



Hawkesbury City Council

attachment 1 to item 227

Annual Report 2012/2013

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time: 6:30 p.m.

HAWKESBURY CITY COUNCIL
ANNUAL REPORT
2012-2013



DRAFT

SHAPING OUR FUTURE





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Mayoral Message

This Annual Report is the first of the new Council elected in September 2012 and details Hawkesbury City Council's performance against targets set out in the Hawkesbury Community Strategic Plan 2010-2030. This report reflects the commitment of Councillors and staff of Council towards addressing the priorities of the community, as highlighted by the adopted Community Strategic Plan.

One of the first jobs of the new Council was to review this plan and with community input we have delivered an updated plan for the 2013-2032 period. This consultation and planning process ensures that we deliver outcomes that benefit the whole Hawkesbury and that we continue to meet the ever changing needs of our diverse community.

2012/2013 also saw the completion of numerous projects that are of great benefit to our community, these include; the re-opening of Howe House in Windsor which is of huge historical significance for the Hawkesbury, the implementation of an energy efficient program for Council buildings, the introduction of a desexing program for both cats and dogs and major upgrades to Howe Park in Windsor and Richmond Park, Richmond.

Tremendous achievements have been made in the area of sustainability which have been supported by residents. We have had a record breaking Chemical CleanOut, a very successful free mulch campaign and significant improvements in the amount of material being diverted from landfill by recycling.

Council continues to devote the majority of its budget towards core activities of maintaining roads, footpaths and drainage and the provision of waste services together with investment in capital works. A \$5 million timber bridges replacement program has been commenced, which aims to improve flood free access and traffic flow. In the 2012/2013 financial year, almost \$2.3 million was spent on road damage and bridge repairs. A further \$3.6 million in funding was secured through the Commonwealth Government's Natural Disaster Fund to instigate ongoing road restoration work associated with flood damage.

Activities such as partnering with local organisations for example local Rotary Clubs on graffiti removal has seen significant improvements in areas where Council's resources are stretched.

Council is proactively engaging more closely with the community to identify its highest priorities and how they can be met with the resources at hand and I am sure Hawkesbury Council, through its Councillors and staff, will rise to these challenges and continue to effectively respond to the growing needs and expectations of our diverse community.



Councillor Kim Ford
Mayor of Hawkesbury

General Manager's Message

This Annual Report, together with Audited Financial Statements and State of the Environment Report, has been produced in accordance with Section 428 of the NSW Local Government Act, 1993 and Clause 217 of the NSW Local Government (General) Regulation 2005. Financial Statements are produced in a separate volume.

The Hawkesbury has risen to meet many challenges over the past few years. Through careful management of its assets, resources and finances Hawkesbury City Council (Council) has been able to efficiently and effectively deal with a wide range of competing demands for services and facilities, and the priorities of the community.

With the vast geographical spread of the Hawkesbury Local Government Area (HLGA) being nearly 2800km², dealing with pressures for infrastructure, development and the desire of many members of the community to maintain their rural lifestyle.

The Hawkesbury Community Strategic Plan 2010-2030 was revised in accordance with the Division of Local Government's Integrated Planning and Reporting Guidelines which indicate that these plans are to be reviewed following local government elections. The inaugural Delivery Program was also developed which details the projects, services, infrastructure and initiatives that the Council will deliver over the next four years. Council staff have also completed the initial Resourcing Strategy which provides a critical link when it comes to translating objectives of the Community Strategic Plan into actions. The Strategy consists of three important plans that will assist in the long term planning of Council from a financial, work force and asset perspective.

We are committed to being an efficient and effective Council that continues to actively advance the lifestyle of our community by progressively looking after our people and place with confidence for a bright future. Council is now looking forward to implementing the updated Community Strategic Plan 2013-2032 and working with all sections of the community to achieve the aspirations of our community.

This Annual Report summarises Council's business practices and performance against its strategic objectives outlined in the 2012/2013 Management Plan. The detail shows the many and varied areas in which Council has achieved during the 2012/2013 period, and I look forward to building on these achievements in the next financial year.



Peter Jackson
General Manager

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Key Highlights and Achievements 2012/2013

Transport

In the 2012/2013 financial year, almost \$2.3 million was spent on road damage and bridge repairs throughout the Hawkesbury.

Some of the major works carried out this year include:

- Restoration of various gravel roads in the rural areas
- Pitt Street, Richmond - roadworks, drainage, kerb and guttering
- Hawkesbury Valley Cycleway - between Richmond and Windsor
- Terrace Road/Bells Line of Road, North Richmond - reserve and car park upgrade works
- Lelia Avenue/Raymond Street, Freemans Reach - intersection upgrade
- George Road, Wilberforce - footpath works
- Eldon Street to Buckingham Street, Pitt Town - footpath works

Major projects commenced:

- Upper Macdonald Road - Jurds Bridge
- West Portland – Stabilise land slip supporting road at Lower Portland
- Grose Vale Road, North Richmond – Reconstruction and sealing
- Freemans Reach Road, Freemans Reach – Reconstruction and sealing

Council has borrowed \$5 million under the NSW Government's Local Infrastructure Renewal Scheme to fund the replacement of seven timber bridges located throughout the Hawkesbury.

Bridges included in the programs of work include:

- Stannix Park Road Bridge, Ebenezer
- Three bridges on Upper Colo Road, Upper Colo
- Two bridges on Upper Macdonald Road, Higher McDonald
- West Portland Road (Bailey Bridge), Lower Portland



Day to day roads management 2013:

- More than 4,939 tonnes of asphalt used
- 77 roads (45.3 km) resurfaced at a total cost of \$1.5 million
- Graded 207 roads
- Completed 29 road kerb and guttering projects
- Maintained 31 concrete/steel bridges on non-urban sealed local roads
- Maintained 10 concrete/steel bridges on non-urban unsealed local roads
- Maintained 1 concrete/steel bridge on urban local roads

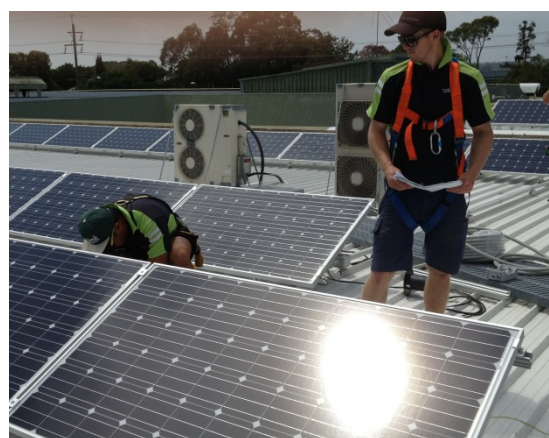
Waste Management

- Plans and Contract with JJ Richards and Sons implemented for a new Garden Organics Service for residents in selected urban areas, commencing October 2013.
- The recycling stations at Council's Administration Building and Hawkesbury City Council Waste Management Facility collected 58kg of mobile phones and accessories, 126kg of printer cartridges, as well as CDs, DVDs, corks and household batteries.
- 45 presentations on Waste Education were given at Hawkesbury schools. Two new topics, 'Food Glorious Food' and 'Don't Waste Biodiversity' were developed for primary schools for 2013/14. Three high schools undertook The School Environmental Management Plan (SEMP) Assistance Program in 2012/13.
- 24 tonnes of household chemicals diverted from landfill at the Household Chemical CleanOut held at the Hawkesbury City Waste Management Facility.
- Computer and TV drop off events were held in March and May 2013. The first event saw 43,968kg of material collected for recycling.
- In 2012/2013, residents recycled 23% of their total household waste, including more than 6,000 tonnes of kerbside recycling, 400 mattresses through the Household Cleanup service, and several tonnes of motor oil, oil drums and car batteries were dropped off at the Waste Management Facility.
- Council has implemented a corporate waste reduction action plan for Council owned and operated buildings. Actions including waste audits, staff surveys and education have contributed to Council's dramatic increase of approximately 65% of waste being diverted from landfill and sent for recycling.



Environment

- Council was awarded \$600,000 in funding through the Federal Government's Biodiversity Fund for its "Hawkesbury River Biodiversity Restoration Project". This funding will support biodiversity restoration projects along the Hawkesbury River over the next six years. Projects will focus on controlling weeds of national significance, environmental weeds and particular noxious weeds.
- Council has installed solar panels on the roofs at both Oasis Aquatic Centre and Council's Administration Building in Windsor. Council has installed a 16 kW system at Oasis and a 30kW system at the administration building. It is estimated that these two systems will reduce Council's carbon emission by 57 tonnes per year.



Buildings

- Woodhills Carpark - amenities block upgrade - \$80,000
- Smith Park Amenities - replaced - \$130,000
- 325 George Street, Windsor Heritage sheds repaired - \$40,000
- Bligh Park Rural Fire Brigade - truck shelter constructed - \$25,000
- Companion Animal Shelter, McGraths Hill - upgrade work - \$20,000
- St Albans School of Arts - landscaping and car park upgrade - \$15,000
- Colonial Reserve, Bligh Park - amenities block rebuild due to vandalism - \$70,000
- Six council buildings - reroofing - \$55,000
- Council Depot, Indoor Stadium, Freemans Reach Tennis Courts, Horrie Elly Hall and the Oasis Outdoor Swimming Pool - energy efficient lighting installed – \$100,000
- Richmond Grandstand - heritage structural work and amenities upgrade - \$45,000
- Howe House - heritage works and electrical upgrade with LED lighting - \$100,000
- The Oasis Aquatic Centre - replacement of air-conditioners and office alterations - \$130,000
- Community Buildings - upgrade of security systems - \$50,000
- A painting tender was run across a portfolio - \$75,000
- Historic Howe House in Windsor underwent a major restoration program and was re-opened to the public. The Howe House restoration work was made possible by funding from the Australian Government under the National Historic Sites Program and through the Department of Sustainability, Environment, Water, Population and Communities together with annual funding to the Regional Museum from Arts NSW and contributions by Council.
- Indoor Stadium, South Windsor - air conditioning installed to gymnasium - \$50,000
- Indoor Stadium, South Windsor - entry reception and cafe refurbished - \$70,000
- The Windsor Function Centre - stage, dance floor and mezzanine areas upgraded - \$50,000
- Wilberforce Fire Control - fire services upgraded - \$25,000
- Administration Building and Oasis Aquatics Centre - Solar photovoltaic cells installed - \$110,000.
- Indoor Stadium - car park lighting upgraded and basketball floor refurbished - \$60,000



Planning

- Assessed 628 Development Applications
- Assessed 110 S96 Modification Applications
- Issued 226 Construction Certificates
- Issued 15 Complying Development Certificates
- Issued 2063 Planning Certificates
- Issued 29 Building Certificates
- Issued 41 Subdivision Certificates
- Hawkesbury Local Environmental Plan 2012 and subsequent amendments to the Hawkesbury Development Control Plan

Cultural Services

Gallery

- The Hawkesbury Regional Gallery has this year set visitor records during the hosting of the Archibald Prize 2012 NSW Regional Tour. More than 4,000 people attended the exhibition, including hundreds of students from Hawkesbury schools and TAFE students from surrounding districts.
- Public programs at the Hawkesbury Regional Gallery continue to attract new visitors and audiences. A series of programs, workshops and school holiday activities continue to enliven the Gallery spaces and attract participants young and old. This year's most successful program was the 4 x 4 Art After School programs. This program encompasses four art workshops held every school term. These workshops have included drawing, painting, ceramics, collage, printmaking, and sculpture.
- This year has also seen the extraordinary donation of artwork from artist Salvatore Zofrea who has gifted his work *"Psalm 61, For my Father"* to the Hawkesbury Regional Gallery and the people of the Hawkesbury. The painting will be installed in the atrium of the Hawkesbury Central Library in the Deerubbin Centre for all to enjoy.

Library

- 300,000 items were borrowed from Hawkesbury Library Service
- More than 200 people responded to a Library collection survey which assists Council to make improvements to Library services and facilities to meet the ever changing needs of our residents. 75% of respondents strongly recommended using the Library.
- More than 13,000 new items were added to the Library collection. 2,000 new members joined, 180,000 people visited the library (135,000 to Windsor and 45,000 to Richmond) and more than 4,000 children attended weekly story time activities.





Museum

- This year saw the Hawkesbury Regional Museum celebrate its fifth birthday. Over the last five years the Museum has welcomed over 80,000 visitors through its doors. The Museum continues to work closely with the Hawkesbury Historical Society caring for its large collection of objects and history.
- Developed new Museum exhibition "From Underwear to Hardware: Hordern Bros. in the Hawkesbury 1962-1999", drawn from the collection of the Historical Society in addition to many objects (and memories) generously loaned from the community.
- Museum activities including guided tours, school holiday programs and education programmes developed for Howe House.

Visitor Information Centre

- The Hawkesbury Visitor Information Centre (VIC) launched a live online booking system with the support of Tourism Exchange Australia (TXA). The TXA system brings together live booking and payment capabilities so that customers can search, book, pay and confirm instantly.
- October 2012 the VIC distributed approximately 130 information packs promoting the Hawkesbury to Midwives from as far afield as Coffs Harbour, Port Stephens, and Wollongong who attended a conference at the Richmond Club.
- VIC staff organised an itinerary showcasing highlights of the Hawkesbury for a journalist for the NRMA publication Open Road which resulted in two articles for the region being published in March 2013. A second article for Australian Classic Car was also produced by same journalist.
- 10 - 28 January 2013, VIC worked in collaboration with Heart of the Hawkesbury and Hills Hawkesbury and Riverlands Tourism to promote the Hawkesbury at the International Sand Sculpting Championship where over 4000 information bags were distributed to visitors, averaging 222 bags per day, an increase of approximately 170% on the previous year.
- 5 June 2013 - The first Tourism Afternoon for businesses as part of Small Business Week - a small but enthusiastic group of businesses ranging from accommodation, catering/restaurants and Heritage attended.

Others

- Major landscape renovations were undertaken at Howe Park, Windsor between Fitzgerald to Baker Streets including new paving, barbeques and picnic facilities as well as repairs to the wisteria trestle and planting of new vegetation.
- A replica fountain was installed at Richmond Park, Richmond to replace the original historical fountain.
- Council has installed CCTV cameras in Windsor Mall providing Police the option to monitor live or recorded images and video between Baker Street and Fitzgerald Street, Windsor: \$120,000.
- Council secured a \$340,000 grant to launch the Hawkesbury Digital Domain, a community program offering online learning services to Hawkesbury residents, business and community groups. It will integrate a booking system and high-definition video conferencing platform to deliver interactive learning opportunities for the community.
- In October 2012, Council introduced animal desexing for all cats and dogs sold through the Hawkesbury Companion Animal Shelter.
- 93% of dogs impounded by Hawkesbury Companion Animal Shelter were re-homed.
- Hawkesbury Small Business Week was held in June, and featured a line up of free seminars and activities providing businesses with local access to useful information and direct contact with agencies that can help them with their business.
- The Hawkesbury Community Nursery was presented with a Community Partnership Award for ongoing support of the Australian Foundation for Disability (AFFORD).
- More than 150 Year 9 students from local high schools gathered to participate in the “NRGY Youth Festival” in the Hawkesbury, as part of the 2013 Youth Week.
- Council received a Partnership Award from the University of Western Sydney in recognition of its outstanding partnership with the University through the Water and Land Management Innovation and Sustainability Enhancement Partnership in Per-Urban Research Network.



Councillors

July 2012 - June 2013



Councillor Kim Ford
(Mayor)



Councillor Tiffany Tree
(Deputy Mayor)



Councillor Barry Calvert



Councillor Patrick Conolly



Councillor Mike Creed



Councillor Mary Lyons-Buckett



Councillor Warwick Mackay



Councillor Christine Paine



Councillor Bob Porter



Councillor Paul Rasmussen

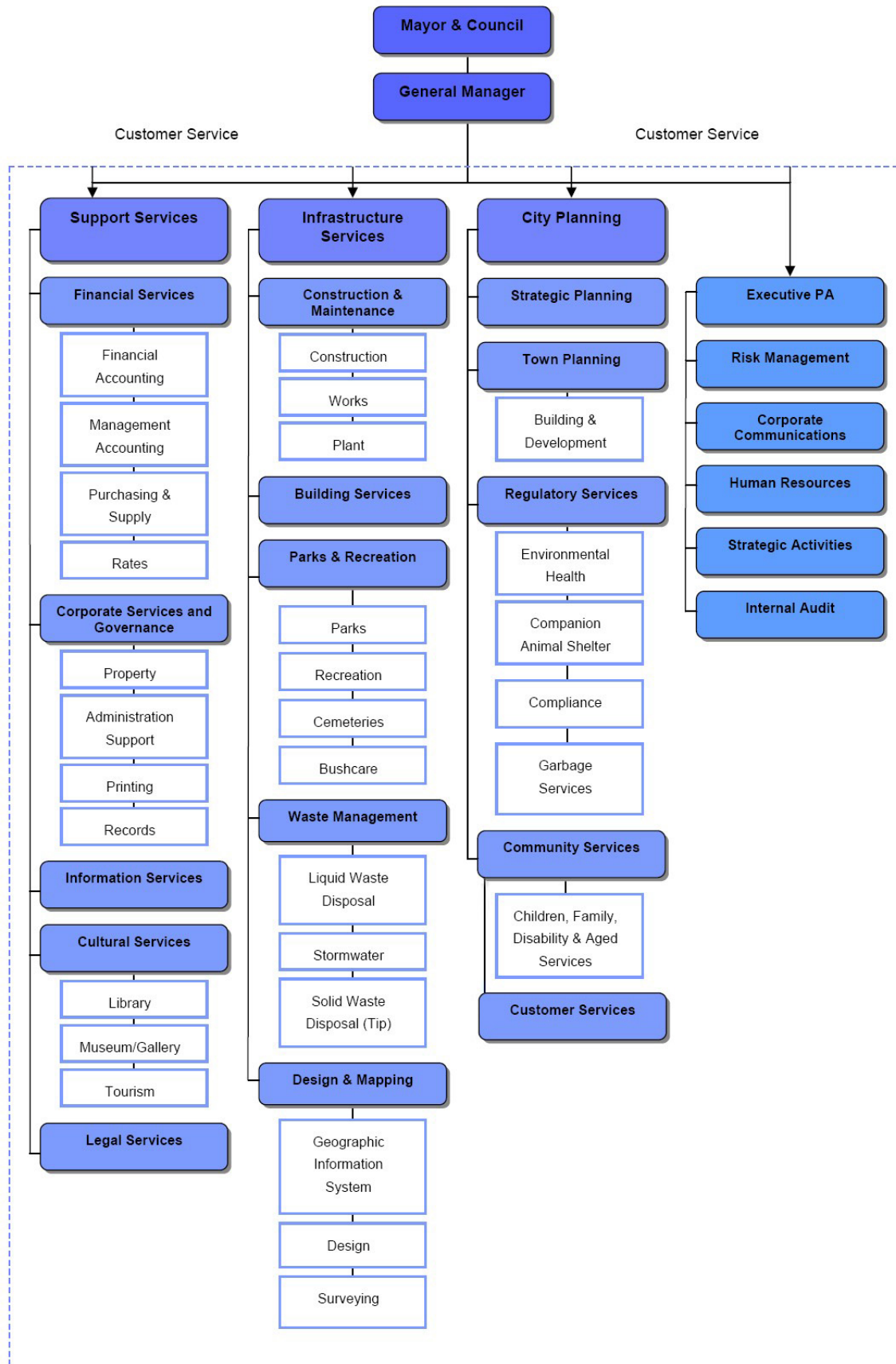



Councillor Jill Reardon



Councillor Leigh Williams

Organisational Structure





Council functions in accordance with the provisions of the Local Government Act, 1993 and ancillary legislation. The organisation is based around the General Manager and three Divisions.

The principal functions of each of these areas are:

General Manager

The General Manager's office includes executive service support for the Councillors and oversees the overall management of the Council administration.

It also has direct reports from the Corporate Communication Section (which deals with media, publications, internal and external communication, civic programs and events); the Human Resources Section (which caters for all recruitment and selection, training, industrial relations and performance management issues); the Risk Management Section (which deals with Council's various insurances, WHS matters, workers compensation and risk related matters), Strategic Activities (which undertakes research and information collection, partnership facilitation and development, sister city and city/country alliance activities and facilitation of tourism and economic development) and Internal Audit (which deals with organisational strategic activities and relationships, developments and implements the internal audit program and associated activities).

City Planning

The City Planning Division (City Planning) comprises of a multi-disciplinary team incorporating strategic planning, development and building control, customer services, regulatory services, community services and waste collection.

Strategic Planning

This Branch consists of specialists in Land Use Planning, Social Planning, Asset Planning and Environmental Planning. The Branch is responsible for the production of the key strategic documents for Council, including the Community Strategic Plan, Delivery Program, Resourcing Strategy, Operational Plan, State of the Environment Report, Local Environmental Plans, Development Control Plans, Contribution Plans, Social Planning (including the Hawkesbury Profile Atlas and Community Survey), Infrastructure Strategy and Annual Report.

Town Planning

This Branch consists of town planners, building certifiers and development engineers. The Branch is responsible for the provision of development and construction advice, assessment and determination of development applications; building inspections, compliance and certification; issue of planning and building certificates; development engineering advice and subdivision approvals; and heritage conservation matters.

Customer Services

This Branch provides administrative support to internal Branches of Council as well as the customer services to the community via the administration centre customer front counter and telephone centre for all customer enquiries, payments and application lodgement.

Regulatory Services

This Branch consists of specialist in environmental health, companion animals, compliance and parking control and waste collection. The Branch is responsible for health and food inspections; public health and environmental complaints; development compliance and unauthorised development investigations; parking patrols; companion animal shelter operations and domestic waste collection.



Community Services

This Branch coordinates and implements crime prevention, road safety, mobility and youth action plans; provides corporate governance to Peppercorn Services Inc.; human services and community facility planning and management; coordinate and partner with community service providers, such as Wentworth Community Housing, etc.

City Planning is also responsible for the servicing of a number of Council Committees including the Floodplain Risk Management Advisory Committee, Heritage Advisory Committee, Human Services Advisory Committee and Waste Management Advisory Committee.

Infrastructure Services

Infrastructure Services Division (Infrastructure Services) is made up of five branches; Construction and Maintenance, Building Services, Parks and Recreation, Waste Management, and Design and Mapping Services. The overall responsibilities of the division essentially involve the construction and maintenance of all Council's physical assets including civil maintenance and construction including roads, bridges and drainage, building construction and maintenance, plant and ferry management, flood mitigation, parks construction and maintenance, survey and design and the operation of swimming centres, sewerage and waste.

The Construction and Maintenance Branch provide, maintain, and improve all the road related assets including road pavements, and shoulders, table drains, kerb and gutter, footpaving, drainage, signs and lines, street sweeping and car parking areas.

Building Services is responsible for construction, maintenance, energy management, and security of Council buildings, replacement and maintenance of furniture and fittings, the flood lighting and irrigation control of parks and reserves, and the provision and operation of communications, including telephones, facsimiles, cabling, and the PABX.


The Parks and Recreation Branch undertakes mowing, weed control, gardening, playground, park furniture and landscape maintenance and repairs and improvement, litter removal, public amenities cleaning and the maintenance of the Windsor Mall, bush regeneration, vegetation management and tree assessments both on public and private lands.

The Parks and Recreation branch also undertakes planning for and provision of recreational facilities including the operation of the Richmond Swimming Pool, and the coordination of special events including the Spring Garden competition and the management and operation of a number of cemeteries including the Richmond Lawn Cemetery.

The Design and Mapping Services Branch undertakes cadastral and topographical surveys for road, drainage and carpark designs and other special projects. Design, checking and investigative work is provided for construction projects and investigation and associated reports prepared for local traffic issues, with support provided for the Floodplain Risk Management Advisory Committee.

This area is responsible for the maintenance of the Spatial Information System (SIS), which is a computerised mapping system used for land use and geographic mapping (zoning, land parcels), and assets mapping (aerial photos, sewerage, drainage, road infrastructure) etc. The area also assigns street numbering and new road naming.

The Waste Management Branch consists of both solid and liquid waste management areas. Liquid waste management includes the operation of the Windsor Sewerage Scheme, providing a reticulated sewerage service to approximately 7,000 premises within the Hawkesbury. Trade waste management is also provided as a commercial service to industry whilst ensuring there are no adverse effects on the sewerage system from discharge from these areas. The group also manages the sullage pump out contract for properties that are not part of a reticulated sewerage system and provide treatment for effluent from that service at the South Windsor Plant.



Solid waste management incorporates the operation of the Hawkesbury City Waste Management Facility, which provides for waste disposal for residents and businesses within the Hawkesbury. This branch oversees the landfill operation and resource recovery, including the recycling of greenwaste, metal and other construction waste.

Provision of support to the Rural Fire Service and State Emergency Services including the Local Emergency Management Committee and operation of the Emergency Operations Centre is also provided by the Infrastructure Services Division.

Support Services

The Support Services Division (Support Services) comprises of the Corporate Services and Governance, Cultural Services, Financial Services and Information Services Branches of Council. Support Services also deals with the provision of legal services to Council.

The Corporate Services and Governance Branch's main areas of responsibility are in regard to administration, printing, property and records management. These areas include governance, word processing, Council meetings, access to information, management of Council records, property management, property sales and acquisitions and printing and design of various Council documents, signs, banners, brochures and flyers.

The Cultural Services Branch includes the Hawkesbury Central Library, Hawkesbury Regional Gallery, Hawkesbury Regional Museum in Windsor and the Richmond Branch Library, as well as the Visitors Information Centre at Clarendon and are responsible for the delivery of the Cultural Plan.

The key functions of the Financial Services Branch include financial accounting, financial management, supply management and rates. These functions cover various work areas including accounts payable, payroll, investments, statutory and Council formal financial reports, budgets, procurement, contract management, rates notices, pensioner rebates and property title details.

The Information Services Branch undertakes information technology activities, including maintaining essential computer hardware and software resources, ongoing administration maintenance and customer support as well as an integrated network infrastructure to meet corporate objectives.

Work Health and Safety

Overview


The primary focus for the past year has been on updating Councils Work Health Safety and Injury Management (WHSIM) system to reflect the harmonisation of OHS legislation across Australia. Additionally, the continuing refinement of the WorkCover Model for Self Insurers (Nat Tool) has combined to necessitate a complete rewrite of our safety system. This rewrite is now substantially complete and the focus of the Risk Management Branch is now shifting to rolling these changes out across the organisation through training programs and competency assessments.

Health and Safety Initiatives

Council's Annual WHS Planning and Review Report identified the following as high priority WHS issues for this year requiring full corporate support and to be individually championed throughout Council personally by senior management.

1. Asbestos Register

This is an ongoing project personally overseen by the Director Infrastructure Services and controlled by the Manager Building Services. Council has in excess of 300 buildings, all of which have to be



audited for the presence of Asbestos Containing Materials (ACM). Identified ACM's then have to be signed, an inspection and management plan developed and centralised register updated. It is pleasing to see that this project is progressing well with all major sites completed. Additionally, this project has been leveraged to extend the auditing to a full Hazop review thus extending the project to identifying nominated hazardous substances in the workplace.

2. Risk Registers

The development of comprehensive risk registers has been the responsibility of the General Manager supported by the Manager Risk Management. Registers have been developed for individual work sites, work activities, fixed site hazards, confined spaces, manual handling and noise.

3. Inspection Testing and Monitoring Database

There are a large numbers of site specific plant, equipment and materials as well as legislated health surveillance that require inspection, testing and monitoring. The development of this database and implementation of systemically driven ITandM program across all Council operations has been Championed by the Director Support Services and supported by the Manager Information Services.

4. Health Surveillance

It is a legislative requirement that Council instigate noise and spirometry (lung function) testing for staff who may reasonably be expected to have been potentially exposed to excessive noise, dust and asbestos fibre above safe operating levels. This program is being championed by the Director City Planning with support from the Manager Risk Management with testing scheduled for completion by November. Any staff identified as requiring additional attention will be guided through the injury management process by the Manager Risk Management.

5. Emergency Management

Under the oversight of the Director City Planning and supported by the Manager Risk Management all permanently staffed sites have been risk assessed for emergency situation in accordance with AS 4735 Planning for Emergencies in Facilities. Additionally, potential emergency situations have been considered in all Safe Work Method Statements (SWMS) with procedures written and training undertaken. Site specific emergency response manuals need to be developed to incorporate these risk assessments.

6. Joint Responsibilities for PCBU and Volunteers

Changes to WHS legislation has required a review of our joint responsibilities with other businesses (PCBU) as well as volunteers which are now considered workers under the WHS Act .Council has joint safety responsibilities, which must be clearly communicated to all parties and mechanisms for consultation established by Council. A review of lease contracts initiated by Council as well as information and processes for volunteers, community groups and other associated bodies such as the Hawkesbury Sports Council is being undertaken by the Manager Risk Management.

Council takes its commitment to WHS very seriously and continues to strive towards achieving our stated goal of "Zero Injuries In the Workplace".

Statutory Report - Local Government Act 1993

The following section provides responses to the requirements of Sections 428, 428 (a) and 508 of the Local Government Act 1993 and Clause 217 of the Local Government (General) Regulation 2005.

Section 428 (1) Implementing Council's Delivery Program

Council's Delivery Program 2012–2016 details the principal activities to be undertaken by Council over a four year period to implement the five themes of the Hawkesbury Community Strategic Plan 2010-2030.

These themes are:

- Looking after People and Place
- Caring for the Environment
- Linking the Hawkesbury
- Supporting Business and Local Jobs
- Shaping our Future Together

The accompanying Operational Plan 2012-2013 spells out the details of the Delivery Program by identifying the actions Council proposed to achieve the commitments made in the Delivery Program.

The relationship between Council's Community Strategic Plan, Delivery Program, Operational Plan and the Annual Report is shown in the diagram below.



The following table shows the progress in achieving the Delivery Program activities and Operational Plan actions for the period 1 July 2012 – 30 June 2013.

Looking after People and Place

Community Strategic Plan Directions

Be a place where we value, protect and enhance the historical, social, cultural and environmental character of Hawkesbury's towns, villages and rural landscapes.

Offer residents a choice of housing options that meets their needs whilst being sympathetic to the qualities of the Hawkesbury.

Have development on both sides of the river supported by appropriate physical and community infrastructure.

Population growth is matched with the provision of infrastructure and is sympathetic to the rural, environmental, heritage values and character of the Hawkesbury.

Have an effective system of flood mitigation, fire and natural disaster management and community safety which protects life, property and infrastructure.

Have friendly neighbourhoods, connected communities, and supported households and families.

Have future residential and commercial development designed and planned to minimise impacts on local transport systems allowing easy access to main metropolitan gateways.

Community Strategic Plan Strategy

Work with the community to define the Hawkesbury character to identify what is important to preserve and promote

Delivery Program Activity 1

Develop and implement strategies, to work with the local and business communities to define the Hawkesbury character to identify what is important to preserve and promote.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
1.1 Consultation with Deerubbin Local Aboriginal Land Council about protocols for notification of development proposals.	Town Planning	Consultation undertaken.	Consultation is in initial phase. Limited resources have prevented further action.
1.2 Resource the planning of activities which celebrate community diversity in conjunction with inter-agency organising committees.	Community Partnerships	Number of events supported.	Program of activities completed for International Disability Day, Graffiti Action Day, Bike Week, Youth Week, Seniors Week, International Women's Day, Harmony Day, Refugee Week and NAIDOC week.

