



# Hawkesbury City Council - Community Services Update

Community Services Branch (02) 4560 4444

- Hawkesbury City Council's new Customer Service unit.
- Funding and Grants

## Improving Our Customer Service

Residents visiting Hawkesbury City Council's Administration Office in Windsor will have noticed a change underway to the foyer.

A one-stop-shop approach has been implemented to allow for customer enquires to be dealt with more effectively and efficiently.

Since established, in early October, customer enquiries have been received and processed at a single entry point.

A new front service counter has been built with provision for payment facilities, disability access and a hearing loop. A 'back office' telephone enquiry centre has also been established to respond to customer enquiries.

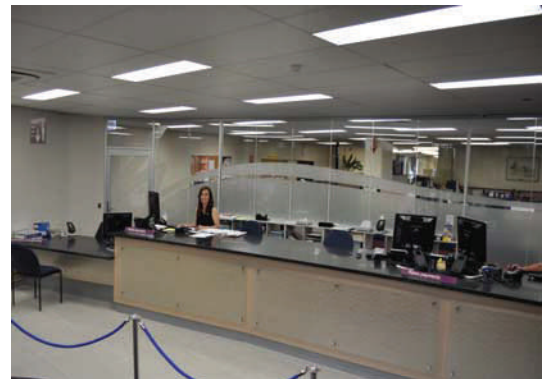
The existing foyer and customer waiting area have been refurbished, and new meeting and interviews rooms built.

Customer Service Officers are currently being trained on all customer transactions, to ensure they have a broader knowledge

of Council's services to assist with your enquiries.

An electronic customer request software tool is also being rolled out to improve the timely processing, tracking and completion of customer requests.

Council has adopted a '[Customer Service Charter](#)'. A set of customer contact and service standards have also been developed to advise customers of the levels of service they can expect from Council and the timeframe for the delivery of these services.



For more information about these customer service improvements please call Council's Customer Services Manager, Kaylene Kelland on (02) 4560 4597.

Inside:

|                                       |   |
|---------------------------------------|---|
| Services to People                    | 2 |
| Community Grants Grants               | 2 |
| Community Safety                      | 2 |
| Youth Services                        | 3 |
| Volunteer Community Transport Program | 3 |
| Macquarie 2010 Award                  | 3 |
| Community Survey                      | 3 |
| Community Facilities                  | 4 |

## Funding and Grants

**Execution of Funding Agreement.** Council has resolved to execute a funding agreement with the Community Services Department of Human Services NSW to accept \$593,394 in funding for the 2011/2012 financial year. The funds are provided for the operation of community and child care services, most of which will be managed on Council's behalf by Peppercorn Services Inc. Click here to view the [Council Report](#) (Click on CITY PLANNING - Item 206 in the Table of Contents).

## Services for people with disability

### New Shared Pathway

Council has recently completed a 400 metre extension to the Richmond to Windsor off-road shared pathway. The project aims to link Richmond and Windsor with a safe, off-road shared pathway. More works are scheduled over the coming years to complete this important pedestrian and bike link. The Richmond to Windsor link is one of the key priorities identified in the [Hawkesbury Mobility Plan 2010](#).



### International Day of People with a Disability

3 December 2011 marks International Day of People with a Disability. Hawkesbury City Council is working with YMCA to launch an inclusive sports program.

For further information please contact Meagan Ang (02) 4560 4502.

## Community Grants

### Community Sponsorship Program

Round 2 of the Community Sponsorship program for the financial year 2011/2012 is now closed.

A quick reminder that you don't have to wait until a round is open before you lodge an application. It can be sent in at any time and we will hold on to it until it can be considered for funding.

For any assistance with sponsorships please call Trisha Sundin on (02) 4560 4576.

### Expanded Graffiti Removal Program

Since March this year, the Rotary Club of Windsor has been helping to beautify Windsor, South Windsor, Bligh Park and McGraths Hill by keeping them graffiti free through their Graffiti Removal Project. Given the success of the Council sponsored program, Council has recently agreed to support the Rotary Club of Kurrajong, North Richmond Inc. to establish a similar graffiti removal project and has provided \$10,000 in seed funding.

## Community Safety

- A free workshop for parents and supervising drivers was conducted on 29 October 2011 at the Deerubbin Centre, Windsor. The Helping Learner Drivers become Safer Drivers workshop aimed to inform parents of the new graduated licensing scheme, and support parents in being supervising drivers.
- As part of Council's undertaking to develop a new Crime Prevention plan for the Hawkesbury, Community Safety Audits were conducted on 19 October 2011 in Richmond CBD with the crime prevention working party. The party includes local business groups, police and other stakeholders.

