

Information Guide



Hawkesbury
City Council



This document contains important information.
If you do not understand it, contact the
Telephone Interpreter Service on 131 450.



Hawkesbury City Council

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Preface

This Information Guide (Guide) has been prepared by Hawkesbury City Council in accordance with Section 20 of the *Government Information (Public Access) Act 2009* (GIPA Act). Council will review and adopt a revised guide annually.

The purpose of this Guide is to provide members of the community, Council staff, and the public with information concerning:

- the structure and functions of Council
- the ways in which the functions (including, in particular, the decision-making functions) of Council affect members of the public
- the arrangements that exist to enable members of the public to participate in the formulation of Council's policies and the exercise of Council's functions
- the various kinds of government information held by Council and what information will be made publicly available
- the manner in which Council makes information publicly available
- the kinds of information that are made publicly available free of charge, and those kinds of information upon which a charge is imposed.

This Guide is available on Council's website, www.hawkesbury.nsw.gov.au.

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1. Introduction

The Information Guide has been prepared in accordance with Section 20 of the GIPA Act. Council will review this guide and adopt a revised guide annually. Council may update and amend its Information Guide at any time within the 12 month period. This Guide is notified to the Information Commission before adoption or amendment.

2. Structure and functions of Council

2.1 Description

Council is the largest local government area (LGA) in the Sydney Metropolitan Area. Its population of over 62,000 is spread throughout an area of 2,793 square kilometres, which features more than 40 towns, villages and rural localities with the primary centres being Windsor, Richmond and North Richmond. A map of the LGA is found in Appendix 1 of this Guide.

The Hawkesbury was, and originally only, occupied by the Darug Aboriginal people and was one of the earliest areas to be settled by Europeans after the arrival of the First Fleet in 1788.

The Hawkesbury River, the iconic feature of our City, was first navigated by Governor Phillip, who reached what is now Windsor in 1789.

In 1794, 22 farms were marked out from South Creek to Wilberforce and, within four years, the area was populated by 600 free settlers as well as convict labourers. In 1810, Governor Macquarie established five towns in the area – Windsor, Richmond, Wilberforce, Pitt Town and Castlereagh.

On the 1 January 1981, the Shire of Hawkesbury was created through the amalgamation of Windsor Municipal Council and Colo Shire Council. On the 1 July 1989, the Shire of Hawkesbury became the City of Hawkesbury.

2.2 Basis of Constitution


Council is constituted under the [Local Government Act 1993](#) (LG Act).

2.3 Organisational structure and resources

Council is an undivided area and is governed by the body of 12 Councillors who are elected by the residents and ratepayers of the City for a four year term. The Mayor is elected each year by the Councillors from among their numbers. A table of Council's Councillors is found in Appendix 2 of this Guide.

The role of the Councillors, as members of the body corporate are to:

- direct and control the affairs of the Council in accordance with the LG Act and other applicable legislation
- participate in the optimum allocation of the Council's resources for the benefit of the area
- play a key role in the creation and review of the Council's policies, objectives and criteria relating to the exercise of the Council's regulatory functions
- review the performance of the Council and its delivery of services, management plans and revenue policies of the Council
- the role of a Councillor is, as an elected person to:
 - represent the interests of the residents and ratepayers
 - provide leadership and guidance to the community
 - facilitate communication between the community and the Council.



The Mayor is often considered to be not only the voice of the Council but also the leader of the local community. In addition to having responsibilities as a Councillor, under the LG Act the role of the Mayor is to:

- where necessary, exercise urgent policy-making functions of the governing body of the Council between meetings of the Council
- exercise such other functions of the Council as the Council determines
- to preside at meetings of the Council
- carry out the civic and ceremonial functions of the mayoral office.

The Principal Officer of the Council is the General Manager.

The General Manager is responsible for the efficient operation of the Council's organisation and for ensuring the implementation of Council decisions. The General Manager is also responsible for the day to day management of the Council, the exercise of any functions delegated by the Council, the appointment, direction and where necessary, the dismissal of staff, as well as the implementation of Council's Equal Employment Opportunity Management Plan.

While Council is responsible for formulating and monitoring policy, the General Manager is responsible for implementing it.

The General Manager is the most senior employee of a council and is the only member of staff selected and appointed by Councillors. The General Manager is appointed on a renewable, fixed term, performance-based contract for a maximum of five years.

Under the LG Act, the General Manager's responsibilities include:

- efficient and effective operation of the Council organisation and day-to-day management. This includes ensuring Council decisions and policies are implemented
- appointing, directing and dismissing staff in accordance with an organisation structure and resources approved by the Council
- implementing the Council's equal employment opportunity management plan
- exercising other functions as delegated by the Council.

The General Manager may, in turn, delegate functions to other staff.

To assist the General Manager in the exercise of the functions delegated by Council there are three Divisions of Council. These are Support Services, Infrastructure Services and City Planning. Each of these Divisions is headed by a Director.

Council employs staff such as town planners, engineers, building surveyors, librarians, environmental officers, rangers, administrative staff and child care workers. They carry out the day-to-day operations of the Council, and implement Council policies and other decisions, as directed by the General Manager. See Appendix 3.

2.4 Functions of Hawkesbury City Council

Council employs staff to undertake a diverse range of duties. These staff operate under Divisions which split the work into areas of specialisation. The General Manager or Director of each Division is responsible for making sure all regulatory and legislative requirements are met and that professional, accurate advice is provided to the elected representatives who make decisions on behalf of the community.