Delivery Program Activity 1 (continued)				
1.3	Implement Parks Plans of Management as funding and grants allow.	Parks and Recreation	Works completed on time and within budget. Area of parkland per resident.	Works continue to be implemented as funding allows. Relevant grants have also been applied for.
Community Strategic Plan Strategy				
Prepare Hawkesbury Residential Land Strategy				
Delivery Program Activity 2				
Implement the Hawkesbury Residential Land Strategy.				
Operational Plan Actions		Responsible Manager	Output Measure	Progress
2.1	Investigate, prepare and assess Planning Proposals in accordance with recommendations of Hawkesbury Residential Land Strategy.	Strategic Planning	Investigations and Planning Proposals consistent with Hawkesbury Residential Land Strategy.	Four Planning Proposals received. Three Gateway determinations received.
Community Strategic Plan Strategy				
Develop and implement a plan to conserve and promote heritage				
Delivery Program Activity 3				
Develop Plans to facilitate heritage conservation and prioritise the implementation of actions including seeking resources from other sources to promote and conserve heritage.				
Operational Plan Actions		Responsible Manager	Output Measure	Progress
3.1	Apply for funding to develop Conservation Management Plans for parks and cemeteries	Parks and Recreation	Funding applications completed.	No suitable grants available.
3.2	Implement Heritage Strategy as developed by Heritage Advisory Committee	Town Planning	Recommendations of Heritage Strategy implemented as per the adopted budget.	Heritage Strategy implementation has commenced. Three year Heritage Strategy reviewed and adopted. Education Awareness draft prepared.
3.3	Prepare a planning proposal to facilitate the listing of additional heritage items in the Hawkesbury Local Environmental Plan	Strategic Planning	Planning proposal reported to Council.	Planning proposal prepared. Associated inventory sheets being reviewed and updated to enable reporting to Council.

Delivery Program Activity 3 (continued)				
3.4	Incorporate a Heritage Chapter into the Development Control Plan.	Strategic Planning	Heritage Chapter reported to Council for determination.	Draft Heritage Chapter prepared and exhibited. To be reported to Council in 2013/2014.
3.5	Provide Heritage Advisory Service.	Town Planning	100% of all requests are actioned.	100% of requests actioned.
3.6	Develop a heritage education and awareness campaign.	Town Planning	Campaign developed and reported to the Heritage Advisory Committee.	Website information increased December 2012. Education campaign to be discussed with Heritage Advisory Committee meeting in 2013. Draft Strategy considered.
3.7	Develop assessment tools for analysis of heritage proposals.	Town Planning	Assessment tools developed and reviewed by the Heritage Advisor.	Assessment tools development not yet commenced, pending engagement of Heritage Advisor. No further action due to limited resources.

Community Strategic Plan Strategy

Develop disaster response and community safety plans

Delivery Program Activity 4

Promote community safety through the development and implementation of:

- *Bush Fire Hazard Reduction Program*
- *Service Level Agreements with NSW Rural Fire Service*
- *Flood Risk Management Study and Plan for the Hawkesbury River*
- *Hawkesbury Crime Prevention Strategy*
- *Road Safety Action Plan*

Operational Plan Actions	Responsible Manager	Output Measure	Progress
4.1 Maintain the Rural Fire Service Business Continuity Plan.	Infrastructure Services	Rural Fire Service level agreement satisfied.	Council's obligations under service level agreement are being met.
4.2 Implement the Bush Fire Hazard Reduction Program for open space.	Parks and Recreation	Specifications in program achieved.	Program being implemented as weather and conditions allow.
4.3 Coordinate the implementation of Hawkesbury Crime Prevention Strategy.	Community Partnerships	Crime Prevention tasks and projects achieved.	Crime Prevention audits completed for Richmond and Windsor CBDs. Results analysed and proposed strategies identified. Plan has not been completed – to be carried forward to 2013/2014.

Delivery Program Activity 4 (continued)

4.4	Develop and Implement Road Safety Action Plan.	Community Partnerships	Annual Action Plan developed and implemented.	Action Plan completed. four projects within Plan have been implemented and targets exceeded. Inaugural "Keep Your Lid On" campaign delivered for bicycle safety for seven to 12 year olds.
4.5	Implement 'Good Sports' program in partnership with Australian Drug Foundation.	Community Partnerships	Continued Council Sponsorship of Program.	Sponsorship for 2012/2013 confirmed and funds remitted.
4.6	Finalise Flood Risk Management Study and Plan for the Hawkesbury River.	Strategic Planning	Study and Plan reported to Council for determination.	Study and Plan adopted by Council on 11 December 2012.

Community Strategic Plan Strategy

Identify community needs, establish benchmarks, plan to deliver and advocate for required services and facilities

Delivery Program Activity 5

Undertake community research and make information available so that services and facilities can be planned to serve changing demographics and other external impacts, and to inform the review of the Community Strategic Plan.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
5.1 Manage the Deed of Management for the operation of the Hawkesbury Leisure Centres	Support Services	Formal meetings of representatives of the YMCA of Sydney and relevant Council staff held every three months.	Formal meetings held on 26 September 2012; 6 December 2012; 21 February 2013 and 30 May 2013 between Council staff and representatives of the YMCA to discuss the management and operation of the Centres. Also, a number of informal discussions and meetings have taken place.
		Reports and other documentation provided by the YMCA of Sydney as required under the Deed of Management.	Reports and various documentation in accordance with the Deed of Management received by Council from the YMCA including monthly financial and attendance reports, 2011/2012 Annual Report, 2013/2014 Marketing Plan and 2013/2014 Business Plan.
5.2 Develop library services strategically and in response to social, economic and environmental changes, and in accordance with State Library NSW benchmarks	Cultural Services	Library services are reviewed and developed in response to community needs.	Library services have been reviewed using NSW Standards; <i>Living Learning Libraries: Standards and Guidelines for NSW Public Libraries</i> which are evidence-based targets for public library collections and services in NSW.
5.3 Develop proposal for community housing partnership with Wentworth Community Housing	Community Partnerships	Proposal reported to Council.	Preliminary discussions have been held with Wentworth Community Housing regarding possible options.

Delivery Program Activity 5 (continued)				
5.4	Develop integrated human services planning framework for Hawkesbury.	Community Partnerships	Framework developed and adopted.	Planning Framework has been developed and endorsed by Human Services Advisory Committee. Draft set of community indicators for measuring progress have been developed but not yet finalised.
5.5	Support Hawkesbury Sports Council as required.	Parks and Recreation	Funding provided half yearly. Meetings attended as required.	Funding has been provided half yearly and meetings have been attended as required.
5.6	Manage and maintain Richmond Swimming Pool.	Parks and Recreation	Pool open as advertised.	Richmond Pool has been open as advertised.
5.7	Establish a community sector leader's forum to inform community partners of outcomes of Community Survey.	Community Partnerships	Forum held.	Due to workload demands this action has not been undertaken.
5.8	Assist in completing and implementing the Nepean Homeless Taskforce 10 Year Plan.	Strategic Planning	Recommendations reported to Council.	Local consultation with taskforce undertaken. Council workshop held on 26 June 2013. Reported to Council on 30 July 2013.
Community Strategic Plan Strategy				
Develop plans to enhance the character and identity of our towns and villages				
Delivery Program Activity 6				
Develop Master Plan for Windsor, Richmond and North Richmond				
Operational Plan Actions		Responsible Manager	Output Measure	Progress
6.1	Finalise review of draft Master Plan for Windsor.	Strategic Planning	Master Plan for Windsor reported to Council for adoption.	Revision of master planning process and consultant brief underway.

Caring for Our Environment

Community Strategic Plan Directions

Be a place where we value, protect, and enhance the cultural and environmental character of Hawkesbury's towns, villages and rural landscapes.

To look after our cultural and environmental assets for future generations so that they too can enjoy and benefit from a clean river and natural eco-systems, rural and cultural landscapes.

Take active steps to encourage lifestyle choices that minimise our ecological footprint.

Work with our communities and businesses to use our resources in a sustainable way and employ best practices and technologies that are in harmony with our natural environment.

Community Strategic Plan Strategy

Create a Sustainable Land Use Strategy that protects environmentally sensitive lands

Delivery Program Activity 7

Develop a Sustainable Land Use Strategy that integrates all land use and other relevant plans to protect environmentally sensitive land.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
7.1 Develop a framework and investigate funding opportunities for the preparation of a Rural Lands Strategy.	Strategic Planning	Framework developed and funding opportunities investigated.	Grant application made under Planning Reform Program. Waiting on notification from Department of Planning and Infrastructure.

Community Strategic Plan Strategy

Participate with regional groups to develop a Climate Change Strategy that identifies targets which balance benefits and costs

Delivery Program Activity 8

Develop and implement a Risk Management and Adaptation Plan to improve and support human services and delivery of outcomes for the community on the possible impacts of climate change.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
8.1 Develop an Adaptation Plan to identify actions that protect residents against the possible impacts of climate change.	All Reported by Strategic Planning	Adaptation Plan reported to Council.	Adaption plan (known as Natural Hazards Resilience Study) adopted by Council on 26 June 2012.

Community Strategic Plan Strategy

Work in partnership with relevant stakeholders to protect designated waters

Delivery Program Activity 9

Develop, support and implement partnerships and strategies with relevant stakeholders to manage the Hawkesbury - Nepean River system.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
9.1 Participate in the Hawkesbury Nepean Local Government Advisory Group.	Strategic Planning	Meetings attended as required.	Two meetings attended.
9.2 Coordinate the development of the Middle Hawkesbury River Estuary Study and Management Plan.	Strategic Planning	Finalise the Hawkesbury River Estuary Management Plan.	Project well underway. Baseline report prepared. Community and stakeholder consultation being conducted.
9.3 Assist the Catchment Management Authority to finalise the Catchment Action Plans for the local government area.	Strategic Planning	Assistance provided as agreed.	Assistance provided when required and where possible.
9.4 Provide pump out services to limit nutrients and pollutants from onsite sewerage management systems entering waterways.	Waste Management	Pump out service provided within agreed time frames.	Pump out service has been provided within agreed timeframe.
9.5 Operate reticulated sewerage systems to limit nutrients entering waterways.	Waste Management	Licence conditions met. Phosphorus concentrations are monitored.	90% of licence conditions have been met. Refer to Actions 29.9 and 29.10 for details.
9.6 Provide a trade waste service to commercial and industrial premises. Set service standards and levels.	Waste Management	Service levels met.	Service levels are set and have been met.
9.7 Provide recycled water to Council's reserves, parks and local schools for irrigation and toilet flushing.	Waste Management	Recycled water provided.	Recycled water has been provided to customers as required with exception of four weeks from mid December 2012 due to fault in pumps.

Delivery Program Activity 9 (continued)				
9.8	Reduce gross pollutants entering waterways through the provision of Gross Pollutant Traps.	Construction and Maintenance	Gross pollutants are captured and measured. Stormwater interceptor devices are maintained.	Gross Pollutant traps are functional and are monitored and cleaned on a regular basis. Relevant data is recorded.
9.9	Provide a street sweeping service.	Construction and Maintenance	Street sweeping carried out in accordance with schedule road list.	Street sweeping is carried out in accordance with the schedule road list.
9.10	Apply for appropriate grants to supplement the bush regeneration budget.	Parks and Recreation	Relevant grant applications made.	Received grant funding for: <ul style="list-style-type: none"> • Roadside Vegetation Implementation Project through the Local Government Shires Association (\$43,000); • \$2,500 for Settlers Rd Cemetery through the Hawkesbury Nepean Management Association (HNCMA); • \$19,000 from the HNMCA for Sackville Mission – working in conjunction with the Deerrubbin Local Aboriginal Land Council (LALC).
9.11	Manage onsite management systems effectively through the "Septic Safe" program.	Regulatory Services	Onsite management systems are managed based on risk through the "septic safe" program. Number of systems inspected. Number of failed systems.	Systems are being inspected and where found to be failing are required to meet "septic safe" standards. An average of 214 systems were inspected each month. An average of 13 per month fail the inspection and require rectification works.
9.12	Develop, review and implement a yearly bush regeneration program.	Parks and Recreation	Bushland regeneration program developed and implemented.	Yearly bushcare program was developed and implemented.

Community Strategic Plan Strategy

Implement actions in the Water and Energy Action Plans

Delivery Program Activity 10

Delivery of actions contained in Council's Water and Energy Action Plans.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
10.1 Review and develop the Water Savings Action Plan.	All Reported by Strategic Planning	Review completed. Total water consumption from Council operations reported.	Water Saving Action Plan completed.
10.2 Review and develop the Energy Savings Action Plan.	All Reported by Strategic Planning	Review completed. Total energy consumption from Council operations reported.	Energy Saving Action Plan completed.
10.3 Implement the Water and Energy Savings Action Plans.	All Reported by Strategic Planning	Annual targets in Water and Energy Savings Action Plans achieved. Total greenhouse gas emissions reported	Projects identified in Plans are underway.

Community Strategic Plan Strategy

Develop and implement waste and recycling strategies

Delivery Program Activity 11

Delivery of actions identified in the Local Government Strategic Waste Action Plan in accordance with the NSW Waste and Sustainability Improvement Payment Program.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
11.1 Provide domestic and commercial waste and recycling collection services to the community.	Regulatory Services	Customer service standards achieved.	Customer service standards are continuing to be met.
11.2 Coordinate projects identified in the Waste and Sustainability Improvement Payment Program.	Strategic Planning	Provide monthly working group meetings and complete required reports to Office of Environment and Heritage.	Funding from Office of Environment and Heritage for 2013/2014 approved. All identified projects underway.

Delivery Program Activity 11 (continued)			
11.3 Prepare and call for tenders for the process and/or removal of green and timber waste received at the Hawkesbury City Waste Management Facility.	Waste Management	Tenders determined.	Contractor engaged to process green and timber waste received at the Hawkesbury City Waste Management Facility. Once processed, will be available for sale to community.
11.4 Implement the program for the safe management of asbestos with council assets.	Building Services	Program implemented.	Asbestos Management draft plan completed. Hazmat site reviews on continuous review progressively through the portfolio annually.
11.5 Implement the Sustainable Events Policy.	Corporate Communications	Policy implemented.	Event Planning Template updated to comply with Policy and consideration given to guidelines when organising events.
11.6 Identify risks associated with Council's waste management and the storage and disposal of substances and chemicals.	Risk Management	Programs established and incorporated into relevant operational plans.	All chemical substances have been identified, risk assessed, included in on-site manifest and any requiring health surveillance have been eliminated from use. Alignment with National Work Health and Safety Harmonization System continues.
Community Strategic Plan Strategy Facilitate ecologically sustainable development through the retention and long term management of natural assets			
Delivery Program Activity 12			
<i>New and existing development meets planning controls and unauthorised development is managed</i>			
Operational Plan Actions	Responsible Manager	Output Measure	Progress
12.1 Investigate complaints of unauthorised development and development not complying with conditions of consent in accordance with Customer Service Standards.	Regulatory Services	Customer service standards achieved. Action taken to correct breaches in accordance with legislative requirements. Number and type of non complying development complaints recorded.	Customer service standards are continuing to be met. Where breaches are detected actions are put in place to correct the breach and take legal action where required.

Delivery Program Activity 12 (continued)				
12.2	Assess and determine applications and certificates for development.	Town Planning	Customer service standards achieved.	Standards were achieved for most application and certificate categories.
12.3	Planning proposals to amend the Hawkesbury Local Environmental Plan support Council's sustainability principles.	Strategic Planning	Hawkesbury Local Environmental Plan is consistent with Council's sustainability principles.	Hawkesbury Local Environmental Plan 2012 commenced 21 September 2012. LEP is consistent with sustainability principles.
12.4	Amendments to the Hawkesbury Development Control Plan support Council's sustainability principles.	Strategic Planning	Hawkesbury Development Control Plan is consistent with Council's sustainability principles.	Amendments to Hawkesbury Development Control Plan commenced 21 September 2012. Amendments consistent with sustainability principles.
Community Strategic Plan Strategy				
Encourage and educate the community to care for their environment				
Delivery Program Activity 13				
Develop environmental educational programs.				
Operational Plan Actions		Responsible Manager	Output Measure	Progress
13.1	Provide information for tenants of Council leased buildings on caring for their environment and implementing sustainable practices.	Corporate Services and Governance	Information provided.	Information provided in August 2012. In addition changes to Tobacco Amendment Legislation Act 2012 have been made, with parts of the Act coming into effect on 7 January 2013, notifications were sent to all tenants.

Delivery Program Activity 13 (continued)

13.2 Provide and promote information and cultural services and resources that assist the community in caring for the environment.	Cultural Services	Education programs and resources are delivered.	<p>Programs and resources have been delivered via workshops, exhibitions and library resources including:</p> <ul style="list-style-type: none"> • Library Save Power Kits - borrowed 51 times, these allow people to measure their power consumption • Recycling Workshop conducted with Council's Waste Education Officer.
13.3 Develop and implement education programs covering Environmental Health, Public Health, Waste Management and Development Compliance.	Regulatory Services	Programs developed and actions implemented.	Programs developed and implemented via face to face classes, public media and Council newsletter.
13.4 Implement a Waste Education Program.	Strategic Planning	Waste Education implemented.	Waste education implemented in accordance with the Strategic Waste Action Plan.

Delivery Program Activity 13 (continued)

13.5 Educate the community on environment and bush care values, threatened and endangered species.	Parks and Recreation	Workshops and educational opportunities provided.	<p>The following programs were run:</p> <ul style="list-style-type: none"> • Seed Raising and native Plant Growing workshop (x2); • Weed Identification and Plant Giveaway; • Indian minor Trap Building and Trapping Workshop; and, • Native Bee workshop. • Education was also provided through displays at events. These included: • The Bowen Mountain Sustainable Festival, Scarecrow Festival, NAIDOC Week, Hawkesbury Show, and National Tree Day.
13.6 Promote the Sustainable Events Policy to community groups holding events.	Corporate Communications	Policy promoted.	Policy promoted on Council's "Organising an Event" webpage and communicated to Event Organisers who submit a Traffic Management Plan to Council.

Linking the Hawkesbury

Community Strategic Plan Direction

Have a comprehensive system of transport connections which link people and products across the Hawkesbury and with surrounding regions.

Be linked by accessible, viable public transport, cycle ways and pathways to the major growth and commercial centres within and beyond the Hawkesbury.

Have a comprehensive system of well maintained local and regional roads to serve the needs of the community.

Plan for, maintain and renew our physical infrastructure and community services, facilities and communication connections for the benefit of residents, visitors and businesses.

Community Strategic Plan Strategy

Facilitate the integration of a transport network

Delivery Program Activity 14

Promote the integration of a Transport Network Strategy with partners to ensure networks meet the community's current and future needs.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
14.1 Research funding opportunities to identify and promote active transport strategies.	Community Partnerships	Submissions lodged.	Successful in securing \$70,000 grant to support the recruitment and retention of community transport volunteers.
14.2 Deliver community transport services in accordance with contracted outputs as negotiated with funding bodies.	Community Partnerships	Contracted outputs achieved.	Services delivered by Peppercorn Services Inc. and contracted outputs achieved.
14.3 Develop a brief and seek funding to prepare a Transport Network Strategy for the Hawkesbury.	Strategic Planning	Brief prepared and funding application submitted.	Draft brief and funding applications prepared and under review.

Community Strategic Plan Strategy

Establish partnerships with neighbouring councils and transport providers to service the Hawkesbury

Delivery Program Activity 15

Engage neighbouring councils, transport providers and State and Federal Governments to contribute in kind or financially to improve the transport network.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
15.1 Approach state / federal authorities for financial assistance for infrastructure.	Construction and Maintenance	Opportunities identified and advocacy undertaken at appropriate government level.	Council has been successful in securing grant funding in the following areas: Repair Program, Natural Disaster Funding and Community Building Partnership Program.
15.2 Prepare and submit applications for funding to authorities.	Construction and Maintenance Design and Mapping	Relevant grant applications lodged.	See Action 15.1 Cycleway Funding application completed.
15.3 Maintain partnerships with neighbouring councils to share financial responsibilities for ongoing maintenance of shared roads and ferry.	Construction and Maintenance	Partnership agreements maintained.	Council has partnership agreements with Penrith City Council to jointly fund the maintenance of The Driftway and The Hills Shire Council to jointly maintain the Lower Portland ferry and Boundary Road. Works were completed in accordance with the relevant agreements.
15.4 Develop a communication strategy for priority projects.	Corporate Communication	Strategy developed.	Communication Strategies developed for Community Strategic Plan, Vandalism, Digital Domain and Online Learning Programs

Community Strategic Plan Strategy

Lobby State Government to improve transport networks

Delivery Program Activity 16

Advocate for improved transport networks.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
16.1 Lobby for improvements to transport networks.	All Reported by General Manager	Priority projects highlighted at appropriate government level.	Representations made in appropriate circumstances and continued support shown for developing projects, i.e. North West Rail Link.
16.2 Review and provide comments on proposed government services and infrastructure strategies.	All Reported by Strategic Planning	Comments provided as required.	Submissions made on State infrastructure and transport plans as required.

Community Strategic Plan Strategy

Implement bike and pedestrian Mobility Plan

Delivery Program Activity 17

Extend the shared pathway/cycleway network and improve the accessibility of the built environment in accordance with priorities identified in Mobility Plan and Access and Inclusion Plan.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
17.1 Coordinate the implementation of the Hawkesbury Mobility Plan.	Community Partnerships	Plan implemented.	Construction of Richmond to Windsor off-road shared pathway link along Hawkesbury Valley Way and upgrade of kerb ramps in CBD areas progressing in accordance with Mobility Plan.
17.2 Develop the Access and Inclusion plan.	Community Partnerships	Plan adopted.	Consultations completed. Framework for Draft Plan in development. Plan incomplete.

Community Strategic Plan Strategy

Develop and implement a sustainable road Asset Management System

Delivery Program Activity 18

Maintain and monitor Council's roads and footpaths to ensure they are safe and accessible.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
18.1 Provide survey and designs support for projects contained within the Capital Works Program.	Design and Mapping	Survey and designs provided as required.	Survey and designs completed on schedule in accordance with works program targets.
18.2 Undertake road and footpath maintenance renewal programs and report their condition.	Construction and Maintenance	Maintenance and renewal programs implemented.	Works complete in accordance with priorities and budget constraints.
18.3 Construct, maintain and rehabilitate road related assets including road pavements and shoulders.	Construction and Maintenance	Works completed on time and within budget.	Rehabilitation works have been completed to the full extent of the available budget.
18.4 Maintain the bridge network in accordance with condition assessment.	Construction and Maintenance	Works completed on time and within budget.	Bridge maintenance has been scheduled and maintained in accordance with condition surveys.
18.5 Construct, maintain and reconstruct kerb and gutter and foot paving.	Construction and Maintenance	Works completed on time and within budget.	Works complete in accordance with priorities and budget constraints.
18.6 Erect and maintain street names and line marking.	Construction and Maintenance	Works completed on time and within budget.	Works complete in accordance with priorities and budget constraints.
18.7 Undertake road and footpath inspections and report on their condition.	Construction and Maintenance	Inspections undertaken and reported.	Works complete in accordance with priorities and budget constraints
18.8 Maintain car parking areas.	Construction and Maintenance	Complete maintenance work.	Car park maintenance completed for the year.

Community Strategic Plan Strategy

Lobby for and work with providers to ensure Hawkesbury residents and businesses continue to enjoy competitive telecommunications services

Delivery Program Activity 19

Advocate for a range of telecommunication services that addresses both urban and rural locations.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
19.1 Work with telecommunication service providers in the Hawkesbury to promote new services offerings.	Strategic Activities	Increase in range of telecommunication services.	Priority liaison and operational activities with NBNCo and its agents to progress NBN rollout in Richmond Release Area undertaken to, in turn, increase services offerings in area.
19.2 Lobby to seek improvements for priority issues.	Strategic Activities	Priority issues highlighted at appropriate government level.	Issues identified and confirmed with community feedback on telecommunication issues process. Correspondence to governments and service providers prepared and underway.

Supporting Business and Local Jobs

Community Strategic Plan Directions

Plan for a range of industries that build on the strengths of the Hawkesbury to stimulate investment and employment in the region.

Offer an increased choice and number of local jobs and training opportunities to meet the needs of Hawkesbury residents and to reduce their travel times.

Help create thriving town centres, each with its own character that attracts residents, visitors and businesses.

Community Strategic Plan Strategy

Implement Employment Lands Strategy

Delivery Program Activity 20

Implement the recommended immediate, ongoing and short term strategies contained in the "Hawkesbury Employment Lands Strategy"

Operational Plan Actions	Responsible Manager	Output Measure	Progress
20.1 Investigate options for the renewal of Richmond around Richmond Station and between Windsor Street and Bosworth Street by way of zoning, land use and urban design options.	Strategic Planning	Options paper prepared.	Project to be included in Richmond Master Plan which is scheduled for commencement in 2013/2014.
20.2 Investigate the potential for land at Clarendon to be rezoned and developed for high amenity office and business development with minor and ancillary retail development.	Strategic Planning	Investigations undertaken and options report prepared.	Planning proposal for rezoning of land to B7 Business Park received November 2012. Reported to Council on 26 March 2013.

Community Strategic Plan Strategy

Develop Marketing Strategy to define industry opportunities and attract new industries to the Hawkesbury

Delivery Program Activity 21

Develop a Marketing Strategy

Operational Plan Actions	Responsible Manager	Output Measure	Progress
21.1 Prepare Feasibility Study.	Strategic Activities	Feasibility Study prepared and proposals considered.	Scope/feasibility of strategy assessed and funding considered in 2013/2014 budget process. Not funded in reporting period.

Community Strategic Plan Strategy

Encourage stronger relationships between the business and community sectors, education and training providers to increase local career options

Delivery Program Activity 22

Facilitate partnerships between employers and training providers.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
22.1 Explore Scholarship Program with TAFE NSW.	Strategic Activities	Feasibility study reported.	New scholarship proposal developed and funding considered in 2013/2014 budget process.
22.2 Monitor labour force issues for the Hawkesbury.	Strategic Activities	Priority issues identified and reported.	Issues monitored and key points identified. To be included in Council's Business webpage.
22.3 Meet with employment and training providers and business groups and agencies to facilitate partnerships.	Strategic Activities	Meetings held and opportunities explored.	Meetings held and/or attended to progress connections between providers and businesses.
22.4 Recognise business leadership.	Strategic Activities	Sponsor at least one business awards program.	Two awards programs sponsored. Hawkesbury Local Business Awards (October) and Greater Sydney Tourism business Awards (July).
22.5 Undertake Scholarship Program with University of Western Sydney.	Strategic Activities	Scholarship Program undertaken.	Program underway, 2013 scholarship recipient awarded by UWS.

Delivery Program Activity 22 (continued)

22.6	Support and expand existing work experience programs involving the Schools Industry Partnership Industry, TAFE and various tertiary education assistance providers within the Hawkesbury area.	Human Resources	Successful liaison with and continuous support of local schools and tertiary education assistance providers with opportunities in the various areas of work experience offered.	Ongoing support and encouragement provided to local school and tertiary education work experience candidates by providing suitable areas for participants to learn and experience the working environment.
22.7	Provide and support existing Mechanical Apprenticeship opportunities through WSROC group apprenticeships.	Human Resources	Successful liaison and support facilitating opportunities to use Mechanical apprentices.	Ongoing provision and support of a Mechanical Apprenticeship opportunity at the Wilberforce Depot.
22.8	Continue to provide traineeship opportunities in Finance; Information Service/Records Management and Library.	Human Resources	Successful advertising and appointment of trainees into these areas.	Ongoing recruitment and support of Trainees positions in the areas of Finance, Information Technology/Records and Library Services.

Community Strategic Plan Strategy

Encourage stronger relationships between the business and community sectors, education and training providers to increase local career options

Delivery Program Activity 23

Establish social enterprises to provide employment opportunities

Operational Plan Actions	Responsible Manager	Output Measure	Progress
23.1 Develop proposal for social enterprise partnership.	Community Partnerships	Proposal reported to Council.	Preliminary discussions held with Wentworth Community Housing and Peppercorn Services Inc. Limited progress in development of a reportable proposal.

Community Strategic Plan Strategy

Work with industry and education providers to promote sustainable business practices

Delivery Program Activity 24

Work with local industry and commercial providers to develop business focused programs that promote sustainable business practices.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
24.1 Implement program to work with local business to promote sustainable business practices through improvements in environmental health, and pollution prevention and advice on other statutory requirements.	Regulatory Services	Program delivered.	Program has been developed and is awaiting delivery.

Community Strategic Plan Strategy

Develop Economic Strategy that promotes local industry in a regional context.

Delivery Program Activity 25

Develop and implement an Economic Development Strategy.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
25.1 Prepare consultants brief.	Strategic Activities	Brief prepared.	Brief preparation underway. Not funded in reporting period.

Community Strategic Plan Strategy

Participate in the development of a Regional Tourism Strategy

Delivery Program Activity 26

Develop and commence implementation of Tourism Strategy for Hawkesbury.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
26.1 Implement the Tourism Strategy Actions with assistance of partners.	Strategic Activities	Implementation commenced.	Tourism strategy development commenced and underway.

Shaping our Future Together

Community Strategic Plan Directions

Be financially sustainable to meet the current and future needs of the community based on a diversified income base with affordable and viable services.

Maintain its independent identity and voice through strong local government and community institutions.

A balanced set of decisions that integrate jobs, housing, infrastructure, heritage, and environment that incorporates sustainability principles.

Have transparent, accountable and respected leadership and an engaged community.

Have constructive and productive partnerships with residents, community groups and institutions.

Community Strategic Plan Strategy

Implement and monitor Council's sustainability principles

Delivery Program Activity 27

Ensure that sustainability principles are integrated into Council's plans and policies.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
27.1 Integrate sustainability principles into Council's plans and policies.	All Reported by Strategic Planning	Plans and policies, when reviewed, incorporate sustainability principles.	Eleven policies adopted by Council: <ul style="list-style-type: none"> • Complaints Policy • Development of Flood Liable Land Policy • Wilberforce Subdivision and Development Policy

Delivery Program Activity 27 (continued)

			<ul style="list-style-type: none"> • Policy for Payment of Expenses and Provision of Facilities to Councillors • Customer Service Policy • Outdoor Dining and Footpath Trading Policy • Windsor Mall Policy • The Model Code of Conduct for Local Councils in NSW - March 2013 • Procedures for the Administration of the Model Code of Conduct for Local Councils in NSW - March 2013 • Code of Conduct • Desexing <p>The policies are consistent with Council's Sustainability principles.</p>
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Community Strategic Plan Strategy

Implement and monitor Council's sustainability principles

Delivery Program Activity 28

To provide governance and civic leadership to the local community through a commitment to improve how Council does business, implements its policies and provides services to satisfy the needs of its community.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
28.1 Ensure optimal utilisation and return on Council's funds.	Financial Services	Council's funds invested in line with legislative requirements and Council's Investment Policy. Investment Policy reviewed annually. Independent Investment Advice obtained on a quarterly basis and as required.	All Council's funds were invested in line with legislative requirements and Council's Investment Policy. Investment Policy reviewed and adopted 25 June 2013. Investment Advisor appointed 25 June 2013. Independent Investment Advice and compliance letter obtained on a quarterly basis and as required
28.2 Process payment to Council suppliers in line with Council's terms and conditions.	Financial Services	Payments made in accordance with Council's terms and conditions.	All payments made in accordance with Council's terms and conditions.
28.3 Develop and implement sustainable procurement practices throughout Council.	Financial Services	Procurement policies and procedures enhanced and implemented in compliance with relevant legislation.	Ongoing review of procurement policies and procedures and random audits on compliance with Council's policies and procedures and relevant legislation conducted regularly.
28.4 Maintain and test the IT Disaster Recovery Plan.	Information Services	IT Disaster Recovery Plan completed and alternative site established.	IT Disaster Recovery site build complete with testing an on-going process with six monthly checks. Documentation will be updated as required.

