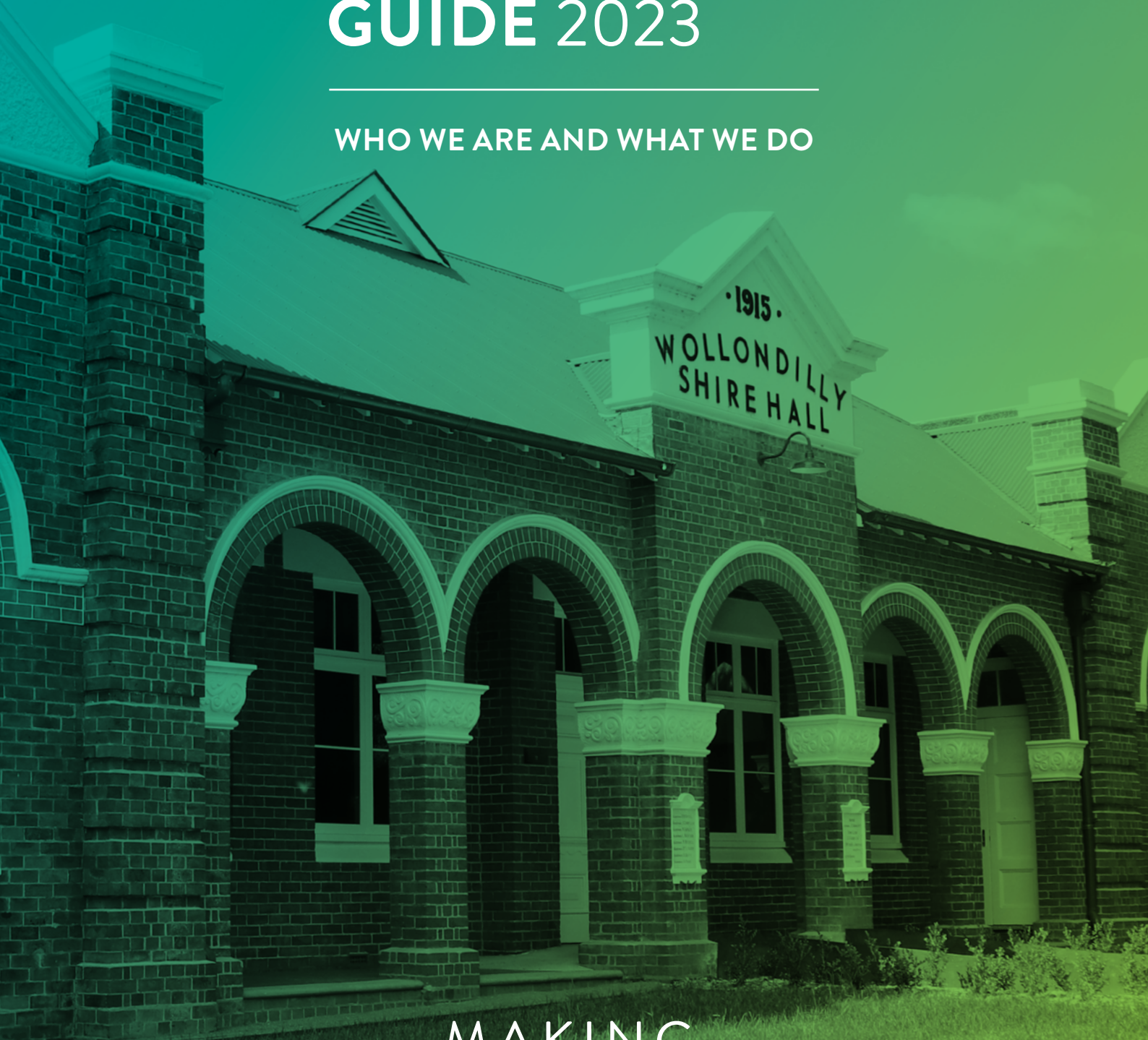




INFORMATION GUIDE 2023

WHO WE ARE AND WHAT WE DO



MAKING
Wollondilly
EVEN BETTER TOGETHER



Acknowledgement^{*}

Wollondilly Shire Council acknowledges the traditional custodians of the land in Wollondilly, the Dharawal and Gundungurra peoples.

We acknowledge the living culture and spiritual connections to the land for the Dharawal and Gundungurra people and all Aboriginal Nation Groups that may have connections to the area; and that Wollondilly is remarkably placed as the intersection of many tribal lands.

We recognise the traditional Custodians who have occupied and cared for this Country over countless generations and celebrate their continuing contributions to the Shire.

We also acknowledge and remember the Dharawal and Gundungurra peoples who were killed in the Appin Massacre on 17 April 1816.

**We acknowledge our continuing collaboration with the Tharawal Local Aboriginal Land Council*

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*This Information Guide is true and correct at the time of publishing.
Any changes or alterations will be reviewed and updated annually.
Please consult our website for any up to date changes to Council's operations.*

INTRODUCTION FROM THE CEO

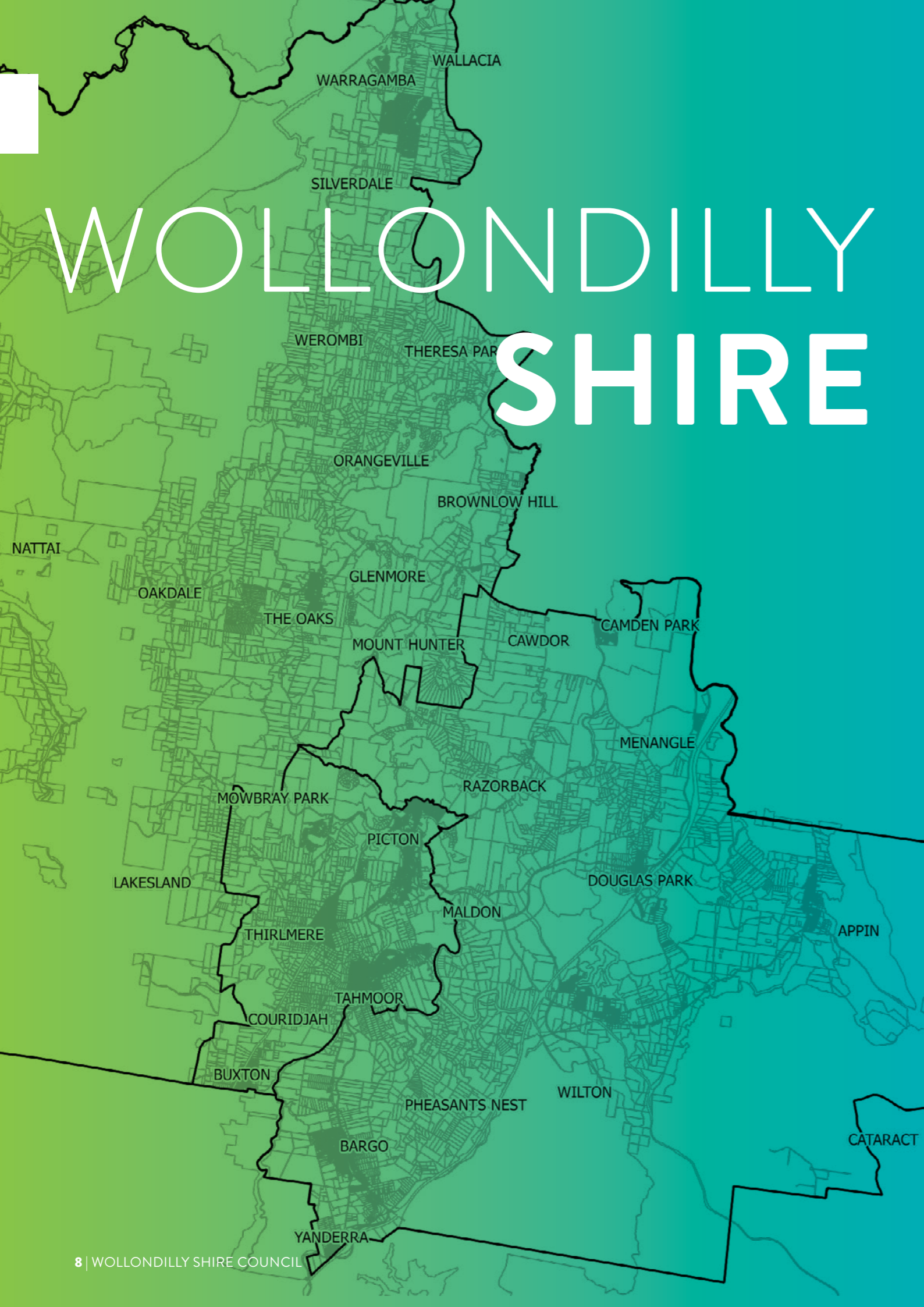
Wollondilly Shire Council provides a service under the *Government Information (Public Access) Act 2009*, (GIPAA) which requires Council to provide greater access to government information Council holds. A requirement of GIPAA is that an Information Guide be produced as a reference to Councils functions, responsibilities and information.

