

Penrith City Council Annual Report 2009-10



our place, our future

Our Place, Our Future...

Children at the new Glenmore Park Child and Family Centre helped out by dressing up to represent some of the many roles council staff do each day. This year's theme; Our Place, Our future was inspired by changes to the way local government works together with its communities to decide what we want our City to be like, now and in the future. Over the past two years residents and other key members of our Penrith community have been getting involved as never before in deciding our priorities as part of the *Community Strategic Plan 2031*. The *Plan* directs all of Council's activities and sets out objectives for Council as well as other levels of government and agencies to work towards. For more information on Council's guiding documents see page 34 or online at [i](#)



Symbols used in this document



In electronic versions of this annual report, please click here for related or additional content. In you're reading a hard copy, please insert the accompanying CD to access additional or related content.



This symbol indicates that information relates to our suite of sustainability indicators, used to help measure our progress towards becoming a more sustainable organisation and a more sustainable City. For more information on sustainability indicators please see page 60.

Penrith in the year 2050

Council's annual Mayor for the Day competition asked local school students what they thought the City would look like in 2050. Clairgate Public School's Ethan McKay was chosen as Junior Mayor along with 14 junior councillors. Some of the entries are featured throughout the report.

Ethan McKay, Clairgate Public School.





Welcome

Council is proud to present our 2009-10 Annual Report which is a comprehensive account of Council and the City's activities between 1 July 2009 and 30 June 2010.

This report satisfies a statutory requirement under the Local Government Act 1993 (NSW), which requires all Councils to produce an annual report for the Minister for Local Government, but the intended audience is much wider. We see the Annual Report as a conversation with our community and partners about our achievements, disappointments and future directions. It also outlines our performance during 2009-10 towards longer term aspirations outlined in the *Community Strategic Plan*.

In 2009-10 Council had a diverse program of 48 services, including many traditionally associated with local government such as road maintenance and rubbish collection as well as some less obvious like childcare, cultural programs and protecting our natural environment.



Reporting on the progress of such a wide and varied operation in a concise and easy to read way is challenging. In many cases, additional and expanded information has been made available online, enabling this document to present an overall picture while pointing readers in the direction of more detailed information they might wish to access.

Our City

In the 50 years since Penrith was proclaimed a city, it has evolved from a traditional rural area on the fringe of metropolitan Sydney to a dynamic regional city in its own right, home to proud and involved communities.

Penrith City has traditionally catered to a population catchment well beyond our geographic boundaries and has an integral role in supporting the future needs of Sydney's biggest growth corridor.

This was acknowledged in 2005 when the State Government named Penrith, along with Parramatta and Liverpool, as a Regional River City in its 25 year planning framework.

Penrith City will need to accommodate 25,000 new dwellings and 40,000 new jobs within the next 25 years to meet the needs of its growing communities. Council's priority is to ensure this growth is accompanied by investment in infrastructure to ensure all the attributes that attract people to Penrith are protected or enhanced and future growth is supported by good public transport and community facilities.

Penrith residents choose to live here for the lifestyle benefits of our vibrant, passionate communities, organised sports, major facilities and services, health and educational opportunities, clean air and large areas of native bushland, parks and reserves for passive and active recreation.

We're only 55 minutes from the City but a lifestyle apart, offering friendly residential neighbourhoods and an increasing range of cultural and entertainment experiences alongside essential facilities such as a respected university, major teaching hospital, substantial retail sector and growing commercial development and businesses.

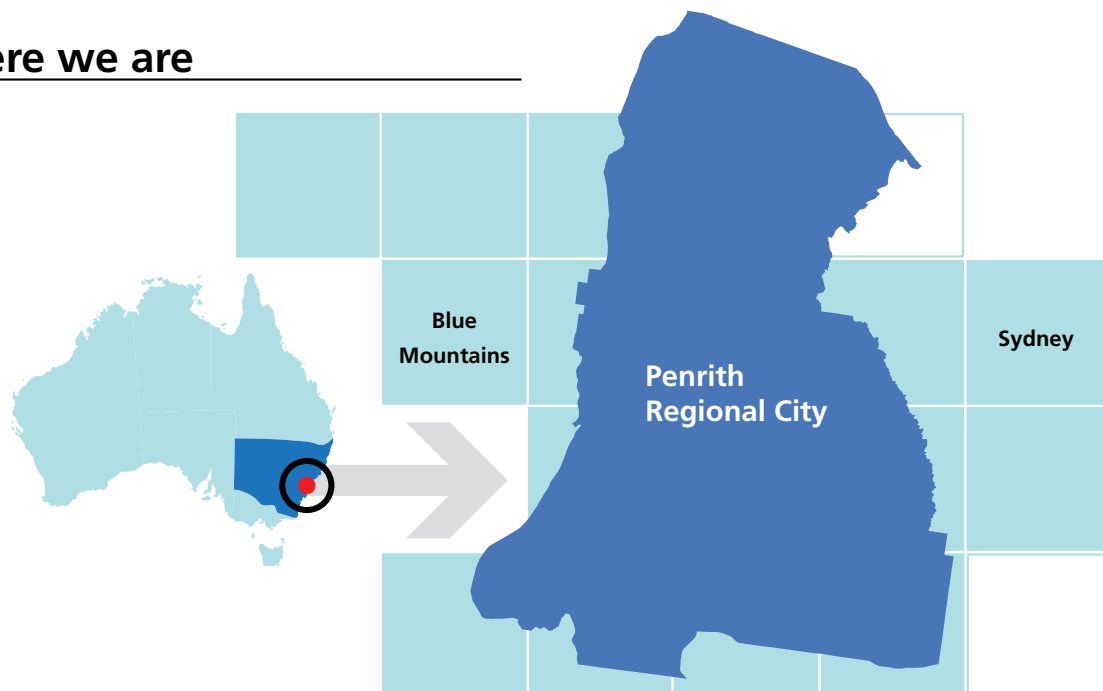
Most importantly, it is Penrith's unique qualities that are its strength. The City is distinguished by its natural setting, with its western edge defined by the flow of the Nepean River and the rising backdrop of the Blue Mountains. Historical rural landscapes and natural bushland areas characterise the City and surround its urban neighbourhoods.

Penrith has kept its identity and sense of place as it has grown. As the City has matured as a place, its communities have also developed and diversified.

Today we are a large and vibrant community in a beautiful natural setting, with an egalitarian culture that embraces and encourages self reliance, responsibility and new ideas.

The coming years, with well-managed growth, will see the City flourish as a creative, dynamic, diverse place – a magnetic place of first choice for residents and visitors alike in Sydney, able to compete on a national stage.

Where we are



Our Vision

Is one of a sustainable and prosperous region with a harmony of urban and rural qualities with a strong commitment to environmental protection and enhancement.

It would offer both the cosmopolitan and cultural lifestyles of a mature city and the casual character of a rural community.

Our Mission

Is to implement Council's strategy and program. We will do this through skilled and responsive management, by valuing our staff, partnerships and community involvement, by providing quality customer service and upholding ethical standards and behaviour.

Our Values

- Integrity
- Selflessness
- Accountability
- Honesty
- Leadership
- Impartiality
- Openness
- Respect

Statement of Recognition of Penrith City's Aboriginal and Torres Strait Islander Cultural Heritage

Council values the unique status of Aboriginal people as the original owners and custodians of lands and waters, including the land and waters of Penrith City.

Council values the unique status of Torres Strait Islander people as the original owners and custodians of the Torres Strait Islands and surrounding waters.

We work together for a united Australia and City that respects this land of ours, that values the diversity of Aboriginal and Torres Strait Islander cultural heritage, and provides justice and equity for all.

Our Stakeholders

Community

Employees



Employees provide valuable knowledge, skills and labour. Council provides training, career development and flexible work arrangements.

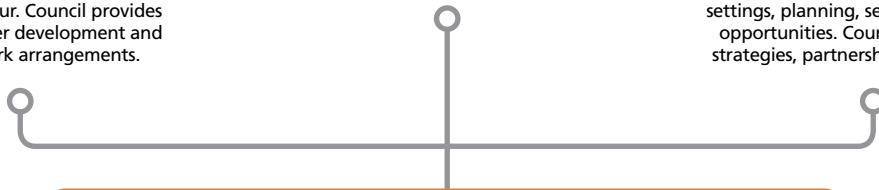


The community provides guidance, values, engagement and feedback. Council provides services, facilities, civic leadership and representation.

Government

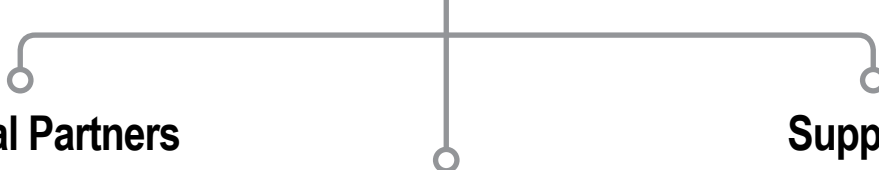


Government provides legislative settings, planning, services and funding opportunities. Council provides local strategies, partnerships and networks.



Penrith City Council

Council recognises and values the wealth of skills, knowledge and expertise in the community and aims to use these to improve its decision making. Effective stakeholder participation is good democracy, good business and good management.



Regional Partners



Regional partners provide shared knowledge, resources and networks. Council provides advocacy and local leadership.

International Partners



Sister cities provide international partnerships and cultural experiences. Council provides cultural vibrancy and partnership opportunities.

Suppliers



Suppliers provide goods and services to meet requirements and standards. Council provides opportunities in line with legislation and supply policy.

Our Community

- Penrith City is home to 184,611* people
- Total number of dwellings is 62,160
- 27.2% of our residents are under 17 years of age
- 41.7% of households are couples with children
- 11.7% of our residents are over 60 years of age
- 20.5% of the population are born overseas
- 13.5% of our population speak a language other than English at home
- 2.4% of our population are Aboriginal or Torres Strait Islander people

Our City

- Penrith LGA Covers an area of 407 square kms
- 90% of residents live in urban areas of the city
- There are 64,393 rateable properties in Penrith City

** This information is sourced from forecasts carried out by .id (Informed Decisions) based on 2006 data from ABS (Australian Bureau of Statistics) for Penrith City Council.*

Our Council

- 15 Councillors – five in each of our three wards (North, South and East)
- Mayor and Deputy Mayor elected by Councillors each September.



Scale of Penrith City Council

Admin Centres.....	2
Budget (approx)	\$180 million
Workforce.....	1,139

Community Facilities

Community Buses.....	2
Neighbourhood & Community Centres	22
Public Halls.....	11
Youth Centres.....	2
Senior Citizens Centres	2
Central & Branch Libraries.....	4
Performing Arts Centre.....	1
Regional Art Gallery.....	1
Public Toilets & Amenity Blocks.....	78

Land Use

Parks (Playgrounds).....	425 ha
Sporting Grounds.....	340 ha
Parks/Community Uses (Drainage Reserves) ...	233 ha
Natural Areas.....	274 ha

Children's Services

Managed by a Cooperative Board

Long Day Care	18
Before & After School Care	9
Vacation Care	6
Preschools	6

Managed by Council

Mobile Preschool.....	1
Mobile Playvan.....	1

Sporting Facilities

Sporting Fields.....	104
Swimming Complexes.....	2
Tennis Courts	45
Recreational Centre	1
Whitewater Stadium.....	1

Roads Infrastructure

Road Lengths.....	1,151 km
Footpath Lengths.....	367 km
Kerb & Gutter Lengths.....	1,468 km
Car Parks	140

City Promotional Facilities

Visitor Information Centre	1
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Services delivered for every \$100 of income (2009-10)

Public Order and Safety
\$4.14

Housing and Community Amenities
\$7.46

Administration
\$23.06

Waste Management
\$9.74

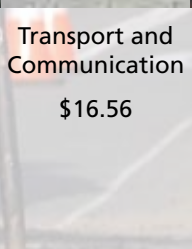


Culture
\$2.30

Recreation
\$4.78

Transport and Communication
\$16.56

Economic Affairs
\$2.22





Children's
Services
\$10.23

Libraries
\$3.61

Other
Construction
\$2.33

Community
Services and
Education
\$1.41

Environment
and Health
\$4.13

Parks and
Gardens
\$4.97

Swimming Pools
\$3.06

Every \$100 of Council's income is made up of:



- Rates and Annual Charges \$44.11
- Waste Management \$9.73
- Interest and Investment Revenue \$1.78
- Grants and Contributions \$20.47
- Other Revenues \$2.00
- Asset Sales \$1.69
- User Charges and Fees \$17.75
- Rental Income \$1.96
- Joint Ventures \$0.51

Message from the Mayor

I'm delighted to present Penrith City Council's 2009-10 Annual Report. The year has been a particularly busy one, with several important milestones celebrated and significant work done to maintain and improve our wonderful Regional City.

We adopted our first *Community Strategic Plan*, developed in consultation with our communities and in line with changes to legislation empowering all residents to have a greater say in directing local government activities and priorities. Having been involved in local government for over 25 years, I'm excited about the increased opportunities this brings for consulting with residents to ensure we're listening and staying on track.

A variety of exciting projects came to fruition in 2009-10 through partnerships between community organisations and Council, including the award winning Kingswood Park project and the Activating Berkshire Park project.

Two significant community infrastructure projects were completed. The St Marys Corner Community and Cultural Precinct was officially opened after \$6.5 million of refurbishments and rebuilding and is now being used for a variety of exciting community events and activities. The Glenmore Park Child and Family Precinct was completed, bringing together vital facilities and services in a unique, integrated "community hub". The \$6 million precinct will meet a diverse range of community needs and was funded through developer contributions and Council reserves.

In November 2009 Penrith celebrated several important historical milestones including the 50th anniversary of Penrith's incorporation as a City, the centenary of Penrith Weir and significant anniversaries for four of our six international partnerships. A variety of special celebration events proved very popular and it was a time to reflect on how our City has changed and flourished.

Penrith City is increasingly recognised as a great place to live, work and visit. We continue to attract new investors and businesses. Development has evolved to accommodate the range of housing and lifestyle options our community wants today.

Our City continues to develop a reputation as an 'event City' with outstanding facilities and services. Highlights in 2009-10 include our impressive annual Australia Day celebrations and hosting numerous state, national and international sporting events, including as a venue for the World Masters Games, as well as the first Australian Defqon dance music festival.



A key focus has been the City's health, with Council drafting a city-wide Health Strategy in consultation with our community which recognises that a healthy city needs good job opportunities, housing options, and positive social, recreational and cultural experiences.

Thanks to the rich diversity, vision, strengths and energy of our community, Council and staff, our place Penrith has a bright future full of possibilities.

Kevin Crameri

Cr Kevin Crameri OAM
Mayor of the City of Penrith

Message from the General Manager

During the past year we celebrated 50 years of Penrith being a City - and what a City it is. Home to over 180,000 people, Penrith today is a thriving Regional City with diverse industries, impressive facilities and proud and involved communities.

This year, local government across Australia has faced several unprecedented challenges, including the global financial crisis. Penrith City Council has long grappled with the issues involved in ensuring our City's growth is managed responsibly. We need to get the balance right between embracing our role as a Regional City, including the duty it brings to accommodate new residents, without losing the things our current residents value and want.

The messages from our communities are clear. Our people want a City that is the focus of a sustainable and prosperous region, with local jobs and training. They want to see our harmony of urban, rural and natural places enhanced and our City's river and environments protected. They want access to the services and facilities they need, better public transport, safe roads, and a network of shared pathways.

They want a choice of quality houses and active, healthy lifestyles. They want to feel safe, proud of their neighbourhoods and to be part of welcoming and creative communities. People want our City and communities to be resilient so they can look forward to a sustainable and secure future for themselves and their children.

Council remains in a sound financial position, but certainly there will be challenges in the future to maintain service levels and continue providing new and improved facilities.

Here in Penrith we pride ourselves on being leaders, and one area where our initiatives have attracted accolades and peer recognition is our commitment to the environment and sustainable practices. In August 2009, after consultation and research, Council introduced an innovative three-bin residential waste service to enable the recycling of organics waste into high quality compost, partly in response to State Government targets and waste disposal fee changes. Early in 2010 Council introduced additional options to address difficulties some residents experienced. Since the new system was introduced Penrith has achieved a net diversion of 58% of waste from landfill - an increase of 38% over the previous year, and 28,000 tonnes of organic waste has been turned into 19,000 tonnes of high quality compost, some of which has already been used to benefit our sporting fields.

The theme of this Annual Report - *Our Place, Our Future* - reflects Council's focus on empowering our communities and partners to work alongside us to meet the challenges and build the best City we can.



I thank our residents, investors and other partners as well as Councillors and staff for another year of realising Penrith's potential and I look forward to the next steps in the journey.

Alan Stoneham
General Manager, Penrith City Council

Chief Financial Officer's report

Penrith City Council, like most public and private organisations, has faced some major challenges over the past 12 months, including a rise in costs above the Consumer Price Index (CPI) and the aftermath of the global financial crisis (GFC). We have had to make some difficult decisions and adjust some operations and budgets.

However I am pleased to report that Council's financial position remains sound. Council's prudent long-term planning and our investment policies and strategies have allowed us to weather the storm without the serious losses and concern experienced by some other councils.

Long-term financial sustainability continues to be our goal. Council regularly reviews its Operational Plan and financial performance throughout the year to adapt to changing conditions and requirements. We also regularly review our Long-Term Financial Model to ensure short-term needs are considered against long-term sustainability.

Council continues to use borrowings to fund accelerated infrastructure programs, but our level of debt is closely monitored to ensure it can be safely maintained without risking service levels.

Our financial performance

Council saw a net deficit of \$5.9 million for the year and a budget deficit of \$1.4 million, but an increase in assets from \$1,152m in 2008-09 to \$1,433m in 2009-10.

Our capital works program of \$38.5 million in 2009-10 compared to \$39.3 million in 2008-09, represents around 21% of the total budget.

The returns on Council's investments for 2009-10 have been sound and the interest rate on our borrowings has decreased by 2%.

Delivering infrastructure

Keeping our City's assets such as roads, drainage and buildings in good condition remains a high priority for Council.

The Glenmore Park Child and Family Precinct was completed earlier this year, funded through developer contributions and Council reserves. The St Marys Corner Community and Cultural Precinct and other improvement projects such as the Londonderry Neighbourhood Centre refurbishment were also completed.



As always, Council is working to make sure we are up to the challenges for the future, to maintain and improve service standards and provide new and improved infrastructure for our diverse and changing communities.

Barry Husking

Chief Financial Officer



Penrith Celebrates

November 2009 will long be remembered by the Penrith community as a time of celebration – a colourful salute to the City, its history and its people.

Celebrate Penrith City 09 was a four day cultural extravaganza of performing and visual arts. It encompassed the 50th anniversary of Penrith's incorporation as a City and the centenary of Penrith Weir. It also recognised significant anniversaries with four of the City's six international partners.

Civic delegates and performers from Japan, China and Korea visited Penrith as part of the celebrations. These visitors, along with members of the local Pacific Islander and Indigenous communities, gave the events a unique cultural flavour.

Giant rainbow serpents, part of a school art collaboration, slithered through local shopping centres and the Penrith Civic Centre; talented local performers joined forces with international guests to entertain the crowds; history was revealed in a major heritage exhibition, and memories were shared through an essay competition.

A number of exhibitions, dedicated to Japan and Australia, were launched at the Penrith Regional Art Gallery to recognise the City's links with Japan.

The centenary of Penrith Weir was celebrated with the Rock at the Weir festival. Its theme, 1959, recognised the 50th anniversary of Penrith's incorporation as a city. The festival included a Miss Penrith and Junior Miss Penrith competition, a vintage car display, children's games and rides and a Japanese blessing ceremony.

The Annual Mayoral Charity Ball also had a 1959 theme with rock and roll dancing, jukeboxes and popcorn served to the "bobby socked" and "duck tailed" guests. Held at the St Mary's Band Club, the event raised \$25,000 for two charities which support people with disabilities, the Thorndale Foundation and Little by Little Inc (Kurrambee Special School).

A broad cross-section of the community helped to plan and took part in these events. *Celebrate Penrith City 09* successfully brought the community and Council together and increased pride and awareness of local history.

The Rock at the Weir festival recreated scenes from 1959

Highlights

Grants income

This year Council's income from grants totalled \$26.2 million, which represents 16 per cent of our total income. Of this, \$16 million was received from the Federal Government, \$9.8 million from the State Government and the remainder from other sources.

Scope for the future

Council placed its draft strategic planning documents on exhibition in May and June 2010. The blueprint for the City's future was canvassed in the *Community Strategic Plan, Delivery Program, Operational Plan, Resource Strategy and Community Engagement Strategy*. Mayor Councillor Kevin Cramer OAM encouraged the community to give Council feedback on its services to ensure value for rates. For more information on the *Strategic Plan 2031 and Delivery Program 2009-13* see page 34 or click here [📄](#)

Londonderry's \$1.25m makeover

The Londonderry Neighbourhood Centre and its park amenities building were re-opened after a \$1.2 million makeover in July. A new playground in Londonderry Park was also officially opened. The playground and fencing cost \$55,000. The funds for the neighbourhood centre makeover came from the Federal Government, State Government, Penrith City Council (Castlereagh Community Fund) and Kindergarten Union.

Council hosts NSW Shadow Cabinet Meeting

Important community issues were raised when Council hosted the NSW Liberal/Nationals Shadow Cabinet Meeting in August 2009. Mayor Jim Aitken OAM said while Penrith was a vibrant and dynamic Regional City, more strategic work was needed to ensure targets for jobs, housing and transport were met.

Get active

A Penrith City Youth Games and a sport program for those with a disability were among a range of opportunities and activities run by Council in October 2009 as part of Active Penrith Month.

Penrith Swimming Centre and St Clair Leisure Centre opened their doors and Cranebrook Skate Park was officially launched. Introductory sessions to a range of sports, including softball, tennis, rugby union and league and BMX riding, were also held, led by qualified and accredited coaches. Initiatives focused on creating pathways for development, links and opportunities for people to access sports clubs and use their local leisure facilities.

New playground for Kingswood Park

The Kingswood Park project was finished in September 2009, including a public art installation and fencing around the playground. Community input helped shape the design of the playground and park and the official opening in September was well attended.

Benefits flow from economic stimulus package

Council completed 23 projects funded with the \$1.7 million received in the first year of the Federal Government's Regional and Local Community Infrastructure Program. All projects were completed by the end of November 2009, and included refurbishments at Ridge Park Hall, Namatjira Neighbourhood Centre, Arthur Neave Memorial Hall, Penrith Senior Citizens Centre, Emu Plains Community Centre and the Cook Parade Neighbourhood Centre. Ramps and accessible toilets were also installed at the Quarterdeck Function Centre. The largest single project saw Woodriff Lane revitalised with new street furniture, paving and drainage improvements.

A further \$721,000 was received in round two of the program in April 2010 and is being used to install new playgrounds at several parks in the City and a shade structure at Berkshire Park Reserve. Berkshire Park Hall and the University of the Third Age building will receive upgrades, as will playgrounds at Strauss Road, Stepping Stones and Emu Plains Children's Centres. These projects are expected to be completed by December 2010.

World's masters come to town

Penrith hosted the World Masters Games with 5,000 athletes and visitors taking part in the 10-day event in October. Penrith Valley hosted rowing, canoeing, touch football and baseball qualifying games. The Games injected \$60 million into the state economy, a significant portion of which benefited the local government area.

Clean Up Australia

Penrith City residents got behind Clean Up Australia Day in March. There were 46 registered groups including 16 school and two business groups. Council staff co-ordinated the collection of 3.3 tonnes rubbish.

Survey finds Council customers satisfied

Independent company IRIS Research found Penrith City Council customers rate their satisfaction with Council's 48 services and its staff performance as "high" overall. In the survey, 87% of residents indicated they were satisfied with Council's overall performance and 75% were satisfied with the value received from rates charged. The results also highlighted services that need more attention such as local roads, public toilets, graffiti and footpaths. 📌

Water Wise award

Council was recognised as water management leaders when Council was named a finalist in the sustainable business process category in Sydney Water's *Every Drop Counts* program. The award acknowledged Council's achievements in reducing overall water consumption by 37.4% since 2001-02. 📌

Glenmore Park Child and Family Centre opens

The Glenmore Park Child and Family Centre, part of the \$6 million Glenmore Park Child and Family Precinct, opened its doors in February. The Precinct includes community meeting rooms, professional community consulting rooms, an all-abilities adventure playground, café, outdoor seating and a community gathering space. The 50-place childcare centre opened in February. 📌

Cash for splash

Over the past two years Council invested \$400,000 as well as a further \$150,000 Federal Government grant to upgrade the Penrith Swimming Centre, which attracts 140,000 visitors each year. It now features a fully accessible changing room facility, state-of-the-art swimming pool hoist, unisex family change room and improved men's and women's change rooms.

Forging links with South Korea

International ties will be strengthened when two senior Republic of Korean Central Government officers and their families spend up to 18 months in Penrith as research fellows. The research project is expected to be mutually beneficial as Penrith City will learn from the Korean officers' research and experience.

MoU to strengthen health

Penrith City Council and the Sydney West Area Health Service signed a Memorandum of Understanding in April to formalise their strong working relationship to benefit the community. The move enhances Council's work in developing a *Penrith City Health Strategy and Action Plan* to approach health holistically and work more effectively with regional partners.

New tourism awards launched

Greater Sydney Tourism Inc launched the Greater Sydney Tourism Awards in May. The awards recognise outstanding tourism businesses and organisations across the Sydney metropolitan area. The awards are linked to the State and National Tourism awards. There was strong interest from Penrith region nominees with four finalists from Penrith – Council's Visitor Information Centre, Chifley at Panthers, Penrith Whitewater Stadium and Penrith Valley Regional Sports Centre. For more information on the Greater Sydney Tourism Awards click here [🔗](#)

Penrith Business Alliance congratulated

The Penrith Business Alliance secured a partnership with the State government to develop the health and wellbeing industry in the City. The alliance's Draft Health and Wellness Strategy was applauded. Council funds the alliance, which is a stand-alone entity. For more information on the Penrith Business Alliance click here [🔗](#)

High-level Chinese delegation visits

A top-level delegation of six people from the Xicheng District of Beijing, China, visited Penrith City Council in May as part of an important agreement signed with the district in 1998. The delegation visited the Junior School Chinese class at St Paul's Grammar school as well as new community facilities at St Marys Corner and Glenmore Park Community Family Centre.

The agreement with the Xicheng District focuses on broadening business relationships and associated programs. The district has donated 100 books to Penrith City Library and visiting performers and students have helped increase our community's appreciation of Chinese culture.

History buffs enjoy conference

More than 200 people attended Penrith Library's History Conference in March. Held at the Joan Sutherland Performing Arts Centre, the event celebrated the 200th anniversary of Lachlan Macquarie's swearing in as Governor of NSW.

Award celebrates neighbourhood renewal

In April Penrith City Council's *Magnetic Places*, a collaboration in creative place-making, won a prestigious NSW Local Government Cultural Award for the second year. These awards spotlight outstanding work in cultural policy, planning and programs. *Magnetic Places* is a pilot initiative by Council's Neighbourhood Renewal Program and was recognised in the Integrated Cultural Policy Implementation category of the awards. For information on *Magnetic Places* click here [🔗](#)



Almost 25,000 people attended Council's free Australia Day events at Penrith Lakes. Musicians Mark Seymour and Cassie Davis were key acts at the free concert and Rory the Racing Car and Bananas in Pyjamas also drew strong crowds. A new feature of the day was *Faces of Australia*, a vibrant activity hub which showcased different cultures represented in our region. Thanks to Council's major sponsor Integral Energy, all energy used on the day was bought from GreenPower accredited renewable energy sources.

Family fun day to open St Marys Corner

Free children's activities, an animal farm, an interactive circus, musical performances, hip hop music and dance group, African drumming, ball room dancing and Mexican folk music were drawcards for the official opening of the St Marys Corner Community and Cultural Precinct in May. The \$6.5 million project has transformed the area on the corner of the Great Western Highway and Mamre Road into an accessible, attractive, functional space for a range of community groups and events. Council also secured a Federal Government Better Regions Program grant of \$933,000 to refurbish St Marys Memorial Hall at the Corner. For more information on the Precinct click here [🔗](#)

Celebrating 25 years at Strauss Road Children's Centre

Strauss Road Children's Centre at St Clair celebrated 25 years of caring for and educating children in April this year. The centre held a reunion to commemorate the anniversary, and many past parents, children and staff attended. A photographic display put together by current staff brought back many happy memories.

Bushland Management Grant

Council secured a \$20,000 Landcare MobileMuster Grant in September. The funds were used to source and plant 1,500 native trees and shrubs in areas adjacent to the City's remnant bushland areas.

Nepean District Christian, Bethany Catholic, Kingswood South Public, Regentville Public and Emu Plains Public schools helped with planting.





Governance

Our communities want leadership from Council. They expect Council to manage its finances and assets responsibly.

Our communities want Council to speak out for Penrith and the region, and make sure all levels of government plan responsibly for the City's future. Our communities want us to involve and inform them and respond to their issues. They want us as an organisation to behave ethically, be responsible and encourage accountability and transparency.

Each of the three spheres of government in Australia (federal, state and local) has different roles and responsibilities in funding and delivering services to our communities. There are some services that all local councils must provide, and some that councils can choose to provide to their communities.

Penrith City Council embraces roles that extend far beyond direct service provider to include being a leader, advocate, custodian, facilitator, educator and regulator. We are committed to building a sustainable City with healthy and resilient communities. We pursue the community's vision and ideas and actively drive an advocacy agenda for the region, focussing on an equitable allocation of resources from the State and Federal Governments.

All Penrith City Council's decisions and actions are guided by principles of sustainability to ensure a higher quality of life for all – now and in the future – through economic growth, environmental protection and social equity.

ABOUT US

GOVERNANCE

OUR PEOPLE

OUR THEMES

SUSTAINABILITY

PERFORMANCE

STATUTORY

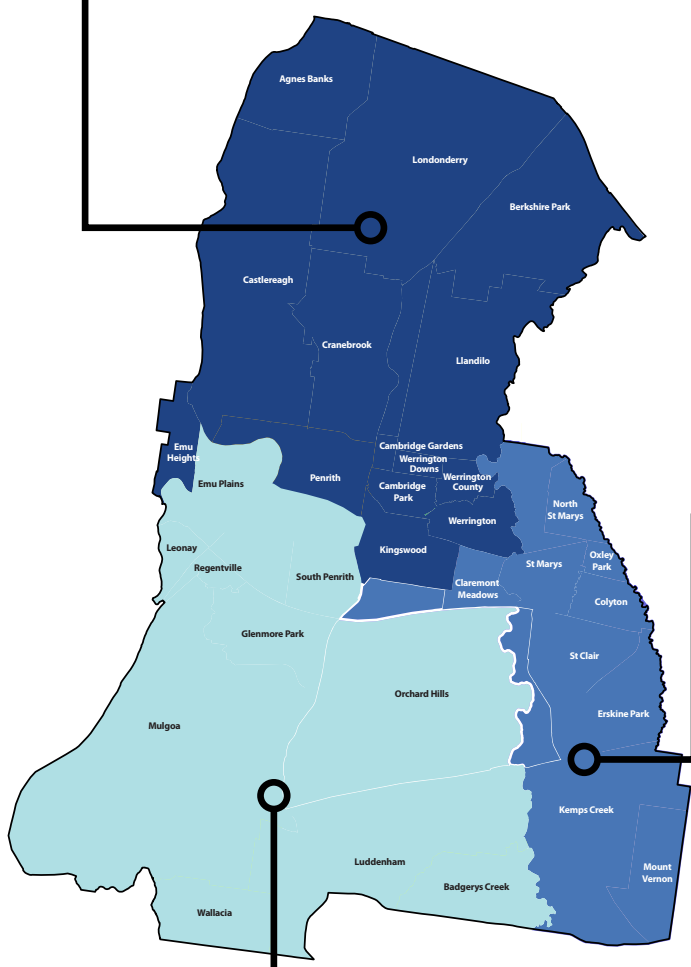
FINANCIALS

Our Councillors

North Ward Councillors



Left to right: Kevin Cramer OAM, Ross Fowler OAM, Ben Goldfinch, Kathryn Presdee, John Thain



East Ward Councillors

Left to right: (TOP) Kaylene Allison, Greg Davies, (BELOW) Tanya Davies, Jackie Greenow, Marko Malkoc



South Ward Councillors



Left to right: Jim Aitken OAM, Robert Ardill, Mark Davies, Prue Guillaume, Karen McKeown

For further information on any of our Councillors please click here [🔗](#)

What is Governance?

Governance is a system built upon processes and controls that define the way in which a governing authority makes, implements and evaluates decisions.

Good, responsible governance ensures that any power granted to a governing authority is exercised in a consistent, transparent and just manner.

Local Government is the third tier of government in the Australian federal system. Council is responsible for responding to and advocating the needs of the local community and relies upon the *Local Government Act 1993* (the Act) to regulate and guide its actions. The Act, and the recent adoption of a new planning and reporting framework, compels councils to maintain accountability, transparency and equality, and our Council prioritises this duty in every way possible.

Governance in our City

As a governing authority, Penrith City Council has a responsibility to its stakeholders to make informed, intelligent and responsible decisions. The principles of good governance underpin all Council's decisions.

Leadership, stewardship, integrity, accountability and transparency are the five key values to which Council is committed in all its operations to ensure that the right decisions are made in the best interests of the community.

Council's roles

Penrith City Council is one of 152 NSW councils that operate under the *Local Government Act 1993*.

Beyond the Act, Council pursues the community's vision and ideas, provides leadership and advocates for an equitable share of resources from other levels of government.

Penrith City Council's key roles are:

Leader: Council acts as a role model, drawing together diverse interests and striving towards a greater consensus on sustainable outcomes for the City.

Advocate: Council seeks to improve services, facilities and opportunities for the City and its communities by lobbying agencies and other levels of government.

Custodian: Council cares for the City's people and places and acts as guardian for shared aspirations for the City.

Facilitator: Council assists interaction between stakeholders and forms strategic alliances aimed at promoting sustainability initiatives.

Educator: Council plays a fundamental role in educating the City's communities and other stakeholders in the long term benefits of sustainability and sound environmental management.

Regulator: Council has a statutory responsibility to implement legislative provisions such as energy and water reduction measures, waste management, sustainable development controls and environmental management, and other State Government requirements.

Service provider: Council is committed to deliver the services needed by its communities and ensures both City and Council resources are responsibly managed.

Penrith in the year 2050

"Everything will be more sustainable because our recycling system has improved and we have more worm farms."

Emily Biordi, Corpus Christi Catholic School.

Democratic Governance

The Council

The 15 Councillors elected to represent the community of Penrith are expected to exercise their responsibilities as conscientiously as possible, with a constant focus on promoting the principles of good, democratic governance.

All Councillors, both long-standing and newly elected, have participated in essential training on ethical standards and behavioural expectations. This training equips Councillors with an appreciation of key values such as leadership and integrity. Community members can feel confident their concerns, needs and future are in good hands.

New Mayor

Councillor Kevin Cramer OAM was elected Mayor of Penrith City by fellow Councillors in September 2009, and Cr Ross Fowler OAM Deputy Mayor. Both have extensive experience as elected Councillors.

Cr Cramer has served Penrith City for nearly 22 years, including as Mayor from 1996 to 1997 and Deputy Mayor from 1988 to 1989. A long-time local, Cr Cramer is involved in many local committees and groups, including being a Deputy Captain of the Llandilo brigade of the Rural Fire Service.

Cr Fowler is a third generation representative in local government, following in the footsteps of his late father Bernie, a former Alderman and Mayor of Penrith City and his grandfather John, an Alderman on Mulgoa Municipal Council.

A long-time Wallacia resident, Cr Fowler is in his fifth consecutive term on Council and served as Mayor from 1995 to 1996. Cr Fowler, the Principal of a Chartered Accountancy firm in Penrith, represents Council as Chairman of the local government insurance and risk management mutual Westpool and Chairman of Penrith Whitewater Stadium.