Under the LG Act, Council's functions can be grouped into the following categories:

| | |
|---------------------------------|---|
| Service Function | <ul style="list-style-type: none"> • Provision of facilities such as health, community centres, swimming pools and parks • Cultural, education and information services • Environmental protection and improvement services • Waste removal and disposal • Land and property, industry and tourism development and assistance • Road construction and maintenance • Parking management |
| Regulatory Functions | <ul style="list-style-type: none"> • Approvals • Orders • Building certificates • Permits |
| Ancillary Functions | <ul style="list-style-type: none"> • Resumption of land • Powers of entry and inspection |
| Revenue Functions | <ul style="list-style-type: none"> • Rates • Charges • Fees • Borrowings • Investments • Property portfolio |
| Administration Functions | <ul style="list-style-type: none"> • Employment of staff • Management plans • Financial reporting • Annual reports • Provision of information (GIPA) |
| Enforcement Functions | <ul style="list-style-type: none"> • Proceedings for breaches of the LG Act and Regulations and other Acts and Regulations. • Prosecution of offences • Recovery of rates and charges |

As well as the LG Act, Council has powers under a number of other Acts including:

- *Coastal Protection Act 1979*
- *Community Land Development Act 1989*
- *Companion Animals Act 1998*
- *Contaminated Land Management Act 1997*
- *Conveyancing Act 1919*
- *Dividing Fences Act 1991*
- *Environmental Planning and Assessment Act 1979*
- *Fire Brigades Act 1989*
- *Fluoridation of Public Water Supplies Act 1957*
- *Food Act 1989*
- *Government Information (Public Access) Act 2009*
- *Heritage Act 1977*
- *Impounding Act 1993*
- *Library Act 1939*
- *Noxious Weeds Act 1993*
- *Privacy and Personal Information Protection Act 1998*
- *Protection of the Environment Operations Act 1997*
- *Public Health Act 2010*
- *Real Property Act 1900*
- *Recreation Vehicles Act 1983*
- *Retail Leases Act 1994*
- *Roads Act 1993*
- *State Emergency and Rescue Management Act 1989*
- *State Emergency Service Act 1989*
- *Strata Schemes (Freehold Development) Act 1973*
- *Strata Schemes (Leasehold Development) Act 1986*
- *Strata Schemes Management Act 1996*
- *Swimming Pools Act 1992.*

3. How Council functions affect members of the public

As a service organisation, the majority of the activities of Council have an impact on the public.

Council's [Community Strategic Plan](#) is a high level plan that outlines the key community aspirations and sets the essential direction for future Council activities and decision making.

This plan is divided into five Focus Areas and incorporates the NSW Office of Local Government's (OLG) social, economic, environmental and governance strategic principles.

Each of the five themes are supported with a Vision Statement, Key Directions, Strategies, Goals and Measures, to assist Council the community to achieve its objectives.

The Focus Areas are:

1. Our Leadership

Be a respected civic leader through consistent, transparent and engaged decision making that the community can understand.

2. Our Community

Partner with our community and key service providers to deliver outcomes that support a connected, healthy and inclusive Hawkesbury.

3. Our Environment

Through leadership, stewardship and education, ensure that our natural and built environment is protected and enhanced for the current community and for future generations.

4. Our Assets

Provide, upgrade and maintain assets to support our community.

5. Our Future

Be a place that is vibrant, attractive and welcoming that treasures and celebrates our shared history, environment, local economy and lifestyle.

The Key Directions provide further expansion of the intent of each of the Vision Statements, the Strategies identify how Council aims to deliver what the community has requested, while the Goals identify targets that must be achieved in order to reach the Vision.

Put, simply, the Vision Statements and Key Directions explain where we want to be by 2036; the Strategies explain how we will get there and the Goals and Measures will indicate if we have arrived.

The following is an outline of how the broad functions of Council affect the public.

Service functions affect the public as Council provides services and facilities to the public. These include provision of facilities such as halls and community centres, recreation facilities, infrastructure and the removal of waste.

Regulatory functions place restrictions on developments and buildings to ensure that they meet certain requirements affecting the amenity of the community and not endanger the lives and safety of any person. Members of the public must be aware of, and comply with, such regulations.

Ancillary functions affect only some members of the public. These functions include, for example, the resumption of land or the power for Council to enter onto a person's land. In these circumstances, only the owner of the property would be affected.

Revenue functions affect the public directly in that revenue from rates and other charges paid by the public is used to fund services and facilities provided to the community.

Administrative functions do not necessarily affect the public directly but have an indirect impact on the community through the efficiency and effectiveness of the service provided.

Enforcement functions only affect those members of the public who are in breach of certain legislation. This includes matters such as the non-payment of rates and charges, unregistered dogs and parking offences.

Community planning and development functions affect areas such as cultural development and social planning and involves:

- Advocating and planning for the needs of the community. This includes initiating partnerships; participating on regional, State or Commonwealth working parties; and preparation and implementation of the Community Strategic Plan.
- Providing support to community and sporting organisations through provision of grants, training and information.

- Facilitating opportunities for people to participate in the life of the community through the conduct of a range of community events as well as promoting events of other community organisations. An indicative calendar of events is provided below:

| Month | Event |
|------------------|--|
| January | Australia Day Citizenship Ceremony |
| | Australia Day Awards Ceremony |
| February | Hawkesbury Communities Pool Party |
| March | Harmony Day |
| April | Seniors Week |
| | Business Meet and Greet |
| | Youth Fest |
| May | Hawkesbury Show |
| | Hawkesbury Food Fair |
| July | NAIDOC week |
| | National Tree Day |
| | Hawkesbury Fest (Local Government Week) |
| August | Community Development Support Expenditure Presentation |
| September | Citizenship Ceremony |
| | Mayoral Election (bi-annually) |
| November | Light Up Windsor |
| | Business Meet and Greet |
| December | Community Christmas Party |
| | Natalie Burton Award |
| | School Citizenship Awards |

Council is required to undertake its planning and reporting activities in accordance with the framework identified in the LG Act and the *Local Government (General) Regulation 2005* (Regulation).

The integration of all of these plans is shown in the diagram over the page.



The respective elements of this framework are described below.

Hawkesbury Community Strategic Plan

The Hawkesbury Community Strategic Plan (CSP) is the highest level plan that a council will prepare. It is a long term plan that identifies the main priorities and aspirations for the future of the local government area. The CSP establishes the strategic objectives together with strategies for achieving those objectives.