Wollondilly Shire Council's Information Guide details:

- The organisational structure and functions of the Council;
- Ways in which the community can participate in Council's decision-making processes;
- Types of documents and information Council holds;
- How the public can access Council documents and information.

Ben Taylor
Chief Executive Officer

WOLLONDILLY SHIRE



HOW WOLLONDILLY SHIRE COUNCIL WAS CONSTITUTED

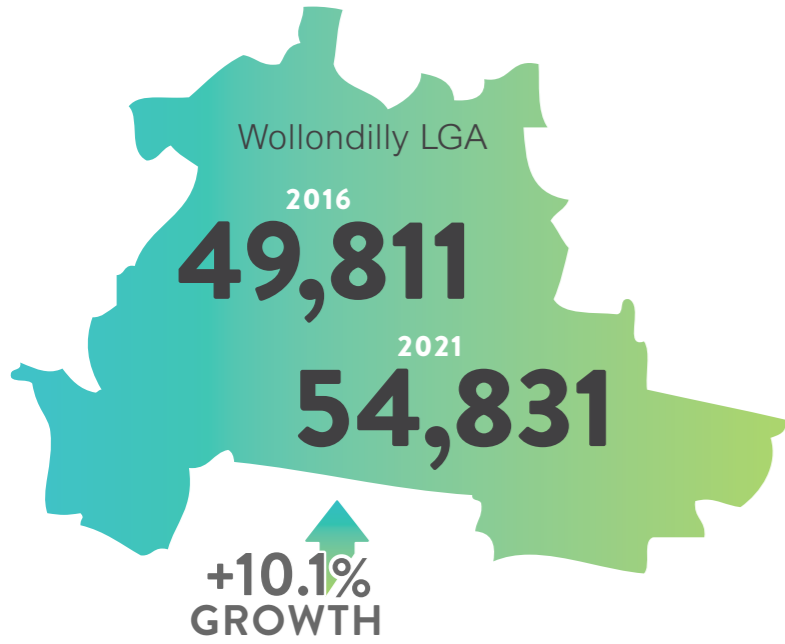
In 1895 the people of the town of Picton petitioned the New South Wales Governor for the creation of a municipality. That petition was granted and the Municipality of Picton was formed and covered only the area around the town itself.

In 1906 the government created shires in the remaining area of New South Wales not already covered by town Councils. The Shire of Wollondilly was one of these, covering the rest of what we now know as Wollondilly, except Picton. It was based at The Oaks.

In 1940 the two Councils were merged and all administration was centralised in Picton. The name of Wollondilly was retained for the combined area.

WOLLONDILLY SHIRE AT A GLANCE

POPULATION



MEDIAN HOUSE PRICE 2018



GROSS REGIONAL PRODUCT JUNE 2021



HIGHEST VALUE INDUSTRIES 2020/21



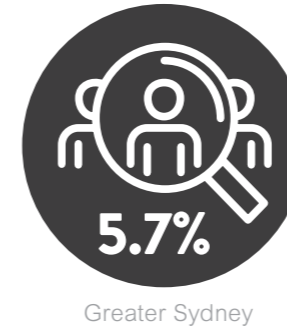
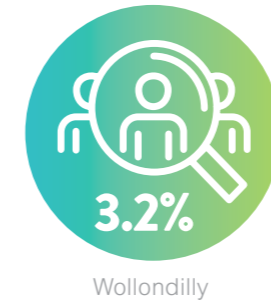
AGE PROFILE 2021



NUMBER OF BUSINESSES



UNEMPLOYMENT RATE



COUNCIL MANAGES



LIVEABILITY RATING BY THE COMMUNITY

"a good place to live"



Source: 2021 MARKYT® Community Scorecard

STRUCTURE AND FUNCTIONS

Current Wards

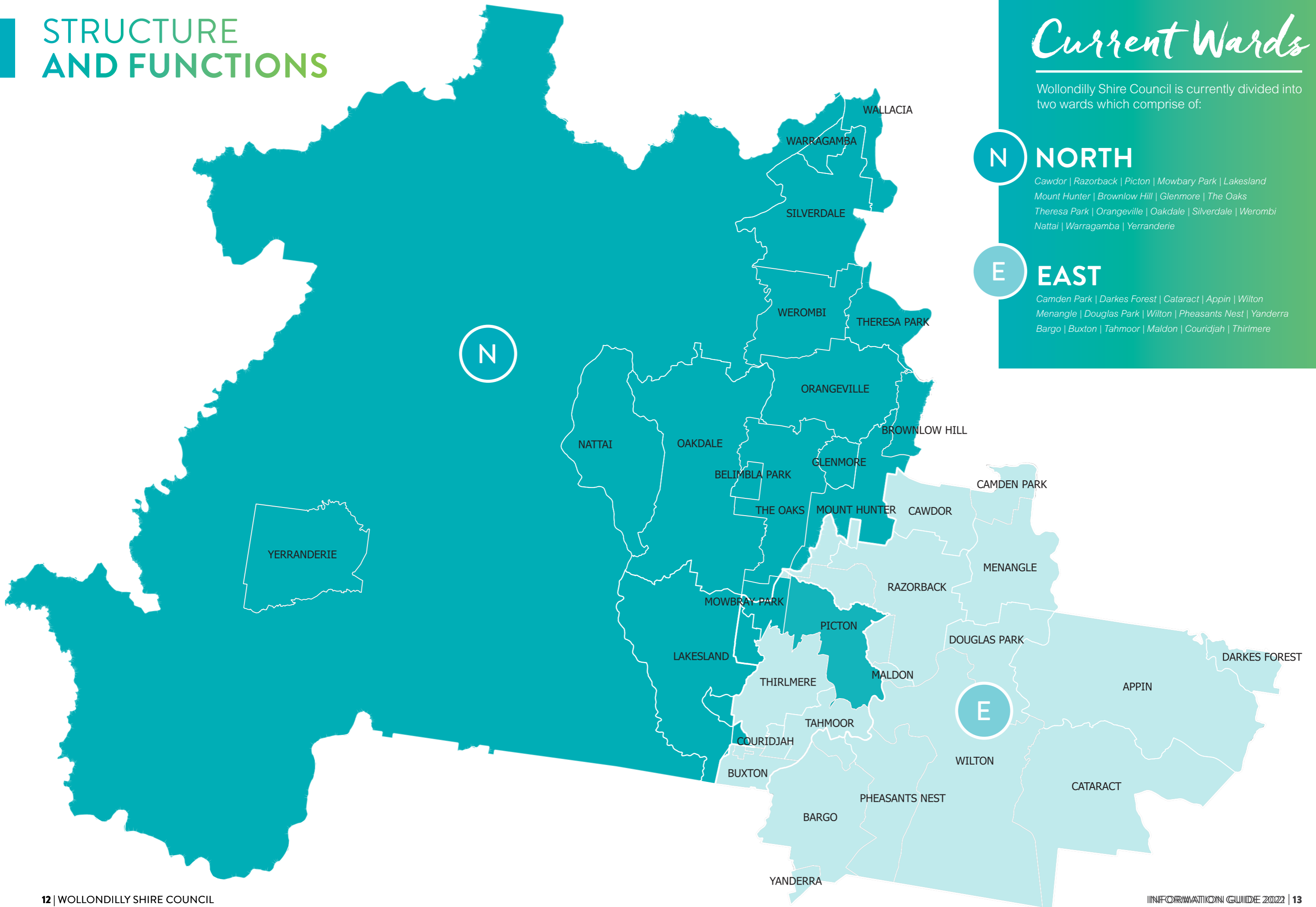
Wollondilly Shire Council is currently divided into two wards which comprise of:

N NORTH

*Cawdor | Razorback | Picton | Mowbary Park | Lakesland
Mount Hunter | Brownlow Hill | Glenmore | The Oaks
Theresa Park | Orangeville | Oakdale | Silverdale | Werombi
Nattai | Warragamba | Yerranderie*

E EAST

*Camden Park | Darkes Forest | Cataract | Appin | Wilton
Menangle | Douglas Park | Wilton | Pheasants Nest | Yanderra
Bargo | Buxton | Tahmoor | Maldon | Couridjah | Thirlmere*



STRUCTURE AND FUNCTIONS

There are currently eight Councillors and a popularly elected Mayor.