Council Meetings

Council is committed to ensuring all Council meetings are conducted in accordance with legislative requirements and to providing members of the public with opportunities to participate in the decision making processes.

In 2009-10, Council held 16 Ordinary Meetings and one Extraordinary Meeting and 100 members of the public addressed Council and Committee meetings on various issues and items of business.

Council meetings are held in an open environment and members of the public who wish to address the meeting about issues on the agenda are

encouraged to do so. Council's *Code of Meeting Practice* sets out how Council and Committee meetings are to be conducted, including what is required of members of the public wishing to address a meeting.

At times, it is necessary for Council to deal with highly sensitive legal or commercial issues. Council may decide to treat matters of this type as confidential, however, every effort is made to minimise the number of confidential reports that are brought before the Council.

Council's *Code of Meeting Practice* was reviewed in 2009-10 to ensure Council meetings are conducted in the best, most efficient way possible and in compliance with the *Local Government (General) Regulation 2005* and some small changes have been made.

The revised Code of Meeting Practice requires all Councillors to give adequate notice of any matters they intend to bring before Council, replacing the former notion of 'questions without notice'. Issues brought to attention by Councillors before Council meetings are then included in the agenda of the next Council meeting for discussion. Prior notice of any matters to be discussed before Council is required under the *Local Government (General) Regulation 2005*.

Council continues to look at the successful meeting practices of other councils in the region to ensure ours are as efficient and effective as possible.

Council is developing resources such as video presentations and publications to help members of the public understand Council's meeting procedure and practices and make it easier for them to participate. To view the *Code of Meeting Practice* click here [🔗](#)

Policy Review Committee Meetings

During 2009-10, Council held 15 Policy Review Committee meetings, allowing Councillors to discuss and review policy issues and ask questions of Council officers.

Policy Review Committee Meetings are open to the public. All decisions and recommendations made at Policy Review Committee Meetings are recommended and subsequently adopted at the next Ordinary Meeting.

Councillor Attendance at Meetings: 2009-10

COUNCILLORS	ORDINARY MEETINGS			POLICY REVIEW COMMITTEE MEETINGS		
	Number	Attended	Apologies	Number	Attended	Apologies
Cr Jim Aitken OAM	17	16	1	12	8 ●	3
Cr Kaylene Allison	17	16	1	12	9 ■■	1
Cr Robert Ardill	17	15 ■	1	12	11 ■	0
Cr Kevin Crameri OAM	17	16 ●	0	12	10 ●	1
Cr Greg Davies	17	17	0	12	12	0
Cr Mark Davies	17	15	2	12	11 ●	0
Cr Tanya Davies	17	17	0	12	8 ●	3
Cr Ross Fowler OAM	17	16 ●	0	12	10 ●	1
Cr Ben Goldfinch	17	17	0	12	8 ●	3
Cr Jackie Greenow	17	15 ■■	0	12	10 ■	1
Cr Prue Guillaume	17	16 ■	0	12	11	1
Cr Marko Malkoc	17	17	0	12	10 ●	1
Cr Karen McKeown	17	16 ■	0	12	12	0
Cr Kath Presdee	17	16 ■	0	12	12	0
Cr John Thain	17	17	0	12	10	2

■ Leave of Absence granted

● Leave of Absence granted for Council related business

Councillor Committees

In addition to attending Council meetings, Councillors participate in external and internal committees.

These committees are an additional opportunity for Councillors to have a say on issues that are important to their communities.

External Committees with Penrith City Council representatives include:

- NSW Department of Community Services
- Penrith Local Government Association
- Western Sydney Area Assistance Scheme
- Local Ranking Committee
- Bush Fire Management Committee
- Hawkesbury River County Council
- Local Emergency Management Committee
- Cumberland Rural Fire Service Zone Liaison Committee
- Floodplain Management Authorities
- Local Government Advisory Group for the Hawkesbury Nepean River
- T S Nepean Building Facilities Management Committee
- St Clair High School Community Centre Management Committee
- Jamison High School Community Centre Management Committee
- Local Traffic Committee
- Western Sydney Alliance
- Penrith Valley Sports Foundation

Internal committees with Councillor representatives include:

- Heritage Advisory Committee
- St Marys Redevelopment Committee
- Senior Staff Recruitment/Review Committee
- Penrith Valley Cultural Precinct Steering Committee
- Access Committee
- Penrith International Friendship Committee
- Audit Committee
- Penrith Flood Advisory Consultative Committee
- Waste Services Committee

Community Engagement

Council values the opinions and ideas of the community and every effort is made to facilitate the inclusion of the public in all decision making processes to ensure that the community's needs and concerns are addressed. Draft plans, strategies, policies and planning instruments are placed on public exhibition to allow the community to have their say on issues that are important to them. ⓘ

Community engagement and consultation strengthens Council's ability to govern responsibly while keeping the best interests of our communities firmly in mind. Through online forum participation, survey research and public exhibition of documents, Council's increasingly democratic approach towards community engagement is another reflection of good governance in our City.

The *Community Strategic Plan 2031* was developed over the past year in consultation with residents to outline the future that our community members envision for themselves and Penrith City. The planning documents which make up Council's newly revised and implemented Strategic Planning Framework were exhibited to the public and subsequently adopted after consideration of all issues raised.

Other documents placed on public exhibition during 2009-10 include:

- Draft Code of Meeting Practice
- Draft Community Strategic Plan 2031
- Draft Delivery Program 2009-2013
- Draft Operational Plan 2010-2011
- Draft Resource Strategy 2010-2011
- Draft Community Engagement Strategy 2010



- Glenmore Park Local Centre Draft Development Control Plan (DCP) 2009
- Draft Amended Provisions for the Twin Creeks Estate under Penrith Local Environmental Plan (LEP) 2008 and
- Environmental Assessment - Orchard Hills Waste and Resource Management Facility

To join online discussions with other residents and make a contribution to your future go to www.ourfuture.com.au or click here [🔗](#)

Controlled entities

Penrith City Council is committed to fostering a healthy City with excellent cultural and recreational facilities for our residents.

A wide range of Council managed facilities, programs and events work toward these goals. We also oversee the operation of three controlled entities – the Penrith Performing and Visual Arts Ltd, City of Penrith Regional Indoor and Aquatic Recreation Centre Ltd (Ripples) and the Penrith Whitewater Stadium Ltd.

Run as corporate entities by boards of directors, these organisations are not limited by the controls of the Local Government Act so they can be managed in the most efficient way to fulfil important cultural and community objectives.

- **Penrith Performing and Visual Arts**
Penrith Performing and Visual Arts (PP&VA), established in 2007, is an internationally unique combination of the visual and performing arts and arts education. It brings together the Joan Sutherland Performing Arts Centre (JSPAC), the Penrith Conservatorium of Music, the Q Theatre Company and the Penrith Regional Gallery and The Lewers Bequest.
PP&VA delivers dynamic cultural and arts education programs for the people of Penrith, Western Sydney and beyond.
JSPAC is a popular venue that presents the best in music, theatre and dance. It is also home to the Conservatorium and the Q, which presents and produces great Australian theatre.
With its heritage garden setting, the Penrith Regional Gallery and The Lewers Bequest in Emu Plains is one of Australia's most beautiful regional galleries and presents world class exhibitions.
These cultural facilities and the services they offer are a valuable resource for our community and region, and ensure Penrith City is recognised as a centre of cultural diversity, excellence and access.
For more information on the PP&VA click here [🔗](#)

- **RIPPLES Leisure Centre**
Ripples Leisure Centre in St Marys is a year-round hive of community activity. The centre includes heated pools, a spa and sauna, a fully-equipped gym, a hydrotherapy centre, crèche, café and swim shop. It offers year-round swimming lessons for all ages and the hydrotherapy centre holds special needs learn to swim classes. Ripples Exercise Physiologists also have a program to help tackle Type II Diabetes.
Ripples is a popular venue for children's birthday parties and school holiday activities and is also home to a nationally competitive swim club. The Royal Life Saving Society recently awarded Ripples a Five Star Safety Rating, confirming it exceeds stringent guidelines and benchmarks. Council continues to work with the Ripples management team to reduce the centre's carbon footprint. New heat pumps installed at the centre will generate savings of around \$23,000 and 234 tonnes of greenhouse gases each year. Recent landscaping work has given the well used facility a lift, and work is underway to revamp the centre's interior. For more information on Ripples click here [🔗](#)
- **Penrith Whitewater**
Penrith Whitewater Stadium is a legacy of the Sydney 2000 Olympic Games. Built as the competition venue for the canoe/kayak slalom events, it is the only man-made whitewater course in the Southern Hemisphere.
The construction of the Stadium was a joint venture between Penrith City Council, the International Canoe Federation and the Olympic Co-ordination Authority.
The Stadium is the only Sydney 2000 Olympic facility to be financially viable, and now represents a great resource for our community. Since 2000, it has been successfully adapted for leisure use by the general public, and is strongly supported by locals and visitors alike.
The Stadium regularly gives our City national and international publicity and exposure. It means we can regularly host local, interstate, national and international competitions and events, including most recently the World Masters Games. For more information on Penrith Whitewater Stadium click here [🔗](#)



Leadership Team

In 2009 Council's senior management was restructured to enable focussed strategic leadership for our Regional City while ensuring high standards were maintained within our day to day operations.

The General Manager, Alan Stoneham (centre) is supported by two experienced directors – Barry Husking (left) and Craig Butler (right). This senior leadership team is responsible for longer term planning, partnerships, advocating and positioning the City to capture its full potential as a major Regional City at a state and national level. Alan, Craig and Barry have a combined total of more than 100 years of local government experience between them in planning, strategic planning, finance, environmental health, management and leadership.

As Penrith City Council is one of more than 500 councils across Australia competing for funding and resources, it's vital we're proactively seeking out opportunities and establishing partnerships to bring much-needed resources and infrastructure to our City.



Eight group managers are accountable for day to day operations and ensuring Council's programs and services are implemented.

The Group Managers are:

City Infrastructure

Wayne Mitchell

City Presentation

David Burns

Finance

Vicki O'Kelly

Information & Customer Relations

Brian Steffen

Leadership

Ruth Goldsmith

Legal and Governance

Stephen Britten

People and Places

Roger Nethercote

Workforce and Workplace

Linden Barnett

A good, solid corporate governance framework is essential to ensure the transparent, efficient and responsible conduct of all Council operations.

At Penrith City Council, our corporate governance structure takes into account all areas of Council responsibility, from everyday customer service, information systems and asset management through to employment issues, community consultation and risk management.

A high level of accountability, transparency and integrity is employed in the provision of all Council services, with Council officers consistently aiming to facilitate the best possible outcome for our community.

Ethical Standards: Council's Code of Conduct

Council's Code of Conduct is adopted from the *Model Code of Conduct for Councils in New South Wales*, prescribed under the *Local Government Act 1993*.

Council endeavours to ensure that all Councillors and staff are aware of and adhere to the ethical standards and expectations that the Code of Conduct advocates.

Over the past year, workshops and training sessions were held regularly for Councillors and staff to support ethical decision making throughout the organisation.

[Click here to read the *Model Code of Conduct for Councils in NSW*](#)

Internal Audit

Council recognises the importance of constant internal auditing to help maintain accountability and transparency accountability, transparency and continuous business improvement.


Council has an Audit Committee, responsible for identifying and providing indications to Council of areas of weakness, risk and non-compliance with legislative requirements.

Council's Internal Auditor conducts regular audits as part of the Audit Program adopted by the committee.

Regular reviews of Council services, procedures and processes help identify areas in which changes can be made to improve efficiency.

In 2009-10, reviews of Records Management and Major Projects Management identified areas in which major improvements were required.

In response to the auditor's recommendations, Council has developed an improvement plan for Records Management.

The Project Management audit showed a restructuring of systems would be beneficial and highlighted a need for additional support and training for project managers. 

Governance Partnerships

Council strives to foster local, regional, national and international partnerships with other organisations. These partnerships provide Council with opportunities to learn from the successful governance practices of other organisations to further strengthen our own good governance.

In 2009-10, Council was approached to host two Korean delegates in Penrith as part of an international Research Fellowship Project. The two senior Korean Government officials will live and work in Penrith for up to 18 months as part of a mutually beneficial governance research project.

This initiative will give the Korean government officers a chance to learn about the values, strategic objectives and practices of Penrith City Council, while allowing Council officers to benefit from contributions and insights of the Korean senior government officers.

Council currently maintains international partnerships with six sister cities in England, China, Korea and Japan and uses these links for information exchange, and community and economic collaboration.

Legal Services

Council's Legal and Governance Department includes two qualified solicitors with extensive knowledge and experience, ensuring quality legal advice can be provided in-house to Council officers on a range of issues.

Council's legal officers are responsible for overseeing a range of legal matters, and providing advice to Council on legislative and regulatory compliance issues.

For detailed information on legal proceedings dealt with in the past year, please see the Statutory Report section of this document.

Information Assets

As a government organisation that deals with large amounts of highly sensitive, confidential and commercial information, responsible management and disclosure of information is a top priority for Council. Our information and records management processes are guided by the principles of good governance, with a particular focus on accountability.

Most information retained by Council is stored in an electronic document management system called ECM (Enterprise Content Management), which enables the storage, retrieval, management and editing of information, as well as the electronic assignment of documents requiring action to the appropriate Council officers. Council also maintains traditional record keeping archives for the storage of documents that cannot be stored electronically. ⓘ

- Section 12 Information Requests**
 Up until 30 June 2010, section 12 of the Local Government Act required Council to make certain documents and information available to the public. Council receives a number of information requests from members of the public for different forms of information. In 2009-10 Council received a total of 1044 information requests including 753 section 12 requests.
- Freedom Of Information Requests**
 The Freedom of Information Act 1989 (FOI Act), which has recently been replaced by the Government Information (Public Access) Act 2009, provided members of the public with an opportunity to request access to Council information not readily available to the public. In 2009-10, Council received 40 FOI requests. No requests were refused and 15 were discontinued after being withdrawn by the applicant.

Access To Information

The *Government Information (Public Access) Act 2009* (GIPA Act) replace the *Freedom of Information Act 1989* on 1 July 2010.

In anticipation of the new law coming into effect, Council has developed a publication guide outlining the different types of information that Council holds and the process for requesting access to that information.

The GIPA Act encourages the proactive release of information, and Council will endeavour to see that certain information is made publicly available without the need for an information access request.

Certain types of information will require an information access request to be lodged before Council is able to release the information. Council may withhold any information that it deems against the public interest.

Details of FOI requests 2009-10 can be found on page 91.

Penrith in the year 2050

“Technology will give us the use of robots, transport will be easier and more comfortable, even the flowers will be different. It will be an ideal place to live.”

Nicholas Hocking, Corpus Christi Primary School.



Our People

Council's diverse, talented and valued workforce includes 1,197 people – 889 permanent, 146 temporary and 162 casual staff.

About one third of Council's workforce is involved in construction and maintaining the City and one third in providing childcare services. The remaining third carry out a range of tasks at libraries, in administration, planning, events and marketing, environmental health, civil design, surveying, mapping and community engagement, to name a few.

Council is committed to developing and implementing policies and procedures that foster a spirit of cooperation and team work and make our people want to stay.

We aim to provide a flexible, family friendly work environment with a range of work conditions to suit individual needs.

Council values and invests in our workforce by providing appropriate career opportunities; a strong occupational health and safety culture; employee planning and performance reviews; and skills training and development.

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Valuing Our Staff

Council's large workforce represents a broad range of jobs and roles within the community. All staff members are equally valued and can benefit from a range of employment initiatives and training opportunities.

Overall in 2009-10 there were 3,123 attendances at 313 internal training sessions and 406 attendances to external conferences and seminars.

Staff numbers have remained fairly stable this year with 74.3% employed full time, 12.2% in a temporary capacity and 13.5% as casuals. ⓘ

Female employees make up 54% of Council's permanent workforce and 48% of all permanent staff members are aged between 30 and 50 years.

An emphasis on education opportunities and an active Traineeship program, including 54 trainees, continues to attract "new blood" to Council and leaves us well placed to meet the needs of an ageing population. Current figures show 22% of Council staff are younger than 30.

Staff retention improved in the past year. A total of 66 employees left Council during 2009-10 representing a staff turnover rate of 7.37%, as opposed to 72 employees representing 8.48% of the workforce in 2008-09. Of those who left Council in the last year, the majority (11.1% were aged 65+). ⓘ

Almost 80% of the women who took maternity leave in the past four years still work for Council and 70% returned to work within 12 months, well above the Australian average of 57%.

Nothing reflects an employer's credentials more than a strong stable of long-term staff members. Council has always aimed to retain staff and the valuable store of knowledge accrued by those with many years service. We recognise the changing needs of long-term staff and have introduced an innovative

phased-in retirement policy, allowing staff to ease into retirement by first reducing their days or hours. The approach has made it easier to train replacement staff and ensured vast pools of knowledge are not lost to the organisation overnight.

Knowledge and experience

Wendy Connell

Wendy Connell may well hold the record for the most positions held by a Council staff member. Wendy started at Council in 1989 as a Mail Clerk with the records department and today fills the role of Planner (Engagement).

Between these two points is a long list of job descriptions and training opportunities.

"It doesn't seem like I've worked for Council for 21 years because I've had so many different jobs," she said. "I've been able to progress and follow a direction that interested me. I've worked with people who've supported me through this progression."

Wendy said Council's Education Assistance Program had helped make her journey possible. Through the program she completed a Diploma of Management and a Certificate IV in Occupational Health and Safety, and is currently studying Town Planning through the University of New England.

Council has also been supportive of Wendy's other role – that of mother to her two children.

"I took 12 months maternity leave when I had each of my children and came back to work part-time," she said. "I really appreciate Council's flexibility. It has made it possible for me to have time with my children as well as manage work and study."



Wendy Connell



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Barbara Cooper

When Barbara Cooper started work as a Library Assistant in 1973, Penrith Library had just one photocopier and one electronic typewriter.

"I never would have dreamt 37 years ago that customers would be able to download audio books from their home computer or that I would be using so many different pieces of technology each day," she said.

As Penrith Library Circulation Supervisor, Barbara runs the main branch of what she considers to be an excellent service. After 37 years, she can honestly say she still enjoys her job.

Barbara said strong support from Council makes the library an enjoyable place to work and a valuable, well-used community asset.

"When I started this was the only library for Penrith and Blue Mountains residents," she said. "There are more libraries now, but this remains the best."

Over the years, Barbara has tried her hand at most aspects of library work including a stint with the Mobile Library service and many happy years in the Children's Department.

"There are so many different jobs you can do in the library," she said. "Things change all the time so it is a very dynamic place to work. Penrith Library is also something of a pioneer and has been first in the field in many instances."

Mike Buckpitt

Mike Buckpitt has witnessed, and been part of, a great deal of change in his 21 years as Council's Parks Technical Officer.

"The quality of our sporting grounds has progressed significantly over the years and it's been good to be a part of that," Mike said.

"Our playgrounds have also become more interesting and safer with the use of soft fall materials."

According to Mike, Penrith's 104 sporting fields and 425 hectares of parks represent a "highly used" and much appreciated community asset.

While not a Penrith resident Mike has a long association with the region.

"My background is in engineering and before I joined local government I did a lot of work in this area," he said. "Working for Penrith Council has been very good. I really enjoy working here and the councillors have always been very approachable which makes a real difference."

Ruth Taylor

Ruth Taylor joined the team at Penrith City Library in 1980 but after three years as a full-time Reference Librarian left the workforce to raise a family.

"After six years I came back to Penrith Library part time," she said.

Fast forward 21 years and it is clear the arrangement has worked well.

"Before coming back I had a job as a research assistant at the University of Technology and did some work at Blue Mountains Library," she said. "But I have to say it was good to come back to Penrith."

Ruth, now the Weekend Services Librarian, attributes her longevity at Council to her colleagues.

"I work with a really good team," she said. "They are very hard working, committed and passionate and do the best they can for the community."

"Working in a public library is very rewarding. The people who come in are so interesting and there is a great deal of variety in the job."

Ruth particularly enjoys organising the Library's popular book talks, including the annual Sydney Writer's Festival talks for which Penrith Library is a regional venue.

From left to right: Ruth Taylor, Barbara Cooper and Mike Buckpitt

Employment initiatives

Council's 12 month Traineeship and Undergraduate Traineeship programs continue to introduce new people to specific professions and to local government. These programs attract high quality school leavers as well as mature age applicants who are employed across the following areas:

12 month Traineeships

- Office Administration (10 positions)
- Child Care (21 positions)
- Information Technology (1 position)
- General Construction (13 positions)
- Horticulture (7 positions)
- Sport and Recreation (1 position)
- Hospitality (2 positions)

Under Graduate Traineeships

- Health and Building (2 positions)
- Planning (2 positions)
- Environmental Health (2 positions)
- Engineering (3 positions)
- Library (1 position)
- Design and Technical Advice (1 position)

For more information on Council Traineeships click here [🔗](#)

Council has recognised the need to forge strong partnerships with regional educational institutions. Our involvement with TAFE NSW – Western Sydney Institute has continued with the delivery of innovative training programs. Council trainees receive formal, recognised qualifications related to their field during the course of their employment.

Education and professional development

Council created two scholarships at the University of Western Sydney (UWS) to encourage local people to study in skill shortage areas such as engineering and planning by offering \$5,000 a year. The recipient of the Penrith City Council / UWS Civil Engineering Scholarship continues to progress well in his course, and the first Urban Planning Scholarship was awarded in 2010. The UWS Early Childhood Teaching Scholarship was also established, providing \$3,000 a year for two years. Work placement with Council during their studies is also a requirement for all recipients.

Council's Educational Assistance Program helps us address skill shortage areas so we can better meet community needs. It strengthens us as an organisation as it helps to foster the skills and enthusiasm in our workforce, which in turn helps us retain valued staff and the knowledge base they represent.

The number of staff receiving support through Council's Education Assistance Program to undertake tertiary studies related to their work grew from 89 in 2008-09 to 102 during 2009-10. This program includes financial assistance for tuition (paid upon successful completion of study units) as well as leave provisions to meet study and exam commitments. Children's Services staff have the highest uptake of educational assistance with 30 staff studying or expanding their qualifications in 2009-10.

In December Council established the Louise Petchell Learning for Sustainability scholarship in honour of a passionate advocate of sustainability. Louise Petchell, who passed away suddenly in 2009, was Council's Sustainability Unit Coordinator. Louise helped position Council as a leader in sustainability and placed immense value on lifelong learning and skills development. The scholarship, to the value of \$5,000 a year, is available to Council staff to encourage the development of additional skills and knowledge in the area of sustainability.

Council has a strong presence at Local Government Careers Fairs and collaborated with Western Sydney Regional Organisation of Councils members to develop a stronger regional presence as employers of choice. For information on employment opportunities at Council [🔗](#)

Equal Employment

- Council's 12 month traineeship program now offers designated places for applicants from specific target groups. In 2009-10 two trainees with a disability and two from Aboriginal/Torres Strait Islander backgrounds were employed.
- People with an ethnic background account for more than 13% of our permanent workforce with a good spread across all occupational categories.
- 49 women attended a professional development program designed specifically for women.
- There are nine female and eight male representatives on the Joint Consultative Committee.
- 378 staff and 88 supervisors/managers attended bullying and harassment prevention training.
- 41 staff attended Disability Awareness Training and 68 staff attended Diversity training.
- Council has established a working group to improve opportunities for women in senior management and has initiated a range of leadership programs targeting women. [🔗](#)

A Safer and Healthier Workforce: Occupational Health and Safety (OH&S)

While Council has recorded a very slight increase in staff injury claims in the past 12 months, the 2009-10 rate is the second lowest in the past 18 years with 82 injuries, 610 days lost and no fatalities.

Council's ongoing commitment to identifying risks and eliminating or reducing them has resulted in a reduction in the severity of the injuries and days lost due to injury. This focus, combined with a positive Return to Work program, has resulted in the majority of injured staff returning to duties in a safe and timely manner.

Council's commitment to a safe, healthy workplace has seen 223 staff attend OH&S inductions and 615 training sessions being undertaken across courses such as First Aid, Chemical Awareness, Confined Space and Safe Handling of Sharps.

Council's OH&S Committee meets monthly and provides a forum for the discussion and resolution of OH&S issues. The committee continues to operate effectively, conducting 72 worksite inspections with another 35 sites inspected by the OH&S Coordinator. This committee represents the whole of Council's workforce and is made up of nine elected Council staff, covering Children's Services (5), Outdoor (3), indoor (3) and five representatives appointed by the General Manager.

In moving toward a self insurance model, Council has investigated a change from the Traditional Insurance Model to the new Retro-paid loss (Burning Cost) model and has decided to implement the change from 1 July 2010. This initiative is a step forward that will further improve Council's Safety Systems and provide Council with greater control over costs and services to staff and ultimately save money. 📌

Global Corporate Challenge – a fit and active workforce

In 2009 a group of 63 Penrith Council staff took on the Global Corporate Challenge and clocked up 95 million steps over 125 days.

The Challenge is an initiative which increases staff fitness, promotes teamwork, fosters a positive competitive spirit and helps create an active, healthy and more productive workforce.

Participants compete in teams and as an organisation, wearing a pedometer for 16 weeks and recording their daily step tally. Council joined the 2009 Global Corporate Challenge in a bid to promote the health benefits that flow from an active lifestyle to its staff.

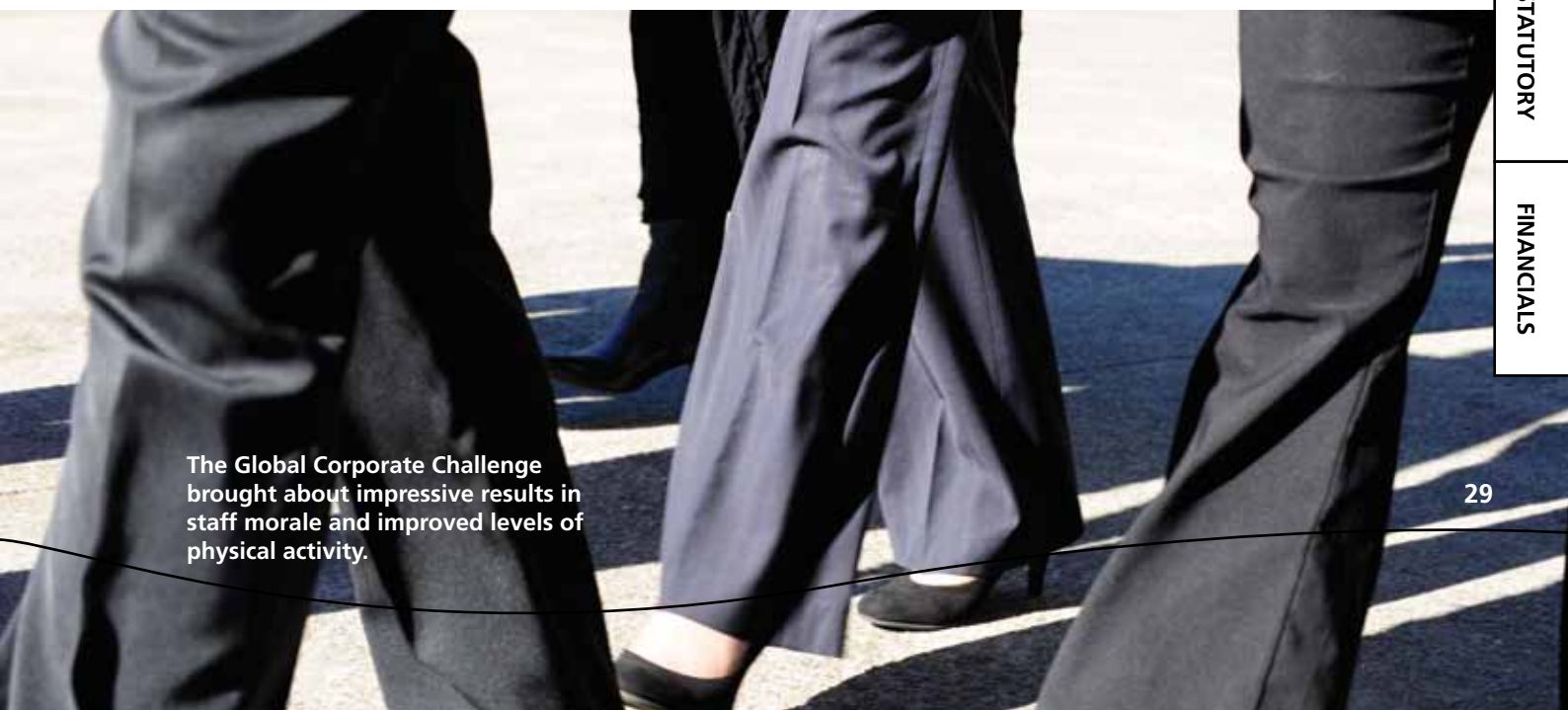
Council entered nine teams and each staff member who took part clocked up a daily average of more than 12,000 steps which represents a 2,293.64 kilogram reduction of carbon dioxide. Council placed 23rd out of 233 corporations and our leading team, the aptly named Globetrotters, came 179th in the world out of 8,517 teams.

Due to the success of this year's challenge, Council is again taking part in the Global Corporate Challenge in 2010.

Penrith in the year 2050

"Trains have footrests and bag compartments under the seats. Trains also have built in music iPods."

Kelsie Broadribb, Emu Plains Public School.



The Global Corporate Challenge brought about impressive results in staff morale and improved levels of physical activity.

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Sam Miller

Sam Miller had no idea about records management before he started his traineeship at Council. Yet, in what could well be a record itself, Sam became a permanent staff member after just three months.

The 26 year old said he feels privileged to work in local government. "Records management isn't as simple as it sounds. I don't think you can stop learning about it."

Sam has a hearing impairment but has "never thought of it as a barrier." At work he supplements lip-reading with emails and messaging through a Blackberry phone. With a diploma in graphic design, Sam is also able to run his own design business part time and this self-confessed "soccer nut" also finds time to play division three for a Parramatta club.

Allegra Zakis

Allegra Zakis is an example of how job flexibility benefits the employer as much as the employee.

"I started at Penrith Council in 1998 as a Senior Environmental Planner," she said. "In 2001, after a year of maternity leave I came back part-time to a job-sharing role with a formal 'work from home' component built into my agreement.

"The benefits have been phenomenal. I was able to come back to work without short-changing my kids or Council. I've found I can be more efficient in terms of the reading part of my work but I enjoy coming to the office to bounce ideas off my colleagues."

Allegra said Council had been supportive from the start.

"I was provided with a laptop and had an OH&S officer come to my home to assess my workspace," she said.

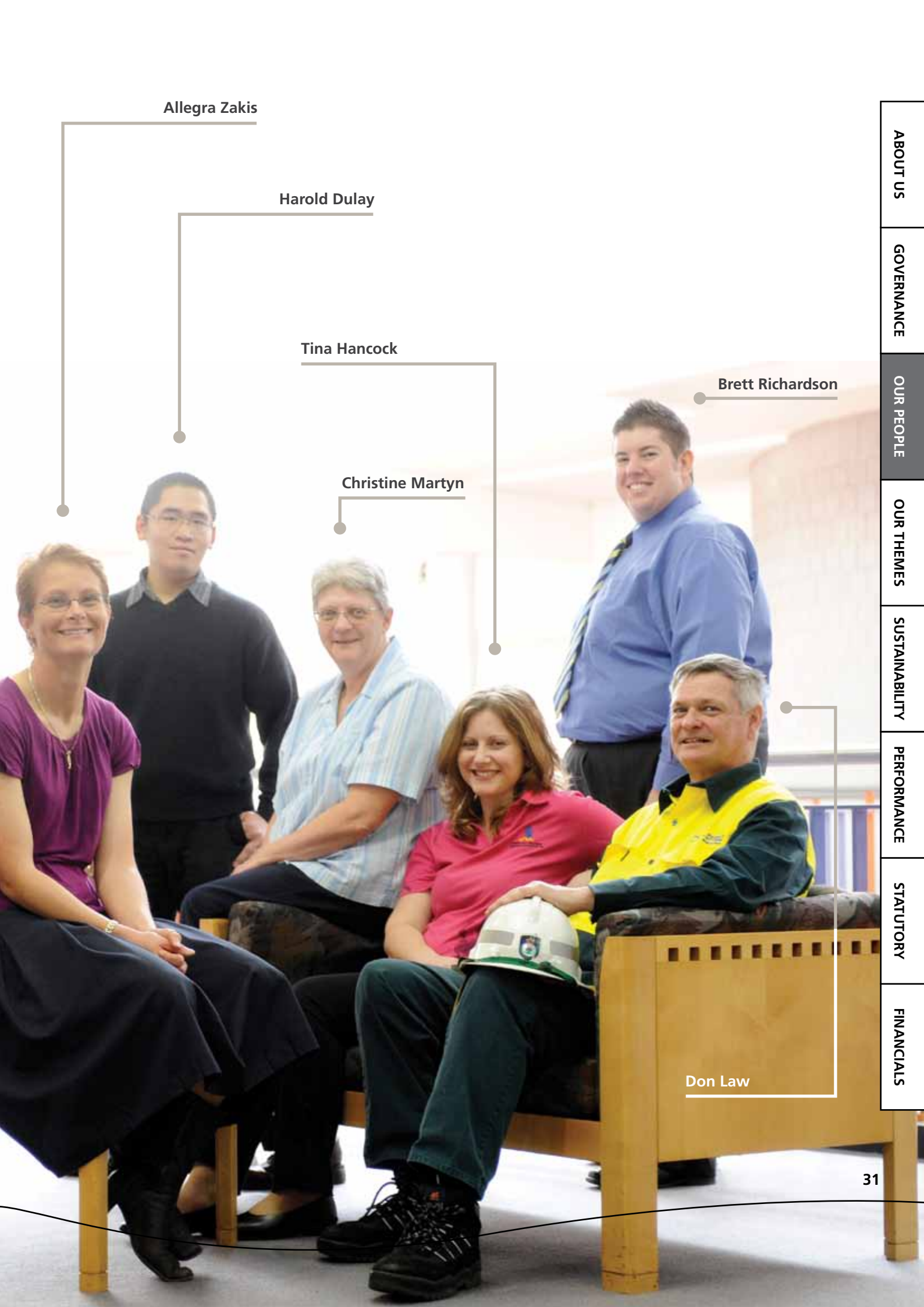
The arrangement has worked through two more stints of maternity leave and in her time as Local Planning Team Leader and her current role, Strategic Planning Coordinator.

Allegra applauded Council for allowing a job-share arrangement for a management position.

"It works well for us and for Council," she said. "I don't feel that I have been held back at all, I've been given leadership training and have progressed as quickly as I have wanted."

Sam Miller





Allegra Zakis

Harold Dula

Tina Hancock

Christine Martyn

Brett Richardson

Don Law

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Harold Dulay

Harold Dulay graduated from Penrith Selective High School in 2008 with an enviable academic record. "While I had an interest in law, I wasn't sure about my career path, so I followed my careers adviser's advice and applied for a business administration traineeship with Council's Legal and Governance Department," he said.

The advice paid off. In July, Harold was named business administration trainee of the year at the NSW Department of Education and Training awards, and he was also one of three finalists for the overall Western Sydney Trainee of the Year award.

At the end of his traineeship Harold, now 19, was employed as an Asset Management Administration Officer with the City Works Department.

He said the traineeship gave him a valuable insight into various aspects of Council work.

"I discovered I had a real passion for environmental health, in particular the legislation surrounding food handling and transportation," Harold said. "My parents always ran cafés and now have a catering business, so I know how important it is to maintain high standards. I'd like to be part of passing on that knowledge."

As such, with support from Council's Education Assistance Program, Harold is now studying Environmental Management at Macquarie University. The program and Council's flexible rostering allow him to meet both his full-time work and study obligations.

"Environmental Health is a skill shortage area, so by supporting me through my degree Council is ensuring the community is better served," he said.

Christine Martyn

Christine Martyn is proof there's always room for a new challenge and personal growth at Council. Christine, an Administration Officer, recently completed her Certificate IV in Planning Administration – a challenging task made easier by supportive colleagues and Council's Education Assistance Program.