The CSP is to:

- address civic leadership, social, environmental and economic issues in an integrated manner
- be based on social justice principles of equity, access, participation and rights
- be adequately informed by relevant information relating to civic leadership, social, environmental and economic issues
- be developed having due regard to the State government's State Plan and other relevant State and regional plans of the State government.

While Council has a custodial role in initiating, preparing and maintaining the CSP on behalf of the Hawkesbury local government area, it is not wholly responsible for its implementation. Other partners, such as State agencies and community groups may also be engaged in delivering the long-term objectives of the plan.

Resourcing Strategy

The CSP provides a vehicle for expressing long-term community aspirations. However, these will not be achieved without sufficient resources (i.e. time, money, assets and people) to actually carry them out.

The Resourcing Strategy consists of three components:

- Long Term Financial Planning

- Workforce Management Planning
- Asset Management Planning.

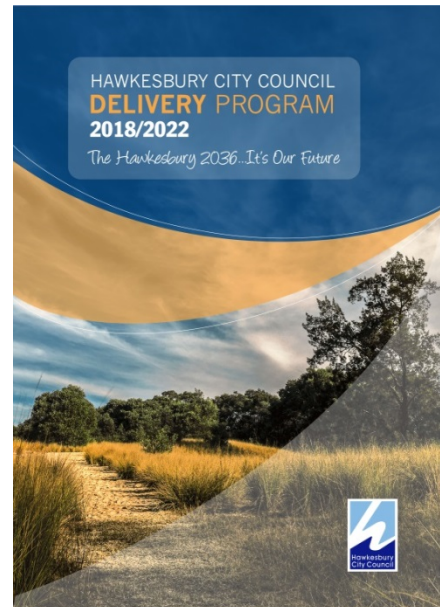
The Resourcing Strategy is the point where Council assists the community by sorting out who is responsible for what, in terms of the issues identified in the CSP. Some issues will clearly be the responsibility of Council, some will be the responsibility of other levels of government and some will rely on input from community groups or individuals. The Resourcing Strategy focuses in detail on matters that are the responsibility of the Council and looks more generally at matters that are the responsibility of others.

Delivery Program

The Delivery Program details the principal activities to be undertaken by Council over a four year period to implement the strategies established by the CSP within the resources available under the Resourcing Strategy.

The Council must establish a new Delivery Program after each ordinary election of councillors to cover the principal activities of the Council for the four-year period commencing on 1 July following an ordinary election.

The General Manager must ensure that regular progress reports are provided to the council, reporting its progress with respect to the principal activities detailed in its Delivery Program. Progress reports must be provided at least every six months.



Operational Plan

Council's Operational Plan is a comprehensive document providing a range of information on principal activities, performance targets, fees and charges and environmental and human resource programs. The management plan identifies key targets and projects for the current year and beyond. The Operational Plan includes Council's Statement of the Revenue Policy for the year covered by the Operational Plan.

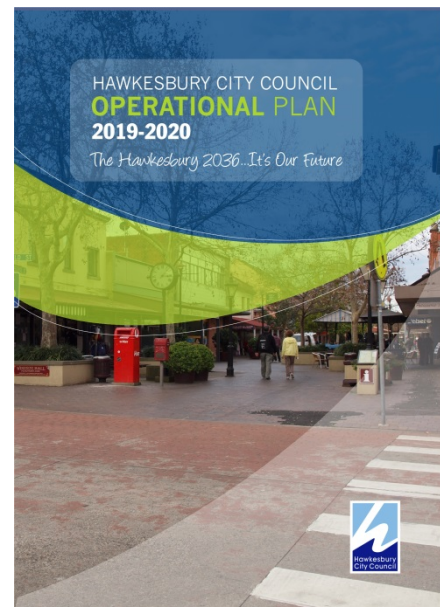
The draft Plan must be placed on public exhibition for a period of 28 days. Members of the public may make submissions on the draft Plan and Council must consider submissions received before adopting the final Plan.

Each financial year, quarterly reviews of the Operational Plan and Budget are reported to Council and the public and an indicative timetable is provided below:

- First Quarter review - last meeting in November
- Second Quarter review - last meeting in February
- Third Quarter review - last meeting in May
- Fourth Quarter review - last meeting in August.

During the year, Council and the public will also receive monthly reports on Investments in a report in Council's business paper.

The Operational Plan includes Council's Statement of the Revenue Policy for the year covered by the Operational Plan.

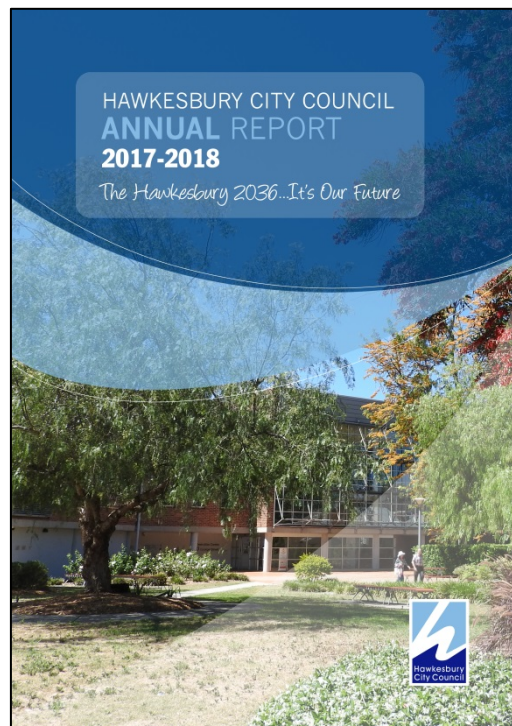


Annual Report

The Annual Report is one of the key points of accountability between Council and the community.

