a wide breadth of services to the community including:

- Constructing, managing and maintaining:
 - civil assets (such as roads, drainage and footpaths)
 - recreational areas, public and open spaces
 - Council buildings and facilities
 - Council controlled cemeteries
 - aquatic leisure centres and facilities
- Providing and managing waste and resource collection services
- Advocating to other levels of government on behalf of our community
- Planning for the future of the City Communicating and engagement with our customers
- Sustainability initiatives, programs and education Developing and managing property
- Supporting local emergency management services and contributing to public safety Promoting and marketing of the city
- Providing community activities and events
- Development assessment, certification and approval services
- Compliance and regulatory functions, including animals and illegal dumping
- Protecting and enhancing the environment
- Children services
- Library services
- Floodplain planning
- Traffic management, parking and road safety planning
- Providing corporate functions to ensure the organisation runs efficiently and effectively and abides by all legislative requirements

OUR AREAS OF OPERATION



STRUCTURE AND FUNCTIONS OF COUNCIL

Mayor and Councillors

The City of Penrith is divided into three Wards. Five councillors are elected for each Ward. Councillors are elected for a period of four years. As an elected person the role of a Councillor is to:

- represent the interests of the residents and ratepayers, and
- facilitate communication between the community and the Council.

The Mayor holds office for 2 years or for a period when a Mayoral election is to be held for the calling of a Local Government Election. The role of the Mayor is to:

- exercise, in cases of necessity, the policy making functions of the governing body of the Council between meetings of the Council,
- exercise such other functions of the Council as the Council determines,
- preside at meetings of the Council, and
- carry out the civic and ceremonial functions of the Mayoral Office.

General Manager

The General Manager is responsible for the efficient and effective operation of the Council's organisation (including the day to day management of the Council) and for ensuring the implementation of decisions of the Council.

OUR COUNCILLORS

South Ward

- Councillor Sue Day
- Councillor Faithe Skinner
- Councillor Hollie McLean
- Councillor Kirstie Boerst
- Councillor Vanessa Pollak

East Ward

- Councillor Todd Carney – Mayor
- Councillor Garion Thain
- Councillor Sabbie Kaur
- Councillor Libby Austin
- Councillor Edwin Mifsud

North Ward

- Councillor John Thain
- Councillor Robin Cook
- Councillor Ross Fowler OAM
- Councillor Reece Nuttall
- Councillor Glenn Gardiner