For Christine, the course consolidated 18 years of experience at Council. Working in the same field as her study helped Christine see theory put into practice, gave her an insight into the development application and assessment process, and improved her customer service skills.

Tina Hancock

After 10 years on disability support and endless referrals to physiotherapists for scoliosis (spine curvature), Tina Hancock is the happiest she's ever been after securing a full time job with Penrith Council.

Tina secured one of 13 Business Administration Traineeships for people with disabilities and is now personal assistant to the Director at Council's Yoorami Children's Centre.

Tina was supported in this quest by Global Skills, an organisation that helps people find work. "I am so happy I was appointed to Children's Services," she said. "The job suits me perfectly, because I am a very creative person and I have an opportunity to suggest and design things. I love the social interaction with staff, parents and children."

Brett Richardson

The only way is up would be an apt theme song for Acting Financial Accountant in Financial Services, Brett Richardson. Brett joined Council in 1999 as an Accounting Clerk and has progressed through six different jobs. This year, helped by Council's Education Assistance Program, Brett achieved a long-held goal when he graduated with a Masters of Business Administration from Charles Sturt University. The program provided help with tuition fees and allowed valuable time off to complete assignments and exams. Brett said the Education Assistance Program also benefits Council and the community, making Council an employer of choice and helping attract top staff.

"Staff can challenge their learning abilities and Council and the community benefit from a workforce that is more highly skilled," he said.

Don Law

As a Council employee Don Law is able to balance work life with his passion for community service. Don, a mechanic at Council's Kingswood Depot workshop, has served as a volunteer with Regentville Rural Fire Brigade for 24 years.

Council is extremely supportive of RFS members. It allows staff special paid leave to attend emergencies – sometimes it may only be for a few hours, other times for a week.

"It means we can go and do our bit without worrying about our wage coming in," Don said.

Don, who received the National Medal for Community Service, is just one of many dedicated Council staff who volunteer their time to the community.



Teresa Stelma

Libraries have come a long way since Teresa Stelma joined the team at Penrith Library 37 years ago. When Teresa started work as a Library Technician, books were catalogued on cards and were manually stamped when borrowed. Today, an online catalogue keeps track of books, CDs, DVDs and a range of online talking books. The internet has also brought more young people to the library.

Over the years Teresa has worked at the Penrith and St Marys libraries in a number of areas. She has also led story time for children and been out on the road with the mobile library and Housebound – a delivery service for community members who can't make a trip to the library for various reasons including injuries, age or disability.

Teresa, a long-time local resident, loves her job because she gets to work with "the greatest bunch of people".

Did you know?

? 545 Council staff attended a workshop on the Code of Conduct, Values and Behaviours and Record Keeping and all staff will have attended this workshop by the end of 2010.

? Council's Education Assistance Policy was enhanced to encourage staff to undertake study in identified skill shortage areas by offering higher reimbursement of course fees.

? 94 of Council's female staff members were given the opportunity for career development by acting in a higher level position.

? Council's switchboard received 75,551 external telephone calls.

? Three people who identified as of Aboriginal or Torres Strait Islander background were employed in Council's Field Operator Training Program and Childcare Traineeship during the year.

Challenge: Salary disparity between men and women

Gender disparity in leadership roles and wages is an ongoing challenge for Council and has been the focus of a number of strategies during the year. 

While men and women are entitled to the same salaries for the same roles, the average wage for females remains slightly below the average for males.

Starting salaries for each position within Council are based on the skills and knowledge of the staff member, regardless of gender. Salary differences occur due to factors such as length of service and changing employment needs in certain occupational categories.

In 2009-10 the overall gap between average wages for men and women has widened slightly on last year's figures by 2% to 8%. This means that for every \$100 a male earns, a female earns \$92. The gap is slightly smaller for female Administrative Officers at 3.5% less than men. Female Clerks go against this trend, earning 6.3% more than male colleagues. The occupational category with the greatest disparity is now the professional specialist group in which women earn 18.2% less than men. Length of service affects an employee's ability to progress through the salary range. In the professional specialists category, the number of female staff members employed in the past two years is almost double that of males, thereby lowering the ratio at this time.

The ratio is also impacted by the mobile and primarily female workforce in Children's Services, a category in which staffing requirements regularly adjust to meet service requirements.

Further, female employees make up 54% of the permanent workforce with a heavier concentration in the traditional occupational categories of clerk, customer relations officer, administrative officer, para-professional and professional specialist. Men on the other hand continue to dominate in the areas of field operator, trade officer and pertinently, higher paid management roles.

There are two female staff members on the Corporate Management Team along with nine men. The current elected Council includes six female out of 15 Councillors. There are now seven women on the Joint Consultative Committee, an increase from 2008-09.

Council has a working group to identify strategies to improve opportunities for women in senior management and has initiated a range of leadership programs targeting women.

In 2009-10, 49 women attended professional development programs and 94 participated in career development opportunities by acting in a higher level position.

Planning our future

A leading city

A city of opportunities

A green city

A liveable city

A vibrant city

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Since 2003 Penrith City Council has used 10 principles – *Penrith's Principles for a Sustainable City* - to help guide our thinking, decision making, systems and processes as we work towards the long term environmental, economic and social sustainability of the City.


Our Annual Report provides a summary of Council's performance and achievements each year. As Council has shaped its strategic planning documents around *Penrith's Principles for a Sustainable City* the Annual Report also provides a snapshot of our progress towards sustainability, by reporting on a number of Sustainability Indicators.

At Council, we are setting the foundation for building a successful and sustainable future for our City and community. We envision a future characterised by five key themes that have been identified through consultation with residents and stakeholders while preparing the long term aspirations for the City in the *Community Strategic Plan 2031*.

From improved transport networks to commercial growth and facility upgrades, Council's mission is to ensure residents continue to enjoy the lifestyle and benefits of living in a dynamic, well-managed and diverse City.

The *Community Strategic Plan 2031* outlines the objectives and aspirations our community wants to see delivered in the City over the coming years, with a strong focus on responsible, proactive and inclusive practices. Working hand in hand with the residents of Penrith, Council is striving towards achieving positive outcomes in all areas for the benefit of the community.

The *Community Strategic Plan* includes *Community Outcomes* which express the many ideas, messages and aspirations provided by our communities and stakeholders through the 'City Futures' Forum, surveys, workshops and focus group sessions. The *Community Outcomes* address issues in the City, and also Council as an organisation. Some *Community Outcomes* are wholly within Council's role to deliver, and some can be addressed in partnership with others. Several *Community Outcomes* are beyond Council's role and responsibilities. They are issues on which Council can advocate, inform and influence, but are not within Council's direct control.

From the *Community Strategic Plan*, Council identified objectives for each of the 10 Principles. Sustainability indicators provide a picture of where we are today and where we're going. These indicators include 'City' indicators which were developed by Council about the City and our communities, and Council indicators drawn from the internationally recognised Global Reporting Initiative (GRI). For more information and an overview of our performance against these indicators please see page 61. 

This Annual Report gives a snapshot of our achievements and challenges during 2009-10 outlined under the five themes. More detail, specific to the services and 21 programs can be found in the performance report on page 67.

Strategic Planning Framework

The Community Strategic Plan identifies the long term aspirations our communities want to see delivered in the City. The Strategic Plan stretches beyond the next ten years, identifying the outcomes and long term strategic responses needed to achieve the agreed directions. It demands strong leadership from Council in working with others to grow our Regional City into the future.

The 4 Year Delivery Program links the 'planning' in the long term Strategic Plan with the 'implementing' in the annual Operational Plan. It is the strategic document that guides the organisation's work program over the Councillors' four year term. The Delivery Program sets out clear priorities, ongoing activities and specific actions Council will undertake, within its responsibilities and capacity, towards achieving the communities' outcomes.

The annual Operational Plan is the 'implementing' part of Council's key strategic documents, and outlines all of Council's services. All services deliver a range of ongoing service activities, and may also identify specific tasks to be undertaken in the year ahead. Both ongoing activities and specific tasks contribute to the implementation of Council's Delivery Program.

The Resource Strategy outlines Council's capacity to manage assets and deliver services over the next ten years. The Resource Strategy includes three key elements - a Workforce Plan, an Asset Management Plan, and a Long Term Financial Plan. To prepare the Resource Strategy, Council determines its capacity and how to effectively manage its finances, the sustainability of its workforce, and the overall cost of its community assets.

The Community Engagement Strategy outlines how Council will engage with its communities and relevant stakeholders in developing and finalising the Community Strategic Plan. Over time it will be reviewed to outline how Council will ensure regular engagement and discussion with our communities about their needs and aspirations for the City.

Leading

As a recognised Regional City in an area of growth, Penrith is in an ideal position to lead, advocate, facilitate and educate locally and across the western Sydney region.

The Penrith of today is a hub of new and exciting opportunities. It is a sought after location for commerce, education, health and government services, recreation, entertainment and cultural activity.

Penrith City is an urban place in a rural setting, with a unique natural environment, a rich history and a strong identity.

Council will continue to build on this identity and sense of place to attract investment, businesses and organisations that focus on the health and wellbeing of the community.

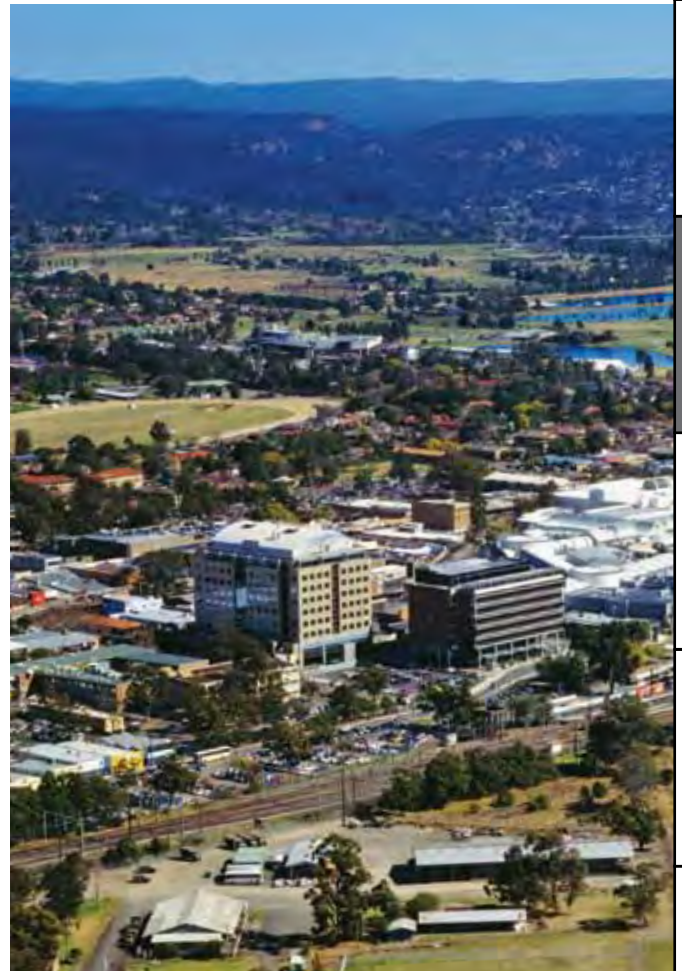
To grow, the City must be recognised as a sustainable place in which to invest, work and live. Council will continue to respond to the effects of climate change on our region and base our decisions on research, evidence and our responsibility to anticipate harm before it occurs.

Council is working hard to demonstrate leadership, foster resilience and tenacity, and encourage innovation.

As a leader, Council embraces a role that extends far beyond the direct provision of services. Council actively drives an advocacy agenda for the region, focussing on an equitable allocation of resources from State and federal governments. Council has a number of key roles in working towards our sustainable future City with healthy and resilient communities.

The community expects and deserves the best services and amenities Council can provide. To achieve this, Council actively encourages and seeks out community input and feedback. We recognise and respect that it is diversity and inclusiveness that helps make us strong. However, we also understand that many busy residents trust Council to be responsible and to “just get the job done”. They need to be able to trust Council to lead the City, to manage its finances,

services and assets effectively. To this end, Council will continue to work with Penrith City’s best interests at heart, to plan responsibly now, and for the future and to demonstrate accountability, transparency and ethical conduct at all times.



Community Outcomes

A Regional City *that* provides our jobs, education, services and entertainment is resilient to climate change

A Council *that* plans responsibly for a sustainable future manages its finances, services and assets effectively behaves responsibly and ethically



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Growth

As a Regional City, Penrith is well placed to take advantage of the opportunities that a growing community brings. Penrith City is one of Sydney's major growth centres, and it is vital that we access the services and infrastructure we need to ensure increased opportunities for the residents of today and tomorrow. With 3.3 million people across Australia living in areas like Penrith, on the edge of capital cities, further growth is inevitable. It is therefore vital that Council plays a strategic role in ensuring our growth is managed sustainably.

Council has been, and continues to be, a leading advocate for our City, committed to skilful planning and representation. We have been successful in securing investment from state and federal governments, and will continue to work hard to make sure there is a focussed approach to investing in our region. As a Regional City, we can attract many opportunities and benefits for our region, such as better access to employment, health services and educational facilities. We need the right mix of infrastructure, housing, services and quality, long-term jobs close to home.

Council has also committed to developing strong partnerships to ensure we continue to meet the challenges and take advantage of the opportunities a growing population brings. One such partnership is Council's involvement with the National Growth Areas Alliance, which formed in 2007 to address the lag in infrastructure and services experienced by outer metropolitan growth areas. Council Director Craig Butler has been the NSW representative on the Executive since July 2008, directly involved in highlighting the need for government to invest in the future of our City. Through working with all levels of government, businesses, service providers and the community, Council is proactively taking the lead to ensure Penrith continues to grow as a City of prosperity and opportunity.

Within the Penrith local government area there are 14 new urban areas planned, including education, entertainment/tourism and employment precincts. These areas include the Werrington Enterprise Living and Learning (WELL) Precinct, Werrington Mixed Use Area, Claremont Meadows Stage 2, Caddens Release Area, South Werrington Urban Village, Glenmore Park Stage 2, Waterside, St Marys Release Urban Area, North Penrith Urban Area and the Western Sydney Employment Hub.

These areas are expected to deliver some 14,000 new dwellings to house over 38,000 people over the next 15 years. This will contribute significantly to meeting our target of 25,000 dwellings and 50,000 people by 2031 as set out in the *Sydney Metropolitan Strategy*.

Council's planned, proactive approach ensures we can meet the housing and employment demands of today and the needs of future generations.

It is through this kind of strong leadership, effective planning and partnership-building that Council can ensure Penrith fully realises its potential as a Regional City.

To view the *Sydney Metropolitan Strategy* click here [🔗](#)

Exhibition of strategic planning documents

In October 2009 new laws required councils to work with their communities to set long term goals and document them in a *Community Strategic Plan*. Council also needed to prepare a *Delivery Program*, which outlined the specific activities to be carried out over a four year period and a *Resource Strategy* which explained how assets, staff and financial resources would be managed to help achieve these goals. [📄](#)

As a Group One council, Penrith needed to have these plans adopted by 30 June 2010. The plans were prepared following extensive community consultation including a Futures Forum in July 2008 and feedback from residents gained from online forums and a Community Survey in 2009. The plans were publicly exhibited in May 2010 and adopted by Council on 18 June 2010, making Penrith one of the first councils to comply with the new rules.

Preparing these plans represents our commitment to the community to focus on the things it has said are important, including community safety, housing choice, job opportunities and better infrastructure such as transport and parking. The plans will be reviewed on a regular basis to ensure we are on track toward the goals we have set. We will also continue to engage with our communities in a variety of ways, including focus groups, surveys, on line forums and formal exhibitions, to ensure the goals we are trying to achieve remain up to date. For more information on the *Community Strategic Plan* and *Delivery Program* click here [🔗](#)



Customer contact cards and handbook



Throughout 2009-10 Council continued to promote our services and their value to the local community through a proactive marketing program. Initiatives included the production of four community newsletters each distributed to around 60,000 ratepayers, and the distribution with rate notices of a 40 page handbook titled *The Essential Guide to Penrith City Council's Services*. This useful reference guide was designed with a fridge magnet on the back so households can keep it close at hand, with telephone numbers and other information. In January, Council also produced customer contact cards for all outdoor staff to carry. A third of Council's staff work out in the field and are often the first point of contact for residents with enquiries. The card, which includes contact numbers for various Council departments, was developed in consultation with a team of field staff to ensure it met their needs and to encourage ownership of the project.

Joint approach to managing growth

Penrith is one of 24 of Australia's fastest growing municipalities represented on the National Growth Areas Alliance. These municipalities are home to more than 3.3 million people and, in the next 20 years, are expected to grow at double the national rate. 25 per cent of Australia's metropolitan population is represented by NGAA.

Since its inception, the NGAA has been involved with, or invited to present to, a number of government decision making forums and in June, the NGAA Executive officer Ruth Spielman was appointed to a panel established by the Minister for Sustainable Population, the Hon. Tony Burke to work on a Sustainable Population Strategy.

The NGAA also made submissions to the Government's Trades Training Centres program (to seek improved access to education and training in growth areas), a report by Infrastructure Australia on Australia's infrastructure priorities and the Federal Budget.

Climate change risks identified

Climate change has been recognised worldwide as one of the most significant challenges facing the modern world. Our climate has already changed and is continuing to change at an accelerating rate. Communities will be forced to adapt and respond, and indeed have already begun to do so.

The impacts of climate change will affect both the operations and responsibilities of Council, and the wellbeing of our communities. Changes in climatic conditions will require new consideration for land use planning and development, infrastructure design and construction, asset management, equipment use, and purchasing decisions.

In 2009 Council engaged consultants to carry out a climate change risk assessment and adaptation planning project. The project involved stakeholders from both within and external to Council, in order to first identify the risks presented by climate change for the Penrith region, prioritise those risks, and then identify and evaluate measures to manage those risks.

As a result of this process, a total of 59 risks were identified and prioritised, and a Draft Adaptation Action Plan scheduling the strategies to manage those risks was developed. This plan will provide the framework for Council's ongoing climate change and risk management activities.

Some likely impacts for Penrith (based on current climate projections) are more days of extreme bushfire danger and the likelihood of semi-permanent water restrictions prohibiting the use of potable water for irrigating playing fields. Urban wetlands will dry out or suffer serious water quality problems from weed or algae and aquatic weed in the Nepean River will require increasing effort and resources to control. ⚠

Challenge: Cap threatens all that we value

A proposal to cap developer contributions at \$20,000 per lot could seriously threaten Council's ability to deliver essential services and facilities across the City.

With several new release areas already approved and two more earmarked for development, Penrith Council has joined with other growth Councils to lobby against the State Government's proposed \$20,000 per lot cap.

The changes to the contribution planning process, announced by the Minister for Planning on 4 June 2010, would have serious adverse implications on the financial and physical management of the City, its assets and communities.

Financially, Council and existing ratepayers would be forced to fund the infrastructure and facilities for new residential areas, such as roads, drainage, community facilities and open space, estimated at \$268 million for all the release areas across Penrith City.

Some neighbouring councils including Liverpool and Camden have refused to consider any new residential development until their concerns are resolved.

The motivation behind the cap is to improve housing affordability by introducing a limit on costs for developers to build new houses. Councils would be responsible for all the needs of new residents, such as access to services and facilities like community centres, parks and libraries.

Penrith is one of six growth councils in the metropolitan area charged with providing for 40% of Sydney's growth.

The cost of the proposed change will be borne largely by Western Sydney residents. Established suburbs in the eastern half of metropolitan Sydney already have typically lower contribution rates and greater existing infrastructure.

"The State Government wants Council to pass on to our community the costs of the essential infrastructure needed to support Sydney's residential growth," General Manager Alan Stoneham said.

"This decision would mean existing ratepayers get slugged with a 40% hike in rates to pay for future residents and won't get any benefit from what they've paid for."

Council voted to defer consent on any development where the cost of infrastructure could be passed on to residents.

Did you know?

? In 2009-10 19 issue papers or submissions were sent to Federal and State Government on significant policy issues affecting Penrith City. These submissions related to transport; Western Sydney jobs; recreation, planning and infrastructure needs; the State Government's review of the Metropolitan Strategy; implications of changes to Section.94 levies; the Area Assistance Scheme/Community Builders Funding Program; and health and recycled water. ⓘ

? Penrith Swimming Centre achieved the nationally recognised Royal Life Saving Water Safety Five Star accreditation rating.

? 540 development applications were approved, representing an estimated \$175 million worth of development.

? Council approved 270 construction certificates representing \$29.5 million in works.

? 87% of residents were satisfied with Council's performance according to an independent survey. Residents indicated that overall they were satisfied with Council services including recycling, libraries, public pools, sports grounds and street cleaning, while local roads, public toilets, graffiti and footpaths required more attention. ⓘ

? There are 14 new urban areas planned within Penrith City including education, entertainment/tourism and employment precincts.

? The Visitor Information Centre passed an external accreditation audit in May without being required to resubmit any documentation.

? Council has implemented a number of initiatives this year to reduce our greenhouse gas emissions. These included installation of solar panels at Glenmore Park Community Precinct, the consolidation of computer servers, and improvements to our vehicle fleet and abated a calculated 7,176 tonnes of CO2e. ⓘ

? Council recycled approximately 1,216kL of water in 2009-10. The majority of this was recycled through the backwash reuse systems installed at Council's two swimming centres; Ripples Leisure Centre and the Penrith Swim Centre. With these facilities recycling 436 kL and 280.5 kL respectively. ⓘ

? In 2009-10 Council purchased a total of 596GJ of accredited GreenPower, and produced a further 38GJ of electricity from solar panels installed at three Council buildings. ⓘ

? New heat pumps were installed at Ripples Leisure Centre in St Marys and will save around \$23,000 and 234 tonnes of greenhouse gases each year. Pool blankets were installed for the hydrotherapy and outdoor pools to reduce thermal loss and evaporation. Since October 2009, 1166 tonnes of greenhouse gas emissions have been abated. ⓘ

? 62% of Council's vehicle fleet has been changed from 6 to 4 cylinder vehicles; an 8% increase on last year resulting in an abatement of 100 tonnes of greenhouse gas emissions per annum. ⓘ

Opportunities

Penrith City is a growth centre. Where there is growth there is change, and Council is harnessing that change to create opportunities for the region and our residents through intelligent partnerships, planning and representation.

Penrith City's lifestyle, its friendly neighbourhoods and cultural experiences make it an attractive place to live. Its essential services and facilities, including a respected university, major teaching hospital and substantial retail sector, add to its appeal.

Council will continue to foster a City that residents can feel proud to call home. In planning the Penrith of the future, Council is ensuring residents of all ages and stages of life will have the opportunity to choose from a range of lifestyle and housing options.

We will also continue to build a strong, diverse and sustainable economy to provide greater job choice and security and create more opportunities for people to work close to home, now and into the future. We already have significant manufacturing, agricultural, educational, tourism and recreation sectors and will continue to build on these strengths.

Penrith is a Regional City and as such will be a focal point for regional transport, jobs and services. As the principal gateway to Sydney from Western NSW, Penrith is on the doorstep of a wide range of opportunities and ideally placed to service both the North West and South West Growth Centres. This means the City's catchment could extend to more than 900,000 people over the next two decades.

In the face of such opportunity, it is vital that services and infrastructure keep pace with the changing needs of the community. Council will continue to be a strong advocate for Penrith City, lobbying State and Federal Government to address current and future infrastructure needs.

All residents have the opportunity to play an active role in their community. Council will continue to encourage residents to be involved in making decisions for their future – to have a say on things like where new playgrounds and footpaths are most needed, for example. We will provide information, create opportunities for community participation and respond to needs.



Community Outcomes

A City *with* a strong local economy and access to jobs
equitable access to services and facilities
lifestyle and housing choice in our neighbourhoods

A Council *that* speaks out for Penrith and our region
involves, informs and responds



Penrith City Council plays a role in the state's future

Council made a detailed submission to the NSW State Government's *Metropolitan Strategy Review* to ensure Penrith residents enjoy the benefits of Sydney's growth during the next 25 years. As a Regional City, Penrith is well placed to secure a greater range of quality jobs and commercial, retail, health, education, cultural, recreation, entertainment and lifestyle opportunities for current and future generations. ⓘ

Council's submission was based on detailed studies and planning and covers areas such as:

- conserving environmentally significant areas and protecting viable agricultural lands
- the need for long-term financial modelling and a delivery strategy for infrastructure
- job creation and employment land development for a diverse range of workers
- creating a 'Knowledge Corridor' which builds on existing educational institutions
- delivering a range of housing choices, and
- integrated transport infrastructure to let people move around efficiently.

New Local Environmental Plan

During 2009-10, Council continued to work with the Department of Planning to finalise the first stage of Penrith's standardised *Local Environmental Plan (LEP)*. The LEP will result in a streamlined and simplified planning process across significant parts of the local government area, including the St Marys town centre and the City's rural and industrial lands.

Standardised LEPs are being implemented by councils across NSW to reduce the number and complexity of existing planning instruments and to make zoning controls more consistent. Penrith's plan is being prepared in two stages to ensure all parts of the community have a chance to express what they value in their communities and what their hopes for the City's future.

The LEP will implement Council's *Rural Lands Strategy, St Marys Town Centre Strategy, Employment Planning Strategy and Heritage Study*. It will provide a contemporary planning structure to guide the future use of these areas.

The process will continue with the public exhibition of the *Urban Lands Study and Strategy* and the second stage of the LEP which will cover the rest of the City, including residential areas and commercial centres.

For more information on the draft Penrith LEP click here ⓘ

Lobbying for more jobs and investment in Penrith City

Council has continued to actively lobby Federal and State Governments to increase the jobs available in Penrith and improve infrastructure to support our growing economy. ⓘ

Council funds the Penrith Business Alliance, an independent organisation to promote sustainable economic growth and increase employment and investment in Penrith.

Council worked with the Penrith Business Alliance to make a submission to the Premier's Western Sydney Jobs Summit. The joint submission sought State Government support in four key areas:

1. ensuring Penrith functions as a Regional City
2. delivering jobs across Western Sydney
3. supporting Penrith's economic corridors and promoting growth in small to medium businesses, and
4. improving living and community well being in Penrith.

The State Government responded to the submission by funding and partnering the Penrith Business Alliance in:

1. developing the Penrith Health and Education Precinct around Nepean Hospital to attract health professionals, health businesses and research facilities, and
2. establishing the Penrith Health and Well Being Innovation Network of local firms and entrepreneurs to work together to foster opportunities in health and wellness.

Council, both independently and as a member of the National Growth Areas Alliance (NGAA), also lobbies the Federal Government to help provide jobs and infrastructure. The NGAA, made up of growth area councils like Penrith, actively lobbies for the needs of growth areas at all political and departmental levels. Its advocacy focuses on the unique issues confronting local government areas faced with providing additional housing and jobs to support growing populations. It is supported by recent research that indicates there are significant economic and social benefits from investment in growth areas.

A sustainable approach

Penrith City Council is working with developers to ensure high quality housing development, including sustainable small lot housing in new release areas.

In May, Councillors toured a range of small lot housing developments at Stockland's Waterside Estate, Cranebrook. The Mayor, Councillor Kevin Cramer OAM described the tour as an "eye opener".

Cr Cramer said Council is keen to balance growth with "what makes Penrith City unique – our communities, our lifestyles and amenities".

"I'm aware that Penrith City is achieving strong population growth not only from people looking to move into the area, but also from younger generations of families keen to stay here," he said. "Smaller lot developments allow greater choice and affordability for the would-be home buyer."

More than 100 small housing lots have been released and developed over the past four years at Waterside Estate and more will be offered. Council has worked closely with Stockland representatives to ensure the housing styles reflect and accommodate a range of lifestyles. 📍



Quality childcare a long standing commitment

Kerry Green, 34, has happy memories of her days at Council's Koolyangarra Children's Centre in Cranebrook.

"Noelene [Jarman] was the receptionist back then and her children were among my pre-school friends," Kerry said.

"I then went through primary and high school with Noelene's children."

In the interim years Noelene moved to Tamara Children's Centre, also in Cranebrook.

For Kerry, when it came time to send her daughter Jessikah (now 11) to preschool, Tamara was an obvious first choice.

Coincidentally, Kerry also knew another Tamara staff member through her years of childhood dance. She even recognised some of the toys.

"They still have some of the really good old toys that you just can't get these days," she said.

"Our second daughter Tamara went to the centre and our son Lachlan is there now."

Lachlan, 4, is gearing up for "big school" in a year's time and now splits his week between Tamara and Grays Lane Children's Centre.

Kerry and her husband Troy Terry, who both work full-time, have been happy with their children's experience at Tamara.

"Their day is well structured, they learn a lot and develop independence," Kerry said. "My mind is also at rest because I know the people there."



Kerry Green has happy memories of her days at Council's Koolyangarra Children's Centre in Cranebrook.

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Challenge: Balancing land uses on the City fringe

Rural land within the Sydney basin has many values, most notably providing land for primary production such as agriculture. Rural land within Sydney makes a surprisingly large contribution to Sydney’s fresh food and cut flower supply, including 92% of Asian vegetables, 92.5% of mushrooms and 97.5% of silverbeet and spinach (Source: Sinclair 2008; Sun Herald 16 May 2010).

Primary production is a key source of employment, adding thousands of dollars to local economies. Open areas also provide recreation and conservation opportunities, as well as making a significant contribution to landscape values and air quality.

However, rural areas on the edge of urban areas are often seen as “land in waiting”. Their proximity to existing services, including infrastructure, makes them a desirable place for new urban development. Residents in adjoining urban areas often raise concerns about the noise, fumes and dust from rural activities, and rural land owners see development for new housing as a more immediately profitable use of land. This creates conflict and, when combined with the drive to find more housing to accommodate Sydney’s growing population, often results in the urban footprint of our City creeping outwards.

The need to balance the value of rural land with the desire for more development becomes more complex when you consider that the benefits of open rural areas are enjoyed by the whole of Sydney. Council has raised this issue with the Department of Planning in the context of the critical need to define a clear urban footprint for Sydney, including Penrith. Allowing development to continue in the absence of a clearly defined footprint undermines long term planning for rural resource lands, creates uncertainty about future land uses on the edges of the urban areas and makes delivering infrastructure more difficult and expensive. ⓘ

Penrith in the year 2050

“Solar panels on every roof of every petrol bowser and office building. In the parks there would be chairs that provide you with a hot cup of tea and cookies when you press a button.”

Ethan McKay, Clairgate Public School.



Challenge: Paton's Lane fight unites Council and residents

Council unanimously rejected a proposal to build a waste and resource management facility in Paton's Lane, Orchard Hills following strong community opposition to the plan.

A community group called the *Residents Against Industrial Dump* (RAID), was formed to oppose the facility. Council worked with the group to consider the likely impacts of the proposal.

In June, Council forwarded a submission based on the evidence to the NSW Planning Minister, who will decide if it will go ahead. The submission included details about issues concerning water, noise and air pollution, increased traffic and the site's condition in the lifespan of the project. It showed negative impacts would be felt for 20 to 40 years.

In the submission to the Minister, Council said: "The nature of the development is such that it is likely to have a detrimental impact on the natural environment and on the lives of the local community living near the site as well as near access roads servicing the site."

Challenge: Closure of South Penrith Library

Council has been reviewing Penrith City's library services, to ensure they serve existing and future generations as well as possible. The library service has around 60,000 members, about a third of the City's population. In 2009-10 the service saw record borrowings and held a range of popular community events.

The review led Council to make the difficult decision to close the South Penrith branch. Resources from South Penrith have been redistributed to the four other library branches and have been used in part to extend the opening hours of the St Clair Branch.

The redevelopment of Southland Shopping Centre was a factor in Council's decision, as it meant the South Penrith library branch would have incurred a higher rent for a smaller floor space.

Even with the closure, Penrith City's library services experienced record borrowings.

Council will continue to consult with the community on this and other issues relating to the City's library services.

Did you know?




- ?** Penrith City Library has 60,000 members, (one third of the Penrith City population), 60 staff and processes about 1,000,000 loans each year.
- ?** Use of our library's online services continues to increase, with more than 16,000 online library transactions made this year. [📄](#)
- ?** Up to 1,240 children aged 0-6 attend Council's early childhood services daily.
- ?** Council provides child care services for around 6,000 children a year and employs 300 people to work in the child care centres and services. To find a childcare service in your area click here [📍](#)
- ?** Strauss Road Children's Centre celebrated 25 years of caring for children, holding a reunion in April attended by many past parents, children and staff.
- ?** Council made almost \$200,000 worth of improvements and upgrades to its child care facilities and playgrounds.
- ?** Council's preschool services saw a 400% increase in enrolments of Indigenous children between January and June 2010, partly thanks to increased funding to reduce fees and other barriers for Indigenous families through the NSW government's new funding model for preschools.
- ?** 273 work experience students took part in Council's Work Experience program in a range of areas including childcare, environmental planning, civil engineering, human relations, information technology, accounting and tourism.

Did you know?

Continued...

? There are nine new urban areas, four employment precincts, an education precinct and the Riverlink leisure, entertainment and lifestyle precinct currently being planned and/or delivered in the City. Eight of the new urban areas are already zoned to deliver approximately 9,000 dwellings for up to 24,000 people, and protect and conserve over 700 hectares of significant flora and fauna. The employment precincts will deliver over 520 hectares of employment lands.

? Council finished reviewing more than 650 submissions received in response to the exhibition of the Stage 1 Local Environmental Plan (LEP) and Development Control Plan (DCP), and recommended some changes based on these to Council. The submissions were first reported to Council's Policy Review Committee meeting of 13 July 2009 and Council decided to defer consideration of the Stage 1 LEP to allow further consultation. The Stage 1 LEP was again reported to the Policy Review Committee on 21 October 2009, where it was resolved to adopt a number of changes to the LEP but also defer a number of matters for a further briefing. At its Ordinary Meeting on 30 November 2009, Council resolved to forward the LEP to the Minister for Planning. 

? 37% of Penrith residents in the workforce live and work in Penrith and there was an increase in the number of local jobs from 2001.

? 13.2% of Penrith residents work in manufacturing, 12.2% in retail, 9.4% in construction, and 8.9% in health care and social assistance.

? 61.5% of Penrith residents have internet access at home, higher than the Western Sydney average of 59.8 %.

? 32.3% of residents moved to Penrith in the previous five years.

? 8.7% of Penrith residents had a university qualification.
(figures taken from the 2006 Census)

? Grays Lane and Kindana Out of School Hours (OOSH) centres received new buses in 2009 to transport children to and from school.

Penrith in the year 2050

"Our environment will have more massive roads and underground tunnels from Mulgoa to Penrith and all around to avoid traffic jams and car crashes due to more population. There will be much more scenery to look at and there will be more buildings and structures that are built by architects for tourist attractions."

Daniel Ilinsky, Glenmore Park Public School.

Green

Part of what makes our City so special is its environment. Penrith's western edge is defined by the flow of the Nepean River and the rising backdrop of the Blue Mountains. Our urban neighbourhoods are surrounded by natural bushland and rural landscapes steeped in history.

As a leader and decision-maker, Council has a duty to respect our natural surroundings, to implement sound environmental practices and to play a role in educating the community to value sustainability and to help protect our biodiversity-rich habitats.

Council is working to ensure there is no overall loss to the City's biodiversity network. We also continue to improve the health of the Nepean River, whose waters play a vital role in our environment by supporting our ecosystem and maintaining agriculture, tourism and other businesses.

Now, and as Penrith City grows, Council will investigate and implement "best practice" design, construction and maintenance of our infrastructure and assets. We will use our resources wisely and take responsibility for our level of consumption. We will not only reduce Council's ecological footprint but that of the entire City.

To achieve this goal we will promote a compact City to limit Penrith's urban growth and protect existing landscape values and agricultural activities, with an emphasis on sustainable production and technologies.

Protecting sustainable agricultural activities will help maintain a diverse employment base and secure fresh, local food for our residents.