The Annual Report focuses on Council's implementation of the Delivery Program and Operational Plan. The report also includes some information that is prescribed by the [Local Government \(General\) Regulation 2005](#) (the Regulation). This information has been included in the Regulation because the State Government believes that it is important for community members to know about it – to help their understanding of how Council has been performing both as a business entity and a community leader.

An Annual Report on Council's activities is provided to the Minister for Local Government annually, prior to 30 November and is publicly available.



Copies of these documents are available on Council's [website](#).

4. How the public can participate in Council's policy development and the exercise of Council's functions

There are a number of ways in which the public may participate in policy development and other activities undertaken by Council. Participation is not limited to ratepayers, and Council also seeks out and values the contributions of non-ratepaying residents, local business owners and employees, non-profit community groups, visitors, and other community members.

Council's commitment to community engagement and public participation is a major aspect of the Hawkesbury Community Strategic Plan 2017 – 2036. Council uses the feedback gathered through various community engagement channels to identify the priorities for future works, as well as the challenges faced by our community.

The major channels for public participation are:

4.1 Representation

Local Government in Australia is based on the principle of representative democracy. This means that the people elect representatives to their local Council to make decisions on their behalf. In New South Wales, local government elections are held every four years. The next general elections are to be held in September, 2020.

Within the Hawkesbury LGA, each election, voters elect 12 Councillors for a four year term. All residents of the area who are on the electoral roll are eligible to vote. Property owners who live outside of the area and rate paying lessees can also vote, but must register their intention to vote on the non-residential roll. Voting is compulsory.

Residents are able to raise issues with, and make representations to, the elected Councillors. The Councillors, if they agree with the issue or representation, may pursue the matter on the resident's behalf thus allowing members of the public to influence the development of policy. Contact details for the currently elected Councillors are available on Council's website.

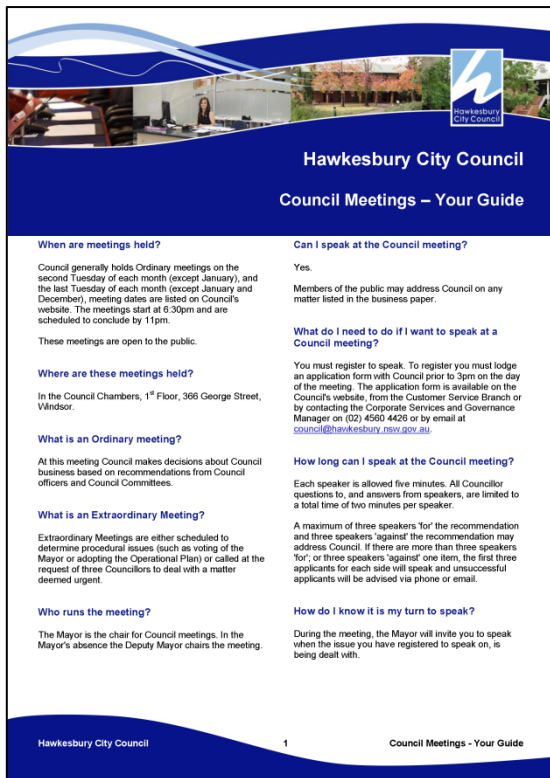
4.2 Council Meetings

Ordinary Meetings of Council are held on the second Tuesday of each month except January, and the last Tuesday of each month except December. However, an Ordinary Meeting is generally not held where it would follow a Monday that is a public holiday. The meetings start at 6:30pm and are scheduled to conclude by 11pm. Special Meetings (or Extraordinary Meetings) also normally start at 6:30pm.

Members of the public are able to address Council meetings about matters on the meeting agenda by completing an application form to do so by 3pm on the day of the meeting. Application forms are available online (at the Council website www.hawkesbury.nsw.gov.au) and at Council's Customer Service counter. Forms can be submitted online, via email, fax, or in person. If you do not have access to any of the above avenues, contact the Manager Corporate Services and Governance before 3pm on the day of the meeting to make arrangements on (02) 4560 4444 or council@hawkesbury.nsw.gov.au.

Applications to speak will be processed in accordance with Council's [Code of Meeting Practice](#), which generally allows three speakers for a recommendation, and three speakers against a recommendation.

Members of the public are also able to attend Council meetings as observers if they do not wish to speak. Recordings of the Council meetings are available to be downloaded as podcasts from Council's website within two days after the meeting date.



Hawkesbury City Council
 386 George Street (PO Box 148) Windsor NSW 2780 DX 9801 WINDSOR
 Phone: (02) 4551 4444 Facsimile: (02) 4551 7140 Email: gcouncil@hawkesbury.nsw.gov.au

Application to address a Council Meeting
 (Clause 4.4 - Council's Code of Meeting Practice)

Details of Applicant

Title Surname
 Given Names
 Postal Address
 Telephone Fax
 Email

Are you a resident/ratepayer of the City? Yes No
 I am representing the following organisation and attach written consent to speak on its behalf (see pages 3 and 4 over page for further details).

Organisation Name

Details of the Application

I apply to address Council in respect of the following:
 Date of Meeting Item No
 Subject Matter

I will be speaking: For the recommendation
 Against the recommendation

Order at Meetings

Council encourages participation of residents in the decision making process Council's Code of Meeting Practice guides the manner in which meetings of Council are conducted. It is expected that persons addressing the Council will conduct themselves in an appropriate manner in accordance with the Code.

It is the role of the Mayor/Chairperson to ensure that all those present at a meeting adhere to the requirements of the Code and it is expected that any directions by the Mayor/Chairperson in relation to the conduct of the meeting or persons present at the meeting would be adhered to. When addressing Council, it is expected that persons will refrain from making any insult, allegation or personal reflection against any person, present or not at the meeting, during the course of their address or any answers they give in response to questions from Councillors.

Acknowledgment by Applicant

I agree to comply with the Council's Code of Meeting Practice in relation to addressing a Council meeting and issues relating to the Privacy and Personal Information Protection Act, as outlined on the following pages. I also agree to comply with the directions of the Mayor/Chairperson in this regard and will refrain from making any insult, allegation or personal reflection against any person, present or not at the meeting, during the course of my address to Council and any answers that I may give in response to questions from Councillors.