*"The Hawkesbury Mobility Plan aims to link the major towns in the Hawkesbury by constructing safe bicycle and pedestrian pathways"*

Residents are encouraged to report graffiti by visiting [www.vandaltrak.com.au](http://www.vandaltrak.com.au) to log the location of graffiti for future cleaning.

## Volunteer Community Transport Program

Peppercorn Services Inc Volunteer Driver Program was launched in August 2011 following the receipt of a [grant](#) under the Cancer Council's Alive and Well Local Government engagement program. Hawkesbury was announced as one of seven NSW councils to receive a Cancer Council grant to implement an initiative aimed at reducing the impact of cancer in the local community. The grant money received from the Cancer Council will be used to complement and enhance existing transport services and increase transport services for cancer patients to access treatment



*Hawkesbury City Council received a [Highly Commended Award](#) in the RH Dougherty Awards, for its innovative approach to coordinating community*

## Youth Services Working Parties

Council has resolved to establish two working parties to prepare reports for Council's consideration outlining options to:

- a. Establish or augment mobile or virtual youth centres within the Hawkesbury and;
- a. Identify benchmarks and priority criteria for assessing new youth service and facilities in the Hawkesbury.

The proposal was reported to Council on 13 September 2011. You can view the [Council Report](#) about the matter (*Click on CITY PLANNING - Item 204 in the Table of Contents*). Council has consulted with Hawkesbury Youth Interagency and WYSH Coalition on the membership and terms of reference of the working parties.

## Macquarie 2010 - An Exciting Year for the Hawkesbury

Hawkesbury City Council received a [Highly Commended Award](#) in the RH Dougherty Awards, Excellence in Communication for the Hawkesbury Macquarie 2010 Celebrations. The award was presented at the Local Government Week 2011 Awards Ceremony and recognised Council's achievement in working with and resourcing the community to stage a program of 77 community and Council events to mark the legacy of Lachlan and Elizabeth Macquarie.

## Hawkesbury Community Survey

The Draft *Hawkesbury Community Survey* for 2011 has recently been completed. The Survey was undertaken by Micromex Research and involved a (statistically valid) telephone survey of 400 households. It was followed up by four focus group meetings – one of which involved young people.

The Survey is conducted every two years to assess and identify the community's priorities and level of satisfaction with Council service and facilities and Council's performance. The Survey results are to be reported to Council prior to its public release.

A child restraint checking day was held in August with a total of 35 child restraints checked by approved fitters. Advice was also given to 24 families on correct fitting practices and child restraint requirements. The checking day was made possible through RTA funding.

## Exciting Possibilities for Community Facilities

### Proposed Police and Community Youth Club

Council has resolved to lodge an expression of interest to establish a PCYC at the Tinging Community Centre, Bligh Park. The proposal was reported to Council on 27 September 2011. Click here to view the [Council Report](#) (Click on CITY PLANNING - Item 222 in the Table of Contents).

Council is consulting with the management committee of the Tinging Centre to discuss the implications of the Expression of Interest should it be successful.



### COMMUNITY AND CUSTOMER SERVICES

**Joseph Litwin**  
Executive Manager  
Community Partnerships

**Kaylene Kelland**  
Customer Services Manager

**Trisha Sundin**  
Customer Support Coordinator

**Meagan Ang**  
Community Programs Coordinator

**Denise Oakes**  
Community Safety Coordinator

**Amy Bond**  
Youth Participation Officer

## Expression of Interest for Pound Paddock

Council has invited not for profit community groups to lodge an Expression of Interest to fund, construct and operate a community building on a portion of Council owned land at Pound Paddock, Bourke St, Richmond.

This process will require the applicant to participate in further community consultation with local residents about their proposal, and the negotiation of the statutory processes required to facilitate the use of Pound Paddock for this purpose.

Copies of the Expression of Interest document can be obtained by emailing [jlitwin@hawkesbury.nsw.gov.au](mailto:jlitwin@hawkesbury.nsw.gov.au). The proposal was reported to Council on 13 September 2011. Click here to view the [Council Report](#) (Click on CITY PLANNING - Item 205 in the Table of Contents). EOIs close on 1 December 2011.