Community Outcomes

A City <i>with</i>	<ul style="list-style-type: none"> healthy waterways and protected natural areas a smaller ecological footprint viable agriculture and rural activities that provide fresh local food
A Council <i>with</i>	<ul style="list-style-type: none"> a smaller ecological footprint



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Rehabilitation of Ropes and South Creek Corridors

Rehabilitation of the Ropes and South Creek Corridors continued this year thanks to a \$2 million grant from the NSW Environmental Trust's *Urban Sustainability Program* and in-kind support from Penrith and Blacktown councils. The work, part of the *Ropes and South Creek Regional Open Space Strategic Management Plan*, included riverbank (riparian) restoration, community education and water quality improvement. ⓘ

This year the project focused on revegetation. Around 39 hectares of riparian woodland were cleared of environmental weeds and prepared for planting, which will allow new seedlings to become established without competition from weeds. Around 55,000 local seedlings have already been planted and a further 140,000 will be planted this year to revegetate the corridors.

Community members were involved in this year's activities through Greening Australia's River Recovery Nursery. A further 50 organisations, represented by around 3,000 people, have also taken part in nursery activities, workshops, planting days and plant giveaways. Local schools also benefited with 5,000 trees donated to 23 schools through the Greening Schools Program. For more information on bushcare click ⓘ

Water Management

Our precious water

Water is a precious commodity that faces ongoing issues and problems. Council is actively exploring alternative water supply solutions to counteract the problems facing our available water resources.

This year Council undertook a feasibility study to explore the potential for stormwater aquifer storage and recovery in the Emu Plains area. This would involve capturing and treating stormwater runoff, then injecting it into an aquifer for later recovery. The study was funded through a \$104,900 grant from the National Water Commission with additional support from *Council's Enhanced Environmental Program*. ⓘ

Council has also engaged consultants to investigate the feasibility of harvesting stormwater runoff to irrigate playing fields in the City. The project is part of the NSW Environmental Trust funded project, *Achieving Sustainable Sporting Field Management in Western Sydney*. The aim is to develop a series of integrated networks where water, harvested from one or more sources with base flows and surface runoff, is then delivered to storage areas large enough to

provide water for 30 days or more without rainfall.

A *Water Efficiency Audit* and a *Rainwater Harvesting Feasibility Study* have also been undertaken as part of the Werrington Creek Rehabilitation Project, aiming to maximise water savings at the Penrith Valley Regional Sports Centre. These indicate rainwater could be harvested from the Centre's roof and used for toilet flushing and garden irrigation to reduce the use of drinkable water. This work will be started in 2010-11. ⓘ

Council has also been investigating the feasibility of expanding the use of recycled water from Sydney Water's Penrith Sewage Treatment Plant for irrigation within the City.

Penrith's community and Council have been recognised as a leader in water management. Council was selected as one of only four finalists in the sustainable business process category in Sydney Water's *Every Drop Counts* program in November 2009 – the only Council nominated for the award. Council has an accredited five-star water management system under the program.

Water Health Monitoring Program

This year Council's *Water Health Monitoring Program* focused on three key areas:

- monthly water quality monitoring at 10 sites across the City, including two sites on the Nepean River and four along South Creek
- macro-invertebrate monitoring, used as an indicator of water health
- developing a partnership with the University of Western Sydney to enhance water health monitoring and reporting for the City.



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Water health trends appear to have remained stable.

Werrington Creek Rehabilitation Project

The *Werrington Creek Rehabilitation and Community Engagement Project*, funded by an Urban Sustainability Grant from the NSW Environmental Trust, is progressing well.

Community engagement activities carried out as part of this project include:

- catchment tours with schools from the Werrington Creek catchment area including revegetation activities within the Werrington Creek corridor
- a litter clean up event within the Werrington Creek corridor and parklands as part of *Clean Up Australia Day*
- a school *Stormwater Education Program* for schools within the Werrington Creek catchment area
- a project display at the annual Werrington Festival in March and production of a promotional brochure on the project for distribution at community festivals and events
- media releases through Council's *Enhanced Environmental Program and Sustainable Times* newsletters.

Council also engaged consultants to make an assessment of vegetation along Werrington Creek to inform the *Vegetation Management Plan* used to guide on-ground activities. Rehabilitation work will begin in 2010-11.

In 2009, the Blue Mountains and Nepean District Angling Association (also known as the Springwood Bass Club) worked with Council to release 6,000 bass fingerlings into Werrington Lake. The lake, which feeds into Werrington Creek, is a valuable local recreational facility.

Other waterway restoration

Past and present land uses, such as farming and urbanisation, have had a serious impact on natural creek lines. Loss of stream bank vegetation and increased erosion are two major problems targeted in Council's waterways restoration projects. ⓘ

The *Peach Tree Creek Waterways Assessment* identified revegetation and channel rehabilitation as priority projects. Channel rehabilitation work was undertaken at a stormwater outlet off Peach Tree

Road last year and revegetation was completed in August 2009.

Rehabilitation work was also carried out near Ainsbury Road, St Marys to protect a drainage channel to South Creek and to stabilise the creek bank. Engineering work has been completed and the creek banks revegetated with native species. The project is now entering its maintenance phase.

Work has also started on rehabilitating a stormwater channel and inlet to Glenmore Loch in Glenmore Park. The project includes site stabilisation, improved pedestrian access, and the planting of native vegetation to enhance the site's biodiversity and amenity.

Environmental Education

Council runs a range of education programs and events to raise community awareness about environmental issues, including energy and water conservation, waste reduction and recycling, biodiversity and pollution prevention.

This year, Council's Stormwater Education Program engaged with 18 local schools. More than 1,070 students took part in interactive stormwater education activities, which included drain stencilling and a new Catchment Cleanup game, and around 220 students enjoyed a catchment tour.

The program raises awareness of catchment health and stormwater quality issues and promotes an understanding of stormwater catchments and urban drainage systems and how they link to our waterways.

The Penrith Enviro Adventure is a "hands on" event aimed at stage three students from local primary schools. The free two-hour event is run by Council Officers. This year 530 students took part in nine Enviro Adventures. Activities included Eco Pursuit, a life-sized environmental board game, and sustainable games including Water-Saving Tunnel Ball and the Find-A-Word Energy Challenge.

A number of community information days increased awareness of the City's new waste service. Information stands were also set up at local shopping centres and community festivals. Council ran information sessions and tours of the SITA Advanced Waste Treatment (Composting) Facility and engaged Keep Australia Beautiful to conduct waste education programs at local primary schools. This year 1,755 students from 18 schools visited the facility.

In addition, Council took part in Clean Up Australia Day and the annual Chemical Clean Out event for disposal of unwanted chemicals.

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Sustainability Revolving Fund

The Sustainability Revolving Fund (SRF) was set up to capture savings made through sustainability initiatives. These savings can then be used to fund future initiatives.

Established in 2003 as a complementary source of Council funds, the SRF was put in place to support projects and initiatives that foster the use of new technologies and sustainable use of resources.

The benefits of the SRF go beyond finances. The fund has allowed Council officers to make more environmental and operational improvements and to take advantage of a range of opportunities.

Projects funded under the SRF this year include:

- Upgrading the basement car park lighting at the Civic Centre.
- Replacing exit signs at various Council facilities.
- Upgrading lighting at Community Connections.
- Power Factor Correction at Community Connections.

The SRF has helped Council implement of a wide range of projects that resulted in water and energy savings. Since it was introduced, the fund has helped Council reduce carbon dioxide output by 12,220 tonnes and its potable water use by 11,027kL, saving Council \$399,150 each year. For more information on the SRF click here [i](#)

Did you know?

? Council used a total of 53,762 tonnes of construction material this year. Approximately 25% of this was either purchased recycled materials (4,290 tonnes) or materials re-used from other construction projects (9,000 tonnes). Reusing suitable material from Council projects provides substantial economic and environmental benefits by reducing the need to source virgin material. (reducing our ecological footprint)

? Council generated 17,962 tonnes of waste in 2009-10. Of this 41% (7,365 tonnes) was re-used or recycled. (reducing our ecological footprint)

Challenge: introduction of organic waste collection service

Council introduced an innovative new waste management system in August 2009, providing long term environmental, economical and social benefits to our community. [i](#)

This service, which recycles organic waste into high-quality compost that can be used on our parks and playing fields, is the first of its kind in the Sydney metropolitan area. With current landfill space for the region anticipated to reach capacity in 2016 and a global warming crisis looming, Council took action to implement a service that will reduce our waste, save ratepayers money, cut greenhouse gas emissions and produce a valuable resource for our City.

The three-bin service was introduced to 50,000 single and dual occupancy households. As well as dry recyclables, residents now separate their food and garden waste, which is collected weekly and taken to the SITA Advanced Waste Treatment Facility at Kemps Creek for processing. A unique feature of Penrith City's waste service is that residents can separate organics including pet excrement, meat fish, tissues and dairy waste – resulting in a much richer compost than if only garden and vegetable material was processed.

Since the introduction of the service, 28,000 tonnes of food and garden organics have been diverted from landfill and delivered to the facility for composting. The three-bin service has also reduced carbon dioxide emissions by around 18,000 tonnes a year, the equivalent of taking 4,320 cars off the road each year. With organic waste a major contributor to greenhouse gas emissions, this is not only great for the environment, but it also saves our ratepayers money as it is much cheaper to recycle our organic waste than to send it to landfill.

We have achieved a significant decrease in the amount of waste being sent to landfill – decreasing from 58,000 tonnes in 2008-09 to 27,000 tonnes in 2009-10. We have now achieved a diversion-from-landfill rate of 58%, and most residents have been able to reduce their residual garbage by half.

At \$245 a year, Council's domestic waste removal charge to ratepayers is the cheapest in the Sydney region, and is 2% cheaper than under the previous two bin system.

Being first in any field also brings its challenges. By January it was clear that there were considerable teething problems with the new system, and community concern over how it was working. Council realised the community needed more options and

information to make the system as effective as possible. Following extensive community consultation, Council introduced a range of options for households with differing needs – for example, those with children in nappies or medical waste or those who were for some other reason finding it too difficult to manage on a reduced residual waste service.

This enhanced system included a comprehensive community education program and the formation of a Waste Services Committee. Community representatives were selected to join Council staff and Councillors to continue to develop a best practice service, which meets waste management and community expectations.

Enhancements to the service included the introduction of an optional weekly red lid bin; distribution of biodegradable/compostable bags for use in the kitchen organics bin; further communication and education; investigating additional services at Christmas time and the collection of medical waste.

The biodegradable bags are fully compostable and were provided to assist with the management of their food waste and to aid in the reduction of contamination, odour and fly infestation.

We are now beginning to reap the benefits of our new service. High-grade compost produced from our recycled organic material is already being used on our playing fields with fantastic results, reducing the need to use sand, soil and artificial fertilisers to improve soil health.

Council's innovation was recognised in June when Simon Corbell, the ACT Minister for Environment, Climate Change, Energy and Water and a team of advisers met with Council to discuss our three-bin system and the future direction of waste disposal in Australia. Penrith is proud to be leading the way in securing a future for our City which is environmentally and economically sustainable.

For more information on Council's waste services click here [📄](#)



Organic compost has been used on a number of Council's sporting fields, reducing the need for costly sand, soil and artificial fertilisers to improve soil health.

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? A Regional Catchment Field Day was held in October 2009 to celebrate National Water Week. Penrith, together with Blacktown and Holroyd councils, hosted the day at Plumpton Park in Blacktown involving more than 150 Stage three students. The event included five fun and interactive activities to raise awareness of water pollution and catchment issues.

? Council investigated 79 complaints during 2009-10 relating to water pollution matters, compared with 68 complaints in the last reporting period. Complaints investigated include spills, sewer overflows and other substances entering the stormwater system.

? The United Nations proclaimed 2010 to be the International Year of Biodiversity (IYB). In recognition of this and to raise awareness and understanding of the benefits that biological diversity plays in sustaining a healthy community, a series of workshops are being held during 2010 with the assistance of Greening Australia at their River Recovery Community Nursery in Oxley Park and the NSW Environment Trust's Urban Sustainability Program. So far, free workshops have been delivered on: riparian zone training; native seed collection; native plant propagation; as well as a schools biodiversity open day.

? Council was fortunate to have the assistance of a Conservation Volunteers Australia National Green Jobs Corps team for five months. To date they have removed weeds from a section of Peach Tree Creek downstream of the Great Western Highway, Penrith, preparing it for planting. The team has also removed weeds from just south of the M4 Bridge along River Road Leonay and undertaken some weed control in Hollier Reserve in Emu Plains in the new planting area.

? Council approved 851 tree removal applications and 188 tree pruning applications of the 1170 applications received in 2009-10.

? There are approximately 4800 On-site Sewage Management (OSSM) systems in the City. During the reporting period Council investigated and took action in relation to 175 non-complying systems, some of which had been installed illegally. 1554 OSSM Operational Approvals were issued during the year.

? Council currently maintains 75 Gross Pollutant Traps (GPTs) across the City which stop pollutants before they can enter waterways. In 2009-10, 287 tonnes of gross pollutants were removed from our waterways through GPTs, trash racks and pit inserts, which is a decrease of 22% from last year's amount. Material removed included cans and plastic bottles, leaves and silts, all of which can adversely affect our natural systems.

? Council continues to host the Sydney's Agriculture – Planning for the Future Reference Group meetings. The Group enables government agencies and agricultural industry representatives to discuss the development and implementation of various strategies and policies to conserve viable agricultural land and to promote sustainable agricultural practices in the region.

? Council Officers have audited 39 industrial/commercial businesses in the reporting period as a part of Council's environmental and landuse auditing activities and Enhanced Environmental Program.

? Clean organic waste costs only about 56% as much as residual waste to process and the cost for residual waste will continue to increase as landfill sites fill up.

? Council investigated sewage systems illegally discharging wastewater into the City's waterways, preventing 311,200 litres of wastewater (equivalent to around eight standard backyard swimming pools) polluting our waterways.

? Library members can now borrow a Power-Mate energy meter free from Council's Library to help reduce energy use in their homes, up to 40% of a household's energy use is used by appliances. Even leaving an appliance on 'standby' wastes electricity and money - turning appliances off at the switch can mean savings of up to 10% on household energy bills.

? Council planted 200 native trees and bushes in Kingswood during the annual national Trees for Mum event on Mother's Day.

? The number of bush care volunteers working in the Penrith region increased by 12% from 209 to 234 and these volunteers gave a combined 3160 hours to various tasks. More information on volunteer work is available at [t](#)

? Council's graffiti removal is now a whole lot greener thanks to a switch to a new removal process that allows us to recycle 70 to 80% of the water used, saving about 500,000 litres per year.

Liveable

Penrith City's unique qualities, proud history and strong sense of identity make it a great place to live. Long time residents and newcomers alike feel at home with Penrith's dynamic character.

Ongoing sustainable growth means our residents are fortunate to have access to a range of employment, education, health, government, recreational and retail services. Penrith's rural outlook and open spaces also help make it a pleasant, liveable City.

However, this plus brings challenges in terms of access to public transport and associated infrastructure. Council will continue to lobby state and federal government to ensure the City has access to a network which incorporates better rail and bus services, integrated bikeways and improved commuter parking. We will also continue to work to provide a safe, efficient local road network and improve the City's footpath and cycle network. Better transport networks mean shorter commutes which lowers travel costs and allow our residents to spend more time at home. ⓘ

Council will respond to the changing needs of the community and help make Penrith a place our residents are happy to call home. The use of our facilities will be encouraged and residents will have access to well-designed and maintained community buildings, public spaces and parks that are appropriate to our diverse communities and support a healthy lifestyle.

Penrith in the year 2050

"There might be better parks with better safety on the playgrounds and better, cleaner toilets."

Katelyn Weeks, Mamre Anglican School.



Community Outcomes

A City with

- interconnected, safe public transport
- an integrated local road and pathways network
- infrastructure that responds to community needs
- safe, inviting parks and public spaces
- active and healthy communities



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A great spot for families

In March this year, more than 500 residents attended a Family Fun Day at the new \$6 million Glenmore Park Child and Family Precinct. This precinct is a unique one for our City and Council. Never before have we seen different services and facilities brought together in one place like this, easily accessible for all. It is an innovative approach to meeting a diverse range of community needs. 🗣️

Visitors to the Fun Day took part in a range of activities for all ages and browsed stalls manned by various community services. Parents were able to check out the new child care centre in the Precinct and speak with the co-ordinator and staff about the child care options available and many applications for enrolment in the centre were received on the day.

The centre is licensed to provide a learning and care environment for 50 children, including 20 places in the newborn to two year old age group. It also includes professional rooms which have been fully occupied each week with professional services for families including psychology and counselling, diabetes education, play therapy, occupational therapy and speech therapy.

The Child and Family Centre is a shining example of Council's ongoing commitment to provide quality childcare for the Penrith community. Council's Children's Services Department continually improves and enhances its centres and facilities to make them safe, interesting and creative places for children. During the year Council spent almost \$200,000 on upgrades and improvements to a number of other centres and playgrounds across the City.

The Precinct itself is a leading example of Council's commitment to providing well designed community facilities. A great deal of planning and consultation with the local community went into the design of this facility where people can meet and connect, as well as access important local services. As well as the Child and Family Centre and all-abilities adventure playground it includes a corner store and café, on-site parking and open space for kicking a ball or walking a dog. Solar panels were also installed during construction.

Developed as a "place of destination" for residents, the Precinct is set to become a thriving hub for the existing community and will play a vital role in supporting future residents who will live in the next stages of the Glenmore Park release area.

For more information on the Glenmore Park Child and Family Precinct click here [📍](#)

Clean up act a winner

Dunheved Business Park, in the City's east, was revitalised thanks to an innovative partnership between Council, the Penrith Valley Chamber of Commerce and the Dunheved Business Park Development Committee.

More than 40 tonnes of rubbish was collected, including building waste, car parts, general litter and dumped green waste, during the recent clean up program, which has made the area safer and more appealing for visitors and businesses alike.

In addition, Council upgraded all street signs in the business park and completed a half-a-million-dollar project to install additional pipes and pits to South Creek to reduce the risk of the closure of Christie Street after heavy rain.

Rural Fire Service protects City

The Cumberland Zone Rural Fire Service (incorporating brigades from Penrith, Blacktown and Fairfield) started operating from its new headquarters in Jeanette Street, Regentville in December 2009. The headquarters will be used as a regional operation centre during both local and State emergencies.

The Penrith brigades attended 721 incidents in the Penrith area in 2009-10. These included grass and bush fires, light forest fires, vehicle and structural fires and motor vehicle accidents.

A significant fire occurred in the Londonderry area on 17 December 2009. The fire was managed by the NSW Rural Fire Service, with the support of the NSW Fire Brigades and the National Parks Division of the NSW Department of Environment, Climate Change and Water. Around 520 hectares were burnt, with no loss of life. There was damage to a house, a factory and four sheds. Four outbuildings (including sheds and a deer crush), four vehicles (including a camper trailer and a caravan), fences and two power poles were destroyed.

Neighbourhood facilities in good hands

Council's Neighbourhood Facilities Team celebrated the adoption of the *Neighbourhood Facilities Management Policy* by Council on 10 May 2010 after 18 months in development and extensive consultation with the community. The policy provides a clear direction for the management of Council's neighbourhood facilities to ensure community needs are met and that facilities are operated in accordance with Council's strategic direction and State legislation.

On the street

Council Rangers clocked up more than 2,000 hours of patrols of on street parking, 1,395 hours of patrols of free Council car parks, 508 patrols of school zones and 3,897 patrols on regulatory matters in 2009-10. Regulating parking and zones helps make sure spaces are available to everyone and protects pedestrians and other road users.

They also dealt with 210 abandoned vehicles. There was a focus on footpath obstructions and Glenmore Park town centre parking (in disabled parking spaces) as part of the regulatory enforcement program.

Innovative water recycling system for removing graffiti



Council began using environmentally friendly and biodegradable cleaning products rather than chemicals to treat graffiti in Penrith City. Also, a new faster system has been adopted which allows 80% of the water used for cleaning to be re-used, saving more than half a million litres annually. Together, these initiatives will make a big difference.

Council is strongly committed to its Graffiti Minimisation Strategy which has three elements – education, prevention and removal.

Over 3,590 calls were made to Council's graffiti hotline, 6,098 jobs were logged online, and 4,558 removal jobs were completed.

The success of the hotline means the area of graffiti to be removed has dropped from 113,000 square metres in 2008-09 to 68,000 square metres in 2009-10.

The graffiti hotline number is: 1800 022 182. Click to view the Citywide Graffiti Minimisation Strategy [📄](#)

Challenge: Penrith Valley Sports Hub

The redevelopment of the home of Penrith Park and Howell Oval has been delayed due to changes in its scope. Initial plans, for a double-sided grandstand, were changed when the costs to move two sewer mains proved prohibitive. The new design includes two separate grandstands. Penrith Panthers is now required to deliver one component of the new plans, with Council delivering the Howell Oval component. Further, Panthers elected to delay construction until after the end of the football season. Work is anticipated to start in September 2010 with a projected completion date of 30 March 2011.



A 1.2km cycleway has proved popular with cyclists and families in Cranebrook. The 2.5m wide shared pathway links Boundary Road with Cranebrook oval, cost \$280,000 and was completed early in 2009.

Did you know?

ABOUT US

? More than 14,000 people took part in 20 sporting activities and events during Active Penrith Month.

GOVERNANCE

? Council continues to improve its Food Safety Program, in line with the Food Regulation Partnership with the NSW Food Authority. Council inspects all food retail and food service establishments operating in the City to ensure compliance with the Food Act 2003 and the Food Safety Standards. All retail food premises are inspected at least once a year and Council also investigates complaints about food premises.

OUR PEOPLE

? As part of Council's Food Safety Program, regular newsletters are distributed to food businesses. The newsletter contains information on topical issues relating to food safety, changes in legislation, and food safety standards.

OUR THEMES

? Health Officers monitor food handling activities at temporary events such as the Penrith Festival, St Marys Spring Festival, Hawkesbury Harvest Farmer's Markets.

SUSTAINABILITY

? All councils provide an annual activities report to the NSW Food Authority. The NSW Food Authority publishes a summary of this information on its website, www.foodauthority.nsw.gov.au.

PERFORMANCE

? Council's Health Officers also investigate customer requests in relation to skin penetration premises, public swimming pools and cooling towers.

STATUTORY

? 116 complaints regarding odour and air pollution were investigated during the year. This is an increase from the 81 complaints received last year. These complaints mainly related to odours associated with woodsmoke in urban areas during the winter months and others were associated with industrial and rural land uses. Council Officers assess the potential odour and air pollution impacts of proposed developments where required to ensure that developments do not have an adverse impact on the surrounding environment. Suitable mitigation measures may be required to reduce the potential for impacts on air quality. **i**

FINANCIALS

? Council identified 940 street trees that posed a risk to the public or which were no longer suitable for their position and these will be removed over the next five years. In all cases tree stumps will be ground and the mulch delivered to Council's nursery for reuse.

? 63 people planted 150 trees and shrubs during the fourth annual Trees for Mum planting event on Mothers Day, 2009. A sign was erected dedicating Manning Reserve as a 'Trees for Mum' site.

? 140,000 people visited the Penrith Swimming Centre.

? Council looked after 350 parks including 123 playgrounds around the City.

? Council opened four new playgrounds in January (Armstein Crescent Reserve, Werrington, Bel-Air Reserve, Penrith, Beresford Reserve, St Marys and Greenway Reserve, South Penrith).

? Penrith City is within the Deerubbin Local Aboriginal Land Council (LALC) area, which is home to the single largest population of Aboriginal persons in NSW. A small area in the southern part of the City is located in the Gandangara LALC area.

? In 2009-10, 145 noise pollution complaints were received, a slight increase on the 143 complaints received during 2008-09. Potential noise impacts of proposed developments are also assessed by Council. Suitable noise mitigation measures may be required to reduce noise impacts.

? The Londonderry Neighbourhood Centre and Amenities Building were refurbished with funds from Council and a Castlereagh Community Grant, with a popular family fun day held to celebrate the official reopening.

? Some 355,000 people used Council neighbourhood facilities including neighbourhood centres, community centres, youth centres, senior citizen centres and community halls – more than ever before. **i**

? All requests for the collection of stray dogs received by Council during office hours were responded to within one hour. More than 86% of dogs impounded were returned.

? Land contamination can be an indication of unsustainable land management practices. Contaminated sites are generally grouped in areas of chemically intensive agriculture and heavy industry, but may also include residential properties. When assessing development applications, Council considers whether the land may be contaminated. Four stages of assessment reporting may be undertaken, including a preliminary site investigation, a detailed site investigation, the preparation and implementation of a site remedial action plan, and a validation report to ensure that remediation works have been appropriately undertaken. During 2009-10 Council assessed 28 contamination reports relating to land within the City, compared with 16 in the previous period.

? The Regional Illegal Dumping (RID) Squad, of which Council is a key member, investigated 324 cases of illegal dumping in Penrith, and issued \$34,430 worth of penalty notices.

? RID Squad officers helped the NSW Department of Environment Climate Change and Water track a local offender who illegally disposed of waste, including asbestos, in several sites throughout Western Sydney, leading to a fine of \$104,000 in the Land and Environment Court.

Vibrant

Our City is a place full of vitality, diversity, creativity and enthusiasm. At its heart are many separate communities who come together to create a whole stronger and more vibrant than its parts.

Council builds on this strength to help foster a City in which creativity and diversity are fostered and valued. We focus on the health and cultural needs of individuals to ensure the whole community has better access to activities and events that nurture both body and soul.

A cohesive City is supported by active communities, which not only shape the future but help with the inequities and issues of today. There are many networks in the City, including an active group of volunteers, which have grown to foster opportunities for social interaction, economic partnerships, environmental concerns and leisure activities.

A strong arts and cultural sector can provide a means to express the identity of Penrith as a Regional City and as a place where residents feel a sense of belonging. To appeal to a wider audience we need to celebrate and promote our heritage and cultural values, yet at the same time maintain the unique character that underpins our community's sense of place and identity.

A vibrant city is one that demonstrates that a region's social, cultural and economic strengths come from within. Penrith City has that strength at its core and Council will do all it can to ensure residents enjoy great opportunities and play an active role in this vibrant city.

Penrith in the year 2050

"Penrith has become a smaller Sydney, overrun with cars, buses and trains."

Matt McAlpine, Emu Plains Public School.



Community Outcomes

A City *with* people and places that are inclusive, foster creativity, and celebrate diversity
 design excellence that respects our local identity
 opportunities to engage, participate and connect

A City *that* promotes health and wellbeing





St Marys Corner: a cultural hub

Cultural life in the City received a huge boost in May 2010 when the St Marys Corner Community and Cultural Precinct officially opened. 📍

The \$6.5 million precinct is home to artists’ studios, a community and seniors’ centre, the old Council Chambers, and the refurbished St Marys Memorial Hall and offers dedicated parking and amenities with disabled access and baby change facilities.

The Federal Government contributed \$933,000 to the works on the Memorial Hall through its *Better Regions Program*. The refurbished hall features a new performance stage, change rooms, meeting rooms and entrance, as well as a large landscaped public space known as the Piazza.

Developed in stages over the last few years, St Marys Corner is already a vibrant hub for creative people of all ages and from many backgrounds.

Adnan Begic is the Cultural Precinct Co-ordinator. He describes St Marys Corner as a “focal point for people keen to engage in cultural, community and artistic activities and initiatives”.

“This is a fantastic precinct that builds on the extensive network of existing groups which operate from here,” he said. “St Marys Corner is an open community and cultural precinct focussed on initiating and facilitating a broad range of opportunities for participation in cultural programs.”

Council is continuing to work with existing organisations and seek out ways to further enhance opportunities for our community. Council is currently seeking partnerships with a number of individual artists as well as the University of Western Sydney, the Golden Stave Music Therapy Centre and community radio station WOW FM. For more information on St Marys Corner click here 🌐



Migrant stories shared

The *Penrith Migrant and Refugee Anthology* was launched in Refugee Week 2010. The project contributed to community cohesion, broke down isolation and built intergenerational understanding.

The collaborative effort between Council, community organisations, schools and government departments involved students from local primary and high schools interviewing members of the migrant and refugee communities. The students then worked these interviews into life stories for an anthology of 17 stories published in a book which is available at TAFE campuses and Council's libraries.

Making Magnetic Places

In April, Council's *Magnetic Places* - a pilot initiative by Council's Neighbourhood Renewal Program - won a prestigious Local Government Cultural Award for the second year.

Hosted by the Local Government and Shires Associations of NSW, these awards recognise outstanding work in cultural policy, planning and programs. *Magnetic Places*, a "collaboration in place-making", was recognised in the *Integrated Cultural Policy Implementation* category of the awards.

Developed by Council's Community and Cultural Development Department, *Magnetic Places* has seeded events and programs that have transformed several local public spaces into attractive, meaningful places that bring people together. The initiative has brought public spaces to life, increased pride and belonging, and helped communities to tell their stories and shape the place where they live.

For more information on *Magnetic Places* click here [🔗](#)

Access and opportunity for all

The *Penrith Inclusion Plan – People with a disability 2009-13* builds on the success of Council's first *Disability Action Plan 2003-06*. The plan sets out new challenges and opportunities for Council and its partners to create a more accessible and inclusive City over the next four year period. [📄](#)

According to the Australian Bureau of Statistics *Survey of Disability Ageing and Carers*, 13.5% of Penrith residents (23,670 people) have some form of disability – a proportion expected to rise in the future as the "baby boomer" population ages.

The *Penrith Inclusion Plan* aims to empower these residents by breaking down barriers to access and fostering participation in all facets of community and City life.

Council's first *Disability Action Plan* focused on improving physical access. The current *Inclusion Plan* continues to address physical access, but goes further to initiate change in relation to other issues that impact on the daily lives of people with disability, their families and carers. These include seeking better employment opportunities and making it easier for people with a disability to get information, to learn and be entertained.

The plan was prepared in response to the particular needs and interests of people with disability, and builds on Council's long standing collaborative work with residents and community partners to make Penrith City a better place. Click here to view the *Penrith Inclusion Plan* [🔗](#)

Living history

Let's be honest – not all of us find ourselves poring over the records of Council meetings for hours with delight and fascination. But talk to Information Librarian Lorraine Stacker about her research for the *History of Penrith Project* over the last 18 months and you actually start to understand her passion for Council minutes.



Lorraine Stacker has been poring over Council's archives in her research for the *History of Penrith* project.

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Minutes really do give a valuable – and sometimes lively – insight into the society of the time. Like the reports in 1871 from Council’s Inspector of Nuisances, whose job was to check the homes and yards of residents and fine people who weren’t keeping them tidy or taking their rubbish out!

In March 2008, Lorraine successfully applied to write the second volume of the History of Penrith. Volume one, titled *Dharug and Dungaree: The History of Penrith and St Marys to 1860* was published in 1988. Volume two – as yet unnamed – will cover the remaining period up to 2000. It is expected to be published in 2011.

The majority of the information for the book will come from the resources in the Penrith Local History Library. The collection includes over 4,500 local books, seven newspaper titles with almost 100,000 entries indexed onto the online catalogue, and 8,000 catalogued photos, of which 3,000 are already on the Penrith in Pictures website. It also has around 10,000 items of loose leaf material and 700 original land records, among other treasures.

But it can always get bigger and better. Lorraine and the Research Library team are asking people to help identify the City’s history by lending or donating any significant local photos or documents dating from before about 1959 to the collection. Photos of people, including family photos and photos of the local landscape or buildings are of interest as are title deeds, land records, and personal documents such as birth, death and marriage certificates from that earlier period. The library can also archive and care for documents for local organisations.

For more information on The History of Penrith – Volume two click here [📄](#)

Venue of choice for international dance festival Defqon.1

Penrith hosted international dance festival Defqon.1 at the Sydney International Regatta Centre in September 2009. The event attracted 15,000 people and tickets were sold out before the day. [📄](#)



Penrith Lakes reverberated with the sounds from the Defqon.1 dance festival in September 2009. Photo by: Alexis van Oostrum.

The festival spanned the 190 hectare complex and was divided into eight different DJ arenas. Each set was made from recycled materials and students from the University of Western Sydney’s Kingwood campus supplied artwork for the display.

Mayor at the time Councillor Jim Aitken OAM said: “We are very pleased the dance festival was so successful. It brought so many people into our City, and introduced them to the wonderful facilities we have here. The flow on and boost to the economy that these sorts of events bring, and the local businesses and jobs they support, is immense.”

Chifley Penrith Panthers General Manager Hans Lepold said the hotel was booked out, thanks largely to the construction workers, who stayed for a week setting up the stages, the international DJs and the festival-goers.

Challenge: Community Engagement

It is essential that Council and the community work together to set the direction for our City and to decide which issues most need to be addressed. [📄](#)

The *Community Strategic Plan* is the main tool used to reach these decisions. The plan isn’t limited to what Council can achieve on its own. It also tackles issues such as jobs, infrastructure and our ecological footprint which require the cooperation of other levels of government and outside agencies.

The key challenge in developing a clear set of long term goals for our City is to identify and understand the issues that are important to our community. Penrith is home to a diverse population and as a Council we need to find ways to reach all the different sections of our community so that they have real opportunities to tell us what matters to them. We also need to explain why community input is so important to our planning process.

In the past, Council has relied on print media and public forums to communicate with our communities. However, increased community use of the internet and social networking sites such as Facebook and Twitter mean traditional methods are no longer the main source of information for many people. Increasing demands on people’s time also mean residents are less willing or able to attend formal public forums.

Our challenge is to find better ways to reach and engage with the community and adapt as technologies and community expectations evolve. Over the next 12 months Council will review our engagement strategy. We will look at the use of online forums, flyers and surveys distributed through child care centres and sporting clubs, Council’s Facebook site and “grass roots” consultation with specific parts of our community.

Did you know?

? Council donated \$16,450 to 93 recipients through our *Donations to Amateur Sportspeople and Representatives in the fields of art, music and culture – Interstate and Overseas Travel Policy*.

? To celebrate National Water Week and inspire the community to explore our waterways and to consider our water resources, Council held a photographic competition the theme “Our Water, Our Future” in October. The competition encouraged amateur photographers of all ages to submit a photograph capturing what the theme meant to them. We received an outstanding response, with many high quality entries that incorporated interesting perspectives and interpretations of the theme.

? Council’s practices ensure that Aboriginal heritage issues are taken into consideration during the development decision-making process, including working alongside the NSW National Parks and Wildlife Service and the Deerubin Local Aboriginal Land Council to identify sites of Aboriginal significance and ensure their preservation. Any feedback is then incorporated into the assessment process.

? Council has been consulting the community and other stakeholders to develop a Health Strategy for the City. The purpose of this Strategy is to introduce the benefit of health planning and to highlight the various factors affecting the health of our communities. The Strategy will address improved opportunities for physical activity, social interaction, providing safe environments and improving access to fresh food.

? Cooking classes were held in St Marys in this year, focusing on providing low cost healthy meals for families. Held in partnership with Mission Australia and Wesley Mission, funding was provided by NSW Cancer Council. Some of the positive outcomes that participants highlighted were a greater awareness of how to plan for the weekly food shopping and how to incorporate vegetables into the meal.

? Council’s Draft Heritage Study 2007 identified a total of 257 heritage items, 12 archaeological sites and 8 heritage conservation areas. The NSW State Heritage Inventory contains 21 sites in the City listed by the Heritage Council (under the NSW Heritage Act), and 237 sites listed by state agencies and the local council. 26 sites in the City are listed on the Register of the National Estate according to the Australian Heritage Database.

? More than \$39,000 in Community Assistance Program grants were allocated to 43 community projects and activities.

? Due to popular demand, Council held two Seniors Week concerts in March instead of one to enable more seniors to attend. Council also supported 14 separate Seniors Week projects.

? Penrith City Library now offers school students free online tutors to assist with homework and research. The service is provided by online site ‘yourtutor’ and students can log on at the library or from home simply by using their library card. For more information, click here [🔗](#)

? Our library service now has a range of on-line talking books as well as books and magazines in a range of languages, reflecting the diverse backgrounds of our local community. [🔗](#)

? Council formalised its strong working partnership with Sydney West Area Health Service (SWAHS) by signing a Memorandum of Understanding in April. Together, Council and SWAHS are working to tackle serious health issues including heart disease, cancer and diabetes in our region by creating healthy environments, helping people make healthy choices, and reducing differences in the health status between groups.