Applicant's Signature Date

1 June 2019

4.3 Hawkesbury Local Planning Panel

From 1 March 2018, it became mandatory for all local councils in the Sydney area to implement a Local Planning Panel to determine development applications with a high level of public interest, sensitivity, strategic importance, or risk of corrupt conduct. Prior to March 2018, these types of applications may have been determined by Councillors at Ordinary Council Meetings. These applications are now determined at public Local Planning Panel meetings, held in the Council Chambers on the third Thursday of each month (providing that there are eligible applications to be determined).

Members of the public are able to address the Local Planning Panel about matters on the meeting agenda by completing an application form to do so by 3pm on the day before the meeting. Application forms are available [online](#) and at Council's Customer Service counter. Forms can be submitted online, via email, fax, or in person. If you do not have access to any of the above avenues, contact the Manager Corporate Services and Governance before 3pm on the day of the meeting to make arrangements on (02) 4560 4444 or council@hawkesbury.nsw.gov.au.

Members of the public are also able to attend Local Planning Panel meetings as observers if they do not wish to speak. Recordings of the Local Planning Panel meetings are available to be downloaded as podcasts from Council's [website](#) within two days after the meeting date.

4.4 Council Committees

Several Council Committees comprise or include members of the public.

Some of these special committees or bodies are:

Committee of Council

- Audit Committee
- Development Application Monitoring Advisory Committee
- Floodplain Risk Management Advisory Committee

- Hawkesbury Access and Inclusion Advisory Committee
- Hawkesbury Civics and Citizenship Committee
- Hawkesbury Sister City Association
- Hawkesbury Sports Council
- Hawkesbury Sustainability Advisory Committee
- Heritage Advisory Committee
- Human Services Advisory Committee
- McMahon's Park Management Committee
- Peppercorn Services Inc.
- Waste Management Advisory Committee

Statutory Committees

- ClubGrants Local Committee
- Greater Services Local Land Service Local Government Advisory Group
- Local Traffic Committee

4.5 Town Meetings

Council holds annual town meetings in a number of town centres around the Local Government Area. The town meetings include a presentation about current affairs and proposed future works, followed by an open question and answer session with Council staff. Questions can be submitted online prior to the meeting.

There are also a number of activities to complete at the town meetings, such as questionnaires and suggestion maps. Following each meeting, all feedback is collated and analysed, allowing Council to identify issues of concern for specific areas, as well as trends across the Local Government Area. Answers to the questions raised will be provided at the meetings and posted on Council's website after each meeting.

The town meetings to be held in 2019-20 are:

| Location | Date |
|---|---|
| North Richmond and Kurrajong North Richmond Public School 4 Grose Vale Road, North Richmond | 22 July 2019, 7pm |
| Colo Heights Horrie Eley Hall 2996 Putty Road, Colo Heights | 31 July 2019, 7pm |
| Windsor and McGraths Hill McGraths Hill Community Centre 1 Phillip Place, McGraths Hill | 7 August 2019, 7pm This session will be held at an accessible facility. Interpreters and transport assistance to this meeting are available on request. Call Council on 4560 4444 if you require these services. |
| Wilberforce, Ebenezer and Glossodia Wilberforce School of Arts 531 Wilberforce Road, Wilberforce | 8 August 2019, 7pm |
| Bilpin Bilpin District Hall 2596 Bells Line of Road, Bilpin | 14 August 2019, 7pm |

| Location | Date |
|---|----------------------|
| Maraylya, Oakville and Pitt town Maraylya Community Hall 346 Boundary Road, Maraylya | 15 August 2019, 7pm |
| St Albans St Albans School of Arts 7 Upper Macdonald Road, St Albans | 17 August 2019, 11am |

4.6 Information Kiosks

Council may host information kiosks in public spaces such as shopping centres, and at major events such as the Hawkesbury Show. The kiosks are attended by Council staff and/or Councillors, and will usually be for the purpose of providing information and collecting feedback on a specific topic.

4.7 Surveys

Council may choose to conduct surveys online, by mail, telephone, or face to face information gathering. The surveys may be designed to gather feedback about a local issue (for example, improvements to a town centre), or responses may be sought from around the entire Local Government Area. Once a survey has been completed, the responses will be analysed and the results published on Council's website.

Council will take into account the feedback provided through surveys when deciding the allocation of funding and resources to proposed projects.

4.8 Submissions about specific matters

In accordance with the provisions of Acts or Regulations (for example, the NSW Environmental Planning and Assessment Act 1979), Council will advertise matters of public interest and invited the public to make submissions, comments or objections. The matter will be advertised in the Council Notices section of the local newspapers the Hawkesbury Gazette and Hawkesbury Courier, as well as on Council's website, at Council's Customer Service Counter at the Administration Building at 366 George Street, Windsor, and at the Windsor and Richmond Libraries.

Following a decision on the matter, all respondents will be advised of the outcome. Respondents will also be advised if the matter is to be discussed at a forthcoming Council Meeting or other public forum such as a local planning panel meeting. The content of all submissions received will be addressed in the Council Meeting Report, Assessment Report, or other report used to justify the recommendation made.

4.9 Submissions about general matters

The public may make comment about all matters of Council's responsibility. All information provided to Council through written correspondence, email, web requests, phone calls, or in-person requests, will be entered into Council's Records Management System and distributed to the appropriate Council department for consideration. Council attempts to respond to all correspondence received in accordance with Council's Customer Contact and Service Standards and Customer Service Charter.

5. Information held by Council

Council holds information relating to a number of different issues concerning the Hawkesbury City area. The information is contained in a number of formats:

- Electronic documents in Council's Electronic Document Records Management System (EDRMS);
- Hard copy files – At Council offices and in the Government Records Repository (GRR) archive storage facility;
- Policy documents, available on Council's website.

