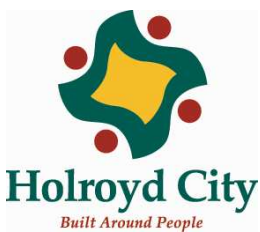




2009/2010 Annual Report





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It is my pleasure to present the Holroyd City Council 2009/2010 Annual Report.

Holroyd is a growing city, home to a diverse and vibrant community with heritage that spans to all parts of the globe. Over 2009/2010, Council welcomed 1081 new citizens through our Holroyd Citizenship Ceremonies. Council continues to acknowledge and value the cultural diversity of our community and again played host to events such as Australia Day, City Fest, Carnivale, Pet Fest and Oodles of Noodles – Food and Wine Festival to celebrate the strengths in diversity and inclusiveness that exists across the Holroyd Community.

Council continues to lead the way in the fight against Asbestos by gaining support through the National General Assembly of Councils to introduce uniform regulation across Australia for safe removal and disposal of asbestos. Being the centre of the fibro belt in Western Sydney, Council continues to wage its war on Asbestos, and this year held an Asbestos Information Night, covering a range of issues including presentations from WorkCover and the latest research by Professor Nic van Zandwijk, Director of Asbestos Disease Research Institute in order to educate and highlight risks associated with Asbestos.

Holroyd was painted 'REaD' in order to highlight the importance of supporting children's early language and literacy skills by simply encouraging parents to read to their children from birth. Poppy the Possum was on hand to promote this important program and I was pleased to see the support received from the local Business Community in highlighting the importance of this program.

Council was successful in having the S94 decision affecting the Neil Street Precinct overturned saving our rate payers an additional \$ 400 in rates per year. This was a major victory for Council and was strongly supported by the Community, demonstrating how we can work together and achieve change.

The Living Holroyd Program has been developed to focus our City on the future with Council and the Community working together. Throughout 2009/2010, Council undertook its largest ever community consultation with close to 1800 individuals through the 2010 Community Survey, Community Leaders Focus Group, Local Schools Forum, Surveys, Competitions, Business surveys and forums, Council Committees, staff forums and the Holroyd Summit, providing suggestions and strategies for Council to build upon in the Living Holroyd Community Strategic Plan.

I would like to take this opportunity to thank my fellow Councillors, the General Manager and staff of Holroyd City Council for their continuing hard work and commitment throughout 2009/2010.

Clr. John Perry
Mayor, Holroyd City Council
September 2009 – September 2010



I am very pleased to present Council's 2009/2010 Annual Report. This document sets out in detail our progress toward achieving the goals of our City Strategic Plan and provides a summary of all the work completed by Council over the past year.

Holroyd Council aims to provide a sustainable City for our residents. Our internal services support sustainability through good governance, representative democracy and community spirit, Sound policy, Sufficient resources, meaningful planning , connectedness and strong leadership.

Holroyd City Council 2009/2010 Annual Financial Reports showed its financial performance indicators were better than or in line with industry standards. Council's external auditor, Price Waterhouse Coopers ,advised that Council remains in a strong financial position.

Council continues to develop its IT systems to improve the provision of information and on-line services to the Holroyd Community. During the year in review, Council implemented a managed service environment for its computer software which significantly improves Councils ability to remain on line to the Holroyd residents in time of an emergency.

Council has substantially improved its processing times for DA applications. Holroyd Council was identified through the Department of Planning's Performance monitoring report card as one of the top performers in the Sydney Region in relation to the reduction in DA processing times.

Council conducted a rolling program of community engagement during the 2009/2010 reporting period in preparation for our first Community Strategic Plan. A range of engagement activities organised over the past 12 months have sought the opinions and ideas from our community in order to move Holroyd forward over the next 20 years. Over 1800 people have contributed to the process to date and information gathered will help to inform the development of our Community Strategic Plan.

Council also continued to consider information gathered through the LEP/DCP consultation period to underpin the development of plans to provide for the future housing, retail and employment needs expressed by the Holroyd Community.

I would like to take this opportunity to thank the Mayor, Deputy Mayor, Councillors and the dedicated staff of Council for their professionalism and efforts in all of Council's achievements in the past year.

Merv Ismay
General Manager

Holroyd City: Built Around People

Holroyd City at a Glance
Elected Representatives
Holroyd City Council
Council's Management Structure
The City Strategic Plan and our Annual Report
Living Holroyd: a Place for Everyone



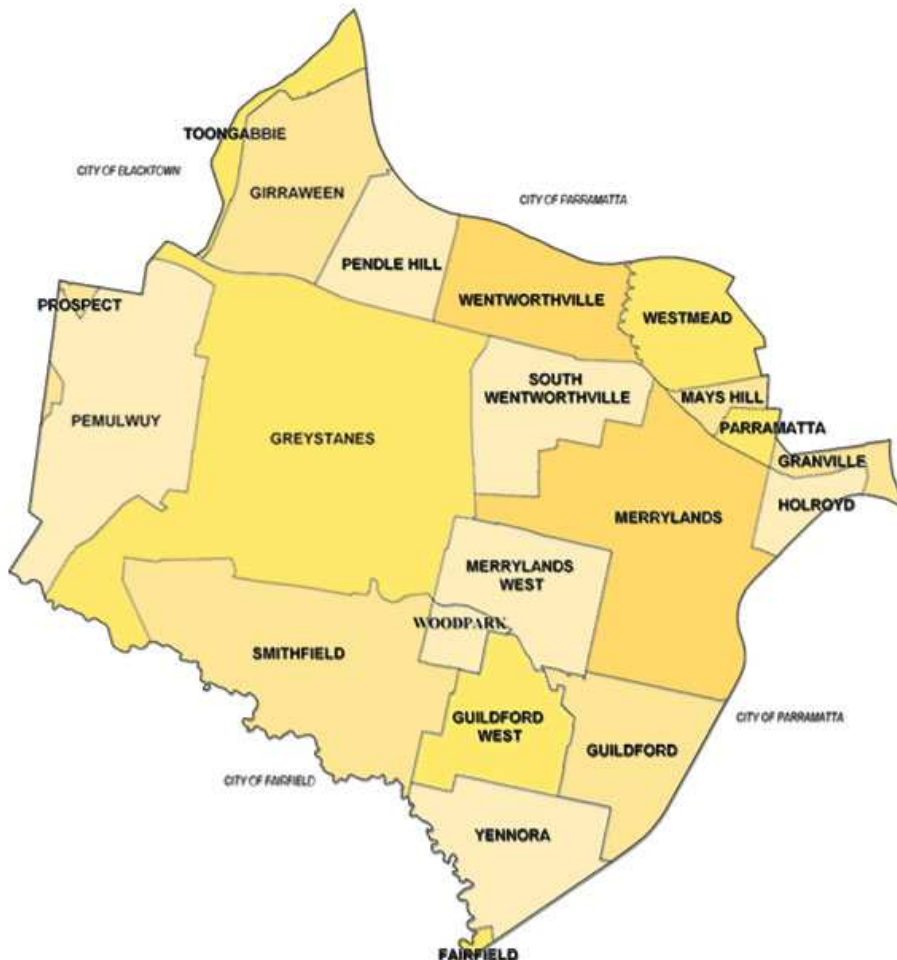


Holroyd City is located in the west of Sydney, approximately 25 kilometres from the Sydney GPO. It is bounded by Parramatta City in the north and east, Fairfield City in the south and Blacktown City in the west.

The City is a mixed residential and industrial area, encompassing a total land area of 39.89 square kilometres, covering the suburbs of Girraween, Granville (part), Greystanes, Guildford (part), Guildford West, Harris Park (part), Holroyd, Mays Hill, Merrylands (part), Merrylands West, Parramatta (part), Pemulwuy, Pendle Hill (part), Smithfield (part), South Wentworthville, Toongabbie (part), Wentworthville (part), Westmead (part) and Yennora (part).

Incorporated on 5 July, 1872, Holroyd City was originally known as the Municipality of Prospect and Sherwood. The name was changed to Holroyd on 11 January, 1927 to perpetuate the name of the first Mayor of the Municipality, Arthur Todd Holroyd. The Municipality was proclaimed a City on New Years Day 1991.

Today, Holroyd is a growing City, home to 100,122 residents at the 30 June 2009 and known for its strong cultural diversity and mix of family-friendly neighbourhoods and active industry.



Elected Representatives



West Ward



Clr. Greg Cummings



Clr. Allan Ezzy



Clr. Ross Groves

South Ward



Mayor
Clr. John Perry



Clr. Pam Colman



Clr. Nasr Kafrouni

East Ward



Deputy Mayor
Clr. Peter Monaghan



Clr. Mark Pigram



Clr. Eddy Sarkis

North Ward



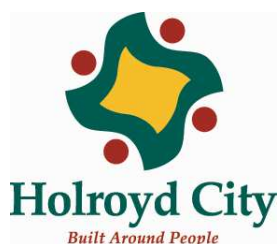
Clr. Vasee Rajadurai



Clr. Gregg Ritchie



Clr. Yvette Whitfield



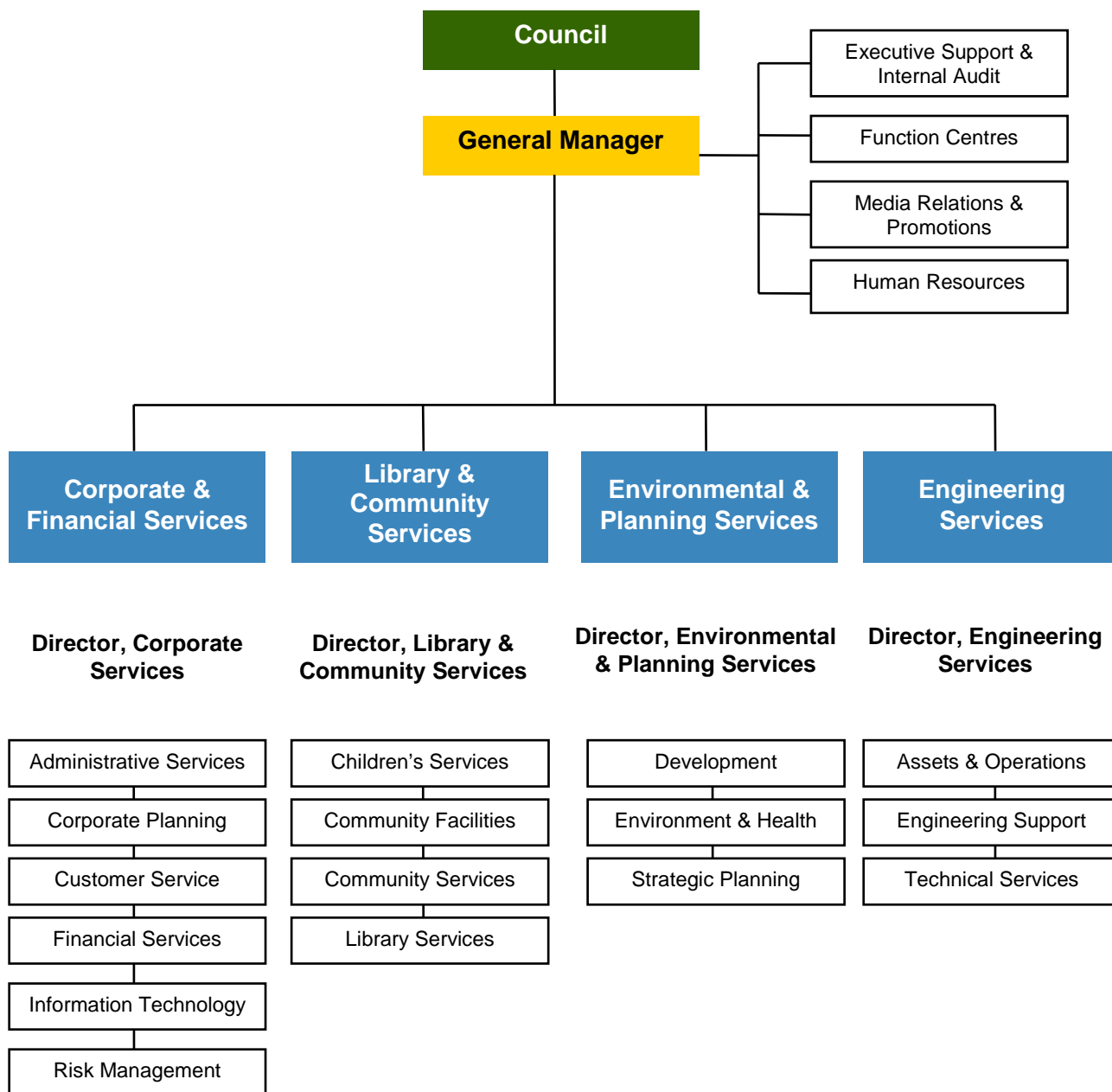
Holroyd City Council employs over 600 staff to lead, support and service our community. Council's vision is to create a City that is innovative, dynamic and sustainable, through engaging active partnerships with the community, our environment and neighbouring councils.

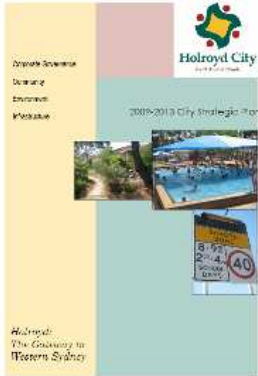
Council's mission and values are established through our Council Charter, which drives the organisation:

- *to provide directly, or on behalf of other levels of government, after due consultation, adequate equitable and appropriate services and facilities for the community and to ensure that those services and facilities are managed efficiently and effectively;*
- *to exercise its functions with due regard for the cultural diversity of the community;*
- *to properly manage, develop, protect, restore, enhance and conserve the environment of the area for which it is responsible;*
- *to have regard to the long term and cumulative effects of the decision made;*
- *to bear in mind that it is the custodian and trustee of public assets, and to effectively account for and manage the assets for which it is responsible;*
- *to facilitate the involvement of Councillors, members of the public, users of facilities and services and Council staff in the development, improvement and coordination of local government;*
- *to raise funds for local purposes by fair imposition of rates, charges and fees, by income earned from investments, and when appropriate, by loans and grants;*
- *to keep the local community and the state government (and through it the wider community) informed about its activities;*
- *to ensure that in the exercise of its regulatory functions, it acts consistently and without bias, particularly where an activity of the Council is involved; and*
- *to be a responsible employer.*

The day-to-day operations of Council are overseen by the General Manager, Merv Ismay. The General Manager is responsible for the efficient, effective operation of Council's organisation and ensuring the implementation, without undue delay, of decisions of the Council.

Holroyd Council's internal structure is made up of 1 department headed by the General Manager and 4 other departments each headed by a Director, as detailed on the next page.





The 2009-2013 City Strategic Plan establishes Council's core priorities and builds the platform used to coordinate and manage its operational activity.

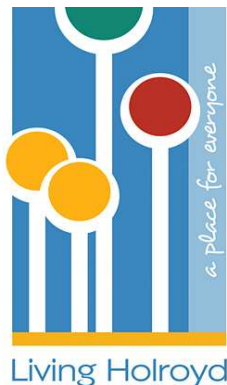
The Plan embodies Council's commitment to the community, our staff and our environment to deliver activities which provide effective services now and into the future.

The City Strategic Plan identifies key goals to be achieved across all Council operations, focusing on service delivery through 4 core activity groups:

- the City and Corporate Governance;
- the City and the Community;
- the City and the Environment; and
- the City and its Infrastructure.

Council's Annual Report is designed to link to the goals outlined in the City Strategic Plan. Embodying the same 4 core activity groups, the Annual Report outlines the progress made on key activities within each area, providing a summary of Council's movement toward the goals established in the City Strategic Plan.

A full copy of Council's 2009-2013 City Strategic Plan is available through Council's website at www.holroyd.nsw.gov.au



The Living Holroyd Program has been developed to further the partnership between Council and the Holroyd community, to identify the priorities, strategies and long-term vision for our City.

The program is designed to link community and Council objectives through establishing an integrated planning and reporting structure, meeting the legislative requirements of Council while also providing a balanced and inclusive approach to planning the future of Holroyd.

At the core of the structure is the establishment of a Community Vision, representing the views and aspirations of the Holroyd Community into the next 20 years.

Close to 1800 individuals have participated in the Program over the last 12 months. Giving suggestions and providing strategies for Council to build upon in our Living Holroyd Community Strategic Plan.

The Draft Community Strategic Plan is currently being developed taking into consideration the responses and suggestions from the community.

The Community Strategic Plan will drive the development of the Delivery Program, which will summarise all of Council's short to medium term activities, highlighting the steps toward attaining the outcomes of the Community Vision.

For further information on Living Holroyd and related community activities, please refer to Council's website – www.holroyd.nsw.gov.au/livingholroyd

The City & Corporate Governance

Council & Corporate Governance
General Manager's Department
Corporate & Financial Services
Freedom of Information (FOI)
Privacy and Personal Information Protection
National Competition Policy
Human Resource Activities
Policy & Provisions for Elected Members
External Bodies
Summary of Legal Proceedings
Rates & Charges Written Off
Major Contracts





Corporate Governance refers to the way in which Council is directed, controlled and held to account. It is concerned with structures and processes for decision-making and with the controls and behaviour that support effective accountability for performance outcomes and results. Governance encompasses authority, accountability, stewardship, leadership, direction and control exercised by the organisation.

The following key operating principles underpin the corporate governance framework within Council:

- **Openness** - providing residents with confidence regarding the decision-making processes and actions of the Council in the management of their activities and enhances Council's communication with the residents.
- **Integrity** – displaying honesty and objectivity as well as high standards of propriety and probity in the stewardship of public funds and the management of Council affairs.
- **Accountability** - Councillors and staff taking responsibility for their decisions and actions and submitting themselves to appropriate external scrutiny. This is achieved through the Audit and Governance Committee and other reporting mechanisms.
- **Risk Management** - identifying, analysing and mitigating risks which could prevent Council from achieving its objectives. Business continuity is closely related to risk management. Council's business continuity plan ensures that the organisation is prepared for any foreseeable or unforeseeable event and will continue operation.

Council and Stakeholders

Council strives to engage its citizens in policy making. It considers such action as a sound investment for its future in line with the corporate governance principals. Council obtains information, perspectives and solutions from a wider section of the community. The input is derived from many and varied sources:

- Council's elected representatives;
- Council's Advisory Committees;
- section 355 Park Committees;
- community consultation with specific interest groups;
- Council sponsored community BBQs at local parks;
- city festivals; and
- citizenship and other award ceremonies.

Audit and Governance Committee

The Audit and Governance Committee meets on a quarterly basis. The Committee consists of the Mayor and two Councillors, the General Manager and one independent member. The Director of Corporate & Financial Services, Manager of Financial Services, Executive Support Officer and the External Auditor attend as Observers.