? An eye-catching sculpture called Frizzle, created by people from Sunnyfield at St Marys and Kingswood, was displayed in Council’s Civic Centre foyer for six weeks in early 2010. Council commissioned the sculpture to celebrate the Penrith Disability Arts and Cultural Forum and highlight the importance of the arts for people with a disability. Sunnyfield provides employment, accommodation, training, therapy, respite and day care services to support intellectually disabled people and their families.

Penrith's Principles for a Sustainable City

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Penrith's Principles for a Sustainable City		Objectives
1	<i>Provide a long-term vision for cities based on sustainability; intergenerational, social, economic and political equity; and their individuality</i>	<ul style="list-style-type: none"> • We demonstrate leadership, foster resilience and tenacity, and encourage innovation • We plan responsibly for now and the future
2	<i>Achieve long term economic and social security</i>	<ul style="list-style-type: none"> • We have access to what we need
3	<i>Recognise the intrinsic value of Penrith's biodiversity and natural ecosystems, and protect and restore them</i>	<ul style="list-style-type: none"> • Our natural habitats are healthy
4	<i>Enable Penrith's communities to minimise their ecological footprint</i>	<ul style="list-style-type: none"> • We use our resources wisely, and take responsibility for our levels of consumption
5	<i>Build on the characteristics of ecosystems in the development and nurturing of a healthy and sustainable Penrith</i>	<ul style="list-style-type: none"> • Our physical infrastructure is adaptable, and responds to changing needs • Our public spaces encourage safe and healthy communities
6	<i>Recognise and build on the distinctive characteristics of Penrith, including our human and cultural values, history and natural systems</i>	<ul style="list-style-type: none"> • We build on our strengths, value our heritage, celebrate our cultural diversity and foster creativity
7	<i>Empower people and foster participation</i>	<ul style="list-style-type: none"> • We have a say in our future
8	<i>Expand and enable cooperative networks to work towards a common, sustainable future</i>	<ul style="list-style-type: none"> • We play an active role in our communities
9	<i>Promote sustainable production and consumption, through appropriate use of environmentally sound technologies and effective demand management</i>	<ul style="list-style-type: none"> • We encourage sustainable production and technologies
10	<i>Enable continuous improvement, based on accountability, transparency and good governance</i>	<ul style="list-style-type: none"> • We demonstrate accountability, transparency and ethical conduct



Sustainability in Penrith

Since 2003 Council has used the principles of sustainability to guide its thinking, decision making, systems and processes.

Our strategic planning documents have been shaped by these principles in a bid to build and plan for a successful and sustainable future for our City and community.

Sustainability is changing the way we operate. It means integrating economic, environmental and social considerations into decision-making, balancing short-term priorities with longer-term needs and engaging with people.

The Sustainable Penrith program includes initiatives to reduce the City's greenhouse gas emissions, encourage a healthy local economy, ensure sustainability principles are integrated into new development, build community links and protect the natural environment.

Sustainability recognises connections. It cannot be achieved by Council alone. To succeed, sustainability needs community involvement, partnerships with business and the participation of all levels of government.

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Sustainability Indicators

In 2006, Council adopted a suite of sustainability indicators to help measure our progress towards becoming a more sustainable organisation, and a more sustainable city. Similar to Penrith's Principles for a Sustainable City, these indicators are not restricted to the actions from a single project or department within Council, but are a measure of how Council as a whole is progressing towards our ideals and the development of a sustainable city.

Our sustainability indicators help develop our understanding of where we are, where we're heading, and the actions needed to meet our long term goals and as such have been adopted to guide and support our decision making across Council. With this in mind, Council has refined our indicators over the years to focus on those issues which are most relevant and measurable, and continues to seek opportunities to improve how we measure and report on our activities and our performance.

Many of our indicators are dependent on the information provided through community surveys which are undertaken every two years, or Census data which is updated every five years. While progress against these indicators can't be measured annually, Council is still committed to working towards the overarching goals that these indicators represent, and so continues to report on our actions towards meeting those goals.

Penrith in the year 2050

"I get ready for school and hop into our solar-car. I love our car; because it runs on the energy from the sun, instead of petrol. Nothing runs on petrol anymore, not since Carl Benz's great, great, great, granddaughter invented the solar-car."

Cassie Fitzpatrick, Kingswood Public School.

Our 'Sustainability Report Card ' provides a snapshot of how we are travelling towards our goal of becoming a more sustainable city, and references the various sections of our annual report which contain details of our performance and related initiatives. The status of each indicator has been marked with symbols as follows;

On Track



The elements relating to this indicator are currently meeting or exceeding the desired trend.

Challenge



The elements relating to this indicator are not currently meeting the desired trend.

No New Data



There was no new information on this indicator during the reporting period (ie information for this indicator is sourced from Census data or periodic surveys)

The report card also references information within this Annual Report that relates to the indicator. Look for this symbol ⓘ on the relevant page.

Further information relating to the full suite of indicators is available on our website 🌐

Indicators Relating to Council's Work Practices and Governance Arrangements		Status	Related Information
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.		92-98
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.		37
HR4	Total number of incidents of discrimination and actions taken.		65
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.		
LA1	Total workforce by employment type, employment contract, and region.		26
LA2	Total number and rate of employee turnover by age group, gender, and region.		26, 39
LA6	Percentage of total workforce represented in formal joint management – worker health and safety committees that help monitor and advise on occupational health and safety programs.		29
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.		29
LA12	Percentage of employees receiving regular performance and career development reviews.		26, 28
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.		28, 65
LA14	Ratio of basic salary of men to women by employee category.		33, 65
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.		12
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.		24, 91
SO2	Percentage and total number of business units analysed for risks related to corruption.		23
SO4	Actions taken in response to incidents of corruption.		42
SO5	Public policy positions and participation in public policy development and lobbying.		11, 40, 38, 43, 75
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.		83
Indicators Relating to Council's Resource Use		Status	Related Information
EN1	Materials used by weight or volume.		48
EN2	Materials that are recycled input materials.		48
EN3	Direct energy consumption by primary energy source.		38
EN8	Total water withdrawal by source.		12, 46, 47
EN10	Percentage and total volume of water recycled and reused.		38
EN16	Total direct and indirect greenhouse gas emissions by weight.		
EN17	Other relevant indirect greenhouse gas emissions by weight.		
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.		37, 38
EN22	Total weight of waste by type and disposal method.		48
EN23	Total number and volume of significant spills.		

Indicators Relating to the Health of our Local Environments		Status	Related Information
EN13	Habitats protected or restored.		46, 72-74
PC6	Increase in the proportion of river and creeks that are healthy.		46, 65
PC7	Increase in the proportion of residents who are satisfied that the river and creeks are healthy.		
PC8	Decrease in the number of days per annum where air pollution levels exceed the relevant standards.		54, 65
PC9	Increase in the area and value of viable biodiversity-rich habitats that form part of the City's 'green web'.		46, 74
Indicators Relating to the Development of Sustainable Communities		Status	Related Information
PC1	Increased proportion of residents are satisfied with their level of access to services, information and facilities.		38, 56, 57, 59
PC2	Increased number of dwellings that are within accessible distance of services and facilities.		38, 51
PC3	Increased variety of jobs and business opportunities are available.		44
PC4	Decrease in the number of households experiencing housing stress.		41
PC5	Increase in number of local residents working locally.		40
PC11	Increased use of public transport.		
PC12	Reduction in water and energy consumption per person.		
PC13	Increased percentage of domestic waste diverted from landfill.		48, 49, 65
PC14	An increased variety of housing types are available.		41
PC15	Increased proportion of residents who feel safe in their community.		75, 76
PC16	Increased percentage of population undertaking adequate physical activity.		65
PC17	Increased usage of community facilities.		52, 54
PC18	Increased proportion of residents participating in sporting and recreational activities.		76, 77
PC19	Increased proportion of residents who value the natural setting of the River/escarpments, the City's rural landscapes, local bushland and creeks, and the City's built heritage.		
PC20	Increased proportion of residents participating in cultural activities and events.		53, 56, 58, 59
PC22	Increased proportion of residents who are satisfied that they have opportunities to participate in planning for the City's future.		20, 36
PC23	Proportion of residents who are active in community organisations.		
PC25	Increase in proportion of residents attending educational facilities.		

A Sustainable Organisation

Council has a range of indicators to measure the sustainability of Council as an organisation. These indicators range in scope to include consideration for Council's financial health, our trade practices and workplace management activities, and our resource use.

Overall Council is performing well in this regard, however this year has seen a challenge presented with two matters reported to the antidiscrimination board (HR4). While both of these matters were mutually resolved, this still presents as a challenge, as Council aims for zero complaints. In order to assist in reaching this goal, Council continues to provide training to all staff to ensure awareness of obligations under EEO.

A further challenge identified through the reporting against our indicators is the composition of governance bodies (LA13), and ratio of basic salary of men to women by employee category (LA14).

As detailed on page 33 of this report, the average wage for females remains slightly below the average male. This is generally a result of tenure, as salary scales for each position within Council are applied equitably based on the skills and knowledge of the individual regardless of gender. And while all staff are provided with the same opportunity to progress through the salary range, the length of service of an employee affects an employee's ability to move through the salary range, therefore impacting on the overall ratio results. A significant example of this is demonstrated within the Professional Specialist category where the number of female staff employed within the last two years is almost double that of the males, thereby lowering the ratio at this point in time.

Creating Sustainable Local Environments

Council is committed to ensuring that our local environments are healthy, and that we manage, protect and conserve the local environment in a manner consistent with the principles of ecologically sustainable development. To this end, Council reports against a number of indicators relating to the health of our local environment.

Unfortunately, despite considerable efforts in the development and implementation of a number of environmental management programs, the health of local waterways (PC6) and local air quality (PC8) remain a challenge.

As detailed on pages 46 of this report, Council conducts water quality and macroinvertebrate sampling at selected sites across the Penrith region, with the results of sampling conducted this past 12 months indicating little change in waterway health at these sites.

Local air quality is a difficult indicator to address as it is impacted on by the interaction between naturally occurring and man-made pollutants from the wider Sydney region, and regional weather conditions. Unfortunately, Sydney's landform, weather conditions and the nature and location of pollution sources mean that Western Sydney generally has poorer air quality than other areas of Sydney. This was evident in the data sourced from the Department of Environment and Climate Change (DECC) Regional Air Quality Index (RAQI), which recorded 31 days where pollutant levels had exceeded relevant standards.

Both of these indicators will require the continued attention of Council, as we continue to implement programs to improve the health of local waterways and reduce local emissions.

Creating Sustainable Communities

Council reports against a number of indicators relating to the development of sustainable communities. These indicators range from measures of the availability of housing choices and local services, through to resource use, local engagement, and community health and well being. Many of these indicators are measured using the results of Census data and community surveys, and as such are difficult to report on annually. For these indicators in particular, the suitability of these indicators and the availability of meaningful data is something that Council will continue investigate in the next few years.

Two significant results for these indicators this year however, relate to increase in the percentage of domestic waste diverted from landfill (PC13), and physical activity levels and obesity (PC16).

As detailed on page 48 of this report, this year has seen a significant increase in the volume of waste being diverted from landfill, (58% in 2009-10 compared to 30% in 2008-09), as a result of the organics recycling program rolled out in August 2009.

Physical activity levels and obesity on the other hand, remain a challenge within the Penrith region. With information from the NSW Health Population Health Survey (2009) indicating that

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approximately 49% of persons in the Sydney West Area undertake adequate physical activity, whilst 58% of the population is classified as overweight or obese.

It is hoped that the Health Strategy developed by Council this year will help to address this issue by providing guidance for the allocation of resources, and building the capacity for health advocacy and programs to positively influence the long term health of Penrith communities. Further to this, Council also continues to deliver programs aimed at providing opportunities for physical activity and social interaction within the community, providing safe environments and improving access to fresh foods.

Penrith in the year 2050

"I hope that the recycling is going to be better than 2010 so that we can live a better life. More happy people will come and live in Penrith and the Panthers will win more premierships in 40 years time."

Sela Qoro, St Marys North Primary School.



Operational Plan Performance Report

As explained on page 34, our four year *Delivery Program* links the Community Strategic Plan with the 'implementing' stage of the annual Operational Plan. The Delivery Program sets out clear priorities for a four year Council term.

The *Operational Plan* documents Council's services and their tasks and activities for a 12 month period. All services deliver a range of ongoing activities and may also have specific tasks to be undertaken in the year ahead. Both ongoing activities and tasks contribute to the objectives in the *Delivery Program* through 21 programs.

Performance is reported quarterly through *Operational Plan* reviews and is closely monitored by Council to ensure all tasks and services are on track.

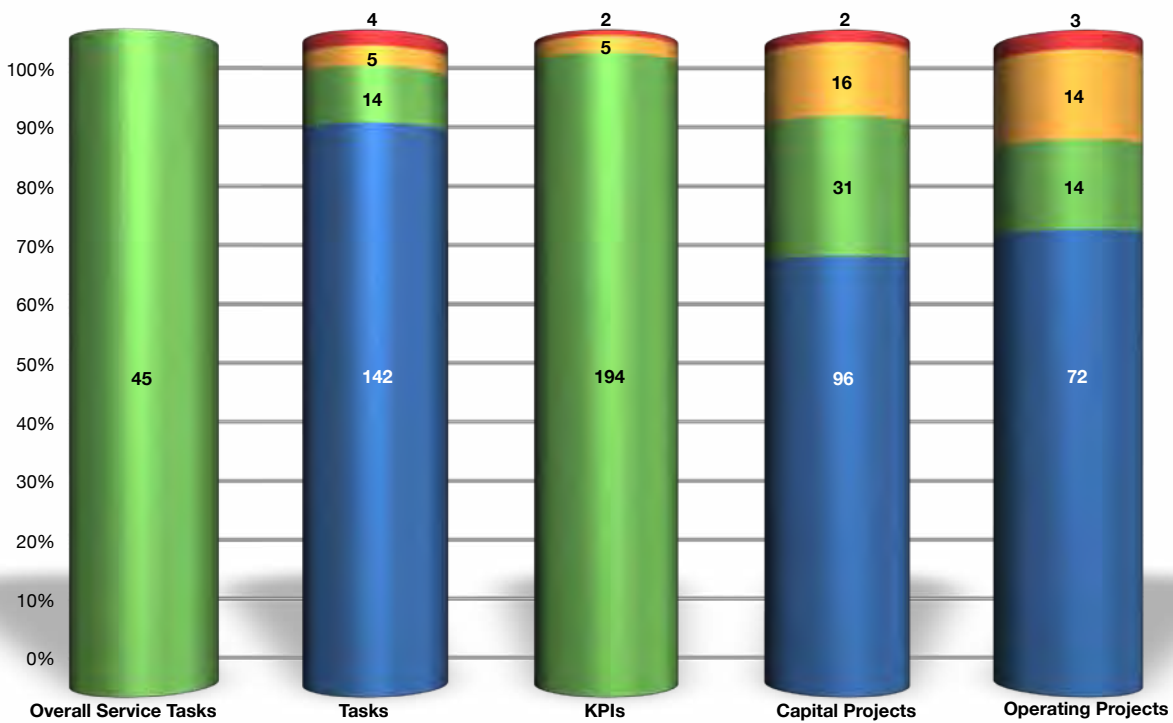
Overall, of the 614 measurable items in four categories (Tasks, Key Performance Indicators (KPIs), Capital and Operating Projects) 563 were completed (blue) or on target (green) as at 30 June 2010. Further details on Council's performance against the *2009-2010 Operational Plan* are available online [🔗](#)

In 2009-10, 15 of the 21 programs achieved the high level of performance we expect. Others were slightly below 90% in the combined measures. External circumstances meant some intended outcomes were not able to be completed and new opportunities, such as unexpected grants or funding, meant other tasks were brought forward.

Penrith in the year 2050

"I think St Marys in 50 years will be an area with lots of technology and have lots of new things like: Advanced TV, higher quality games, with more protection covers so if you drop them they won't break."

Katelyn Weeks, Mamre Anglican School.



■ Completed
 ■ On Target
 ■ Marginal Performance (75-89% Completed)
 ■ Not Delivered (<75% Completed)

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Children's Services

Status: 

Service: Children's Services

Service objectives:

Provide facilities/children's centre, staff vehicles and support to implement Children's Services programs for the benefit of families and children.

Service	Progress
Children's Services	

Highlights:

- Changes to Federal and State Government funding resulted in reduced fees for children from low-income families, Indigenous children and children in the year before school.
- Around 500 children attended the morning playvan sessions this year.
- All services offer all-inclusive fees for long day care with some open up to 11 ½ hours a day. The fee includes all meals, snacks and nappies.
- The new Glenmore Park Child and Family Centre which opened in February 2010 had a 62% initial occupancy rate (see story page 52) and has ongoing new enrolments.
- Three new playgrounds were constructed with assistance from Federal Government funding – Stepping Stones Playground was completed while playgrounds at Emu Village and Strauss Road are well underway.
- All services are accredited to a very high standard.

Community Facilities

Status: 

Services: Cemeteries, Neighbourhood Facilities Management

Service objectives:

Cemeteries: Manage and maintain Council controlled cemeteries and preserve and conserve the heritage elements within cemeteries.

Neighbourhood Facilities Management: Facilitate the delivery of programs, activities, events and functions in 34 neighbourhood facility venues.

Service	Progress
Cemeteries	

Neighbourhood Facilities Management

 85%

Highlights:

- Four infrastructure improvement projects funded by the Federal Government Infrastructure Fund in 2008-09 (Round 1) were completed on time and within budget. The Berkshire Park upgrade was announced in May 2010 and work also started in May.
- Two new columbarium walls were completed at Penrith General Cemetery. Many reservations for niches on both walls have been made.
- Photographing and recording of headstones/graves has been completed to help preserve and conserve heritage elements in our cemeteries.
- The Neighbourhood Facilities Management Review was completed and its recommendations were adopted by Council in October 2009 and the Policy adopted in May 2010.
- The official reopening of the Londonderry Neighbourhood Centre and amenities building was held in July 2009.
- New internal roads completed in the western end of Penrith General Cemetery have provided improved amenity for the community.
- Neighbourhood Facilities

Community Information and Events

Status: 

Services: City Partnerships, Customer Service, Marketing, Media Liaison

Service objectives:

City Partnerships: Maintain and develop existing international relationships and local partnerships.

Customer Service: Provide direct and telephone contact for information on Council-related services.

Marketing: Promote council's services and achievements to the community, market Penrith Valley and encourage visitors to the City.

Media Liaison: Manage issues which impact on Council and communicate Council policies and services by facilitating media relations and liaison.

Service	Progress
City Partnerships	

Customer Service	✓
Marketing	✓
Media Liaison	✓

Highlights:

- The Celebrate Penrith 09 event included a week-long program of activities coinciding with the anniversary of Penrith becoming a City and commemorating our international links (see story page 11)
- A Communications Team was established to help deliver Council's key messages as well as review correspondence and other material.
- Software update to voicemail system to increase capacity.
- Major events were held in Penrith such as the World Masters Games and DefQon.1 Dance Festival.
- Local events included Rock at the Weir, Mayoral Charity Ball and Australia Day at Penrith Lakes.
- Penrith Hawkesbury Harvest Growers Market established.
- Highest visitation to Penrith's Visitor Information Centre since 2000 (Olympic year) due to two major events – the Ulysses AGM and World Masters Games.
- Council secured \$20,000 through a Tourism NSW scheme which was put toward a \$60,000 campaign in June to promote Penrith Valley in the Central West, Newcastle, Central Coast and Illawarra.
- New promotional photography created and visitor guide published.

Challenge:

The current temporary Visitor Information Centre building opened in 2006, replacing an earlier temporary building which was no longer acceptable to operate. The current building is a log cabin style building located in the Panthers' car park. Council has a licence agreement with Panthers for the site and another separate licence agreement with Appalachian Log Homes for the building. Both agreements were recently renewed for a further five years but it is unlikely that it will be possible to renew either of these agreements at the end of that time. A challenge therefore exists for Council to consider how this service will be delivered in the future and how new permanent premises might be secured for use after 2015.

Community Wellbeing

Status: ✓

Services: Community and Cultural Development, Lemongrove Retirement Village, Neighbourhood Renewal

Service objectives:

Community and Cultural Development: Identify the City's priority social issues and needs and, with government and community partners, develop strategies to respond to these issues and needs.

Lemongrove Retirement Village: Manage and maintain the Lemongrove Gardens Retirement Village and Lemongrove Gardens Aged Care Facility.

Neighbourhood Renewal: Support increased levels of service provision from Council as well as enhancing coordination of partner organisations focussing on established areas within the Penrith LGA.

Service	Progress
Community and Cultural Development	✓
Lemongrove Retirement Village	✓
Neighbourhood Renewal	✓

Highlights:

- Major milestones during the period included the opening of the Glenmore Park Child and Family Precinct in February (story page 52) and launch of the *Penrith Inclusion Plan – People with Disability 2009-13* (see story page 57).
- The official launch of the St Marys Corner Community and Cultural Precinct was held in May. More than 1,000 residents joined the celebrations (story page 56).
- Council's Magnetic Places Program was recognised in the NSW Local Government and Shires Association Annual Cultural Awards, winning the category for Integrated Cultural Policy Implementation (see story page 57).
- In August 2009 the Mayor launched new play equipment and landscaping in Kingswood Park. The work included a number of the design elements suggested by local Kingswood Park Primary School students.
- Together with community partners Council held a successful NAIDOC Week gathering in Jamison Park in July 2009 with over 3000 Aboriginal and Torres Strait Islander and non-Indigenous residents participating in sporting activities, enjoying the entertainment, and taking the opportunity to get a health check or other useful service information. ⓘ

- In September 2009 Council coordinated and hosted the Mayoral Forum on Housing Opportunities for Older People in Penrith City.
- In September 2009 Council signed an MoU to join the Nepean Regional Taskforce on Homelessness. Federal Minister for Housing Tanya Plibersek attended the event.
- In February 2010 Mayor Councillor Kevin Crameri OAM presented over \$39,000 in Community Assistance Program funds to support 43 community projects and activities.
- In March 2010 Council's International Women's Day breakfast was held with guest speakers Eva Cox and Councillor Karen McKeown to celebrate the achievements of women and highlight the importance of advocacy to progress women's rights.
- Council adopted the *Planning for an Ageing Community Strategy in April 2010*. This Strategy has been developed to respond to the anticipated rapid ageing of the population in Penrith over the next 20 plus years.
- The Neighbourhood Stories project, part of the Neighbourhood Renewal Program, started in St Marys with a resident project team learning new skills and developing a multimedia display of local stories.
- The Berkshire Park Magnetic Places project, Activating Berkshire Park, was launched. This project has strengthened community capacity and has improved links between local groups and community services in Penrith.

Corporate Finance

Status:

Services: Financial Services, Operational Planning, Property Development and Management, Purchasing and Supply, Risk Management and Insurance

Service objectives:

Financial Services: Provide key financial information and advice to Council's decision makers and oversee all of Council's financial obligations.

Operational Planning: Develop Council's annual Operational Plan and regularly review organisational performance.

Property Development and Management: Manage Council's property portfolio in accordance with statutory requirements to contribute to the expansion of Council's revenue base.

Purchasing and Supply: Provide a wide range of support services associated with the supply function.

Risk Management and Insurance: Provide risk management advice and compliance reporting to develop and sustain enterprise risk management, including insurance and claims management.

Service	Progress
Financial Services	<input checked="" type="checkbox"/>
Operational Planning (previously Management Planning)	<input checked="" type="checkbox"/>
Property Development and Management	<input checked="" type="checkbox"/>
Purchasing and Supply	<input checked="" type="checkbox"/>
Risk Management and Insurance	<input checked="" type="checkbox"/>

Highlights:

- A preferred tenderer was identified for the purchase and redevelopment of the Cranebrook shopping village.
- The 2009 Biennial customer survey was completed with positive results for Council.
- In June, Council finalised a \$4.5 million, 10 year, interest free loan under the NSW Government's Infrastructure Fund to bring forward delivery of infrastructure in the Caddens Release Area.
- Outstanding rates, charges and fees (excluding pensioners) were, at 4.41%, below the service KPI of 4.5%.
- Adoption of *2010-11 Operational Plan* by Council on 21 June in accordance with the Department of Local Government's new Integrated Planning and Reporting guidelines.
- Sale of land on the Great Western Highway Kingswood to Housing NSW for seniors' living.
- Penrith was the seventh Council in NSW to lodge its 2008-09 Annual Financial Statements.

Corporate Governance

Status:

Services: Council and Executive Support, Legal Services, Corporate Governance

Service objectives:

Council and Executive Support: Provide administrative support services to facilitate the fulfilment of Council's Charter within the legislative framework of the Local Government Act 1993.

Legal Services: Provide accurate, high quality legal advice, representation and support to Council.

Corporate Governance: Provide the organisation

with processes and systems to ensure that governance standards are met and achieve best practice.

Service	Progress
Council and Executive Support	✓
Legal Services	✓
Corporate Governance	✓

Highlights:

- Council was successful in two Court of Appeal matters.
- Code of Conduct awareness sessions were introduced for all staff.

Challenges:

Internal Audit: Some of this year’s audits required more time than anticipated and a number of issues during the year required Internal Audit attention. The adopted *Audit Plan* sets objectives for a four year period. The originally anticipated progress for 2009-10 will not be fully completed and some reviews will not be completed until 2010-11.

Corporate Support

Status: ✓

Services: Records Management, Mapping Information/GIS, Information Technology.

Service objectives:

Records Management: Provide the management, administration, maintenance, control and access for Council’s recorded and documented information.

Mapping Information/GIS: Provide accurate and current mapping/geographical information to customers including the management and maintenance of Council’s GIS System.

Information Technology: Provide advice and support to users, as well as the management, protection and maintenance of hardware, software and data.

Service	Progress
Records Management	✓
Mapping Information/GIS	✓
Information Technology	✓

Highlights:

- All incoming mail was registered and allocated within 24 hours. Information is received through three main channels: post 90%, e mail and

fax 10%. Of documents delivered to staff and departments, 98% are delivered electronically and 2% in hard copy (non registrable items).

- A records management improvement plan has been developed and is progressing well.
- Records Management was included in Council’s Code of Conduct training.
- Council entered into a contract/annual subscription with Nearmap for the supply and service of updated aerial photography on a monthly basis resulting in significant cost savings.
- A disaster recovery site has been established.
- New equipment in Council’s print room allows more jobs to be completed in-house. This has resulted in significant cost savings.

Challenge:

Council hoped to establish a register of all information technology related power savings realised but is still in the process of collecting and analysing data.

Corporate Workforce

Status: ✓

Service: Workforce Development

Service objectives:

Workforce Development: Provide personnel, Industrial Relations, OHS & Injury Management and Learning and Development services to support the organisation’s strategic objectives.

Service	Progress
Workforce Development	✓

Highlights:

- A workforce forum was held in February 2010 with 160 participants representing all aspects of Council. Three teams were formed following the forum, each focussed on one of the following issues: mentoring program for staff, staff hardships policy, Jobcam educating staff on careers at Council.
- Council’s traineeship program has expanded and includes Business Administration, Information Technology, Sport and Recreation, Childcare, Horticulture, Construction and Hospitality. This year saw two hospitality trainees started at Council’s two biggest child care centres in January 2010. The trainees attend TAFE one day a week and assist in increasing the number of trained cooks.
- Two existing employees (Civic Centre and

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Children’s Services) continue to participate in the phased in retirement scheme by reducing hours worked per week prior to their retirement.

- One employee returning to work from maternity leave is accessing flexibility under Council’s breastfeeding statement of support.

Development Applications

Status:

Services: Building Approvals and Certificates, Development Applications.

Service objectives:

Building Approvals and Certificates:

Assess and determine construction, complying development and building certificates, approvals for Places of Public Entertainment, registration of Annual Fire Safety Statements and upgrading fire safety in existing buildings. Undertake building compliance inspections and determine the issue of Occupation Certificates, audit completed buildings, implementing enforcement action where necessary.

Development Applications: Guide and facilitate development by providing pre-lodgement information and the assessment and determination of Development Applications. Support Council in appeals and provide advice in all aspects of the DA process.

Service	Progress
Building Approvals and Certificates	
Development Applications	

Highlights:

- The University of Western Sydney (UWS) and Council are working collaboratively to give three second year students studying building construction an opportunity to gain work experience in the building approvals area. The students were involved in all aspects of the Service. This has provided support to staff for some of the more routine activities while at the same time promoting Council as an employer into the future.
- 89% of building Certificates were determined within 21 days.
- 89% of Construction Certificates were determined within 28 days of receipt of application and approval of development application.

- A workshop was conducted in March 2010 with developers to discuss a collaborative approach to improve the delivery of development services to all stakeholders. Feedback from the workshop will be used to improve the future delivery of quality services to developers and the community.
- Council received a Westpool Local Government Risk Management Excellence Award in October 2009 for the Independent review of the Development Application process.
- The mean 40 day timeframe was met for all DAs determined.
- The design for the Civic Arts Precinct was completed and the project is ready to start.
- The Urban Design Review Panel was established and became operational.
- A new IT system called ‘DA Tracker’ became operational. It lets customers view and comment on DAs in the process of determination.
- Development activity in Council’s residential release areas started including Jordan Springs, Glenmore Park (Stage 2) and Caddens Estate.

Environmental Health and Health Management

Status:

Service: Environmental Health

Service objectives:

Environmental Health: Manage, protect and enhance the environment and the health of the community through inspections, assessments, monitoring programs and pollution responses, education programs and policy development.

Service	Progress
Environmental Health	

Highlights:

- Waterways Restoration Projects including Peach Tree Creek Channel Rehabilitation works and the Werrington Creek Rehabilitation and Community Engagement Project.
- Interactive stormwater education and water quality awareness activities reaching 18 schools and more than 1,070 students. Catchment tours continued to educate students on water quality issues, profiling the impacts of stormwater pollution and promoting

that everyone has an important role to play for the health of our catchments.

- Implementation of the Ropes and South Creek Rehabilitation - \$2 million Environment Trust Grant Project including opening of the River Recovery Nursery at Oxley Park. ⓘ
- Hosting of the Sydney's Agriculture – Planning for the Future Agricultural Reference Group in conjunction with the Department of Industry and Investment, the Department of Planning and agriculture industry representatives.
- Leading public health programs and initiatives including developing the draft Penrith Health Strategy, partnering with Sydney West Area Health Service and the NSW Food Authority and continued support for the Hawkesbury Harvest program and markets.

Libraries

Status: ⓘ

Service: Libraries

Service objectives:

Libraries: Provide informational, educational and recreational facilities, resources, products and services through our libraries and online services.

Service	Progress
Libraries	ⓘ 89%

Highlights:

- A new microfilm reader/printer was installed at Penrith Central Library, bought with grant monies provided by the Library Council of NSW (\$24,000).
- The History of Penrith – Volume two manuscript was submitted to the publisher for review prior to publication (see story page XX).
- Items borrowed during the 2009-10 year reached 904,012, an increase of 8,902 loans over the previous year. This is the highest number of loans ever recorded.
- History display from 22 October to 12 December 2009.
- Penrith was one of the first NSW libraries to offer members the ability to download fiction and non-fiction audio books for adults and children through the library catalogue. These can be burnt to CDs or played on iPods and MP3 players. There are about 1,200 titles available for downloading with more being added each month.

Challenges:

The recent loss of the Section 94 Plan funding for books will negatively impact Library funding. This funding provided about 33% of total funds in 2009-10. The growth in both Council's and Section 94 Plan funding for collections has contributed significantly to a 20% growth in loan activity over four years (2005-06 – 2008-09). The loss of this significant funding source will have major implications for the future funding of the collection and for the future growth of loan activity.

Major Infrastructure Projects & Design

Status: ⓘ

Service: Design and Project Management.

Service objectives:

Design: Provide architectural and landscape designs, advice, assessments and plans for sustainable urban design projects by the organisation.

Project Management: Provide project coordination to secure the timely delivery of selected Council building and /or civil work projects and professional project management advice to Council service units.

Service	Progress
Design and Project Management	ⓘ 75%

Highlights:

- 95% of the landscape design component of projects delivered to agreed budget and timeframe 100% of projects on budget.
- Completion of Londonderry Neighbourhood Centre refurbishment, Penrith Valley Cultural Precinct and Glenmore Park Child and Family Precinct.
- Completion of the extension to Lenore Drive, Erskine Park.

Challenges:

- There have been some delays in project delivery. Howell Oval and the Penrith Commuter Carpark have been delayed by external funding issues.
- Stages of the Great River Walk have had delays associated with the change in location and scope of work on the west bank and geotechnical issues associated with the construction of works on the river bank.

Parks



Status: 

Services: Bushland Management, City Parks




Service objectives:

Bushland Management: Formulate and manage policy for the coordination and support of natural resource projects.

City Parks: Manage and maintain all active recreational areas and passive open space area.

Service	Progress
Bushland Management	 98%
City Parks	 87%

Highlights:

- Bushcare volunteers contributed 3,160 hours work, well above the service target of 1,200 hours. This increase was the result of programs with Conservation Volunteers Australia and Richmond TAFE. Overall volunteer numbers increased from 209 in 2008-09 to 234 in 2009-10. 
- About 5,000 trees and shrubs were planted during the City-wide National Tree Day program. 
- Grant funding in of more than \$100,000 was secured for a variety of environmental and bushcare management initiatives. 
- Council worked with residents, schools and youth community centres to better manage Kurwan Reserve in Cranebrook. The project raised community awareness of the issues associated with the management of an endangered ecological community and will assist in the long term rehabilitation of the site.
- New plant equipment significantly improved the productivity and performance of open space mowing. The resources 'freed' up as a result were used to increase service frequencies in passive reserves, particularly during the growing season. These improvements in productivity are anticipated to be ongoing.
- Construction of five new playground facilities incorporating rubberised softfall, seating and natural shade. Playgrounds at Armstien Crescent Reserve (Werrington), Bel-Air Reserve (Penrith), Beresford Reserve (St Marys), Greenway Reserve (South Penrith), and the Mt Vernon Playground precinct.
- Council managed the removal of 250 spotted

gums during the year. These works were undertaken by a contractor appointed by Council following a competitive tender process. The trees removed were identified as posing a potential safety risk as a result of the locations in which they were planted. Council has undertaken an extensive replanting program to replace the removed trees. The majority of these trees will be planted in reserves close to the streets from which the trees were removed. A total of 1,300 large eucalypts are being planted as part of this program.

- The Urban Sustainability Program aims to achieve sustainable sporting field management in Western Sydney. The Program, funded by a grant from the NSW Environmental Trust, has entered its final year. In the last 12 months work has included applying a layer of recycled organic topdressing to Greygums Oval and Ched Towns Reserve to determine the effects of its water saving capabilities and improve the surface of the grounds for community sport. A computer based soil moisture monitoring system has been installed at these fields to provide a continual moisture database. Part of the project had included 'back to base' monitors for the irrigation systems to allow controlled applications of water to be applied to the project fields. This will allow Council to use water more efficiently. Program partners include the University of Western Sydney, Camden council and Auburn Council.

Planning & Advocacy



Status: 

Services: Regional Planning and Advocacy, City Planning

Service objectives:

Regional Planning and Advocacy: Advocate and promote Council's preferred positions and priorities relevant to Western Sydney's growth and development.

City Planning: The City Planning Service establishes a City-wide policy framework of planning strategies and controls.