The role of Councillors, as members of the governing body include the following:

- to direct and control the affairs of the council in accordance with the Local Government Act (LGA),
- to provide effective civic leadership to the local community,
- to ensure as far as possible the financial sustainability of the council,
- to ensure as far as possible that the council acts in accordance with the principles set out in Chapter 3 (LGA) and the plans, programs, strategies and policies of the council,
- to develop and endorse the community strategic plan, delivery program and other strategic plans, programs, strategies and policies of the council,
- to determine and adopt a rating and revenue policy and operational plans that support the optimal allocation of the council's resources to implement the strategic plans (including the community strategic plan) of the council and for the benefit of the local area,
- to keep under review the performance of the council, including service delivery,
- to make decisions necessary for the proper exercise of the council's regulatory functions,
- to determine the process for appointment of the Chief Executive Officer by the Council and to monitor the Chief Executive Officer's performance,
- to determine senior staff positions within the organisation structure of the council,
- to consult regularly with community organisations and other key stakeholders and keep them informed of the council's decisions and activities,
- To be responsible for ensuring that the council acts honestly, efficiently and appropriately.

The governing body is to consult with the Chief Executive Officer in directing and controlling the affairs of the council.

THE ROLE OF A COUNCILLOR IS AS FOLLOWS:

- to be an active and contributing member of the governing body,
- to make considered and well informed decisions as a member of the governing body,
- to participate in the development of the integrated planning and reporting framework,
- to represent the collective interests of residents, ratepayers and the local community,
- to facilitate communication between the local community and the governing body,
- to uphold and represent accurately the policies and decisions of the governing body,
- To make all reasonable efforts to acquire and maintain the skills necessary to perform the role of a Councillor.

A Councillor is accountable to the local community for the performance of the council.

THE ROLE OF THE MAYOR IS AS FOLLOWS:

- to be the leader of the council and a leader in the local community,
- to advance community cohesion and promote civic awareness,
- to be the principal member and spokesperson of the governing body, including representing the views of the council as to its local priorities,
- to exercise, in cases of necessity, the policy-making functions of the governing body of the council between meetings of the council,
- to preside at meetings of the council,
- to ensure that meetings of the council are conducted efficiently, effectively and in accordance with the Local Government Act,
- to ensure the timely development and adoption of the strategic plans, programs and policies of the council,
- to promote the effective and consistent implementation of the strategic plans, programs and policies of the council,
- to promote partnerships between the council and key stakeholders
- to advise, consult with and provide strategic direction to the Chief Executive Officer in relation to the implementation of the strategic plans and policies of the council,
- in conjunction with the Chief Executive Officer, to ensure adequate opportunities and mechanisms for engagement between the council and the local community,
- to carry out the civic and ceremonial functions of the Mayoral office,
- to represent the council on regional organisation and at inter-governmental forums at regional, State and Commonwealth level,
- in consultation with the Councillors, to lead performance appraisals of the Chief Executive Officer,
- To exercise any other functions of the council that the council determines,
- The Principal Officer of the Council is the Chief Executive Officer. The Chief Executive Officer is responsible for the efficient operation of the Council's organisation and for ensuring the implementation of Council decisions. The Chief Executive Officer is also responsible for the day-to-day management of the Council, the exercise of any functions delegated by the Council, the appointment, direction and where necessary, the dismissal of staff, as well as the implementation of Council's Workforce Management Strategy.

To assist the Chief Executive Officer in the exercise of these functions, there are three Directors and one Chief Financial Officer.

ORGANISATIONAL VISION & CORPORATE VALUES

OUR VISION

MAKING
Wollondilly
EVEN BETTER TOGETHER

The vision for our organisation is 'Making Wollondilly even better together'.

The vision has been set to overcome identified organisational challenges and to create a workforce that delivers the best services for our community. We want to be an organisation that provides a resilient, safe and supported workplace. We want to provide respectful, efficient services for our customers now and for future generations.

Achieving this vision is fundamentally important to our workforce and where we want to be as an organisation.

This vision works in unison with our newly refreshed corporate values. These corporate values underpin how we make decisions and how we behave.

OUR CORPORATE VALUES ARE:

YOU, ME & *Wollondilly*



ACCOUNTABILITY

We display ownership and are united in our responsibility when making decisions.



AGILITY

We work together to be flexible, forward thinking and open to change.



SERVICE EXCELLENCE

We strive to go above and beyond to provide a high quality of internal and external customer experience.



INTEGRITY

We are trustworthy, honest, ethical and care about our community and each other.



COLLABORATION

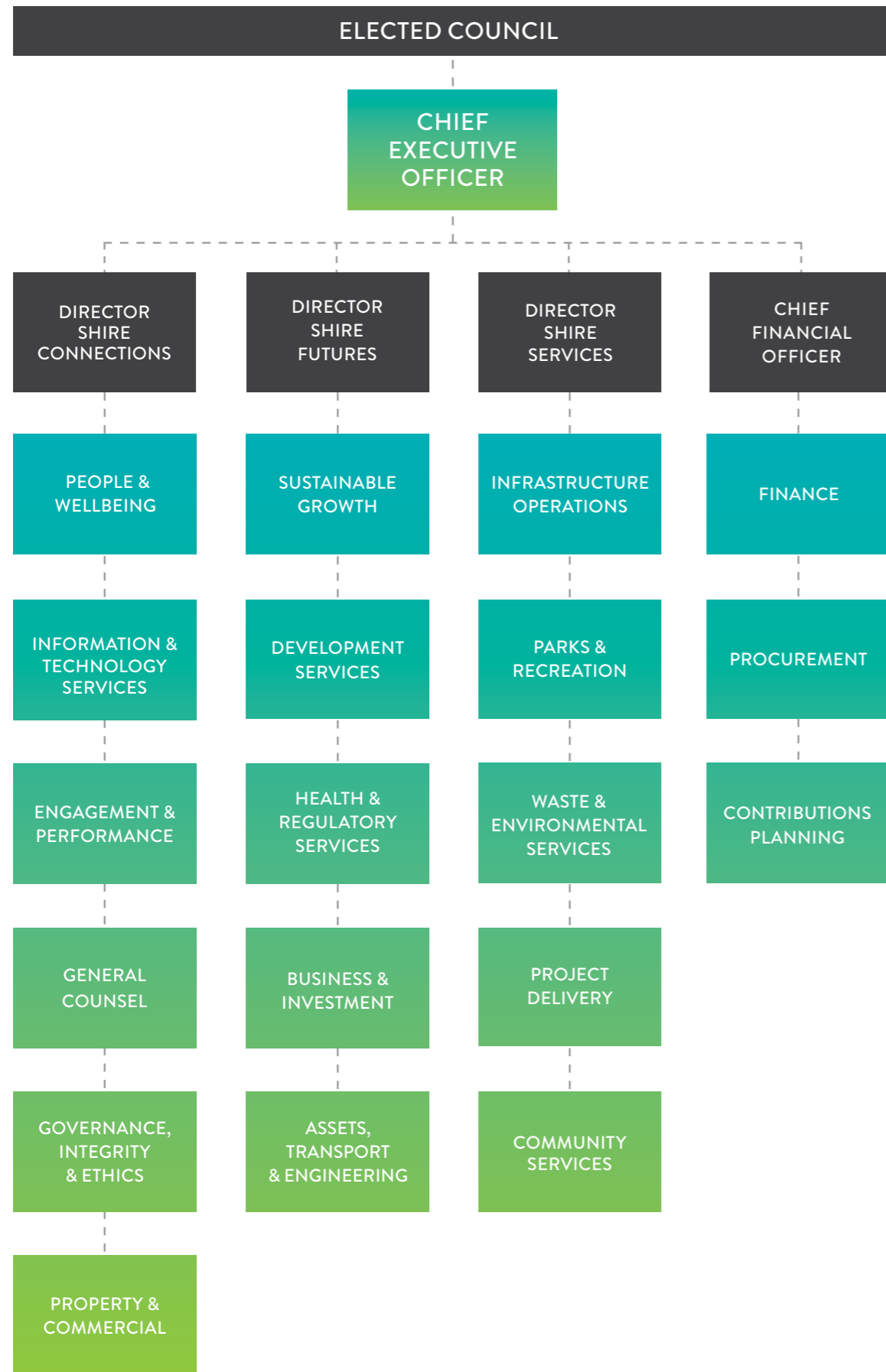
We effectively and respectfully work with each other to achieve our common goal of 'Making Wollondilly even better together'.