The role of the Committee is to:

- provide assurance as to the integrity of the Council's financial position;
- review the effectiveness of the internal controls through short term and long term audit plans;
- consider reports arising from internal audit work;
- consider the External Audit Reports and management letters; and
- review the Corporate Risk Register.

Ethical Standards

Council's Code of Conduct provides a framework for ethical decision making by Councillors, staff and community representatives. All new staff are provided with Code of Conduct training during induction, while existing staff are provided with refresher training at regular intervals.

Council's Statement of Business Ethics sets out its expectations on how it envisages its contractors, consultants, developers will maintain standards of professional behaviour when dealing with Council. These statements are issued to all suppliers, development applicants, contractors, consultants and others.

Risk Management

Council acknowledges that it faces a range of risks that could impact on the achievement of its objectives.

To minimise the risks, Council has implemented the following early warning systems:

- financial risks are examined through Monthly Budget Reviews and Quarterly Financial Health Checks;
- environmental risks are monitored through regular inspections, prompt response to reports of possible environmental damage and through vigilance;
- health and safety risks are reviewed through Council's Holsafe Program and Safety Committees.
- corruption risks are assessed through the Governance Health Checks;
- operational risks – reviewing and assessing business continuity plans; and
- compliance risks – reviewing compliance with regulatory requirements on a bi-annual basis.

In addition, Council continues to review its Disaster Recovery (DR) and Business Continuity Plan (BCP).

During 2009/2010 Council's BCP for the financial computer systems was upgraded by providing for backup of the financial data off-site through a direct data line to a dedicated storage site at Botany. This facility provides for rapid reconnection by Council to the Botany site in the case of an emergency. A similar BCP arrangement is currently being reviewed for Council's other crucial software, including our records, mapping and community services programs.



Core Business

The core business of this Department is to develop and manage Holroyd's civic and related functions on behalf of Council and the Community, as well as fulfil all statutory and organisational requirements as provided by legislation.

Initiatives and Achievements

Corporate Governance

Corporate Governance is a function that provides executive support to the General Manager and incorporates complaints handling, Code of Conduct, Business Ethics and legislative compliance.

Major tasks undertaken included:

- scrutiny of complaints management
- probity advice on major projects
- operational audits
- investigation of Code of Conduct Complaints
- coordination of pecuniary interest returns and related issues
- participation in the Tender Review Panel
- review of better practice programs
- redesign and implementation of delegations of authority across the organisation
- monitor of Code of Meeting Practice requirements and related policies
- review of council's policy on payment of expenses and provision of facilities for the Mayor and Councillors.

Internal Audit

Internal Audit as part of the governance framework conducts independent and objective reviews of Council's operations and procedures. Findings and recommendations are reported to Management and the Audit & Governance Committee.

Internal Audit's objectives are to ensure that:

- Key business processes and associated risks are being appropriately managed;
- Council's systems and processes are producing outcomes in line with the achievement of Council's strategic and operational objectives.

The major task undertaken by Internal Audit included:

Tender Review
Expenditure Review
Mobile Phone Review
Function Centre Review

Media Relations and Promotions

Throughout the 2009/2010 financial year, the Media Relations and Promotions Unit fulfilled its objective of promoting awareness of Council's services within and beyond Holroyd City by organising special and public events and media exposure.

The range and complexity of civic functions and publicity work for Council continued to grow, including:

- Australia Day Events (January 2010);
- Holroyd CityFest (April 2010) including the Night of Nights;
- Workplace Tragedy Memorial Plaque Commemoration (May 2010)
- Oodles of Noodles incorporating the Annual Garden Awards (October 2009);
- Local Government Week (August 2009); and
- PetFest (September 2009).

The section also helped support:

- The Mayoral Charity Golf Day (April 2010);
- Small Business Awards (March-May 2010);
- Business Breakfast (Sept 2009);
- Holroyd versus Parramatta Cricket Match (March 2010) and
- Several Council Departments to promote their events and projects.

The unit kept the community informed about Council, its activities, achievements and services by producing:

- 4 editions of The Holroyd City Herald (Council's newsletter delivered to 36,500 households across Holroyd City);
- weekly Corporate Page in local newspapers - 53 editions produced and published in local newspapers;
- more than 73 media releases written and distributed to the media;
- more than 55 information requests from journalists answered;
- 17 speeches written for Mayoral/key Council staff ;
- banners, postcards, posters, fliers produced in house; and
- advertisements for newspapers and Internet media develop in house.

Function Centres

Use of The Holroyd Centre continues to rise with turnover on the increase annually. The venue is a wonderful location for weddings, meetings and special events.

The kitchen of The Holroyd Centre also produces an average of 500 meals per week for the Meals-on-Wheels Service.

The Redgum Centre is the largest community hall throughout the City. The venue has permanent tenants and is booked from Monday through to Saturday for community events. Its large stage makes it a favourite for drama and theatre groups.

This centre is a favourite of the community with weekends at this venue normally booked 6 months in advance. It caters for up to 300 guests and has wonderful parking facilities together with easy public transport access.

Human Resources

Council has a strong commitment to staff by providing a safe and caring work environment that encourages a high level of service to the community and ensures that staff are rewarded fairly and equitably for their services.

The Human Resources team is responsible for providing tailored HR support and advice to the Council, ensuring HR policies and solutions are business focused and efficiently deployed. The section ensures that HR functions are maintained effectively to encourage a productive, innovative and harmonious environment with a focus on continuous improvement.

In the past 12 months the HR section has taken on organisational development which is linked to the Business Excellence Framework and underpins the Council's ethos of continuous improvement.

The review of all policies and procedures is an ongoing process to ensure they all remain relevant and up to date. The performance evaluation system has been updated with a policy checklist to ensure all staff have read and understood the policies and procedures that are relevant for their job in the current year and the review period is on anniversary.

Appointments and salary progression remain based on qualifications, experience and competence. Performance evaluations enable feedback on performance between managers and staff, and in turn staff progression, collection of training data and succession planning.

The Corporate Training Plan continues in accordance with the Award requirements, and the Induction Program was reviewed to highlight the statutory obligations for Council and staff. An e-learning version of the Induction Program has been developed for staff, due to the nature of their work can't attend the full day program. Competency based training was further developed in the reporting year. This year Council continued the leadership program which was conducted for team leaders to provide skills for their supervising role and coaching one on one.

Council's HOLSAFE OHS Management System has been further enhanced with ongoing promotion, monitoring and reviewing of the system. HOLSAFE Teams have been formed to work on particular projects.

Council's Equal Employment Opportunity Plan was reviewed with emphasis again this year on human resources policies and procedures and consistently identified staff training needs. As identified in the Plan, the activity areas are: communication and awareness, recruitment, selection committee, appointment and transfer, training, higher duties, grievance procedures, conditions of service, access to Council premises, allocation of responsibilities and resources and evaluation of the Management Plan.

Council Women's Development Team has further enhanced the Action Plan for 2009 – 2010 through a further consultation with the female staff as well as including a program for the beginning of the Year of Women in Local Government, which included professional development, networking lunches, maternity morning teas and supporting the LGMA's Women in Local Government Mentoring program.

Council was recognised as the National Local Government Award winner in the category of Women in Local Government in May 2010.

Council's Place Managers

Council's Place Managers work with the local business organisations such as the Guildford Chambers of Commerce, Cumberland Chamber of Commerce, Merrylands CBD Committee and the Wentworthville Promotions Committee.

They also provided information on many business-related topics. Assistance to the Holroyd business community included:

- assisting the fast tracking of development applications;
- outdoor dining;

- waste removal;
- graffiti issues;
- long-term sustainability; and
- starting a new business.

Also provided was demographic and economic development statistics to assist businesses that may be considering relocating or opening a business in the Holroyd LGA.

The Place Managers played an active role in the retention of local business, and are often the first point of contact for the local business community, responsible for the distribution of information from the State and Federal Governments regarding changes, policies and laws that relate to the business community.

The Place Managers organised events, activities and educational seminars that promoted and educated the businesses of Holroyd. Annual Shopping Centre Meetings were also organised by the Place Managers and issues raised by the retailers and business owners at those meetings actioned by the Place Managers through Council's Directors.



Strategic Objective: To effectively and efficiently develop and manage Holroyd's civic and related functions on behalf of Council and the Community

Program	Service to be Provided	Key Performance Measure (Operational)
Corporate Governance	Operational and Performance Audit	Review of Internal Audit Program adopting new governance tasks on a priority basis.
	Codes, Policies, delegations and ethics	Effectively review and manage internal management controls
	Tender and Purchasing Reviews	Annual reviews of the process
	Probity Reviews	Ongoing monitoring of compliance with ICAC, Ombudsman and other statutory requirements.
Media Relations & Promotions	Media liaison and publications	Prompt and accurate responses provided to all media inquiries.
	Annual events coordination and Special Civic Events	<p>Managed Australia Day within budget and without major incident. Substantially increased public attendance</p> <p>Managed CityFest celebrations under budget and without major incident. Good participation levels were achieved.</p> <p>Managed PetFest within budget and without major incident. Substantially increased public attendance</p>

Program	Service to be Provided	Key Performance Measure (Operational)
Function Centres	Business seminars and conferences at the Holroyd Centre and Special Events at The Holroyd Centre	Annual Income Level - \$805,700
	Oversee functions and bookings at Redgum Function Centre	Annual Income Level - \$ 98,900
	Oversee bookings of Council Committee Rooms	Achieved and ongoing
	Provide Catering Services to Meals on Wheels	To specification and MOW satisfaction – Achieved.
Human Resources	Policy Development Industrial Relations Equal Employment Opportunity Recruitment and Selection Remuneration Management Training Occupational Health and Safety Support Services (on and off site Counselling)	Number of policies and procedures reviewed and updated as well as new – 78. Number/type of grievances/disputes – 38. Number of EEO incidents – Nil. Timely Placement – 10-13 weeks. Number of Review – 80% as at June 2010 Training Hours – 5 533.3 Number of Programs – 12 Number of requests for assistance – 2 146
Place Management	Liaise with local business organisations to promote healthy business activity within the area and provide information to assist the business community	High support received for Council's programs

	Organise events, activities and educational seminars to promote and educate existing and potential new businesses, and provide a link between the requirements of Council, and the State/ Federal Governments on changes to policies and laws	Events organised received overwhelming support and attendance
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Core Business

The core business of this Department is to implement the requirements of Council's Governance Policy and manage the finance, corporate planning, customer service, administrative, information technology and risk management services for the efficient and effective operation of Council.

Initiatives and Achievements

Finance

All statutory requirements have been met by the Finance Section in accordance with set timeframes including:

- lodgement of statutory returns;
- fringe benefits tax reporting;
- goods and services tax reporting;
- legislative compliance; and
- determining and issuing rates

Council has continued to upgrade and streamline its financial and business management systems in-line with industry standards to provide sound, timely and effective financial information suitable for operational and strategic decision making. This process includes monthly budget review reporting in addition to the quarterly reviews and reporting as per statutory requirements.

Council has continued to invest surplus funds in accordance with Council's Investment Policy. Council receives independent investment advice for all investments and for the investment portfolio. The return on investment has improved in line with the rise in interest rates during 2009/10.

The Finance Section continued its program of best value investigations across corporate support functions as part of the Holroyd Model 2001, designed to achieve cost savings, including motor vehicles, electricity supply, telecommunication services, advertising, printing and stationery, legal services, banking services and financial advisory services.

Council's Corporate Information System was implemented in 2007 and continues to be improved. All financial systems are now fully integrated and enhancements and improvements are ongoing. The new systems have provided improved reporting, enhanced processing and streamlining of procedures and work methods.

Administration

Council has met the requirements of the Privacy and Personal Information Protection Act and the Freedom of Information Act.

There were no requests for Council to review its policies or practices relating to privacy and personal information protection, nor were there any requests to source or alter personal information during 2009/2010.

The number of FOI applications increased from 65 during 2008/2009 to 110 in 2009/2010. Applications were completed within the statutory timeframes. The statutory requirements of the FOI Act were met.

Council continues to promote best practice recordkeeping and is compliant with the principles and requirements of the State Records Act.

Council's core repository of business information, TRIM Context, continues to be enhanced and developed in line with user requirements.

Council's archival paper based file collection continues to be restructured to create additional space and eliminate OH&S concerns.

Imaging of development files is ongoing with resultant space savings and access to information at the desktop relevant by-products of the project.

Education and refresher training in the TRIM system is conducted on a regular basis. National Information Awareness Month, connecting information and people with the theme Access Across the Generations, was showcased at the May launch of the TREK (Trim, Recording Keeping, Electronic, knowledge) logo.

Council effectively manages its corporate memory in both paper and electronic formats through efficient recordkeeping practices which ensures its legal, evidential, access and accountability requirements are met.

Information Technology

Council's Information Technology infrastructure continues to be enhanced under a continuous improvement program. Additional software, hardware and mature technologies have been incorporated to enhance Council's business activities and services as set out in the Management Plan.

Council has implemented a mix of open source and proprietary software, consistent with the Information Technology strategy of state and federal government departments. Council has used a mix of open source proprietary software to meet its needs.

Council has upgraded its core operational mission critical systems to offer enhanced functionality and reporting facilities for Council staff, statutory authorities and the local community. Council has utilised best-of-breed systems to offer robust, functional and customisable solutions for staff and the local community, including an e-Service portal. This portal offers the public enhanced functionality including the convenience of on-line rate payments and the viewing of published and determined development applications. The e-services portal will be expanded to provide an increasingly wider variety of services.

Council has implemented a range of disaster recovery and business continuity strategies to ensure continuous operations of its core functions. An integral part of this strategy is the implementation of a managed services solution for Council's 'Corporate Information System', mapping, bookings and financial planning and reporting applications. Council will continue to investigate and take advantage of best of breed solutions for its business continuity and disaster requirements.

Council's Intranet re-design project has been completed. The enhanced Intranet and Internet allows for distributed authoring of content, enhanced search functionality, vastly improved menu structure and a more enjoyable and productive user experience.

For Councillors, the Information Technology unit continues to provide support in the administration of the Electronic Business Paper and other software as well as providing on-site Information Technology support for Council related technologies.

Risk Management

In 2009/2010, Council's Risk Management Plan was reviewed in accordance with our charter, applicable laws and current legislation. Statutory obligations were continually monitored throughout the period.

The Section has been the focal point for monitoring the recent insurance and risk legislative changes and the potential impact that it has on Council and the community.

Options for placement of Council's insurances were again reviewed to ensure best value.

Initiatives this year included the revision of Council's Risk Management Policy and the introduction of Council's Risk Management Strategy and Enterprise Risk Management Program. Council also implemented the Guardian Risk Management System.

The Section continues to support MetroPool, an insurance pool with other Councils through which Council purchases its Public Liability and Professional Indemnity and motor vehicle insurances, particularly in regard to claims management and best practices. Metro pool performed strongly throughout 2009/2010 meeting its insurance obligations for member Councils whilst increasing the Pool's equity of \$4.067 million to \$4.442 million, of which Council's equity is \$575,000.

A review of Council's rehabilitation processes was undertaken to minimise time lost and consequent impact on Council's delivery of services.

The Risk Management Section continues to provide a forum for discussion of current risk issues and provide another vehicle for feedback to staff generally.

Customer Service

Improved consistency in Council's Service Levels is the highlight for Customer Services this year. Introduction of two part time officers has allowed Council to focus more resources to our telephones during our busy periods at no extra cost to the business. Service Levels are consistent to within 3% each month and the Service Level trendline continues to improve.

Analysis of telephone call traffic is being undertaken to identify areas where Council needs to improve services and processes. Customer Services will continue to find new ways of streamlining its processes in conjunction with other Departments.

An additional Duty Planning Officer has been allocated to the processing of Development Applications and has improved the quality of Development Applications and faster processing times, allowing Customer Service staff to further focus on the customer.

Council continues to build upon the 'BEST – Customer Service' training system to continually improve its service to our community

Corporate Planning

Formed in July 2009, Corporate Planning Section was developed in response to the newly legislated requirement for all NSW Council's to implement the Integrated Planning and Reporting Reform.

Corporate Planning aims to provide strategic corporate direction for the organisation through linking community aspirations with Council operation and resources.

Through the development of the Living Holroyd Project, Corporate Planning has been working to embody the community's aspirations by engaging over 1800 community members through a range

of different community events, surveys, workshops, forums and the Holroyd Summit to help develop strategies and priorities to build foundations for the Community Strategic Plan.

Corporate Planning also continues to co-ordinate Council's Management Plan with 2 essential components:

- the City Strategic Plan
- the City Operational Plan

The City Strategic Plan Council's Charter under which it institutes its management and coordination of activities of the City. The Plan identifies where the Council wishes to be in 10 years time and how it proposes to achieve this outcome.

Council's Strategic Plan identifies the major issues affecting all the activities of Holroyd City. It focuses on goals to be achieved in four key areas.

The City and Corporate Governance

Corporate Governance is the way the Council is directed, controlled and held to account. It provides guidelines about how Councillors and Council staff will act in good faith and in the best interests of the stakeholders.

The City and the Community

This section contains an assessment of the needs of the community at the present time, identifies future requirements in the next four years and contains an analysis of community needs projected towards the year 2020.

The City and the Environment

Focuses on methods by which the Council can manage and conserve Holroyd's natural heritage, and facilitate the hand over of a safe and healthy environment to the future generations.

The City and its Infrastructure

Addresses the aspects of preserving, maintaining and delivery of Council assets in the form of roads, buildings, parks and other facilities.

The City Operational Plan covers activities that will:

- communicate the strategic importance of projects;
- how such projects will provide a better city; and
- the cost of such projects to the community.

The City Operational Plan most importantly indicates the desired outcome of projects, the action plans, target dates and budget allocation for the projects.

Work is underway for the implementation of the new Integrated Planning and Reporting System in accordance with requirements of the Local Government Act. The development of this new system of reporting and managing Council operations will form the cornerstone of the new Living Holroyd program, as detailed earlier in this Annual Report.

Special Projects

Property Issues

Council's Charter as stated in Section 8 of the Local Government Act 1993, is to act as the custodian and trustee of public assets and to effectively account for and manage the assets for which it is responsible.

To this end, Council continued to manage the major properties under its control to ensure most effective utilisation in those community assets

During 2009/2010 the following properties were the subject of investigation as to best use, refurbishment proposals, or lease or sale negotiations:-

- Hyland Road Reserve;
- former Children's Museum;
- Guildford Leagues Club Lease;
- Community Facility at Pemulwuy;
- Clunies Ross Street Property;
- Peel Street Property;
- Guildford Youth Centre Proposal;
- Wentworthville Commuter Carpark;
- Pitt Row Headmaster's Cottage;
- new SES Headquarters; and
- Robert Street Property

Council has recently established a Property Committee of which all Councillors are members to consider all matters relating to Council's Property portfolio. The Property Committee meets monthly. Council further developed its property database to provide enhanced functionality.