Delivery Program Activity 28 (continued)			
28.5 Maintain and update Council's information infrastructure and corporate applications.	Information Services	Information technology applications and network available during business hours.	Corporate IT network and applications available during business hours. Scheduled maintenance, infrastructure and application upgrades undertaken out of hours.
28.6 Maintain Business Continuity Plan.	Information Services	Business Continuity Plan is current.	Business Continuity Plan updated for distribution to Crisis Management Team. Updates to be issued quarterly.
28.7 Coordinate Councillor induction following local government elections.	Corporate Services and Governance	Induction completed.	An Induction Program was prepared and implemented in accordance with internal practices, authority guidelines and legislation. Councillors attended 3 Induction sessions and were provided with Induction packages and equipment, as well as ongoing support.
28.8 Compile Business Papers for Council meetings.	Corporate Services and Governance	All Business Papers are accurately compiled in accordance with relevant legislation and Council procedures.	41 Business Papers were produced during the period: 17 Ordinary, 15 Confidential, 5 Extra-Ordinary, 2 Supplementary, 2 Confidential Supplementary.
28.9 Provide community access to Council information.	Corporate Services and Governance	Government Information Public Access (GIPA) Act complied with.	733 Informal GIPA applications and 22 Formal GIPA applications were received and processed.
28.10 Provision of legal services to Council.	Support Services	Urgent legal advice provided to Council within 24 hours and other legal advice provided within agreed timeframes. Monthly reports received from Council's Solicitors outlining outstanding legal matters.	All urgent legal advice provided immediately or within 24 hours of initial request. Other legal advice provide within agreed timeframes. Monthly reports received from both of Council's Solicitors outlining outstanding matters.

Delivery Program Activity 28 (continued)			
28.11 Provide reliable and responsive customer services.	All Reported by Customer Services	Service delivered through Customer Service Unit meets advertised Customer Contact and Customer Service Standards.	Target Service Level – 75% of call answered by Customer Service Unit within 20 seconds. Year to date abandonment rate 2.3% below benchmark. Average of 2,500 customer requests per month.
28.12 Co-ordinate corporate customer service improvement strategies.	Customer Services	Increase in customer satisfaction.	Improvement strategies are being implemented. Achieved Implementation Rating for Customer Service under ICSS certification in January 2013.
28.13 Implement policies and procedures to meet Award and legislative requirements.	Human Resources	Policies and procedures meet legislative requirements.	Continued review and updating of existing policies and procedures to meet legislative requirements.
28.14 Corporate and individual training needs are provided.	Human Resources	Learning and professional opportunities developed.	Continued investigation and delivery of corporate and individual training to suit the needs of the organisation in developing staff skills and knowledge.
28.15 Review and monitor Council's Work Health and Safety Strategy and Plan.	Risk Management	Registers current and maintained. Workplaces where exposure to chemical and physical agents required health surveillance monitored. Emergency management plans developed.	Five registers (Chemicals, Inspection testing and Monitoring, Risk, Incident and Health Surveillance) have been updated. Health Surveillance register established and will be updated as required. All chemical substances have been identified, risk assessed, included in on-site manifest and any requiring health surveillance have been eliminated from use. Permanently staffed Council sites have been risk assessed for emergency situations and preparation of site specific Emergency Management Plan commenced.

Delivery Program Activity 28 (continued)			
28.16 Council meeting cycle meets legislative requirements.	General Manager	At least 10 Council meetings held each year, in different months.	Requirement achieved in 2012 and meeting schedule prepared for 2013 will ensure requirements will be achieved.
28.17 Review committees and membership annually.	General Manager	Review undertaken and reported to Council.	Review undertaken and reported to Council in September 2012 as part of the Extraordinary meeting for the election of Mayor, Deputy, etc.
28.18 Ensure efficient operation of Council meetings.	General Manger	Meetings conducted in accordance with Code of Meeting Practice.	Council meetings are conducted in accordance with and achieve the requirements of the Code of Meeting Practice.
28.19 Provide support to the Audit Committee.	General Manager	Support provided.	Ongoing operational support provided to the Audit Committee by Support Services and Internal Auditor.
28.20 Conduct audits in accordance with Council's adopted Strategic Internal Audit Plan.	Internal Auditor	Audits completed in accordance with program contained within Internal Audit Plan.	Audits completed in accordance with 2012/2013 Internal Audit Operational Plans and reported to Council's Audit Committee.
28.21 Provide GIS input and direction towards Council's projects.	Design and Mapping	Mapping system updated as required	GIS updates and targets have been met.
28.22 Implement Capital Works Program.	All	Capital Works Program completed.	In progress.
Community Strategic Plan Strategy			
Implement and monitor Council's sustainability principles			
Delivery Program Activity 29			
<i>Comply with all statutory planning and reporting requirements.</i>			
Operational Plan Actions	Responsible Manager	Output Measure	Progress
29.1 Provide financial reporting in line with legislative requirements and Guidelines issued by the Division of Local Government.	Financial Services	Financial Reports submitted to the relevant authority within the required deadline.	All Financial Reports and Division of Local Government returns completed and submitted to the Division of Local Government and/or Council within the required deadline.

Delivery Program Activity 29 (continued)				
29.2	Ensure sound administration of Rates and Charges across the HLGA in line with legislative requirements.	Financial Services	Rating categorisation, Rates Levy and Charges determined in line with legislative requirements.	Rating categorisation, Rates Levy and Charges for the financial year 2012/2013 have been determined in line with legislative requirements.
29.3	Maintain financial information in line with legislative requirements.	Financial Services	Accounting records maintained in line with applicable legislation and Accounting Standards.	Accounting records have been maintained in line with applicable legislation and accounting standards.
29.4	Report Public Interest Disclosure (PIDs) in accordance with legislative requirements.	Corporate Services and Governance	Reports provided to the NSW Ombudsman.	No PID's received during the period.
29.5	Forward Privacy complaints immediately to the Office of the Privacy Commissioner.	Corporate Services and Governance	Complaints forwarded as required.	No privacy complaints were received during the period.
29.6	Complete and Report Pecuniary interest returns in accordance with legislative requirements.	Corporate Services and Governance	Pecuniary Interest Returns completed and reported to Council.	All Pecuniary Interest Returns were lodged by Councillors and Designated persons, and reported to Council on 9 October 2012. Nine new staff submitted Pecuniary Interest Returns, which were also reported, during the period.
29.7	Review the Policy for the Payment of Expenses and Provision of Facilities to Councillors.	Corporate Services and Governance	Policy reviewed, adopted and submitted to the Division of Local Government.	Policy reviewed, publicly notified, reported, adopted by Council and submitted to the Division of Local Government within designated timeframes.
29.8	Operate the Hawkesbury City Waste Management Facility in accordance with the EPA conditions.	Waste Management	Compliance with licence conditions. Total annual waste collected per resident measured and reported. Proportion of collected waste that is recycled measured and reported.	95% compliance with licence - total annual waste collected per resident has been measured and reported. Proportion of collected waste recycled has been measured and reported.

Delivery Program Activity 29 (continued)

<p>29.9 Operate the McGraths Hill Sewage Treatment Plant Facility in accordance with the EPA conditions.</p>	<p>Waste Management</p>	<p>Compliance with licence conditions.</p>	<ul style="list-style-type: none"> • Biochemical Oxygen Demand complied for 90 percentile and 100 percentile limit. • Total Suspended Solids - not complied for 50 percentile, 90 percentile and 100 percentile limit. • 100% compliance for all other parameters. • Faecal Coliforms - not complied for 90 percentile limit. • Ammonia Nitrogen - not complied for 90 percentile limit. • 100% compliance for all other parameters. <p>Total volume of sewage treated has been measured and reported as required at end of licence period.</p> <p>Proportion of sewage treated and recycled has been measured reported as required in June 2013.</p>
<p>29.10 Operate the South Windsor Sewage Treatment Plant Facility in accordance with the OEH conditions.</p>	<p>Waste Management</p>	<p>Compliance with licence conditions.</p> <p>Total volume of sewerage treated measured and reported.</p> <p>Proportion of sewerage treated that is recycled measured and reported.</p>	<p>See comments in 29.9 above.</p>

Delivery Program Activity 29 (continued)			
29.11 Coordinate the implementation of asset management in accordance with Division of Local Government's Integrated Planning and Reporting Framework.	Strategic Planning	Division of Local Government requirements met.	Review of asset management strategy, plans and asset resource strategy completed.
29.12 Complete the Annual Water and Energy Saving Action Plans Reports.	All Reported by Strategic Planning	OEH online reporting completed.	Reports completed and submitted to Office of Environment and Heritage.
29.13 Prepare the Council "End of Term" Report.	All Reported by Strategic Planning	Report provided to Council.	Division of Local Government advised report not required due to Council's "Group 3" status.
29.14 Review Hawkesbury Community Strategic 2010-2030 Plan.	All Reported by Strategic Planning	Plan reviewed.	Review completed. Updated Community Strategic Plan 2013-2032 adopted by Council on 9 April 2013.
29.15 Prepare the 2013/2014-2016/2017 Delivery Program.	All Reported by Strategic Planning Financial Services	Delivery Program adopted by Council.	Delivery Program adopted by Council on 18 June 2013.
29.16 Prepare Delivery Program progress reports.	All Reported by Strategic Planning	Reports provided to Council.	Reported to Council on 26 February 2013. To be reported to Council on 27 August 2013.
29.17 Prepare the 2013/2014 Operational Plan.	All Reported by Strategic Planning Financial Services	Operational Plan adopted by Council.	Operational Plan adopted by Council on 18 June 2013.
29.18 Prepare and implement a Community Engagement Strategy.	All Reported by Corporate Communications	Strategy prepared and implemented.	Community Engagement Strategies prepared, undertaken or underway as required under Council's Policy

Delivery Program Activity 29 (continued)			
29.19 Prepare Quarterly Budget Review Statements.	All Reported by Financial Services	Statements provided to Council.	September 2012 Quarterly Budget Review Statement adopted by Council on 27 November 2012. December 2012 Quarterly Budget Review Statement adopted by Council on 26 February 2013. March 2013 Quarterly Budget Review Statement adopted by Council on 28 May 2013.
29.20 Coordinate the review of Asset Management Plans.	All Reported by Strategic Planning	Review completed in accordance with the Division of Local Government requirements.	Asset management plan review completed.
29.21 Prepare Annual Report including the State of Environment Report.	All Reported by Strategic Planning	Report prepared according to statutory requirements.	Reports adopted by Council on 13 November 2012 and forwarded to Division of Local Government on 27 November 2012.

Community Strategic Plan Strategy

Work with other levels of government to ensure an equitable share of taxes

Delivery Program Activity 30

Advocate for funding from other levels of government.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
30.1 Provide financial information and interpretation to support lobbying.	Financial Services	Financial information provided within deadlines as required.	Financial information has been provided within deadlines as required.
30.2 Identify appropriate opportunities for advocacy for an equitable share of taxes to provide funding for projects and community needs identified in the Community Strategic Plan.	General Manager	Opportunities identified and advocacy undertaken at appropriate government level.	Where opportunities are identified appropriate representations are made. The organisation also actively pursues any available grant funding towards projects generally and in accordance with needs identified in Community Strategic Plan.

Community Strategic Plan Strategy

Work with public and private sectors to ensure funding and delivery of improved services and infrastructure

Delivery Program Activity 31

Explore options for alternative income to establish and support services and facilities to meet the identified needs of the community.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
31.1 Provide rental income from Council owned properties under lease.	Corporate Services and Governance	Rental income received by Council is maximised.	Council property income was maximised. Officers continued to advertise and seek new opportunities.
31.2 Prepare and submit applications to funding authorities.	All Reported by Corporate Services and Governance	Number of applications submitted.	27 applications were made for Grants during the period, for a total of \$4, 272, 319.
31.3 Progress partnership proposal to secure external investment for construction of community facility at Pound Paddock, Richmond.	Community Partnerships	Proposal investigated and completed.	Partnership proposal has been completed and approved by Council and the Minister for Local Government. Proceeding to Development Application stage.
31.4 Provide financial support to assist community groups to build social capital through sponsorship of community programs and events.	Community Partnerships	Financial support in accordance with Community Sponsorship Program and Community Development and Support Expenditure Scheme provided.	Three rounds of Community Sponsorship Program completed with a total of \$65,941 distributed to 49 recipients. clubGrants Program for 2012/2013 finalised with \$54,232 distributed to 11 recipients.
31.5 Implement sustainability principles to meet total life cycle costs for infrastructure maintenance and renewal through the development of ten year Operational and Financial Plans for Waste Management.	Waste Management	Operational Plan and Financial Plans developed.	Operation plan and financial plans reviewed and developed.

Community Strategic Plan Strategy

Maintain and review a sustainable long term financial framework

Delivery Program Activity 32

Maintain and review Council's Long Term Financial Plan

Operational Plan Actions	Responsible Manager	Output Measure	Progress
32.1 Review Council's Long Term Financial Plan assumptions to ensure relevance is maintained and associated plans updated accordingly.	Financial Services	Long Term Financial Plan reviewed as part of the budget process.	Long Term Financial Plan 2012-2022 assumptions reviewed and Long Term Financial Plan 2013-2023 prepared and submitted to Council on 18 June 2013.
32.2 Review Council's Long Term Financial Plan in line with the Division of Local Government Guidelines and legislative requirements.	Financial Services	Long Term Financial Plan reviewed and submitted for Council's consideration.	Long Term Financial Plan 2013-2023 prepared and submitted to Council on 18 June 2013.
32.3 Review existing Development Contributions Plans.	Strategic Planning	Draft Plans reported to Council.	Internal review of plans progressing and reported. Various discussions held with Department of Planning and Infrastructure regarding State and Regional contributions. Consultant engaged to assist with preparation of draft plans.

Community Strategic Plan Strategy

Engage the community to help determine affordable levels of service

Delivery Program Activity 33

Undertake community engagement and have dialogue with the community in setting affordable and sustainable service levels and standards.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
33.1 Consult the community to identify current cultural priorities.	Cultural Services	Community consultation undertaken	205 people responded to Library Collection survey conducted May-June 2013. 581 people from across the Hawkesbury area participated in research which will result in an updated Cultural Plan for the Hawkesbury. 111 people were from focus groups, 51 were from one to one interviews and 419 were from a survey.
33.2 Undertake community engagement to help identify affordable service levels.	Strategic Planning	Community Engagement completed	Some information provided through the Hawkesbury Community Survey 2011 and workshops.

Community Strategic Plan Strategy

Have ongoing engagement and communication with our community, governments and industries

Delivery Program Activity 34

Develop and maintain partnerships, lobby and engage with key stakeholders based on social justice principles to ensure effective and accountable governance.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
34.1 Implement the strategy for the Integration of Social Justice Principles into Council's corporate planning framework.	Strategic Planning	Strategy implemented.	Incorporated into Community Engagement Strategy for review of Community Strategic Plan.
34.2 Develop Hawkesbury Cultural Plan and resourcing strategy 2012/2013–2017/2018.	Cultural Services	Hawkesbury Cultural Plan 2012–2022 reported to Council Resourcing Strategy prepared.	Hawkesbury Cultural Plan is in preliminary draft form. To be reported to Council in first half of 2013/2014, with a Resourcing Strategy to follow.

Delivery Program Activity 34 (continued)				
34.3	Provide support to the Heritage Advisory Committee.	Town Planning	Support provided.	Support provided to meetings held in August 2012, February 2013 and May 2013.
34.4	Co-ordinate implementation of recommendations of Hawkesbury Youth Summit 2012.	Community Partnerships	2012 Youth Summit recommendations achieved.	2102 Youth Summit recommendations reported to Council 9 October 2012. 6 of 6 recommendations have been implemented.
34.5	Provide community with access to information on available community services and programs.	Community Partnerships	Maintain on-line community services directory.	Online Community Directory updated and maintained.
34.6	Provide support services to the Waste Management Advisory Committee.	Strategic Planning	Support provided.	Support provided to meetings held in July 2012, March 2013, and June 2013.
34.7	Provide support services to the Flood Plain Risk Management Advisory Committee.	Strategic Planning	Support provided.	Support provided to meetings held in July 2012, February 2013, April 2013 and June 2013.
34.8	Provide financial support to Hawkesbury River County Council.	Regulatory Services	Support provided.	Financial support has been provided for in the 2013/2014 Financial Year.
34.9	Provide support services to the Human Services Advisory Committee.	Strategic Planning	Support provided.	Support provided to meetings held in August 2012 and May 2013.
34.10	Identify community and corporate position on priority issues for the Hawkesbury.	Strategic Activities	Make submissions to government enquiries, whitepapers, policies, plans.	Sydney Aviation (second Sydney Airport and civil flights at RAAF Base Richmond); RAAF Base Richmond (current and future uses); telecommunications (services in area) - monitored, tracked and reported.

Delivery Program Activity 34 (continued)

34.11 Provide an efficient and effective media and public relations program.	Corporate Communications	Media relationships reviewed and enhanced. Media stories generated. Awards programs and public relations activities undertaken. Council publications produced.	173 Media releases were issued and 98 media comments were responded to during the year. Mayoral Columns provided for two monthly and one weekly paper together with a "What's on at Council" column during pre-election period. Awards programs successfully completed. Various public relations programs undertaken including Hawkesbury Show, Howe House Restoration opening and Garden Competition. Three Newsletters and a Community Report published.
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Community Strategic Plan Strategy**Develop and implement a Community Participation and Partnership Program****Delivery Program Activity 35**

Work with the community to build mutually beneficial partnerships with key stakeholders to promote community connection and participation.

Operational Plan Actions	Responsible Manager	Output Measure	Progress
35.1 Promote the mutually beneficial Library, Museum and Gallery Volunteer Program.	Cultural Services	All opportunities within Council identified. Cultural Services volunteers supported and valued through training and recognition programs. Number of volunteers increased	Cultural Services Volunteer training and recognition programs have included: <ul style="list-style-type: none">• Work Health and Safety re-induction - August 2012, April 2013.• Pre Howe House Opening - visit to Vaucluse House and Elizabeth Bay House - September 2012.

Delivery Program Activity 35 (continued)

			<ul style="list-style-type: none"> • Howe House Guide Training - Oct, Nov 2012 • Volunteer training and Induction sessions - October, December 2012, February 2013 • Gallery Guide Training for Archibald Prize - November 2012 • Thank you Christmas Party - December 2012 • Pre Archibald Visit to Art Gallery of NSW - All volunteers - February 2013 • State Library of NSW tour for Library Volunteers - February 2013 • Volunteer Week event - May 2013 • Five Years Service Recognition - 25 May 2013 <p>2011- 2012 number of volunteers:</p> <ul style="list-style-type: none"> • 113 Gallery - 44 Museum - 45 Library - 24 <p>2012-2013 number of volunteers</p> <ul style="list-style-type: none"> • 123 Gallery - 47 Museum - 47 Library - 29
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Delivery Program Activity 35 (continued)			
35.2 Represent Council on 'Hearspace' youth mental health consortium.	Community Partnerships	Meetings attended.	No meeting attended. 'Hearspace' project not rolled out into the HLGA.
35.3 Partner with YMCA to deliver inclusive sports program for people with disabilities.	Community Partnerships	Program delivered.	Program has been delivered in conjunction with International Day for People Living with a Disability.
35.4 Participate on local, regional and state planning forums to advocate for human services needs of the Hawkesbury.	Community Partnerships	Meetings attended as required.	Participation on nine local and regional forums.
35.5 Support community management of community facilities (halls and community centres).	Community Partnerships	Community halls and community centres maintained to required standard. Utilisation of community facilities increased.	34 community facilities maintained to required standard. 583 operational and maintenance request responded to within three days. Overall utilisation of community facilities increased by 1.5%
35.6 Provide corporate governance and financial services to delegated managing agents for Council's externally funded community services (Peppercorn Services Inc.).	Community Partnerships	Funding and statutory requirements, as negotiated with funding bodies achieved.	Corporate Governance and Financial Services provided. Peppercorn Services Inc. has met funding and statutory requirements.
35.7 Support the community and volunteers with Adopt-A-Road program.	Design and Mapping	Number of active Adopt-A-Road groups supported	Ongoing support provided to existing participants. Currently eight participants/project locations in progress.
35.8 Manage, support, encourage and develop volunteer Bush Care groups for bushland sites.	Parks and Recreation	Number of active Bush Care groups supported.	14 Bushcare groups were supported

Delivery Program Activity 35 (continued)			
35.9 Undertake Sister Cities and City Country Alliance Program with partners.	Strategic Activities	Sister Cities and City Country Alliance Program undertaken.	Program underway with partners. Two annual international sister cities student exchange visits undertaken in reporting period. Activities with alliance councils on demand at councillor, management and staff levels. Alliance councils not available to participate in Hawkesbury Show.
35.10 Work with the community to develop community events that promote community connection, celebration and character.	Corporate Communications	Events undertaken.	Mayoral Christmas Appeal, Mayoral Circus Charity fundraiser, Australia Day Awards, Garden Competition, Councillor Dinner, Community Appreciation, Sports Awards, Local Government Week, Howe House Restoration Launch and School visits undertaken.
35.11 Resource and support the planning of activities and events which celebrate community diversity, civic pride and promote community harmony.	Corporate Communications	Community events supported.	118 community events registered on Event Calendar including 18 day International Sand Sculpting Competition.

Section 428 (4) (a) Financial Statements

Audited Financial Reports for the 2012/2013 year are printed in a separate document.



Section 428A State of the Environment Report

The following State of Environment Report identifies the 'State of the Environment' of the Hawkesbury area for the period 2012/2013. The period has generally been compared to the State of the Environment in 2011/2012 and in some cases a longer time period has been used as a basis for comparison. The State of the Environment has been assessed under the following broad headings:

- **Human Settlement**
 - Sewerage Treatment Plants
 - Onsite Sewerage Management Facilities
 - Non Aboriginal Heritage
 - Aboriginal Heritage
 - Solid Waste
 - Noise
- **Council's Footprint**
 - Council's Energy Consumption
 - Greenhouse Gas Emissions
 - Council's Water Consumption
- **Land**
 - Salinity
 - Chemical Contamination – Land
 - Acid Sulphate Soils
 - Biodiversity
 - Threatened Species
 - Weeds
- **Regulatory Response**
 - Compliance and Enforcement Complaints
- **Water Quality**
 - Floodplain Management
 - River Health
 - Storm Water
- **Community Achievement**
 - Bushcare
 - Waste Education

The State of the Environment Report (SoE) has been prepared based on available quantifiable data which is either collected and managed by Council or gathered from external stakeholders. The performance of Council is presented graphically with a tick or cross. A commentary is provided on the current status and trends and future directions are also identified.

Human Settlement

Sewage Treatment Plants

Introduction

Council and Sydney Water are responsible for the delivery of sewage treatment and associated infrastructure within the Hawkesbury Local Government Area (HLGA). The major pressure facing Council in delivering adequate treatment services is population growth and the need to ensure treatment infrastructure is maintained and expanded to cope with the increasing treatment requirements.

Approximately 80% of the residential areas are sewered by the two authorities with the remaining premises being serviced by onsite sewage management facilities.

Both McGrath's Hill Sewage Treatment Plant (MHSTP) and South Windsor Sewage Treatment Plant (SWSTP) are owned and operated by Council.

Measures of Performance

Measure

1. Total volume of sewage treated per resident per day.
2. Proportion of sewage treated that is recycled.
3. Phosphorus concentration

How is the Hawkesbury performing?

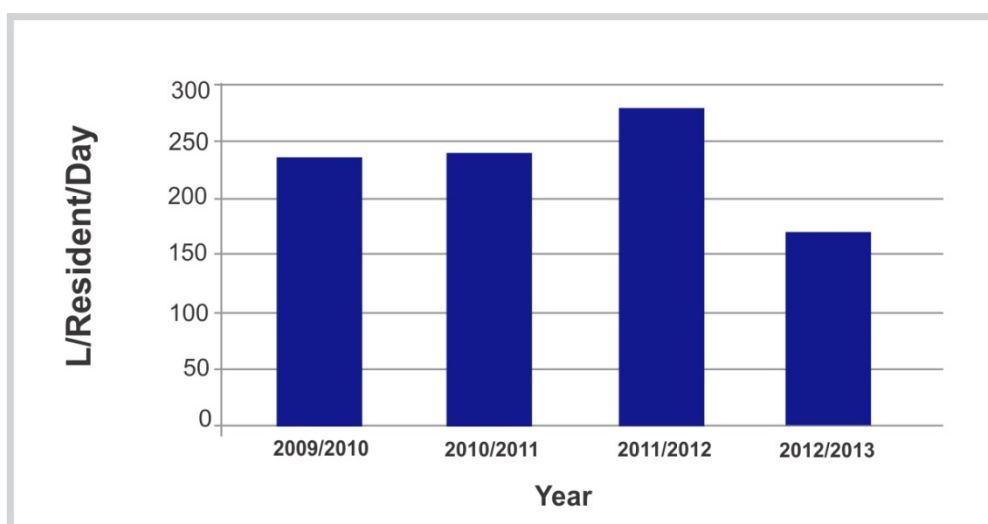


Volume of treated sewage per resident per year has decreased.

Amount of sewage recycled has increased.

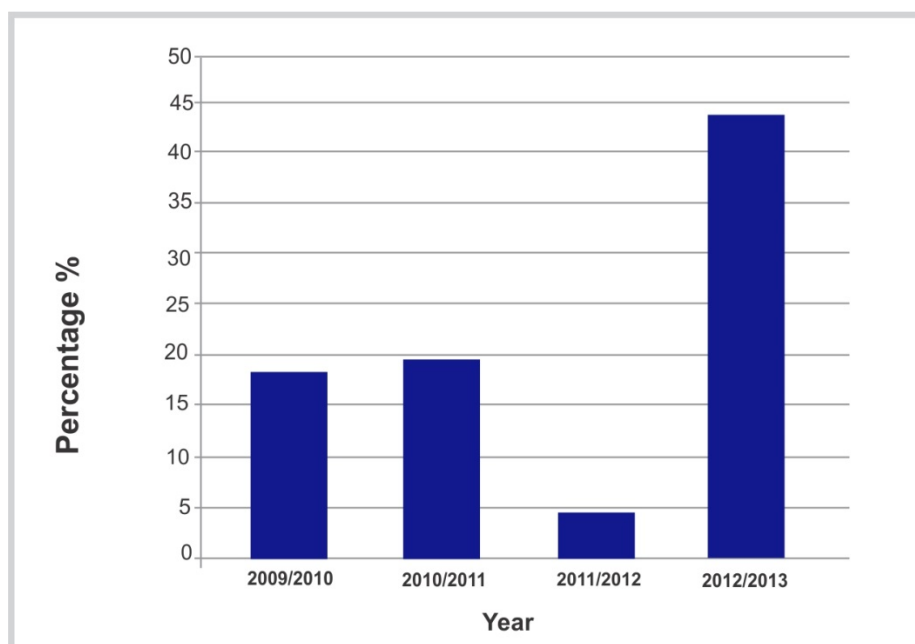
Phosphorus concentrations has increased but is well within license requirements.

Outcomes



Graph 1 - Total Volume of Sewage Treated Per Resident Per Day

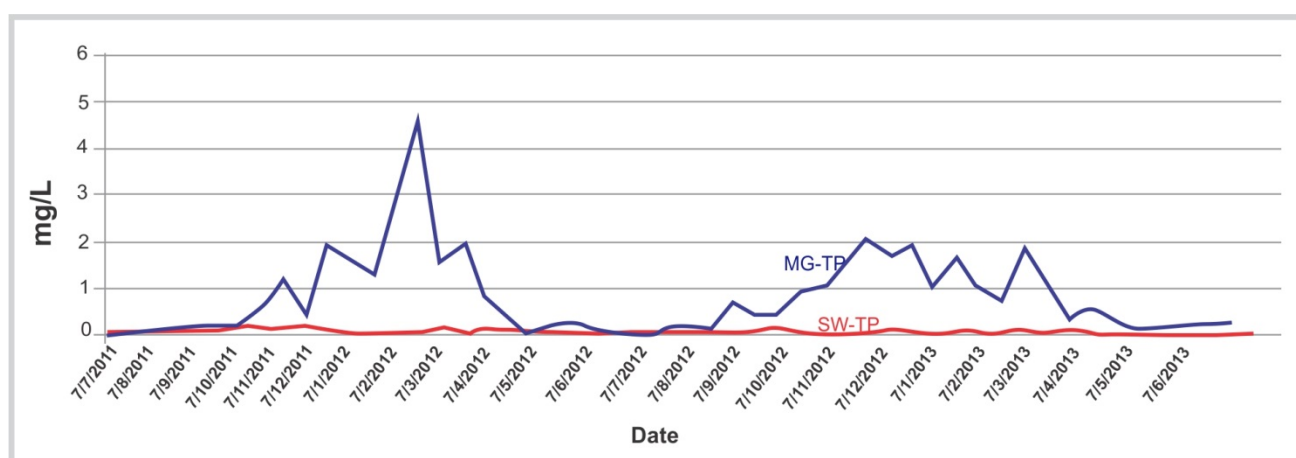
The volume of treated sewage per resident each day has decreased from the past year due to the change in the way industrial and commercial wastewater has been included in the calculation.



Graph 2 - Proportion of Treated Sewage that is Recycled

The proportion of treated sewage that is recycled has recovered well from the reported four percent in 2011/2012 to 43.5% in 2012/2013. The low result in 2011/2012 was due to 1,200mm of rainfall across the catchment.

Phosphorus concentrations have increased at both sewage treatment plants in the past two years however both reported results are well within the license requirements.




Graph 3 - Total Phosphorous at McGraths Hills and South Windsor Sewage Treatment Plants 2011/2012 and 2012/2013

Note: The blue line represents McGraths Hill Sewage Treatment Plant and the red line represents South Windsor Sewage Treatment Plant

Current status and trends

Total Sewerage

There are approximately 7,713 active connections being serviced by the two treatment plants. Of those connections serviced by a reticulated sewerage system, approximately 40% of the wastewater is treated at the MHSTP; the remainder is treated at the SWSTP. For 2012/2013 industrial and commercial wastewater flows have been recalculated to reflect an equivalent population; hence the significant decrease in 'Total Volume of Sewage Treated per Resident per Day shown in Graph 1.