COUNCILLOR CONTACT DETAILS

SOUTH WARD

CR KIRSTIE BOERST

PO Box 60, Penrith 2751
Mobile 0497 521 403
kirstie.boerst@penrith.city

CR SUE DAY

PO Box 60, Penrith 2751
Mobile 0407 224 228
sue.day@penrith.city

CR HOLLIE MCLEAN

PO Box 60, Penrith 2751
Mobile 0434 384 554
hollie.mclean@penrith.city

CR VANESSA POLLAK

PO Box 60, Penrith 2751
Mobile 0447 846 322
vanessa.pollak@penrith.city

CR FAITHE SKINNER

PO Box 60, Penrith 2751
Mobile 0447 589 259
faithe.skinner@penrith.city

EAST WARD

CR LIBBY AUSTIN

PO Box 60, Penrith 2751
Mobile 0424 000 657
libby.austin@penrith.city

CR TODD CARNEY – MAYOR

PO Box 60, Penrith 2751
Mobile 0417 762 219
todd.carney@penrith.city

CR SABBIE KAUR

PO Box 60, Penrith 2751
Mobile 0438 449 175
sabbie.kaur@penrith.city

CR EDWIN MISFUD

PO Box 60, Penrith NSW 2751
Mobile 0408 247 707
edwin.mifsud@penrith.city

CR GARION THAIN

PO Box 60, Penrith 2751
Mobile 0416 233 335
garion.thain@penrith.city

NORTH WARD

CR ROBIN COOK

PO Box 60, Penrith 2751
Mobile 0428 056 619
robin.cook@penrith.city

CR ROSS FOWLER OAM – DEPUTY MAYOR

PO Box 60, Penrith 2751
Mobile 0419 738 484
ross.fowler@penrith.city

CR GLENN GARDINER

PO Box 60, Penrith 2751
Mobile 0404 834 646
glenn.gardiner@penrith.city

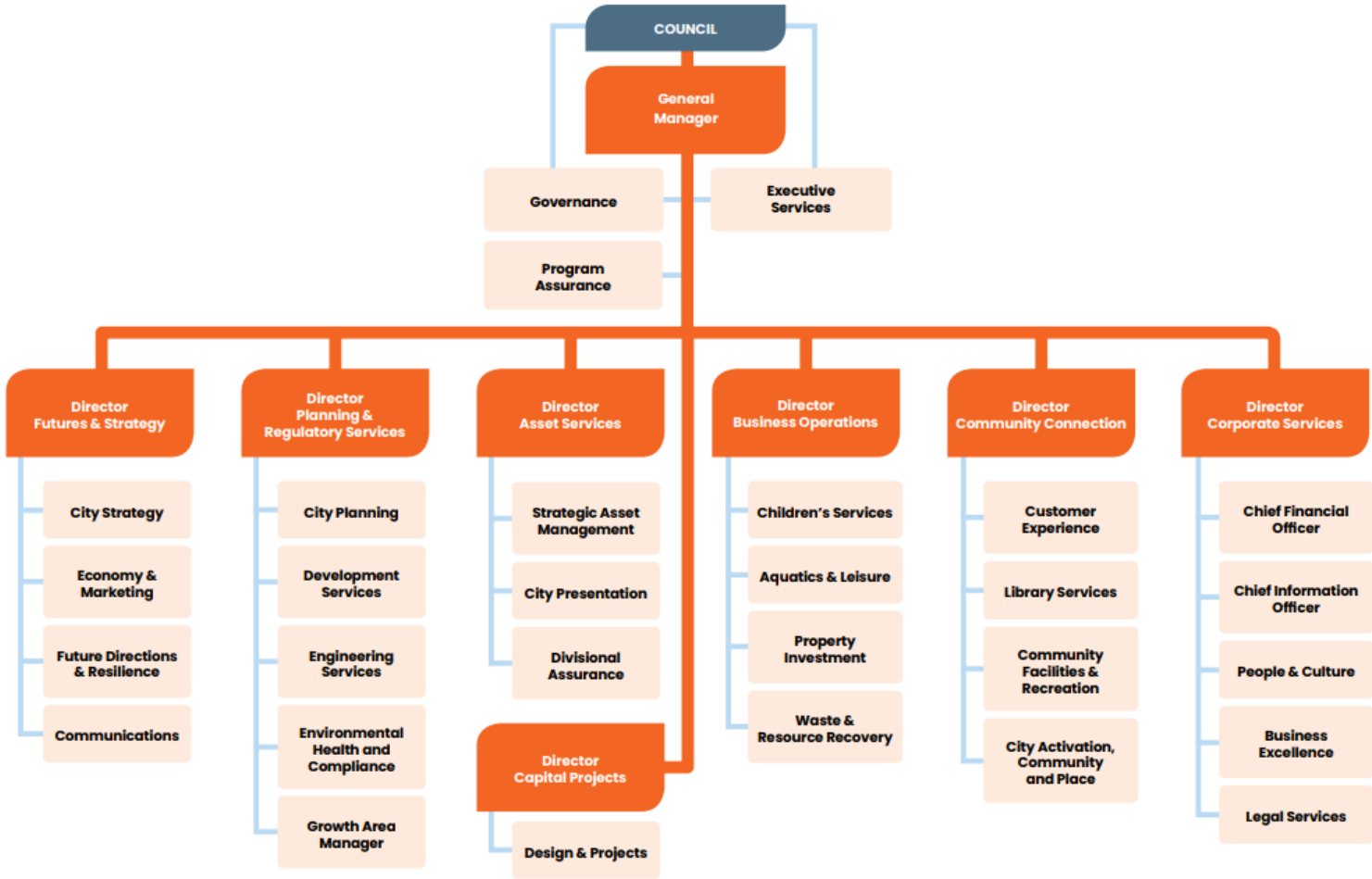
CR REECE NUTTALL


PO Box 60, Penrith 2751
Mobile 0438 197 231
reece.nuttall@penrith.city

CR JOHN THAIN

PO Box 60, Penrith 2751
Mobile 0411 427 812
john.thain@penrith.city

ORGANISATIONAL STRUCTURE



 Executive Leadership Team

DECISION MAKING FUNCTIONS OF COUNCIL

The *Local Government Act 1993* (NSW) (the Act) guides the decision-making functions of all NSW councils. The main functions of Council may be grouped into the following categories:

ADMINISTRATIVE FUNCTIONS

- Employment of staff
- Strategic Planning
- Operational Planning
- Financial Reporting
- Annual Reporting
- Governance

SERVICE FUNCTIONS

- Civil Infrastructure
- Environmental Protection
- Community Health and Services
- Recreation Services
- Waste removal and disposal
- Economic Development

ENFORCEMENT FUNCTIONS

- Prosecution of Offences
- Powers of entry and inspection
- Proceedings for breaches of the Act

REVENUE FUNCTIONS

- Rates
- Charges
- Fees
- Borrowings
- Investments

REGULATORY FUNCTIONS

- Approvals
- Orders
- Certificates

Councils also have powers under other Acts including but not limited to:

- *Planning functions as consent authority – Community Land Development Act 1989*
- *Companion animal registration and control – Companion Animals Act 1998*
- *Placing covenants on Council land – Conveyancing Act 1919*
- *Environmental Planning – Environmental Planning and Assessment Act 1979*
- *Payment of contributions to fire brigade costs and furnishing of returns – Fire and Rescue NSW Act 1989*
- *Inspection of food and food premises – Food Act 2003*
- *Public Spaces (Unattended Property) Act 2021*
- *Library services – Library Act 1939*
- *Pollution control – Protection of the Environment Operations Act 1997*
- *Inspections of systems for purposes of microbial control – Public Health Act 2010*
- *Restricting use of recreation vehicles – Recreation Vehicles Act 1983*
- *Roads – Roads Act 1993*
- *Issue of permits to light fires during bush fire danger periods – Rural Fires Act 1997*
- *Requiring the furnishing of information to the Rural Fire Service Advisory Council and its Co-ordinating Committee – Rural Fires Act 1997*
- *Recommending appointment of local controller – State Emergency Service Act 1989*
- *Approval of leasehold strata plans – Strata Schemes Development Act 2015*
- *Ensuring restriction of access to swimming pools – Swimming Pools Act 1992*
- *Access to Information – Government Information (Public Access) Act 2009*

Decisions made by Council can directly impact the City's property owners, residents, business owners and visitors. Major strategic, planning, policy and financial decisions are considered and made by the Councillors at meetings of the Council.

Other decisions regarding day to day operational requirements and service delivery are made under delegated authority by the General Manager, Directors, Managers and staff. Decisions are made in accordance with relevant legislation, Council policy and/or procedures, and consideration of financial implications

HOW MEMBERS OF THE PUBLIC CAN PARTICIPATE IN COUNCIL'S POLICY

Penrith City Council looks to engage communities, organisations and stakeholders in decision making processes through structured consultation practices. Opportunities to allow members of the public to participate in the formulation of Council's policies and the exercise of Council's functions include:

Public exhibition and submissions

Major policies, planning matters and development applications are advertised, and submissions are invited during the exhibition periods. Submissions received in response to the public exhibition processes are considered prior to the adoption of recommendations.

Council Meetings and Committee Meetings

All meetings of the Council and Committees of the Council (of which all members are councillors) are open to the public. Anyone can request permission to address a meeting of the Council or Committee of the Council about an issue or matter on the agenda for that meeting. A request to address the meeting can be lodged using the 'Addressing the Meeting' application form with the General Manager, Public Officer or the Governance Coordinator by 12:00pm on the day of the Council meeting.