CUSTOMER SERVICE STANDARDS

Wollondilly Shire Council values its customers. Our primary function is to serve the community and we have developed a set of minimum requirements to meet the service needs of our customers.

Our Customer Service Charter is available on Council's website and we always welcome feedback and suggestions on how we can improve our service standards.

ORGANISATIONAL STRUCTURE



WOLLONDILLY SHIRE COUNCIL'S FUNCTIONS

BUILDING APPROVAL & CERTIFICATION SERVICES

- Provides certification services for all types of new building work. This includes both approved works under Construction Certificates and CDC approved building works that require periodic inspections during construction. Council performs this role as the Principal Certifier.
- Assesses development applications for proposed development within the Shire, inclusive of assessing compliance with both Council's Local Environmental Plan (LEP) & Development Control Plan (DCP).
- Analyse development proposals for compliance with other statutory bodies requirements such as bushfire safeguard compliance or need for upgrading, Subsidence Advisory requirements etc.
- Assessment of applications for a Building Information Certificate for existing buildings on properties.
- Approval of Plumbing and drainage applications as well as periodic inspections during construction.
- Assess existing buildings to ensure there is fire safety compliance, the need for any upgrading works as well as proper maintenance of installed fire systems.
- Duty officer service for customer enquiries relating to proposed development and building related matters.

COMMUNITY PROJECTS & EVENTS

- Facilitation of partnerships with community service providers and other levels of government to establish, maintain and develop appropriate community services that meet the needs of the community.
- Implementation of projects and programs that aim to maximize local resources, strengthen local ties, develop the non-profit sector and improve community well-being.
- Provision of Community Resilience and Recovery programming.
- Provision of information, advocacy and advice on a wide range of social issues.
- Provision of Financial Assistance Schemes, including Community Grants, Sponsorship, Donations and the Annual Assistance program.
- Providing and supporting a range of community events.

CHILDREN'S SERVICES

- Provision of in-home care, commonly known as Family Day Care, for children 0-13 years of age in the home of registered Educators, who are monitored through the Wollondilly Family Day Care Service.
- Provision of Centre-based child care services by qualified and experienced child care educators – including Pre-School, Before and After School Care and School Holiday Care.

HEALTH & REGULATORY SERVICE

- Ensures that areas that pose a potential risk to human health and safety are properly controlled e.g. skin penetration, food shops, cooling towers and other public health premises.
- Ensures that areas of potential or actual nuisance are monitored and if necessary that enforcement action is undertaken e.g. noise, odour, pollution or contamination complaints.
- Ensures that sewage management facilities are operating in a manner such that they do not have a negative impact on water quality or neighbours.
- Provides facilities for the holding of impounded animals in a safe and humane manner.
- Provides an opportunity for customers to re-home suitable dogs and cats.
- Investigates complaints regarding straying dogs and stock, dangerous & menacing dogs and undertakes appropriate action to make necessary declarations and take regulatory action where appropriate.
- Investigates complaints regarding abandoned vehicles, other abandoned items, and illegal signage.
- Manage Pile Burn applications.
- Works as part of the Illawarra, Shoalhaven Joint organisation (ISJO) to reduce illegal dumping with the assistance of a dedicated Regional Illegal Dumping (RID) Officer.
- Conducts routine inspection of school parking, free parking and time parking zones and takes appropriate regulatory action.
- Carries out a Swimming Pool Audit program and educates the community in regards to pool safety, monitoring compliance with Swimming Pool Legislation and where necessary, undertakes enforcement action.
- Investigates complaints regarding illegal use development and non-compliance with conditions of consent.



WOLLONDILLY SHIRE COUNCIL'S FUNCTIONS

CORPORATE STRATEGY & PERFORMANCE

- Develop and implement Council's integrated planning and reporting framework.
- Manage business improvement initiatives and projects including service reviews.
- Provide strategic oversight for Council's advocacy actions.
- Provide strategic oversight for Council's grant applications.
- Provide strategic oversight for Council's awards applications.

DEVELOPMENT SERVICES

- Process development applications for proposed development within the Shire, to ensure compliance with relevant legislation, including compliance with both Council's Local Environmental Plan & Development Control Plan.
- Facilitates public participation in DA's and related applications.
- Provides a pre-lodgement service for development proposals.
- Provides certification services for all types of new building work. This includes both approved works under Construction Certificates and CDC approved building works that require periodic inspections during construction. Council performs this role as the Principal Certifier.
- Assesses applications for a Building Information Certificate for existing buildings on properties.
- Approves Plumbing & drainage applications as well as critical stage inspections during construction.
- Assess existing buildings to ensure there is fire safety compliance, the need for any upgrading works as well as proper maintenance of installed fire systems.
- Duty officer service for customer enquiries relating to proposed development and building related matters.

CHIEF EXECUTIVE OFFICE

- Maintains effective, transparent and accountable government at the local level within the requirements of State Legislation.
- Supports the Council by ensuring that the organisation is efficiently and effectively executing Council's direction and policies.



ENVIRONMENTAL SERVICES

- Provides direction, coordination and leadership on environmental management to the community through resources, projects and planning.
- Supports sustainability initiatives by the community and Council.
- Operates a Community Nursery and Seed Bank, producing native plant material for community and Council projects and to the commercial market.
- Provides weed management services to the Council and community such as advice, fact sheets, education and control programs.
- Provides Biosecurity Act 2015 enforcement including inspections, programs and compliance.
- Work with stakeholders to provide support for the community in pest management.
- Provides technical advice, conducts referrals and recommends conditions relating to water health, waste, biodiversity and vegetation on development applications and Council projects.
- Facilitates and supports Land Care and Bush Care Groups in the Shire.
- Support the conservation of various threatened species and ecological communities within Wollondilly.
- Coordinate riparian planting, revegetation and native landscaping works within Wollondilly.
- Operates a Community Environmental Resource Centre offering meeting and training facilities for the community and other stakeholders in the Shires' environment.
- Provides education material to the community on environmental topics.
- Coordinates Council's response to mining and extraction industry activities.
- Represents the Shire in Regional environmental activities and programs.
- Coordinates bushfire hazard reduction activities.
- Coordinates public and private Tree Management.

CUSTOMER SERVICES

- Provides support to all areas of Council through customer interactions.
- Manages the customer service provision for Council including front counter services and online customer service technologies.
- An Agent for Centrelink.

CONTRIBUTIONS PLANNING

- Coordinate and manage the Local Infrastructure Contributions Framework to support timely delivery of local infrastructure to support growth.

WOLLONDILLY SHIRE COUNCIL'S FUNCTIONS

FINANCE

- Levying and collection of rates.
- Provision of rating information, including the issuing of s603 certificates.
- Raising debtor invoices and issuing statements.
- Monitoring outstanding accounts and undertaking debt recovery actions.
- Coordinating the development of Council's budget and quarterly reviews.
- Preparation of internal financial management reports.
- Development and revision of Council's long-term Financial Plan.
- Management of Council's investment portfolio.
- Maintenance of the general ledger.
- Preparation of daily bank reconciliations.
- Preparation of Annual Financial Statements and other statutory financial reports.
- Provision of an accounts payable function.
- Monitoring compliance with Council's Purchasing Protocol and Procedures.
- Managing Council's GST and FBT requirements.
- Provision of financial advice to other sections of Council.
- Ensuring appropriate internal financial controls.
- Management of Council's Procurement and Warehousing functions.