There are approximately 796 pump-out sullage services that are collected by tanker trucks and delivered to the SWSTP. The significant reduction in pump out services is due to the Three Towns Sewerage Scheme which serves Glossodia, Freemans Reach and Wilberforce. This wastewater is treated by Sydney Water at their Richmond Sewerage Treatment Plant.

Recycled Treated Sewage

The amount of treated effluent that can be recycled will vary from year to year. As most of the recycling is by way of irrigation the amount recycled is weather dependant. As Graph 2 indicates there was an increase from 2009 to 2011 only to fall to 4% in the following year. This was due to over 1200mm of rainfall across the catchment that year. However, 2012/2013 saw a good recovery with improved weather and the addition of the South Windsor Recycled Water Scheme.

Phosphorus Concentration

Over time, phosphorus concentrations entering receiving waters have generally declined, however in the past two years the concentration has increased to 0.95mg/L at MHSTP and 0.05mg/L at SWSTP. The results shown in Graph 3 are still well within the license requirements for both treatment plants. The increase at MHSTP is a direct result of siltation which will be dealt with over the next 12 months. The increase at SWSTP was a result of issues with biosolids management. This has been rectified with the commissioning of the new dewatering facility.

Response to the issue

Council is working to improve the management of aqueous waste in the Hawkesbury through a number of activities and initiatives including:

McGraths Hill Sewage Treatment Plant

- Continuing to investigate and improve effluent reuse at MHSTP through the use of spray irrigation and silviculture (tree farming). 40-50% of the effluent from the plant is reused and the remainder of the treated effluent is discharged into South Creek.

South Windsor Sewage Treatment Plant

- Continuing to investigate and improve effluent reuse at the SWSTP through the major recycling water plant which provides recycled treated effluent to schools, parks and reserves at Bligh Park and irrigation and toilet flushing at Windsor.
- Council continues to investigate commercial opportunities and connecting private residents to the network in the future.
- Replace aging pumps in pump stations with the new, more efficient class motors.
- Major pump stations have been networked with a new monitoring system. Data collection for this monitoring system is currently being upgraded to a back to basic fibre network. Three more pump stations in the South Windsor catchment have been fitted with an alternative power supply.
- Construction and commissioning of a new pump station, rising main and carrier main to transfer 90% of the wastewater from South Windsor "C" catchment that flowed to MHSTP to the SWSTP. This has eliminated a wet weather overflow and made available additional land for future development in South Windsor.
- Council's sewer rehabilitation and relining program is well under way which will result in a significant reduction in ingress and infiltration of stormwater into the system. Approximately 50km of the 147km reticulation network have been rehabilitated.

- A new biosolids management facility was commissioned in November 2012. This facility is capable of processing 40 tonnes of biosolids per day. The biosolids are mixed with green waste by a contractor and then used to rehabilitate mine sites.

Future directions

Council is continuing to investigate and improve effluent re-use.

50% of the treated effluent generated at the MHSTP is reused through spray irrigation and silvaculture with the remainder of the effluent being discharged to South Creek. The SWSTP's maximum capacity for recycled water will be two mega litres per day and the remainder of the treated effluent is also discharged to South Creek. Future plans include sending the treated effluent from the SWSTP to the MHSTP and then across the Hawkesbury River to future users with the aim of achieving zero dry weather discharge from both plants.

On-site Sewage Management Facilities

Introduction

The Septic Safe Program was introduced in 1998 by the NSW Government to help ensure that residents operate their on-site sewage management systems in a manner that will protect the environment and public health.

It is estimated that there are more than 9,000 on-site sewage management systems within the Hawkesbury area.

Measures of Performance

Measure

1. Conduct inspections of On-site Sewage Management Facilities to ensure compliance with legislative requirements.
2. Encourage and support property owners to improve the management and performance of their on-site systems.

How is the Hawkesbury performing?



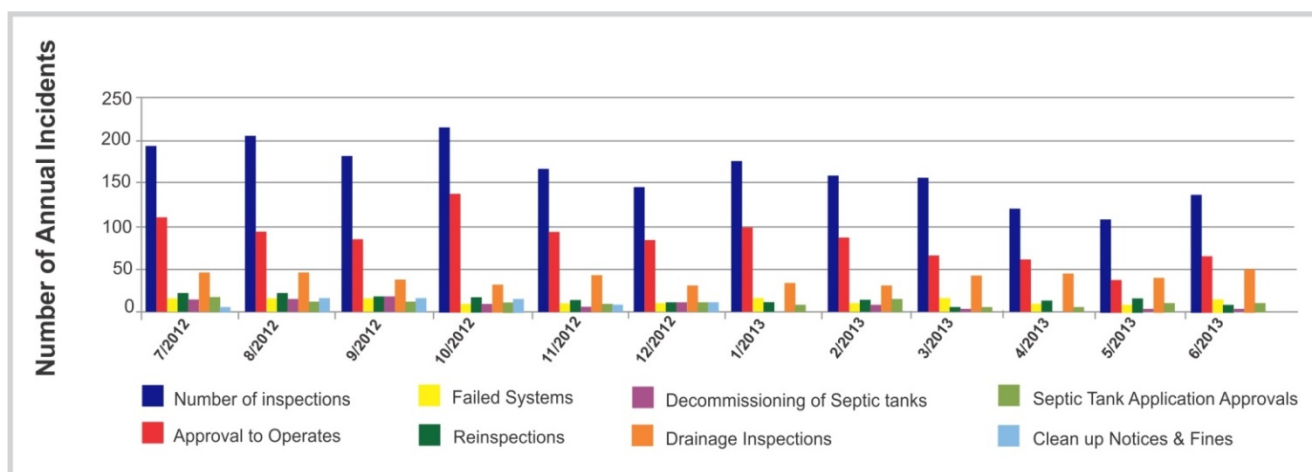
Number of failed systems is decreasing.

Current Status and Trends

Inspections for the Septic Safe Program commenced in November 2000 and continued until June 2013. The Sewage Management Facility (SMF) Team have conducted a total of 22,175 inspections in the Hawkesbury. Of those inspections 18,406 were carried out for the purpose of issuing an Approval to Operate, of those inspections 16,129 approvals were issued (87.6%) and 2,277 were identified as failed systems (12.3%).

Of the failed systems, most have been inspected twice or even three times and residents have had the opportunity to repair their systems to achieve compliance. Generally at the follow up inspection residents are issued with an Approval to Operate unless their system does not comply.

If requests for compliance are ignored, Council may issue a Clean Up notice under the Protection of the Environment Operations Act 1997. A penalty infringement notice may be issued for non-compliance of a Clean Up notice or non-compliance of a Local Government Act 1993 Order.



Graph 4 – Sewage Management Facility Inspections 2012/2013

From July 2012 to June 2013 1,962 inspections were undertaken. As illustrated in Graph 4, the number of approvals issued was 1,039 (90.4%) with failed systems being 110 (9.6%). There were also 123 reinspections, 414 building drainage inspections and 380 customer advice and complaint inspections. For a period of five months during this period the SMF Team had only two of their usual three team members available. It is for this reason that there was a decrease in the number of inspections carried out during this time.

Outcomes

The Septic Safe Program has encouraged property owners to improve the management and performance of their on-site systems. Through education owners have been instructed why it is important that their systems operate properly. As a result of having systems repaired, upgraded or replaced with a more suitable system, public health has been improved and the environmental impact has been minimised.

Response to the Issue

The Septic Safe Program in the HLGA continues to improve the management of the on-site sewage management systems and to encourage and support property owners to improve the management and performance of their on-site systems.



Example of an aerated waste treatment system

Not all aerated wastewater treatment systems work as efficiently as they should. The depicted system was not maintained at the time of inspection, it was overflowing, causing not only a health risk to the occupiers of the residence but also an impact on the environment.



Future Directions

Sydney Water Priority Sewerage Program

The Priority Sewage Program implemented by Sydney Water has seen the connection to a reticulated sewage scheme in the towns of Glossodia, Freemans Reach, Wilberforce and Agnes Banks. The scheme was provided to improve sewerage services to the urban areas and to help protect local creeks and the Hawkesbury River. Approximately 1,650 properties have connected to the sewerage system, with another 26 properties still to connect.

With the advent of the Water Industry Competition Act 2006, the Pitt Town Water Factory now operates in the local government area providing sewerage services and recycled water to the residents of the new sub-division at Pitt Town.

Centralised (Package) Sewage Treatment Plants

There are over 60 centralised sewage treatment systems in the Hawkesbury. These systems include privately owned commercial plants, and large plants managed by community neighbourhood associations on large multi-lot subdivisions. It is essential that a consistently high level of system performance is achieved to ensure protection of public health and the environment.

Non-Aboriginal Heritage

Introduction

Council manages its heritage sites by implementing the requirements of the NSW Heritage Office, Burra Charter, recommendations of Council's Heritage Advisor, and by imposing relevant conditions on development consents to maintain the integrity and significance of heritage listed items.

Heritage items in the City are identified in Schedule 5 of Hawkesbury Local Environmental Plan 2012 (LEP 2012) and protected by special clauses within the LEP 2012 relating to heritage items and conservation areas. Some properties are also subject to an Interim Conservation Order or included in the State Heritage Register and therefore are protected by the Heritage Act 1977.

Heritage based tourism is very important to the Hawkesbury area. In particular, the town centres of Richmond and Windsor are a focal point for entertainment, dining and tours of heritage items. Throughout the Hawkesbury, there are number heritage items used as restaurants, guest houses and bed and breakfasts. Heritage based tourism serves to educate visitors about the Hawkesbury region and promote the conservation of Council's heritage items.

In 2009, Council, together with the Department of Planning, jointly funded a study to identify slab barn locations in the Hawkesbury. The study identified more than 100 slab barns and also revealed that some were on original land grants dating to 1794 and 1796. In the future, the Slab Barn Study will be used to examine whether additional heritage sites should be included in the LEP 2012 and to promote restoration and maintenance of these special buildings.



Example of a slab barn interior

(Source: HCC Slab Barns Study 2010)

During 2012/2013, Council developed and exhibited a draft Heritage Chapter for inclusion in the Development Control Plan (DCP) and general information about heritage on Council's website has been increased. The DCP and website guidelines will assist heritage owners be aware of development requirements, heritage information and adaptive re-use options.

Measures of Performance

Measure

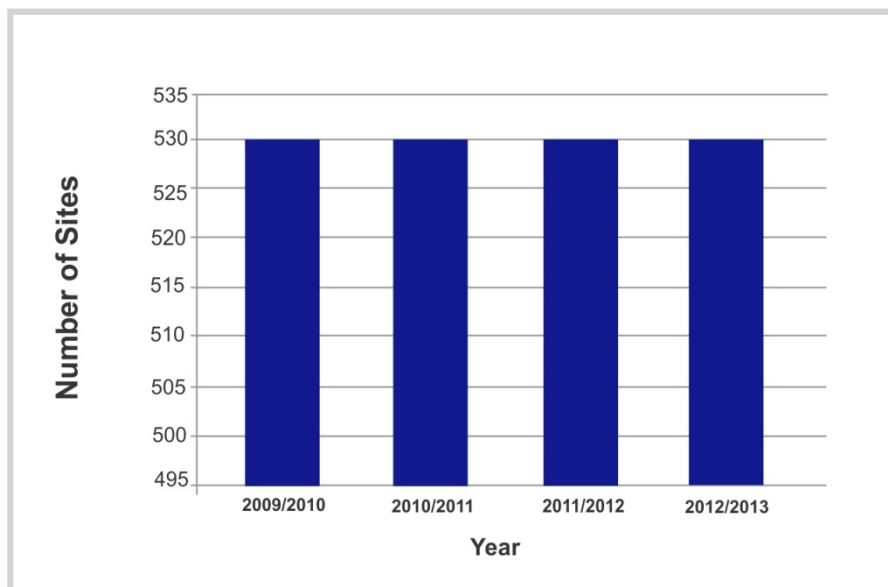
1. Total number of recorded non-aboriginal heritage sites in the Hawkesbury.

How is the Hawkesbury performing?



The number of sites has remained stable.

Current Status and Trends



Graph 5 - Recorded Non Aboriginal Sites



Outcome

The number of identified and managed non-Aboriginal heritages sites in the Hawkesbury has remained stable through 2012/2013. During the earlier reporting periods, the number of items listed was based on an approximate figure. The number listed in the current reporting period, being 530, represents an actual figure confirmed by inspections. In addition to the number of identified and managed non-Aboriginal heritage sites there are four conservation areas.

Response to the issue

Heritage Advisor and Heritage Advisory Committee

Council employs a Heritage Advisor, on a consultancy basis, to assist in fulfilling Council's strategic heritage management programs. The Advisor is available on a fortnightly basis providing advice to property owners, intending purchasers, government agencies and Council on development related matters, conservation strategies and policy formulation.

Support is also given to the Heritage Advisory Committee that meets regularly to examine matters relating to heritage. This Committee also provides advice to Council and owners of heritage items.

In 2010, an overall Heritage Strategy was adopted to address Council's core heritage management requirements. In 2013 the Heritage Strategy was reviewed and updated. In 2013, a draft Education Awareness Strategy was prepared to guide the identification of education methods, explore opportunities to share heritage information and build partnerships.

For 2012/2013, Council funding invested into the protection, restoration and/or management of non-Aboriginal heritage items was \$27,545.

Future Directions

The Heritage Advisory Committee has adopted the following Priority Actions for 2013:

- Review Heritage Listing
- Review of Heritage Advisor Service
- Seek funding for a heritage education program and develop strategy
- Promote/implement Barn Study outcomes/recommendations and use as a promotion/education focus for Heritage Festival 2014.

Aboriginal Heritage

Introduction

When the Hawkesbury electorate census was compiled in early 1892, indigenous people were not included but 41 Chinese were. The census showed that there were 10,339 males and 4,918 females, "exclusive of Aborigines", in the electorate. A total of 67 indigenous people were shown to be residing in the Hawkesbury (Windsor) District in the Aborigines Protection Board's report for 1892. The previous year's figures claimed 91 indigenous people to be located in the district.

There had been a sickness that affected the Aboriginal people and many perished within this time. When any of the indigenous population were ill they were admitted to the Benevolent Asylum at Windsor, on the recommendation of the local police. The police acted as agents of the Protection Board.

The indigenous people mainly congregated at North Richmond, downstream of Windsor at Wilberforce and Sackville Reach.

Source: Jack Brook (1994, 1999) "Shut out from the World- The Hawkesbury Aborigines Reserve and Mission 1889- 1946. Deerubbin Press

Sorry Day has been commemorated for over a decade. It serves to acknowledge the plight of the Stolen Generation of Aboriginal children as well as the mistreatment of indigenous people in all forms.

We must always remember the generations of Indigenous people whose struggles and efforts have culminated in this unique opportunity to display the richness and diversity of Aboriginal cultures to the wider Australian community.

Measures of Performance

Measure

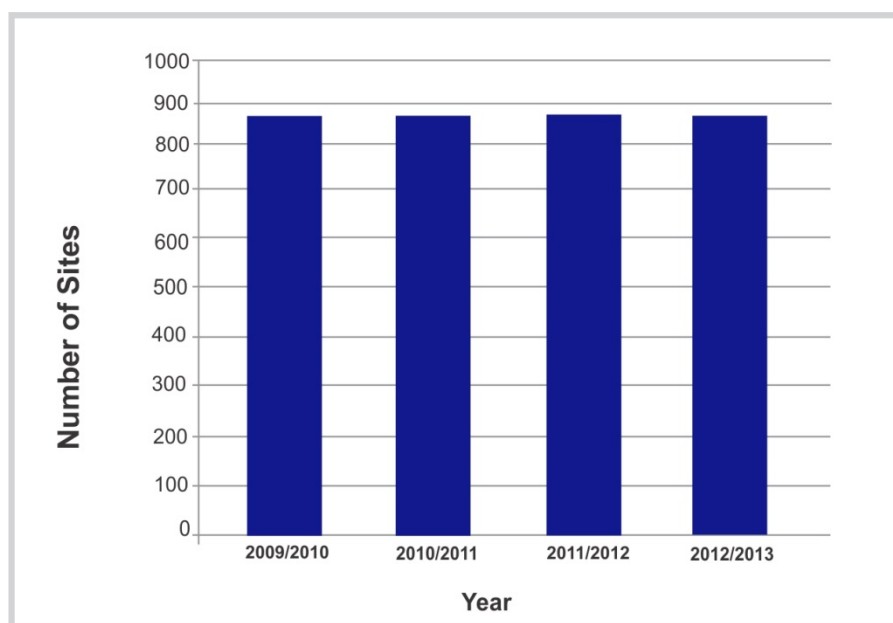
1. Total number of recorded Aboriginal heritage sites in the Hawkesbury.

How is the Hawkesbury performing?



The number of Aboriginal Sites have remained static.

Current status and trends




Graph 6 - Number of Recorded Aboriginal Heritage Sites in the Hawkesbury

Outcomes

This graph represents the number of recorded Aboriginal heritage sites in the HLGA as managed by the NSW Government but is reported as an indicator of the cultural health of the HLGA.

Response to the issue

Council has sent representatives to NAIDOC Week and Sorry Day events over the years. NAIDOC originally stood for 'National Aborigines and Islanders Day Observance Committee'. This committee was once responsible for organising national activities during NAIDOC Week and its acronym has become the name of the week itself.



The Hawkesbury community celebrates NAIDOC Week every year. NAIDOC celebrates the survival of Indigenous culture and the Indigenous contribution to modern Australia. All Australians are encouraged to participate in NAIDOC Week activities.

The Hawkesbury NAIDOC celebration is a great way for our community to celebrate Indigenous culture and build bridges between Indigenous and non-Indigenous Australians.

For several years, the Hawkesbury community has taken steps towards our own healing through the recognition of the Darug people as the traditional owners of these lands.

It is important to Council and it should be important to all Hawkesbury residents, that the aboriginal community is seen as a part of the Hawkesbury society.

A recent example of Council's support is that on 25 June 2013, Council resolved as follows:

1. *Council fly the Aboriginal and Torres Strait Islander flags within the Council Chambers and outside on the flag poles with the existing flags.*
2. *On the "Welcome to Hawkesbury City Council" signs Council add "this is the land of the Darug people".*

Future directions

Aboriginal heritage sites occur throughout many zonings in the HLGA and are threatened by most land uses. The lack of information available to Council is also of concern.

There is a growing awareness in the HLGA of the need to ensure that the diverse culture and traditions of Aboriginal communities are supported.

Council is interested in developing a protocol, in conjunction with local Traditional Owners and Deerubbin Local Aboriginal Land Council for the notification, referral and consideration of matters during assessment of development applications consistent with relevant legislation including the National Parks Act 1979 and Environmental Planning and Assessment Act 1979.

Solid Waste

Introduction

Council provides waste and recycling services to the residents of the HLGA. Services include domestic waste and recycling collections, area based kerbside bulk waste collections and the operation of the Hawkesbury City Waste Management Facility.

The domestic kerbside waste bin collection service is undertaken by Council staff whilst the co-mingled dry recycling bin service is undertaken by J.J. Richards and Sons, under contract with Council. The on-call bulk kerbside waste collection service is provided by Transpacific Cleanaway, to each household that has a domestic waste service. This service is also provided under contract with Council. Properties having a domestic waste collection service are entitled to one on-call bulk kerbside waste collection each financial year. Additional bulk kerbside waste collections can be arranged for a fee, paid directly to Transpacific Cleanaway.

The Hawkesbury City Waste Management Facility is located on the corner of Blacktown Road and The Driftway, South Windsor, and is operated under an EPA licence. The site consists of a gatehouse with entry and exit weighbridges, a putrescible waste landfill and recyclable drop-off areas for household recyclables, metal, cardboard, mattresses, motor oil, garden organics, tyres, car batteries and other recyclable products.

Measures of Performance

Measure

1. Household resource recovery rate
2. Total resource recovery at Hawkesbury City Waste Management Facility
3. Total waste and resource recovery in the Hawkesbury LGA

How is the Hawkesbury performing?



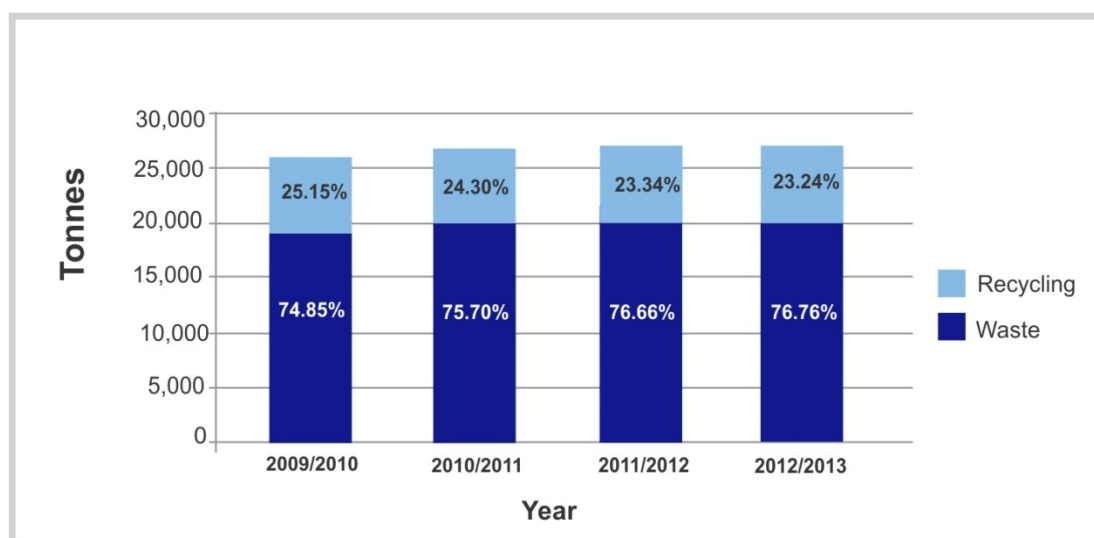
Household resource recovery rates steady
Increase in resource recovery
Increase in total waste and resource recovery

Outcomes

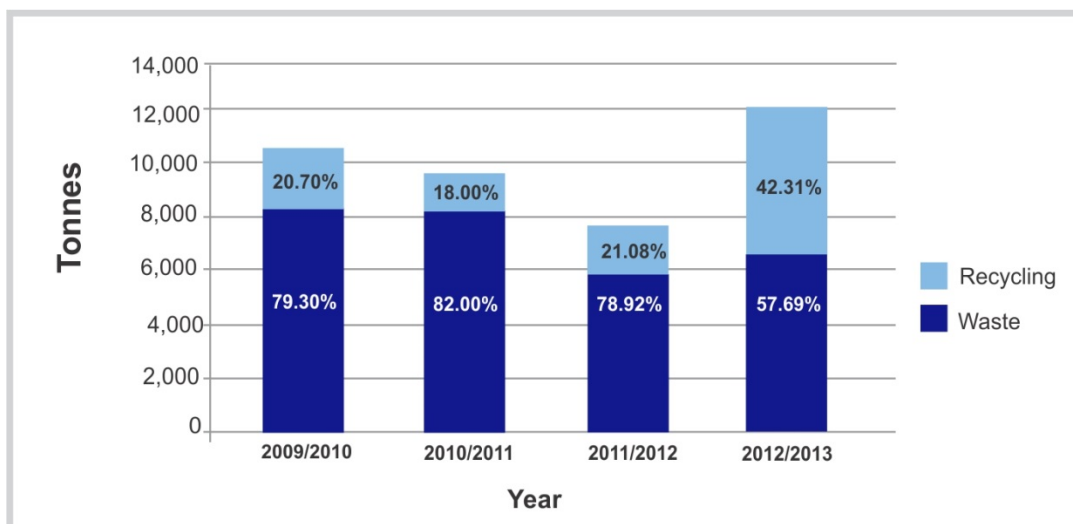
Household resource recovery rates over the past four years have been constant at around 24% of all waste generated. Similarly, additional resource recovery from the Hawkesbury City Waste Management Facility stayed at around 20% for the same period however over 2012/2013 there has been a significant boost in resource recovery due to increased recovery of garden organics from a free resident mulch giveaway and extended recycling of aggregate materials.

Current status and trends

Resource recovery results and waste generation rates for each performance measure are shown below. The results demonstrate relatively consistent waste generation and resource recovery rates for the HLGA over the past four years, with an increase in 2012/2013 due to increased recovery of aggregate and public participation in garden organic recycling and mulch use.

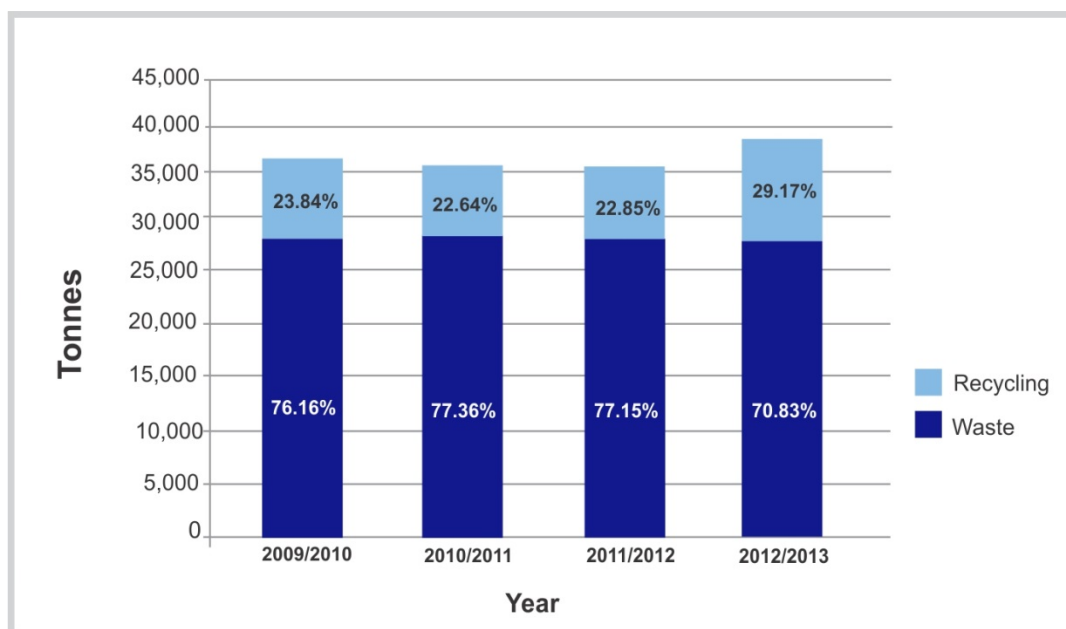


Graph 7 - Household Waste and Resource Recovery Rates



Graph 8 - Waste Management Facility Waste and Resource Recovery Rates

Note: Excluding domestic waste and recycling




Graph 9 - Hawkesbury Total Waste and Resource Recovery Rates

Response to the issue

Council is introducing a household kerbside garden organics collection service from the 2013/2014 financial year for the urban centres of the HLGA. It is envisaged that this service will assist Hawkesbury residents in boosting resource recovery rates from residential households.

In addition, the Hawkesbury City Waste Management Facility continues to offer recycling drop-off services for a multitude of recyclable materials, including garden organics, timber, concrete and brick, cardboard, metal, household recyclables, mattresses, motor oil, cooking oil, car batteries, gas bottles, tyres, and a multitude of other materials, whilst looking at options to further resource recovery from self-haul waste delivered to the facility.



Council continues to work to improve the management of solid waste through a number of initiatives including:

- Holding regular meetings of the Waste Management Advisory Committee.

The objectives of the Waste Management Advisory Committee Constitution are as follows:

- To advise Council about information, research and analysis required to provide future options for waste management for our City.
 - To recommend to Council preferred options for our future waste management strategies, systems and technologies.
 - To liaise with local communities on waste management issues, to ensure that the community's views are included in the decision making processes of Council.
 - To liaise with neighbouring councils and government agencies, to ensure the best outcomes of any considered strategies, systems and technologies.
 - To advise Council about public awareness strategies and to act on Council's behalf to implement these strategies as required.
- Provision of a fortnightly kerbside recycling service to residents.
 - Provision of a fortnightly kerbside garden organics service to residents (2013/2014)
 - Undertaking waste audits and using the data to provide meaningful waste education to Hawkesbury residents.
 - Involvement in the "CleanOut" chemical collection program.
 - Involvement in the "drumMUSTER" (agricultural drum recycling) program.
 - Involvement in the "Cartridges for Planet Ark" Program.
 - Involvement in the "Aussie Recycling Program" mobile phone recycling program.
 - Enforcement programs to police illegal dumping and poor waste management practices in the community.

Future directions

The NSW State Government, in the Waste Avoidance and Resource Recovery Strategy 2007, has set a target of 66% of domestic waste to be recycled by the year 2014.

Council is currently considering its options to increase the amount of domestic waste to be recycled with a view to achieving a recycling rate of 66% by the year 2014.

Council will continue to collect data to identify areas in which further reductions in waste to landfill may be achieved and shall strive to divert as much waste from landfill as possible.



Weighbridges at the Hawkesbury Waste Management Facility

Noise

Introduction

Noise pollution complaints or enquiries made at Council are predominantly from sound equipment, motor vehicles, and motorcycles or as a result of land use conflicts such as residential versus commercial land uses. Council is the Appropriate Regulatory Authority (ARA) for most noise pollution enquiries that occur within the HLGA with the exception of premises that are licensed with the Office of Environment and Heritage (OEH) or noise related issues with aircraft traffic noise which is the responsibility of the Richmond RAAF Base.

In order to resolve noise pollution complaints, Council have several options available to manage and mitigate noise, where possible.

Encouragement is given to all parties involved to try and resolve the matter without Council intervention through regular communication, or failing that, through mediation services provided by the Community Justice Centre.

Council's primary means of dealing with noise issues in the HLGA is via either negotiation between the parties involved or by enforcement using relevant sections of the Protection of the Environment (Operations) Act 1997, which gives Council increased powers to control offensive noise. Council instigates further action only after the matter has been attempted to be resolved between the noise source and the complainant.

Council also endeavours to proactively manage noise issues by incorporating noise control conditions into approvals for new developments, with conditions of consent placed on industrial and commercial activities to control permissible hours of operation. Council sees the development application stage as the most effective time to bring potential noise pollution to the forefront, thereby allowing noise pollution to be addressed in the early stages and potential problems avoided.

Measures of Performance

Total number of noise complaints made to Council.