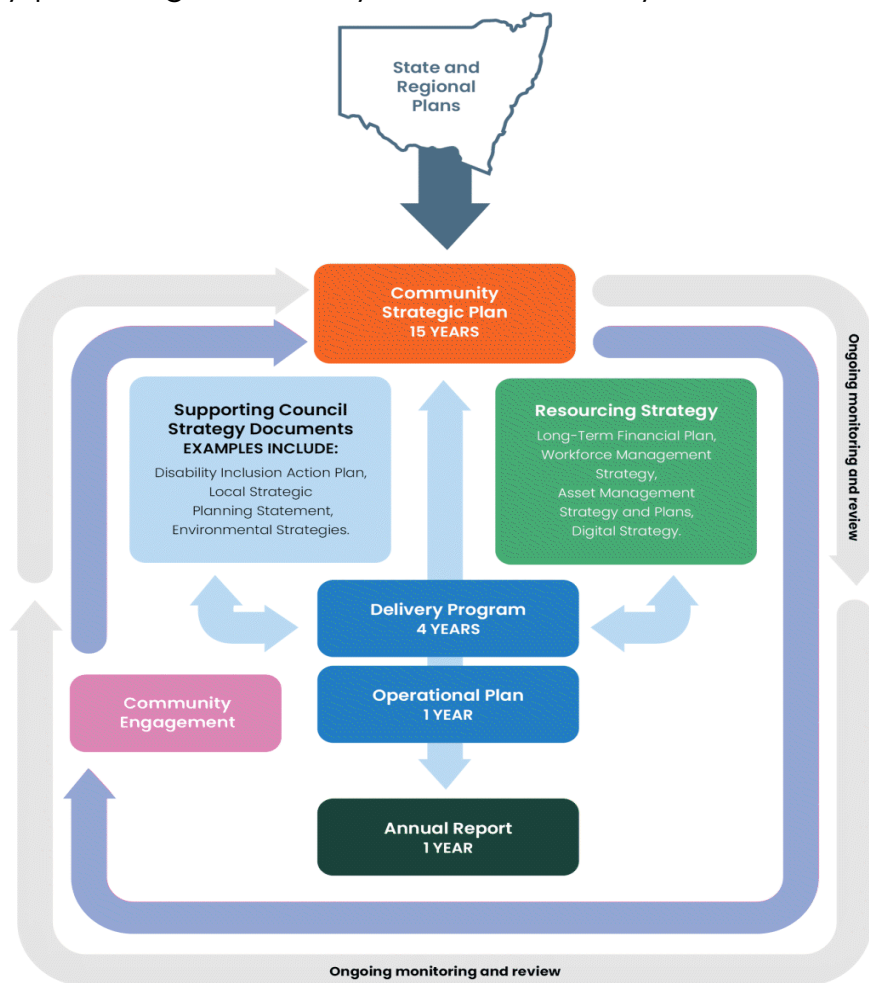
Anyone who wishes to address a Council meeting should be aware that Council meetings (except confidential session of the meetings) are recorded and will be placed on Council's website.

It is at the absolute discretion of the Council (or the Committee) to determine whether permission to address the meeting will be granted. Council's Code of Meeting Practice sets out the manner in which meetings are to be conducted. The Code of Meeting Practice is available on Council's website.

Integrated Planning and Reporting Framework

All local councils across NSW are required to plan and report in line with the Office of Local Government’s Integrated Planning and reporting Framework (IP&R).

The framework recognises that council plans and policies are directed by the community’s desired outcomes and should not exist in isolation. They are inter-connected and allow Council to draw its various plans together, understand how they interact and get the maximum leverage from their efforts by planning holistically and sustainably for the future.



Community engagement is at the heart of local government and the IP&R framework. It helps communities to be active participants in shaping their own future and play a part in positive changes. The **Community Engagement Strategy** outlines how Council will engage with the Penrith Community and relevant stakeholders to make decisions collaboratively, and demonstrates Council’s commitment to accessible, open and meaningful engagement practice.

The **Community Strategic Plan** is the leading component of the IP&R framework, instigating the planning cycle for Council leadership. It represents the long-term vision and aspirations of the Penrith Community and sets a path to achieve our goals through collaboration.

The **Delivery Program** guides Council's work program over the Councillor's 4-year term and the annual **Operational Plan** is the 'implementing' part of Council's key strategic documents. It outlines all of Council's services, and a range of ongoing service activities and specific tasks to be undertaken in the year ahead.

The **Resourcing Strategy** has a 10-year outlook, ensuring Council has the necessary people, budget, technology and infrastructure in place to deliver against its commitments.