During 2009/2010, Council commenced a project to develop a Property Portfolio Strategic Plan aimed at enhancing the benefit return of Council's property holdings for its community.



Strategic Objective: To provide efficient, effective management of Council's corporate and financial functions including best practice, continuous improvement and customer service principles.

Program	Service to be Provided	Key Performance Measure (Operational)
Financial Services	Financial Management	Unrestricted Current Ratio – 655%
	Management Accounting	Debt Service Ratio – 1.27%
	Revenue Collection	Rates and Annual Charges Outstanding Ratio – 3.75%
	Investments	Average rate of return on investment – 5.43%
	Statutory Requirements	Compliance with Regulatory Deadlines - Achieved.
	Supporting Services e.g. Payroll, Creditors	Compliance with decisions - Achieved.
	Audit Committee Support	Achieved
	Major Contracts Pricing (eg electricity, telecommunications, banking, financial services advisory)	Achieve Telecommunications, Financial Services, Electricity Supply completed during 2009/2010
Administrative Services	Secretariat	Meeting agreed deadlines for Agenda/Minutes - Achieved
	Corporate Information	Number of transactions (Correspondence) – 68,409 Level of Customer Satisfaction - High.

Program	Service to be Provided	Key Performance Measure (Operational)
Administrative Services (Cont'd)	Property Management	Implementation of lease obligations - Achieved. Vacancy Rates – Nil. Maximum Returns - Achieved.
	Printing Services	Number of jobs – (1,388) Level of satisfaction – High
	Print Centre Supply Requests	Number of requests – (202)
	FOI Management	Number of Applications – 110 Meeting statutory deadlines - Achieved.
	Privacy & Personal Information Protection Act	Number of Applications – Nil Meeting statutory deadlines - Achieved.
Customer Service Centre	Call Centre (telephone calls)	Number of Calls – 82,753 Incoming Calls (secs) Average Waiting Time – 67 seconds Service Level – 80% answered in 80 secs – 73% Percentage of Calls Abandoned – 8.6%
	Counter Service	Number of Enquiries at Council – 24,072 Average Enquiries per day – 155 Percentage of Enquiries Abandoned – 3.5% Average wait time – 193 seconds Average Service Time – 339 seconds

Program	Service to be Provided	Key Performance Measure (Operational)
Risk Management	Risk Management	Risk audit performance measurement in conjunction with Metro Pool – 89.5% compliance.
	Identify Risks	Number and cost of claims by public – 35 claims - \$162,110 cost
	Manage Risks	Number and cost of workers' compensation claims - 32 claims \$257, 976 cost
Information Technology	Continuous operation, maintenance and review	Up-time - 99%
	Data Security and Recovery	Nightly backups undertaken – Yes 24 hour access to backup tapes – Yes Hardware/software maintenance response times – 4 hours to 24 hours
	Integration and Enhancement	System Capacity - Satisfactory
	Training and Support	IT user support ratio – 1 IT staff to 88.3 workstations
Corporate Planning	Management/Corporate Planning	Workplans for new integrated planning framework developed. - Achieved
	Performance Indicators & Benchmarking	Implementation of agreed programs – Achieved.

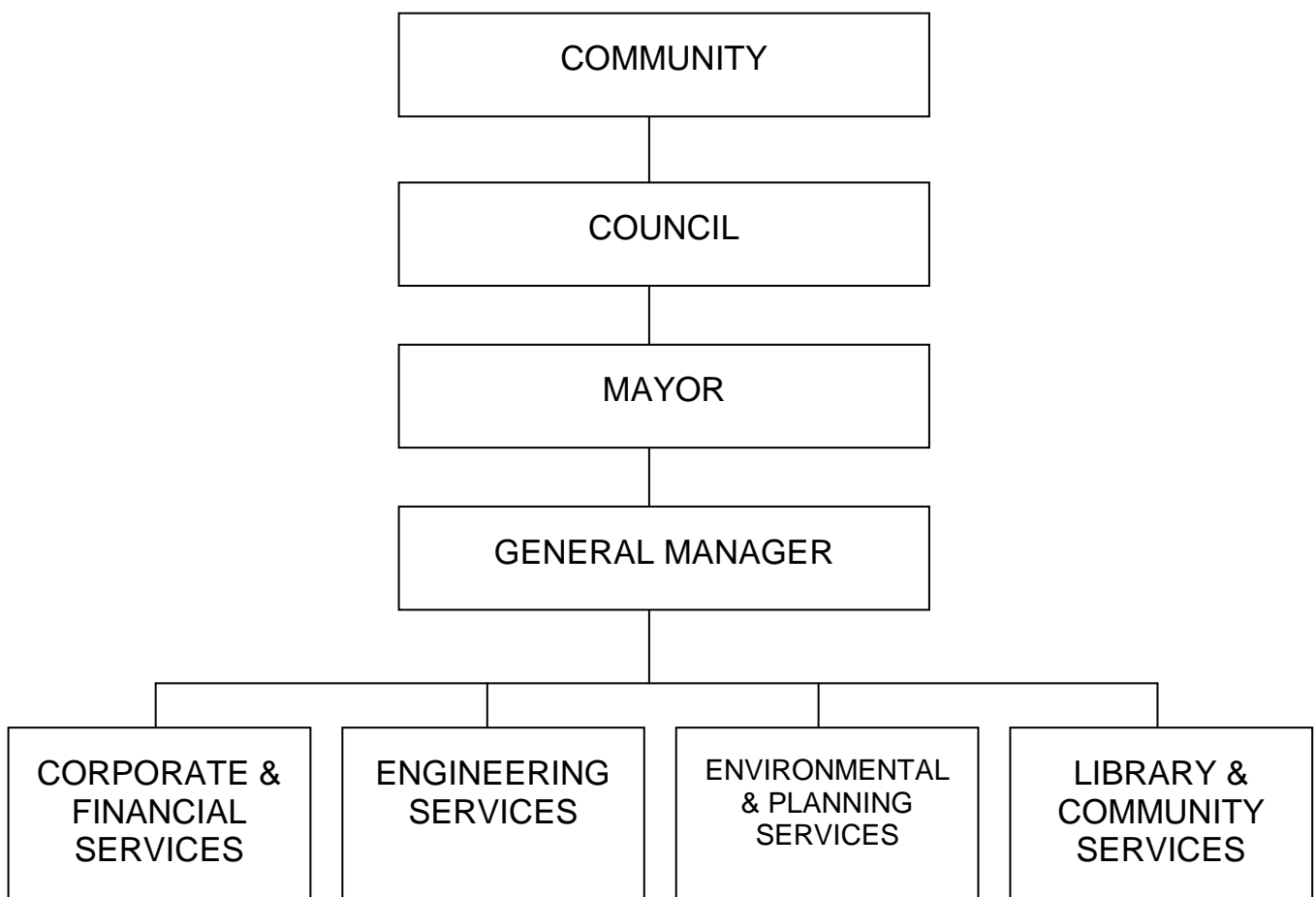


Statement of Affairs

Under the Freedom of Information Act, Council is required to publish an Annual Statement of Affairs. The Statement describes the structure and functions of Council and lists categories of documents held by Council. It also sets out how to obtain documents, which are eligible for public scrutiny under legislation. The following information satisfies the legislative requirements of the Act.

Structure & Functions

The following is a diagram of Council's current organisational structure.



The functions as stated under the Local Government Act 1993 of Holroyd City Council are as follows:

Functions of Holroyd City Council

Under the Local Government Act 1993, Council's functions can be grouped into the following categories:

Council Exercises Functions under the Local Government Act 1993					
Service Functions	Regulatory Functions	Ancillary Functions	Revenue Functions	Administrative Functions	Enforcement Functions
<p>Including:</p> <ul style="list-style-type: none"> Provision of community health recreation, education and information services Environmental protection Waste removal & disposal Land & property, industry and tourism development & assistance 	<p>Including:</p> <ul style="list-style-type: none"> Approvals Orders Building certificate 	<p>Including:</p> <ul style="list-style-type: none"> Resumption of land Powers of entry and inspection 	<p>Including:</p> <ul style="list-style-type: none"> Rates Charges Fees Borrowings Investments 	<p>Including:</p> <ul style="list-style-type: none"> Employment of staff Management Plans Financial reporting Annual reports Human Resource support Risk Management Information Technology support Records Management 	<p>Including:</p> <ul style="list-style-type: none"> Proceedings for breaches of the Act Prosecution of offences Recovery of rates and charges

As well as the Local Government Act, Council has powers and obligations under a number of other Acts, including:

- Child Protection Act 2004
- Coastal Protection Act 1979;
- Community Land Development Act 1989;
- Contaminated Land Management Act 1997;
- Companion Animals Act 1998;
- Conveyancing Act 1919;
- Environmental Planning and Assessment Act 1979;
- Fire Brigades Act 1989;
- Fluoridation of Public Water Supplies Act 1957;
- Food Act 2003;
- Freedom of Information Act 1989;
- Health Records And Information Privacy Act 2002;
- Heritage Act 1977;
- Impounding Act 1993;
- Independent Commission Against Corruption Act 1994;
- Library Act 1939;
- Privacy and Personal Information Protection Act 1998;
- Protected Disclosures Act, 1984;
- Protection of the Environment Operations Act 1997;
- Public Health Act 1991;
- Recreation Vehicles Act 1983;
- Roads Act 1993;
- State Emergency and Rescue Management Act 1989;
- State Emergency Service Act 1989;
- State Records Act 1998;
- Strata Schemes (Freehold Development) Act 1973;
- Strata Schemes (Leasehold Development) Act 1986; and
- Unclaimed Money Act 1985.

These functions are carried out by five departments. The specific functions of each department are as follows:

General Manager	Corporate & Financial Services	Engineering Services	Environment & Planning Services	Library & Community Services
Communicates with the public & develops plans for the future	Responsible for Council's administration & finances	Builds & maintains the City's civil infrastructure	Controls City development & cares for the public health & environment	Provides services to various groups in the community
Responsibilities: <ul style="list-style-type: none"> ▪ Media Relations & Promotions ▪ Internal Audit ▪ Function Centre Management ▪ Human resource and Industrial Relations ▪ Staff training ▪ Organisational Development ▪ Occupational Health and Safety 	Responsibilities: <ul style="list-style-type: none"> ▪ Customer Service ▪ Corporate Planning ▪ Management Plan ▪ Commercial & Residential Property Management ▪ Purchasing ▪ Computer Systems ▪ Accounts Receivable & Payable ▪ Insurance ▪ Records Management ▪ Business Paper ▪ Budget ▪ Information Technology ▪ Financial Management and Reporting 	Responsibilities: <ul style="list-style-type: none"> ▪ Roads & Bridges ▪ Drains ▪ Traffic Management ▪ Engineering Design ▪ Parking ▪ Parks & Gardens ▪ Tree Planting ▪ Vehicle & Equipment Maintenance ▪ Building Trades ▪ Street Cleaning ▪ Pools ▪ Community Buildings 	Responsibilities: <ul style="list-style-type: none"> ▪ Garbage Collection ▪ Recycling ▪ Health Promotion ▪ Food Inspections ▪ Development & Building Approvals ▪ Town Planning ▪ Licences ▪ Pollution Control ▪ Health & Safety ▪ Environmental Policy ▪ Immunisations ▪ Dog Control ▪ Ordinance Inspectors 	Responsibilities: <ul style="list-style-type: none"> ▪ Libraries ▪ Out of School Hours Services ▪ Long Day Care ▪ Occasional Care ▪ Family Day Care ▪ Toy Library ▪ Aged Services ▪ Youth Services ▪ Community Development ▪ Ethnic Services ▪ Disabilities Services ▪ Community Facilities

Effect of Functions on Members of the Public

Nearly all of the functions of Holroyd City Council have an effect on members of the public. 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. Services provided include the upkeep of roads and footpaths, stormwater drains, parks and gardens, the removal of rubbish, food handlers' seminars, immunisation and Legionella control. Facilities provided include libraries, swimming pools, parks, halls and community centres.

Regulatory functions place restrictions on developments and buildings to ensure that they meet certain requirements and will not endanger the lives and safety of any person. Members of the public must be aware of, and must 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 partly 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. For example, Council's Management Plan outlines the strategies of the Council over a short-term and long-term period.

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, parking offences, unclean premises and environmental offences.

Members of the Public are able to Participate

Council strives to engage its citizens in policy making. It considers such action as a sound investment for its future in line with the corporate governance principals. Council obtains information, perspectives and solutions from a wider section of the community. The input is derived from many and varied sources, including:

- Council's elected representatives;
- Council's Advisory Committees;
- section 355 Park Committees;
- community consultation with specific interest groups;
- Council sponsored community BBQs at local parks;
- city festivals; and
- citizenship and other award ceremonies.

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

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 normally held every four years on the second Saturday in September. Elections were last held on 13 September 2008

Holroyd City is divided into four electoral districts called Wards. At each election, voters elect three Councillors from each Ward (i.e. a total of twelve Councillors) for a four-year term. All residents of the City who are eligible to vote are required to do so. Property owners who live outside the City and desire to vote must register their intention to vote on the non-residential roll. Voting is compulsory for all eligible residents. Residents are able to raise issues with, and make representations to the elected Councillors. The Councillors may pursue the matter on the residents' behalf thus allowing members of the public to influence the development of policy.

Personal Participation

If a particular item has a direct effect on a resident, (eg, a proposed building next door to which an objection is made, relating to an application that has been lodged with Council) and the resident wishes to speak on this item at a Council meeting, they can contact Councillors or Council's Officers who will make appropriate arrangements. Copies of agendas are available for inspection at the Administration Centre and Council's libraries or Council's website, usually on the Friday before the meeting that is generally held on the first and third Tuesday of each month, commencing at 6.30pm.

Alternatively, residents can ring Administrative Services to confirm which items are to be considered by Council.

Members of the public may also have input into Council decision-making by making written submissions, writing letters, raising issues in person or by responding to surveys or questionnaires.

A Public Forum at Ordinary Meetings of Council allows a member of the public to ask a question of Council. Details of the Public Forum are set out in Council's Code of Meeting Practice.

The majority of Council's parks and halls are managed by Local Committees. In the case of Parks, these Committees consist of users and Councillors. As well many of Council's community services operate with Advisory Committees. Members of the public are invited to apply for membership and provide input to the Committees.

Council may take a poll of electors if it wishes to seek the opinion of electors on any issue. Council conducts a survey of residents to gauge community expectations and changing service requirement trends every four years.

Further, residents and ratepayers are able to participate in the formulation of Council's Policies, as plans are placed on public exhibition inviting comment.

Information relating to the formulation of policies or the public exhibition of plans is published through Council's Corporate Page in the local newspaper.

Council actively supports local community radio as part of its communication process and in particular SWRFM and 2CCR, the local FM Community Radio Stations.

Council is also required to conduct a constitutional referendum before doing any of the following things:

- (a) divide its area into wards or abolish all wards in its area;
- (b) change the basis on which the Mayor attains office (that is, by election by the Councillors or by election by the electors);
- (c) increase or decrease the number of Councillors; and
- (d) change the method of ordinary election of Councillors for an area divided into wards.

Various Kinds of Government Information held by Agency

Categories of Information Held by Council

Holroyd City Council holds information which relate to a number of different issues concerning the Holroyd area. This information is grouped into three categories:

1. Files
2. Policy Information
3. General Information.

Files

The main types of files that are held by Council include General Subject files and Property files.

Policy Information

Council has a register of policies that relate to the functions of Council.

General Information

The following list of general information held by Council has been divided into the following sections:

- a) Information available for inspection on Council's website as per the Government Information (Public Access) Regulation; and
- b) Other information available for inspection, purchase or free of charge.

Information Available for Inspection as per the Government Information (Public Access) Regulation

The Government Information (Public Access) Regulation requires certain information held by the Council to be made publicly available for inspection, free of charge on Council's website. The public is entitled to inspect such information at the office of the Council free of charge during ordinary office hours or at any other place as determined by the Council, for example, at libraries where web access is available.

This information is:

Information contained in the current version and the most recent previous version of the following records:

- Council's Code of Conduct;
- Council's Code of Meeting Practice;
- Annual Report;
- Annual Financial Reports;
- Auditor's Report;
- Management Plan;
- EEO Management Plan;
- Council's Policy concerning the payment of expenses incurred by, and the Provision of Facilities to, Councillors;
- Annual Reports of Bodies Exercising Delegated Council Functions;
- Any Codes referred to in the Local Government Act 1993;

Information contained in the following records (whenever created):

- Returns of the Interest of Councillors, Designated Person and Delegates;

- Agendas and Business Papers for Council and Committee Meetings (but not including business papers for matters considered when a meeting is closed to the public);
- Minutes of Council and Committee Meetings (but restricted in the case of any part of a meeting that is closed to the public, to the resolutions and recommendations of the meeting);
- Departmental Representatives' Report presented at a meeting of the Council in accordance with Section 433;

Information contained in the current version of the following records:

- Council's Lands Register;
- Register of Investments;
- Register of Delegations;
- The Register of Graffiti Removal Work kept in accordance with Section 13 of the Graffiti Control Act 2008;
- Register of current declarations of disclosures of political donations kept in accordance with section 328A of the Local Government Act;
- Register of voting on planning matters kept in accordance with section 375A of the Local Government Act;

Information contained in the current version and the most recent previous version of the following records:

- Local Policies adopted by the Council concerning Approvals and Orders;
- Plans of Management for community land;
- Environmental Planning Instruments, Development Control Plans, Precinct Plans and Plans made under Section 94AB of the Environmental Planning and Assessment Act, 1979, applying to land within the Council's area;

Information contained in the following records (whenever created):

- Development Applications (within the meaning of the Environmental Planning and Assessment Act 1979) and any associated documents received in relation to a proposed development including the following:
 - Home warranty insurance documents,
 - Construction certificates,
 - Occupation certificates,
 - Structural certification documents,
 - Town planner reports,
 - Submissions received on development applications,
 - Heritage consultant reports,
 - Tree inspection consultant reports,
 - Acoustics consultant reports,
 - Land contamination consultant reports.
- Records of decisions on development applications (including decisions made on appeal);
- Applications for approvals under Part 1 of Chapter 7 of the Local Government Act and any associated documents received in relation to such an application, which includes approvals concerning residential building work;

Information contained in the following records (whenever created):

- Applications for approvals under any other Act and any associated documents received in relation to such an application;
- Records of approvals granted or refused, any variation from local policies with reasons for the variation, and decisions made on appeals concerning approvals;
- Orders given under Part 2 of Chapter 7 of the Local Government Act, and any reasons given under Section 136 of the Local Government Act, which includes orders served on the owner or occupier of land;

- Orders given under the authority of any other Act (Food Act, Protection of the Environment Operations Act 1997, Swimming Pool Act, etc);
- Records of building certificates under the Environmental Planning and Assessment Act 1979;
- Plans of land proposed to be compulsorily acquired by Council;
- Compulsory acquisition notices;
- Leases and Licences for use of public land classified as community land.