GOVERNANCE, INTEGRITY & ETHICS

- Councillor advice and support.
- Council meeting coordination.
- Delegations of authority.
- Maintenance of Council's Policy and Procedure registers.
- Implementation of Council's internal audit function.
- Provision of governance advice.
- Provision of insurance advice.
- Management of Council's insurance portfolio and claims.
- Enterprise Risk Management.
- Legislative compliance.
- Audit Risk and Improvement Committee coordination.
- Code of Conduct.
- Fraud and Corruption Control.
- Complaints advice and support.
- Complaints/compliments and suggestions framework.
- Primary Liaison with Independent Commission Against Corruption (ICAC), NSW Ombudsman and Office of Local Government.
- Internal Reporting (Public Interest Disclosure).

PARKS & RECREATION

- Manages and maintains sports fields and recreation facilities that includes 14 sports fields, 42 netball courts and 10 tennis courts.
- Manages and maintains approximately 500 hectares of parks, reserves and open space.
- Manages the Picton Botanical Gardens.
- Playground maintenance.
- Roadside vegetation management.
- Manages Council's street sweeping program.
- Undertakes the collection of waste and recycling bins from parks and streetscapes.
- Arranges the removal of illegally dumped waste.
- Provides cleaning services of Council's public amenities and facilities.
- Coordinates public and private tree management matters.
- Manages and maintains street and park trees including the delivery of tree planting programs.
- Is responsible for the operation and management of Council's cemeteries at Picton, Thirlmere and Bargo.
- Manages the bookings and use of all Council parks, buildings and facilities and is plays a leading role in the operation of Council's online bookings portal.
- Provides technical advice, conducts referrals and recommends conditions on development applications and Council projects.
- Responsible for the development of master plans, management plans and strategic documentation covering parks, open space, sports fields and facilities managed by Council.
- Plays a leading role in the delivery of capital works projects and programs to construct, develop and improve Council managed facilities and assets and provides a range of recreation opportunities.
- Leads and delivers a range of projects and initiatives funded by grant programs from external bodies including Federal and State Governments.
- Manages and supports Council's Section 355 Management Committees who are responsible for the management and maintenance of Council facilities under delegated authority.
- Manages 190 buildings including halls, community centres and other facilities, built structures and infrastructure that are under the ownership of Council.
- Manages the Wollondilly Community Leisure Centre and the Mary Walker Memorial Swimming Pool at Warragamba.
- Is responsible for Council's Place and Landscape Strategic Reference Group.



WOLLONDILLY SHIRE COUNCIL'S FUNCTIONS

INFORMATION TECHNOLOGY

- Manages the information and communication technology infrastructure of Council.
- Support of corporate information systems of Council.
- Manages networks and telecommunications for Council.

DATE & INFORMATION MANAGEMENT

- Manages Council's records, information and data.
- Provides mapping and geolocation services for Council staff and customers.
- Manages GIPAA requests.

TOURISM & BUSINESS SUPPORT

- Facilitates the development, delivery and management of tourism and business support.
- Manages Councils Business & Tourism communication channels across digital, print and social media.
- Facilitates the Tourism Advisory Group.
- The key strategic directions for Tourism and Business Support are:
 - Planning for the future
 - Supporting existing and new businesses
 - Supporting the local economy to grow
 - Growing visitation and tourism product
 - Marketing, promotion and branding
 - Stakeholder collaboration and industry advocacy
 - Analytics, insights and reporting.

LIBRARY SERVICES

- Provision of a library collection and access to other local and remote resources through centre based and mobile outreach library services.
- Facilitation of services and resources that help promote lifelong learning and literacy in the community.
- Provision of free public access to computers and information technology resources.
- Facilitation of connections between individuals, groups and government.
- Provision of activities and events that facilitate community participation and engagement in literacy and lifelong learning.

ASSETS, TRANSPORT & ENGINEERING

- Manage the transport network to ensure it safely caters for current and growing community.
- Provide input into the development application and assessment process to ensure well planned and constructed developments, and supervise the construction of new public infrastructure.
- Advocate for increased funding (from a range of sources) to provide a road network that is well managed, well maintained and safe.
- Develop capital works programs of road and storm water related works, including road rehabilitation, footpaths and cycle ways, kerb and gutter, and drainage works, as dictated by community needs, infrastructure condition, and anticipated future requirements.
- Develop and manage asset systems to support the organisation in maintaining all infrastructure assets to meet the needs of the community.
- Manage the street lighting network to provide appropriate lighting levels, with the lowest energy cost.
- Manage floodplain risks affecting the safety of the community.
- Lobbying for improvements on the state road, rail and public transport networks.
- Manage the funding and delivery of new infrastructure caused by new developments, through Developer Contributions Plans and Voluntary Planning Agreements (VPA).
- Prepare and manage Councils Capital Works Program.

INFRASTRUCTURE OPERATIONS

- Deliver various transport related programs of works as adopted by Council.
- Maintain the existing road network within the currently available funds.
- Manage infrastructure related customer requests to ensure the rapid resolution of requests.
- Manage Council's plant and fleet vehicles to support the delivery of Council's services.
- Assist Emergency Services (Rural Fire Service (RFS) and State Emergency Service (SES) through servicing vehicles and providing support in emergency events (floods, fires).
- Manage property entrance and road opening applications to ensure safety to the community.
- Operational traffic matters such as heavy vehicle permits, events etc.



WOLLONDILLY SHIRE COUNCIL'S FUNCTIONS

INFRASTRUCTURE PLANNING

- Manage traffic and parking within the Shire to improve traffic safety, reduce congestion and ensure a sufficient range of parking controls to support business and the community.
- Deliver road safety education programs to improve traffic safety
- Provide input into the development application and assessment process to ensure well planned and constructed towns, and supervise the construction of new public infrastructure.
- Manage the funding and delivery of new infrastructure caused by new developments, through Developer Contributions Plans and Voluntary Planning Agreements (VPA).
- Advocate for increased funding (from a range of sources) to provide a road network that is well managed, well maintained and safe.
- Develop programs of road and storm water related works, including road rehabilitation, footpaths and cycle ways, kerb and gutter, unsealed roads and drainage works, as dictated by community needs, infrastructure condition and anticipated future requirements.
- Develop and manage asset systems to support the organisation in maintaining all infrastructure assets to meet the needs of the community.
- Manage the street lighting network to provide appropriate lighting levels, with the lowest energy cost.
- Manage floodplain risks affecting the safety of the community.
- Lobbying for improvements on the state road, rail and public transport networks.
- Manage Antill Golf course.

PEOPLE & WELLBEING

- Recruitment and selection.
- Workforce planning and strategy.
- Industrial relations.
- Work experience.
- Apprenticeships and Traineeships.
- Salary administration.
- Work Health and Safety.
- Workers compensation.
- Organisational learning and development.
- Leadership development.

STRATEGIC PLANNING, GROWTH PLANNING & RURAL & EMPLOYMENT PLANNING

- Contribute to Strategic Regional and District Planning of the Greater Cities Commission.
- Plan and manage sustainable growth in the Shire and protect our unique villages and lifestyle.
- Undertake studies into strategic planning issues such as housing, Rural lands, Employment Heritage Centres, peri-urban resilience, rural land use and employment lands.
- Help identify and strategically plan for new infrastructure needed to support development and the existing Shire.
- Develop strategic approaches to the future development of the Shire and contribute to State led planning processes for the Wilton Priority Growth Area and Greater Macarthur Priority Growth Area.
- Implementing Wollondilly 2040, Council's 30-year land use vision - Local Strategic Planning Statement (LSPS).
- Assess proposed amendments to Wollondilly Local Environmental Plan, 2011.
- Develop Policy documents (such as LEP, DCP and other strategy documents) to guide the future development of the Shire.
- Facilitate public participation in the preparation of planning policies, assessment of planning proposals and on broad strategic objectives.
- Advocate and lobby for positive strategic outcomes, State and Regional Infrastructure for the Shire.
- Place Planning and Place Making for the Shire.
- Provides a Planning Certificate (s.10.7) Service.
- Prepare/maintain Wollondilly Community Participation Plan.
- Maintain Wollondilly Shire Council population forecasts through forecast.id.
- Pre-lodgement service for rezoning of land and employment land.
- Assess and progress Planning proposals.
- Plan, monitor and assess social Health and Wellbeing.
- Work with industry and peak bodies including National Growth Areas Alliance, Illawarra Shoalhaven Joint Organisation, Planning Partnership Office, Western Parkland City Authority, Department of Planning and Environment, and Urban Development Institute of Australia.