Although Council seeks community participation in the development of these documents, feedback is welcome at any time. The documents are available online or through the Customer Service Centres. Comment can be received:

- in writing to the General Manager, Penrith City Council PO Box 60, Penrith NSW 2751 · by email Council@penrith.city , or
- by phone 4732 7777 or fax Council on 4732 7958

Council Committees and Entities

Council has delegated functions to the following committees and entities in accordance with section 377 of the Local Government Act 1993 and they are authorised to exercise the delegated functions under s355 of the Local Government Act 1993 or by way of a Licence Agreement in the case of other entities.

The committees/entities are as follows:

Committees (under Section 355 of Local Government Act)

- | | |
|--|---|
| <ul style="list-style-type: none"> • Access Committee • Andromeda Community Centre Management Committee • Arms of Australia Inn Management Committee • Civic Risk Mutual • Community Junction • Heritage Advisory Committee • Jamison Park Netball Complex Management Committee • Nepean Community and Neighbourhood Services • Penrith Community Safety Partnership • Penrith Schools Boatshed Management Committee | <ul style="list-style-type: none"> • Penrith Seniors Centre Management Committee • Policy Review Committee • Property Development Advisory Panel (PDAP) • Ray Morphet Pavilion Management Committee • The Penrith City Children's Services Co-operative Ltd • The Penrith Performing and Visual Arts Limited • Western Parkland Councils • Western Sydney Regional Illegal Dumping Squad - Management Committee |
|--|---|

Council has also established several consultative forums and advisory committees, task forces and working parties to advise it on specific issues, usually involving representatives of the community, Councillors and Council staff.

After the Local Government election in September 2024 Council had delegates or directors elected/appointed to the Boards, Co-operatives, and/or the Committees of the following organisations:

- | | |
|--|--|
| <ul style="list-style-type: none"> • Access Committee • Audit, Risk and Improvement Committee • Heritage Advisory Committee • Floodplain Risk Management Committee | <ul style="list-style-type: none"> • Major Projects Working Party • Western Sydney City Deal - Leadership Group • The Parkes - Mayoral Forum • Fernhill Estate Community Trustee Board |
|--|--|

- The Penrith Performing and Visual Arts Limited (PP&VA)
 - The Penrith City Children’s Services Co-operative Ltd
 - Cumberland District Bush Fire Management Committee
 - Cumberland Rural Fire Service Zone Liaison Committee
 - Local Traffic Committee
 - Penrith Valley Sports Foundation
 - Working Party
 - Library Services Working Party
 - Multicultural Working Party
 - Recreation Working Party
 - Recruitment and Performance Review
- Strategic Advisory Committee of National Growth Areas Alliance
 - Floodplain Management Australia
 - Hawkesbury River County Council
 - Sydney Western City Planning Panel
 - Penrith Valley Regional Sports Centre Ltd
 - Penrith CBD Corporation
 - St Marys Town Centre Corporation
 - CivicRisk Mutual
 - Western Sydney Academy of Sport Advising Forum
 - Waste Strategy Working Party
 - Floodplain Management

Patronage and Memberships

Council is also a Patron to various community orientated organisations with Councillors and Council Officers members of various organisations, which enable them to participate in discussions and forums on issues that are important to the communities of Penrith.

External Bodies Exercising Council Functions

The Hawkesbury River County Council exercises delegated functions on behalf of Council to control noxious weeds on public land and waterways in Penrith City.

Companies in which Council held a Controlling Interest

Companies in which Council held a controlling interest during the previous 12-months were:

- The Penrith Performing and Visual Arts Limited (PP&VA)
- The Penrith City Children’s Services Co-operative Ltd

TYPES OF INFORMATION HELD BY COUNCIL

Penrith City Council holds information in various formats related to the wide range of functions it undertakes. This information may be stored in the Council's Electronic Document Management System (EDMS), other digital records, the Council's website, or physical files. Under the Government Information (Public Access) Act (GIPA Act), the public has a legally enforceable right to access certain information held by the Council, unless there is an overriding public interest against its disclosure.

There are four main ways in which Penrith City Council provides access to information:

1. **Mandatory proactive release:** Certain information is prescribed as Open Access information under the GIPA Act and Regulation. This information must be published on the Council's website free of charge or made available in another way.
2. **Authorised proactive release:** Information that is frequently requested will be routinely made available on the Council website.
3. **Informal release:** Information not available on the Council's website that can be easily located and does not relate to personal, or business information of a third party may be released in response to an informal application.
4. **Formal access applications:** Information that is not available on the Council's website and is not accessible via the three ways listed above may require a formal access application to be submitted.