Measures of Performance

Measure

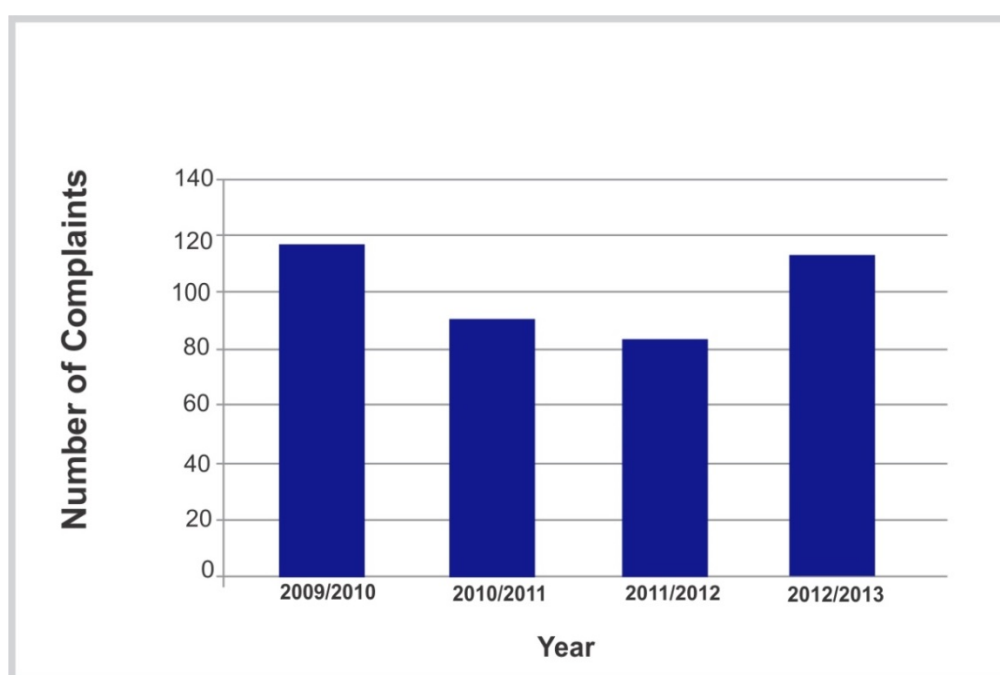
1. Total number of noise complaints made to Council.

How is the Hawkesbury performing?



The number of noise complaints made to Council has increased.

Current status and trends



Graph 10 – Number of Noise Complaints

Outcomes

The number of noise complaints has increased over the past year. There has been an increase of 30 reported noise complaints to Council in the period 2012/2013.

Over the previous two years the number of noise complaints had fallen. 2012/2013 saw a return to the higher levels in 2009/2010.

Response to the issue

When dealing with noise complaints, it is regularly reported to Council that the general public would prefer to contact Council to have the matter resolved than try and mediate the issue themselves. There may be opportunities to reduce the number of complaints if the community were made aware of available community resources like the Community Justice Centre which can provide advice and resources to people dealing with these issues.

Data management practices are constantly being improved to ensure that all staff within Council that deal with noise complaints record information correctly on the database system.

Future directions

To provide an alternative option for the residents of the Hawkesbury, resources such as the Community Justice Centre and the Local Court system will be further utilised and encouraged for use in order to resolve neighbourhood noise disputes.

Council will continue to utilise its ability to control potential noise from new developments through the implementation of adequate conditions of consent, which reflect current legislative requirements and Council's Development Control Plan relevant to the HLGA. Council will also continue to use its database system, which allocates timeframes for responses to noise complaints and records all actions taken during the investigation process.

Council continually seeks to improve methods to provide a better service to the general public through training of Council staff of new and upcoming legislative requirements and development of improved internal procedures when dealing with noise issues.

Council's Footprint

Council's Energy Consumption

Introduction

Council has recently finalised its Energy Savings Action Plan (ESAP). The ESAP was originally prepared in 2006 and revised in 2008 and again in 2012 in accordance with State government legislation. This ESAP will now become the blueprint for funding applications concerning energy efficient projects for Council infrastructure. An annual progress report on outcomes of the ESAP was also submitted to the OEH.

Measures of Performance

Measure

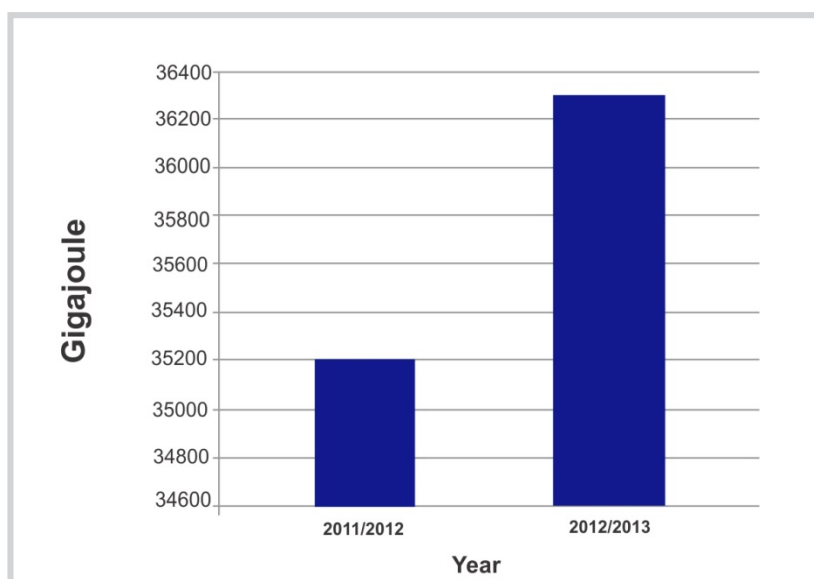
1. Total energy consumption from Council top 10 sites.

How is the Hawkesbury performing?



Council's consumption has decreased at seven of ten sites since last year.

Current status and trends



Graph 11 - Total Annual Energy Consumption for Council's Top Energy Consuming Sites

Outcomes

One of the key outcomes of the ESAP was a review of energy performance at Council's highest energy consuming sites. The highest energy consuming sites were identified as:

- Deerubbin Centre Precinct
- Oasis Centre
- Street lighting
- South Windsor Sewage Treatment Plant
- Councils Administration Building and Old Library
- All Pumps
- McGraths Hill Sewage Treatment Plant
- Wilberforce Fire Control Headquarters
- Hawkesbury Indoor Sports Stadium
- Wilberforce Depot.

The total energy consumed from the top energy consuming sites has increased between 2011/2012 and 2012/2013. However, there have been decreases in energy consumption at seven of the ten major sites including Deerubbin Centre, Indoor Stadium, Old Library and Administration Buildings, Pump Stations, Wilberforce Depot, Street Lighting and the MHSTP. Decreases can be attributed to various measures implemented, for example air-conditioning upgrades, standby program and power factor correction program.

There has been a significant increase in energy consumption at the SWSTP. This increase can be attributed to the installation of a new recycled watering facility which is used to promote recycled water and reduce the demand for potable water. In addition a new biosolids handling facility has been installed to process biosolids and allow the facility to remain within the EPA limits.

Response to the Issue

The decrease in energy consumption can be attributed to a range of projects that have been implemented, such as:

- Sensor based car ventilation system
- Lighting sensors
- Energy efficient lifts
- Solar water heating for outdoor pool
- Automatic doors
- Installation power factor correction equipment
- Replacement of the building maintenance system.

Future Directions

There is now a movement away from Government funded and Government regulated plans. The OEH Waste and Sustainability Improvement Program (WaSIP) funding for 2012-2014 did not consider sustainability and energy efficiency programs as eligible for future funding and as a consequence didn't provide funding for these types of projects. Council will continue to undertake the projects identified in the ESAP and will strive to achieve continued energy savings.

Greenhouse Gas Emissions

Introduction

Council has a solid historical record of its greenhouse gas emissions through receipt of regular energy and greenhouse gas performance reports as part of its subscription to the Planet Footprint Program for Local Government.

Involvement in this initiative has been driven primarily through a need to better improve energy performance within the organisation, and to influence the community to improve its energy performance, with the overall objective being to reduce greenhouse gas emissions from within Council and from across the wider HLGA.

Measures of Performance

Measure

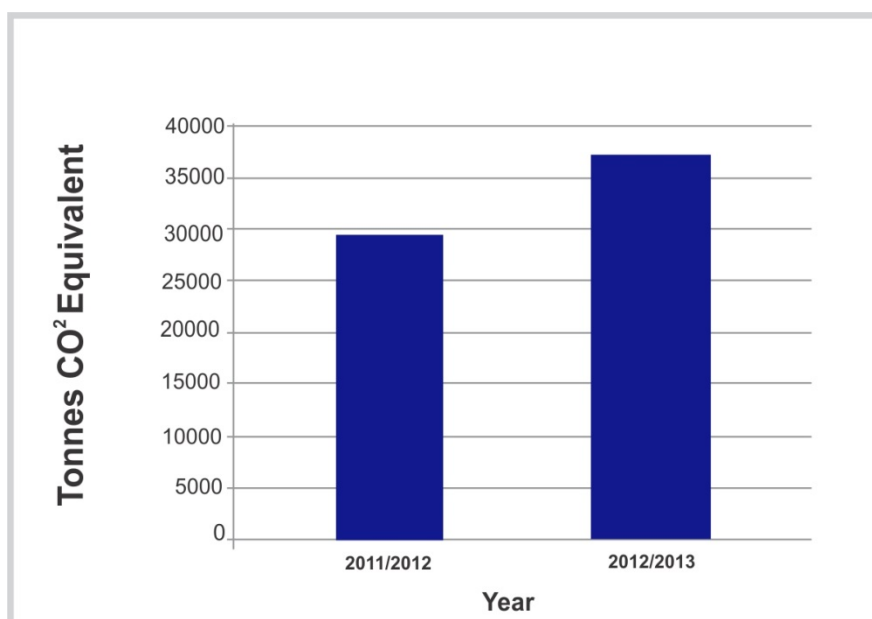
1. Total greenhouse gas emissions from electricity and gas usage within council operations.

How is the Hawkesbury performing?



Council's greenhouse gas emissions have increased.

Current status and trends



Graph 12 - Hawkesbury City Council's Organisation Greenhouse Gas Emissions

Outcomes

Graph 12 indicates that there has been an increase in the annual emissions of CO₂ between 2011/2012 and 2012/2013. The 2011/2012 figures were estimates as data was not available for all emissions throughout that time period.

The most significant contributor to greenhouse gas emissions has been from the Council's landfill facility. In the past the default figures were used to calculate emissions from the landfill which included municipal waste, construction and demolition and commercial and industrial emissions. More up to date figures are now available and these were used in the 2012/2013 calculations. As a result the total emissions from the landfill and the HLGA as a whole have increased.

Response to the issue

Councils are only likely to be directly covered by the Clean Energy Bill if they operate a landfill, and the methane emissions from that landfill exceed the threshold set (currently proposed to be 25 kilo tonnes of CO₂ emissions).

Council owns and operates the Hawkesbury City Waste Management Facility and therefore is captured under the National Reporting scheme. Under this Act, Council must calculate by direct monitoring the emissions from the facility. These emissions added with the organisations electricity, gas, street lighting and diesel are used to complete the total emissions.

Council is currently investigating a gas flaring program to ensure that they remain below the threshold.

Future directions

Council will continue to monitor and record its organisational environmental footprint e.g. solid waste, wastewater and sewage treatment plants, energy, water consumption, street lighting and fleet management to enable an accurate measure of total greenhouse emissions.

Council's ongoing successful program through the Planet Footprint Program includes:

1. Decentralisation of responsibility for energy and water performance: multiple branches of Council are actively engaged in energy and water performance improvement

2. Shared accountability: ownership for each utility account is identified within Council, which helps to create a culture of accountability for improved energy and water consumption and expenditure
3. Targets are set for both the organisation as a whole and for key properties: targets are set that are achievable and relatively short in timeframe
4. Transparency and communication: communicating performance regularly to both internal personnel and the community
5. Closure of the project loop: assess the environmental and financial outcomes of projects and feed these back into decision making processes
6. Networking: network to identify what other councils are doing to make improvements
7. A focus on outcomes: applying that data to identify opportunities which achieve outcomes. Build capacity and improve performance by acting on performance data.

Council's Water Consumption

Introduction

Council has recently finalised its Water Savings Action Plan (WSAP). The WSAP was originally prepared in 2006 and revised in 2008 and again in 2012 in accordance with State government legislation. This WSAP will now become the blueprint for funding applications concerning water efficient projects for Council infrastructure. An annual progress report on outcomes of the WSAP was also submitted to OEH.

Measures of Performance

Measure

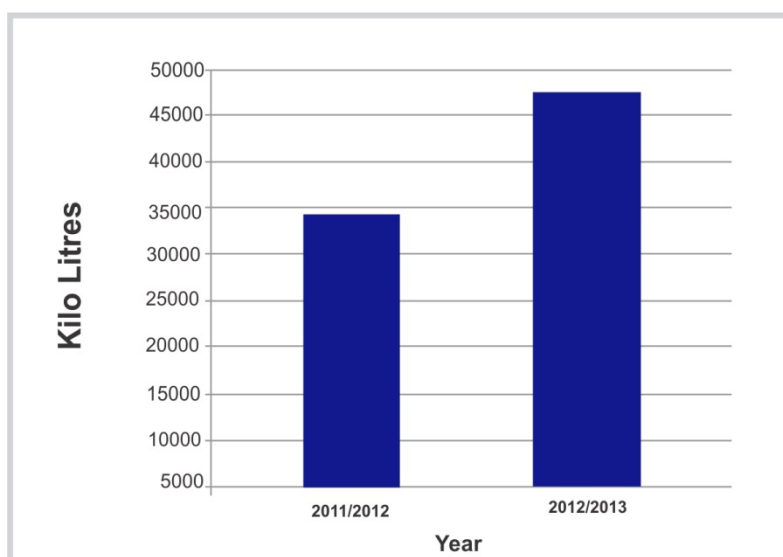
1. Total water consumption from Council top 10 sites.

How is the Hawkesbury performing?



Council water consumption has increased.

Current Status and Trends



Graph 13 - Total Water Consumption at Top Ten Sites 2011/2012 and 2012/2013

Outcomes

One of the key outcomes of the WSAP was a review of water performance at Council's highest water consuming sites. The highest water consuming sites were identified as:

- Oasis Centre
- Richmond Swimming Pool
- Deerubbin Centre Precinct
- Councils Administration Office and Old Library
- South Windsor Sewage Treatment Plant
- McQuade Park
- Wilberforce Shops
- Hawkesbury Companion Animal Shelter
- Richmond Tennis Centre
- Australiana Pioneer Village.

The total water consumed from the top water consuming sites has increased between 2011/2012 and 2012/2013.

Consumption between 2012/2013 and 2013/2014 has fallen at three of the top ten water consuming sites. There have however been significant increases at the Oasis Swimming Centre, McQuade Park and Australiana Pioneer Village.

Response to the Issue

The decreases in water consumption can be attributed to a range of projects that have been implemented, such as:

- Installation of a new pool blanket
- Replace faulty valve
- Repair leaks to pool and amenities
- Installation of flow control
- Installation of permanent monitoring system.

The reasons for the increased water usage can be attributed to:

- A leak at the Oasis Centre which has recently been repaired
- An increased watering regime and a number of small leaks at McQuade Park
- Significant leaks for original clay pipes at Australiana Pioneer Village. The pipes have been replaced.

Future Directions

There is now a movement away from Government funded and Government regulated plans. The OEH WaSIP funding for 2012-2014 did not consider sustainability and water efficiency programs as eligible for future funding and as a consequence didn't provide funding for these types of projects. Council will continue to undertake the projects identified in the WSAP and will strive to achieve continued water savings.

Land


Salinity

Introduction

Changes in land use over time have caused salts normally stored in soils and rocks to be dissolved in water and brought to the surface. When the water evaporates, the salts concentrate at or near the lands surface, and salinity can become a problem. Salinity in an urban area is referred to as Urban Salinity.

If not properly protected and managed, salinity damage could result in increasing costs to homeowners, councils and the community.

Measures of Performance

Measure	How is the Hawkesbury performing?
1. Development minimizes the mobilization of salts and resultant property and environmental damage	 Council relies on relevant building standards contained within the National Construction Code of Australia to minimize the mobilization of salts and resultant property and environmental damage.

Current status and trends

With urban development and the construction of roads, houses and drainage systems, the landscape has changed from native vegetation to hard surfaces and gardens. This has changed the way water and salt moves through the environment and where it concentrates.

In the urban areas of the HLGA, there are a lot of additional sources of water to dissolve and move salts. These include leaking water, stormwater and sewer pipes, leaking pools, onsite septic systems and water from over watering of lawns, gardens, parks and sporting fields.

Response to the issue

The former Department of Infrastructure, Planning and Natural Resources produced a number of booklets as part of the Local Government Salinity Initiative series to assist in understanding salinity processes and the impact of development on salinity.

Council has also been an active member of WSROC Salinity Working Party. The working party coordinated the 2010 Urban Salt Conference with themes relating to current impacts for Local Government and their residents.

Training has been provided to Council staff to assist in understanding salinity processes and the impact of development on salinity.

Future directions

It is intended that salinity related development guidelines/controls will be incorporated into the next comprehensive review of the DCP.

Chemical Contamination - Land

Introduction

The OEH keeps a record of contaminated land.

Section 60 of the Contaminated Land Management Act 1997 (CLM Act) requires that the OEH be notified of contamination. People may also report land contamination or pollution incidents by contacting the OEH.

The OEH determines whether contamination is significant enough to warrant regulation under the CLM Act. In making this decision, OEH considers a range of factors, including those listed in section 12 of the CLM Act.

The OEH is also able to issue management orders or agree to appropriate voluntary management proposals subject to conditions, which anyone can put forward. In some cases, it may be decided that the contamination risks can be addressed through the planning process, in which case regulation under the CLM Act may not necessarily be required. The OEH is required under the CLM Act to have regard to the 'polluter pays' principle in pursuing the investigation and cleanup of contaminated land.

Measures of Performance

Measure

1. Recorded sites under Section 58 Contaminated Land Management Act.

How is the Hawkesbury performing?



The number of identified sites has remained stable.

Measure

2. Number of pollution incident reports received by the OEH Pollution Hotline.

How is the Hawkesbury performing?



Number of incident reports received has increased.

Measure

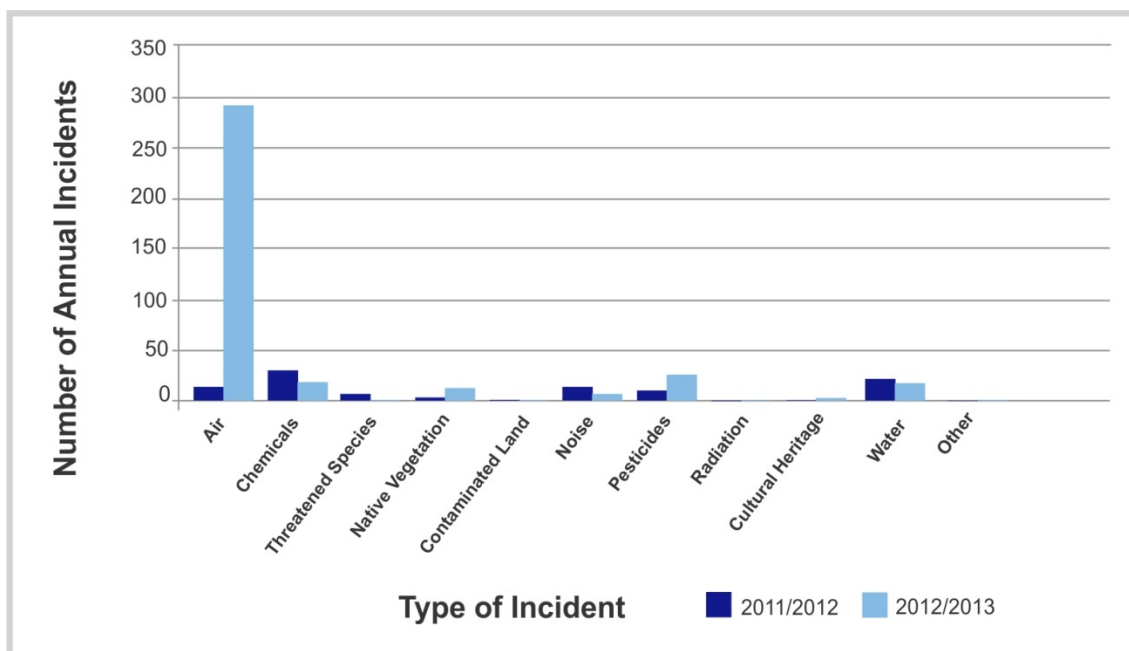
3. Information calls referred back to Council from the OEH Pollution Hotline.

How is the Hawkesbury performing?



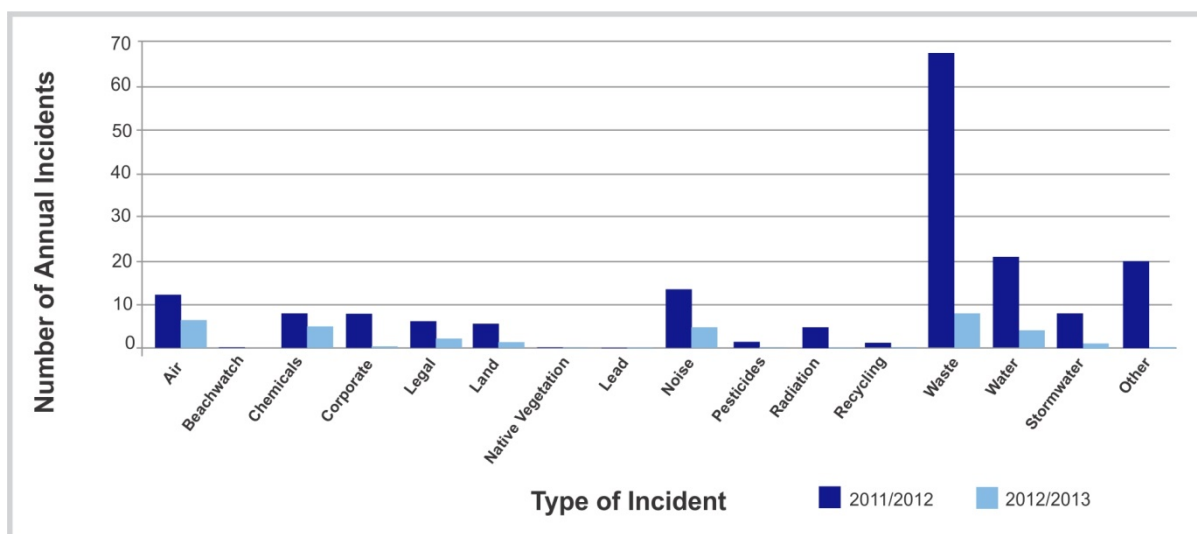
Number of calls referred decreased.

Outcomes




Graph 14 - Number of Pollution Incidents Reported Annually to the EPA's Environmental Line

Graph 14 represents pollution incidents reported to the OEH/EPA where the EPA is the Appropriate Regulatory Authority (ARA) for the incident. Generally Council will not have a role in managing or responding to these reports but the data attached indicates what incidents have occurred in the HLGA.



Graph 15 – Number of Incidents Reported to Council Annually from the EPA



Graph 15 represents calls made by Hawkesbury residents directly to the OEH/EPA's Environment Line to report some form of pollution or environmental issue within the HLGA. After an initial assessment by the Environment Line, if it determined that Council is the ARA, the caller is referred and/or transferred back to Council for further action or investigation.

Current Status and Trends

The number of reported annual incidents as shown in Graph 14 can be compared over the periods 2011/2012 and 2012/2013. The reporting of chemicals, noise, threatened species and water incidents decreased over the two year period with a lower number of incidents reported in the 2012/2013 period. No incidents were reported for contaminated land, radiation, cultural heritage and other. The reporting of pesticides, native vegetation and air incidents to the EPA were the only three categories which experienced an increase in reporting.

The incident of increased complaints about air quality is specific to odour generated in the McGrath's Hill area. Similarly, the increased incidents of complaints related to the use of pesticides are specific to two particular farms located at Freemans Reach.

As shown in Graph 15 the number of incidents reported to the EPA's Pollution Line which are actually the responsibility of Council has decreased over the last year. In 2011/2012 there were a total of 173 incidents reported to Council from the EPA. In 2012/2013 this decreased to 30. This is a significant decrease in the number of reported incidents that are the responsibility of Council. The most significant decrease was made with regard to the issue of waste where there has been a decrease from 66 to seven reported incidents. The decrease also corresponds to that reported in Regulatory Responses Compliance and Enforcement Complaints section of this SoE.

Response to the issue

The EPA and the Council are aware of the environmental issues reported on the pollution line. The EPA will be responsible for instigating a program to help address the issues in the areas where there has been a demonstrated increase in the number of complaints.

Council relies of the provisions of State Environmental Planning Policy No 55- Remediation of Land (SEPP 55) in order to implement a contaminated land management framework within the Hawkesbury Local Government Area. SEPP 55 applies to all land within the HLGA.

Future directions

In determining all rezoning, subdivision and development applications, Council must consider the possibility of land contamination and the implications it has for any proposed or permissible future uses of the land. A precautionary approach will be adopted to ensure that any land contamination issues are identified and dealt with early in the process.

Acid Sulphate Soils

Introduction

Acid sulphate soils are widespread in estuarine floodplains and coastal lowlands (including mangrove tidal flats, salt marshes and tea-tree swamps). As with salinity, these areas are also directly affected by development.

Measures of Performance

Measure

1. Development does not disturb, expose or drain acid sulfate soils and cause environmental damage.

How is the Hawkesbury performing?



This measure is satisfied by Clause 6.1 of the Hawkesbury Local Environmental Plan 2012.

Current status and trends

The trend is stable because the good quality information on the location of potential acid sulphate soils, combined with the planning and management measures that have been developed, means that the creation of actual acid sulphate soils can be avoided.

Response to the issue

Land that may contain potential acid sulfate soils has been identified from maps provided by the former NSW Department of Land and Water Conservation. These maps, known as Acid Sulfate Soils Planning Maps, establish five classes of land based on the probability of Acid Sulfate Soils being present (Class 1 being the most likely and Class 5 being the least likely).

Clause 6.1 of LEP 2012 provides controls for development within or near land shown on the Acid Sulfate Soils Maps.

Future directions

Depending on the nature and location of development, proponents must provide Council with an acid sulfate soils management plan in accordance with the Acid Sulfate Soils Manual for consideration in the determination of development applications.

Biodiversity

Introduction

Of the almost 2800km² of land within the HLGA, 71% is contained within National Parks, Nature Reserves and State Recreation Areas. A further 0.6% of the HLGA is Council managed reserves categorised as Natural Areas with 111 reserves covering an area of 1623 hectares. The core objectives being the management for biodiversity conservation and maintaining ecosystem function. These reserves are further categorised as Bushland, Wetland, Watercourse, Foreshore and Escarpment.

Biodiversity conservation is also an integral part of Council's Development Application assessment process with particular emphasis placed upon the protection of threatened biodiversity within the HLGA.

Biodiversity is essential for our existence and is intrinsically valuable in its own right. Biodiversity contributes to healthy environments, clean air and water that support human life.

Measures

Measure

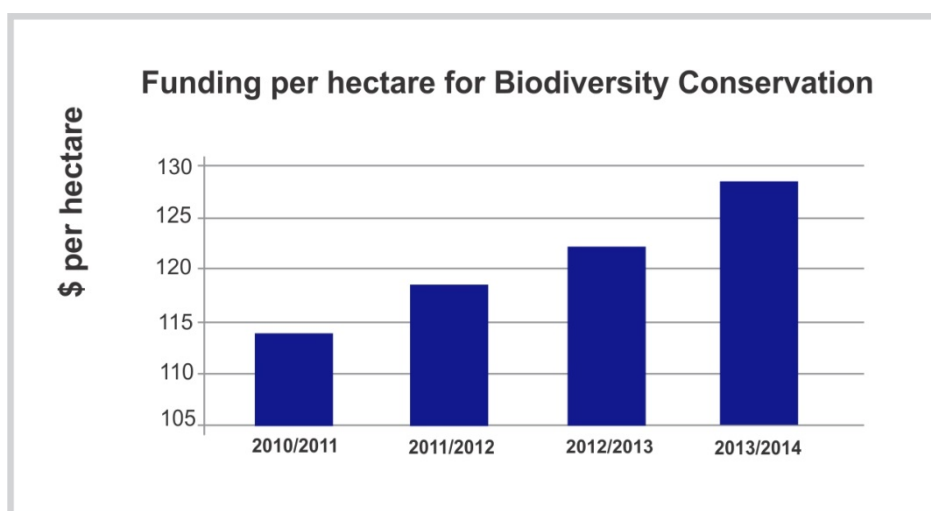
1. Funding per hectare committed to natural area restoration and biodiversity conservation.

How is the Hawkesbury performing?



The funding allocated per hectare for biodiversity conservation has steadily increased.

Current Status and Trends



Graph 16 – Funding per hectare for Biodiversity Conservation

Outcomes

The main threats to global biodiversity are:

- climate change (resulting in conditions such as prolonged drought)
- invasive species
- loss, fragmentation and degradation of habitat
- unsustainable use of natural resources
- changes to the aquatic environment and water flows
- inappropriate fire regimes.

Many of these issues affect biodiversity within the Hawkesbury include:

- Land clearing – this causes loss, degradation and fragmentation of habitats
- Weed invasion – there are currently 101 noxious weeds and 31 environmental weeds listed in the HLGA
- Feral animals and fish including deer, fox, pig, rabbit, cat, mosquito fish, and carp. These often out compete native species or prey upon our native animals, causing long-term losses and a decrease in biodiversity
- Fire - too much fire, or in some cases infrequent fires may lead to a loss in biodiversity. If a fire occurs before a plant is able to mature and set seed, often there will be a loss of biodiversity. In other cases, fire is required to stimulate germination of plants that may have grown old and died. A fine balance is required

- Collection of firewood or bush rock - this disturbs or removes habitat for native animals
- Edge effects - where bushland areas occur adjacent to other land uses such as grazing or development, there is often an area of degraded habitat, with the impact extending 50-60 metres into bushland. Edge effects are generally detrimental to the establishment and persistence of native species
- Grazing or frequent mowing - While many herb species and native grasses may survive a frequent mowing regime, they will not be able to set seed to spread or maintain their population. Over time, this tends to lead to loss of native species diversity.

Response to the issue

Council invests \$200,000 per annum towards biodiversity conservation within the HLGA with the majority of funds targeting invasive weeds, this equates to around \$125 per hectare for natural areas. These funds are supplemented by grants to increase biodiversity conservation works in reserves that are categorised as natural areas.

Council has provided biodiversity monitoring training to Bushcare volunteers with the aim of improving our knowledge and enabling us to respond to issues rapidly with targeted management actions.

Future directions

Council is currently implementing several Plans of Management and revising a number of others that will inform the direction of biodiversity conservation and appropriate management techniques into the future. It is of utmost importance that for all reserves with an identified threatened species a vegetation management plan is prepared.

Council will continue to integrate the objectives of the NSW Biodiversity Strategy into its land management activities to promote the ongoing protection and enhancement of biodiversity values in the HLGA.

Council will work with adjacent councils to improve biodiversity conservation on a broader scale.

Protection of Threatened Species, Populations and Ecological Communities

Introduction

The status of species under threat in the Hawkesbury is difficult to assess due to a lack of data regarding their distribution and abundance. Information from the NSW Bionet Website indicates that over 15% of native animals and almost 5% of native plants in the HLGA are listed as threatened under the Threatened Species Conservation Act 1995. Currently there are 79 threatened fauna, 114 threatened plants and 30 threatened ecological communities within the HLGA.

The data indicates that the number of threatened species has remained relatively constant over time considering the increased knowledge of status of particular species, populations or communities. Although Council endeavours to protect threatened species wherever possible the limited public ownership of land reduces the opportunity for broad-scale conservation activities.