WOLLONDILLY SHIRE COUNCIL'S FUNCTIONS

LEGAL SERVICES

- Protect and advance the interests of Council in legal matters, including in litigation, as well as through the provision of legal advice to support sound decision making.
- Ensure that high quality, practical and strategic legal services are provided to council, in a way that appropriately addresses the sometimes dynamic environment in which Council operates.
- Provide service with the assistance of external legal service providers.
- Provide strategic management of external legal service providers and Council's legal expenditure.

PROPERTY & COMMERCIAL

- Lease and Licence management for Council property including Council managed crown land.
- Acquisition and disposal of public land and property.
- Maintain land and lease registers.
- Manage council dealings with regard to its property including easements and rights of way.
- Strategies for Council's land and property portfolio.

PROJECT DELIVERY

- Provide visibility on the delivery Councils Capital Works Program.
- Provide a Project Management Office service for Council.
- Plan and deliver non-standard projects across Council.
- Manage construction contracts from execution through to closure.



PUBLIC RELATIONS & ENGAGEMENT

- Acts as the key interface between Council and the community by communicating and engaging directly with the public, promoting initiatives and activities through a range of methods and providing opportunities for the community to participate in the decision-making process.
- Development and implementation of communication and engagement strategies that promote full and equal participation for all community members.

STRATEGIC COMMUNICATIONS

- Drives the strategic communications and engagement at Wollondilly.
- Enhances the Wollondilly brand to build a positive reputation of Council within the community.
- Leads and supports organisational internal communications and change management processes that facilitate better communication within Council.
- Implements best practice approaches to digital communications that improve the customer experience.

WASTE SERVICES

- Manages the collection and disposal of domestic garbage, recycling, garden organics and kerbside clean up waste for the community domestic waste removal, recycling and disposal services to the community.
- Operates Bargo Waste Management Centre.
- Operates a garbage and recycling collection service for commercial properties.
- Manages closed and rehabilitated historic council landfill sites.
- Provides waste avoidance and minimisation education to the community.
- Support large scale Council events through the management of waste.
- Coordinates the clean-up of waste as a result of natural disasters.
- Removes illegally dumped material and the prevention of illegal dumping.

HOW COUNCIL'S ACTIVITIES AFFECT RESIDENTS

The activities of Council affect the residents of Wollondilly every day, from services such as roads and waste, libraries and children's services, to planning and regulation. These activities are referred to as Council's "functions".

The Infrastructure Operations section of Council is responsible for the construction and maintenance of roads, footpaths and drainage throughout the Shire. The Infrastructure Planning team manages the identification of the current and future needs for improvements for all infrastructure, such as community buildings, open space, roads, drainage and traffic facilities, and also manages traffic, parking and road safety issues, the traffic impacts of community events, and requests for infrastructure improvements.

Council's Environmental Services team manages the unique natural environment of the Shire, while the Waste team works with Council's contractors to make sure household waste and recycling is collected and managed in an efficient and environmentally friendly way. The Parks and Recreation team is responsible for looking after sportsgrounds, parks and other open spaces, as well as the operation and administration of the Shire's community buildings, public halls and cemeteries.

Planning legislation and guidelines for development control, or what people can build and how they can use their land, is covered by the Development Services team. Council's building certifiers check buildings for compliance with development consent conditions and the Building Code of Australia. Our Public Health and Environmental Management officers ensure safe and sustainable lifestyles for residents and the team is also responsible for the control of animals and noxious plants.

Governance and People & Culture functions do not necessarily affect the public directly, but have an indirect impact on the community through provision of services to the organisation.

A range of important community services, such as the library and children's services are administered by Council. A branch library in Picton and a substantial mobile library servicing the rest of the Shire stock a wide variety of materials for residents to use, while the Council's family day care, out of school hours care and vacation activity programs provide for the diverse needs of young families.

People of all ages and backgrounds benefit from a continuing program of community development activities and events organised by Council throughout the year, including Seniors Week, International Day of People with a Disability, NAIDOC Youth Week, the Illuminate Festival and Australia Day.



WOLLONDILLY COMMUNITY STRATEGIC PLAN 2033

Long term community strategic planning for our Community is essential to address future population increases and identify community values and expectations about the way our Shire should respond to change and develop a sustainable future.

The Wollondilly Community Strategic Plan (CSP) 2033 is a core operating document that identifies and expresses the aspirations held by the community of the Wollondilly Shire.

THE CSP 2033:

- Highlights the way forward for the Wollondilly Shire through five key focus areas of: People, Place and Landscape, Environment, Economy and Performance.
- Has been developed in line with the Integrated Planning and Reporting Framework for NSW Local Government,
- Draws on Council's previous CSP document, feedback from the community and numerous other strategic planning documents (including State Government Plans),
- Is governed by current State and Federal legislation and regulations, and will be implemented in line with the objects of these Acts,
- Links with the State Plan and Draft District Plan documents that direct community actions for regional and local outcomes,
- Considers issues broader than those normally associated with local government's responsibilities, in ways that foster sustainability and resilience,
- Focuses on building community strengths and sustaining the environment,
- Recognises the ongoing need for efficient delivery of services in partnership with the community, and importantly, was adopted at the 28 June 2022 Ordinary Council Meeting.

LEGISLATION & REGULATIONS THAT EMPOWER COUNCIL

LOCAL GOVERNMENT ACT 1993 AND REGULATIONS

Local Government in New South Wales is administered through the rules and regulations of the Local Government Act established by the NSW Parliament. Changes to the Act can only be made by the NSW Parliament.

The Act stipulates the powers, authorities, duties and functions of Local Government. The Local Government Act is currently under review, as well as other related Acts such as the Roads Act.

NATIONAL CONSTRUCTION CODE OF AUSTRALIA

This document details the construction requirements of buildings throughout Australia

ROADS ACT 1993

This Act provides for the opening, closing, management of activities, and the regulation of certain roads and related matters.

ENVIRONMENTAL PLANNING & ASSESSMENT ACT 1979 & REGULATIONS

This Act governs how Local Environmental Plans and Development Control Plans are prepared, made and amended and the types of matters they cover. It further details the rules surrounding development contributions (S. 7.11) and VPA's.

This Act also outlines some of the powers of the NSW Department of Planning and Environment, and regulates all development in New South Wales, including the treatment of development applications submitted to approval bodies and regulatory action that may be undertaken and enforced.

The government is regularly making changes to the legislative provisions incorporated into the Environmental Planning and Assessment Act 1979 and accompanying Regulations.

PLANNING CONTROLS

The long-term strategic directions for the Shire's growth are outlined in Council's Growth Management Strategy (GMS) which was adopted in February 2011 and is currently under review. The GMS is not a legally binding document but rather a broad policy document to assist Council in making decisions about where growth should occur.

Land use in the Shire is controlled by the Wollondilly LEP 2011. The LEP sets the framework under which Council's planning objectives are achieved when considering the future development of the Shire. This strategic planning control is supported by Wollondilly DCP 2016 which assists Council and its community to understand the overall objectives of planning requirements.

HERITAGE ACT 1977

The Heritage Act is concerned with all aspects of conservation. Its powers range from protection against damage and demolition to restoration and promotion, of buildings, constructions, relics, places or land.

FOOD ACT 2003 & REGULATIONS 2005

This Act relates to the healthy and safe preparation of food for sale, which must meet strict hygiene requirements. High and Medium risk premises require annual inspections. The results of these inspections are reported to the NSW Food Authority. Council's Environmental Health Officer enforces the Act and Regulations.

PUBLIC HEALTH ACT 2012 & REGULATIONS

This Act relates to the maintenance of proper health standards for the public, including issues such as Legionnaires disease and the hygiene of public swimming pools.