Accessing and Amending Council Information

Council has a vast range of information, which can be accessed, in varying ways. Most information can be inspected at the Council Office between 8.00am and 4.30pm, Monday to Friday (public holidays excepted). Copies of information may also be picked up from the Administration Centre in person subject to photocopying charges.

The Public Officer may deal with requests from the public concerning the Council's affairs and the Right to Information Officer has the responsibility of assisting people to gain access to public information of the Council.

Enquiries should be addressed as follows:

Right to Information Officer
Holroyd City Council
PO Box 42
MERRYLANDS NSW 2160
Ph: (02) 9840 9751
Fax: (02) 9840 9734
Email: records@holroyd.nsw.gov.au

Number of New Applications Received During 2009/2010

FOI Request	Personal		Other		Total	
	08/09	09/10	08/09	09/10	08/09	09/10
New	0	0	65	110	65	110
Brought forward	0	0	4	0	4	0
Total to be processed	0	0	69	110	69	110
Completed	0	0	69	110	69	110
Withdrawn	0	0	0	0	0	0
Total processed	0	0	69	110	69	110
Unfinished	0	0	0	0	0	0

Result of Completed Requests

FOI Request	Personal		Other		Total	
	08/09	09/10	08/09	09/10	08/09	09/10
Granted in full	0	0	52	94	52	94
Granted in part	0	0	0	0	0	0
Refused	0	0	17	16	17	16
Deferred	0	0	0	0	0	0
B5 completed	0	0	69	110	69	110

Ministerial Certificates

	08/09	09/10
Ministerial Certificates issued	0	0

Number of Completed Requests that Required Formal Consultations

	08/09	09/10
Number of Requests Requiring Formal Consultation	0	0
Consultations undertaken	0	0

Amendment of Personal Records

Result of Amendment Request	Total	
	08/09	09/10
Result of amendment – agreed	0	0
Result of amendment – refused	0	0
Total	0	0

Notation of Personal Records

	08/09	09/10
Number of requests for notation	0	0

Requests Granted in Part or Refused - Basis of Disallowing Access

FOI Request	Personal		Other		Total	
	08/09	09/10	08/09	09/10	08/09	09/10
Section 19 (application incomplete, wrongly directed)	0	0	0	0	0	0
Section 22 (deposit not paid)	0	0	13	6	13	6
Section 25(1) (a1) (unreasonable diversion of resources)	0	0	0	1	0	1
Section 25(1) (a) (exempt)	0	0	2	3	2	3
Section 25(1)(b), (c), (d) (otherwise available)	0	0	0	0	0	0
Section 28(1) (b) (documents not held)	0	0	2	2	2	2
Section 24(2) – deemed refused, over 21 days	0	0	0	4	0	4
Section 3(4) (released to Medical Practitioner)	0	0	0	0	0	0
Total	0	0	17	16	17	16

Costs and Fees of Requests Processed

	Accessed Costs		FOI Fees Received	
	08/09	09/10	08/09	09/10
	\$	\$	\$	\$
All completed requests	4216	6926	4216	6926

Type of Discounts Allowed	Personal		Other		Total	
	08/09	09/10	08/09	09/10	08/09	09/10
Public interest	0	0	0	0	0	0
Financial Hardship – Pensioner/Child	0	0	3	0	3	0
Financial Hardship – Non profit organisation	0	0	0	0	0	0
Total	0	0	3	0	3	0
Significant correction of personal records	0	0	0	0	0	0

Days to Process Completed Applications

Days	Personal		Other		Total	
	08/09	09/10	08/09	09/10	08/09	09/10
0-21 days	0	0	53	78	53	78
22-35 days	0	0	9	19	9	19
Over 35 days	0	0	7	13	7	13
Total	0	0	69	110	69	110

Hours to Complete Applications

Hours	Personal		Other		Total	
	08/09	09/10	08/09	09/10	08/09	09/10
0-10 hours	0	0	10	25	10	25
11-20 hours	0	0	15	72	15	72
21-40 hours	0	0	37	10	37	10
Over 40 hours	0	0	7	3	7	3
Total	0	0	69	110	69	110

Reviews and Appeals

	08/09	09/10
Number of internal reviews finalised	0	1
Number of Ombudsman reviews finalised	0	0
Number of District Court appeals finalised	0	0

Impact of FOI Requirements on the Organisation

The adherence to the requirements of the FOI Act and the number of applications received has resulted in the need to divert staffing resources to process the FOI requests.

No changes to Council's existing policies or procedures occurred during the reporting period as a result of the FOI Act.

Privacy and Personal Information Protection Act



In accordance with the Privacy and Personal Information Protection Act 1998, Council adopted a Privacy Management Plan on 6 February 2001.

There were no requests for Council to review its policies or practices relating to privacy and personal information protection nor were there any requests to source or alter Personal Information during 2009/2010.

The Council continues to disseminate information about the requirements of the PPIPA to all staff including the new staff at induction sessions.

National Competition Policy



Council has classified the following business activity as Category 1:

- Child Care Centres

In addition the following business activities have been classified as Category 2:

- Swimming Centres;
- Function Centres; and
- Commercial Waste Collection.

Details of expenses, revenues and assets for both categories are set out in the 2009 / 2010 Annual Financial Reports contained herein.

The principles of competitive neutrality have been identified for the community in the management planning process. As part of this process a complaints handling mechanism has been established as a function of the Public Officer. To date there have been no complaints registered.

In regard to competitive neutrality pricing requirements, the Council has identified the level of subsidisation associated with these business activities.

A comparison of performance is set out in the report on Principal Activities and Achievements included herein.



Human Resource Policies and Procedures

In the report period all HR policies and guidelines were reviewed, 78 in total. The senior management team approved the following new policies and procedures:

- Council issued Equipment Register
- Delegations Register Policy

Human Resources General Activities

A staff newsletter called 'H-Files' is produced quarterly which provides both corporate and personal articles to keep staff updated.

The Senior Management Team is also provided a quarterly HR report, which provides them with statistics and other relevant information to assist them manage their departments. The report includes staff turnover, sick leave patterns, training analysis, on-boarding interview feedback, exit questionnaire feedback and EAP quarterly report.

Council continued to be a project participant in the Working Carers' Liaison Project as part of the Employee Assistance Program and the usage of the EAP has increased substantially as staff gain more confidence in the program

Recruitment and Selection

Recruitment and selection procedures are continually monitored by the Human Resources team to reflect changes in Award and industrial relations requirements. All stages of the recruitment process are monitored by systematic step by step review of all advertising, interviewing, appointments and exit stages of employment at Holroyd. Formal training has been conducted for staff that are part of the interview panels.

The Human Resources Section participated in the Local Government Week Activities with reference to "Gateway to Careers" and the UWS Nepean Career Expo under the banner of WSROC. Careers information displayed and distributed at Pet Fest, Australia Day and City Fest activities.

The positions vacant and work experience pages on Council's web site were reviewed, as well as the information package provided to candidates. Promotional material was reviewed:

- 'Gateway to Careers' flyer
- Gateway to Careers postcard
- A banner hung at all major Council events promoting careers within Council
- Four permanent banners positioned at major sites – corner of three major intersections and outside the Works Depot
- Careers information included in Children's services newsletter and calendar and the community newsletter – the Holroyd Herald
- Pull up banner designed and permanently displayed in Customer Services Foyer
- Promotional career slides designed for display in the Customer Services Foyer TV Screens
- Advertising choices (where the ads were placed) were reviewed aiming to increase exposure and access while reducing advertising expenditure.

Induction Training

Employee induction sessions are scheduled on a six-week cycle. The content of these sessions evolves with changes to policies and practices to ensure continuous improvement and up to date advice to new staff members. The 'new employee induction' checklist was reviewed to provide more support to staff and managers to ensure information was provided prior to the corporate induction. It covers key aspects of the position and council's key policies and procedures, which staff need to be aware of immediately they start.

An e-learning version of the Induction Program has been developed for staff, due to the nature of their work can't attend the full day program.

Remuneration Management

Appointments and salary progression remain based on qualifications, experience and competence. The annual skills review and performance evaluations were undertaken for all staff on their anniversary dates. The evaluation process involves an annual skill review in line with Award requirements and the development of individual training plans and Council's Corporate Training Plan.

In November 2009 an award increase of 3.2% was applied to Council's Salary System from the first pay period on or after 1 November 2009. Council is currently researching how to better reward high performers, as well as formalise some current practices eg market forces.

Organisational Development

Learn @ Lunch has been run successfully throughout the year with the following sessions - Diabetes Australia, Child Protection, Vacation Care, Commonwealth Bank of Australia, MemberFirst Credit Union, Wills, HCF and Money Matters for Women.

Driving Organisational Excellence (DOE)9 saw four projects (KPIs, Water Harvesting, Foodwise and Community Engagement) hand up their reports with all recommendations adopted by SMT. The recommendations are being implemented with approximately 50% already implemented throughout Council.

Field DOE 8 (To improve the co-ordination of the Depot involvement in corporate events) handed up a report and a set of recommendations which have since been adopted by SMT and implemented by Works and Events staff.

DOE 10 expressions of interest was emailed out to staff in April 2010 and four teams have since been formed with DOE 10 commencing July 2010. These teams are: Transporting Children, Council Signage, Electronic Timesheets, E-Planning.

Holroyd Council has remained an active participant in the Local Government Business Excellence Network. The Network is a place where we are inspired and supported to successfully lead Business Excellence in our respective Councils.

The Organisational Development Team has continued to meet every 4 – 6 weeks to discuss OD issues within Council. It has continued to be the platform between staff and the Senior Management Team on all things OD related.

Training and Development

The competency based training emphasis was further developed in the report year. The annual staff performance evaluations were used to collate and prioritise training delivery for off the job training and the development of Council's Corporate Training Plan. A Microsoft Office package was renewed so staff could access online training as self paced learning. An e-learning tool for computer packages has been purchased to give staff the ability to learn on the job and use their new skills immediately. The following programs have been developed with the e-learning tool, with further development in the future:

- Bullying & Harassment
- Code of Conduct
- Child Protection
- Privacy
- Recruitment & Selection
- Staff Induction
- Manual Handling
- Microsoft Office

Occupational Health and Safety

Council's HOLSAFE OHS Management System has been further enhanced with ongoing promotion, monitoring and reviewing of the system. Also HOLSAFE Teams have been formed to work on projects. As part of the OHS Committee's planning for 2009/2010 the following was achieved:

Training

- Construction Induction
- Traffic Control
- Introduction to Traffic Control
- Workplace Bullying & Harassment
- Senior First Aid
- First Attack Fire Fighting
- Overhead Powerline Awareness
- Manual Handling
- Chemical Certificate
- CPR Cards
- Drug & Alcohol
- Skin Cancer Inspection

Policies/Programs Reviewed

- Chemical Handling Policy
- Confined Spaces
- Council Chambers Security Procedures
- Dealing with Difficult Customers
- Drug and Alcohol Policy
- Emergency Evacuation
- Emergency Contact Details Form
- First Aid
- Fitness for Work
- Flexible Work Arrangement Guidelines
- Guidelines following a Critical Incident
- Health & Wellbeing Program

- Heat Stress
- HIV & Blood Policy
- Hold Up Procedures for Customer Service
- Manual Handling
- No Smoking & Quit Program
- Non Work Related Injury/Illness Mgmt Form
- Overt Video Surveillance Safety Cameras (Use of)
- Sharp Handling
- Sun Protection at Work
- Vaccination Protection Program
- Visitor & Contractor Sign In Guidelines
- Volunteer Policy
- Working from Home Policy & Agreement

Safety Week was held in March with the following activities:

- Safety Week gift – a aluminium water bottle to each staff member
- Learn @ Lunch – Cancer Council, Black Dog Presentation,
- Training – Bullying & Harassment, Drug & Alcohol, Confined Spaces, Sun Safety, Manual Handling, Senior First Aid
- Work Cover Paralympics Speaker
- Safety Awards
- Fruit Day
- Flu Vaccinations
- Wellness Fair incorporating corporate massage, blood pressure and cholesterol checks, skin safety, breast cancer information, men’s health, exercise and fitness, stress management, Blackdog Institute, nutrition and cancer council – general information.
- WorkCover Sun Smart Presentation
- Safety Tips emailed out daily

Wellness Program which forms part of the Holsafe program which encourages staff to have a healthy balanced lifestyle. The program provided 31 staff members with a contribution to a variety of wellness activities and 24 staff accessed the Corporate Fitness. It also contributed to the Royd Shield – touch football and croquet, walk to work day, stress in the work place information session, diabetes information session, food safety information session, touch football team, corporate games entry fees, weight watchers program, and wellness magazine subscription. Information was also distributed for: World No Tobacco Day, Men’s Health Week and Mental Health Week where a training session “don’t Sweat the Small Stuff” was also held. Council also held a wellness fair as part of Safety Month in March which included corporate massage, blood pressure and cholesterol checks, skin safety, breast cancer information, men’s health, exercise and fitness, stress management, Blackdog Institute, nutrition and cancer council – general information.

With effective implementation and continual review, Council can expect a safer workplace for all. The Holsafe newsletter which is produced quarterly assists with providing ongoing safety information to staff.

EEO Management Plan Implementation

Council’s EEO Management Plan was reviewed with emphasis again this year on human resources policies and procedures and consistently identified staff training needs. As identified in the plan the activity areas are *communication & awareness, recruitment, selection committee, appointment & transfer, training, higher duties, grievance procedures, conditions of service, access to Council premises, allocation of responsibilities & resources and evaluation of the Management Plan*. Other activities were:

- Bullying and harassment training for managers and staff

- Code of Conduct Training which incorporates EEO and bullying and harassment information
- Maternity Leave Morning Tea
- Managing Disability in the Workplace Training
- EEO survey results collated and displayed on Council's Intranet.

Council Women's Development Team has further enhanced the Action Plan for 2009 – 2010 through a further consultation with the female staff as well as including a program for the beginning of the Year of Women in Local Government, which included professional development, networking lunches, maternity morning teas and supporting the LGMA's Women in Local Government Mentoring program. A program of activities was also developed and provided to all female staff throughout the organisation and is included as part of the induction pack given to new starters.

Council's commitment to supporting and developing female staff was recognised by winning the National Local Government Awards in the category of Women in Local Government in May 2010

Senior Staff Numbers and Total Employment Costs Payable

There are five senior officers employed under Contract.

General Manager	\$268,374
Director Engineering Services	\$186,365
Director Corporate & Financial Services	\$186,365
Director Library & Community Services	\$186,365
Director Environment & Planning Services	\$186,365

The total remuneration for senior staff including provision of a Council vehicle, superannuation and fringe benefits tax is \$1,013,834



Mayoral and Councillor Expenses

The total amount expended by Council during 2009/2010 on Mayoral and Councillor fees was \$219,771.

Councillors received a fee of \$15,500 for the year, with the Mayor receiving an additional allowance of \$33,771 for the year.

In addition to the abovementioned Mayoral and Councillor fees, the following facilities and equipment were also provided:

- Cost of providing office equipment, i.e. laptop computers, mobile phones, telephones, facsimile machines and internet installed in the Councillor homes \$2,909
- Cost of phone calls, including mobile phones, landlines, facsimile and internet services \$41,532
- Conference and seminar expenses \$40,024
- Overseas travel expenses \$Nil

Holroyd City Council Provision of Facilities and Expenses for Councillors for Period Ending June 2010	
Executive Assistance	64,869
Member Fees	219,771
General Operating Expenses	143,053
Mayoral Motor Vehicles Operating Expenses	4,487
Civic Receptions	420
Citizenship Ceremonies	17,269
GRAND TOTAL – COUNCILLOR EXPENDITURE	449,869

Policy and Provision of Facilities for Elected Members



A full copy of Council's Policy on the Payment of Expenses and Provision of Facilities to the Mayor and Councillors follows.

Part 1

Purpose of the Policy

The purpose of the policy is to ensure that there is accountability and transparency in the reimbursement of expenses incurred or to be incurred by Councillors. The policy also ensures that the facilities provided to assist Councillors to carry out their civic duties are reasonable.

Background

NSW Department of Local Government has conducted a review of a number of Council expenses policies and has circulated guidelines pursuant to Sections 23A and 252(5) of the Local Government Act 1993 following extensive consultation with the Local Government and Shires Association of NSW.

The purpose of a Council expenses and facilities policy is to ensure that there is accountability and transparency in the payment of expenses incurred, or to be incurred, by Councillors.

It is noted that a Council may disburse money only if the disbursement is authorised by the Local Government Act 1993, either expressly or because it is supplemental, incidental to or consequential upon the exercise of its functions.

Principles

Conduct

As required by Section 439 of the *Local Government Act 1993* and reinforced in the Model Code of Conduct provisions, Councillors must act lawfully, honestly and exercise a reasonable degree of care and diligence in carrying out their functions under the Act or any other Act. Councillors should in particular, be mindful of the provisions of the *Anti-Discrimination Act 1977*.

Participation, Equity and Access

The expenses policy provisions must be non-discriminatory and used in an equitable manner to enable the full participation by Councillors from different walks of life. The policy should allow Councillors to represent the community in different ways and take account of, as much as possible, individual differences.

The provisions made in the policy should be at an appropriate level to encourage members of the community, particularly under-represented groups such as those in primary caregiver roles, to seek election to Council by ensuring that they would not be financially or otherwise disadvantaged in undertaking the civic duties of a Councillor. Such encouragement promotes a diversity of representation that can bring the benefit of new and different approaches and solutions to issues.

The Council expenses policy also takes into account of and makes reasonable provision for the special needs of Councillors to allow access to the appropriate parts of Council premises, and facilities, and maximise participation in the civic duties and business of Council. Provision is also made for sight or hearing impaired Councillors and those with other disabilities, including

reasonable transportation provisions for those unable or unwilling to drive a vehicle to provide access.

Objectives of the Policy

Accountability and Transparency

The Council expenses policy must ensure that there is accountability and transparency in the reimbursement of expenses incurred or to be incurred by Councillors. They should cover the specific expenses for which Councillors are entitled to receive reimbursement. Councillors can only receive reimbursement for expenses when the expense is identified in the policy.

The overriding principle to be addressed in the development of the Holroyd City Council expenses policy is that the details and range of benefits provided to Councillors by the Council must be clearly stated and be fully transparent and acceptable to the local community.