5.1 Files - Electronic and Hard Copy

In 2003, Council implemented an Electronic Document Records Management System (EDRMS) known as ECM. Following the introduction of this system, hard copy and physical files were no longer created or updated, with the exception of working files for development applications.

Accordingly, the EDRMS captures information against some or all of the following indexes:

- Application;
- Customer;
- Meetings;
- Personnel;
- Project;
- Property;
- Streets;
- Subject.

Council retains some legacy archival information from prior to 2003 in physical and microfilm format. This information relates to the operations of Council and its historical predecessors - Colo, Windsor and Richmond Councils. Council is in the process of creating digital versions of the existing hard copy and microfilm information.

Access to Council information may be requested by making a Formal or Informal Access Request, in accordance with Sections 7-9 of the GIPA Act. Members of the public who require the above application forms can access them online at Council's [website](#), contact Council on (02) 4560 4444, or select the images below.

Hawkesbury City Council
 385 George Street (PO Box 148) Windsor NSW 2755
 Phone: (02) 4560 4444 Fax: (02) 4567 7740 Email: info@hcc.nsw.gov.au

Formal access to information application
 Government Information (Public Access) Act 2009
 (Application fee of \$30 payable on lodgement)
*Further processing fees may apply

Part A - Applicant Details
 Title (Mr/Mrs/Ms) Name
 Company Name
 Postal Address
 Telephone BH MB
 Email

Part B - Council Information
 1. Please describe the information you would like to access in enough detail to allow us to identify it. If you do not provide enough details about the information Council may refuse to process your application. You may attach details separately if you wish.

Part C - Other Considerations/Purpose for Information Sought
 You may provide comment as to any public interest considerations that you think Council should take into account in determining whether or not to release the info sought.

Part D - Form of Access (please tick)
 I wish to inspect the documents at Council Yes No
 I require a hard/CD copy or email of the document(s) Yes No
 If you require a hard/CD copy, please advise if you wish to:
 Collect the document(s) from Council
 Receive the document(s) via the post
 I require access in another form:

Hawkesbury City Council
 385 George Street (PO Box 148) Windsor NSW 2755
 Phone: (02) 4560 4444 Fax: (02) 4567 7740 Email: info@hcc.nsw.gov.au

Informal Access Request Form
 Government Information (Public Access) Act 2009 and
 Government Information (Public Access) Regulation 2009
 (No application fee payable, processing charges may apply)

Part A - Applicant Details
 Title (Mr/Mrs/Ms) Name
 Company Name
 Postal Address
 Telephone BH MB
 Email

Part B - Application Details
 Please select one of the three following options and provide as much information about your request as possible.

Building and Development Applications and/or Plans
 Lot No. DPSP No.
 Application number/s (if known)
 Property Address
 Further information

Please note that internal floor plans of residential buildings are not available unless consent from the property owner has been provided (see cover).

Property Ownership Details
 Property Address

Other Information

6. Council Information – How to access Council information

There are four ways in which Council information is made available to the public under the GIPA Act:

6.1 Open Access Information

This information is mandatorily available in accordance with the GIPA Act. The public is entitled to inspect these documents either on Council's website (unless there is an unreasonable additional cost to Council to publish these documents on the website) or at the offices of the Council during ordinary office hours or at any other place as determined by the Council. Copies can be supplied for reasonable copying charges, as outlined in Council's adopted Fees and Charges. The following lists of general documents held by Council has been divided into four sections as outlined by the [Government Information \(Public Access\) Regulation 2018 \(NSW\)](#).

These documents are:

1. Information about Council

Information contained in the current version and the most recent previous version of the following records is prescribed as open access information:

- [Annual Financial Reports](#)
- [Annual Report](#)
- Annual Reports of Bodies Exercising Functions Delegated by Council
- Any Codes referred to in the [LG Act](#)
- [Auditor's Report](#)
- [Code of Meeting Practice](#)
- Council's adopted [Code of Conduct](#)
- [EEO Management Plan](#)
- [Management Plan](#)
- [Policy concerning the Payment of Expenses Incurred by, and the Provision of Facilities to, Councillors](#)
- The [model code](#) prescribed under section 440 (1) of the LGA.

Information contained in the following records (whenever created) is prescribed as open access information:

- [Agendas and Business Papers for any meeting of Council or any Committee of Council](#)
- Departmental Representative Reports presented at a meeting of Council.
- [Minutes of any meeting of Council or any Committee of Council](#)
- Returns of the Interests of Councillors, Designated Persons and Delegates - (*can be provided for inspection when requested*).

Information contained in the current version of the following records is prescribed as open access information and can made available for inspection upon request:

- Land Register
- Register of Investments
- Register of Delegations
- Register of Graffiti removal works
- Register of current Declarations of Disclosures of Political donations
- [Register of Voting on Planning Matters.](#)

2. Plans and Policies

Information contained in the current version and the most recent previous version of the following records is prescribed as open access information:

- Environmental Planning Instruments, Development Control Plans and Contribution Plans made under the [Environmental Planning and Assessment Act 1979](#)
- [Local Policies](#) adopted by Council concerning approvals and orders
- [Plans of Management for Community Land](#).

3. Information about Development Applications

Information contained in development applications, and any associated documents received in relation to a proposed development are prescribed as open access information.

Information relating to development applications from 2008 onwards is available to be viewed through the [DA Tracking portal](#) on Council's website. Information relating to development applications lodged prior to 2008 is available upon request.

Development application documents may include:

- Acoustic Consultant Reports
- Assessment reports
- Construction Certificates
- Heritage Consultant Reports
- Home Warranty Insurance documents
- Inspection reports
- Land Contamination Consultant Reports
- Notices of Determination
- Occupation Certificates
- Plans (excluding internal floor plans of residential buildings)
- decisions on appeals
- Structural Certification Documents
- Submissions received on Development Applications.