Any applications made under the GIPA Act will be processed in accordance with the requirements of the Act.

HOW TO ACCESS GOVERNMENT INFORMATION

Proactive Release of Information

Under Schedule 1 of the *Government Information (Public Access) Regulation 2018*, Council must make the following information, classified as 'open access information', publicly available unless there is an overriding public interest against disclosure.

Where possible, open access information will be made available on Council's website. Where information is not made available on Council's website, an electronic copy can be provided. Please complete the [Informal Request for Information Form](#). If hard copies of documents are required, they will be available for a reasonable copying charge, as outlined in Council's Fees and Charges.

Development Application Tracker

Council provides an online service called the DA Tracker, allowing customers to search for information related to development applications. This service offers public access to relevant DA information and documents. You can access the DA Tracker [here](#). You can search for information using either the property address or DA reference number.

Informal Access Requests

If you would like to access information that is not available on Council's website you will need to complete and lodge an [Informal Request for Information Form](#) – this information will be made available free of charge, subject to any reasonable conditions that may be imposed by Council.

Formal Access Applications

Council requires a formal access application to be submitted if the information being sought:

- Is not available via proactive or informal release;
- Is of a sensitive nature that requires careful weighing of the considerations in favour of, and against, disclosure;

- Contains personal or confidential information about a third party that may require consultation; or
- Would involve an significant amount of time and resources to produce.

Applications should be made to Council by submitting the [Formal Request for Information Form](#), accompanied by the application fee (\$30). Additional processing charges may be applicable at a rate of \$30 per hour. Instructions for how to submit an application are provided on the form.

Please note an application will be invalid if it seeks access to excluded information of Council or does not meet the formal requirements for an access application. An application must:

- Be in writing;
- Specify it is made under the GIPA Act;
- State the name of the applicant and an Australian postal address or an email address for correspondence in connection with the application;
- Be accompanied by the \$30 fee;
- Provide sufficient detail to enable Council to identify the information requested.

Applicants have the right to request a review of certain decisions made by Council about the release of information in response to a formal access application under the GIPA Act. There are generally three review options:

- Internal review by an officer who is no less senior than the person who made the original decision
- External review by the Information Commissioner
- External review by the NSW Civil and Administrative Tribunal (NCAT).

Further information about review rights can be obtained from the NSW Information and Privacy Commission [website](#).

Additional information in relation to how to access government information can be located on Council's [Access to Information](#) section on the Council website.

OUR CONTACT DETAILS

OUR OFFICES

Penrith Civic Centre

Open 8.30am - 4pm weekdays (excluding public holidays).

601 High St, Penrith NSW 2750

[Penrith City Centre Parking Map](#)

St Marys Business Office

Open 9am - 12:30pm and

1:30pm - 4pm weekdays (excluding public holidays).

207-209 Queen St, St Marys NSW 2760

Phone

Available 8.30am - 4pm weekdays (excluding public holidays).

Main switchboard: [\(02\) 4732 7777](tel:(02)47327777)

Rates enquiries: [4732 7777](tel:47327777)

Children's Services Hotline: [4732 7844](tel:47327844)

Development Services enquiries: [4732 7991](tel:47327991)

Waste Hotline: [4732 7777](tel:47327777)

Email

council@penrith.city

Mail

Penrith City Council

PO Box 60

Penrith NSW 2751

Website

www.penrithcity.nsw.gov.au

INFORMATION AND PRIVACY COMMISSION (IPC)

The Information and Privacy Commission NSW (IPC) is an independent statutory authority that oversees privacy and access to government-held information in NSW. It administers the PPIP Act, HRIP Act, and GIPA Act, and handles reviews and complaints related to information access and privacy.

Further information regarding privacy obligations and your rights to access information can be obtained by contacting the NSW Information and Privacy Commission:

Post: GPO Box 7011, SYDNEY NSW 2001

Email: ipcinfo@ipc.nsw.gov.au

Phone: 1800 472 679

Website: www.ipc.nsw.gov.au

Business Hours: Monday to Friday 9am to 5pm (excluding public holidays)