Councillors Giving Gifts

In circumstances where it is appropriate for Councillors to give a gift or benefit (for example, on a Council business related trip or when receiving visitors), these gifts and benefits should be of token value and in accordance with a policy developed by the Council. For clarification on what token gifts and benefits are see the Model Code of Conduct (clause 8.1). (Amended Min 346, C/M 01.09.09)

Reasonable Expenses

The expenses and facilities policy ensures that Councillors are reimbursed for expenses reasonably incurred in their performance of their role as a Councillor.

Limits

The payment of expenses and the provision of equipment and facilities to Councillors should not be open-ended. Councils must agree and set monetary limits to all expense provisions in their policy where practicable and where appropriate, as well as standards for the provision of equipment and facilities provided to Councillors.

Statutory Requirements

A policy for the payment of expenses and the provision of facilities for Councillors is made under Section 252 of the Local Government Act 1993 and in accordance with clause 403 of the *Local Government (General) Regulation 2005*.

Other policy provisions, which should be considered, include these guidelines, Department of Local Government circulars to Councils, the Model Code of conduct for Local Councils in NSW and the Independent Commission against Corruption publication *No Excuse for Misuse*.

Development, Promotion and Review of an Expenses and Facilities Policy

Development and Adoption of the Policy

Pursuant to Section 253 of the Local Government Act 1993 and according to the guidelines for the payment of expenses and the provision of facilities for Mayor and Councillors for Local Councils in NSW issued by the Department of Local Government, Holroyd City Council has reviewed its policy.

As part of any future review process, Council will give public notice of its intention and allow at least 28 days for public submissions. Council will consider any submissions received and make

any appropriate changes to the policy. Councils do not need to give public notice of a proposed amendment to the policy, if the amendment is not substantial. Within 28 days of adopting or amending the policy, the policy and details of submissions will be forwarded to the Director-General of the Department of Local Government.

Promotion and Availability of the Policy

The Council will promote its policy on the payment of expenses and the provision of facilities to Councillors to the community by placing it on the Council's website and making it readily accessible.

Review

Holroyd City Council will, on an annual basis, review and submit its policy to the Director-General of the Department of Local Government within 28 days of adoption by Council, even if it is proposed to adopt an unchanged policy.

Holroyd City Council will report separately on:

- the total cost of expenses and the provision of facilities for the Mayor and all Councillors, as well as:

Provision of facilities

- the total cost of the provision of dedicated office equipment allocated to Councillors on a personal basis, such as laptop computers, mobile phones, telephones and facsimile machines and internet installed in the Councillors' homes (including line rental and Internet access). This item does not include the costs of using this equipment, such as calls.

Expenses

- the cost of phone calls including mobiles, home located landlines, facsimile and Internet services
- spouse/ partner/ accompanying person expenses (limited to circumstances outlined on page 14 of the Guidelines)
- conference and seminar expenses
- training and skill development expenses
- interstate travel expenses (including subsistence and out-of-pocket expenses)
- overseas travel expenses (including subsistence and out-of-pocket expenses)
- care and other related expenses (of dependants to enable a Councillor to undertake his/her civic functions).

Part 2 – Payment of Expenses

General Provisions

A time limit of 30 days is provided for Councillors to seek reimbursement for their expenses.

Council will establish and document an appropriate process to resolve any disputes that arise about the provision of expenses and facilities. This could include a mechanism for disputed decisions to be reviewed by an independent person and / or by a full Council meeting. (Amended Mind 346, C/M 01.09.09)

Allowance for Deputy Mayor

Council will only pay the Deputy Mayor part of the Mayor's annual fee where the Deputy Mayor demonstrably acts in the role of the Mayor. Such payment must only be done at the direction of the Council and any amount paid to the Deputy Mayor must be deducted from the Mayor's annual fee (Section 249 of the Local Government Act 1993).

Payment of Expenses Generally

Specific expenses for Mayor and Councillors

Payment of expenses to Councillors shall be limited to:

- payment of accommodation, travelling and reasonable out-of-pocket expenses whilst attending conferences and seminars
- reimbursement of costs paid by Councillors for which Council is liable under this policy.

Accommodation

Payment of accommodation costs will be made on the following basis:

- accommodation will be selected by the Council on the basis of cost and convenience of location to the conference venue. A Councillor may choose accommodation at a different location, but which is at the same cost or less;
- the number of accommodation days provided under this policy will be limited to:
 - a. registration day; and
 - b. each day on which official sessions of the conference/seminar area held.
- any additional accommodation costs incurred as a result of the attendance of partners and/or children, shall be borne by the Councillor.

No changes from previous "Payment of Expenses & Provision of Facilities Policy"

Meals

Council will meet the cost of breakfast, lunch and dinner under Incidental Expenses for delegates where any of these meals are not provided as part of the conference/seminar/training course.

Reimbursement and Reconciliation of Expenses

- Council will, where possible, pay expenses directly to the place of accommodation by account.
- Councillors should be aware that it may be necessary for them to pay expenses. In order to obtain reimbursement for such expenses a claim for reimbursement together with receipts must be submitted to the General Manager on the appropriate form (Appendix A).

Payment in advance

Councillors may request payment in advance in anticipation of expenses to be incurred in attending conferences, seminars and training away from home. Advance Payment Request Form (Appendix B) to be completed. All expense payments may be claimed for reimbursement on the appropriate form (Appendix A) together with receipts or reconciled if an advance payment is made.

Establishment of Monetary Limits

Payment of Expenses for Spouses, Partners and Accompanying Persons

There may be limited instances when certain costs incurred by the Councillor on behalf of their spouse, partner or accompanying person are properly those of the Councillor in the performance of his or her functions (hence they are properly incurred by, and reimbursable to the Councillor). An accompanying person is a person who has a close personal relationship with the Councillor and/or provides carer support to the Councillor.

As a consequence, meeting the reasonable costs of spouses and partners or an accompanying person for attendance at official Council functions that are of a formal and ceremonial nature, is considered appropriate when accompanying Holroyd City Council Councillors. Such functions will be those that a Councillor's spouse, partner or accompanying person could be reasonably expected to attend. Examples include but not be limited to, Australia Day award ceremonies, Citizenship ceremonies, civic receptions and charitable functions for charities formally supported by the Council.

Limited expenses of spouses, partners or accompanying persons associated with attendance at the Local Government and Shires Associations' annual conferences will be met by Council. These expenses will be limited to the cost of registration and the official conference dinners. Travel expenses, any additional accommodation expenses, and the cost of partner/accompanying person tours etc will be the personal responsibility of individual Councillors.

The Council will pay the expenses for the spouse, partner or accompanying person of a Mayor, or a Councillor when they are representing the Mayor, when they are called on to attend an official function of Council or carry out an official ceremonial duty while accompanying the Mayor outside the Council's area, but within the State. Examples include charitable functions to which the Mayor has been invited and award ceremonies and other functions to which the Mayor is invited to represent the Council.

The above circumstances will be distinguished from spouses, partners or accompanying persons who accompany a Councillor at any event or function outside the Council area, including interstate and overseas, where the costs and expenses of the spouse or partner or accompanying person would not be paid by Council (with the exception of attendance at the Local Government and Shires Associations' annual conference, as noted above).

The above examples will also be distinguished from circumstances, where spouses, partners or accompanying persons accompany Councillors at seminars and conferences and the like. In these situations all costs, including any additional accommodation costs, must be met by the Councillor or the spouse/partner/accompanying person and not reimbursed.

The payment of expenses for spouses, partners or accompanying persons for attending appropriate functions as permitted above will be confined specifically to the ticket, meal and/or the direct cost of attending the function. Peripheral expenses incurred by spouses, partners or accompanying persons such as grooming, special clothing and transport are not reimbursable expenses.

Monetary limit: As per Schedule A

Incidental Expenses of the Mayor and Councillors

Incidental expenses will reasonably include telephone or facsimile calls, refreshments, internet charges, laundry and dry cleaning, newspapers, taxi fares and parking fees. In addition, the cost of meals not included in the registration fees for conferences or similar functions.

Monetary limit: As per Schedule A

Specific Expenses of the Mayor and Councillors

Attendance at Seminars and Conferences

Council will provide the following facilities to Councillors attending conferences or seminars which have been authorised by Council resolution or by the Mayor under delegated authority:

- (i) Registration Fees – the payment of registration fees for attendance at conference/seminar sessions.
- (ii) Accommodation including breakfast on each day of a conference/seminar as provided in Expenses, above.
- (iii) Transportation as provided below.

Local travel arrangements and expenses

Council will provide transport to and from conferences, seminars on other Council business on the following basis:

- (i) Aircraft – all aircraft travel to be economy class. However, business class airfare will be applicable for overseas travel and for journeys involving four hours or more of flying time;
- (ii) Train – first class where available;
- (iii) Private motor vehicle where appropriate

In the event that private motor vehicle is the selected mode of transport, an allowance will be made to the Councillor for use of their own vehicle in accordance with the maximum calculated under the Holroyd City Council National Agreement Preserving the Local Government (State) Award 2004.

Note: In any case the total shall not exceed the cost applicable to that of a standard fully-flexible economy class aircraft for a return ticket. (Amended Min 346, C/M 01.09.09.)

Training and Educational Expenses

Council will consider making separate provision for the payment of relevant training and education expenses incurred by Councillors in the budget. These expenses would support and encourage an active learning process and skills development in addition to attending seminars and conferences related to Council functions. The training or educational course will be directly related to the Councillor's civic functions and responsibilities.

Attendance at Dinners and other Non-Council Functions

Council will provide meeting expenses associated with attendance at dinners and other non-Council functions which provide briefings to Councillors from key members of the community, parliamentary representatives and business, and when the function is relevant to the Council's interest.

Such expenses are to relate to the cost of the function only including an additional payment to a registered charity where appropriate.

Travel outside the LGA including Interstate Travel

General Travel Arrangements

All travel by Councillors will be undertaken by utilising the most direct route and the most practicable and economical mode of transport subject to any personal medical considerations.

Prior approval of travel should generally be required for interstate travel. The application for approval should include full details of the travel, including itinerary, costs and reasons for the travel.

Local travel arrangements and expenses

The policy provides for the payment of reasonable travel expenses for local travel relating to defined Council business.

The policy includes arrangements for the use of a private vehicle and provisions for the use of public transport, travel using a Council vehicle and associated other costs such as parking and road tolls. The driver is personally responsible for all traffic or parking fines incurred while travelling in private or Council vehicles on Council business.

Provision will also be made for sight or hearing impaired Councillors and those with other disabilities, including reasonable transportation provisions for those unable or unwilling to drive a vehicle to provide access.

Overseas travel

Detailed proposals for overseas travel will be developed, including nomination of the Councillor(s) undertaking the trip, purpose of the trip and expected benefits. The duration, itinerary and approximate total costs of each proposed visit, will also be provided.

Overseas travel must be approved by a Council resolution prior to a Councillor undertaking the trip. Travel must be approved on an individual trip basis. No retrospective reimbursement of overseas travel expenses will be made unless prior authorisation of the travel has been obtained.

After returning from overseas, Councillor(s), or an accompanying member of Council staff, will provide a detailed written report to Council on the aspects of the trip relevant to Council business

and/or the local community. Councillor(s) will report back on their overseas travel to a Council meeting within 30 days of date of return to Australia.

Details of overseas travel will be included in Council's annual report.

Mobile Phone Costs and Expenses

Council will provide an appropriate mobile telephone or equivalent devices, enabled where required to receive emails, provide street directions, access to internet and inclusive of one suitable in – car kit and or / Bluetooth kit to Councillors if requested.

Such mobile telephones and devices are for use by the Councillors on matters relating to official Council duties. Council will be responsible for all costs associated with Council duties incurred on the Council provided mobile device.

A copy of each individual monthly mobile telephone account will be distributed to each Councillor for payment of private or personal telephone calls. Councillors are also required to pay the call charges for all calls which fall within the definition of "Private or Personal Calls".

Monetary Limit:

In the section monetary limits apply to:

- a) Council related call costs
- b) Internet Access

As per schedule A

Computer Equipment

Such computer equipment is for use by the Councillor on matters relating to duties of office and private use as approved and is to remain in the possession of the Councillor during their term of office.

Councillors will be provided with computer equipment, service, manuals and training required to support Council's electronic applications:

1. Communications:

- Email
- Broadband
- Dialup internet
- Firewall
- AntiVirus
- Anti Spyware
- Fax Software

2. Office functions and utilities:

- operating system
- electronic business paper
- word processing
- spreadsheets
- presentation
- database
- printing
- fax machine

- external backup
- DVD/CD reader/writer
- templates including:
 - letterhead
 - Notice of Motion
 - Notice of Rescission
 - Questions without Notice
 - research
 - electronic Business Paper history (back to September 1997)

3. General

- Council's external website
- General internet browsing
- Training and support
- Manuals and notes
- Remote support software
- Telephone support
- Site visits
- Monthly health check
- Other applications and services as requested and agreed by the General Manager

Provision will be provided in three locations: at each Councillor's residence, in the Councillor's Room, in Council Chambers.

The installation, servicing and upgrading of computer equipment will be coordinated through Council's information technology personnel.

The computer equipment, levels of service, types of manuals and training will be reviewed annually. Due to the changing nature of information technology, the current equipment is outlined later in this Section.

Responsibilities for Council:

- Supply and maintain equipment, services and consumables;
- Rectify faults as soon as practical;
- Provide training as required;
- Respond to changing information needs of Councillors.

Responsibilities for Councillors:

- identify faults and training needs;
- request consumables;
- manage private usage and private data;
- ensure all usage complies with Australian Law;
- ensure the security of privileged information.

Electronic Business Paper

- The Electronic Business Paper is published Friday prior to each Council Business Meeting.
- Minutes are published Friday after Council Business Meeting.

Support

All support for Council's Electronic Applications will be coordinated through Council's information technology personnel. Telephone support will be provided during office hours – weekdays between 8:00 am and 4:30 pm.

Extended Support

Extended support and site visits to Councillor residences will be coordinated through Council's information technology personnel. The extended hours require joint negotiation, depending both on staff and Councillor available.

Monthly Information Technology Health Check

Councillors will be contacted monthly to ensure their information technology equipment supplied by Council is functioning effectively. This is a formal opportunity for Councillors to request additional support, equipment or training.

Training

All training for Council's Electronic Applications will be coordinated by Council's information technology personnel.

Security and Confidentiality

Councillors are responsible for their passwords. Particularly each Councillor should maintain a unique undisclosed password particularly for email access.

Information Technology Personnel can reset passwords. This will only be done with the Councillor's direct permission.

Assistance and instructions on setting and changing passwords will be supplied on request by Information Technology Personnel.

The Electronic Business Paper Application contains information that is confidential to Councillors (eg Committee of the Whole reports). It is the responsibility of Councillors to care and protect this information.

Private Usage

In addition to Council's electronic applications, Council has agreed that a degree of private use may be made of the computer equipment. For this purpose the following guidelines will apply:

- it is acknowledged that all computer equipment is provided to Councillors primarily to support Council's electronic applications outlined above.
- any secondary or private use is not to impact on the correct functioning of Council's electronic applications.
- private use is confidential.
- Council will not access any Councillor's private or personal information without their knowledge and agreement.

In particular, Council will not retain any copies of private information outside of the Councillor's residence without a Councillor's expressed knowledge and approval.

Where private information must be held by Information Technology Staff, this will be negotiated with the Councillor concerned to their agreement and endorsement.

Councillors may request Information Technology Staff to return or destroy any private information held by Council. The destruction will be confirmed with the Councillor.

Councillors take responsibility for any private software licences ensuring copyright laws are not infringed.

In particular Councillors should provide the General Manager with a signed photocopy of any licences for privately installed software on Council equipment and negotiate the installation with the Manager of Information Technology Services.

- Councillors take responsibility for any information accessed on the Internet ensuring Australian laws are not infringed; and
- Installation and removal of private software and hardware will be coordinated with Council's Information Technology personnel.

This will ensure any private software functions correctly and does not interfere with Council's Electronic Applications.

- Support is not guaranteed for private applications, data and equipment through Council's Information Technology personnel;
- Councillors acknowledge that the private equipment may be removed, disconnected or upgraded by Council's Information Technology personnel where it interferes with Council's Electronic Applications;
- Council's information technology can take no responsibility for private applications or data. Private data loss may occur;
- Councillors take responsibility to back up or restore any private or personal information;
- Councillors bear the cost of private software or services; and
- Councillors take responsibility for granting permission to any others using the computer equipment.

Information Technology Staff may provide advice on how a Councillor should manage private usage to ensure it does not conflict with Council's Electronic Applications; however each Councillor remains responsible for private use.

For each Councillor in Council Chambers:

- laptop docking station and power supply; and
- external mouse

For the Mayor in the Mayor's Office:

- laptop docking station and power supply;
- external monitor;
- external keyboard and mouse; and
- monochrome laser printer

Care and other Related Expenses

Council will make provision for the reimbursement of the reasonable cost of carer arrangements, including childcare expenses and the primary care of elderly, disabled and/or sick immediate family members of Councillors' own households, to allow Councillors to undertake their Council business obligations. This is in accordance with the principles of participation, access and equity outlined in the Guidelines by the Department of Local Government.

Consideration will be given to the payment of other related expenses associated with the special requirements of Councillors such as disability and access needs, to allow them to perform their normal civic duties and responsibilities.

Monetary limit: As per Schedule A

Insurance

Council will effect an appropriate level of insurance for Councillors in the following area.

- (i) Personal Accident Insurance – Covers Councillors and spouses/partners whilst on Council Business in accordance with policy wording. In the event of accident Council will consider reimbursing the gap for medical expenses that are not covered by the policy currently up to a maximum of \$2,000.00 per claim.
- (ii) Councillors and officers insurance-covering Legal Liability, Public Liability and Professional Indemnity.
- (iii) Travel
- (iv) Superannuation – Councillors contributing into superannuation in accordance with the Australian Taxation Office Interpretative Decision 2007/205; Council may enter into an arrangement with a Councillor under which the councillor agrees to forgo all or part of their annual fee/allowance in exchange for the Council making contributions to a complying superannuation fund on their behalf.

Legal Expenses

1. Council may pay for the reasonable cost of legal advice and suitable legal representation for Councillors in respect of:
 - a any liability or potential liability of Councillors; or
 - b any requirement of Councillors to give evidenceincurred by a Councillor on his or her capacity as a Councillor of Holroyd City Council.
2. The provisions in (a) apply to:
 - a court proceedings, both criminal and civil;
 - b enquiries by the Independent Commission Against Corruption;
 - c enquiries before any Legal Commission or Parliamentary Enquiry;
 - d proceedings before the Pecuniary Interest Tribunal; and
 - e other proceedings before other administrative or statutory tribunals.
3. A reference to the payment of legal expenses includes Council reimbursing a Councillor for such expenses incurred by the Councillor.
4. Council may in any case resolve that payment or reimbursement be limited to a certain amount or proportion of the legal expenses or in some other way be limited.