Service	Progress
Regional Planning and Advocacy	 88%
City Planning	 75%

Highlights:

- A submission was made to Transport NSW in April

regarding the NSW Government Metropolitan Transport Plan. The submission focused on key issues including:

- the duplication of the western line corridor between St Marys and Penrith 🚧
- strategic bus corridors to links between the Growth Centres and Penrith
- reservations for future transport corridors to enable future connection to Western Sydney Employment Area (WSEA) and the Western Sydney Employment Lands Investigation Area (WSELIA), and
- funding of Sydney's long term public transport network.
- Implementation of a number of new release areas has commenced, including Glenmore Park Stage 2, Western Precinct of the St Marys Release Area (Jordan Springs). The Part 3A requirements for Landcom's development of the North Penrith Urban Area have also been received.
- Western Sydney Employment Area State environmental Planning Policy Gazetted in August.
- Caddens Release Area LEP gazetted in September 2009.
- Draft LEP 2010 endorsed for gazettal in November 2009.
- *Penrith City Regional Infrastructure Strategy* adopted in December 2009.

Challenges

Section 94 Contributions Plans – On 7 June 2010 the State Government announced major changes to the contributions planning process, including a \$20,000 cap on contributions for residential development. Council currently has three release areas where the contributions needed to fund critical infrastructure, including roads, drainage and open space, are above the cap. These changes have the potential to significantly affect Council's ability to ensure new urban areas have adequate infrastructure to meet the needs of the incoming community. Council will continue to negotiate with the State Government and developers to try to resolve this issue. See story page 37.

Draft Penrith LEP 2010 (Stage 1) covering the rural and industrial areas of Penrith was endorsed by Council in November 2009, and forwarded to the Department of Planning in December. A number of matters were raised by the Department, and work has continued to resolve them so that the plan can be gazetted. 🚧

Public Spaces and Community Safety

Status: ✅

Services: Community Safety, Public Domain Maintenance

Service objectives:

Community Safety: Implement the Community Safety Plan for the City to provide crime prevention strategies for a safer community, through social and education programs, infrastructure projects, and the support and networking of committees and groups.

Public Domain Maintenance: Provide a high level of enhanced maintenance across the City.

Service	Progress
Community Safety	🚧 84%
Public Domain Maintenance	✅ 96%

Highlights:

- More than 95% of graffiti was removed from private property accessible from public space within 48 hours of notification. The remaining 5% was removed within the target of five days. 🚧
- The Public Amenity Replacement Program saw specifications developed for amenity upgrades to current facilities at Weir Reserve (Penrith), Fowler Reserve (Wallacia), and Kokoda Park (St Marys). Construction at Weir Reserve, Penrith started in early June 2010 and will be completed in the first quarter of 2010-11. A new amenity block at Werrington Lakes was also completed.
- Maintenance staff participated in a coordinated major clean-up event within the Dunheved Business Park as part of a new Council Place Management approach.
- Continued support from local primary and secondary schools in the Penrith LGA for the Warner Group Graffiti Awareness Education Program (67 performances to primary schools and 47 for secondary schools).
- A graffiti removal partnership with Integral Energy continues to deliver increased service levels. A successful trial in Glenmore Park in 2008-09 has seen the program move to St Clair throughout 2009-10.

- A partnership with the RTA has been developed in 2009-10 in relation to their responsiveness in attending to reports of excessive litter along their carriageways. More discussions are scheduled with the RTA to develop an integrated system of litter control involving both Council and RTA resources across the City.
- Installation of Alcohol Free signage has been completed at each of the 45 Alcohol Free Zones and 22 Alcohol Free Areas established by Council in the past 12 months. A number of these locations were identified as a result of Community Safety Audits in addition to requests from Police and the local community. ⓘ
- Council received \$60,000 in grant funding under the Department of Community Services Area Assistance Scheme (AAS) to coordinate the Domestic Violence Resource Project. Work on this project began in January 2010. The project addresses priority area two of the plan and aims to improve the capacity of the local non government sector to respond to issues of domestic and family violence.
- Completion of upgrades to the Jane Street Commuter Car Park (eastern end). This was a joint project with RailCorp, with funding from the NSW Department of Justice and Attorney General.

Roads, Footpaths and Buildings

Status: ⚠

Services: Building Maintenance and Construction, Civil Construction and Maintenance, Fleet and Plant Maintenance

Service objectives:

Building Maintenance and Construction:

Manage the maintenance and repair of all Council buildings and facilities.

Civil Construction and Maintenance: Undertake construction of Council civil assets and provide maintenance and repairs to all of Council's civil assets and stormwater systems.

Fleet and Plant Maintenance: Manage Council's vehicles, plant and equipment.

Service	Progress
Building Maintenance and Construction	⚠ 88%
Civil Construction and Maintenance	✅ 92%
Fleet and Plant Maintenance	⚠ 85%

Highlights:

- More than 51.1km (379,000sqm) of road pavement was resurfaced or reconstructed during 2009-10.
- 60,000sqm of pavement rejuvenation was carried out in Glenmore Park and Kingswood.
- The path paving construction program was completed, including path construction along The Kingsway, Werrington and adjacent to several schools at Glenmore Park.
- The Penrith CBD high pedestrian safety zone project was completed. This project was jointly funded by the NSW RTA and included the construction of 10 traffic calming devices and advisory signage to reduce speeds to 40km/h and make the CBD safer for pedestrians. ⓘ
- Review of the Leaseback and Vehicle Packaged Employee Policies was undertaken and implemented, which has resulted in a number of new fuel efficient vehicles being introduced into the fleet.
- Eight new items of major plant were ordered and delivered.
- Refurbishment work was completed on the Berkshire Park community hall (new roof); Penrith Swimming Pool and several child care centres (amenities upgrade).
- A new amenities block was completed at Werrington Lakes.

Sport and Recreation

Status: ✅

Service: Recreational and Leisure Facilities Management

Service objectives:

Recreation and Leisure Facilities Management:

Provide management, development and support for a range of recreational programs.

Service	Progress
Recreational and Leisure Facilities Management	✅

Highlights:

- A significant number of facilities, programs, projects and services have been completed during 2009-10 and have enhanced the range and quality of recreational opportunities for residents of the LGA. ⓘ

- A new seasonal sports ground booking and allocation process has been introduced which includes a seasonal users' forum every six months. This process has ensured greater equity and effectiveness in the allocation of sports grounds.
- Issues papers for the *Leisure Facilities Management Options Review* and the *Sportsground Management Strategy* have been produced, with final reports and implementation plans to be developed in the next quarter.
- Official openings of new facilities have taken place at Doug Rennie Fields to celebrate the completion of a shade awning and spectator seating, while the skate park in Cranebrook and the refurbished Quarterdeck at Penrith Pool were completed and officially opened in October. Refurbishments at Penrith Swimming Centre, particularly accessibility improvements to the Quarterdeck, have helped the Centre to better meet access requirements.
- Active Penrith month highlighted Council's initiatives promote healthy living, active lifestyles and sporting opportunities. 📍
- Penrith Swimming Centre achieved the nationally recognised Royal Life Saving NSW Safety Five Star accreditation rating.

Challenges:

At June 30 2010 there was \$1,090,828 that has not been spent on projects. It is proposed that the amount is revoted for each of the projects, including: Ripples Asset Renewal: \$560,857: The project was due for completion in June 2009. A manufacturing problem with the air conditioning/ventilation equipment has caused a four week delay to the project. Work has now started on installing the appropriate equipment and this will be completed in July 2010 with the budget expended once the equipment is commissioned.

Penrith Valley Regional Sports Centre: \$461,199: this project is being managed and delivered by Penrith Valley Sports Stadium with Council providing a grant for the work. The project began after a protracted project design phase and contractor appointment process. It will be completed in September 2010.

Cranebrook Park: \$23,624: the project is scheduled for completion in September after adverse weather conditions and subsequent delay in the establishment of new turf meant it was not possible to achieve the original May completion date. Sportsground Management Strategy, \$21,855: extensive delays have been caused to the project through the length of time it has taken to complete the floodlight audit as well as the slow and limited

response rate by sports clubs to the consultation process. To ensure that a strategy is developed that reflects the opinions of the majority of user groups considerable time has been expended on obtaining feedback from sports clubs.

Strategic Planning

Status: 

Service: Strategic Planning

Service objectives:

Strategic Planning: Coordinate and manage Council's strategic planning processes, strategic research, and community engagement.

Service	Progress
Strategic Planning	

Highlights:

- The *Community Strategic Plan, Delivery Program, Resource Strategy* and *Community Engagement Strategy* were adopted in June 2009. This made Penrith Council one of the first to comply with new legislation introduced under the Local Government Amendment (Planning and Reporting) Act 2009.
- A comprehensive community engagement process informed the preparation and finalisation of these plans, helping to ensure that Council's operations and strategic direction fit the aspirations of the community.
- The preparation of the Resource Strategy highlighted the interrelationships between workforce, asset management and financial planning, and will provide a vehicle for better integration of asset management and financial planning across the organisation.

Sustainability

Status: 

Service: Sustainability

Service objectives:

Sustainability Planning: Develop strategies to deliver a range of programs that integrate sustainability into the planning, decision making and operational activities of Council.

Service	Progress
Sustainability	

Highlights:

- Successful completion of the Sydney Water Every Drop Counts 'One2Five' water management audit and re-affirmation of Council's five star status.
- Selection as one of four finalists (and the only local council) in the Sydney Water Every Drop Counts Water Efficiency Awards.
- Endorsement of the Louise Petchell Learning for Sustainability Scholarship.
- Drafting of the Sustainable Design Criteria for Council Facilities.
- Study into 'Sustainable Energy Options' for Penrith City Council facilities.
- Completion of the first phase in the development of a climate change strategy.
- Investigating opportunities to develop a regional climate change research project with partner agencies such as WSROC and the Western Sydney Climate Change Working Party.
- Invitation to be one of 12 councils from across Australia to participate in a Local Government Climate Change Adaptation Workshop hosted by the National Climate Change Adaptation Research Facility (NCCARF) in May 2010.
- Successful completion and of the Annual Reports for Council's Water and Energy Savings Action Plans and subsequent submission to the Department of Environment and Climate Change and Water (DECCW).
- Partnering with Council's Events team for the trial of the Draft Sustainable Events Policy for Council's Australia Day Celebrations.
- Roll out of the 'Power Mate Energy Meter' resource packs for Penrith City Council Libraries.
- Re-forming of the Educators Working Group and the Sustainable Penrith Schools Network with the Penrith Lakes Environmental Education Office.
- Partnering with MTC Work Solutions on the Y-Green Project, resulting in more than 300 home sustainability audits in the Penrith area.
- Partnering with Council's IT Department on the roll out of the GreenTrac program within Council's Civic Centre to encourage more energy efficient behaviours relating to PC use.

For more information on Council's Sustainability Program please click here [🔗](#)

Traffic, Parking and Drainage

Status:

Services: Development Engineering, Floodplain and Drainage Engineering, Traffic and Parking Management

Service objectives:

Development Engineering: Deliver a certification compliance and advice service for engineering works.

Floodplain and Drainage Engineering: Provide a framework for land use and environmental management policy within the Penrith LGA.

Traffic Management, Parking and Road Safety: Provide technical advice, traffic impact assessments, road safety programs, traffic facility/footpath/bicycle facility/bus shelter construction programs, and administer the functions of the Local Traffic Committee, on all public roads (except classified main roads) in the Penrith LGA.

Service	Progress
Development Engineering	92%
Floodplain and Drainage Engineering	71%
Traffic Management, Parking and Road Safety	85%

Highlights:

- The rural overland flow flood policy was completed and adopted.
- The Penrith and St Marys CBD flood studies are well underway. Due to modelling difficulties, these studies will be extended through to 2011.
- The mainstream flood studies (Nepean River and South Creek) are continuing and should be completed by the end of 2010. Council continues to provide an efficient and effective flood advisory service to the community, ensuring new developments and existing communities meet contemporary floodplain management principles.
- The National Blackspot road safety projects were completed on time and on budget. Projects included major safety upgrades along Luddenham Road, Luddenham and St Marys Road, Berkshire Park, a new roundabout at the intersection of Stafford Street and Evan Street, a new roundabout at the intersection of Castlereagh Street and Lethbridge Street and the construction of a new raised pedestrian

crossing on Bringelly Road at Kingswood.

- Introduction of a 10 minute frequency bus service between Penrith and St Marys

Challenge: Construction Certificates are not on target

During the 2009-10 financial year the Development Engineering Unit has continued to deliver a certification, compliance and advice service for civil engineering infrastructure for new development. While customer expectations are being met, performance is below what is expected in our service KPIs and standards. Both increased workloads as a result of new release areas and vacant positions led to delays in processing times. Action has been taken to correct this including the recruitment of new staff and streamlining of policies and procedures which will see this KPI achieved in the year ahead.

Waste Management and Community Protection

Status: 




Services: Waste Management, Emergency Services Management, Regulatory Control

Service objectives:

Waste Management: Provide for sustainable resource management, strategic research and benchmarking, community education and the management of waste collection services.

Emergency Services Management: Provide support to the State government in assisting with the planning, implementation and review of the response provided during a significant emergency in the Penrith LGA. Provide administrative support and funding to the NSW Rural Fire Service (RFS) and State Emergency Service (SES) and manage the distribution of funding contributions to the NSW Fire Brigade.

Regulatory Control: Provide regulation of on-street and Council parking areas, protection of public lands, community property/facilities, and enforcement of regulatory compliance issues.

Service	Progress
Waste Management	 85%
Emergency Services Management	 84%
Regulatory Control	 97%

- Council achieved an increase in its waste diversion to landfill of 38% through the introduction of a food and garden organics collections service. The high quality compost generated from the processing of the organic material has been used to top-dress and construct Council's sporting fields with great success (see story page 48).
- A Waste Services Committee, including community members, was formed to oversee and endorse reports to Council on the implementation of a number of Council recommendations to enhance the 3 bin service.
- Council Rangers participated in filming of a television show (*Fair Cop*) by Corner box productions. Rangers presented approximately five segments for the show. The concept of the show is to provide a positive perspective of Rangers/Law Enforcement Officer for participating Councils throughout Australia.
- Centro Nepean, Penrith and Station St Plaza, St Marys provided an area for Companion Animal Officers to set up education displays and present the "Responsible Pet Ownership" message to the shoppers. This approach proved very effective as many shoppers were unaware of their responsibilities when owning a pet. Companion Animal Officers generated interest with the community when displaying the Responsible Pet Ownership display at many local Council and community events.
- 100% of requests for the collection of stray dogs received (during office hours) were responded to within one hour.
- Rangers conducted 3,897 patrols of heavy vehicles, abandoned vehicles and littering/rubbish dumping matters. Rangers also targeted footpath obstructions and parking in the Glenmore Park town centre and disabled parking areas as part of the Regulatory enforcement program. Rangers have removed/impounded 364 abandoned vehicles on public land in this year. In excess of 4,200 pole posters and illegal advertising signs were impounded or removed from public land and structures.
- Construction of the new Cumberland Zone Rural Fire Service Headquarters at Regentville which will be used as a regional operation centre during both local and state emergencies.

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Statutory Report

The following information is provided in response to statutory requirements. The *Statutory Report* addresses the elements of the Council's Charter set out in Section 8 of the *Local Government Act 1993*. Where appropriate, further details are provided in other sections of this Annual Report or in the electronic version of this report as indicated.

Local Government Act 1993 and Local Government (General) Regulation 2005

References to 'section' refer to the Local Government Act 1993 No. 30. References to 'clause' refer to the Local Government (General) Regulation 2005.

Council's general reporting requirements are contained in section 428 of the *Local Government Act 1993* and clause 217 of the *Local Government (General) Regulation 2005*. This legislation has been amended as a consequence of the *Local Government (Planning and Reporting) Act 2009* and the *Local Government (General) Amendment (Planning and Reporting) Regulation 2009*.

Council has been informed by the Deputy Director General (Local Government), Division of Local Government that the annual reporting requirements that were in the Act prior to the amendments (which started on 1 October 2009) continue to apply until Council has started to operate under the new planning and reporting requirements.

As Council is required to operate under the new provisions from 1 July 2010, this Statutory Report and the references to 'sections' and 'clauses' is based on the previous legislation and reporting requirements.

Audited financial reports and rates and charges written off

(section 428(2)(a) and clause 132)

For a summary of Council's Financial Statements see page 92. For Council's complete audited financial statements and auditor's report as well as details of rates and charges written off, click here [🔗](#)

Comparison of actual performance against projected performance and reasons for any difference

(section 428(2)(b))

Council provides 48 external and internal services. Of these, three are operated as controlled entities and have separate reporting requirements. A summary of the overall performance of the remaining 45 services against defined requirements of the 2009-10 Operational Plan is provided in our Performance Report pages 67-79.

Further details of Council's performance against the 2009-10 Operational Plan are provided in the report available on Council's website. To view the Plan click here [🔗](#)

Special Rate Variation Initiatives

(section 508(2) and section 508A)

Council is required to report to the community on the special initiative programs that are funded from special rate variations approved by the Minister for Local Government. Reporting is regularly carried out through *Operational Plan* performance reports as well as community newsletters and special media.

Full details of the special initiatives undertaken for the City in 2009-10 can be found in Council's *2009-10 Operational Plan*, available on Council's website. [🔗](#)

Special Initiatives 2002-12

In 2002, Council – with the support of the community – successfully applied to the Minister for Local Government for a special rate variation. The variation was needed to provide additional funding and resources for three key environmental, social and economic initiatives. This reporting year was the eighth of the 10-year special rate variation for the Enhanced Environmental Program, Community Safety and Neighbourhood Renewal Program and Economic Development and Tourism initiatives.

- **Enhanced Environmental Program**

The Enhanced Environmental Program funds projects to improve the quality of rivers and creeks, protect and regenerate native plants and animals and support the environmental education of our community, helping us to live more sustainably. The program continues under the supervision of a steering committee that monitors progress and allocates funds for appropriate projects to meet the program’s objectives each year. The special initiative allocation to this program in 2009-10 was \$2.41 million.

- **Community Safety and Neighbourhood Renewal Program**

This initiative provides additional resources to address community safety and neighbourhood renewal projects. The special initiative allocation to this program in 2009-10 was \$317,453.

- **Economic Development and Tourism Initiatives**

This initiative provides funding support to the Penrith Valley Economic Development Corporation for local business and employment development. The special initiative allocation to this program in 2009-10 was \$289,521.

Special Initiatives 2006-16

In 2006, Council – again with the support of the community – successfully applied to the Minister for Local Government for a special rate variation to implement the Asset Renewal and Established Areas Strategy. The Strategy aims to increase investment in infrastructure renewal and public domain maintenance (including roads, buildings, graffiti removal and street cleaning as well as maintenance of the Penrith City Centre and St Marys Town Centre) and programs addressing the needs of the City’s older areas.

- **Road Asset Renewal**

Council is responsible for around eight million square metres of road pavement. The road asset renewal program aims to ensure that the City’s local road network is maintained at an acceptable standard without compromising other programs. The special initiative allocation to this program in 2009-10 was \$2.045 million.

- **Building Asset Renewal**

This program provides for the replacement or refurbishment of major building components such as plant, roofing, floor coverings and paintwork. The special initiative allocation to this program in 2009-10 was \$880,000.

- **Established Areas Revitalisation**

The aim of the established areas revitalisation program is to raise, where appropriate, the delivery of services, facilities and infrastructure for residents in established areas to a level matching Penrith’s status as a Regional City. The special initiative allocation to this program in 2009-10 was \$1.845 million.

State of the Environment

(section 428(2)(c) and clauses 218-226)

State of the Environment Themes	Section	Page Number
Air	Liveable	54 and Online 2
Land	Leading, Green, Sustainability, Performance	37, 38, 48, 54, 63-65, 78 and Online 2
Noise	Highlights, Green, Liveable, Sustainability, Performance	14, 45-47, 50, 54, 64, 65, 72-74 and Online 3
Biodiversity	Highlights, Leading, Green, Vibrant, Sustainability, Performance	12, 38, 45-48, 50, 59, 63-65, 72, 74, 78 and Online 1, 3
Waste	Our City, Leading, Opportunities, Green, Liveable, Sustainability, Performance	2, 36, 38, 40-42, 44, 46, 47, 50, 54, 64, 72, 75 and Online 3
Water	About Us, Highlights, Opportunities, Green, Liveable, Sustainability, Performance	9, 12, 43, 47-50, 52, 63-65, 79 and Online 1
Aboriginal Heritage	Liveable, Vibrant, Performance	54, 59, 69 and Statutory Online 4
Non-Aboriginal Heritage	Highlights, Sustainability	11, 13, 57-59 and Statutory Online 4 & 5, Online 2

Condition of Public Works

(section 428(2)(d))

Public Buildings

Site	Condition at end of 30 June 2010 (see note)	Once off estimated cost to bring to satisfactory standard (\$'000 value)	Estimate annual cost to maintain standard (\$'000 value)	Maintenance Program for 2009-10 '000
Council Offices	2	800	620	1,178
Works Depot	5	500	290	60
Halls	5	1,500	25	48
Houses	7	--	10	--
Other Cultural	3	400	30	65
Library	2	300	15	17
Childcare Centres	5	900	220	318
Art Gallery	6	225	25	23
Amenities/Toilets	6	1,400	120	190
Public Order (RFS/SES)	5	70	23	21
Sporting Ground Buildings	6	1,000	200	127
Community Buildings	5	500	75	748
Transport Buildings	5	130	55	42
Business and Tourism	4	5	--	8

Note: The scale used to assess condition ranges from 1 to 10.

1 – Excellent condition, 5 – Satisfactory standard, 10 – Requires extensive rehabilitation

Public Roads

Site	Condition at end of 30 June 2010	Once off estimated cost to bring to satisfactory standard (\$'000 value)	Estimate annual cost to maintain standard (\$'000 value)	Maintenance Program for 2009-10 '000
Urban roads local	Pavement reconstruction, rehabilitation, resealing, kerb and gutter reconstruction works required	23,000	9,000	7431
Local roads unsealed – rural	Satisfactory	60	20	57
Local roads – rural	Pavement reconstruction, rehabilitation and resealing works required	10,000	1,100	1228
Regional roads	Pavement reconstruction, rehabilitation and resealing works required	5,000	1,000	938
Concrete bridges	Satisfactory	210	210	19
Timber bridges	N/A	N/A	N/A	N/A

Footpaving	Reconstruction and removal of trip hazards, cracked concrete	4,900	850	483
Car parks	Pavement reconstruction, rehabilitation and resealing works required	900	420	301
Traffic facilities (include signs, linemarking, roundabouts, crossings)	Satisfactory	820	820	675

Drainage Works

Site	Condition at end of 30 June 2010	Once off estimated cost to bring to satisfactory standard (\$'000 value)	Estimate annual cost to maintain standard (\$'000 value)	Maintenance Program for 2009-10 '000
Drainage Assets	Pipes satisfactory. Pit improvements required.	350	950	1329

Legal Proceedings

(section 428(2)(e))

The following table provides an overview of the court matters dealt with by Council during 2009-2010. These figures relate to actions taken by Council against other individuals or organisations. There were no fines or sanctions imposed on Council in 2009-10. Further summaries of progress or outcome of each legal proceeding can be viewed in our supplementary statutory information [i](#)

Council's external legal expenses were lower than in the previous year - \$435,082 in 2009-10 compared to \$632,456 in 2008-09. Details of internal legal expenses can be viewed in our supplementary statutory information [i](#)

Court Matters	Number	Cost
Matters ongoing from previous years in the land and Environment Court	3	\$231,449
New matters in the Land and Environment Court	5	\$84,906
Matters ongoing from previous years in the Court of Appeal	1	\$19,353
Local Court matters	13	\$4,625

Cost quoted are the costs incurred on those matters within 2009-10 only

A summary of Council's legal expenses and monies recovered are provided in the table below.

Expenses/Recovered Monies	Value
External Legal Expenses	\$435,082
Internal Legal Expenses	\$361,584
Recovered Cost Orders	\$263,426
Recovered Fines	\$3,115

Mayoral and Councillor Fees, Expenses and Facilities

(section 428(2)(f) and clause 217(1)(a1))

The total amount of fees paid to the Mayor and Councillors for the year was \$418,641. Councillors received a fee of \$23,250, with the Mayor and Deputy Mayor receiving an additional fee of \$54,200 and \$13,550 respectively.

Council has a *Policy on the Payment of Expenses and Provision of Facilities to the Mayor, Deputy Mayor and Councillors*. A copy of the policy is available for public inspection at Council's offices or online [📄](#)

The total amount spent on the provision of Councillor facilities and payment of Councillor expenses for the year was \$87,757. This includes:

Expense	Cost
Dedicated office equipment	\$7,375
Telephone calls	\$12,495
Conferences and seminars	\$38,150
Training and skill development	\$1,500
Interstate visits	\$22,914
Overseas visits	\$3,273
Expenses of spouses, partners or accompanying persons	Nil
Child care	\$5,323

Senior Staff

(section 428(2)(g) and clause 217(1)(b))

Council has a management structure consisting of a General Manager and two Directors (one of whom is the Chief Financial Officer), supported by eight Group Managers. See page 22.

As at 30 June 2010 the remuneration packages (including salary, motor vehicle and superannuation) for the designated senior staff positions in 2009-10 were:

Position	Remuneration
General Manager	\$285,250
Director – Chief Financial Officer	\$221,250
Director	\$221,250

Overseas Visits

(section 428(2)(r) and clause 217(1)(a))

Date	Location	Purpose	Attended By
June 2010	Xicheng District, Beijing, China	International Sister City Community Construction Seminar Costs met by the Xicheng District Government based on economy airfares – Council met the difference between economy and premium economy airfares.	Mayor Community & Cultural Development Manager

Contracts awarded for amounts greater than \$150,000

(section 428(2)(h))

Tender Arrangements General

Contracts awarded and payments in excess of \$150,000 including GST made subsequent to the calling of formal tenders are outlined in the following table

Contractor	Goods / Services supplied	Value of contracts awarded 2009-10 (\$'000 value)	Current year payments (\$'000 value)
Allards Plant Hire Pty Ltd	Plant Hire Various	169	134
All In Good Taste Catering by Italia P/L	Catering Services		234
Amazon Cleaning & Security Pty Ltd	Public domain cleaning		156
Avante Line marking	Road line marking services		343
B G Enterprises (NSW) Pty Ltd	General building works		232
Burton Contractors Pty Ltd	Lenore Drive Erskine Park roadworks	2,564	1,198
Camden Soil Mix Pty Ltd	Quarry products	Various unit rates	178
Cardno (NSW) Pty Ltd	Overland Flow Flood Studies		262
Conplant Pty Ltd	Plant Hire Various		180
Corporate Commercial Facilities	CBD Cleaning	739	271
Crest Air Conditioning	Supply & Installation of Air Conditioning equipment-Ripples		523
Connect Infrastructure Pty Ltd	Supply & Installation of Public Domain Street Lighting	349	349
Denham Constructions Pty Ltd	Glenmore Park Child & Family Precinct new Construction	6,088	6,030
Devcon Civil Pty Ltd	Footpath paving new installation		1,156
Electra Lift Company Pty Limited	Elevator refurbishment	422	250
Gledhill Constructions Pty Ltd	Two storey office building St Marys		4,586
Greening Australia NSW	Ropes & South Creek		846
Hawkesbury City Council	Animal Pound Services		159
Hi-Quality Group	Bulk Materials		384
HIX Management Pty Ltd	Electrical Services		1,224
KODI CIVIL PTY LTD	Kerbing handwork & footpath restoration		355
L J Follington Constructions Pty Ltd	Grave digging		184
Metal Fencing Specialists	Fence Supply & Install	689	689
M S St Clair Building Consultants	General building works		292
Nepean Regional Security Pty Limited	Security Services main office and gates		445
Orbital Traffic Management Aust. Pty Ltd	Traffic Control		575
Optus Billing Services Pty Ltd	Mobile phone services		155
SITA Environmental Solutions	Residual Waste & Organic waste, collecting & organic waste processing		11,061

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	DLA Phillips Fox	Legal Services	151
	Piekar Comm Services	Various building trade services	242
	Programmed Maintenance Services Ltd	General painting & decorating, timberwork staining & coating	290
	Projectcorp Australia Pty Ltd	St Marys memorial hall	4,950
	Raygal Pty Ltd	Plant hire various	Various unit rates
	Remondis Pty Ltd (Australia)	Effluent waste collection & disposal (10 yrs)	870
	Rocla Pipeline Products	Concrete pipes & culverts	Various unit rates
	Schwarze Industries Australia Pty Ltd	Dual control suction street sweeper	Various unit rates
	SRS Roads Pty Ltd	Sprayed Bituminous Surfacing - (SBS)	675
	SPT Telecommunications Pty Ltd (Soul) Soul	Data services	282
	Star Property Maintenance Pty Ltd	Ground & Lawn Maintenance	172
	Trisley Hydraulic Services Pty Ltd	Supply and install of pool water heating equipment	349
	Technology One	Business Systems	580
	Telstra Corporation Limited Master	Fixed voice services	214
	Total Cleaning Services	Cleaning services at child care centres	928
	Visy Recycling	Recycling Collections (10 yrs)	1,643
	WSN Environmental Solutions	Domestic garbage and other waste processing	3,917
	Westco Building Consultants Pty Ltd	General building maintenance	1,624
	Wundaguard	Graffiti removal services	196
	Zenith Interiors (NSW) Pty Ltd	Supply & installation of office work stations	601

Purchase under arrangements made by umbrella organisations

The following payments in excess of \$150,000 were made on contracts implemented by umbrella organisations. These included State Government contracts implemented by Department of Commerce, Federal Government contracts, Local Government and Shires Association and Western Sydney Regional Organisation of Councils (WSROC).

CONTRACTOR	GOODS / SERVICES SUPPLIED	VALUE OF CONTRACTS AWARDED \$'000
AGL Sales Pty Limited	Electricity small sites / gas supply	422
Australia Post	Postal Services	257
Bakers Construction & Industrial	Miscellaneous stores and hardware	447
Bernipave Pty Ltd	Road restoration	819
BP Australia Pty Ltd	Fuels and Oils	448
Caltex Australia	Fuel	649
Complete Office Supplies Pty Ltd	Office Supplies	311
Corporate Express Australia Limited	Various IT products - Microsoft licences	275
Cumberland Motor Group Pty Ltd	Vehicles	154
Dataflex Pty Ltd	IT Hardware	255
Energy Australia	Power usage street lighting and major sites	1,985
Enviroguard Pty Ltd	Environmental disposal services	589

Fuji Xerox Australia	Photocopiers and printers	689
Gilbert & Roach	Plant purchases	430
GYC Pty Ltd	Garden sales and service	496
HBO EMTB Architects Pty Ltd	Architect Services	232
Heartland Motors Pty Ltd	Motor Vehicles	580
Integral Energy	Street Lighting	1,919
Leonard Holt Robb	Advertising costs	715
Moduplay	Park and Street Furniture, Structures, Fittings and Playground	184
Parkequip Pty Ltd	Park Equipment	296
Penrith City Automotive Pty Ltd	Motor Vehicles	888
Penrith Subaru	Motor Vehicles	884
Pioneer Road Services Pty Ltd	Asphalt products supply and delivery	519
Playspace Playground Pty Ltd	Park and Street Furniture, Structures, Fittings and Playground	159
QBE Insurance (Australia) Ltd	Insurance Greenslips	215
Road Signs & Marking Supplies Pty Ltd	Signage	244
Sinclair Ford	Motor Vehicles	542
Sinclair Knight Merz Pty Ltd	Architect Services	159
State Asphalt Services Pty Ltd	Asphalt works	6,600
Sydney Water Corporation	Water and Sewerage Services	567
United Independent Pools	Group Insurance	658
Westpool	Public liability and professional indemnity insurance	1,197

Purchases not under tender and under \$150,000

The following suppliers received business in excess of \$150,000 from Council by winning multiple small contracts. In some instances the products were sourced by formal quotation although the value was less than \$150,000. Because of the nature of the transactions, individual quotes or periodic price comparisons were considered to provide better value to Council than a formal tender.

Contractor	Goods / Services supplied	Value of contracts awarded \$'000
Brooks Irrigation	Irrigation Equipment	181
Del Rocchio Concreting Pty Ltd	Concrete Works	216
Evolve Projects Pty Ltd	Project Management	242
Haden	Air conditioning maintenance	206
Hirotec Maintenance Pty Ltd	Air conditioning maintenance	347
Penrith Waste Services Pty Ltd	Waste disposal	150
Swimplex Projects Pty Ltd	Spa & Filtration improvements	160
The Sydney Brick Paving Company	Brick and Paving for CBD improvements	162
Sydney Metro Tree Services	Tree Removal Services	155

Bush fire hazard reduction

(section 428(2)(i1))

Details of the bushfire hazard reduction activities of Council and of the activities of the Cumberland Zone Rural Fire Services during 2009-10 are provided online [🔗](#)

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Services and Access for People with Diverse Cultural and Linguistic Backgrounds, and Access and Equity Activities

(sections 428(2)(j) & 428(2)(r) and clause 217(1)(d)(i))

Council has undertaken a range of initiatives to promote services and access to services for people with diverse cultural and linguistic backgrounds. A list of key initiatives follows with a more detailed summary available [here](#)

- NAIDOC Week 2010 – Family celebration and civic reception
- Seniors Week – Two concerts and funding to assist local organisations
- International Day of People with Disability 2009 – Launch of *Penrith Inclusion Plan – People with Disability 2009-13*, unveiling of Sunnyfield Independence sculpture *Frizzle* and range of events at the Penrith Regional Gallery
- International Women’s Day 2010 – Breakfast with guest speakers Cr Karen McKeown and Eva Cox from the University of Technology
- Women’s Services Sector Advocacy Strategy developed
- Youth Week 2010 event
- Penrith Migrant Stories Project – Harmony Day and Refugee Week 2010
- Glenmore Park Child and Family Precinct opened, February 2010
- St Marys Corner Community and Cultural Precinct officially opened, May 2010
- Interpreter and Cultural Awareness Training

Services and programs that provide for the needs of children

(section 428(2)(r) and clause 217(1)(c))

Council achieved its objective of providing a diverse and extensive range of quality child care services to meet the needs of local families. In 2009-10 Council provided a range of children’s services including:

- 18 long day care centres
- 9 before and after school care centres
- 1 mobile and 6 centre-based preschools
- 1 occasional care service
- 1 mobile play van, and
- 6 vacation care centres.

Council further supported the needs of families by providing projects that resource staff to ensure inclusion of children with additional needs and disabilities, and family backgrounds that include Indigenous and those with a home language other than English. This was achieved through appropriate programs in all service types and the provision of support services projects. Details of specific programs, projects and initiatives can be viewed in our supplementary statutory information [here](#)

Work Carried Out on Private Land

(sections 67 & 428(2)(k))

Site	Works up to 30 June 2010	(\$'000 value)	Project	Funding
Department of Planning Land at Lot 1 Mamre Road, St Clair – Report to Council 20 July 2009	Construction of a gross pollutant trap	\$125,325	CW001	Fully subsidised (100% Council)

Financial Assistance

(sections 356 & 428(2)(l))

Under Section 356 of the *Local Government Act 1993* Council allocated \$16,450 to various amateur sportspersons or representatives in the fields of art, music, and culture, who are either residents, members of local clubs, or students of schools and educational establishments within the Penrith LGA and who represented NSW or Australia interstate or overseas.

During 2009-10, Council allocated \$45,000 through the Community Assistance Program to fund a total of 50 projects targeting a range of population target groups across the City.

Human Resource Activities

(section 428(2)(m))

As at 30 June 2010, Council's diverse, talented and valued workforce included 1,197 staff across permanent, temporary and casual categories. Further details of Council's Human Resource activities can be found in the Our People section of the Annual Report.

Equal Employment Opportunity (EEO) Management Plan

(section 428(2)(n))

The *Local Government Act 1993* requires each Council to prepare and implement an Equal Employment Opportunity (EEO) Management Plan. Activities undertaken during 2009-10 to support the principles of EEO included:

Training / Development Focus	Attendance
Bullying and Harassment Awareness Training	466
Diversity Awareness	68
Disability Awareness	41
Training / Personal Development for Women	49

More details can be viewed in our supplementary statutory information [📄](#)

External Bodies Exercising Council Functions

(section 428(2)(o))

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

Council Committees

Council has delegated functions to a number of committees formed under section 355 of the *Local Government Act 1993*. These committees are involved in the areas of:

- Access (1)
- Aged accommodation facility (1)
- Audit
- Cultural and heritage (3)
- Halls and neighbourhood centres (8)
- International friendship (1)
- Recreational facilities (6)
- Senior citizens (centres) (1)

Council has also established a number of consultative forums, task forces and working parties to advise it on specific issues, usually involving representatives of the community, Councillors and Council officers.