4. Approvals, Orders and Other Documents

Information contained in the following records (whenever created) is prescribed as open access information:

- Applications for approvals under any other Act and any associated documents received
- Applications for approvals under part 7 of the LGA
- Compulsory Acquisition Notices
- Leases and Licenses for use of Public Land classified as Community Land
- Orders given under Part 2 of Chapter 7 of the LGA, and any reasons given under section 136 of the LGA
- Orders given under the Authority of any other Act
- Performance Improvement orders issued to Council under Part 6 of Chapter 13 of the LGA
- Plans of land proposed to be compulsorily acquired by Council
- Records of approvals granted or refused, any variation from Council Policies with reasons for the variation, and decisions made on appeals concerning approvals
- Records of Building Certificates under the *Environmental Planning and Assessment Act 1979*.

6.2 Proactive Release

Council is encouraged to make as much information of public interest as possible publicly available free of charge or at minimal cost, such as frequently requested information or information of special public interest. The information to be proactively released is decided at Council's discretion. It is published in an appropriate manner and either free of charge, or available at a reasonable cost.

Council's [Access to Information Policy](#) and [Access to Information Guidelines](#) provide more detailed guidance on the documents and types of information available to members of the public and on how to access this information.

Council makes the following information of public interest available on the website:

Council Administration and Governance

- Approved Council and Strategies of Council
- [Council Events Information](#)
- [Council News Updates](#)
- [Fees and Charges](#)
- Government Submissions
- Research Studies
- Standing and Special Committee Terms of Reference
- State of Environment Reports

Other Information

- [Community Information Directories, Publications and Services](#)
- Infrastructure Program Updates
- Major Projects Update

6.3 Informal Release

Council is authorised to release information in response to an informal request, unless there is an overriding public interest against disclosure of the information, such as if another person's personal information is included in the information.

A written application is required to request information informally.

Further information about informal access requests is available in Council's [Informal Access Request fact sheet](#).

The image shows a screenshot of the 'Informal Access Request Form' from Hawkesbury City Council. The form is titled 'Informal Access Request Form' and references the Government Information (Public Access) Act 2009 and Regulation 2009. It is divided into two main sections: 'Part A - Applicant Details' and 'Part B - Application Details'. Part A includes fields for Title, Name, Company Name, Postal Address, Telephone, and Email. Part B includes a section for 'Building and Development Applications and/or Plans' with fields for Lot No., DWP No., Application numbers, and Property Address. There is also a section for 'Property Ownership Details' and 'Other Information'. A note at the bottom of Part B states: 'Please note that internal floor plans of residential buildings are not available unless consent from the property owner has been provided (see note)'. The Hawkesbury City Council logo and contact information are visible at the top of the form.

Click on the image to open the Informal Access Request Form.

6.4 Formal Release

You are also able to request access to Council information, including information not available as open access, proactive release or informal release, by lodging a [Formal Access to Information Request](#).

You will need to lodge a formal application if:

- you are requesting another person's **personal information** (e.g. complainant's details)
- you are requesting information relating to an **insurance claim**
- your request will involve retrieval of a **large number of documents or files** (five files or more)
- you are requesting information relating to **Companion Animals**.

For the application to be considered valid, it must:

- be **in writing**
- have the **\$30 application** fee paid upon lodgement
- include a postal address within Australia
- contain enough detail to allow the required information to be identified.

The **\$30 application fee** will cover the first hour of processing. Subsequent time spent processing the application will incur a charge of **\$30 per hour**, charged at 15 minute intervals. You will be informed of the estimated total cost of your application within five days of the application being received.

The image shows a screenshot of the 'Formal access to information application' form from Hawkesbury City Council. The form is titled 'Formal access to information application' and is under the 'Government Information (Public Access) Act 2009'. It includes sections for 'Part A - Applicant Details', 'Part B - Council Information', 'Part C - Other Considerations/Purpose for Information Sought', and 'Part D - Form of Access (where applicable)'. The form contains various input fields for name, company, address, telephone, and email, as well as checkboxes for 'Yes' or 'No' and a text area for providing details.

Click on the image to open the Formal Access to Information Request Form.

Further information about formal access requests is available in Council's [Formal Access Request fact sheet](#).

Information in regard to specific requests can also be obtained from the Governance Officer on (02) 4560 4444 or council@hawkesbury.nsw.gov.au.

7. How members of the public may access and amend Council documents concerning their personal affairs

As mentioned previously, Council has a vast range of documents that can be accessed in varying ways. Most documents require an appointment to be accessed, in order to allow files to be retrieved from Council's off-site storage facility. Appointments can be made to view documents at the Administration building between the hours of 8:30am and 5pm, Monday to Friday (except public holidays).

7.1 Public Officer and Right of Information Officer

Amongst other duties, the Public Officer may deal with requests from the public concerning the Council's affairs and has the responsibility of assisting people to gain access to public documents of the Council. If you have any difficulty in obtaining access to Council documents, you may wish to refer your enquiry to the Right of Information Officer. The Council's Right to Information Officer is responsible for determining applications for access to documents.

If you believe a Council record is incorrect, you should advise the Manager Corporate Services and Governance in writing in the first instance.

All enquiries, concerns and complaints regarding privacy are dealt with under Council Privacy Management Plan. The Manager Corporate Services and Governance is Council's nominated Privacy Officer. Applications under the Privacy Management Plan also need to be made in writing.

Enquiries should be addressed as follows:

General Manager
Hawkesbury City Council
366 George Street (PO Box 146)
WINDSOR NSW 2756

Email: council@hawkesbury.nsw.gov.au

7.2 Information and Privacy Commissioner

If you require any other advice or assistance about access to information you may contact the Information and Privacy Commission using the following details:

Phone: 1800 472 679
Fax: (02) 8114 3756
Email: ipcinfo@ipc.nsw.gov.au
Website: www.ipc.nsw.gov.au

A decorative graphic consisting of several overlapping, wavy lines in various shades of blue, transitioning from a light blue at the top to a dark blue at the bottom, creating a sense of movement and depth.