Measures of Performance

Measure

1. Proportion of total number of fauna species in the Hawkesbury that are listed as threatened.

How is the Hawkesbury performing?



There has been an increase in listed threatened fauna.*

Measure

2. Proportion of total number of flora species in the Hawkesbury that are listed as threatened.

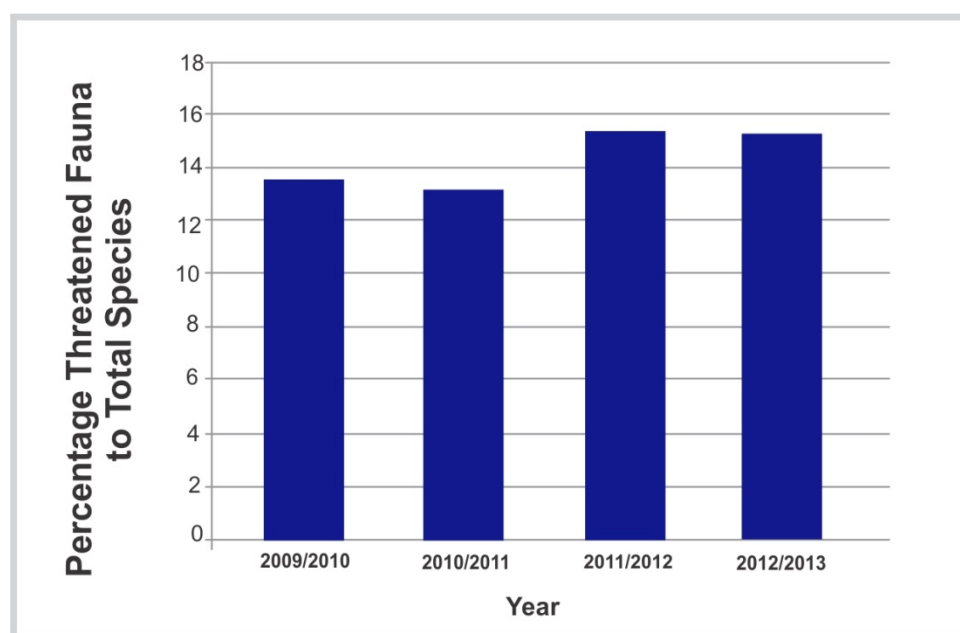
How is the Hawkesbury performing?



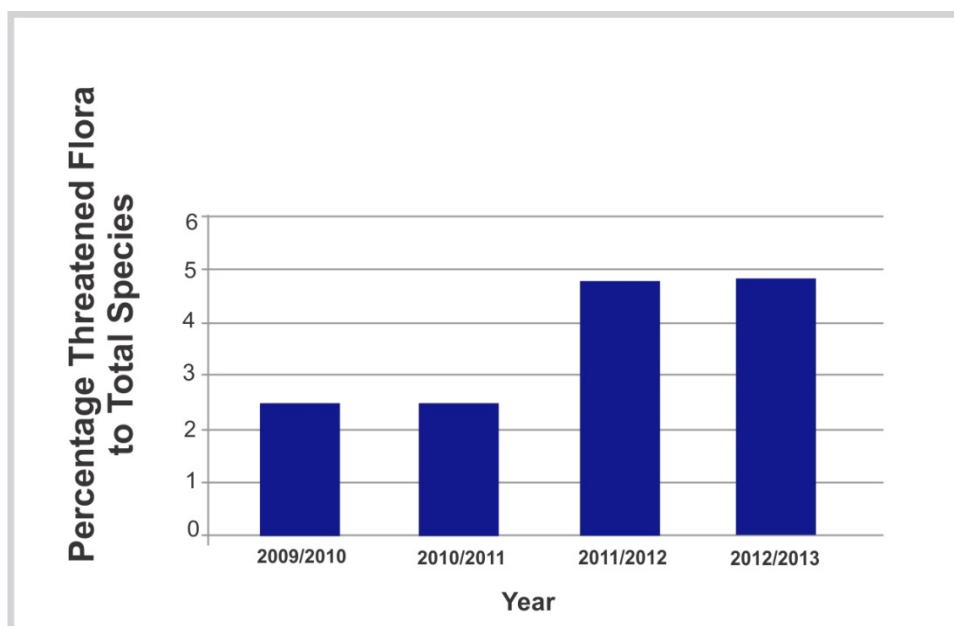
There has been an increase in listed threatened flora.*

* The increase in the percentage of threatened species may also be due to the fact that changes in the lists more often reflect change in knowledge of status rather than change in status itself (Burgman 2002).

Current Status and Trends



Graph 17 – Threatened Fauna in the Hawkesbury LGA



Graph 18 – Threatened Flora in the Hawkesbury LGA

Outcomes

Graph 17 represents the percentage of threatened fauna species to total species in the Hawkesbury area. The number has increased from 13.5% to 15.4% in the last four years and has remained constant over the last year.

Graph 18 represents the percentage of threatened flora species to total species in the Hawkesbury area. The number has increased from 2.5% to 4.7% in the past four years with a slight increase over the past year.


Response to the issue

A number of activities and initiatives to improve the status of threatened species within the HLGA include:

- Continued enforcement of the Hawkesbury Community Strategic Plan 2013-2032 that seeks to protect and enhance the natural environment in the Hawkesbury, encourage ecologically sustainable development and protect attractive landscapes and preserve places of natural beauty, including wetlands and waterways
- The identification of areas of threatened ecological communities by upgrading and maintaining vegetation maps
- Ongoing bush regeneration activities and the provision of funding to support regeneration projects, including the protection of threatened species, populations and communities on Council managed lands
- The use of published recovery plans and priority action statements to guide land management activities
- The protection of threatened species, populations and communities through stricter developmental controls.

Future directions

Vegetation management plans should be prepared and implemented. These vegetation management plans should address relevant legislation and identify best practice management and protection of each particular vegetation community.



Council aims to work closely with State Government agencies to understand the benefit, cost, and feasibility of management of individual species. This will help to prioritise investment in threatened species conservation projects and maximise the number of species that can be secured in the wild in the future.

Council are investigating the need for a Biodiversity Offsets Policy to ensure that rezoning and development proposals take into account any significant effect on threatened species and endangered ecological communities.

Reference

Burgman, M.A. (2002) Turner review No. 5: are listed threatened plant species actually at risk? Aust. J. Bot. 50, 1–13 in Pottingham. H., P. et al (2002) Limits To The Use Of Threatened Species Lists Trends in Ecology and Evolution, November 2002, 17 (11) : 503-507.

Flora

Search criteria: Public Report of all Valid Records of Plants in HAWKESBURY LGA returned a total of 46,632 records of 2,389 species.

Search criteria : Public Report of all Valid Records of Threatened (listed on TSC Act 1995) Plants in HAWKESBURY LGA returned a total of 903 records of 114 species.

Fauna

Search criteria: Public Report of all Valid Records of Animals in HAWKESBURY LGA returned a total of 37,493 records of 513 species.

Search criteria : Public Report of all Valid Records of Threatened (listed on TSC Act 1995) Animals in HAWKESBURY LGA returned a total of 1,729 records of 79 species.

Weeds

Introduction

Hawkesbury River County Council (HRCC) is the local authority responsible for the control of declared noxious weeds.

HRCC consists of the combined areas of the four constituent councils being The Hills Shire, Blacktown, Penrith and Hawkesbury City Council with a combined County area of 3,823 square kilometers. The four councils partially fund the HRCC. Within the HLGA, the HRCC provides various noxious weed services such as noxious weed control on Council and government land and reserves. Noxious weed control along Council roadsides and noxious weed inspections are carried out on Council assets and private properties.

Noxious weed control activities carried out on council lands treat both aquatic and terrestrially growing weed species with outcomes centred on the overall reduction in noxious weed infestation densities, improved public amenity and safety, and increased biodiversity.

Property inspections are carried out by designated Noxious Weed Inspectors who are responsible for noxious weed legislation implementation and awareness, and provide expertise to agriculturalists, the buscare community and members of the public.

The core function of the HRCC is as the local control authority for the administration of the Noxious Weeds Act 1993 and the management of weed species across the county area. Activities carried out by the county council include; private property inspection, noxious weed control upon public lands managed by council, protection of significant remnant vegetation communities through weed control, protection of council recreational assets via weed control and weed harvesting, provision of education and extension regarding weed management to private landholders and building awareness of weed issues within the community.

Measures of Performance

Measure

1. Ongoing program of private property inspections.
2. Ongoing program of noxious weed control.
3. Ongoing community education.

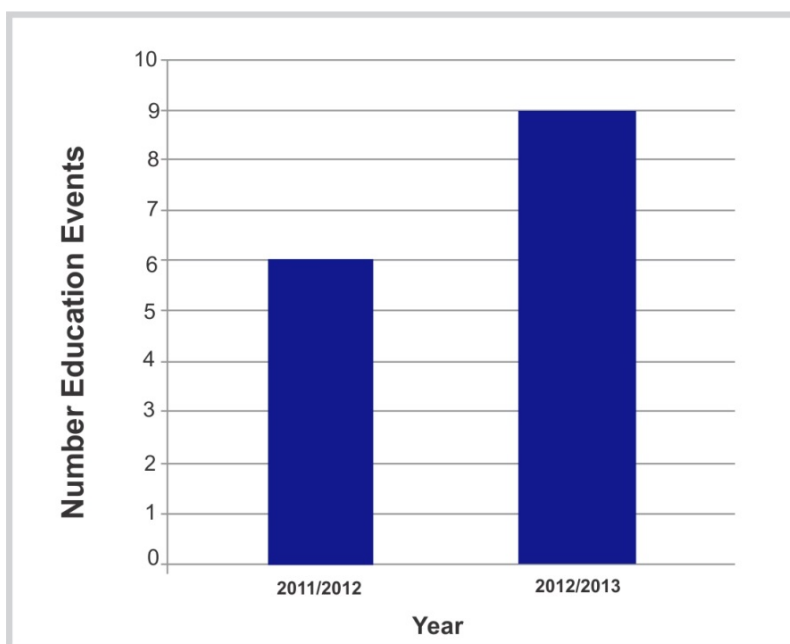
How is the Hawkesbury performing?



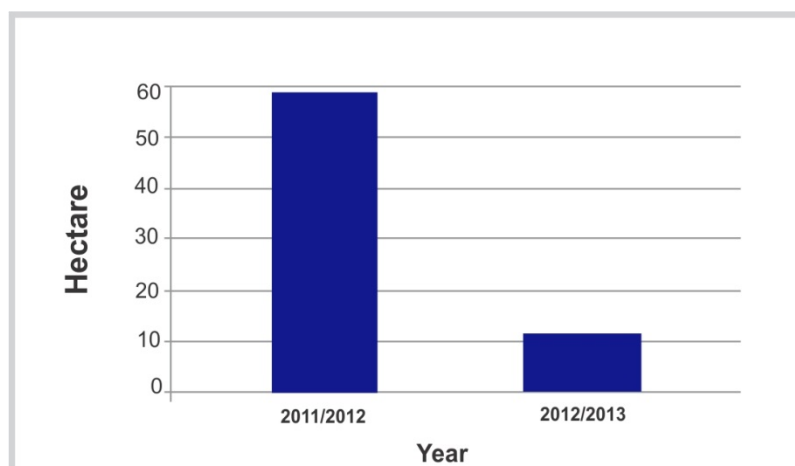
1. Continuing program of private property inspections.
2. Continuing programs of noxious weed management
3. Continuing community education.

HRCC has a strong presence within the HLGA. The rural and agricultural lands are prone to weed infestation requiring constant treatment and monitoring. High value recreational assets owned by Council are managed by the HRCC including Navua Reserve, Yarramundi Reserve, Macquarie Park and Governor Philip Park.

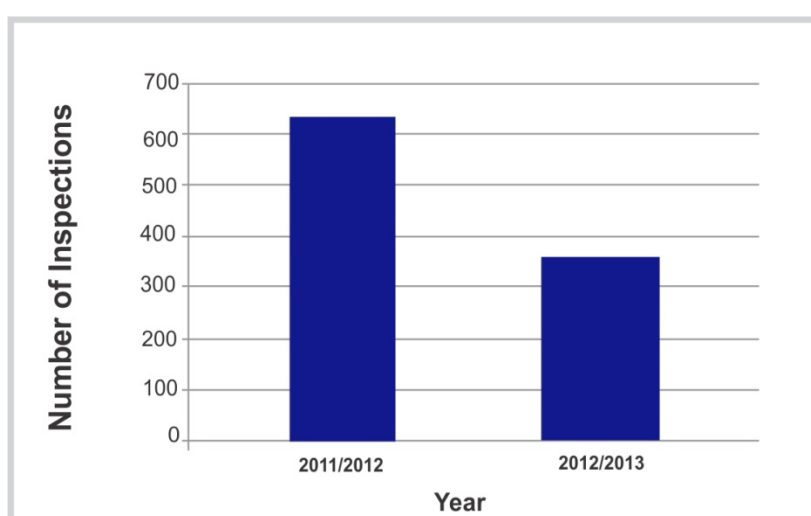
Outcomes



Graph 19 - Public Awareness Activities 2011/2012 and 2012/2013



Graph 20 - Hectares of weed control in the LGA 2011/2012 and 2012/2013



Graph 21 - Number of inspections carried out on private land 2011/2012 and 2012/2013

Figures for the 2011/2012 period were estimates as data was not available. The figures for 2012/2013 are sourced from a new data gathering regime.


Current Status and Trends

HRCC is currently in a position of growth, increased efficiency and outputs. The organisation has received additional grant funding which has allowed staffing levels to increase this leading to a better return to the community via greater on-ground weed control results.

As shown in Graph 19 staff members continue to participate in a range of public awareness activities including:

- Hawkesbury Small Farms Expo
- Riverview plaza Weeds display
- TAFE open day, Richmond
- Bunnings Warehouse, Weeds Education Day (McGraths Hill)
- Longneck Lagoon wetland day
- Redbank Creek community day
- Pitt Town Lagoon wetland day.

Graph 20 shows that weed control is continuing to be carried out in the HLGA. Control works have been carried out on Mother-of-Millions on Council land, roads and reserves. This weed has occurred in alarming proportions in recent times and considerable effort has been employed in an attempt to curtail its spread any further.



Biological controls have also been released for *Cyrtobagous salviniae weevi*. Successful biological control programs will not eradicate a pest species however they can be very effective at substantially reducing populations, which may allow native species to return (or another pest to occupy the vacant niche). Used in an integrated approach with other control techniques, biological agents can stress target plants making them more susceptible to other control methods. Other biological controls have targeted the *Blue heliotrope*, *Tiger Pear*, *Common Pear*, *Water Hyacinth* and *Alligator Weed*.

A major issue with the management of *Salvinia* and *Water Hyacinth* in the lower reaches of the Hawkesbury/Nepean River is the influence of tidal activity and prevailing winds. These forces cause treated and untreated plants to intermingle making it necessary for repeated applications of herbicide over the same area.

The HRCC was fortunate to acquire 29 x 15 metre lengths of containment booms on loan from the Department of Primary Industries (DPI), these booms have proved invaluable in containing the *Salvinia* and *Water Hyacinth* to areas where it could be managed using herbicides or harvesting and preventing further spread downstream. With the exception of a few instances of vandalism or debris accumulation which allowed *Salvinia* and *Water Hyacinth* to escape from behind the booms, their placement has been an overwhelming success.

The containment booms remain in place and are located at the following locations;

- South Creek
- Cordner's Corner
- Tilmunda Quarry, Yarramundi.

In 2012, HRCC received matched funding from the DPI to run a four year river maintenance program. Activities funded within this program include; weed harvesting, weed control boom management, biological control agent releases, weed surveillance and herbicide application to address localised aquatic weed outbreaks. As shown in Graph 21, the HRCC continue to undertake inspections for weeds on private properties. This will also continue as part of the four year river maintenance program.

Future Directions

The HRCC is committed to preventing incursions of new weeds into the area and responds to reports of new weeds and takes the appropriate action to prevent weed establishment. Natural area and council infrastructure protection through effective weed control is of paramount importance.

The HRCC will continue to provide quality weed control services to Council and on a contract basis for private customers.

The private property inspection program will increase each year as capacity within the HRCC increases and new inspectors come aboard.

Public awareness, mentoring and education services will continue to be of a high priority to the HRCC to raise the importance of weed management issues and the impact weeds have on our environment.

Regulatory Responses

Compliance and Enforcement Complaints

Introduction

Council is authorised by legislation to perform functions in the public interest such as controlling and regulating land use and building work, responding to development matters which may include prohibited development, development without consent or development which is not in accordance with the consent. Council also deal with complaints and enquires concerning land use, building works, earthworks, tree removal, waste dumping, abandoned vehicles and overgrown land.

Council is considered as the ARA for non-complying development matters that occur within the HLGA with the exception of premises that are licensed with the OEHL known as scheduled premises.

Council's primary means of dealing with non-complying development issues in the HLGA is via education and or enforcement using relevant sections of the Environmental Planning and Assessment Act 1979, the Protection of Environment (Operations) Act 1997 and the Local Government Act 1993 which gives Council powers to control such non-compliances.

Measures of Performance

Measure

1. Total number of non-complying development complaints made to Council.
2. Total number of inspections made by Council.

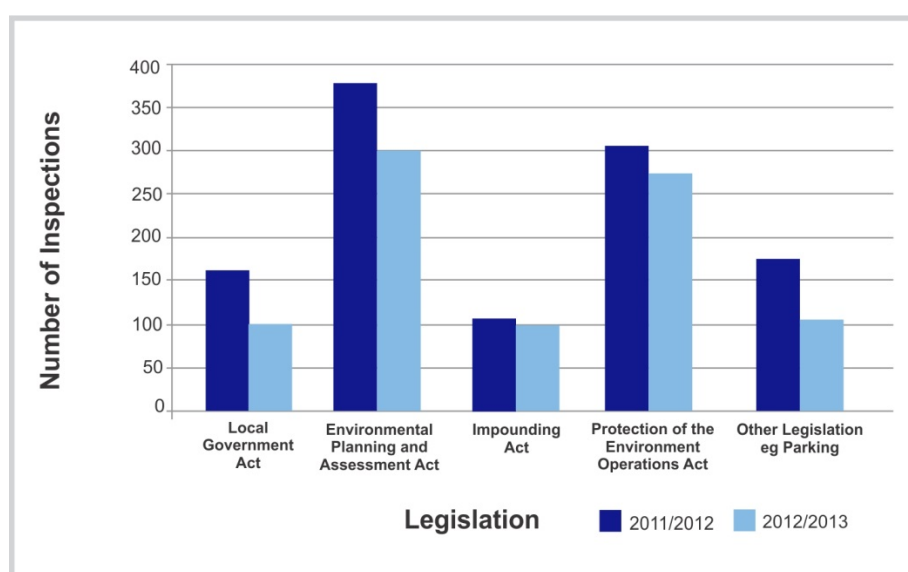
How is the Hawkesbury performing?



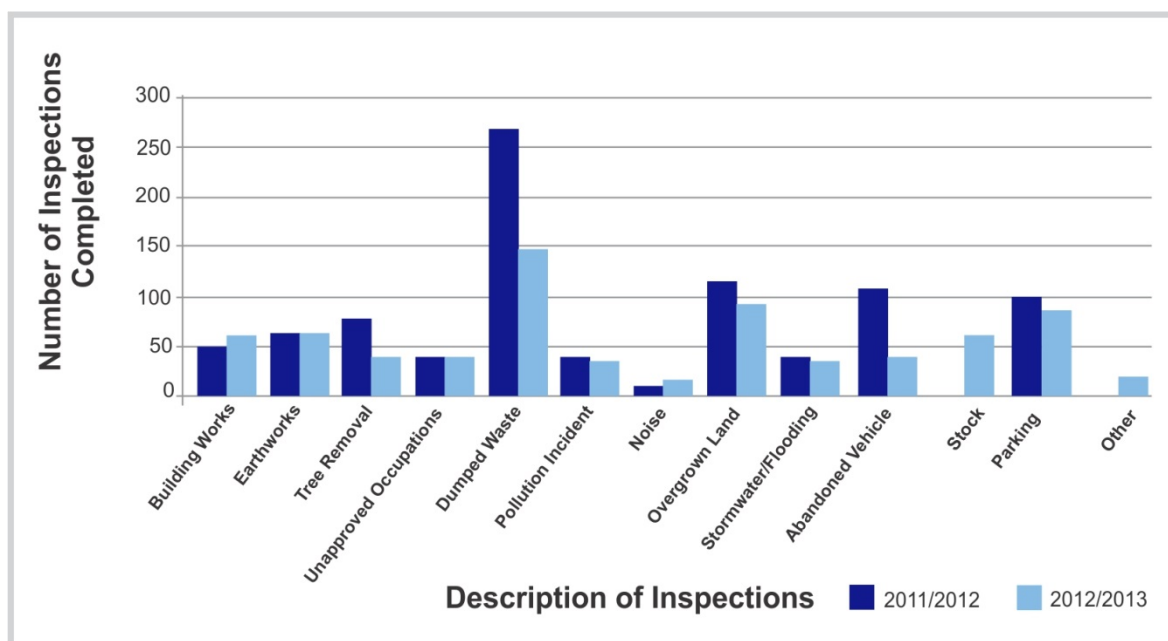
Number of complaints has decreased.

The number of non-complying complaints is equal to the number of investigations carried out by Council staff. All legitimate complaints are investigated including those made by anonymous contributors.

Current Status and Trends



Graph 22 – Number of Inspections per relevant legislation 2011/2012 and 2012/2013



Graph 23 – Types of Inspections 2011/2012 and 2012/2013.

Outcomes

From Graph 22, it can be seen that the total number of inspections undertaken within the HLGA over the period 2012/2013 was just over 800. This number can be compared to the same period last year, 2011/2012, where there were just over 1,100 inspections. There has been a decrease of around 300 inspections over the year.

Also shown in Graph 22 are the types of inspections undertaken by Council which can be categorised into five broad types of inspections under relevant compliance legislation:

- Local Government Act e.g. over grown land, stormwater flooding inspections
- Environmental Planning and Assessment Act e.g. building works, earthworks, tree removal, unapproved occupation inspections
- Impounding Act e.g. abandoned vehicle, stock inspections
- Protection of the Environment Act e.g. dumped waste, pollution incident, noise inspections
- Other e.g. parking inspections.

There has been a decrease in the number of inspections under each of the compliance acts.


Specific type of inspections in 2011/2012 and 2012/2013 can be compared in Graph 23. While there has been a decrease in the number of inspections there have been an increased number of inspections in 2012/2013 for building works, noise and stock.

The number of inspections for earthworks, unapproved occupations, pollution incidents and stormwater/flooding is very similar to the previous year.

There has been a decrease in the number of inspections for tree removal, dumped waste, overgrown land, abandoned vehicles and parking.

Response to the Issue

There has been a decrease in the total number of inspections undertaken across the HLGA over the period 2012/2013. The number of Council inspections carried out is in response to the number of complaints that are received by Council from residents. This trend of decreased complaints and inspections can be attributed to additional community education programs which aim to inform people about appropriate actions and the consequence of noncompliance.



Particular attention has been focused on waste education across the HLGA. A Waste Education Officer has been working to inform the community and organising specific events like the Chemical Clean Out, Computer and TV Recycling and the E-Waste Collection. The Waste Education Officer has attended Council events to educate and inform the community during the Hawkesbury Show, National Recycling Week and National Tree Day. There have been specific waste programs like Cover Your Load and waste surveillance operations.

Future directions

Funding has recently been provided through NSW EPA's WaSIP program to address the illegal dumping and litter issues in the HLGA. Some of the programs which WaSIP has targeted include:

'Follow that Truck' is a program where Council Officers work in pairs on dedicated days to target known transport routes, follow trucks inconspicuously and identify the transporting of waste and whether the appropriate approval have been sought for the site that the material is being transported too.

The *'Cover that Load'* program will include enforcement operations at the Hawkesbury City Waste Management Facility where trucks with "uncovered loads" will receive a written notice advising of the offence and penalties.

The *'Fast Food Blitz'* program targets litter that is discarded by fast food customers, namely McDonald's, KFC, Hungry Jacks, and Subway. Council will focus on exercising its regulatory powers to crackdown on litter by targeting identified hot spots. The campaign will seek to engage the facility owners, media and community in addressing this form of litter.

'Are You Being Watched' involves a joint initiative between the EPA and three Sydney Councils. Dumping incidents being captured can provide sufficient evidence such as registration details to take follow up action which included requiring the dumper to clean-up the waste and the issuing of Penalty Notices along with the ability to recover cost. This can have a significant impact on reducing the cost directly associated with Council having to remove and dispose of such waste.

Education which will accompany these programs will include:

- brochures
- signage
- magnet with illegal dumping information to be sent to all ratepayers
- education at non-waste related Council events
- local media, detailing findings (after operations completed) to further deter residents from illegal dumping
- other targeted programs, depending on funding.

Water Quality

Floodplain Management

Introduction

Council is responsible for local planning and land management in Hawkesbury River floodplain and surrounding areas between the suburbs of Yarramundi and Wisemans Ferry.

The unique characteristics of the Hawkesbury-Nepean flooding has been described as exhibiting a combination of the worst characteristics of riverine flooding (depth and extent), and the worst characteristics of flash flooding (rapid rise of floodwaters and limited warning time).

Measures of Performance

Measure

1. Responding to requirements of Floodplain Development Manual: the management of flood liable land, New South Wales Government, April 2005.

How is the Hawkesbury performing?



Implementing the Floodplain Risk Management Process.

The process outlined in the Floodplain Development Manual include:

- Establishing a Floodplain Risk Management Committee
- Collecting flood related data
- Preparing a Flood Study
- Preparing a Floodplain Risk Management Study
- Preparing a Floodplain Risk Management Plan
- Implementing the Floodplain Risk Management Plan.

Current status and trends

For significant flood events, the inflow from the Hawkesbury River and its tributaries exceeds the outflow through Sackville Gorge causing the valley to fill. Flooding can be of great depth by comparison with other NSW coastal rivers and the difference in depths between major and extreme flood is greater than that which occurs elsewhere. Depths of over the floor Hawkesbury – Nepean River flooding for houses with floors at the current flood planning level (FPL) adopted by Council (i.e. 1 in 100 year flood level without any freeboard allowance) are approximately:

- Two metres for the 1867 flood of record (i.e. about a 1 in 200 year flood event)
- Nine metres for a Probable Maximum Flood event.

Many existing dwellings have floor levels, which are well below the current FPL. These dwellings would experience significantly deeper and more hazardous depths of flood inundation.

Isolation of towns essentially arises due to the historic settlement of the valley and the fact that the urban road network has not evolved or been designed for the purpose of evacuating the floodplain's communities. Under existing conditions, many of the local roads are cut early by mainstream flooding and/or local catchment flooding.

The present urban and rural population of the valley has had no experience of severe flooding, having only suffered events up to approximately a 1 in 40 chance per year flood since 1867. This lack of awareness will make evacuation all the more difficult and could increase the trauma that may be experienced by the floodplain communities in the event of a severe flood.

Response to the Issue

Council has established a Floodplain Risk Management Committee. The Committee generally meets once every two months.

Council relies on flood related data and flood studies prepared by Sydney Water, internally by Council staff and external consultants. This includes flood levels and studies for the Hawkesbury-Nepean, Colo, and Lower MacDonald Rivers. A Digital Terrain Model of the flood prone areas of the Hawkesbury was completed in 2008 with grant funding provided to Council under the Natural Disaster Mitigation Program.

Council has been successful in obtaining a grant under the State Floodplain Management Program to assist in the preparation of the Floodplain Risk Management Study and Plan. In December 2012, Council adopted the Flood Risk Management Study and Plan for the Hawkesbury River within the HLGA.

Council has flood related development controls in the LEP 2012, DCP 2002, and in July 2012 Council adopted the Development of Flood Liable Land Policy.

Council staff provided assistance to the State Emergency Service and other relevant government agencies during minor flooding events in February/March 2012 and June 2013.

Council's website has been updated by the provision of increased flood related information such as frequently asked questions, maps, profiles, studies, and flood event records.

Future directions

Council's focus will be on implementing the Floodplain Risk Management Plan for the Hawkesbury River and assisting the NSW Office of Water with the Hawkesbury-Nepean Valley Flood Management Review.

River Health

Introduction

The Hawkesbury-Nepean River is one of the longest rivers in Eastern Australia. The Nepean River rises near Robertson in the Illawarra Range, 100km south of Sydney. Downstream from the junction of the Nepean and the Grose River, the river is called the Hawkesbury. The Hawkesbury-Nepean River between Yarramundi and Wisemans Ferry is a 60km stretch of River within the HLGA.

Uses of water from the Hawkesbury River and its tributaries include water for Sydney's domestic purposes, water supply for land holders along the river, irrigation, stock watering, recreation, habitats for aquatic flora and fauna, and waste disposal.

Waterways of the Hawkesbury-Nepean are also adversely impacted by a wide range of land uses. Stormwater runoff from urban areas along with sediment and nutrient runoff from rural areas contribute to reduced water quality. Water quality is also adversely impacted by discharges from treated waste water treatment plants, spills and environmental releases. Licensed surface water extraction to support agricultural production and industrial use contributes to reduced stream flows. Dams and weirs along the river have also influenced natural river flows with the water extracted for metropolitan water supply.

Measures of Performance

Measure

1. Index of river quality
2. River flow

How is the Hawkesbury performing?



Council has an effective set of indicators for rating the health of the Hawkesbury River.

Current status and trends

- The Sydney Catchment Authority (SCA) is responsible under the Water Catchment Management Act 1998 (NSW) to manage and protect drinking water catchments, supply bulk water and regulate certain activities

- The SCA conducts ongoing water quality monitoring and prepares an annual report detailing their findings
- The Department of Environment and Climate Change (2009) (currently known as OEH) has a long term record of water quality monitoring data.

Outcomes

In order to manage the diverse River uses Council, with the support of the NSW OEH, has engaged BMT WBM Pty Ltd to prepare the Upper Hawkesbury River Coastal Zone Management Plan. The Plan will document a suite of actions to improve estuary health into the future. Each action will have implementation details including timeframes, responsibilities, indicators and costs. The Plan will examine the area of the Upper Hawkesbury within the HLGA, between Wisemans Ferry and Yarramundi. It will include the waterways of the Upper Hawkesbury River, along with its tributaries, immediate riparian area and broader catchments which takes in the catchments of Colo and Grose Rivers.

The first stage of the project was to prepare a Synthesis Report. This document was a literature review of all available information about the River. The Synthesis Report found that:

- There has been improved water quality in many sections of the River since 2000
- The water quality in the Hawkesbury River generally declines with distance downstream of the tidal limit at Yarramundi to Sackville however the water column is generally well mixed
- Increases in conductivity have been measured throughout the area
- Tributary discharges are the main sources of nutrients with varied landuses but with significant nitrogen and phosphorous loads. Generally water quality in South Creek and Cattai Creek is poor
- The Colo River supplies high quality water to the River.

Community consultation and key stakeholder workshops have also been conducted as part of the project. A diverse range of issues were raised by a very broad cross section of river users. The results are currently being compiled and evaluated.

Response to the Issue

As part of the Upper Hawkesbury Coastal Zone Management Plan the results from the Synthesis Report and the consultation will be reviewed. The key issues will be identified and management actions compiled.