Facilities, Equipment and Other Services

Council will provide facilities, equipment and services for Councillors, including but not limited to:

- Office equipment (phones, fax, photocopier, shredder – if required);
- Mobile phone or equipment devices (enabled to receive emails, provide street directions, access to the internet and inclusive of one car kit and / or bluetooth kit); (Amended Min 346, C/M 01.09.09)
- Internet;
- Dedicated computer equipment including a desktop and/or laptop, printer, and software, including consumables for each Councillor residence;
- Office furniture and computer cabinet – Monetary Limit as per schedule A;
- Furnished Councillors' Room;

- Secretarial and administrative support;
- Car parking set aside for the sole use of Councillors;
- Meals and refreshments;
- Meals on evenings of Council Meetings and official dinners, light refreshments at Committee and working party meetings;
- Protective clothing and equipment;
- Access to flu vaccination as part of the Council's Wellbeing program;
- Stationery and equipment – each Councillor will be provided with an adequate supply of the following stationery and equipment:
 - A4 Councillor Letterhead;
 - A4 Plain Paper
 - Notepaper;
 - One briefcase during the term of office (optional style);
 - Christmas cards;
 - Name badge;
 - Security Access Card
 - Electronic copy of Councillor photograph
 - Other Minor consumables directly related to the role of Councillor

Where a Councillor declines the use of Council Equipment, furniture or phone equipment, it has been suggested the Council agrees to meet a predetermined amount of Council Business usage charged to the Councillors private account.

Part 3 – Additional Mayoral Expenses

General Provisions

The following facilities, additional to those outlined elsewhere in this policy will be provided to the Mayor:

Motor Vehicle

Council will provide at its cost to the Mayor a full registered, insured, maintained, fuelled vehicle with provision for an E-tag for use by the Mayor on official duties and for private use. Council will be responsible for the payment of fringe benefits tax payable as a result of the supply of this facility.

The type of vehicle at the time of changeover, shall be the choice of the Mayor, being either a Holden Statesman or Ford Fairlane:

- (a) Changeover of vehicle to occur as per Council's Motor Vehicle policy.
- (b) Vehicle chosen being available for purchase in accordance with the specifications of the State Contracts Control Board (Amended Min 578, C/M 5/11/96).

The vehicle provided for the Mayor is for use on official duties and functions of the Office of Mayor and for private use.

Telephone

Council will provide at its cost a separate telephone to the residence of the Mayor for use in relation to official duties and functions of the Office of Mayor.

Facsimile Machine

Council will provide at its cost an appropriate facsimile machine at the residence of the Mayor for use in relation to official duties and functions of the Office of Mayor.

Office Facilities

Council will provide the following office facilities at the Council Chambers:

- (i) Office space – sufficient quantity of quality office space necessary to fulfil the duties of office.
- (ii) Telephone – a high quality digital telephone connected to Council's PABX System with direct in dial and direct line facilities.
- (iii) Facsimile machine connected to a dedicated telephone line.
- (iv) Furniture – an appropriate quantity of quality office furniture.
- (v) Secretarial Support – Secretarial support facilities are available to the Mayor during normal office hours.
- (vi) Council will meet the cost of postage of mail forwarded by the Mayor in the conduct of official duties.

Part 4 – Other Matters

- Acquisition and return of equipment and facilities by Councillors

Telephones, facsimile equipment, mobile phones, computer and any other electronic equipment or furniture supplied to Councillors for their official use will remain the property of Holroyd City Council. All such items are returnable to the Council once the Councillors term of office comes to an end. There is provision for the Councillors to purchase Council equipment previously allocated to them at the cessation of their duties, or at the time of replacement of the equipment, at an agreed fair market price or written down value.

This Policy was adopted by Council at its Meeting held on 19 June 2007.

Establishment of Monetary Limits

The monetary limits applicable to this policy are as follows:

- Payment of expenses for spouses, partners and accompanying persons:
 - The maximum entitlement of \$200 per function per person.
- Incidental Expenses:
 - The maximum entitlement of \$150 per day.
- Mobile Phones or Equipment Devices:
 - The maximum entitlement of \$2,000. (Amended Min 346, C/M 01.09.09)
- Mobile Phone Calls:
 - Mayor = \$300 maximum per month;
 - Councillor = \$250 maximum per month.
- Care and other related expenses:
 - The maximum entitlement of \$1,000 per year subject to production of appropriate documentation / receipts.
- Stationery and equipment:
 - The maximum entitlement of \$300 for the purchase of one brief case per term of office. (Amended Min 346, C/M 01.09.09)
- Office Furniture and computer cabinet:
 - The maximum entitlement of \$1,000 per term of office.

External Bodies



The following external bodies exercise functions as delegated by Council:

Local Committees

- Bathurst Street Park Local Committee
- Central Gardens Tennis Courts Local Committee
- CV Kelly Park Local Committee
- Daniel Street Park Local Committee
- Darling Street Park Local Committee
- Girraween Park Trust Local Committee
- Greystanes Community Centre Local Committee
- Greystanes Sports Ground Local Committee
- Guildford West Sports Ground Local Committee
- Gum Tree Reserve Local Committee
- Holroyd Sports Ground Local Committee
- Hyland Road Park Local Committee
- Jones Park Local Committee
- King Park Local Committee
- Lawson Square Tennis Court Local Committee
- Mays Hill Tennis Court Local Committee
- McCredie Park Local Committee
- Merrylands Park Regional Sports Centre Local Committee
- Ringrose Park Local Committee
- Roberta Street Park Local Committee
- Ted Burge Sportsground Local Committee
- Tom Uren/Tait Streets Park Local Committee

Advisory Committees

Council has a number of Advisory and Consultative Committees that make recommendations to Council:

- Aboriginal & Torres Strait Islander Consultative Committee
- Access Committee
- Aged Services Advisory Committee (incorporating Holroyd Community Food Services and Guildford Community Centre)
- Arts Advisory Committee
- Audit and Governance Committee
- Community Safety Committee
- Companion Animals Advisory Committee
- Council's Staff Consultative Committee
- Culturally and Linguistically Diverse Consultative Committee
- Disability Services Advisory Committee
- FloodPlain Management Committee
- Heritage Committee
- Holroyd Liquor Accord Committee
- Library Committee
- Living Holroyd (Local Agenda 21) Steering Committee
- Property Committee
- Road Safety Steering Committee
- Scholarship Committee

- Social Plan / City Health Plan Steering Committee
- Traffic Committee
- Western Sydney Area Assistance Scheme (WSAAS) Local Ranking Committee
- Youth Services Advisory Committee

Companies in which Council has a Controlling Interest

The Council held a controlling interest in conjunction with other Councils in the following companies:

- Western Sydney Regional Organisation of Councils.

Council Partnerships, Co-Operatives and Joint Ventures

The Council was a party to the following partnerships, cooperatives and joint ventures:

- Auburn City Council Alliance
- Hay Shire Council Alliance
- MetroPool (Insurance Joint Venture);
- Local Government Association of NSW;
- Greater Western Sydney Economic Development Board;
- Greater Western Sydney Business Connection;
- Cumberland Business Chamber;
- Floodplains Management Authorities of NSW;
- Parramatta Park Regional Trust;
- Regional Development – Australia Sydney
- Western Sydney Regional Community Forum;
- Holroyd/Parramatta/Auburn HACCC Forum;
- Cumberland-Prospect Districts Disability Forum;
- Baulkham Hills/Holroyd/Parramatta Joint Migrant Resource Centre;
- Western Sydney Academy of Sports Forum;
- Holroyd-Parramatta Youth Network;
- Cumberland District Childrens Services Forum;
- Local Government Internal Auditors Group;
- LGMA (Including Finance and HR Special Interest Groups);
- Corruption Prevention Network – NSW Public Sector;
- Strategic Alliance Network (Department of Local Government); and
- Institute of Public Works Engineering – Metro West Group.

Summary of Legal Proceedings



Council uses several legal firms in relation to legal proceedings.

A summary of the legal costs incurred in 2009/2010 is as follows:-

Health	Environmental/Food Compliance Issues	\$ 46,040
Development	Development Appeals	\$120,850
Building	Building/Development Control Costs	\$ 37,115
General Manager	General Operational/Governance matters	\$153,504
CFS Admin	General Operational/Governance matters	\$ 4,130
Rates Expenditure	Recovery of Rates	\$250,042
Debt Recovery	Recovery of other debts	\$ 9,495
Financial Accounting	General Operational/Governance matters	\$ 590
Council Buildings	General Operational matters	\$ 18,284
Information Technology	general Operational matters	\$ 7,430
Waste Management	General Operational matters	\$ 755
Traffic Engineering	General Operational matters	\$ 5,847
Engineering Admin	General Operational matters	\$ 1,171
		<u>\$655,253</u>

Rates and Charges Written Off



Statutory & Voluntary Pensioner Rebates	\$1,505,317
Other Rates Written Off (including postponed rates)	\$ <u>4,088</u>
Rates & Charges Written Off 2009/2010	<u>\$1,509,405</u>

Summary of Works on Private Land

Council did not undertake any private work on private land in 2009/2010 in terms of Section 67 of the Local Government Act.

Grants and Contributions under Section 356

Council donated \$68,378 to various charities and community groups under Section 356 of the Local Government Act.

Major Contracts 2009/2010 (over \$100 000 including GST)



Kelbon Project Services Pty Ltd PO Box 211, TERRY HILLS NSW 2084 <i>Concrete kerb and gutter, paving</i>	\$378,516
Jay & Lel Civil Contractors Pty Ltd PO Box 388, RICHMOND NSW 2753 <i>Concrete kerb and gutter, paving</i>	\$548,415
Ally Property Services 1 Arkley Street, BANKSTOWN NSW 2200 <i>Concrete kerb and gutter, paving</i>	\$1,204,371
Bernipave Lot 2 Studley Street, LONDONDERRY NSW 2753 <i>WSROC Asphalt Contract</i>	\$814,768
State Asphalt Services 90 Jedda Road, PRESTONS NSW 2170 <i>WSROC Asphalt Contract</i>	\$1,785,398
Cavasinni Constructions Pty Ltd 1/25 Redfern Street, WETHERILL PARK NSW 2164 <i>Construction of Children's Multipurpose Centre at 74 Military Road, Merrylands</i>	\$1,067,157
Bilas Knight Pty Ltd PO Box 91, COBBITY NSW 2570 <i>Hyland Road Rifle Range</i>	\$1,447,050

The City & the Community

Library & Community Services
Services to People of Diverse Cultural & Linguistic Backgrounds
Children's Needs
Promotion of & Access to Community Services





Core Business

The core business of the Library & Community Services Department is to manage and develop libraries, community facilities and specific services for children, young people, the aged and people with a disability, and to support the development of a vibrant and harmonious community.

Initiatives & Achievements

Administration

The Department's administration staff play a key role in promotion of the Department's services and facilities to local residents.

Council's Community Grants Program continued in 2009/2010. The program has two components, the Minor Assistance Program providing donations of up to \$250, and the Community Assistance Program providing donations of \$251 to \$5,000. In 2009/2010 three groups received funding to a total of \$750 under the Minor Assistance Program and seven groups received a total of \$32,748 under the Community Assistance Program.

In 2010 Council offered the seventh annual Scholarship for a local young person commencing undergraduate studies at the University of Western Sydney. Each Scholarship is valued at \$2,314 p.a. (indexed annually) and is tenable for the duration of the course. Applications are considered on the basis of academic merit, community benefit of the proposed studies, and any academic or financial disadvantage.

Community Facilities

Council has a range of community facilities which are available for hire. This includes 8 halls, 8 meeting rooms and 2 buses which are available for hire by community groups, commercial organisations and individuals. All facilities can be used for a range of activities including recreational activities, meetings and private functions.

Throughout the 2009/2010 financial year audits of all facilities were carried out and a number of maintenance requirements were identified. The following improvements have been carried out:

- Strip & Seal vinyl at Toongabbie Community Centre
- Steam Cleaning of Carpets at Toongabbie Community Centre & Wentworthville Community Centre
- Pinboards put up at Domain Community Rooms, Toongabbie Community Centre & Wentworthville Community Centre
- Whiteboard put up at Domain Community Rooms
- 3 microwaves put in the Meeting Rooms at Toongabbie Community Centre
- Microwave replaced at Wentworthville Community Centre
- Bar Fridge replaced at Domain Community Rooms
- Pest Control carried out on all facilities
- New alarm panel installed at Toongabbie Community Centre
- Floorboards sanded & polished at Toongabbie Community Centre & Jones Park Hall
- Light panels cleaned out at Jones Park Hall
- 2 Aluminium Screen doors put up at Domain Community Rooms
- Replacement of 20 seater bus with Guildford Community Centre's superceded bus
- Piano Stool bought for Wentworthville Community Centre

- Safety non slip mats bought for the kitchen at Wentworthville Community Centre
- Repainting of Merrylands Community Centre, Westmead Progress Hall & Wentworthville Community Centre
- New Bus enclosure at the Depot
- New Bin enclosure at Jones Park Hall

These improvements have increased the standard of facilities run by Council, and ensure that quality venues are available for use by local groups. All maintenance issues that have been identified through the ongoing audits of the facilities have been resolved. The audits have been very successful in helping to maintain and upgrade the facilities, and will continue to be carried out on a regular basis.

Library Services

Holroyd City Council Library Service aims to provide equitable access to quality informational, cultural and recreational materials for all. This is achieved by skilled staff offering excellent customer service, via relevant technologies, resources and collections, to enhance and enrich the community and promote the joy of discovery, reading and lifelong learning.

Throughout 2009/2010, the Library's Local Studies section utilised the services of a specialist oral historian to conduct in-depth oral histories with past and present members of the Holroyd community. Completed recordings are available for use in the Library's family history facility, the "Tony Maston Room", and will be accessible on Council's website in late 2010.

Two pre-loved book sales were held at Merrylands Central Library during 2009-2010, with a total of over \$2,500 raised. A selection of resources including books for children, young adults and adults, toys, DVDs, CDs and magazines was available for sale to members of the community. Proceeds from the book sale are used to purchase new resources for the Library's collection. All leftover stock is donated to various charities.

The Public Computer Centre at each Library service point was upgraded in August 2009. All computers were replaced with up-to-date hardware, including 19 inch flat screen monitors. The Internet speed was also upgraded to ADSL2+. A number of additional "quick print/email" computers were made available at Merrylands and Wentworthville Libraries in July 2009.

The Children's and Young Adults' Library team continues to work productively, creating and presenting programs and activities for Holroyd's children and young adults. In 2009-2010, over 17,900 children and young adults either attended activities within the Libraries, or were visited by Library staff at their school, pre-school or centre.

The Library Service launched its Nintendo Wii games lending collection during Youth Week in April 2010. Holroyd is the first Council in New South Wales to offer this type of collection to the community. Merrylands Library also launched a Wii console and flat screen television in the Youth area during this week. These replaced the existing outdated Playstation 2 and CRT television. The Wii games and associated equipment were purchased with Local Priority Grant funding from the State Government.

Online tutoring provided by "Yourtutor" was introduced in June 2010. Students can access this free service from the Library's Public Computer Centre or at home. Yourtutor connects them to qualified, expert tutors for one-to-one help with homework, assignments, exam preparation and study questions.

The Library Service continues to provide free activities, workshops and classes for the community. These include computer workshops both in English and bi-lingual versions, English conversation classes for new migrants, craft workshops for young adults and activities specifically aimed at seniors. "Library Encounters" sessions continue to be well attended. This is a series of free talks, workshops and information sessions aimed at adults, which are relevant to the cultural needs of

the local community. "Encounters" in 2009/2010 included genealogy, knitting, cooking and card making workshops; information sessions on topics such as the environment and horticulture; as well as author visits.

The traditional Christmas luncheon for the Home Library Service's borrowers and volunteers was held at the Holroyd Centre in December 2009. Over 100 guests attended the function, enjoying the entertainment and hot lunch provided. This event has become the high point of the year for the housebound readers of Holroyd, particularly those residing in nursing homes.

The Holroyd Movie Club and the Holroyd Book Club continue to thrive. Both groups meet monthly and attendees continue to increase.

Due to the popularity of the Holroyd Book Club, the Library Service introduced a second book club, "First Monday Book Club", in late June 2010.

The Library Service has a very proactive Library Committee that meets quarterly. The aim of the Committee is to provide advice on issues relating to the Library Service, monitor progress in the achievements of Library objectives and report upon matters referred to the Committee by Council. The Committee includes representatives from the local community, Councillors and Council officers (including Library staff). This collaborative approach between the community and Council has been most effective in producing positive results for the Library Service.

Community Services

Aged and Disability Services

Council's Annual Seniors Bus Trip was held in September 2009 with a trip to the Southern Highlands – Garden and Wine Tour.

Seniors Week 2010 (21-28 March) was celebrated with a variety of events. The main activity was a Seniors Gala Concert at Guildford Leagues Club. Other events included free swimming at Council's swim centres, computer classes, horticulture therapy workshop, Macular Degeneration Seminar, NRMA Older Driver Education and a performance by The Golden Girls.

A new two year term (2010 - 2011) commenced for the Aged Services Advisory Committee in January 2010. Staff have continued to resource and support the Auburn/Holroyd/Parramatta Community Care Forum and provide comments on a range of policies and planning documents.

Holroyd Seniors Newsletter continues to be produced four times a year with more than 1,700 copies of each edition disseminated to the local community and various networks. The Seniors Recreation Directory was updated and reprinted late 2009.

Training sessions were held for Council volunteers on Safe Food Handling and Code of Conduct. A volunteer recruitment session was held at the Holroyd Centre in May 2010.

Council's Aged and Disability Services organised the Annual Gift of Time Celebration held in November 2009 to thank Holroyd's many volunteers for their contribution to the community. The audience were entertained by Adam Dean, Illusionist, Magician and Comedian and a Holroyd Trivia session.

Timehelp Holroyd were the recipients of the 2009 NSW Volunteer Team of the Year Award. They currently have approximately 26 volunteers in 5 local participating schools with more volunteers joining regularly. Council supports Timehelp Holroyd in a variety of ways to assist in their volunteer work.

Guildford Community Centre provides a daily program for the frail aged and people with a disability and their carers. The Centre provided 8,309 meals, 641 transport trips and 20,366 respite hours in

2009/2010. Special activities which occurred at Guildford Community Centre included NAIDOC Week events, Planning Day, Annual Frail Aged on Parade Day, Carers' Luncheon, Guildford Combined Pensioners Christmas Party, Client Christmas Party, Volunteer International Day, Holroyd Games Challenge, Multicultural Anzac Day and other regular program activities. Two Holroyd Respite Care Away Programs (RESCAP) were held to Tamworth and Lake Macquarie.