Appendices

Appendix 1 Map of Hawkesbury City Council LGA and surrounds



Appendix 2 Hawkesbury City Council Councillors

Councillors



**Councillor Barry Calvert
(Mayor)**



**Councillor Mary Lyons-Buckett
(Deputy Mayor)**



Councillor Patrick Conolly



**Councillor Emma-Jane
Garrow**



**Councillor Amanda
Kotlash**



**Councillor Paul
Rasmussen**



Councillor Peter Reynolds



Councillor Sarah Richards



Councillor John Ross



Councillor Tiffany Tree



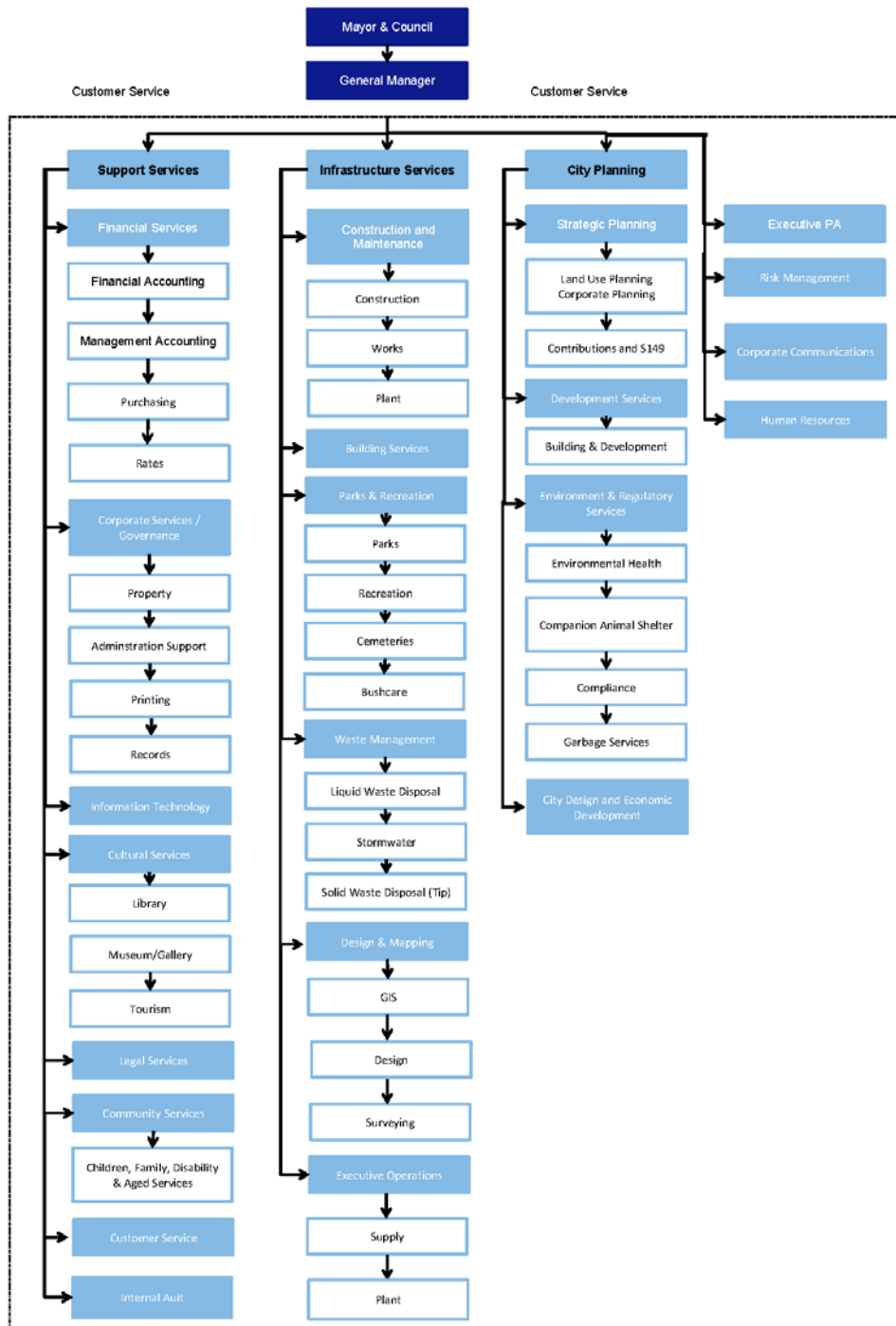
**Councillor Danielle
Wheeler**



**Councillor Nathan
Zamprogno**

Appendix 3 Hawkesbury City Council Organisational Structure - Adopted 2018

Hawkesbury City Council



Appendix 4 History of amendments to Council's Information Guide

| Date | Amendment |
|------------------------|--|
| June 2010 | Draft publication guide submitted to IPC for comment |
| July 2011 | No amendments – Submitted to IPC 29 July 2011 |
| July 2012 | No amendments – Submitted to IPC 31 July 2012 |
| July 2013 | Minor amendments – Submitted to IPC 31 July 2013 |
| October 2014 | Information submitted to IPC regarding proactive release program |
| July 2015 | Major amendments – Submitted to IPC 28 July 2015 |
| July 2016 | Minor amendments – Submitted to IPC 17 August 2016 |
| August 2017 | Minor amendments – Submitted to IPC 25 September 2017 |
| 13 October 2017 | Feedback received from IPC regarding assessment results |
| August 2018 | Major amendments - Added additional information to Section 4 – How the public can participate in Council's policy development and the exercise of Council's functions – In accordance with IPC Agency Information Guide Review published June 2018 |
| January 2019 | Minor amendment – Reviewed and updated to reflect new <i>Government Information (Public Access) Regulation 2018</i> |
| July 2019 | Minor amendments – Reviewed community events section and town meetings section. Added Local Planning Panel Section 4.3. Redirected all broken hyperlinks. |