Council has undertaken a range of projects along the River. In some cases the projects are managed by the Council and in other cases they are run in partnership with the Hawkesbury Nepean Catchment Management Authority (HNCMA). Some of the projects are:

- Council revegetation works at Yarramundi Lagoon, South Creek, Charles Kemp Reserve, Deerubbin Park and Howe Park. All of the works have been focused on bank stabilisation through revegetation. Other projects have also involved bank stabilisation works with hard engineering (rock walls).
- Council and the HNCMA bank stabilisation works including instream vegetation at Yarramundi Lagoon, Argyle Bailey Reserve, Charles Kemp Reserve and Skeleton Rocks Reserve.

Future Directions

A very comprehensive list of projects to be undertaken in the future will be compiled as part of the Upper Hawkesbury River Coastal Zone Management Plan. Funding will be sought for the projects identified from Government and Non-Government funding bodies to allow the projects to proceed.

Stormwater

Introduction

The Environmental Stormwater Program was adopted by Council as part of its Environmental Levy, on 24 June 2002.

Benefits from the program included changing behaviour of people in the HLGA through community education initiatives. Overall program benefits include improvements to local lifestyles and tourism as well as improved business, economic and community development.

Measures of Performance

Measure

1. Stormwater interceptor devices are maintained.

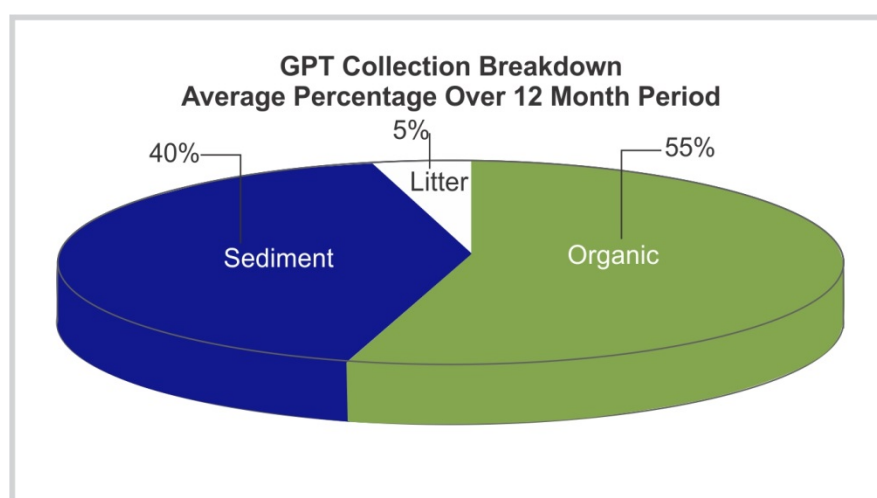
How is the Hawkesbury performing?



Litter collected has decreased by a further 15% since last year.

Current status and trends

During 2012/2013, a total of just over 127 tonnes of material was collected from the interceptor devices across the HLGA. The material comprised 55% of organic matter, 40% sediment and 5% litter.



Graph 24 - Gross Pollutant Trap Collector Breakdown

Outcomes

A total of 20 interceptor devices have been installed at suitable locations across the HLGA to collect pollutants before they enter waterways. The amount and type of pollutants collected in the interceptor devices is monitored and these items are either recycled or disposed of to landfill.

Response to the issue

The Stormwater Levy ceased in 2007 however the program of maintenance is continuing. In addition other programs include:

- The ongoing operation and maintenance of Gross Pollutant Traps.
- The operation of mechanical street sweepers.

- Weed control on Council owned/controlled land.
- Road Reserve Management Planning.

Future Directions

The future management of stormwater across the HLGA will focus on:

- The identification of high priority roadside areas that are prone to erosion. At these areas the impact of erosion and sedimentation will be reduced through the stabilisation of road shoulders.
- The use of responsible construction practices where erosion and sedimentation measures are installed. These permanent silt fences are installed in high priority areas and after 12 months are desilted.



Bligh Park Gross Pollutant Trap



Cleaning Castlereagh Road Gross Pollutant Trap

Community Achievements

Bushcare

Introduction

Bushcare is a program run for environmental volunteers to undertake bush regeneration in the local area. In the HLGA, the program is supported by Council. The areas where Bushcare groups operate are Kurrajong Heights, Kurrajong, Grose Wold, Cumberland Reach, Richmond, Ebenezer, Glossodia, Mulgrave and Lower MacDonald.



Bush regeneration is the practice of restoring bushland and other environmentally sensitive areas that have suffered degradation. The aim is to return the bush to its original condition through the use of methods that are minimally invasive to the environment. Some of the activities include weed removal and control, propagation of native seeds, tree planting and habitat restoration.

Measures of Performance

Measure

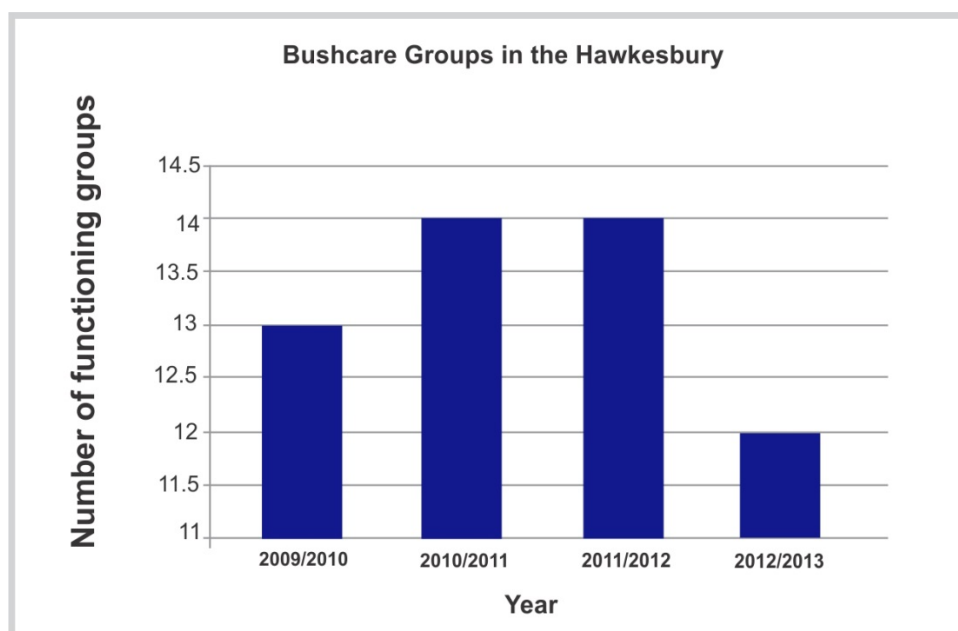
1. Provide friendly neighbourhoods, connected communities, and supported households and families.

How is the Hawkesbury performing?



Council continues to support Bushcare groups.

Current Trends and Status



Graph 25 - Bushcare groups in the Hawkesbury

Outcomes

The Bushcare program has remained relatively constant over the past years with the maintenance of between 12 and 14 groups over the past four years. There are currently 12 active Bushcare Groups.

If the number of volunteers is to increase, a volunteer drive would need to be implemented as well as a constant promotion through local media. If an additional Bushcare Officer or a Biodiversity/Sustainability Officer was employed to actively manage all of Hawkesbury Council's Volunteers there maybe a corresponding increase in Bushcare volunteers.

The Bushcare program is advertised by a quarterly newsletter "Weed All About It". This newsletter is distributed throughout the HLGA by community centres and libraries, a mailout list (both mail and email), various government foyers in the HLGA and Council's website. People can join by contacting the Community Bushcare Officer or by filling in a registration form available on Council's website. Bushcare Groups meet on a regular monthly basis, usually for three hours each time.

Response to the issue

Various Bushcare Groups work in Ecological Endangered Communities undertaking bushland regeneration and are an integral part of the State and Federal grant application process. Grant bodies request community involvement and participation at these sites and reserves and the community involvement is used as an "in-kind" contribution towards grants which help to boost funding for various projects and increases the probability of potential grants being successful.

Council values the contribution of the volunteer bushcarers and aims to support them in any way possible. A new approach that is being developed is to promote local iconic species and create volunteer groups around them, such as the "Yellow-bellied bushcarers" restoring habitat for the Yellow-bellied Glider.

Future directions

The numbers of people involved in bushcare programs is slowly declining. This is due to a range of reasons including age, lack of support and moving from the area. Volunteers are also joining but not at the same rate. It is hoped that future volunteer numbers may increase as a result of the aging population and a growing awareness of environmental issues.



Mayor Kim Ford with the Nursery Volunteer Group at the 2012 Bushcare Landcare Awards at the Hawkesbury Community Nursery.



Waste Education Officer

Introduction

In 2011/2012 and 2012/2013 Council's overall municipal resource recovery rate remained unchanged at 23%. This rate falls short of the NSW 2007 Waste Avoidance and Resource Recovery Strategy goal of 66% of municipal resource recovery rate for NSW Councils.

A Waste Education Officer position and waste education programs have been funded by the NSW OEH's WaSIP program since 1 July 2011 to assist Council's to achieve a higher waste avoidance and resource recovery rate.

Response to the issue

In the 2012/2013, a range of waste education programs (both WaSIP funded and non-WaSIP funded) were completed including:

- Primary and high school education sessions conducted by contractors EnviroCom. 45 sessions were completed across schools with the LGA.
- Council became a partner of the EPA's 'Love Food Hate Waste' program.
- New truck signage was implemented on Council's garbage and recycling collection trucks to educate residents while the trucks are on the road.
- Promotion of Council's Domestic Waste Fees and Charges, whilst encouraging residents to purchase extra recycling bins or reduce the size of their garbage bins.
- A local media campaign aimed at targeting recyclables was completed. For example, a plastic themed newspaper advertisement was published one week, then a paper and cardboard advertisement the next.
- A Corporate Waste Action Plan was completed at the Council which saw a food waste recycling (Bokashi buckets) system implemented, removal of desk bins, decrease in office contamination rates, and increase in recycling yield.
- Recycling stations at both the Council Administration Building and Council's Waste Management Facility were implemented, which collected batteries, CDs/DVDs, corks, mobile phones and accessories, and printer cartridges for recycling, and well as cooking oil and 20L drum recycling at the Waste Management Facility.
- Two TV and computer drop off days we held which collected 43,968kg (March 2013) and 38,519kg (May 2013) of residential e-waste.
- The Chemical CleanOut was held on Sunday, 26 August 2012, at the Hawkesbury City Waste Management Facility, where over 24 tonnes of chemicals were collected. Newspaper advertisements, media releases, information on Council's website, outdoor banners, flyers, and posters at community centres/buildings helped promote the event.
- An extensive residential waste and recycling audit was completed and data provided to the OEH.
- Plans for an Illegal Dumping education program was completed, as well as a Multi-Unit Dwelling education program and Business Waste Reduction Program.
- The Waste Education Officer was also involved in local media and development of educational material on a range of topics and issues, and attendance at events to speak to residents.



Future Directions

During the 2013/2014 it is proposed that the Waste Education Officer will coordinate a number of projects, including:

- The Garage Sale Trail on Saturday, 26 October 2013.
- Residential composting and worm farming workshops. A 'Composting' booklet will be developed for participants to take home. "Love Food Hate Waste" material will be provided to residents.
- Public Place recycling bins will be placed at five different locations around the HLGA.
- An Illegal Dumping Education Program.
- A Multi-Unit Dwelling Education Program which will involve carrying out audits of multi-unit dwellings recycling and garbage bins followed by distribution of education resources. Additional bin audits will be conducted after the education material has been distributed to gauge any short term and long term trends and benefits.
- A Business Waste Reduction Program will involve educating business owners in the key towns by initially conducting waste audits of their bins, ascertaining their need for additional bins and recommending recycling systems that will achieve financial and environmental benefits.
- A Primary and High School Education Program will continue, as well as the annual Chemical CleanOut, local media coverage on a range of topics and issues and attendance at events to speak to residents.

Section 508 Report on Special Variation (Infrastructure Renewal Program)

On 27 June 2007, the Minister for Local Government, pursuant to section 508(2) of the Local Government Act 1993, granted approval for Council to increase income by way of additional rates for costs associated with an infrastructure renewal program. This approval was conditional upon Council reporting in its Annual Report for the period 2007/2008 to 2012/2013 information on the total income received, expenditure per project/program and outcomes achieved.

Relevant information relating to the projects and programs identified in the Infrastructure Renewal Program Estimates contain within the 2012/2013 Budget Estimates is provided below:

Item	Comment
Berger Road Bligh Park	The amount of \$2,000 has been reallocated towards the Building Services Network which is due for completion in the 2013/2014 financial year.
McQuade Park Grandstand, Windsor	The funding was allocated to partly fund the remodelling of change rooms located within the Grandstand, with joint funding sought through the Sports Council in 2012/2013 (\$12,000). As the project was funded by Sports Council, these funds were reallocated towards the Data Centre project.
Richmond Tennis Centre Richmond	The project, in an amount of \$9,000, enabled the completion of roof refurbishment work at the Tennis Centre.
Windsor Mall Windsor	\$3,000 enabled the roof refurbishment of the Rotunda to be undertaken.
Admin Bldg - Data Centre Works	The amount of \$26,190 has been carried over to ensure the project is undertaken in the 2013/2014 financial year.
Woodlands Pony Club Wilberforce	The amount of \$8,000 has been carried over to enable sewer works within the 2013/2014 year.
Smith Park Amenities Richmond	\$95,000 has been carried over for the construction of a new amenities block within Smith Park, to be completed in the 2013/2014 financial year.
Replacement Data Cables	\$7,913 was expended towards the Building Services Network including security system works.
Bligh Park Community Centre Bligh Park	The project totalling \$19,900 allowed replacement of the playground and softfall at the Centre.
Maraylya Community Hall Maraylya	The project did not proceed due to a reprioritisation of funding. The amount of \$1,000 was reallocated towards the Building Services Network upgrade.
Richmond Neighbourhood Centre Richmond	This project was deferred to enable high priority building repair and upgrade works to be completed, including the Bligh Park Community Centre.
Childrens Centre Bligh Park	\$6,500 was expended in 2011/2012, on the installation of ceiling insulation to improve air-conditioning efficiency. The remaining funds were reallocated to other IRP priorities (Oasis Swimming Centre Bridge Replacement and Bligh Park Community Centre Playground and Softfall Upgrades)
Richmond Occasional Care-W/Market St	The project enabled the replacement of the vinyl flooring within the Occasional Care Centre in 2011/2012, with the remaining funds of \$11,393 reallocated to the Oasis Swimming Centre Bridge Replacement project.
Chas Perry Hall North Richmond	\$2,000 enabled an upgrade of the security network.

Item	Comment
Wisemans Ferry Amenities Wisemans Ferry	This project has been deferred, with the funds of \$10,000 being reallocated to an urgent upgrade of the data centre.
Hawkesbury Oasis Swimming Centre South Windsor	\$112,000 has been expended on upgrades with the Oasis Centre, including the replacement of new pedestrian bridges, and improved access to slides.
Indoor Sports Stadium South Windsor	The amount of \$17,200 provided replacement of the fire doors within the centre.
Essential Grading-Unsealed Roads	Funding of \$79,658 provided for an additional 66km of gravel road network to be graded over the year.
Resheeting-Unsealed Roads	The amount of \$45,779 provided additional coverage across the gravel road network, enhancing the safety on steep inclines and bends. The sum provided represents approximately 2.5kms.
Road Rehabilitation-Various Locations	This work has provided a safer road network throughout the Hawkesbury area. A total amount of \$321,557 has been expended on repair of road surfaces.
Road shoulder renewal-IRP	\$98,992 was expended on the Road Shoulder Renewal Program. This program improved the quality of a number of locations including Raymond Street and Lelia Avenue, Freemans Reach, and Ogden Road, Oakville.
Douglas Farm Road	Completed works have improved the flowpath reducing sediment and erosion issues (\$7,262).
Various Locations Kerb, Gutter and Drainage	\$53,356 has been expended on reconstructing kerb and gutter. The work provides for a much safer road network with improved drainage, and reduces Council's exposure to potential litigation resulting from trips and falls. Funding of \$36,411 has been carried forward to specific projects at Church Road, Wilberforce, Redgum Crescent, Bowen Mountain and Grose Vale.
Clear drainage structures/channels, pipes and pits	Funding of \$93,913 enabled many additional drainage channels, pipes and pits to be cleared thus preventing localised flooding during heavy rainfall. Some locations include Kurmond Road, Freemans Reach, the intersection of Carters Road and Bowen Mountain Road, Bowen Mountain, the open channel in Windsor Street, Richmond and a large portion of the Richmond pipe network.
Yarramundi Reserve Carpark	Savings from the carpark improvement project (\$2,102) have been carried forward to allow additional works as required in the 2013/2014 year.
Reconstruct failed footpaving- various locations	\$10,065 has been expended on this program, and will contribute towards improved pedestrian safety. Sirius Road, Bligh Park has benefited from the program.
Upper Colo Bridge No.7	\$2,494 was utilised within the design and investigation process for the replacement bridge. An amount of \$147,506 has been carried over to allow the bridge project to continue into the 2013/2014 year.
Boat Ramp upgrades	Works not completed, with funds carried forward to undertake works including gates at Governor Phillip Reserve Boat Ramp (\$3,339)
Pathway renewals	The amount of \$14,506 has been carried over into the 2013/2014 financial year, and will replace damaged pathways in McQuade Park.
Morunga Park North Richmond	Works completed with replacement of a retaining wall. Savings on this project are carried forward to assist with the improvements at Governor Phillip Reserve Boat Ramp (\$1,052)
Windsor Mall Windsor	These funds will be spent in 2013/14 financial year to replace damaged sections of paving in the Windsor Mall (\$32,575)

Item	Comment
Bowen Mountain Park Bowen Mountain	\$15,000 was spent on upgrading BBQ facilities and seating at Bowen Mountain Park
Colo Reserves in general	These funds will be spent in 2013/2014 financial year for fencing and upgrading of car park at Upper Colo Reserve (\$18,931).
Navua Reserve	The project enabled the installation of a shelter at Navua Reserve (\$7,680).
Richmond Park	\$26,453 was expended on the replacement of the fountain at Richmond Park.
McQuade Park	As a first stage of renewal of McQuade Park, a Plan of Management was completed at a cost of \$22,506.
Howe Park	\$298,384 has been expended on the upgrade of Howe Park. These works included pathways, seating, upgrading the harbour, plantings and BBQ facilities.
Macquarie Park	These funds have been carried into 2013/2014 financial year and will upgrade the carpark and pathway network.
Richmond Park Lighting	\$14,500 has been expended on tree replacement within Richmond Park, with the remaining funds carried forward to compliment the upgrade of lighting within the Park (\$5,500).
Construct fencing/gates	The project will be undertaken in 2013/2014 financial year, and will enable the upgrade of fencing in Governor Phillip/ Macquarie Park (\$49,158).
Bins/Furniture replacement in parks	These funds will be spent in 2013/2014 financial year to upgrade table and chairs in Pugh's Lagoon/Smith Park (\$20,478). These funds have been matched in a grant to maximise the work that can be undertaken.
Ham Common	An upgrade to the BBQ facilities has been undertaken (\$12,296) with the remaining funds to be expended in the 2013/2014 financial year on furniture renewal and pathway improvements (\$17,145).
Sports Council Capital Contribution	An amount of \$140,000 has been carried over into the 2013/2014 financial year to undertake the Mileham Street netball court upgrades.
Maraylya Park	\$14,917 has been expended on the upgrade BBQ facilities within Maraylya Park.
Argyle Bailey Memorial Reserve	An amount of \$18,680 will provide an upgrade of the two bridges within Argyle Bailey Reserve. These funds have been carried over into the 2013/2014 financial year to match grant funding to allow additional work such as upgrading of the park furniture.
Richmond Lawn Cemetery Richmond	The funds will be expended in 2013/2014 financial year to upgrade the Cemetery in accordance with the Masterplan (\$4,594).

Clause 217 (1) (a) Overseas visits

No overseas visits were undertaken during 2012/2013 by Councillors, Council staff or other persons representing Council.

Clause 217 (1) (a 1) (i to viii) Payment of Councillor Expenses

The total amount expended during 2012/2013 on the provision of Councillor facilities and the payment of Councillor expenses, including the Mayoral and Councillor fees as shown in Section 428 (4) (b).

Mayoral fees	\$37,230
Councillor fees (12 x \$17,060)	\$204,720
Councillor expenses	\$69,980
TOTAL	\$311,930

This amount includes the following costs:

i.	Dedicated Office Equipment	\$17,797.87
ii.	Telephone Calls	\$14,966.98
iii.	Attendance at Conferences and Seminars	\$36,203
iv.	Training and Skill Development	NIL
v.	Interstate Visits (also included in iii)	\$10,411
vi.	Overseas Visits	NIL
vii.	Expenses of Spouses, Partners or Accompanying Persons	\$75
viii.	Child Care	\$937.50

Council's Policy for Payment of Expenses and Provision of Facilities to Councillors is available at Council's website www.hawkesbury.nsw.gov.au.

Conferences attended by Councillors

In line with Council's policy, the type and cost of conferences attended by Councillors is reported below. Total costs were \$36,203 being \$25,792 for intrastate visits and \$10,411 for Interstate visits. No overseas visit was undertaken during 2012/2013.

Name of Conference	Date and Place	Councillor Attended
2012 Australian Economic Forum	19 and 20 July, 2012 Sydney, NSW	Clr Rasmussen
2012 LGSA Water Management Conference	22 - 24 July, 2012 Wagga Wagga, NSW	Clr Ford
Planning and Law Reform in NSW; Explaining the Revolution	6 August, 2012 Sydney, NSW	Clr Rasmussen
2012 Annual LGA Conference	28 - 30 October, 2012 Dubbo, NSW	Clr Creed Clr Ford Clr Tree Clr Reardon
2012 Councillor Workshop - Hit the ground running (nil costs)	12 November, 2012 Penrith, NSW	Clr Creed Clr Lyons-Buckett Clr Rasmussen Clr Reardon Clr Williams

Name of Conference	Date and Place	Councillor Attended
2012 National Local Roads and Transport Congress (*)	14 - 16 November, 2012 Hobart, Tasmania	Clr Creed Clr Rasmussen Clr Reardon
2012 SEGRA Conference	19 - 22 November, 2012 Terrigal, NSW	Clr Paine
Privacy in the 21st Century Symposium	7 December, 2012 Sydney, NSW	Clr Rasmussen
Waste 2013 Conference	30 April - 2 May, 2013 Coffs Harbour, NSW	Clr Paine Clr Porter Clr Williams
LGMA National Congress and Business Expo (*)	19 - 22 May, 2013 Hobart, Tasmania	Clr Paine
2013 Floodplain Management Association National Conference	29 - 31 May, 2013 Tweed Heads, NSW	Clr Lyons-Buckett

* Interstate Travel

Clause 217 (1) (a 2) Major Contracts Awarded in excess of \$150,000

Construction and Maintenance

Name of Contractor	Nature of Goods or Services	Total Value
Gilbert and Roach	Plant Purchases	\$150,467.13
Conplant Pty Ltd	Hire of Plant and Trucks	\$167,526.65
Jak Concreting and Excavations	Kerb and Gutter Construction	\$172,502.78
Avante Linemarking Services	Linemarking	\$204,417.95
Maybury Marine Pty Ltd	Hire of Plant and Trucks	\$206,987
Rosmech Sales and Service Pty Ltd	Plant Purchases	\$253,841.28
MJ and MD Skinner Earthmoving P/L	Road Construction	\$320,301.08
Iveco Trucks Australia Ltd	Motor Vehicles	\$361,088.70
Hanson Construction Materials Pty Ltd	Supply of Bulk Materials for Civil Construction	\$372,008.07
Savage Earthmoving	Hire of Plant and Trucks	\$380,387.91
Hawkesbury Ferry	Operation of Ferry	\$423,838.20
Hawkesbury Road Maintenance Pty Ltd	Road Maintenance	\$501,128.59
The Trustee for Northshore Landscapes	Supply of Bulk Materials for Civil Construction	\$645,631.19
L J Follington Construction Pty Ltd	Hire of Plant and Trucks	\$811,041.55
Jay and LeI Civil Contractors Pty Ltd	Hire of Plant and Trucks	\$972,649.31
Interflow Pty Ltd	Hire of Plant and Trucks	\$1,285,621.09
Bernipave Pty Ltd	Supply and Placement of Asphaltic Concrete	\$1,373,595.01
Fulton Hogan Industries Pty Ltd	The Bitumen Sealing and Resealing of Roads	\$2,002,652.78
	TOTAL	\$10,605,686.27

Professional Services

Name of Contractor	Nature of Goods or Services	Total Value
Recoveries and Reconstruction (Aust) Pty Ltd	Debt Recovery	\$174,271.86
United Independent Pools Insurance	Insurance Contributions	\$462,136.03
Westpool Contribution	Insurance Contributions	\$663,791.26
	TOTAL	\$1,300,199.15

Waste Management

Name of Contractor	Nature of Goods or Services	Total Value
Xylem Water Solutions Australia Ltd	Irrigation Equipment	\$150,514.76
Murphy McCarthy and Associates Pty Ltd	South Windsor STP Biosolids Treatment and Handling Upgrade	\$2,388,038.96
	TOTAL	\$2,538,553.72

Water Management

Name of Contractor	Nature of Goods or Services	Total Value
Staples Bros.Pty Ltd	Provision of a Septic Tank and Collection Well Effluent Removal Service	\$395,402.70
Orica Australia Pty Ltd	Treatment Works Chemicals	\$414,138.09
	TOTAL	\$809,540.79

Parks and Recreation

Name of Contractor	Nature of Goods or Services	Total Value
Extreme Tree Services	Arborist and other Tree Maintenance Services	\$253,781
GJ's Landscapes Pty Ltd	Windsor Foreshore Landscape Works	\$380,954.80
	TOTAL	\$634,735.80

Regulatory Services

Name of Contractor	Nature of Goods or Services	Total Value
Transpacific Cleanaway Pty Ltd	Kerbside Collection	\$486,788.13
JJ Richards and Sons Pty Ltd	Recycling Collection	\$1,310,673.44
Transpacific Industrial Solutions Pty Ltd	Collection of bulk waste from the kerbside	\$1,095,659.35
	TOTAL	\$2,893,120.92

Building Services

Name of Contractor	Nature of Goods or Services	Total Value
AGL Sales Pty Ltd	Energy	\$218,732.69
CMP Electrical (Australia) Pty Ltd	Electrical Repairs and Services	\$343,839.03
Katopa Holdings Pty Ltd	Electrical Repairs and Services	\$356,324.82
Endeavour Energy	Street Lighting	\$373,289.13
Origin Energy Electricity Limited	Electricity and NUOS	\$445,420.52
	TOTAL	\$1,737,606.19

General

Name of Contractor	Nature of Goods or Services	Total Value
Data#3 Limited Software Licences	Computer Software	\$187,492.79
Champion Auto Group Pty Ltd	Motor Vehicles	\$192,000.43
Computer Systems Australia Pty Ltd	IT Professional Services / Engineering	\$195,217
Telstra Telephone	Telecommunications - ADSL / Internet provisions	\$205,110.99
Windsor Toyota	Motor Vehicles	\$230,631.48
Alleasing Pty Ltd	Leased IT Equipment	\$254,513.05
Caltex Australia Petroleum Pty Ltd	Fuel Card Fuel Purchases	\$282,837.20
Technology One Ltd	Computer Software	\$569,334.92
Energy Australia	Power usage street lighting and major sites	\$1,211,699.44
BP Australia Limited	Bulk diesel and petrol	\$704,658.66
Nepean Motor Group	Motor Vehicles	\$995,597.48
	TOTAL	\$5,029,093.44

Clause 217 (1) (a 3) Summary of Legal Proceedings

Proceedings favourably finalised	-\$11,446
Proceeding not favourably finalised	\$53,429
Proceeding not finalised (continuing)	\$94,029

Project Name	Cost	Status
Proceeding favourably finalised		
Agostino	\$1,559	Land and Environment Court proceedings - Development carried out without consent - Appeal dismissed, Council awarded costs. Payment received in 2011/2012. Invoices were outstanding. Complete
Tuscany	-\$13,005	Supreme Court of Appeal proceedings – Appeal against decision of the Land and Environment Court - Council awarded costs. Payment received. Complete
Proceeding not favourably finalised		
Sikma	\$15,490	Land and Environment Court proceedings - Appeal against refusal of Development Application - Dismissed. Complete
Bergman and Whong	\$3,333	Land and Environment Court proceedings - Appeal against order to remove unapproved structure - Discontinued - Agreed between parties. Complete
Johnson	\$18,243	Land and Environment Court proceedings - Appeal against refusal of Development Application for Subdivision - Dismissed. Complete
Wei Guo Zeng	\$1,857	Local Court proceedings - Dangerous dog declaration - Appeal withdrawn. Complete
Barnard	\$2,000	Local Court proceedings - Unapproved burn - Defendant found guilty with no conviction recorded under Section 10. Complete
Norbury and Muyldermans	\$12,506	Land and Environment Court proceedings - Appeal against order to comply for Development Application for shed - Dismissed. Appeal against refusal to issue Building Certificate for shed - Upheld. Each party to pay costs. Complete
Proceeding not finalised (continuing)		
AJE	\$47,213	Administrative Appeals Tribunal proceedings - Privacy complaint - Ongoing
Pillay	\$35,365	Land and Environment Court proceedings - Deemed refusal of Development Application - Ongoing
VIS Investments	\$11,451	Federal Court proceedings - Winding Up Order issued under the Corporations Act 2001 - Council seeking payment of legal costs previously awarded under judgement - Ongoing

Clause 217 (1) (a 4) Work on Private Land

No resolutions were made during the reporting period for work to be carried out on private land that was partly or fully subsidised by the Council.

Clause 217 (1) (a 5) Contributions/Donations

The total amount contributed under Section 356 of the Local Government Act 1993 during the financial year was \$71,379 made up of the following amounts;

- \$65,379 distributed to 49 recipients in accordance with the provisions of Council's Community Sponsorship Program;
- \$6,000 distributed to 12 young people to support their participation in the Sister Cities Student Exchange Program.

Clause 217 (1) (a 6) External Bodies Exercising Council Delegated Functions

Council has encouraged the active participation of residents in the management and operation of community facilities. Council also supports the involvement of residents in the coordination of Council programs and activities to ensure that these activities are sympathetic to the needs of residents.

To facilitate community participation, Council has delegated certain responsibilities to community management committees. These committees have been actively involved in the day-to-day management of long day care centres, pre-schools, community halls, neighbourhood centres and sporting and recreation facilities. Council has also delegated other functions to committees to ensure that residents can play an active and valuable role in the management of Council services and resources.

The delegation of responsibility for the care, control and management of Council facilities and functions occurs through Section 377 of the Local Government Act 1993.