In March 2010 Guildford Community Centre took delivery of a new wheelchair accessible mini-bus. A new ceiling was installed at the centre and the parquet floor was resealed.

A grant of \$103,817 recurrent and \$60,000 non recurrent funds was received from the Department of Ageing, Disability and Home Care (ADHC) to set up and run an Arabic Dementia Program at Guildford Community Centre. In 2010 two part-time workers were employed, an Arabic Dementia Program Worker and Bus Driver to assist with the running and promotion of the program.

Holroyd Community Food Services provided 15,421 hot meals, 8,077 frozen meals and 300 sandwiches during the year to a total of 309 clients. In September 2009 the summer menu was reviewed and changes were made to suit client needs. This menu was operational from October 2009 with Food Services trialling salads on a rotating roster 1 day per week.

Wentworthville Centre Based Meals Program (The Happy Club) continues to provide nutritious meals and social activities for up to 55 clients each week. The Happy Club took part in Seniors Week holding a luncheon with Councillors, Senior Management and Local Members of Parliament in attendance.

Holroyd Community Food Services (HCFS) CALD Centre Based Meals Program continues delivering food to several different CALD groups within the Holroyd and Parramatta LGA's including the Greek Welfare group, the Italian Social Group and the Filipino Social Group. A Maltese CALD Centre Based Meals group has also been established and meets weekly in the Merrylands Community Centre. The group enjoys a hot nutritious meal, socialisation and entertainment. Transport for clients is provided to and from the Merrylands Community Centre.

HCFS participated in a Tamil Information Day held at the Wentworthville Community Centre for approximately 90 people. HCFS gave a small presentation and provided information sheets to the Tamil community. HCFS provided a traditional lunch as a sample of the types of meals the service is able to provide. The day provided positive feedback and partnerships with Tamil Community Workers were formed.

New two-year terms (2010-2011) commenced for Holroyd Access Committee and Disability Services Advisory Committee in January 2010.

The Missed Business Guide was printed in partnership with Council's Place Managers to disseminate and provide information to local businesses on improving access to their business for all community members.

The Peer Support Program continued to offer a range of out-of-hours recreation and social options for service users, providing a total of 5,299 hours of recreation / respite support in 2009/2010. Activity calendars were prepared for four month periods, based on suggestions received from members of the group at planning nights. Regular Aqua fitness and bowling programs were also offered. Consultation and Annual Survey results indicated service users were 'very happy' or 'mostly happy' with support received, quality of staff/volunteers, transport and information received and participation levels in the Peer Support program.

Aged / Disability Services hosted a Carers Week Concert in October 2009 at Wenty Leagues Club with Jellybean Jam providing the entertainment. The event was open to all carers and their families and friends and was well received. Over 100 people attended the event which included music, dancing, give-aways and lunch.

International Day of People with a Disability (IDPWD – 3 December) was celebrated with Council hosting 2 events to acknowledge the abilities of individuals with a disability. A celebratory disco was held at The Holroyd Centre for adults with a disability in Holroyd and surrounding areas (attendance 100 people). An art exhibition, 'Celebrating Creative Abilities' was also held. There were 26 entries (individuals / groups) from all ages. A launch for the art works was held on 3 December 2009 with around 60 people in attendance. 6 major prizes were awarded. Art works were on display in Council's foyer during January 2010.

The Aged and Disability Teams, Active and Inclusive Sports program initiatives continued to develop in 2009/2010. The program highlighted the positive role that Council plays in improving physical health and social wellbeing for people with a disability. Programs for this year included

- Schools Sustainability Expo (July 2009)
Educational experience designed for 200 primary school students – with/without a disability. Games are designed to help children understand what it is like to have a disability and educate teachers on ways to adapt sports to include children of all abilities
- Disability Sports Expo (November 2009)
- Active Sports Day – Rugby League Skills Day (April 2010)
Come and Try Sports Event Days for people with a disability – all ages. Over 160 people attended the event days.
- Inclusive Sports Volunteer Program (2009/10)
25 people with a disability have participated in the "Inclusive Sports Volunteer Program" in 2009/10. The program is in partnership with NSW Rugby League Western Sydney Academy to create pathways for people with a disability to be involved in sport.

On Friday 2/10/09 Council's Aged and Disability Services held a Volunteer Recognition and Recruitment Cocktail Party in the Holroyd Centre to honour the contribution made by volunteers to Council's Aged and Disability services.

Current volunteers were asked to bring a guest along that might be interested in volunteering with Council in the future. The event was attended by approximately 80 guests and volunteers from Council's Aged and Disability Services - Guildford Community Centre, Holroyd Community Food Services, Holroyd Peer Support Program and Council's Advisory Committees.

A video presentation was made on the night, with many volunteers sharing their personal accounts of what it means to be a volunteer. There was also an opportunity to participate in a group artwork.

The Aged/ Disability Annual Planning Day was held in October 2009. Staff have continued to resource the Cumberland Prospect Disability Forum and regional networks for relevant service providers. Throughout the reporting period staff have continued to operate a regional disability information service, offer advocacy support and provide comments on a range of policies, in relation to the rights and needs of people with disabilities.

The Disability Newsletter is being produced quarterly with 400 copies distributed for each edition.

Youth Services

Council manages two youth projects and provides premises for two other non government youth services in the Holroyd local government area. Council Youth Services provide structured and unstructured programs and are involved in the provision of outreach and developmental projects for young people aged 12 to 25 years of age.

Wentworthville Youth Services (WYS)

Wentworthville Youth Services has two staff – a Centre Based Youth Worker and an Outreach Worker, both of whom work in a full time capacity. The service delivers bi-weekly drop in sessions, a basic needs program, homework centre, school holiday programs, and outreach visits to high

schools. The service also provides information, support and referral services to the young people they work with.

Council successfully applied for WSAAS funds for the renovation of the Wentworthville premises. A new kitchen, laundry, meeting/training space and pantry will be installed along with new shower doors and a store room. The basketball court will also be re-marked. The renovations to the Wentworthville Youth Centre will enable a myriad of new services and activities to enhance the overall profile of the centre.

Highlights for the year included a trip to Jamberoo Recreation Park. This was an overnight stay with 13 young people and 3 workers. The activity provided young people with an experience which broadened their skills and provided insight into young people and workers that may not normally have been possible.

In February the centre's numbers increased in drop-in and continued to rise. Also more girls began accessing the centre on a regular basis and this trend continued for the remainder of the year. This was a positive outcome as there had previously been a lack of females accessing the centre over the past year.

The Wentworthville Youth Services Breakfast Club has commenced at Greystanes High School. The young people have stated they "enjoy the staff and conversations with them, the pancakes, hot chocolate and most importantly to know they can have breakfast at school." The Breakfast Club runs every Tuesday morning from 7:30-8:15 and on average 7 School students participated.

Wentworthville Youth Services this year implemented a homework support program for high school students. The program runs every Thursday from 4-6pm. A high school teacher works with the young people on assignments, homework and tutoring if needed. The program has been running since February.

Wentworthville Youth Services ran a girl's only program called "Style for You". This program was designed to bring awareness to young girls of body style, image and fashion. Some of the activities in the program included correct makeup application according to skin tone and facial features and a trip to Westfield Parramatta to look at how to shop considering body size and structure.

'Cre8 Ur Sound' is a newly created music program run by Holroyd Council Youth Services staff at the Youth Centres. This program allows young people to write and record their own original songs. It teaches young people the art of song writing, producing music and writing lyrics that are positive and meaningful. Each participant of the program also gets the opportunity to record their song in a studio and to receive the final copy on CD

School Holiday programs are run each school holiday and include activities and events that have been previously planned in consultation with young people. These include outings to venues such as Luna Park or ice skating, youth performances, sporting competitions, games days, Intergenerational Sports and activities, and various in-house activities such as play station competitions or cooking workshops.

Guildford Youth Services (GYS)

Guildford Youth Services has two staff – a full time Centre Based Youth Worker and a part time Youth Activities Assistant. The services provided include a weekly drop-in "Kickback Tuesday" which has attracted many new young people to the Centre, ranging from those young people interested in specific programs through to local kids in the neighbourhood and school students walking past the centre each afternoon. Other programs include the Homework Centre, young women specific workshops, cultural art projects and hip hop dancing. The centre also provides information, support and referral options to young people.

Some highlights and specific programs provided by the service included:

A 4 week music video program was held at the YWCA Parramatta for unemployed young people. During these workshops the participants wrote a song about challenges and struggles in their lives. In week three the young people recorded their song using the GYS music recording equipment. In week four the young people went to the Powerhouse Museum where they learnt how to edit and create their own video clips. The outcome of the project was the development of a music video and the opportunity to learn new skills and experiences from the workshops.

Once a term, Guildford Youth Services provides a recreational outing for young people on a Friday night. The actual activity changes each term and is based on consultation with the young people. Some of the outings have been to venues including Lazer Runner, Bowling and Luna Park. These outings provide young people with the chance to participate socially in a recreational environment which is safe and affordable.

The service currently provides one on one support for young people needing assistance in job search and employment. Over the past year there has been a large number of requests by young people, seeking job search assistance. Young people can also develop a resume which can be printed or sent off to employment agencies or potential employers.

GYS ran a "Girls Only" Swimming lessons program. The young women who attended this program had the opportunity to learn basic swimming skills and techniques as well as focusing on water safety. This program was run at Guildford Pools and was facilitated by professional female swim instructors.

The Youth Week Talent Quest was held on Thursday 15 April 2010, 6pm at Stockland Merrylands, attracting a crowd of over 300 people. This event is organised annually as part of National Youth Week for local young people aged between 12 & 18 years. This program is a partnership between Holroyd Council Youth Services and Stockland Merrylands. Over 30 acts entered the heats demonstrating a variety of performance styles including singing, dancing, rapping, live instruments, juggling, and hip hop. The grand final featured the top 12 finalists and was officially launched by the Deputy Mayor of Holroyd City, Cllr Peter Monaghan.

The 'Talent Advancement Program' was a music program for young people aged between 12 - 18 years which gave them an opportunity to work with professionals and develop their skills while enhancing their confidence and self esteem. The final performance allowed the community to see first hand just how talented local youth are and created a positive image of young people. This program was funded by Wentworthville Leagues Club and was an extremely successful partnership program.

Council's Youth Services Team has played a significant role in local festivals and activities including Youth week 2010, which was managed by the team and included partnerships with other local youth services and young people. This was held at Wentworthville Youth Services and was based on a carnival theme involving clowns, rides and sideshows. Others included Australia Day, Holroyd CityFest and Stockland Mall performances.

Community Development

Council plays a leading role in assisting government, business and the community to identify and progress important local priorities. Consequently, Council administers several funding programs throughout the year, which aim to build and support local services and community infrastructure. In 2009/10, the Community Builders scheme which is administered through Council funded five (5) local projects at a cost of \$228,700.

Council also convened the Clubs for Holroyd Community Development Support Expenditure Scheme (CDSE), a community partnership with Guildford Leagues Club, Merrylands Bowling & Sports Club, Merrylands RSL Club, Wentworthville Leagues Club, the Department of Human Services -

Community Services, Holroyd Interagency and the Western Sydney Community Forum. \$241, 000 of funding was provided to twenty-two (22) not-for-profit organisations and charities for the implementation of twenty-four (24) projects. These services implement a range of direct and support services to the elderly, community aid, health and community development programs.

In addition, Council assisted community organisations to negotiate and secure funding external to the Clubs for Holroyd pool for projects which benefited the wider community. These include \$25, 720 to four (4) other community organisations for projects including community volunteer training, equipment, a children's school transition program and a gifted and talented students' sports program. This demonstrates the way in which Council can work with local businesses for the betterment of people who are disadvantaged in Holroyd.

Through the Community Assistance Program (CAP), Council allocated \$32,748 in funding to seven (7) local community organisations. These one-off community grants support and assist a wide variety of innovative community development programs/activities within the local community.

In 2009/10 Council allocated CAP grants to the following organisations: 1st Greystanes Scout Group for a fence replacement, Friends of Linnwood for its 120th birthday celebrations, Holroyd Musical and Dramatic Society for new lights, Information and Cultural Exchange for its urban outreach project, Macquarie Legal Centre for its youth education workshops, Our Lady of the Way for its movement with music workshops and Parramatta Holroyd Family Support for its driving lessons for young parents.

Council's Community Safety Awards are aimed at acknowledging and encouraging the initiatives undertaken by local not-for-profit groups and organisations to promote safe neighbourhoods and crime prevention. The Major Prize (\$1,000 and Trophy) was awarded to the Merrylands CBD Committee for the organisation of day and night safety audits to identify interventions required to improve safety (including safety perceptions) in Merrylands CBD. The Minor Prize (\$250 and Certificate) was awarded to the Pemulwuy Community Group for the development of a Safety Program Kit containing 5 safety messages (kid's emergency card, kid's important contacts card, getting to know your neighbour, fridge magnet emergency card, handy hints brochure for being a good neighbour).

Council continued its ongoing commitment to implementing the National Framework for Women in Local Government. An action plan was developed to progress identified priorities and several initiatives were organised including networking lunches for staff in Council and morning teas to keep women on maternity leave connected to Council.

Further to this, Council developed a series of events which were aimed at celebrating the Year of Women in Local Government including an official launch on Wednesday 24 May 2010 and leadership training for female staff.

Council received national recognition for its Women's Development Program and won the 2010 National Award for Local Government in the 'Women in Local Government' category. The award was announced at a special presentation in Canberra on Thursday 17 June 2010. Consequently, Council's Community Development Team Leader was invited to participate in a panel discussion on women in management at the LGPro 'Women's Professional Development' conference in Melbourne.

A networking luncheon was organised to celebrate International Women's Day (funded partly through the Office of Status of Women). Over 60 women attended the day which highlighted the journeys of 3 guest speakers who spoke about the theme 'Empowering women to end poverty by 2015'.

Council is actively involved in facilitating and supporting community capacity building projects and developing solid relationships with local and emerging communities. To do this, Council attends

Holroyd Interagency, Cumberland Combined Services Meetings, Holroyd Parramatta Domestic Violence Committee, and NSW Grants Network.

Council is committed to supporting initiatives which strengthen cultural life in Holroyd and continues to implement its award-winning Cultural Plan 2006-2011 'Cultural Vitality in Holroyd City' and Public Art Policy (2003). These documents support the growth and direction of cultural projects and create opportunities for local communities to participate in cultural expression, co-operative place making and encourage the celebration of diverse interest, creativity and collective values. Council continues to resource, support, employ and skill artists and community groups on a local level to undertake cultural and arts initiatives.

Council's program of enlivening public spaces included the strategic development of the Stockland Mall Public Art Project. This project will see five (5) local artists develop works which are unique to Holroyd's culture which will be installed in and around Stockland Merrylands.

As part of its 'Culture in the Chambers' program, Council held a series of events including:

- 'What's Your Story? 100 years of local history' in August 2009. The event included a photographic exhibition of Holroyd's recent history, entertainment and a poetry recital competition.
- 'Far to Here' in March 2010 – this included a photography exhibition which was developed by the Darfur Australia Network and allowed Darfurian refugees to take photos of their new life in Australia and a night of entertainment which included traditional African dance performances and Arabic cuisine.
- The Holroyd Film Festival in June 2010. Council's Chambers was transformed into a cinema for the evening and emerging local film makers screened their works to a full audience.

Council supports the development of artistic communities in Holroyd and greater Western Sydney by providing an exhibition space in Council's foyer. Group exhibitions held throughout the year include: 2010 Higher School Certificate Artworks, Holroyd Oil Painters Group, NAIDOC Week local Indigenous artists and the Celebrating Ability Exhibition. Individual artists represented a diverse range of art forms including photography, ceramics, graffiti art, pen and ink drawing and oil painting. Holroyd City Council became the first Council in NSW to be a part of the international digital fringe festival by providing screens in the council foyer to display streaming video content from across the globe during September and October.

Council undertook a series of projects which were aimed at creating safe, vibrant public destinations and neighborhoods' where people feel a strong sense of ownership in their communities. Projects which were aimed at fostering this 'sense of place' included 'Chalk Art' exhibitions during CityFest, a community mural in Guildford and the painting of two (2) RTA traffic signal boxes in South Wentworthville by local artists and community groups.

Council is committed to progressing cultural policy development at a local, regional and state level. It continues to support Artfiles, a directory of arts practitioners in Western Sydney and advocates for the progression of cultural policy development in the wider arena. Council's Cultural Officer presented a paper on 'Creating Creative Places' at the Central Coast Community Congress in July 2010. The Cultural Officer also sat on the WSROC 'Water in The Landscape Sub-committee' which was aimed at supporting cultural projects and local forums.

Council employs a Community Development Officer who is responsible for both the Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse portfolios.

As part of its role in promoting and supporting local Aboriginal and Torres Strait Islander communities, Council convenes and resources the Aboriginal and Torres Strait Islander

Consultative Committee. This Committee meets quarterly to advise Council on matters of importance to Aboriginal and Torres Strait Islander residents in the Holroyd Local Government Area. Other meetings and networks attended regularly include the Western Sydney Reconciliation Network and the Parramatta Koori Interagency.

To celebrate NAIDOC week, Council and the Aboriginal and Torres Strait Islander Consultative Committee held a number of activities over the week of 5 - 12 July 2009. Activities included: a special morning tea to launch the art exhibition, Aged Care performance tours and a local primary school art competition. The Week finished with a concert at Stockland Merrylands which showcased the talents of local indigenous residents and celebrated Aboriginal and Torres Strait Islander culture. Approximately 384 people participated in NAIDOC week activities this year. The theme for 2009 was 'Honouring our Elders, Nurturing our Youth'.

The Aboriginal Services Directory was updated and is available on Council's website. The Directory lists the range of services which are available to the Aboriginal community in Holroyd and the surrounding areas.

A member of the Aboriginal and Torres Strait Islander Consultative Committee attends the Local Government Aboriginal Network Conference on an annual basis.

A mufti day was held to raise funds for the National Close the Gap Day and campaign; \$190 was raised and donated to Oxfam Australia.

In accordance with principles of social justice and equity, Council convenes the Culturally and Linguistically Diverse Consultative Committee. This Committee meets quarterly to advise Council on matters of importance to residents of diverse cultural backgrounds in the Holroyd area.

In line with supporting and strengthening Holroyd's culturally diverse communities a variety of meetings and networks are attended:

- Holroyd Parramatta Multicultural Network
- Local Government Multicultural Network
- Merrylands Community Health Centre Migrant Access Committee
- Migrant Employment and Training
- DoCS Metro West Migrant Advisory

Carnivale / Harmony Day and the Nawrooz celebration (celebrating Iranian and Afghani New Year) was held on 21 March. It is estimated that over 4,000 people attended the event, which is aimed at celebrating diversity, promoting different cultures, and building harmony in the community.