Companies in which Council held a Controlling Interest

(section 428(2)(p))

Details of all companies in which Council held a controlling interest during 2009-10 are provided below:

- Penrith Performing and Visual Arts Limited
- City of Penrith Regional Indoor Aquatic and Recreation Centre Limited
- Penrith Whitewater Stadium Limited
- Penrith City Children’s Services Co-Operative Limited (including 24 advisory committees)

During this reporting period, Council also had delegates or directors elected to the boards of:

- Penrith Business Alliance Limited (PBA)
- The Western Sydney Regional Organisation of Councils (WSROC)
- WSROC Group Apprentices Limited
- The Penrith City and District Business Advisory Centre Limited
- Penrith Sports Stadium Limited

Partnerships, Co-operatives and Joint Ventures involving Council

(section 428(2)(q))

Council is a member of Westpool, which is a joint initiative set up by the councils in Western Sydney to provide cost effective civil liability protection insurance.

Council also contributes towards a Regional Illegal Dumping (RID) Squad initiative along with several other Western Sydney councils.

Competitive Neutrality

(section 428(r) and clause 217(1)(d)(ii)-(ix))

In April 1995, representatives of the Commonwealth and all state and territory governments met and ratified the *National Competition Policy*. It aims to increase consumer and business choice, reduce cost, improve competitiveness and lower prices. A major reform required by the policy is the separation of non-contestable regulatory and other functions from commercial activities that can be subject to competition. Major activities that can be subjected to competition are classified as category 1.

Council’s organisational structure separates staff accountability for the specification of outcomes from those accountable for the delivery of outcomes. This structure provides an opportunity for clearly specifying outputs and outcomes so that they are consistent with the requirements of Council’s Strategic Plan. Council has developed a common approach to business units for the organisation consistent with the principles of competitive neutrality. Details of Council’s business operations in respect to competitive neutrality are provided online [🔗](#)

Stormwater management

(section 428(2)(r) and clause 217(1)(e))

Council did not levy a charge for stormwater management for 2009-10.

Companion Animals Act and Regulation – enforcement and compliance

(section 428(2)(r) and clause 217(1)(f))

A statement prepared in accordance with section 428 of the Act outlining Council’s activities during 2009-10 to enforcement and ensuring compliance with the Companion Animal Act and Regulations can be viewed in our supplementary statutory information [🔗](#)

Environmental Planning and Assessment (EPA) Act 1979

Planning agreements

(section 93G(5) EPA Act 1979)

There are five applicable agreements in the reporting period.

- South Werrington Urban Village Planning Agreement
- Caddens Release Area Planning Agreement
- Claremont Meadows (Stage 2) Planning Agreement
- St Marys Penrith Planning Agreement
- Glenmore Park (Stage 2) Planning Agreement

The conditions of these agreements can be viewed in our supplementary statutory information [📄](#)

Freedom of Information Act 1989 and Regulation

(section 68 FOI Act 1989 and clause 10 FOI Regulation 2005)

In NSW the *Freedom of Information Act 1989* gives individuals the right to; obtain access to information held as records by State Government Agencies, a Government Minister, local government and other public bodies, request amendments to records of a personal nature that are inaccurate, and appeal against a decision not to grant access to information or to amend personal records. Under this Act, Council is required to report on all freedom of information (FOI) activities.

Full reports detailing the number of FOI applications received, their outcomes, processing times, and related expenses can be viewed in our supplementary statutory information [📄](#)

A summary of the content provided in these reports is provided in the table below.

Total applications to be processed	43
Total applications completed	25
Total applications withdrawn	15
Total applications unfinished	3
Accessed costs for completed applications	\$2,760
Fees received for completed applications	\$1,195

Privacy and Personal Information Protection (PIIP) Act 1998

(section 33 PIIP Act 1998)

Council has a Privacy Management Plan as required by the Act. Staff have been informed of the legislation. The release of information has been in accordance with the legislation and the plan. There have been no reviews under the *Privacy and Personal Information Protection Act 1998* in 2009-10. [📄](#)

Financial Statements Summary

This section provides a summary of Council's 2010 Financial Statements available online or on the accompanying CD.

It compares the reported financial results to Council's own financial objectives. Readers of the Statements are encouraged to contact Council's Financial Services Department on (02) 4732 7815 for any assistance required in understanding the reported results.

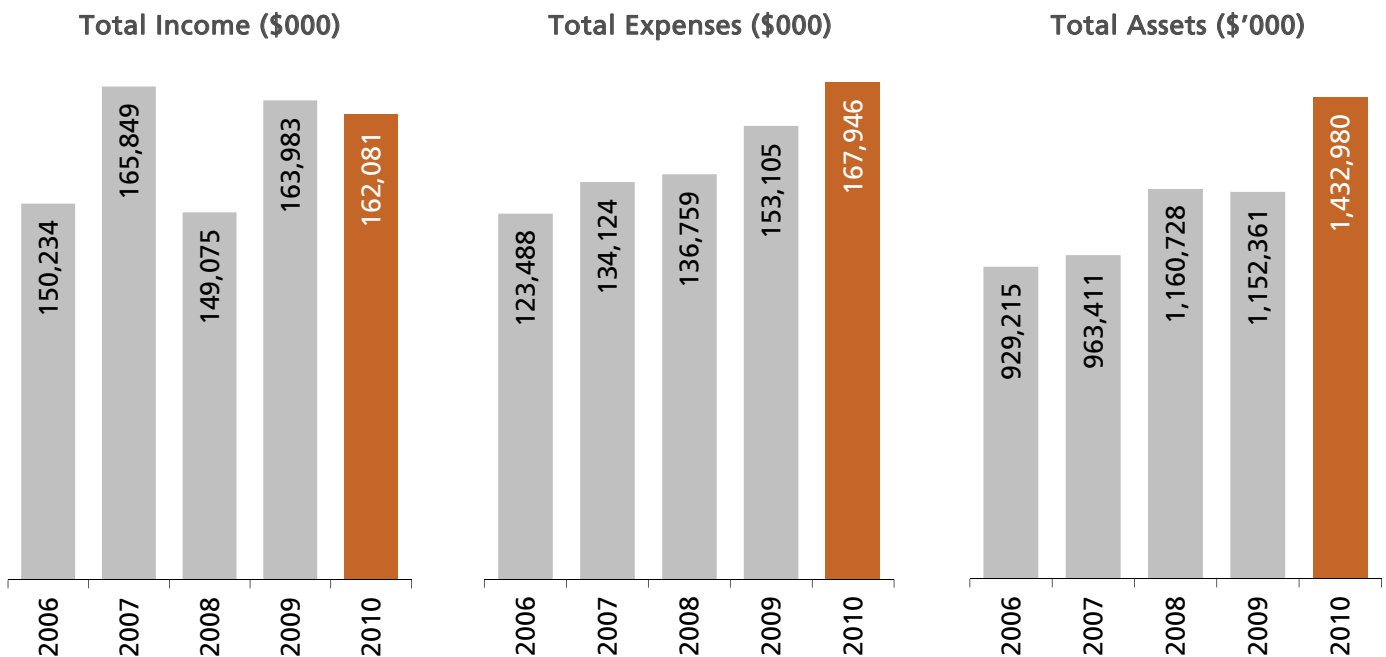
The statements are produced in accordance with the Australian Accounting Standards and the NSW Local Government Code of Accounting Practice. The Australian Accounting Standards Board (AASB) has adopted International Financial Reporting

Standards (IFRS) and issued the Australian equivalents (AIFRS). The application of AIFRS is reflected in these Financial Statements. These statements are independently audited, reported to Council, placed on public exhibition and lodged with the Division of Local Government (DLG) in early November each year.

Under the 1993 NSW Local Government Act, Council is required to produce an audited set of Financial Statements. [i](#)

Summary of 2010 Key Results and Events

- Total assets ▲ 24.4% to \$1,433m due to purchases and revaluations
- The revaluation of Council's Roads, Bridges, and Drainage added \$279m to Council's Infrastructure, Property, Plant & Equipment
- Assets held per head of population is \$8,219
- Borrowing costs ▼ 2.3% to \$4,049
- Total revenue ▼ 1.2% to \$162.1m
- Total expenditure ▲ 9.7% to \$167.9m
- Operating deficit of \$5.9m



Five Year Financial Summary

for the Year Ended 30 June	Units	2010	2009	2008	2007	2006
Total Income from Continuing Operations	\$000	162,081	163,983	149,075	165,849	150,234
Total Expenses from Continuing Operations	\$000	167,946	153,105	136,759	134,124	123,488
Net Operating Result for Year	\$000	(5,865)	10,878	12,316	31,725	26,746
Grants and Contributions	\$000	33,176	42,603	35,951	54,262	46,046
Net Operating Result before Capital Grants and Contributions	\$000	(10,340)	(1,190)	(2,059)	(1,099)	1,251
Further breakdown of Income Statement items are shown in Appendix 1						
Current Assets	\$000	55,571	56,588	60,302	61,654	52,727
Non-Current Assets	\$000	1,377,409	1,095,773	1,100,426	902,940	876,488
Current Liabilities	\$000	45,762	43,352	39,763	40,037	38,018
Non-Current Liabilities	\$000	64,092	59,077	58,455	53,658	53,206
Total Equity	\$000	1,323,126	1,049,932	1,062,510	869,716	837,991
Further breakdown of Balance Sheet items are shown in Appendix 1						
Cash Flows from Operating Activities	\$000	22,453	30,500	24,119	36,060	35,515
Cash Flows from Investing Activities	\$000	(28,066)	(27,903)	(32,221)	(35,503)	(44,758)
Cash Assets at the end of Reporting Period	\$000	4,049	5,035	809	3,262	1,771
Rates Outstanding	%	5.67	4.94	5.04	4.72	4.44
Unrestricted Current Ratio	Ratio	1.03:1	1.17:1	1.15:1	1.33:1	1.19:1
Debt Service Ratio	%	7.82	7.45	7.13	7.32	7.18
Asset Renewal	Ratio	51.6%	56.9%	43.2%	51.0%	-



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Financial Overview

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Our financial performance

Council's financial performance for 2009-10 is characterised by:

- a net deficit result of \$5.9 million for the year
- a Budget deficit of \$1.4 million
- an increase in assets from \$1,152m in 2008-09 to \$1,433m in 2009-10, with assets per capita increasing from \$6,589 per person to \$8,219 per person during this period
- an increase in liabilities from \$102 million in 2008-09 to \$110 million in 2009-10 – with liabilities per capita being \$630 per person.
- an increase in Rates and Annual Charges outstanding to 5.67%.
- a slightly smaller capital works program of \$38.5m in 2009-10 compared to \$40.6m in 2008-09, due to changing focus to maintenance initiatives
- a total of 54% of Council's income being derived from Rates and Annual Charges. This is an increase of 3% over 2008-09 due to a decline in capital grants and contributions received in 2009-10
- other key ratios are outlined in Note 13.

Ensuring financial sustainability

Council's financial performance is aligned with its continued focus on long-term financial sustainability. We regularly review our Operating Plan and financial performance throughout the year to adapt to changing conditions and requirements. Council regularly reviews its Long-Term Financial Plan (LTFP) to ensure short-term needs are considered against long-term sustainability.

Council's investment policies and strategies have been effective in producing solid returns on ratepayers' funds. Council's average return on investments for 2009-10 is 4.90%, which has outperformed the average BBSW rate of 4.04% in 2009-10. Council's weighted interest rate on borrowings has also decreased 2% due to the lowering costs of capital. Council continues to use borrowings to fund accelerated infrastructure programs. While an increase in borrowings increases Council's liabilities, it has been necessary to use borrowings to continue to fund these infrastructure programs. Council's level of debt is continually monitored to ensure it is sustainable without risking service levels.

Delivering infrastructure

Council is committed to renewing its assets. Local Government in NSW faces a large backlog of work to bring roads, drainage, and building assets to a satisfactory standard. Council is committed to addressing this backlog through initiatives such as the asset renewal and established areas strategy (AREAS) rate increase which continues to fund additional annual maintenance expenditure. Special Schedule 7 provides further information about the condition of these assets.

Developer contribution reforms

The Premier of NSW has recently announced reforms to Developer Contributions that caps the s94 contribution to \$30,000 per lot / dwelling. The recent announcement will result in a shortfall for Council's current and future release areas of approximately \$137 million. The challenge for Council will now be how to deliver the essential infrastructure to accommodate the city's growth.



Andrew Moore
Financial Services Manager



Vicki O'Kelly
Group Manager Finance
Responsible Accounting Officer

 Council's full Financial Statements are available on enclosed CD or online.

INCOME STATEMENT

for the year ended 30 June 2010

Budget ⁽¹⁾			Actual	Actual
2010	\$ '000	Notes	2010	2009
Income from Continuing Operations				
<i>Revenue:</i>				
86,326	Rates & Annual Charges	3a	87,283	83,503
28,418	User Charges & Fees	3b	28,770	28,554
2,296	Interest & Investment Revenue	3c	2,877	3,669
4,782	Other Revenues	3d	6,415	5,325
26,922	Grants & Contributions provided for Operating Purposes	3e,f	28,701	30,535
9,119	Grants & Contributions provided for Capital Purposes	3e,f	4,475	12,068
<i>Other Income:</i>				
-	Net gains from the disposal of assets	5	2,734	329
50	Net Share of interests in Joint Ventures & Associated	19	826	-
157,913	Total Income from Continuing Operations		162,081	163,983
Expenses from Continuing Operations				
70,266	Employee Benefits & On-Costs	4a	71,437	67,127
4,197	Borrowing Costs	4b	4,049	4,146
54,105	Materials & Contracts	4c	44,715	45,477
20,013	Depreciation & Amortisation	4d	31,550	20,436
14,503	Other Expenses	4e	16,195	15,919
462	Net Losses from the Disposal of Assets	5	-	-
163,546	Total Expenses from Continuing Operations		167,946	153,105
(5,633)	Operating Result from Continuing Operations		(5,865)	10,878
(14,752)	Net Operating Result for the year before Grants and Contributions provided for Capital Purposes		(10,340)	(1,190)

(1) Original Budget as approved by Council - refer Note 16

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BALANCE SHEET as at 30 June 2010

ABOUT US	\$ '000	Notes	Actual 2010	Actual 2009
GOVERNANCE	ASSETS			
	Current Assets			
	Cash & Cash Equivalents	6a	4,049	5,035
	Investments	6b	42,752	41,586
	Receivables	7	6,016	6,887
	Inventories	8	2,304	2,527
	Other	8	450	553
OUR PEOPLE	Total Current Assets		55,571	56,588
	Non-Current Assets			
	Investments	6b	11,945	16,445
	Receivables	7	2,033	1,528
	Infrastructure, Property, Plant & Equipment	9	1,342,912	1,064,141
	Investments accounted for using the equity method	19	2,470	1,644
	Investment Property	14	18,049	12,015
OUR THEMES	Total Non-Current Assets		1,377,409	1,095,773
	TOTAL ASSETS		1,432,980	1,152,361
SUSTAINABILITY	LIABILITIES			
	Current Liabilities			
	Payables	10	12,894	11,098
	Borrowings	10	6,877	7,109
	Provisions	10	25,991	25,145
PERFORMANCE	Total Current Liabilities		45,762	43,352
	Non-Current Liabilities			
	Borrowings	10	62,785	57,926
	Provisions	10	1,307	1,151
STATUTORY	Total Non-Current Liabilities		64,092	59,077
	TOTAL LIABILITIES		109,854	102,429
	Net Assets		1,323,126	1,049,932
FINANCIALS	EQUITY			
	Retained Earnings	20	885,297	891,162
	Revaluation Reserves	20	437,829	158,770
	Total Equity		1,323,126	1,049,932

STATEMENT OF CHANGES IN EQUITY
for the year ended 30 June 2010

\$ '000	Notes	Retained Earnings	Reserves (Refer 20b)	Council Equity Interest	Total Equity
2010					
Opening Balance		891,162	158,770	1,049,932	1,049,932
Net Operating Result for the Year		(5,865)	-	(5,865)	(5,865)
Other Comprehensive Income					
- Revaluations : IPP&E Asset Revaluation Reserve	20b	-	279,059	279,059	279,059
Other Comprehensive Income		-	279,059	279,059	279,059
Total Comprehensive Income		(5,865)	279,059	273,194	273,194
Equity - Balance at end of the reporting period		885,297	437,829	1,323,126	1,323,126

\$ '000	Notes	Retained Earnings	Reserves (Refer 20b)	Council Equity Interest	Total Equity
2009					
Opening Balance		880,284	182,226	1,062,510	1,062,510
Net Operating Result for the Year		10,878	-	10,878	10,878
Other Comprehensive Income					
- Revaluations : IPP&E Asset Revaluation Rsvs	20b	-	(23,456)	(23,456)	(23,456)
Other Comprehensive Income		-	(23,456)	(23,456)	(23,456)
Total Comprehensive Income		10,878	(23,456)	(12,578)	(12,578)
Equity - Balance at end of the reporting period		891,162	158,770	1,049,932	1,049,932

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CASH FLOW STATEMENT

for the year ended 30 June 2010

ABOUT US	Budget 2010	\$ '000	Notes	Actual 2010	Actual 2009
	Cash Flows from Operating Activities				
	Receipts:				
GOVERNANCE	89,917	Rates & Annual Charges		86,477	83,416
	30,480	User Charges & Fees		31,569	31,788
	2,371	Investment & Interest Revenue Received		2,675	4,162
	34,383	Grants & Contributions		33,881	40,467
	5,610	Other		7,570	10,031
OUR PEOPLE	Payments:				
	(68,257)	Employee Benefits & On-Costs		(70,408)	(65,884)
	(63,418)	Materials & Contracts		(48,539)	(53,481)
	(2,197)	Borrowing Costs		(4,049)	(2,266)
	(16,313)	Other		(16,888)	(17,733)
	12,576	Net Cash provided (or used in) Operating Activities	11b	22,288	30,500
OUR THEMES	Cash Flows from Investing Activities				
	Receipts:				
	164,874	Sale of Investment Securities		154,813	163,287
	3,350	Sale of Real Estate Assets		3,350	35
	6,505	Sale of Infrastructure, Property, Plant & Equipment		1,967	2,781
SUSTAINABILITY	4	Deferred Debtors Receipts		5	61
	Payments:				
	(155,000)	Purchase of Investment Securities		(151,479)	(157,169)
	(31,459)	Purchase of Infrastructure, Property, Plant & Equipment		(36,396)	(36,812)
	(100)	Purchase of Real Estate Assets		(161)	(86)
	(11,826)	Net Cash provided (or used in) Investing Activities		(27,901)	(27,903)
PERFORMANCE	Cash Flows from Financing Activities				
	Receipts:				
	4,374	Proceeds from Borrowings & Advances		11,789	7,782
	Payments:				
	(7,124)	Repayment of Borrowings & Advances		(7,162)	(6,153)
	(2,750)	Net Cash Flow provided (used in) Financing Activities		4,627	1,629
STATUTORY	(2,000)	Net Increase/(Decrease) in Cash & Cash Equivalents		(986)	4,226
	5,035	plus: Cash & Cash Equivalents - beginning of year	11a	5,035	809
	3,035	Cash & Cash Equivalents - end of the year	11a	4,049	5,035
FINANCIALS	Additional Information:				
		plus: Investments on hand - end of year	6b	54,697	58,031
		Total Cash, Cash Equivalents & Investments		58,746	63,066

Supplementary Statutory information

Legal Proceedings

(Section 428(2)(e))

As well as using external legal firms, Council's internal Legal and Governance Group, which employs a Group Manager - Legal and Governance, Legal Officer, Secretary and trainee, provided a range of legal services in 2009-10. The Legal and Governance Group dealt with Council's property transactions, provided legal advice, litigation and subpoenas, and other specific issues for the organisation.

Council paid its external legal firms/consultants/court/process servers/barristers \$435,082 in 2009-10. This is compared to \$632,456 in 2008-09 and \$595,426 in 2007-08. This expenditure was for general advice, preparing for court hearings, defending appeals, barrister's costs, consultant expert costs and acting for Council in court actions.

Council has spent an estimated \$361,584 on the provision of legal services in-house during the financial year. This expenditure included an allocation for rent, maintaining a legal library and the provision of equipment. The Legal and Governance Department also derives income from cost orders in favour of the Council. Last year Council recovered in excess of \$263,426 from cost orders in its favour. Council also saved in excess of \$100,000 by undertaking its own in-house legal services with respect to conveyancing and litigation.

Fines in the amount of \$3,115 have been recovered through prosecutions in the Local Court. In a number of cases Council had a costs order made in its favour which can be offset against the legal costs.

Matters ongoing from previous years in the Land and Environment Court

Matters	State or Progress	Costs incurred in reporting period
13-23 Pattys Place, Jamisontown	<p>Class 4 proceedings instigated by Calardu Penrith Pty Ltd seeking a declaration from the Court (amongst other orders) that a Development Consent issued by Council is invalid and of no effect.</p> <p>A second appeal was heard by the Land and Environment Court. The Court upheld Council's decision to issue the consent and awarded Council costs of the second proceedings.</p> <p>The applicant has since filed an appeal out of the Court of Appeal against the Land and Environment Court decision. The matter will be heard in late July 2010.</p> <p>The first appeal instigated by the applicant has been adjourned until the Court of Appeal matter has been determined.</p> <p>Matter ongoing.</p>	\$150,888
43-47, 59-119 St Thomas Road, Mulgoa	<p>Class 1 appeal. Council refused the Development Application. The applicant sought approval to construct a primary school upon the land containing the St Thomas Church, which is a significant heritage item.</p> <p>Judgement of the matter was handed down in favour of the applicant.</p> <p>Council is currently seeking to recover costs from the applicant, with a formal hearing of Council's Notice of Motion to recover costs listed for 6 August 2010.</p> <p>Matter ongoing.</p>	\$70,179
123 Mulgoa Road, Penrith	<p>Class 4 and Class 1 appeal. Council commenced Class 4 proceedings as a result of the applicant's failure to develop the golf course in accordance with its original approval.</p> <p>Following commencement of the Class 4 proceedings, the applicant lodged a Section 96 modification application seeking approval for the works as constructed.</p> <p>Matters resolved at the Court hearing. Council awarded costs in the Class 4 proceedings. Council has sought to recover its cost incurred in the proceedings, however the respondent company was wound-up and the sole director has been declared bankrupt.</p>	\$10,382

New Matters in the Land and Environment Court

Matter	State or Progress	Costs incurred in reporting period
Lots 12-13, 43-45 Littlefields Road, Mulgoa	<p>Class 1 appeal. Applicant seeks consent for the construction of a 56 place child care centre.</p> <p>The applicant appealed against Council's deemed refusal on the basis that the Development Application was not determined within the 40 day statutory time frame.</p> <p>The matter was heard on 31 May and 1 June 2010. Council is awaiting judgement of the matter.</p>	\$30,670
230 Pattys Place, Jamisontown	<p>Class 4 proceedings instigated by Bardsley-Smith, Ferguson and Stubbs. The applicants are seeking orders from the Court to strike down the Development Consent issued by Council for a Chemist Warehouse to be built.</p> <p>Council filed a submitting appearance. The matter is listed for hearing out of the Land and Environment Court in November 2010.</p> <p>Matter ongoing.</p>	\$11,876
2014 The Northern Road, Orchard Hills	<p>Class 1 appeal. Council refused the Development Application. The applicant sought approval for the subdivision of four lots into 16, the construction of a new road, the construction of a retention pond and the incorporation of an existing easement.</p> <p>Matter ongoing.</p>	\$2,340
88-94 Grays Lane, Cranebrook	<p>Class 1 appeal. Council refused the Development Application to demolish an existing dwelling house and construct a child care centre on the property.</p> <p>The applicant amended its plans during the proceedings. The Court approved the appeal based on the amended plans.</p>	\$9,350
43-45 Littlefields Road, Mulgoa	<p>Class 1 appeal. Council refused the Development Application for the construction of a tea room and gallery.</p> <p>Proceedings were withdrawn by the applicant on 29 October 2009.</p>	<p>In house lawyer</p> <p>No external expenditure</p>

Matters ongoing from previous years in the Court of Appeal

Matter	State or Progress	Cost
312 Third Avenue, Llandilo	<p>The applicant appealed the decision of the Land and Environment Court to uphold Council's refusal of the applicant's Development Application for alterations and extensions to an existing fruit store.</p> <p>The matter was heard by the Court of Appeal.</p> <p>The Court upheld the decision of the Land and Environment Court and ordered the applicant to pay Council's costs of the proceedings.</p>	\$19,353

Local Court Matters

Matter	State or Progress	Cost
Alexander Baldacchino	Defendant convicted of offence against the Protection of the Environment Operations Act 1997. Defendant fined \$500 and ordered to pay \$76 in costs.	In house lawyer No external expenditure
Adel Morcos	Defendant convicted for failure to comply with conditions of development consent (offence against Environmental Planning and Assessment Act 1979) and fined \$200.	In house lawyer No external expenditure
Dale Anderson	Defendant convicted of an offence against the Companion Animals Act 1998. The Court imposed a 12 month good behaviour bond under Section 10 of the Crimes (Sentencing Procedure) Act 1999.	In house lawyer No external expenditure
Siwogu Pty Ltd	Defendant convicted of failure to comply with conditions of development consent (offence against Environmental Planning and Assessment Act 1979). Defendant fined \$500 and ordered to pay \$76 in costs.	In house lawyer No external expenditure
Sam Management Services Aust Pty Ltd	Defendant prosecuted for failure to comply with conditions of development consent (offence against Environmental Planning and Assessment Act 1979). The matter was withdrawn.	In house lawyer No external expenditure
AWS Group Ltd	Defendant prosecuted for failure to comply with order (offence against Environmental Planning and Assessment Act 1979). The Court did not impose a penalty and the matter was dismissed.	In house lawyer No external expenditure
Neville J Shelley	Defendant convicted of offence against Protection of the Environment Operations Act 1997. Defendant fined \$750 plus \$1000 professional costs, and ordered to pay costs of \$73.	\$2,425
Stephen Peter Hosford	Defendant prosecuted for offence against the Protection of the Environment Operations Act 1997. The Court did not impose a penalty.	\$2,200
Simon Felice	Defendant pleaded guilty to an offence against the Companion Animals Act 1998. Defendant fined \$165 plus costs of \$76.	In house lawyer No external expenditure
John Hogg	Defendant pleaded guilty to an offence against the Companion Animals Act 1998. The Court did not impose a fine, but ordered the defendant to pay costs of \$76.	In house lawyer No external expenditure
Suzette Turner	Defendant convicted of six offences against the Companion Animals Act 1998. The defendant was found guilty. The Court did not impose a fine.	In house lawyer No external expenditure
Jim Spanos	Defendant convicted of two offences against the Food Act 2003. Court ordered defendant to pay fines in the sum of \$400 and \$600, plus court costs of \$76 and professional costs of \$200.	In house lawyer No external expenditure

This report includes "on the spot" fine matters that have resulted in hearings or contemplated hearings.

Bush fire hazard reduction

(section 428(2)(i1))

Penrith City has 10 fire brigades within its local government area of 407 square kilometres. Of this, the Cumberland Zone Rural Fire Service (RFS) provides protection for 313 square kilometres (76%), while the balance (24%) is the responsibility of NSW Fire Brigades.

The Cumberland Zone RFS (incorporating brigades from Penrith, Blacktown and Fairfield) commenced operations from its new headquarters in Jeanette Street, Regentville on 14 December 2009. As at 30 June 2010, improvements to the headquarters were 98% complete.

The Penrith brigades of the Cumberland Zone RFS attended 721 incidents in the Penrith Local Government Area between 1 July 2009 and 30 June 2010. These included grass and bush fires, light forest fires, vehicle and structural fires and motor vehicle accidents.

A significant fire occurred in the Londonderry area on 17 December 2009. The fire was managed by the NSW RFS, with the support of the NSW Fire Brigades and the National Parks Division of the Department of Environment, Climate Change and Water. Approximately 520 hectares were burnt, with no loss of life. There was damage to a house, a factory and four sheds. Four outbuildings, four vehicles (including a camper trailer and a caravan), fences and two power poles were totally destroyed.

Council's program of mowing and slashing of roadsides throughout the District provided some hazard reduction. Brigades throughout the District carried out hazard reduction burns on rural properties to help landowners with their land management responsibilities.

Cumberland Zone Brigades conducted two large hazard reductions. One was on the Defence Establishment land at Orchard Hills, planned to reduce the possibility of fire and give protection not only for the buildings on the base but also to slow down any wildfire that could escape the grass land on the base that could affect surrounding rural properties. The other significant hazard reduction was a strategic asset protection zone on Aboriginal land on Government Road at Berkshire Park to slow the progress of a wildfire that may come from the Castlereagh Nature Reserve.

Under delegated authority from Penrith City Council, NSW Rural Fire Service staff investigated complaints regarding bush fire hazards. Advice to and negotiation with landowners ensured that hazards were removed without the need to issue notices.

Services and Access for People with Diverse Cultural and Linguistic Backgrounds, and Access and Equity Activities

(sections 428(2)(j) & 428(2)(r) and clause 217(1)(d)(i))

Council has undertaken a range of initiatives to promote services and access to services for people with diverse cultural and linguistic backgrounds. A summary of some of Council's key initiatives undertaken in this regard is provided in the following table:

Initiative	Summary
NAIDOC Week 2009 - Nurturing Our Youth – Honouring Our Elders	The Family Gathering at Jamison Park in July featured a range of stalls by community and government organisations providing information on local housing, family support and health services. Approximately 2,000 people attended the event and enjoyed a range of sporting activities and performances. Council also hosted a Civic Reception to observe NAIDOC Week with wide representation from the local Aboriginal community and organisations.
Seniors Week - Live Life concert and funding assistance for local organisations – March 2010	In celebration of Seniors Week 2010, Council hosted concerts at the Joan Sutherland Performing Arts Centre to celebrate Seniors Week. Due to popular demand, two concerts were held. Attended by approximately 600 local residents, the performances showcased the musical and dance talents of local groups and organisations including students from three local high schools. Council also allocated small grants various organisations and groups to coordinate other local activities to celebrate Seniors Week 2010.

International Day of People with Disability (December 2009) – Art and Culture	Council hosted a successful event to celebrate International Day of People with Disability 2009. The theme was “Art and Culture” and celebrations included a Mayoral morning tea with the launch of Council’s Penrith Inclusion Plan – People with Disability 2009-2013 and the unveiling of the Sunnyfield Independence sculpture Frizzle. The Penrith Regional Gallery also held a week of participatory cultural activities for people with disability and professional development opportunities in art installation and sound production.
Penrith Inclusion Plan – People with Disability 2009-2013	Adopted by Council in September 2009, this plan promotes the inclusion and participation of people with disability in the City’s social and economic fabric. It emphasises Council’s role as a City leader and highlights the importance of strategic partnerships with other organisations including business in making Penrith more inclusive and accessible..
International Women’s Day 2010 - Equal Rights, Equal Opportunities: Progress for all	In celebration of International Women’s Day 2010, Council organised and hosted a breakfast forum on 9 March. This breakfast was well attended by women from the community, business and sporting sectors. Cr Karen McKeown and Eva Cox from the University of Technology Sydney were guest speakers and delivered inspiring presentations on many current and emerging issues relevant to women such as equal pay, the lack of women in senior positions and increasing women’s participation in politics.
Women’s Services Sector Advocacy Strategy	The Women’s Services Sector Advocacy Strategy was developed to maintain and enhance a viable and effective women’s services sector, which is a critical factor in the delivery of accessible services for women in Penrith. Council is implementing the strategy, which won a National Local Government Award, in partnership with the community.
Youth Week 2010 – Live It Now – Respect	Council provided financial contributions and support to several events held during Youth Week including a youth forum at Glenmore Park High School, a radio program developed by young people to discuss their life stories and raise awareness of their cultural heritage, and workshops for young women with mental health and substance abuse issues.
Penrith Migrant Stories Project – Harmony Day and Refugee Week 2010	In celebrating Harmony Day, Council in partnership with a number of community partners and local schools initiated the Penrith Migrant Stories Project. The project involved students from a number of local schools interviewing migrant and refugee communities about their experience of leaving their homelands and settling in Australia. The project provided local students with an opportunity to develop communication and other skills, and facilitated connections between people of diverse backgrounds in Penrith City. The project was launched during Refugee Week by Stefan Kerkyasharian, the Chair of the Community Relations Commission of NSW.
Glenmore Park Child and Family Precinct	The Glenmore Park Child and Family Precinct was constructed in 2009-10 at a cost of about \$7.5 million. The precinct provides a 50 place long day care centre for children aged 0-6; professional rooms for health care and associated service providers; community meeting rooms; a café; and an innovative adventure playground. Since becoming operational in February 2010, the Precinct has become a focal meeting point for the local community and there has been high usage of the facilities.
St Marys Corner Community and Cultural Precinct	The \$ 6million. St Marys Corner Community and Cultural Precinct was officially opened in May 2010. This included the refurbished St Marys Memorial Hall, thanks to Federal Government funding of \$933,000. The newly refurbished hall has seating capacity for 350 people, accessible toilets, parenting rooms and meeting rooms, providing an excellent venue for the Penrith community to host a range of community, social and cultural events.
Interpreter and Cultural Awareness Training	To improve access to services by people from culturally and linguistically diverse (CALD) backgrounds, a training program was organised for 130 Council staff that have regular contact with external customers, including front counter staff, library staff and rangers. The training included how to communicate with CALD customers and the use of different types of Interpreting services.

Services and programs that provide for the needs of children

(section 428(2)(r) and clause 217(1)(c))

Council achieved its objective of providing a diverse and extensive range of quality child care services to meet the needs of local families. In 2009-10 Council provided a range of children's services including:

- 18 long day care centres
- 9 before and after school care centres
- 1 mobile and 6 centre-based preschools
- 1 occasional care service
- 1 mobile play van, and
- 6 vacation care centres.

This cross section of service types met the diverse range of family needs by:

- providing child care principally for the children of working parents in long day care, vacation care and before and after school care, for a range of hours between 6.30am and 6.30pm.
- involving parents in the development of educational programs for children 0-6 years.
- providing care and educational programs for children aged 0-6 years in occasional care for parents generally not working outside the home.
- providing a mobile play van that supports social networking for families in residential areas that do not have established services, in the rural sector and by extending the service to the older, established area of North St Marys.
- implementing a Family Links Project to support parenting capabilities in areas of healthy eating and social networks for families and to promote children's centres as hubs in the community.
- improving equity by levelling fee structures across service types.
- implementing the active out of school hours (OOSH) program and Munch and Move to promote healthy lifestyles, as well as implementing cyclical menus at all sites that provide meals for children.
- participating in local forums and networks to share information with other service providers and distribute information to families.

Council further supported the needs of families by providing projects that resource staff to ensure inclusion of children with additional needs and disabilities, and family backgrounds that include Indigenous and those with a home language other than English. Appropriate programs and projects were run in all service types and included:

- empowering child care service staff across the Penrith, Blue Mountains and Hawkesbury regions to deliver inclusive services for children with additional needs in long day care, vacation care, out of school hours services, occasional care, family day care and in home care services, including Council sponsored, community based and commercial services, through the continuation of the Federally funded Inclusion Support Agency.
- providing the Supporting Aboriginal Access to Children's Services project to encourage the access of Indigenous families to Council's preschools and long day care services and to offer practical guidance around Aboriginal practices and activities for staff to include in their programming.
- maintaining and further developing Indigenous information and equipment resources for use in long day care centres, preschools and occasional care services.
- ensuring participation of Children's Services staff in local NAIDOC Week celebrations and Disability Expos and information sessions for specific culturally and linguistically diverse (CALD) community groups and children from a refugee background.
- providing access to professional development training for Children's Services staff around the inclusion of children with additional needs.