Child Care Centres

Care, control and management of community buildings (Childcare Centres) was delegated to the following Incorporated Associations and Management Committees:

Committees	Facilities/Location
Golden Valley Childrens Learning Centre Inc.	Glossodia
Greenhills Child Care Centre Inc.	South Windsor
Hobartville Long Day Pre School Inc.	Hobartville
McGraths Hill Childrens Centre Inc.	McGraths Hill
Elizabeth Street Extended Hours Pre- School Inc.	North Richmond
Wilberforce Early Learning Centre Inc.	Wilberforce
Wilberforce Pre School Kindergarten Inc.	Wilberforce
Richmond Pre-school Kindergarten Inc.	Richmond
Windsor Pre-School Inc.	Windsor
Bligh Park Children's Centre Management Committee.	Bligh Park

Community/Neighbourhood Centres, Halls and Other Buildings

Care, control and management of community buildings (Community Centres and halls) has been delegated to the following Incorporated Associations and Committees:


Committees	Facilities/Location
Bilpin District Hall Inc.	Bilpin Hall
Blaxlands Ridge Community Centre Management Committee	Blaxlands Ridge Community Centre
Bligh Park Community Services	Tiningi Community/Youth Centre Bligh Park Neighbourhood Centre
Bowen Mountain Management Committee	Bowen Mountain Community Centre
Colo Heights Reserve Management Committee	Horrie Elley Hall, Colo Heights
Glossodia Community Information and Neighbourhood Centre Inc.	Glossodia Community Centre
Hawkesbury Skills Inc	Hawkesbury Skills Centre, Bosworth Street, Richmond
Maraylya Progress Association	Maraylya Hall
McMahon Park Management Committee	Kurrajong Community Centre
North Richmond Community Centre Inc.	North Richmond Community Centre North Richmond Youth Centre Chas Perry hall
Peppercorn Services Inc.	Hawkesbury Seniors Leisure and Learning Centre South Windsor Family Centre McGraths Hill Community Transport Depot Richmond Occasional Child Care
Richmond Community Services	Richmond Neighbourhood Centre (Hall 1 and 2)
St Albans School of Arts Management Committee	St Albans School of Arts Hall
Wilberforce School of Arts Inc.	Wilberforce School of Arts

Peppercorn Services

Council continued to work in partnership with Peppercorn Services Inc. to operate a range of community services.

During the 2012/2013 Financial Year the following initiatives were undertaken:

- **Peppercorn Family, Community and Youth Services**
 - **Hawkesbury Community Hub** - Provides activities, events and learning programs in local schools and community centres.
 - **Forgotten Valley Community and Youth Development Project** - Provides activities, events and learning programs to vulnerable residents and young people in the Forgotten Valley to decrease their social isolation.

- 
- **Youth Transport Options** - Provides innovative transport options to support socially and geographically isolated young people to access services.
 - **Community Partnerships and Planning** - Resourced and supported the planning and delivery of activities and events which celebrate community diversity and promote community harmony such as Youth Week and Youth Summit, Seniors Week, NAIDOC Week, International Women's Day, International Day of People with a Disability, Harmony Day, Refugee Week and Carer's Week.
 - **Peppercorn Children's Services**
 - **Forgotten Valley Pre-Schools** - Provides pre-school services to meet the developmental needs of children 0 - 6 years and providing childcare options in the geographically isolated regions of South Maroota and Wisemans Ferry.
 - **Forgotten Valley Vacation Care** - Provides recreational school holiday programs for children aged 5 - 12 years.
 - **Richmond Occasional Child Care** – Provides occasional child care services for children aged 0 to 4.
 - **Hawkesbury Family Day Care** - Manages a home based childcare service to meet the learning and developmental needs of children aged 0 - 12.
 - **Peppercorn Transport**
 - **Community Transport** - Provides a range of coordinated transport services for disadvantaged people living in the Hawkesbury including isolated residents.
 - **Peppercorn Life Skills**
 - **Centre-Based Meals Program** - Provides a centre-based meals program from Hawkesbury Seniors Learning and Leisure Centre.
 - **Easy Care Lawn Mowing and Gardening** - Provides subsidised lawn mowing service to frail aged people, people with disabilities and their carers in the Hawkesbury, Penrith and Blue Mountains Local Government Areas and a subsidised garden maintenance service to residents of the Blue Mountains and Hawkesbury Local Government Areas. These home maintenance services allow people to remain in their own homes and have the capacity to convert gardens to low maintenance ones, ensuring that the garden areas are safe and enjoyable.
 - **Hawkesbury Seniors Leisure and Learning Centre** - Working with seniors groups to present a varied and responsible range of activities in an accessible and safe venue.
 - **Peppercorn Property**
 - Managed the day-to-day building operations of McGrath's Hill Bus Depot, South Windsor Family Centre and Hawkesbury Seniors Leisure and Learning Centre.

Playing Fields and Parks

Care, control and management of previously determined active playing fields has been delegated to the Hawkesbury Sports Council Inc.

Other Parks and Cemeteries have been delegated to the following Committees:

Committees	Facilities/Location
Bowen Mountain Park Management Committee	Bowen Mountain Park
McMahon Park Management Committee	McMahon Park
St Albans Sport and Recreation Association	St Albans
St Albans Cemetery Committee	St Albans Cemetery
Lower Portland Cemetery Committee	Lower Portland Cemetery

Other Programs

The following Committees have been established by Council to provide advice in regard to certain program and activities:

- Human Services Advisory Committee
- Hawkesbury Civics and Citizenship Committee
- Hawkesbury Mobility Plan Implementation Committee
- Waste Management Advisory Committee
- Heritage Advisory Committee
- Floodplain Risk Management Advisory Committee
- Audit Committee
- Hawkesbury Access and Inclusion Advisory Committee

In addition, Council has delegated responsibility to various Committees for the management of Council funded or auspiced services including the following:

- McMahon's Park Management Committee
- Hawkesbury Sports Council
- Peppercorn Services Inc.
- Hawkesbury Sister City Association

Hawkesbury River County Council

Controlling and suppressing of all declared Noxious Weeds has been delegated to Hawkesbury River County Council. The Aquatic and Terrestrial Weed Control report is detailed Section 428 (2) (c).

Indoor Stadium and Aquatic Centre

The Hawkesbury Indoor Stadium and the Oasis Aquatic Centre are owned by Council. These Centres are operated and managed on behalf of Council by the YMCA of Sydney.

Clauses 217 (1) (a 7) and (a 8) Interests and Participation in Corporations, Partnerships, Co-operatives, Joint Ventures, Syndicates or other bodies

Council did not hold a controlling interest in any company during the 2012/2013 financial year.

In an endeavour to achieve efficiencies in its operations, Council has formed alliances and/or undertakes initiatives with other councils and organisations in areas such as joint purchasing arrangements via participation in the Western Sydney Regional Organisation of Councils (WSROC); pooled insurances arrangements via Westpool; the operation of its Companion Animal Shelter by entering into an agreement with Penrith and the Hills Shire Councils facilitating the use of Hawkesbury's facility. This latter alliance has alleviated the need for those councils to establish their own facility and enabled a more economical use of resources.

Westpool/United Independent Pools (UIP)

Council is a member of Westpool, which is an insurance and risk management discretionary mutual, established in 1988 and now consists of nine Councils – Blacktown, Blue Mountains, Fairfield, Hawkesbury, Liverpool, Parramatta, Penrith, Shellharbour and Wollongong City Councils.

This alliance provides opportunities for its members to self-manage public liability and professional indemnity claims, to purchase a variety of insurance products and to share risk management strategies. Currently public liability, professional indemnity, corporate travel, and group personal accident insurances are purchased by Westpool. Westpool, in association with its sister organisation, Metro Pool has established United Independent Pools (UIP) which now self manages motor vehicle, industrial special risks (Property), Councillors and Officers, Statutory Liability and Crime (internal fraud and electronic theft) insurance covers. Through the ability of these mutual associations to self-insure and group purchase insurance it is considered that significant savings have been achieved in the level of premiums paid by the Council in comparison to potential premiums had Council approached the insurance market as a single entity.


In addition, much is gained by councils being able to share experiences, initiatives and ideas in areas such as risk management strategies, claims management strategies, fleet management, property protection and security, Work Health Safety, workers compensation, etc. Council continues to reap the benefits of this alliance which now actively covers all lines of insurance

Westpool is managed by a representative group of elected members and senior officers from all member councils and is funded by contributions based on independent actuarial assessment.

Hawkesbury River County Council

The HRCC has been established under the Local Government Act 1993. It covers the areas of The Hills Shire, Blacktown, Penrith and Hawkesbury City Councils and has responsibility for the management, control and suppression of declared noxious weeds on these areas of the River. This single purpose authority has responsibility for a combined area of 3,823km² and by forming of a larger area, local government boundary problems are avoided.

Funds are provided by levies upon the four constituent councils with the State Government providing some grant funding. Resource sharing is achieved as resources are used over a larger area of operations.



HRCC strategic objectives follow the guidance provided by the development of their member Council "Community Strategic Plans" and the NSW Invasive Species Plan. In order of priority they are as follows:

- Prevent the establishment of new weed species.
- Eliminate the spread of new and existing weed species.
- Reduce the impact of widespread weeds on key assets.
- Support the community, industry and government stakeholders to have the ability and long term commitment to manage weeds.

Further information on HRCC is available at www.hrcc.nsw.gov.au.

Hawkesbury Companion Animal Shelter

Council has, for the past several years, provided an animal shelter establishment for the caring of impounded and unwanted dogs for Penrith and the Hills Shire Council areas, as well as its own.

The arrangement is performed under an agreement between Council and the participating councils, and provides for the housing and administration of impounded cats and dogs, rehoming of unwanted animals, and euthanasia of those animals that are unsuitable for rehoming.

The three councils work closely together, and with animal welfare agencies, to ensure as many animals as possible are reunited with their owners or found foster or permanent homes, where the owners can't be found.

The companion animal controllers from Penrith and the Hills Shire Councils, use Council's administration facilities at our animal shelter, to complete documentation needed in the administration of the impounding processes, and exchange ideas and methods of controlling companion animals in their respective council areas.

This arrangement has worked very well for all council's concerned, and has saved infrastructure costs to the Hills Shire and Penrith Council, in setting up their own animal shelters.


Hawkesbury Sister City Association – International Sister Cities

Council has two international sister cities, being Temple City, California USA (established 1984) and KyoTamba, Kyoto JAPAN (established 1988, nee Tamba).

The Sister City Program is managed by Council Officers in conjunction with the Hawkesbury Sister City Association Inc., which was established in 1984 by the then Hawkesbury Shire Council. The Hawkesbury Sister City Association Inc. mainly undertakes the activities of the program, managing the community exchanges on behalf of Council. Council undertakes other activities of the program, managing Mayoral communications, civic exchanges and the like.

Council renewed its Sister City Program Policy on 10 July 2007 and at the same time formally delegated authority to the Hawkesbury Sister City Association, Inc. *"...to promote, on the Council's behalf, international understanding at all levels of the local community on a continuing basis with Sister Cities as determined from time to time by the Association and Council, and to develop and conduct sporting, youth, cultural and other appropriate exchange programs in association with established Sister City relationships."*

The Hawkesbury Sister City Association Inc. undertakes student exchange visits on an annual basis and adult exchange visits on an on-demand basis. These exchange visits enables Hawkesbury residents to visit our sister cities to experience their cultures and for the student to live with families. Annual student exchange visits to the sister cities take place around September/ October. Up to six high school students (e.g. Year 9 or Year 10) are selected to visit each sister city. Reciprocal student exchanges from the sister cities visit the Hawkesbury area at the same time around July/ August each year. Students and their families fund the exchange visits and the Hawkesbury Sister City Association



Inc. funds related exchange activities. Council provides a \$500 donation to each Hawkesbury exchange student to assist with travel expenses.

Since 1988, in excess of 220 Hawkesbury exchange students have visited KyoTamba and about 80 Hawkesbury exchange students have visited Temple City.

Many lasting friendships have been formed between the students (and families) and adults who have participated in the cultural exchanges; and between the Sister City Association's members that support the sister city programs.

Council renewed its relationship with KyoTamba in February 2007 with the re-signing of the Sister City Agreement by Mayor of Hawkesbury, Councillor (Dr) Rex Stubbs and Mayor of KyoTamba Town, Shigeki Matsubara when visiting the Hawkesbury area.

On 24 February 2009, Council extended the Hawkesbury Sister City Association's delegation to give authority *"...to promote, on Council's behalf, understanding at all levels of the local community on a continuing basis with Sister Cities and/or City-Country Alliances as determined from time to time by the Association and Council, and to develop and conduct sporting, youth, cultural and other appropriate exchange programs in association with established Sister City relationships and/or City-Country Alliances."*

The extension of the delegation to include Council's new City – Country Alliance partnerships, was done to enable Hawkesbury Sister City Association Inc. to undertake exchanges with our country alliance councils and their communities, similar to those at the international level.

In 2010, Council recognised the 25 year anniversary of the Sister Cities friendship with Temple City and its community, during a visit by the Temple City Sister City Association.

Mayors of Temple City and Kyotamba have visited the Hawkesbury area as part adult delegations from their cities in recent years.

City - Country Alliances with Cabonne and Weddin Councils

Council has two City-Country Alliances, one with Cabonne Council and one with Weddin Council. The Alliances have been in existence since 16 May 2007, when Council formally signed each of the Alliance Memorandum of Understandings (after Council adopted the Alliance MOUs at its meeting on 11 December 2007). The MOUs state;

Hawkesbury City Council and Cabonne Council


Hawkesbury City Council and Cabonne Council have this day signed a Memorandum of Understanding that will promote a greater awareness and understanding of our respective areas, lifestyles, to seek and explore areas of mutual benefit for our communities.

Under this agreement both Councils agree to act as facilitators within their local government areas to bring together local community groups and organisations in the sporting, education, business and cultural fields and to encourage them to participate in exchanges between the two areas that will lead to greater understanding and involvement between the two communities.

The Councils also agree to undertake activities that will benefit both Councils through the exchange of staff and the sharing of information on processes and procedures which may also lead to the formation of strategic alliances in areas of mutual interest.

The Councils trust that through this Memorandum of Understanding many lasting friendships will be formed and many activities undertaken to the long-term benefit and advantage of our respective communities.

Hawkesbury City Council and Weddin Shire Council



Hawkesbury City Council and Weddin Shire Council have this day signed a Memorandum of Understanding that will promote a greater awareness and understanding of our respective areas, lifestyles, to seek and explore areas of mutual benefit for our communities.

Under this agreement both Councils agree to act as facilitators within their local government areas to bring together local community groups and organisations in the sporting, education, business and cultural fields and to encourage them to participate in exchanges between the two areas that will lead to greater understanding and involvement between the two communities.

The Councils also agree to undertake activities that will benefit both Councils through the exchange of staff and the sharing of information on processes and procedures which may also lead to the formation of strategic alliances in areas of mutual interest.

The Councils trust that through this Memorandum of Understanding many lasting friendships will be formed and many activities undertaken to the long-term benefit and advantage of our respective communities.

The City-Country Alliance Program is managed by Council Officers in conjunction with officers of Cabonne and Weddin Councils and program partners and interested community groups.

Other Alliance exchanges include councillor exchanges (e.g. attending civic and community functions), council corporate exchanges (e.g. staff and tourism exchanges and activities) and community exchanges (e.g. hosting visits and exploring exchange options) with each of the country councils. Cabonne and Weddin councils participate in Council's show tent at the annual Hawkesbury Agricultural show as a tourism activity.

Hawkesbury Sister City Association Inc. is a partner of the City-Country program and its delegation was extended to include City-Country Alliance activities. Activities also undertaken in conjunction with Council.

Stormwater Partnership

Council is part of a collaborative including the University of Western Sydney (UWS), Sydney Water and industrial groups which formulated a stormwater drainage reuse facility for a large catchment within Richmond. Council contributes to the ongoing operation and maintenance of the program which provides environmental improvement through the treatment of stormwater.

Council also partners UWS and industry groups in the Co-operative Research Centre (CRC) for irrigation futures. The CRC undertakes research into the provision of safe, potable water supplies including the provision of adequate water supplies to agriculture, environmental flows and recreation sites.

Lower Portland Ferry Service

The Lower Portland Ferry service provides a link across the Hawkesbury River at Lower Portland to service both the local and wider community.

Whilst the contract and operational costs are shared equally between Hawkesbury Council and The Hills Shire Council, the management of the service and day-to-day operation is the responsibility of Hawkesbury City Council. A major overhaul of the ferry is required to be undertaken every three years, as a requirement of running a public passenger service. Council recently purchased a steel hull ferry from the Roads and Maritime Service.

The ferry operates between 5am - midnight, seven days per week.

Clause 217 (1) (a 9) Equal Employment Opportunities

Equal Employment Opportunity Management Plan

In line with Councils policy, the following activities were carried out during 2012/2013 to maintain and support the existing Equal Employment Opportunity (EEO) Management Plan:

- Ongoing monitoring of position descriptions and advertisements to ensure that only essential criteria showing inherent requirements of the position including work outside normal working hours; specific licences; special skills or experience are required.
- EEO Information including Operational Management Standards for EEO, Grievance Handling and Harassment Prevention included as part of the Induction Kit for all new staff.
- All staff attended Equity and Diversity (Harassment) Training in June/July 2013.

Equal Employment Opportunity Policy Statement

Council is committed to ensuring a workplace free of discrimination and harassment. This commitment is based on the intention to ensure that Council complies with Equal Employment Opportunity Legislation by providing a work environment conducive to encouraging positive and productive working relationships between all employees.

Council will endeavour to ensure that no discrimination takes place in the application of all Council policies, practices and procedures and that all employees enjoy equal access to opportunities within the organisation. Employment decisions will be based on the individual merit of each applicant/employee.

Council is committed to achieving the following EEO objectives:

- To ensure all employees are treated fairly.
- To provide all employees with equal access to opportunities that will utilise or develop their skills.
- To keep all policies and procedures consistent with EEO principles.
- To support morale and motivation by increasing employee confidence in the fairness of our work practices and access to employment opportunities.
- To ensure achievement of our objectives through our EEO initiatives.
- All employees will have equal opportunity in the workplace based on merit, without favour or discrimination.

Clause 217 (1) (b) and (c) General Manager and Senior Staff Remuneration

There were four senior staff positions employed under contract by Council between 1 July 2012 and 30 June 2013. These positions were General Manager, Director Infrastructure Services, Director City Planning and Director Support Services. All senior staff follow the standard contract formats issued by the Department of Premier and Cabinet – Division of Local Government and are subject to performance agreements.

Between 1 July 2012 and 30 June 2013 the General Manager's Total Remuneration Packages (TRP) was \$260,000 and the TRP's of the three Directors referred to above, totalled \$636,270.



The above TRPs include the following:

- Salary component of the package;
- Defined employers contribution to any superannuation scheme;
- The total value of non-cash benefits elected under the package (i.e. Council supplied vehicle); and
- FBT payable by Council for any non-cash benefits.

Clause 217 (1) (e) Annual charge for Stormwater management services

In 2012/2013 Council did not levy an annual charge for stormwater management services.

Clause 217 (1) (f) Activities relating to compliance with the Companion Animals Act and Regulations

During the financial year, Council completed and lodged all pound data collection returns with the Department of Local Government (DLG) as required by the legislation, including data relating to dog attacks.

During this period, Council had an expenditure of \$841,741 and an income of \$578,831 which gives a net expense/loss to Council of \$262,910 for animal control in the 2012/2013 financial year. This represents an increased expense/loss of \$157,810 from the previous financial year.

Council introduced a mandatory desexing program of all animals sold through the Hawkesbury Animal Shelter during the 2012/2013 financial year in an attempt to reduce the number of unwanted pets in our community as a result of accidental pregnancy. Council with the assistance of the Animal Welfare League and the Cat Society conducts reduced price desexing clinics throughout the year as well.

Council proudly continues to achieve an 80-90% rehoming rate of companion animals over the past year that come through our facility. This achievement is only possible because of Council's dedicated staff, and the continued association with, and the help from, the animal welfare organisations in our local area, as well as the rest of NSW and other states within Australia.

Council provides three dog off-leash areas in a central location in the city these are located at Pool Park in South Windsor, Yarramundi Reserve, Yarramundi and Peel Park, North Richmond.

The Companion Animals Fund money received by Council, has been used to offset the expenditure for companion animal management activities as stated above.



Other Statutory Reporting Requirements

Access to Government Held Information

Contact Arrangements

The Public may request access to Council's records under the Government Information (Public Access) Act 2009 (GIPA Act). Dependent upon the type of request some mandatory fees and copying charges (in accordance with Council's Fees and Charges) are payable under the GIPA Act.

Requests under the GIPA Act may be made by way of a Formal or Informal access to information requests. Formal access to information requests must be accompanied by a \$30 application fee. These requests are required in writing using Council forms (available on Council's website), or by directing a written request to:

The Right to Information Officer
Hawkesbury City Council
PO Box 146
WINDSOR NSW 2756

Further information is available on Council's website. Alternatively, enquiries may be directed to Council's Governance Section on (02) 4560 4660 or (02) 4560 4435 during office hours Monday to Friday 8:30am to 5pm.

Access to Information

The Council takes great care to maintain and manage records that include Microfiche, Hard Copy Files/Documents and Electronic Records. Emphasising the importance of this, the Council employs dedicated staff to manage its records effectively.

Council's computerised records management system ensures that all records are well managed and retained over specified periods of time in accordance with the Local Government Act 1993 and State Records Act 1998. All Council's business documentation is entered into this system and distributed to the appropriate area for action, allowing the Council to respond faster to correspondence and requests. In addition, paper documentation is kept on site and at the Government Records Repository at Kingswood.

On 1 July 2010 the Government Information (Public Access) Act 2009 (GIPA Act) replaced the Freedom of Information Act and section 12 of the Local Government Act 1993. In accordance with the new legislation, Council:

- Adopted an Access to Information Policy on 29 June 2010, which is currently under review. The objective of the policy is to describe Council's principles regarding public access to information and to facilitate the processing of requests for such access.
- Prepared and reviewed a Publications Guide which identifies, amongst other things, information held by Council and how to obtain that information.
- Revised its Privacy Management Plan in accordance with the Privacy and Personal Information Protection Act 1998 (NSW) to protect the public from disclosure of personal information.



Policy for Access to Information

Introduction

In adopting an open file policy for access to information, Council recognises and promotes the public's right to broad ranging access to Council information and documents. Council encourages open and transparent governance and well informed community debate.

Proactive Release (No Charge)

In accordance with proactive release under the GIPA Act and Council's Publication Guide, the following Council documents are available for inspection at no charge:

- Code of conduct.
- Code of meeting practice.
- Annual Report.
- Annual financial reports.
- Auditor's report.
- Management plan.
- EEO management plan.
- Payment of expenses and provision of facilities to councillors policy.
- Land register.
- Register of investments.
- Returns of the interests of councillors, designated persons and delegates.
- Returns as to candidates' campaign donations.
- Agendas and business papers for Council and Committee meetings (but not including business papers for matters considered when part of a meeting is closed to the public).
- Minutes of Council and Committee meetings, but restricted (in the case of any part of the meeting that is closed to the public), to the resolutions and recommendations of the meeting.
- Any Codes referred to in the Local Government Act 1993.
- Register of delegations.
- Annual Reports of bodies exercising delegated Council functions.
- Applications under Part 1 of Chapter 7 of the Local Government Act 1993 for approval to erect a building, and associated documents, subject to restrictions outlined in the GIPA Act.
- Development applications (within the meaning of the Environmental Planning and Assessment Act 1979) and associated documents, subject to restrictions outlined in the GIPA Act.
- Local policies adopted by the Council concerning approvals and orders.

- Records of approvals granted, any variation from local policies with reasons for the variation, and decisions made on appeals concerning approvals.
- Plans of land proposed to be compulsorily acquired by the Council.
- Leases and licences for use of public land classified as community land.
- Plans of management for community land.
- Environmental planning instruments, development control plans and contributions plans made under the Environmental Planning and Assessment Act 1979 applying to land within the Council's area.
- The statement of affairs, the summary of affairs and the register of policy documents required under the Freedom of Information Act 1989.
- Departmental representatives' reports presented at a meeting of the Council in accordance with Section 433 of the Local Government Act 1993.
- The register of graffiti removal work kept in accordance with Section 67 C of the Local Government Act 1993.

Processing Applications for Access to Information

Access to documents other than those listed as freely available are provided in accordance with the GIPA Act. No fees are payable for viewing the documents under an informal access request, however copying charges may be applied.

Requests to view other documents will be considered in line with the following:

1. Granting public access is prohibited under relevant legislation; or
2. The General Manager or Public Officer (or other delegated staff member) believe granting access to a particular document is contrary to the public interest; or
3. Taking the result of any consultation process into account.

When requesting access to sensitive information, or a number of documents which would amount to an unreasonable diversion of Council resources, a formal access application is required and will attract an application fee, as well as processing charges of \$30 per hour. There are exceptions where only 50% of the fees will be charged, or in the case of requesting personal information – no charges will be applied for the first 20 hours of processing.

If access to a document or any information is restricted the customer will be given written reasons for the restriction, and the details for options of review.

Conclusion

This policy aims to meet the objective of open and transparent governance and encourages community input on matters before the Council. Privacy of the complainants is also recognised through denial of access where the release of information would compromise individual safety, constitutes an unreasonable disclosure of personal information or is contrary to public interest or consultation process.

Council has developed a Privacy Management Plan and Codes of Practice in accordance with the Privacy and Personal Information Protection Act 1998 (NSW) to protect the public from disclosure of personal information.

Government Information (Public Access) Act (GIPA) - Annual Statistical Reports

Details regarding the number of Formal Access Requests received under the GIPA Act for the 2012/2013 financial year are contained in the following table:

Part A

Formal GIPA Requests		Personal	Other	Total
A1	New (including transferred in)	2 (1 in part)	23	25
A2	Brought forward	-	-	0
A3	Total to be processed	2 (1 in part)	19	21
A4	Completed	2 (1 in part)	16	18
A5	Transferred out	-	1	1
A6	Withdrawn	-	1	1
A7	Total processed	2 (1 in part)	17	19
	Unfinished (carried forward)	-	1	1

Note: Four formal applications were refunded as the information was available under informal provisions.

Part B

What happened to completed requests? (Completed requests are on line A4.)

Result of Formal GIPA Requests		Personal	Other
B1	Granted in full	1 (in part)	7
B2	Granted in part	1	4
B3	Refused	-	5
B4	Deferred	-	-
B5	No Records Held	-	-
B6	Completed	2(1 in part)	16

Part C

Ministerial Certificates - number issued during the period.

C1	Ministerial Certificates Issued	Nil
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Part D

Formal Consultations - number of requests requiring consultations (issued) and total number of formal consultation(s) for the period.

		Issued	Total
D1	Number of requests requiring formal consultation(s)	8	8

* One consultation letter was returned unopened.

Part E

Amendment of personal records - number of requests - number of requests for amendments processed during the period.

Result of Amendment Request		Total
E1	Result of amendment - agreed	-
E2	Result of amendment - refused	-
E3	Total	Nil

Part F

Notation of personal records - number of requests for notation processed during the period.

F3	Number of Requests for notation	Nil
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Part G

GIPA Requests granted in part or refused - basis of disallowing access - Number of times each reason cited in relation to completed requests that were granted in part or refused.

Basis of Disallowing or Restricting Access		Personal	Other
G1	Section 41 (invalid application, i.e. incomplete)	-	1
G2	Section 60(c) and 70(1) (advance deposit not paid)	1	2
G3	Section 60 (refuse to deal with, i.e. unreasonable diversion of resources, previous application for substantially the same information)	-	1
G4	Section 63 (deemed refusal, over 20 days)	-	-
G5	Section 58(b) (documents not held)	-	1
G6	Section 14 (public interest considerations against disclosure)	1	26
G7	Schedule 1 documents (conclusive presumption of overriding public interest against disclosure)	-	1
G8	Totals	2	32

* Two additional applications were considered incomplete due to the failure to pay an advance deposit

Part H

Costs and fees of requests processed during the period (i.e. those included in lines A4, A5 and A6).

		GIPA Assessed Costs	GIPA Fees Received (Application fees only)
H1	All completed requests	\$1,546*	\$540

* Excluding refunded applications which were processed under Informal provisions.

Part I

Discounts allowed - numbers of GIPA requests processed during the period where discounts were allowed.

Type of Discount Allowed		Personal	Other
I2	s65 – Financial Hardship	-	1
I3	s66 – Special Public Benefit	-	-
I4	s67 – Personal Information	-	-
I5	Totals	Nil	1

Part J

Days to process - Number of completed requests (A4) by hours taken to process.

Processing Hours		Personal	Other
J1	0 - 10hrs	1	15
J2	11 - 20hrs	-	-
J3	21 - 40hrs	1 (in part)	-
J4	Over 40hrs	-	1
J5	Totals	2	16

Part K

GIPA Reviews and Appeals - number finalised during the period.

K1	Number of internal reviews finalised	Nil
K2	Number of Ombudsman reviews finalised	Nil
K3	Number of Administrative Decisions Tribunal	Nil

Part L

Details of Internal review Results for GIPA - in relation to internal reviews finalised during the period.

Basis of Internal Review		Personal		Other	
Grounds on which internal review requested		Upheld*	Varied*	Upheld*	Varied*
L4	Access Refused	-	-	-	-
L5	Deferred	-	-	-	-
L6	Exempt matter	-	-	-	-
L7	Unreasonable charges	-	-	-	-
L8	Charge unreasonably Incurred	-	-	-	-
L9	Amendment refused	-	-	-	-
L10	Totals	Nil	Nil	Nil	Nil

* Relates to whether or not the original agency decision was upheld or varied by the internal review.



Comparison to 2011/2012

There were 18 Formal GIPA Applications were completed during 2012/2013 compared to seven in 2011/2012 and five in 2010/2011.

No ministerial directions for amendment of personal records were received in this period. There were no internal reviews or Ombudsman reviews received.

One appeal was on foot with the Administrative Decisions Tribunal under the Privacy and Personal Information Protection Act 1998 during 2012/2013. Judgement has since been delivered and Council was not found to have breached the applicants privacy.

Impact of the Government Information (Public Access) Act (GIPA)

Council supports open government and has policies to maximise customer access to information through inspection and copying of documents, and conducting regular Council meetings which are open to the public.

The introduction of the GIPA legislation and the community's increased awareness of information being available has placed a greater resource commitment on the organisation's behalf in providing access to documents. With the increasing number of Formal Access Applications (listed above) impacting on Council's activities by increasing the amount of time Council commits to researching, compiling and providing the required documents. There were 733 Informal Access applications processed during the 2012/2013 financial year, 850 during the 2011/2012 year, and 693 Informal Access Applications during 2010/2011.

Council's policies and procedures have been extended to provide consistent pre-application advice to applicants. This includes explaining the procedures involved in determining a request, and assisting the applicant in identifying the nature of the information being sought and providing an opportunity to narrow the scope of requests.

Section F

There were no enquiries or appeals involving the Ombudsman.

Section G

Council at its meeting on 29 June 2010 adopted, in accordance with the Privacy and Personal Information Protection Act 1998, a revised Privacy Management Plan.

No internal reviews were lodged with Council in 2012/2013 under Part 5 of the Privacy and Personal Information Protection Act 1998, compared to two the previous year.

Planning Agreements

No Planning Agreements were in force during the reporting period.

Swimming Pool Inspections

Council was not required to carry out any inspections under Section 22F of the Swimming Pools Act 1992 for the 2012/2013 period.