Some other legislation and regulations that enable Council to meet its obligations include:

- A New Tax System (Goods and Services Tax) Act 1999 [Commonwealth] Annual Holidays Act 1944
- Anti-Discrimination Act 1977
- Australian Road Rules
- AUSTROADS road design standards and guidelines
- Building and Construction Industry Long Service Payments Act 1986
- Biosecurity Act 2015
- Biodiversity Conservation Act 2016
- Carers (Recognition) Act 2010
- Charitable Fundraising Act 1991
- Children and Young Persons (Care and Protection) Act 1998.
- Commission for Children and Young People Act 1998
- Code of Conduct 2018
- Community Land Development Act 1989
- Community Welfare Act 1987
- Companion Animals Act 1998
- Conveyancing Act 1919
- Copyright Act 1968 [Commonwealth] Crimes Act 1900
- Crown Lands Act 1989
- Crown Lands Management Act 2016
- Disability Services Act 1993
- Dividing Fences Act 1991
- Environmental Planning and Assessment Act 1979
- Essential Services Act 1988
- Fair Work Act 2009 [Commonwealth]
- Fines Act 1996
- Food Act 2003
- Fringe Benefits Assessment Act 1986
- Goods and Services Tax Act 1999
- Government Information (Public Access) Act 2009
- Health Records and Information Privacy Act 2002
- Independent Commission against Corruption Act 1988
- Industrial Relations Act 1996
- Interpretation Act 1987
- Land Acquisition (Just Terms Compensation) Act 1991
- Land & Environment Court Act 1979
- Landlord and Tenant Act 1899
- Land Tax Management Act 1956 Library Act 1939
- Local Government Amendment (Governance and Planning) Act 2016
- Local Government Act 1993
- Long Service Leave Act 1955
- Modern Slavery Act 2018
- Motor Accidents Act 1988
- Ombudsman Act 1974
- Plumbing & Drainage Act 2011
- Privacy & Personal Information Protection Act 1998
- Public Interest Disclosures Act 1994
- Public Spaces (Unattended Property) Act 2021
- Protection of the Environment Operations Act 1997
- Real Property Act 1900
- Recreation Vehicles Act 1983
- Regional Environmental Plans Retail Trading Act 2008
- Road Transport Act 2013
- Roads Act 1993
- Road Rules
- RTA Technical directions & regulations
- Rural Fires Act 1997
- State Authorities Superannuation Act 1987
- State Emergency Service Act 1989
- State Records Act 1998
- Strata Schemes (Freehold Development) Act 1973
- Strata Schemes (Leasehold Development) Act 1986
- Swimming Pools Act 1992
- Telecommunications (Interception and Access) (New South Wales) Act 1987
- Threatened Species Conservation Act 1995
- Trade Practices Act 1975 [Commonwealth]
- Transport Administration Act 1988
- Valuation of Land Act 1916
- Waste Avoidance and Resource Recovery Act 2001
- Water Act 1912
- Work Health and Safety Act 2011
- Workers Compensation Act 1987



HOW YOU CAN BECOME INVOLVED IN COUNCIL'S POLICY DEVELOPMENT AND EXERCISE OF COUNCIL'S FUNCTIONS?

There are two broad ways in which the public may participate in the policy development and indeed the general activities of the Council. These are through representation and personal participation.

REPRESENTATION

In New South Wales, local government elections are held every four years. The next election is due to be held in September 2024. Voters will elect nine Councillors for a four year term, and this will include a Popularly Elected Mayor.

All residents of Wollondilly Shire who are on the electoral role are eligible to vote. Property owners who live outside of the area and rate paying lessees can also vote, but must register their intention to vote on the non-residential role. Voting is compulsory.

Members of the community are able to raise issues with and make representations to the elected Councillors. The Councillors, if they agree with the issue or representation, may pursue the matter on behalf of the community member thus allowing members of the public to influence the development of policy.

PERSONAL PARTICIPATION

Opportunities for community involvement in policy development and the functions of Council are through attendance at meetings of Council, Community Forums, Public Exhibitions, and via social media. Council has established a framework of Strategic Reference Groups and Advisory Groups to enable increased community participation.

COMMITTEES OF COUNCIL

- Audit, Risk and Improvement Committee
- Local Traffic Committee
- Wollondilly Floodplain Risk Management Committee

EXTERNAL COMMITTEES/ADVISORY GROUPS

- Association of Mining & Energy Related Councils Liaison Committee
- SIMEC Mining Tahmoor Colliery Community Consultation Committee
- Campbelltown Arts Centre Sub Committee
- South 32 Illawarra Coal Project Community Consultative Committee
- Georges River Combined Council Committee Inc.
- South 32 Dendrobium Community Consultative Committee
- National Growth Areas Alliance
- Southern Tablelands Arts (Councillor Delegate Meeting)
- NSW Public Libraries Association (South Eastern Zone)
- South West Regional Weeds Committee
- Lachlan Regional Transport Committee
- Yerranderie Management Committee

COMMUNITY ADVISORY COMMITTEES

Strategic Reference Groups (SRGs)

- People SRG
- Place and Landscape SRG
- Economy SRG
- Environment SRG
- Performance SRG

Advisory Groups (AGs)

- Indigenous Culture & Heritage AG
- Youth AG
- Australia Day Awards AG
- Recovery & Resilience AG
- Disability & Inclusion AG
- Agriculture & Rural Industries AG
- Tourism AG
- Heritage & History AG

355 MANAGEMENT COMMITTEES

Council delegates the authority for the care, control and management of three public facilities to committees comprising of members of the community.

At present those management committees are:

- Douglas Park Reserve and Community Centre
- Tahmoor District Sporting Complex
- Thirlmere Sportsground

These committees meet regularly to effectively manage these facilities at a local level.

COMMUNITY FORUMS

Community Forums are held on the third Tuesday evening of each month at 6.30pm. Community Forums provide an opportunity for people to discuss and present a variety of matters relevant to their community on an informal face to face basis. Community Forums are to assist Council to become more effective, efficient and equitable by encouraging better citizen involvement and an understanding of Council's activities and our community's needs. The main difference between Council meetings and Community Forums is that people speak to a suggested matter not a motion. In this way, people are not automatically divided into supporting or opposing a given statement. Community Forums are not run according to formal meeting procedures with motions introduced then speakers taking the floor to talk for or against the motion.

There are no resolutions, recommendations or motions passed in Community Forums. These meetings are held in various community halls around the Shire and are webcast live. The public are encouraged to attend or view on Council's website.

COUNCIL MEETINGS

Council meetings are held on the fourth Tuesday evening of each month at 6.30pm. It is at these meetings that major decisions affecting Council's functions, policies and budget are made. These meetings are held in the Shire Hall Council's Chamber at Menangle Street, Picton and the public are welcome to attend in person or view the live webcast.

PUBLIC EXHIBITIONS & CALLS FOR SUBMISSIONS

The Council regularly deals with matters that benefit from community input. Community input is sought to meet statutory requirements (e.g. development proposals) and the belief that consultation is appropriate. These exhibitions are generally held at the Council office in Picton and at both the branch and mobile libraries. Occasionally special exhibitions are held at other locations. Exhibitions are advertised in the press. Submissions received from interested parties are considered by Council as part of its decision making process.

SPECIAL COMMUNITY FORUMS / INFORMATION FORUMS / KIOSKS

From time to time Council may hold Special Community Forums or conduct information Forums and Kiosks in locations throughout the Shire to enable residents to meet with Councillors and senior staff in an informal manner. Some of these forums are specific to a particular issue and others are general in nature. These forums are publicised widely and may include notices being letterbox drops in the town where the forum will be held.

ANNUAL REPORTS

In accordance with the Local Government Act, the Council publishes its Annual Report each year. Due to the legislative requirements it is a lengthy document that is impractical to provide to every household. A copy of the Annual Report is published on Council's website.

WOLLONDILLY SHIRE LOCAL PLANNING PANEL

Local Planning Panels were established in March 2018 by the NSW State Government. The Wollondilly Shire Local Planning Panel comprises three experts and one community representative. The Panel determines development applications that are referred to them and also provides advice to Council on planning proposals.