- providing support to access flexible support funding, specialist equipment, bi cultural support, Indigenous professional support units and general resources through the Professional Support Coordinators directly linked with the Inclusion Support Agency via the Inclusion and Professional Support Program.
- providing support to access Commonwealth Inclusion Support Subsidies (589 applications) and ongoing assistance for the inclusion of children with high ongoing support needs in long day care, vacation care, out of school hours services, occasional care, family day care and in home care services.
- providing ongoing coaching and mentoring, tailor made to child care service needs, to ensure all children's needs are met through promoting the implementation of the Early Years Learning Framework.
- continuing the distribution of regular newsletters to provide information on up to date guidelines, initiatives and practices to support the inclusion of children with additional needs.
- providing direct assistance to children with high support needs through the successful continuation of the OOSH Integration Project to facilitate the access of children with disabilities into OOSH services.
- providing access for children from 12-18 years with high support needs to vacation care programs through the Recreation and Peer Support (RAPS) service. This is the provision of activities and opportunities to engage in the community and develop independent skills through recreational excursions.

In 2009-10 Council continued to review the provision of Children's Services and has:

- continued to upgrade facilities with improvements to centre playgrounds and buildings to ensure compliance with legislation and regulations.
- implemented shade and sandpit cover audits across all centres.
- improved customer service with the further development of a centralised waiting list for a place in children's centres.
- attended career expos and university open days and participated in the Corporate Partners for Change program to promote services and child care as a career of choice.
- provided a trainee program to encourage child care as a career of choice and help maintain a skilled workforce - this included the introduction of a hospitality traineeship.
- provided work experience opportunities for TAFE and university students.
- implemented a five year business plan that identifies four key areas of leadership, resources, people and quality.
- developed and implemented a marketing plan with strategies to raise the profile of children's services within the community and highlight the range of services available.
- lobbied extensively at local, state and federal levels for standards of care and education across the City.

Council encouraged community participation in the management of its Children's Services where possible, including:

- delegating "care, control and management" of 38 services to the innovative management structure, the Penrith City Children's Services Cooperative Ltd through Section 377 of the Local Government Act, 1993. The cooperative has been successfully operating since 2003.
- conducting parent meetings and annual surveys for evaluation of the services directly managed by Council.
- holding open days, festivals and functions across the services to provide opportunities for the community to participate in children's activities, view the centres and learn about available services.
- promoting the services available to the community in a variety of ways including media advertising, brochures, flyers, open days and Children's Week. Written information on all services is distributed widely.

Equal Employment Opportunity (EEO) Management Plan

(section 428(2)(n))

The *Local Government Act 1993* requires each Council to prepare and implement an Equal Employment Opportunity (EEO) Management Plan. Activities undertaken during 2009-10 to support the principles of EEO included:

Training / Development Focus	Attendance
Bullying and Harassment Awareness Training	466
Diversity Awareness	68
Disability Awareness	41
Training / Personal Development for Women	49

Major achievements during 2009-10 included:

- Council's 12 month traineeship program now offers designated places for applicants from specific target groups - 2 people with a disability and 2 people from Aboriginal/Torres Strait Islander background were employed in traineeships
- 49 women attended a professional development program designed specifically for women
- 378 staff attended bullying and harassment prevention training
- 88 supervisors/managers attended bullying and harassment prevention training
- 41 staff attended Disability Awareness Training and
- 68 staff attended Diversity Awareness Training.

Learning and Development

In 2009-10 Council staff clocked up 3,123 attendances at 313 internal training sessions conducted at Council and 406 attendances to external conferences and seminars.

The number of staff receiving support through Council's Education Assistance Program to undertake tertiary studies related to their work grew from 89 in 2008-09 to 102 during 2009-10. This program includes financial assistance for tuition (paid upon successful completion of study units) as well as leave provisions to meet study and exam commitments.

Children's Services staff had the highest uptake of educational assistance, with 30 staff studying or expanding their qualifications in 2009-10.

The Education Assistance Policy was amended to encourage staff to undertake study in an area of skill shortage.

545 staff attended a workshop on the Code of Conduct, Values and Behaviours and Record Keeping and all remaining staff will attend this workshop in the second half of 2010.

94 women were provided with the opportunity for career development by acting in a higher level position.

2 people with a disability were employed as Business Administration Trainees.

3 people identified as Aboriginal or Torres Strait Islanders were employed in Council's Field Operator Training Program (2) and Childcare Traineeship (1).

A Safer & Healthier Workforce: Occupational Health and Safety (OH&S)

Council has recorded a very slight increase in staff injury claims in the last 12 months, however the 2009-10 rate is the second lowest in the past 18 years. Council's ongoing commitment to identifying and eliminating or reducing risks has resulted in a reduction in the severity of the injuries and lost days due to injury.

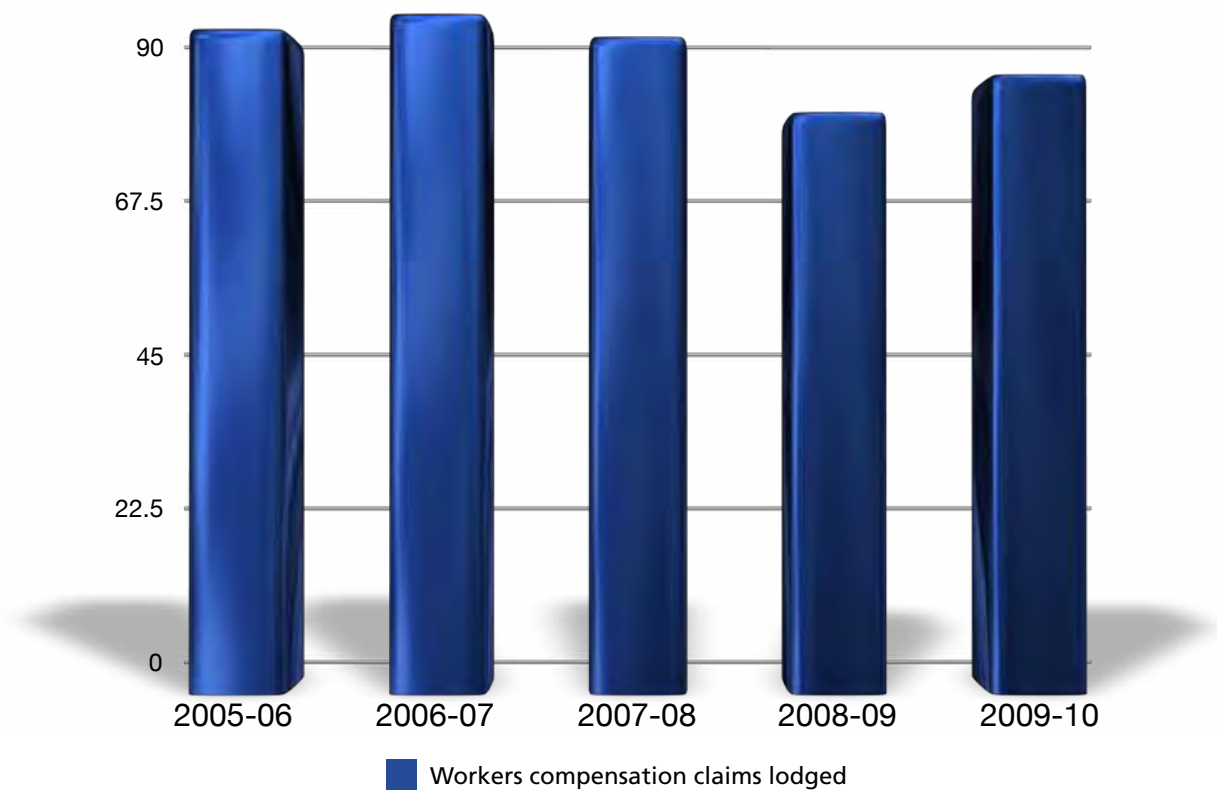
This focus, combined with a positive Return to Work program, has resulted in the majority of injured staff returning to duties in a safe and timely manner.

223 staff have attended OH&S Inductions and 615 training sessions have been undertaken across courses such as First Aid, Chemical Awareness, Confined Space and Safe Handling of Sharps.

Council's OH&S committee meets on a monthly basis and provides an effective forum for the discussion and resolution of OH&S issues. Council's OH&S Committee continues to operate effectively and conducted 72 worksite inspections, with another 35 sites being inspected by the OH&S Coordinator.

In the course of positioning towards a self insurance model, Council has investigated a move from the Traditional Insurance Model to the new Retro-paid loss (Burning Cost) model. These investigations have been positive and this model has been endorsed by Council for implementation on 1 July 2010. This initiative is seen as a great step forward that will further improve Council's Safety Systems and provide greater control over costs and services to staff.

Rates of Injury



Employee Relations

Council has experienced a settled Industrial Relations climate with the successfully negotiated Council Agreement delivering the second stage of its 3.5% pay increase to all staff in November 2009.

No industrial matters have required intervention by the Industrial Relations Commission during this period and no industrial disputes have resulted in any loss of work time.

The Joint Consultative Committee (JCC) continues to provide an effective forum for staff representatives from all levels to meet and discuss staff related issues across Council. The JCC is balanced with both staff and management representation and is strongly supported by management. Member refresher training courses are available to ensure members continue to operate effectively.

Competitive Neutrality

(section 428(r) and clause 217(1)(d)(ii)-(ix))

In April 1995, representatives of the Commonwealth and all state and territory governments met and ratified the *National Competition Policy*. It aims to increase consumer and business choice, reduce cost, improve competitiveness and lower prices. A major reform required by the policy is the separation of non-contestable regulatory and other functions from commercial activities that can be subject to competition. Major activities that can be subjected to competition are classified as category 1.

Council's organisational structure separates staff accountability for the specification of outcomes from those accountable for the delivery of outcomes. This structure provides an opportunity for clearly specifying outputs and outcomes so that they are consistent with the requirements of Council's Strategic Plan. Council has developed a common approach to business units for the organisation consistent with the principles of competitive neutrality.

Penrith City Council has identified the following businesses for the purposes of competitive neutrality.

Category 1

Childcare
Council pools
Property development
Penrith Whitewater Stadium
Penrith Performing and Visual Arts

Category 2

Cemeteries
Tennis courts
St Clair Recreation Centre
Lemongrove Retirement Village
Public halls
Contestable services

Performance of Category 1 Business Activities

The basis for calculating profit and loss items for Category 1 business activities is defined by the State Government. The special purpose financial reports prepared on this basis are included in the audited financial statements found at the end of this report.

These special purpose financial reports show the revenues, expenses and assets for each business activity. Note 1 to the special purpose reports provides additional disclosures for each activity.

Childcare services were expected to generate \$13,377,000 from both fees and Government childcare assistance during 2009-10 and \$13,899,000 (104%) was actually generated from these sources. The utilisation levels achieved by each service type are detailed below. Employee costs were managed closely and at \$11,955,000 were \$183,000 below budget. Other expenditure levels were generally in line with budgeted expectations.

Council's pools experienced reduced patronage during 2009-10. Penrith pool patronage decreased by 0.8 %, having increased by 11.3% in 2008-09. Ripples patronage decreased by 4.7%, having increased by 3.9% in 2008-09. Council provided a direct subsidy of \$660,000 to Ripples for 2009-10 - the same amount provided for 2008-09. Visitation numbers for both venues are shown in the table below.

Council's property development activity continued to provide significant funding towards a number of Council projects - for 2009-10 that funding was \$4,737,000. By its very nature, property development is cyclical and unreliable in terms of timing; some years will have significantly more activity than others. For 2009-10 the amount held in the property development reserve decreased by \$840,000 after providing the \$4,737,000.

Penrith Whitewater Stadium recorded a surplus of \$155,000, an increase of \$99,000 from 2008-09 before competitive neutrality adjustments. For the first year, Council provided a direct subsidy to this business of \$399,000. The surplus resulted in revenues increasing by \$233,000 (9.2%) and expenses increasing by \$134,000 (5.4%). The number of rafting participants for 2009-10 decreased by 1.1%, after having decreased by 12.2% in 2008-09.

Penrith Performing and Visual Arts Limited provides gallery, theatre, function and educational facilities through the Joan Sutherland Performing Arts Centre, the Penrith Regional Gallery and Lewers Bequest, and the Q Theatre. The centres organise activities and also provide for hire of venues. Many items and in particular the educational programs are community services. The venues are often provided to community groups at a discounted rental. Council provided a direct subsidy to this business of \$1,462,000. Including this subsidy, the operation of the Company for 2009-10 resulted in a surplus of \$119,000 before competitive neutrality adjustments.

Some key performance measures are provided in the table below.

Category 1 Business	Performance Indicators	2007-08 Results	2008-09 Results	2009-10 Results
Childcare	Average Utilisation (%) of Childcare Service:			
	- Long Day Care	89%	89%	90%
	- Pre-School	58%	67%	69%
	- Before and After	75%	77%	76%
	- Vacation Care	65%	62%	61%
Council Pools	Patronage at:			
	- Penrith Swimming Centre	128,522 visits	143,096 visits	141,909 visits
	- Ripples Aquatic Centre	488,684 visits	507,604 visits	483,622 visits
Property Development	% change in Rental Income	16.1%	5.24%	5.24%
Whitewater Stadium	Number of rafting participants	23,632	20,760	20,527

Competitive Neutrality Pricing Requirements

The pricing and costing guidelines outline the process for identifying and allocating costs to activities and provide a standard of disclosure requirements. These disclosures are reflected in Council's pricing and/or financial reporting systems and include tax equivalents, Council subsidies, return on investment (rate of return) and dividends paid. These competitive neutrality requirements have been applied to the special purpose reports for both Category 1 and 2 activities.

Progress – Implementing Competitive Neutrality Principles

In line with the principles of competitive neutrality, where government-owned undertakings operate under similar competitive pressures to those experienced by the private sector, Council examined its operations and classified those it considered to be "business" in terms of the Division of Local Government's guidelines. Businesses which fall into the classification of Category 1 (having an annual turnover of \$2 million or more) and Category 2 businesses under the Division's guidelines, have been identified as listed above.

Council's organisational structure separates staff accountability for the specification of outcomes from those accountable for the delivery of outcomes. This structure will provide an opportunity for clearly specifying outputs and outcomes so they are consistent with the requirements of Council's Strategic Plan. Council is developing a common approach to business units for the organisation consistent with the principles of competitive neutrality.

Complaints Handling

Council has a process in place for the handling of competitive neutrality complaints. All written complaints are registered and assigned to the Legal and Governance Group. Council's Legal and Governance Group monitors and reviews the progress of responses to ensure that they are finalised. A unitary customer request system has been installed in all areas of Council. This has greatly improved the efficiency of the process and provided enhanced information for better monitoring.

Competitive Neutrality Complaints

Council received no new competitive neutrality complaints during 2009-10.

Companion Animals Act and Regulation – enforcement and compliance

(section 428(2)(r) and clause 217(1)(f))

1. This statement is prepared in accordance with section 428 of the *Local Government Act 1993*, which requires Council to report its activities during the year relating to enforcement and ensuring compliance with the *Companion Animals Act 1998* and *Companion Animals Regulation 2008*.
 - a. The lodgement of pound data collection returns is conducted annually in accordance with section 15 and 15.2 of the *Guidelines on the Exercise of Functions under the Companion Animals Act 1988* and is provided to the Division of Local Government by 31 August 2010.
 - b. All dog attack data is submitted to the Division of Local Government by entries into the Companion Animal Register (CAR) when sufficient evidence has been collected to substantiate the attack in accordance with section 33(a) of the *Companion Animals Regulations 2008*.
 - c. The expenditure allocated to companion animal management and activities is \$714,000.
 - d. Companion animal community education programs carried out and strategies Council has in place are:
 - produce merchandise on “Responsible Pet Ownership” distributed to residents at community events and school education sessions
 - provide ongoing information regarding cheaper registration fees for desexed animals
 - public education provided by Council’s Companion Animal staff through face-to-face and telephone contact on a daily basis
 - conduct education days at various locations within the Penrith LGA
 - insert advertisements and editorials in the local media
 - monitor companion animal compliance within Council’s parks and reserves
 - issue of approximately 3,000 notices requiring companion animals to be registered under section 10(b) of the *Companion Animals Act 1988*
 - e. The strategies Council has in place to comply with the requirements under section 64 of the *Companion Animals Act 1988* to seek alternatives to euthanasia for unclaimed animals are:
 - animals are returned home to the owner when identified rather than being impounded at the animal shelter
 - all identified owners are sent seizure letters within 24 hours to advise that their animal has been impounded
 - impounded unidentified animals are advertised for sale in the local media
 - dogs and cats are offered to animal rescue organisations that hold a section 16(d) exemption under the *Companion Animals Regulation 2008*
 - animal holding facility tender advertised in June 2010 – tenders being assessed
 - f. Council currently has six dog off-leash exercise areas. These areas are continually improved as funds become available.
2. In accordance with section 85(1)(a) of the *Companion Animals Act 1988*, the money paid from the Companion Animals Fund in 2009-10 - approximately \$181,000 - is directly used to offset some of the expenditure of the 2009-10 Companion Animals budget as mentioned above.

Environmental Planning and Assessment (EPA) Act 1979

Planning agreements

(section 93G(5) EPA Act 1979)

South Werrington Urban Village Planning Agreement

The South Werrington Urban Village Planning Agreement was executed as a deed on 16 September 2008 by the co-signatories Penrith City Council and University of Western Sydney (UWS). It supports the adopted South Werrington Urban Village, a new urban area within the Werrington Enterprise Living and Learning (WELL) Precinct.

This agreement requires UWS to pay an Affordable Housing Contribution of \$265,000. Council must apply that contribution to the provision of long term permanent and rental accommodation for low-income households in the Penrith LGA.

This agreement had no impact on Council's activities in 2009-10 as no payments for affordable housing were made.

Caddens Release Area Planning Agreement

The Caddens Release Area Planning Agreement was executed on 19 May 2009 by the co-signatories Penrith City Council and Landcom. It supports the adopted Caddens Urban Release Area, a new urban area within the WELL Precinct.

This agreement requires Landcom to carry out environmental works, transfer certain Riparian Land to Council and pay an Affordable Housing Contribution of \$337,000. Council must apply that contribution to the provision of long term permanent and rental accommodation for low-income households in the Penrith LGA.

No payments for affordable housing and no transfer of land occurred under this agreement in 2009-10.

Claremont Meadows Stage 2 Planning Agreement

The Claremont Meadows Stage 2 Planning Agreement was executed on 2 April 2008 by the co-signatories Penrith City Council and Clarendon Residential Group Pty Limited. It supports the adopted Claremont Meadows Urban Release Area.

This agreement requires Clarendon to transfer certain land to Council for environmental purposes. There has been no impact on Council's activities in 2009-10 as no dedication of land occurred.

St Marys Penrith Planning Agreement

Original Component – Stage 1 (South Dunheved Precinct Component)

The St Marys Penrith Planning Agreement was executed as a deed on 19 December 2006 by the co-signatories Penrith City Council, St Marys Land Limited and Lend Lease Development Pty Ltd.

It should be read in conjunction with the South Dunheved Precinct Plan and supports development within the first component of the St Marys Release Area, being the South Dunheved Precinct.

This original component of the Agreement requires St Marys Land Limited and Lend Lease Development Pty Ltd to provide local transport works, local open space works and water quality basins within the South Dunheved Precinct.

Additional Component – Stage 2 (Additional Western)

The St Marys Penrith Planning Agreement was varied by a Deed of Variation, executed as a deed on 19 May 2009 by the co-signatories Penrith City Council, St Marys Land Limited and Lend Lease Development Pty Ltd.

It should be read in conjunction with the Western Precinct Plan and the Central Precinct Plan and supports development within the second and third components of the St Marys Release Area, being the Western Precinct and the Central Precinct.

This additional component of the Agreement requires St Marys Land Limited and Lend Lease Development Pty Ltd to provide local open space works (Western and Central Precincts), human services works (Western and Central Precincts), Central Park and facilities – active open space facilities (within 'Regional' Open Space – District Open Space Contribution) and passive recreation elements (within Regional Park).

Conformed or Combined Planning Agreement (Combined components)

The combined or 'conformed' St Marys Penrith Planning Agreement requires St Marys Land Limited and Lend Lease Development Pty Ltd to provide the following for the St Marys Release Area:-

- Local Transport Works (South Dunheved Precinct)
- Local Open Space Works (South Dunheved Precinct, Western Precinct and Central Precinct)
- Stormwater Drainage Infrastructure (South Dunheved Precinct)
- Human Services Works (Western and Central Precincts)
- Central Park and Facilities – active open space facilities (within 'Regional' Open Space – District Open Space Contribution) and passive recreation elements (within Regional Park).

This agreement has had no impact on Council's activities in 2009-10 as no local transport works, open space works, human service works were undertaken and no district open space contributions, cultural facilities contributions, community facilities contributions or "better outcomes" requirements were received.

Glenmore Park (Stage 2) Planning Agreement

The Glenmore Park Stage 2 Planning Agreement was executed as a deed on 7 December 2009 by the co-signatories Penrith City Council, Lensworth Glenmore Park Limited, Mulpha FKP Pty Limited (trading as Norwest Land), Holicombe Pty Ltd, Sergio and Assunta Vianello and Mint Holding Pty Ltd. It supports the gazetted *Penrith Local Environmental Plan (Glenmore Park Stage 2) 2009*.

This agreement requires the landowners to make a contribution towards employment development of \$1.6 million (\$14,348.52 per Net Developable Hectare) and a contribution toward affordable housing of \$1 million (based on lot yield). It also requires that Mint, Vianello, Lensworth and Norwest dedicate to Council for a Biodiversity Corridor any part of their land which comprises the Surveyors Creek Corridor, provided they have completed all trunk drainage works and Biodiversity Corridor planting works required to be completed on that land.

This agreement has had no impact on Council's activities as no payments have been received or land transfers undertaken for affordable housing, land dedication and employment during 2009-10.

Freedom of Information Act 1989 and Regulation

(section 68 FOI Act 1989 and clause 10 FOI Regulation 2005)

In NSW the *Freedom of Information Act 1989* gives individuals the right to; obtain access to information held as records by State Government Agencies, a Government Minister, local government and other public bodies, request amendments to records of a personal nature that are inaccurate, and appeal against a decision not to grant access to information or to amend personal records. Under this Act, Council is required to report on all freedom of information (FOI) activities.

Details of the number of FOI applications received, their outcomes, processing times and related expenses are provided in the following tables.

SECTION A - New applications received during the period

How many FOI applications were received, discontinued or completed?	NUMBER OF FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
A1 New	30	19	22	21	52	40
A2 Brought forward	3	3	3	2	6	5
A3 Total to be processed	33	22	25	23	58	45
A4 Completed	23	15	15	10	38	25
A5 Discontinued	7	4	8	11	15	15
A6 Total processed	30	19	23	21	53	40
A7 Unfinished (carried forward)	3	3	2	2	5	5

SECTION B – Discontinued applications

Why were FOI applications discontinued?	NUMBER OF DISCONTINUED FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
B1 Request transferred out to another agency (s20)	0	0	0	0	0	0
B2 Applicant withdrew request	7	4	8	11	15	15
B3 Applicant failed to pay advance deposit (s22)	0	0	0	0	0	0
B4 Applicant failed to amend a request that would have been an unreasonable diversion of resources to complete s25(1)(a1)	0	0	0	0	0	0
B5 Total discontinued	7	4	8	11	15	15

Note: If request discontinued for more than one reason, select the reason first occurring in the above table. The figures in B5 should correspond to those in A5.

SECTION C – Completed applications

What happened to completed FOI applications?	NUMBER OF COMPLETED FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
C1 Granted or otherwise available in full	15	6	15	9	30	15
C2 Granted or otherwise available in part	8	9	0	1	8	10
C3 Refused	0	0	0	0	0	0
C4 No documents held	0	0	0	0	0	0
C5 Total completed	23	15	15	10	38	25

Note: A request is granted or otherwise available in full if all documents requested are either provided to the applicant (or the applicant's medical practitioner) or are otherwise publicly available. The figures in C5 should correspond to those in A4.

SECTION D – Applications granted or otherwise available in full

How were the documents made available to the applicant?	NUMBER OF FOI APPLICATIONS (GRANTED OR OTHERWISE AVAILABLE IN FULL)					
	PERSONAL		OTHER		TOTAL	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
All documents requested were:						
D1 Provided to the applicant	15	6	15	9	30	15
D2 Provided to the applicant's medical practitioner	0	0	0	0	0	0
D3 Available for inspection	0	0	0	0	0	0
D4 Available for purchase	0	0	0	0	0	0
D5 Library material	0	0	0	0	0	0
D6 Subject to deferred access	0	0	0	0	0	0
D7 Available by a combination of any of the reasons listed in D1-D6 above	0	0	0	0	0	0
D8 Total granted or otherwise available in full	15	6	15	9	30	15

Note: The figures in D8 should correspond to those in C1.

SECTION E – Applications granted or otherwise available in part

How were the documents made available to the applicant?	NUMBER OF FOI APPLICATIONS (GRANTED OR OTHERWISE AVAILABLE IN PART)					
	PERSONAL		OTHER		TOTAL	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
Documents made available were:						
E1 Provided to the applicant	8	9	0	1	8	10
E2 Provided to the applicant's medical practitioner	0	0	0	0	0	0
E3 Available for inspection	0	0	0	0	0	0
E4 Available for purchase	0	0	0	0	0	0
E5 Library material	0	0	0	0	0	0
E6 Subject to deferred access	0	0	0	0	0	0
E7 Available by a combination of any of the reasons listed in E1-E6 above	0	0	0	0	0	0
E8 Total granted or otherwise available in part	8	9	0	1	8	10

Note: The figures in E8 should correspond to those in C2.

SECTION F – Refused FOI applications

Why was access to the documents refused?	NUMBER OF REFUSED FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
F1 Exempt	0	0	0	0	0	0
F2 Deemed refused	0	0	0	0	0	0
F3 Total refused	0	0	0	0	0	0

Note: The figures in F3 should correspond with those in C3.

SECTION G – Exempt documents

Why were the documents classified as exempt? (identify one reason only)	NUMBER OF FOI APPLICATIONS (REFUSED OR ACCESS GRANTED OR OTHERWISE AVAILABLE IN PART ONLY)					
	PERSONAL		OTHER		TOTAL	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
Restricted documents:	0	0	0	0	0	0
G1 Cabinet documents (Clause 1)						
G2 Executive Council documents (Clause 2)	0	0	0	0	0	0
G3 Documents affecting law enforcement and public safety (Clause 4)	0	0	0	0	0	0
G4 Documents affecting counter terrorism measures (Clause 4A)	0	0	0	0	0	0
Documents requiring consultation:	0	0	0	0	0	0
G5 Documents affecting intergovernmental relations (Clause 5)						
G6 Documents affecting personal affairs (Clause 6)	8	9	0	0	8	9
G7 Documents affecting business affairs (Clause 7)	0	0	0	1	0	1
G8 Documents affecting the conduct of research (Clause 8)	0	0	0	0	0	0
Documents otherwise exempt:	0	0	0	0	0	0
G9 Schedule 2 exempt agency						
G10 Documents containing information confidential to Olympic Committees (Clause 22)	0	0	0	0	0	0
G11 Documents relating to threatened species, Aboriginal objects or Aboriginal places (Clause 23)	0	0	0	0	0	0
G12 Documents relating to threatened species conservation (Clause 24)	0	0	0	0	0	0

G13 Plans of management containing information of Aboriginal significance (Clause 25)	0	0	0	0	0	0
G14 Private documents in public library collections (Clause 19)	0	0	0	0	0	0
G15 Documents relating to judicial functions (Clause 11)	0	0	0	0	0	0
G16 Documents subject to contempt (Clause 17)	0	0	0	0	0	0
G17 Documents arising out of companies and securities legislation (Clause 18)	0	0	0	0	0	0
G18 Exempt documents under interstate FOI Legislation (Clause 21)	0	0	0	0	0	0
G19 Documents subject to legal professional privilege (Clause 10)	0	0	0	0	0	0
G20 Documents containing confidential material (Clause 13)	0	0	0	0	0	0
G21 Documents subject to secrecy provisions (Clause 12)	0	0	0	0	0	0
G22 Documents affecting the economy of the State (Clause 14)	0	0	0	0	0	0
G23 Documents affecting financial or property interests of the State or an agency (Clause 15)	0	0	0	0	0	0
G24 Documents concerning operations of agencies (Clause 16)	0	0	0	0	0	0
G25 Internal working documents (Clause 9)	0	0	0	0	0	0
G26 Other exemptions (eg., Clauses 20, 22A and 26)	0	0	0	0	0	0
G27 Total applications including exempt documents	8	9	0	1	8	10

Note: Where more than one exemption applies to a request select the exemption category first occurring in the above table. The figures in G27 should correspond to the sum of the figures in C2 and F1.

SECTION H – Ministerial certificates (section 59 FOI Act 1989)

How many Ministerial Certificates were issued?	NUMBER OF MINISTERIAL CERTIFICATES	
	(previous year)	(current year)
H1 Ministerial Certificates issued	0	0

Section I – Formal consultations

How many formal consultations were conducted?	NUMBER	
	(previous year)	(current year)
I1 Number of applications requiring formal consultation	24	15
I2 Number of persons formally consulted	32	31

Note: Include all formal consultations issued irrespective of whether a response was received.

SECTION J – Amendment of personal records

How many applications for amendment of personal records were agreed or refused?	NUMBER OF APPLICATIONS FOR AMENDMENT OF PERSONAL RECORDS	
	(previous year)	(current year)
J1 Agreed in full	0	0
J2 Agreed in part	0	0
J3 Refused	0	0
J4 Total	0	0

SECTION K – Notation of personal records

How many applications for notation of personal records were made (s.46)?	NUMBER OF APPLICATIONS FOR NOTATION	
	(previous year)	(current year)
K1 Applications for notation	0	0

SECTION L – Fees and costs

What fees were assessed and received for FOI applications processed (excluding applications transferred out)?	ASSESSED COSTS		FEES RECEIVED	
	(previous year)	(current year)	(previous year)	(current year)
L1 All completed applications	\$3272.50	\$2760.00	\$1115.00	\$1195.00

SECTION M – Fee discounts

How many fee waivers or discounts were allowed and why?	NUMBER OF FOI (WHERE FEES WERE WAIVED OR DISCOUNTED) APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
M1 Processing fees waived in full	0	0	0	0	0	0
M2 Public interest discount	1	1	0	1	1	2
M3 Financial hardship discount – pensioner or child	0	1	0	0	0	1
M4 Financial hardship discount – non profit organisation	0	0	0	0	0	0
M5 Total	1	2	0	1	1	3

SECTION N – Fee refunds

How many fee refunds were granted as a result of significant correction of personal records?	NUMBER OF REFUNDS	
	(previous year)	(current year)
N1 Number of fee refunds granted as a result of significant correction of personal records	0	0

SECTION O – Days taken to complete request

How long did it take to process completed applications? (Note: calendar days)	NUMBER OF COMPLETED FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
O1 0-21 days – statutory determination period	15	8	13	15	28	23
O2 22-35 days – extended statutory determination period for consultation or retrieval of archived records (s59B)	7	3	5	2	12	5
O3 Over 21 days – deemed refusal where no extended determination period applies	0	0	0	0	0	0
O4 Over 35 days – deemed refusal where extended determination period applies	8	8	5	4	13	12
O5 Total *	30	19	23	21	53	40

Note: Figures in O5 should correspond to figures in A6.

SECTION P – Processing time: hours

How long did it take to process completed applications?	NUMBER OF COMPLETED FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
P1 0-10 hours	29	18	22	21	51	39
P2 11-20 hours	1	0	1	0	2	0
P3 21-40 hours	0	1	0	0	0	1
P4 Over 40 hours	0	0	0	0	0	0
P5 Total *	30	19	23	21	53	40

Note: Figures in P5 should correspond to figures in A6.

* Note these figures include discontinued FOI applications

SECTION Q – Number of reviews

How many reviews were finalised?	NUMBER OF COMPLETED REVIEWS	
	(previous year)	(current year)
Q1 Internal reviews	1	2
Q2 Ombudsman reviews	0	0
Q3 ADT reviews	0	0

SECTION R – Results of internal reviews

What were the results of internal reviews finalised?

GROUNDS ON WHICH THE INTERNAL REVIEW WAS REQUESTED	NUMBER OF INTERNAL REVIEWS					
	PERSONAL		OTHER		TOTAL	
	Original Agency Decision Upheld	Original Agency Decision Varied	Original Agency Decision Upheld	Original Agency Decision Varied	Original Agency Decision Upheld	Original Agency Decision Varied
R1 Access refused	0	0	0	0	0	0
R2 Access deferred	0	0	0	0	0	0
R3 Exempt matter deleted from documents	0	2	0	0	0	2
R4 Unreasonable charges	0	0	0	0	0	0
R5 Failure to consult with third parties	0	0	0	0	0	0
R6 Third parties views disregarded	0	0	0	0	0	0
R7 Amendment of personal records refused	0	0	0	0	0	0
R8 Total	0	2	0	0	0	2

A total of 43 applications were received for processing during the year, of which 25 were completed, 15 were withdrawn and 3 were unfinished.

FOI requests ceased on 30 June 2010 due to the repeal of the *Freedom of Information Act 1989* on this date. The FOI Act has been replaced by the *Government Information (Public Access) Act 2009* (GIPA Act) and Council will receive 'access applications' under the new GIPA Act effective from 1 July 2010.

Have your say about the Annual Report

If you have any comments about this report we would like to hear from you.

1. Feedback form	You can fill out the feedback form and fax or post it to: Group Manager Information & Customer Relations Penrith City Council PO Box 60 PENRITH NSW 2751 Or Fax (02) 4732 7958
2. Letter	You can write a letter and mail it to: General Manager, Penrith City Council PO Box 60 PENRITH NSW 2751
3. Phone	You can speak to the Group Manager Information & Customer Relations during business hours.
4. Email	You can e-mail your comments to Council at ar@penrithcity.nsw.gov.au



GRI Application Level

The Global Reporting Initiative Reporting Framework provides the opportunity for a reporting organisation to declare the level to which they have applied the GRI through a system of application levels as indicated below.

For our fourth report, we have assessed ourselves to be a level 'C' reporter.

Report Application Level		C	C+	B	B+	A	A+
Standard Disclosures	G3 Profile Disclosures OUTPUT	Report on: 1.1 2.1 - 2.10 3.1 - 3.8, 3.10 - 3.12 4.1 - 4.4, 4.14 - 4.15	Report Externally Assured	Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17	Report Externally Assured	Same as requirement for Level B	Report Externally Assured
	G3 Management Approach Disclosures OUTPUT	Not Required		Management Approach Disclosures for each Indicator Category		Management Approach Disclosures for each Indicator Category	
	G3 Performance Indicators & Sector Supplement Performance Indicators OUTPUT	Report on a minimum of 10 Performance Indicators, including at least one from each of: Economic, Social and Environmental.		Report on a minimum of 20 Performance Indicators, at least one from each of Economic, Environmental, Human rights, Labor, Society, Product Responsibility.		Report on each core G3 and Sector Supplement* Indicator with due regard to the Materiality Principle by either: a) reporting on the Indicator or b) explaining the reason for its omission.	

*Sector supplement in final version



Penrith City Council Annual Report 2009-10

Acknowledgements

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For more information contact Penrith City Council's Communications Unit on 02 4732 8203

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Website: www.penrithcity.nsw.gov.au

Environmental profile of paper used in Annual Report

Onyx 100% Recycled

As part of Council's ongoing commitment to organisational sustainability, the Annual Report has been printed on paper certified to meet sustainability guidelines.

The Onyx paper used is 100% recycled - a combination of 60% pre consumer & 40% post consumer waste, with the recycled pulp brightened in a Processed Chlorine Free environment (PCF). Onyx is produced in an ISO14001 accredited facility & is Chain of Custody certified by the Forest Stewardship Council (FSC). The Onyx range is also endorsed as Carbon Neutral by the Federal Government's Department of Climate Change and Energy Efficiency.