Monthly public meetings allow interested persons or groups to make submissions on development proposals. The meeting then closes for deliberation and decisions are published within five business days. Local Planning Panel Meetings are generally held on the first Thursday of each month commencing at 3.30pm within Council Chambers in the Wollondilly Shire Hall. Local Planning Panel meetings can also be attended remotely via Zoom and can be viewed on Council's website.

GOVERNMENT INFORMATION HELD BY COUNCIL

In keeping with the intent of the GIPA Act to maintain and advance a system of responsible and representative democratic Government that is open, accountable, fair and effective, Council is committed to the proactive release of government information it holds, to the public.

Council holds a wide range of government information in both hard copy and electronic format in respect of functions undertaken by Council.

This information is categorised as:

- Electronic Documents
- Physical Documents
- Policy Documents
- General Documents

This information will primarily be available on Council's website where possible, however, information may be made available either by informal release or via an access application, (unless there is an overriding public interest against disclosure of the information in accordance with the provisions of GIPA Act) if not.

A page has been created on Council's website to assist with navigation to these documents. You can access this page by clicking on the following link [Access to Information](#)

The following documents are defined as open access information by Section 18 of GIPAA and will be released without the need for a formal application under this Act:

- the agency's information guide;
- information about the agency contained in any document tabled in Parliament by or on behalf of the agency, other than any document tabled by order of either House of Parliament,
- the agency's policy documents;
- the agency's disclosure log of access applications;
- the agency's register of government contracts;
- the agency's record of the open access information (if any) that it does not make publicly available on the basis of an overriding public interest against disclosure; and
- such other government information as may be prescribed by the regulations as open access information.

ELECTRONIC AND PHYSICAL DOCUMENTS

Prior to 2005 Council files were kept in "hard copy" filing compactus systems. Following the implementation of Council's Electronic Document/Record Management System (EDRMS) Council files have been maintained in electronic format, with the exception of development/building/construction applications which are maintained in both hard copy and electronic format.

POLICY DOCUMENTS

Council's policy documents are maintained in a register. Copies of Council policies are available on the website.

GENERAL DOCUMENTS

The Government Information (Public Access) Regulation 2009 divides the following additional open access general documents into four sections. These sections are:

1. Information about Council
2. Plans and Policies
3. Information about Development Applications
4. Approvals, Orders and other Documents

The GIPA Regulation 2009 requires that these documents held by Council, are to be made publicly available for inspection, free of charge. The public is entitled to inspect these documents on Council's website (unless there is an unreasonable additional cost to Council to publish these documents on the website) and at the offices of the Council during ordinary office hours or at any other place as determined by the Council. Any current and previous documents of this type may be inspected by the public free of charge. Copies can be supplied for reasonable copying charges.

In respect of some information, there may be an overriding public interest against publishing it on the website. Where this is the case, the information will be available for inspection at Council offices only.

Council is obligated by the State Records Act 1998 (NSW) legislation to keep different types of records for defined periods before a record may be destroyed.

In some instances "Hard Copy", Physical or Electronic records will be unavailable owing to Council not having the information.

Under the Copyright Act 1968 Council reserves its right to not release records subject to the GIPA Act (2009) without the express or implied consent of the copyright owner. These documents may be "viewed" at Council's Administration Building 62-64 Menangle Street, Picton during business hours

DOCUMENTS AVAILABLE FOR INSPECTION AS REQUIRED BY LEGISLATION:

INFORMATION ABOUT COUNCIL

- Land Register
- Register of Investments
- Register of Delegations
- Register of Graffiti removal work
- Register of current Declarations of Disclosures of Political Donations
- Register of Voting on Planning Matters
- Agency Information Guide

1. PLANS AND POLICIES

- Long Term Financial Plan
- Work Force Management Plan
- Asset Management Strategy and associated Asset Management Plans
- Operational Plan (Annual)
- Delivery Program (4 Years)
- Local Policies adopted by Council concerning approvals and orders
- Plans of Management for Community Land
- Wollondilly community participation plan
- Wollondilly 2040 – Local Strategic Planning Statement
- Environmental Planning Instruments, Development Control Plans and Contributions Plans
- Digital local environmental plan mapping

2. INFORMATION ABOUT DEVELOPMENT APPLICATIONS

Development applications and any associated documents received in relation to a proposed development including the following:

- Home Warranty Insurance documents
- Construction Certificates
- Occupation Certificates
- Structural Certification Documents
- Town Planner Reports
- Submissions received on Development Applications
- Heritage Consultant Reports
- Tree Inspections Consultant Reports
- Acoustics Consultant Reports
- Land contamination consultant reports
- Records of decisions on Development Applications including decisions on appeals
- Records describing general nature of documents that Council decides to exclude from public view including residential floor plans and commercially sensitive information

3. INFORMATION ABOUT PLANNING PROPOSALS

Development applications and any associated documents received in relation to a proposed development including the following:

- Town Planner Reports
- Local Planning Panel Advice
- Submissions received on Planning Proposals
- Reports supporting planning proposals
- Records of decisions on Proposals

APPROVALS, ORDERS AND OTHER DOCUMENTS

- Applications for approvals under Part 1 of Chapter 7 of the LGA and any associated documents received in relation to such an application
- Applications for approvals under any other Act and any associated documents received in relation to such an application
- Records of approvals granted or refused, any variation from local policies with reasons for the variation, and decisions made on appeals concerning approvals
- Orders given under Part 2 of Chapter 7 of the LGA and any reasons given under section 136 of the LGA
- Orders given under the Authority of any other Act
- Records of building certificates under the Environmental Planning and Assessment Act 1979
- Plans of land proposed to be compulsorily acquired by the Council
- Compulsory Acquisition Notices
- Leases and licenses for use of public land classified as community land

DOCUMENTS AVAILABLE FOR PURCHASE

- Annual tender documents
- Engineering design manual
- Engineering construction specifications
- Copies of Rate Notices
- Assorted certificates
- Assorted planning documents and local Environmental Plans, such as:
 - (i) Wollondilly 2040 - Local Strategic Planning Statement
 - (ii) Various Development Control Plans relating to different areas and/or different issues

PRIVACY PROTECTION

In order to ensure compliance with the Privacy and Personal Information Protection Act 1998 (PPIPA). The Manager Governance Integrity and Ethics is Council's Privacy Contact Officer. The Privacy Contact Officer advises council staff on the management of the collection of personal information; including rates notices; application forms; reviewing contracts and agreements with consultants and other contractors and other written requests. The Privacy Contact Officer also carries out investigation of reports of breaches of privacy.

APPLICATIONS FOR AMENDMENT OF RECORDS

An application for amendment to personal information held by Council must be made in accordance with the Privacy and Personal Information Protection Act 1998 (PPIPA) and Information Protection Principal 8 of Council's Privacy Management Plan.

A request for amendment to personal information Council holds must be made by way of statutory declaration and be accompanied by appropriate evidence as to the cogency of the making of the amendment.

Council's Privacy Contact officer will be able to assist with enquiries.

RIGHT TO INFORMATION OFFICER

Council's Manager Governance Integrity and Ethics is its Public Officer. The Public Officer has also been appointed as the Right to Information Officer. The Right to Information Officer is responsible for compliance with the GIPA Act.

The Right to Information Officer is:

Manager Governance Integrity and Ethics
Wollondilly Shire Council 62 – 64 Menangle Street
PICTON NSW 2571
Ph: 4677 9521

ACCESS TO INFORMATION OFFICER

Council's Right to Information Officer has appointed an Access to Information Officer who is responsible for the determination of Formal Access Applications and the conduct of internal reviews:

Information Management Officer
62 – 64 Menangle Street,
PICTON NSW 2571

Council's Information Management Team are responsible for processing the majority of Informal GIPAA requests for information and assists other staff to respond to Informal GIPAA requests.

INFORMATION AND PRIVACY COMMISSION

For further information regarding the functions of the Information and Privacy Commission and your rights to access government information visit the IPC website at www.ipc.nsw.gov.au or call 1800 472 679 between 9am and 5pm Monday to Friday (excluding public holidays). They may also be contacted by post at GPO Box 7011, Sydney NSW 2001 or in person at Level 17, 201 Elizabeth Street, Sydney 2000.





Wollondilly
Shire Council

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Picton Botanic Gardens