The event was organised in partnership with Merrylands Community Health Centre, Granville TAFE, Holroyd Local Area Command, Boronia Multicultural Services and The Hills Holroyd Parramatta Migrant Resource Centre. It featured performances, a variety of food from different cultures, community stalls and activities such as the 'Talking Tent' which allowed young people to discuss a range of topics relevant to their cultural identity and settlement in Australia,.

For Refugee Week 2010, Cultural Awareness Training with refugee case studies was delivered to over 50 individuals from the local community sector. The aim of the training was to raise awareness of refugee issues and promote cultural diversity in the community sector.

The 2010-2013 Access and Equity Policy and Action Plan was adopted by Council on 15 December 2009. There are 90 strategies in the plan, which focus on improving Council's access and equity, raising cultural awareness and promoting cultural diversity as a corporate issue. The Policy and Action Plan is informed by existing laws, Government protocols and aligns with Council's vision and mission statement.

The Community Education Program was facilitated in partnership with the Australian Centre for Languages (ACL) and held in February and March 2010 with the aim to educate new migrants about democracy, governance, Local Government and Council services.

Council's Community Development Officer provides information on cross-cultural communication and barriers to all new staff at induction. The 'Hints to Better Cross Cultural Communication' booklet is given to all staff as a resource for future use.

Council adopted a new Social Plan for the period 2010-2012 in February 2010. The Plan addresses the community's social needs and aspirations for the next two to three years. Specifically, it:

- ♦ Documents the key population features of the community and how these are changing,
- ♦ Identifies local community issues, aspirations and challenges,
- ♦ Provides a vision for the further social and community development of the City,
- ♦ Recommends strategies, projects and programs for delivery by Council in *partnership with the community and other agencies*, and
- ♦ Identifies performance indicators to measure the achievement of desired outcomes (such as improved community wellbeing, social cohesion and access and equity).

The Social Plan incorporates the social justice principles of access and equity and is underpinned by a commitment to build strong and sustainable communities through inclusion, participation and community engagement.

Children's Services

The Children's Services section provides a range of services that care for, provide recreation and educate children aged 0-13 years. The services include Pre-school/Long Day Care, Occasional Care, Family Day Care, Emergency Care, Out of School Hours Care, supported playgroups and an Inclusion Program for children with additional needs. In addition, family and children's community development issues are addressed via a range of consultations, networks, representation at meetings of peak bodies and Families and Carers in Partnership groups.

Children's Week 2009 celebrations focused on Healthy Lifestyle Activities and 30 years of providing Children's Services in Holroyd. The Children's Services section helped to raise awareness amongst staff, parents and children about the importance of healthy eating and exercise. The Back to the Backyard event was held on 25/10/09 and although it was a rainy day many families enjoyed the activities. In addition a variety of other activities were held during the week to raise awareness of the rights and needs of children and families.

To promote networking and currency of knowledge, staff development training sessions are held each year. During these training sessions, all staff participate in a range of child care specific workshops, local government workshops and generic lectures.

Funding was again received for the Early Integration Program (EIP), which has been successful in gaining funding since 1998 from the Department of Education and Training. Other grants received include:

- Inclusion Support Program (ISP) & Access – to support services caring for Children with additional needs.
- Australian Sports Commission, Active After School Care – to provide extra activities for children in Out of School Hours Care, focusing on Healthy Lifestyles.
- Playgroup Association, MyTime Playgroup – To provide a supported playgroup for families of Children with additional needs.
- CSP. Human Services, Community Services – Operational funding
- DEEWR – Operational funding and Child Care Benefit.
- Telstra – Holroyd Children's Centre – Equipment Grant.

The Inclusion Networking Group (ING) provides services for children with additional needs, which allows them to be included within mainstream children's services.

Children's Services prepares an annual "Transition to School" booklet for all parents, providing detailed information on many local schools and tips for parents to help them determine whether their child is ready to start school. This booklet is presented at the School Expo which is held in March every year and at information sessions held by each children's service, and is also available on Council's website.

Holroyd Kids Carers was re-launched in March 2009. This local forum provides a venue for all Children's Services to discuss issues, meet and develop support networks. The Children's Services Forum is held each quarter and all children's services providers from Holroyd are invited to attend. The meeting discusses current issues that impact on the provision of services to children.

Children's Services continue to be promoted through local ethnic networks. Flyers were distributed to local ethnic groups and discussions were held with ethnic representatives through Council's Community Development Team.

The Pursuit of Excellence Awards program started in 2001 and provides each primary and high school in Holroyd the opportunity to nominate a student who has excelled in community spirit. A Council Representative attends the school presentation days to present the awards.

Over the last 12 months Out of School Hours care services have experienced a drop in enrolments in before and after school care, therefore vacancies exist in many services. Staff have developed a range of strategies designed to increase OOSH enrolments. School holiday programs have also experienced a decrease in numbers, so vacancies exist and during some holidays not all services are open.

Holroyd City Council has been involved in providing traineeships in Children's Services since September 2006. Traineeships have been offered in:

- Certificate III in Children's Services – a 12 month course
- Certificate IV in OOSH – a 2 year course
- Diploma in Children's Services – also a 2 year course, and
- Certificate III in Business Management – a 12 month course.

Trainees gain work experience on the job, as well as completing assignments through METS (Macquarie Employment Training Services). They are visited by a qualified trainer from METS who provides support and guidance during the traineeship. However, the initial intake of trainees completed their course through TAFE and were required to attend classes one day per week. Upon completion, trainees obtain their relevant Certificate and many have been successful in securing permanent positions with Council, or have gone on to use their qualifications in other employment.

Since 2006, a total of 44 traineeships have been signed up in Council's Children's Services. Of these 44, 24 have successfully completed their traineeship and there are 11 who are currently studying to complete their traineeship.

Council hosted the Linked Skills Program 2010. This is an employment program funded by NSW AMES (Adult Migrant English Service). Participants are selected if they are newly arrived migrants and the 9 week course includes 6 modules from Certificate III in Children's Services plus 2 modules from spoken and written English as well as a Work Place Practicum. Once completed the students are more confident and eligible for traineeships.



Strategic Objective: To effectively and efficiently provide quality human services to the local community, which are appropriate to their identified needs and in accordance with the principle of access and equity.

Program	Service to be Provided	Key Performance Measure (Operational)
Administration	Community Facilities and Halls	<p>No. of regular groups using facilities:</p> <ul style="list-style-type: none"> - Wentworthville Community Centre: 22 - Toongabbie Community Centre: 25 - Merrylands Community Centre: 21 - Westmead Progress Hall: 17 - Jones Park Hall: 11 - Domain Meeting Room: 14 <hr/> <p>Occupancy Rate:</p> <ul style="list-style-type: none"> - Wentworthville Community Centre <ul style="list-style-type: none"> - Grevillea Room : 35% - Banksia Room: 40% - Toongabbie Community Centre <ul style="list-style-type: none"> - George Mepham Hall: 28% - Andrew Cooke Meeting Room: 20% - Neil Pigram Meeting Room: 24% - Billiard Room: 24% - Merrylands Community Centre <ul style="list-style-type: none"> - Miller Street Room : 43% - Prospect Room: 22% - Arts & Crafts Room: 20%

Program	Service to be Provided	Key Performance Measure (Operational)
		<ul style="list-style-type: none"> - Westmead Progress Hall: 34% - Jones Park Hall: 36% - Domain Community Rooms: <ul style="list-style-type: none"> - Mackey Room: 14% - Oakes Room: 36%
	Community Buses	Hours used per quarter: 391
	Street Stalls	Days used per quarter: <ul style="list-style-type: none"> - Merrylands Kiosk: 52
	Minor Assistance Program.	<ul style="list-style-type: none"> - No. of applications received: 6 - No. of grants approved: 5
	Holroyd City Council Scholarship	<ul style="list-style-type: none"> - Working Party meetings: 1 - No. of applicants: 3 - Scholarship presented: 16 March 2010
Library Services	Client Services <ul style="list-style-type: none"> • Australian Library Week Activities • Basic English • NEL Collection 	<ul style="list-style-type: none"> - No. of issues per capita: 7.87 - Total No. of issues: 735,263 - Total No. of borrowers: 44,434 - No. of resident borrowers: 35,458 - % resident borrowers of total population: 37.8% - Total attendance: 862 - No. of issues: 8,127 - No. of issues: 84,099

Program	Service to be Provided	Key Performance Measure (Operational)
	Home Library Service	<ul style="list-style-type: none"> - No. of Home Library borrowers (not including nursing homes): 124 - No. of issues per borrower (not including nursing homes): 90.83 - No. of volunteers: 24
	Information Services	<ul style="list-style-type: none"> - No. of reference enquiries: 47,101
	Community Information Directory	<ul style="list-style-type: none"> - No. of enquiries: 6,392
	Inter Library Loans	<ul style="list-style-type: none"> - Requests from other libraries: <ul style="list-style-type: none"> - Received: 2,248 - Satisfied: 1,474 - Requests to other libraries: <ul style="list-style-type: none"> - Requests sent: 1,086 - Satisfied: 1,101
	Local Studies	<ul style="list-style-type: none"> - No. of enquiries: 281
	Children's and Young Adults' Service <ul style="list-style-type: none"> ▪ Storytime program 	<ul style="list-style-type: none"> - No. of sessions held: 202 - Total attendance: 7,014 - Annual survey of parents: N/A
	<ul style="list-style-type: none"> ▪ Bubba Time program 	<ul style="list-style-type: none"> - No. of sessions held: 202 - Total attendance: 3,469
	<ul style="list-style-type: none"> ▪ Outreach programs ▪ Class visits (to service points) 	<ul style="list-style-type: none"> - No. of services visited: 63 - Total attendance: 1,148 - No. of visiting schools: 11 - Total attendance: 165

Program	Service to be Provided	Key Performance Measure (Operational)
	<ul style="list-style-type: none"> ▪ Holiday program 	<ul style="list-style-type: none"> - No. of activities held: 66 - Total attendance: 2,314
	<ul style="list-style-type: none"> ▪ Youth Week activities 	<ul style="list-style-type: none"> - No. of activities: 4 - Total attendance: 50
	<ul style="list-style-type: none"> ▪ Toy Library 	<ul style="list-style-type: none"> - No. of issues per capita: 1.25 - No. of borrowers: 1,675 - % of borrowers of 0-11 age population: 12.6% - No. of toys in collection: 1,232 - Annual survey of users: N/A
	Children's Book Week Celebration	<ul style="list-style-type: none"> - No. of activities held: 15 - Total attendance: 2,087
	Technical Services	<ul style="list-style-type: none"> - No. of items processed: 13,714 - No. of bookings: 85,792 - No. of hours booked: 49,886 - No. of computer workshops held: 27 - Total attendance: 240
Community Services <ul style="list-style-type: none"> ▪ Administration 	Hold an annual planning day.	<ul style="list-style-type: none"> - Date held: 06/11/09
	Provide staff training and development opportunities.	<ul style="list-style-type: none"> - No. of staff involved: 168
	Staff involved in Driving Organisational Excellence program.	<ul style="list-style-type: none"> - No. of staff who have participated: 4
	Involvement in activities, festivals, events to promote Council's Community Services' provision.	<ul style="list-style-type: none"> - No. of activities/events: 120

Program	Service to be Provided	Key Performance Measure (Operational)
<ul style="list-style-type: none"> Community Development 	<i>Service/Program Delivery</i>	
	Support/resource community organisations with the Community Building Scheme	<ul style="list-style-type: none"> - Promotional strategies implemented: 2 - No. of groups resourced: 7 - No. of successful applications for Holroyd: N/A - Total funds granted: N/A
	Facilitate the operation of the Holroyd Community Development Support Expenditure Local Committee	<ul style="list-style-type: none"> - No. of applications received: 69 - No. of successful applications: 28 - Total funds granted: \$226,774 - Program completed according to timetable: Yes
	Administer the Community Assistance Program	<ul style="list-style-type: none"> - No. of applications received: 27 - Number of previous projects acquitted: 12 - No. of successful applications: 7
	Community education program	<ul style="list-style-type: none"> - No. of programs held each year: 3 sessions - Total attendance for each program: 55-60
	Public art projects	<ul style="list-style-type: none"> - Funds allocated towards projects: \$8,248 - Artist/s employed: 23 - Projects implemented: 9
	Coordinate the Foyer Exhibition Space	<ul style="list-style-type: none"> - No. of displays held: 15 - No. of artists promoted: 273
	<i>Reporting / Planning / Policies</i>	
	Coordinate the implementation of the Access & Equity Plan recommendations	<ul style="list-style-type: none"> - No. of recommendations acted on: 135 - No. of new recommendations implemented: 0
	Coordinate the implementation of the Social Plan recommendations	<ul style="list-style-type: none"> - No. of recommendations acted on: 98 - No. of new recommendations implemented: 3

Program	Service to be Provided	Key Performance Measure (Operational)
	Coordinate the implementation of the City Health Plan recommendations	- No. of recommendations acted on: 50 - No. of new recommendations implemented: 0
	Coordinate the implementation of the Cultural Plan	- No. of recommendations acted on: 77 - No. of new recommendations implemented: 42
	Convene and resource Council's Culturally and Linguistically Diverse Consultative Committee	- Meetings held: 4 - No. of members attending: 7
	Convene and resource Council's Aboriginal and Torres Strait Islander Consultative Committee	- Meetings held: 4 - No. of members attending: 9
	Convene and resource Council's Social Plan/City Health Plan Steering Committee	- Steering Committee meetings held: 3 - No. of members attending: 7
	Convene and resource Council's Arts Advisory Committee	- Quarterly meetings held: 4 - No. of members attending: 9
	Hold an annual planning day for the community development team	- Date held: 2/10/09
<i>Community Activities & Events</i>		
	Coordinate Council's celebration of NAIDOC Week	- No. of partners involved: 1 - Planning Committee meetings held: 6 - Total attendance at celebration: 384
	Coordinate Council's celebration of Carnivale	- No. of partners involved: 6 - Planning Committee meetings held: 13 - Total attendance at celebration: 4,000
	Coordinate 2 Cultural Events at Council Chambers	- No. of partners involved: 5 - No. of artists booked: 49 - Date held: 26/06/10, 19/03/10, 16/08/09 - Total attendance at event: 260
	Coordinate the HSC Art Exhibition at Council Chambers	- No of high schools participating: 6

Program	Service to be Provided	Key Performance Measure (Operational)
		- No. of exhibitors: 7
	<i>Community Development / Resourcing / Consultations</i>	
	Community consultation	- No of instances of consultation: 9,798
	Community resourcing	- No. of initiatives organised: 285
	Hold an annual Community engagement event for organisations in the Holroyd LGA	- Date held: N/A - No. in attendance: N/A
	Maintain awareness/contact with community housing issues	- Opportunities taken for networking and information sharing: N/A
	Resource and support the Women's Development Team	- No. of meetings attended: 8 - Strategic Plan items addressed: 36
	Implement the National Framework for Women in Local Government	- Activities/projects organised: 8
<ul style="list-style-type: none"> • Youth Services 	<i>Service/Program Delivery</i>	
	Conduct centre-based and outreach programs, both structured and unstructured	<ul style="list-style-type: none"> - No. of centre-based programs conducted: 219 - No. of outreach programs conducted: 69 - No. of drop-in programs held: 126 - No. of individual cases: 89 - Total attendance: 3,586 - No. of promotional activities: 92
	Run school holiday programs for young people	<ul style="list-style-type: none"> - No. of school holiday activities: 62 - Total attendance: 665
	Provide Information/Education Workshops	<ul style="list-style-type: none"> - No. of workshops held: 40 - Total attendance: 474 - No. of issues addressed: 24

Program	Service to be Provided	Key Performance Measure (Operational)
	Develop policies and procedures relating to service delivery	<ul style="list-style-type: none"> - No. of new policies prepared: 16 - No. of existing policies reviewed: 18
	Report to the Steering Committee	<ul style="list-style-type: none"> - Reports prepared and distributed: 21
	Hold an annual Open Day	<ul style="list-style-type: none"> - Date/s of Open Day: 20/11/09 - No. in attendance: 107
	Hold an annual planning session	<ul style="list-style-type: none"> - Date of planning session: 16/07/10 & 26/08/09
	Coordinate Youth Week activities and events	<ul style="list-style-type: none"> - No. of Expressions of Interest distributed: 3 - No. of activities undertaken: 2 - No. in attendance at all activities: 500 - Report on outcomes submitted: N/A
	Community Events - not limited to but including Australia Day celebrations, CityFest, Carnivale, NAIDOC, Local Government Week	<ul style="list-style-type: none"> - No. of activities held: 3 - Total attendance: 1,800
<i>Community Development / Resourcing / Consultations</i>		
	Raise awareness in schools of services and activities available to young people	<ul style="list-style-type: none"> - No. of school visits: 42 - No. of young people accessed through school promotions: 14,200 - Schools visited: 22
	Consult with young people and the wider community regarding activities, projects and issues	<ul style="list-style-type: none"> - No. of consultations with young people: 15 - No. of consultations with the community: 2
	Attend relevant network and interagency meetings	<ul style="list-style-type: none"> - No. of HAPYN meetings attended: 9 - No. of other interagency meetings: 11
	Coordination of Youth Projects	<ul style="list-style-type: none"> - No. of youth projects coordinated: 23
	Community resourcing	<ul style="list-style-type: none"> - No. of organisations resourced: 39

Program	Service to be Provided	Key Performance Measure (Operational)
		<ul style="list-style-type: none"> - No. of individuals resourced: 128 - No. of requests for information: 96
	Convene and resource Council's Youth Advisory Committee	<ul style="list-style-type: none"> - No. of meetings held: 3
	Peer Education Project	<ul style="list-style-type: none"> - No. of issues addressed: N/A
<ul style="list-style-type: none"> • Disabilities Services 	<i>Service/Program Delivery</i>	
	Information Service	<ul style="list-style-type: none"> - No. of telephone referrals/website visits: 148 - No. of requests for assistance: 138 - Information dissemination - bulletin recipients per quarter: 2,300
	Individual Advocacy	<ul style="list-style-type: none"> - No. of occasions: 26
	Systemic Advocacy	<ul style="list-style-type: none"> - No. of occasions: 6
	Peer Support Program	<ul style="list-style-type: none"> - No. of activities held: 134 - Total attendance: 998 - Total client respite hours: 5,310 - No. of clients in program: 39 - No. on waiting list: 8 - No. of transport trips (paid): 619

Program	Service to be Provided	Key Performance Measure (Operational)
	<i>Reporting/Planning/Policies</i>	
	Convene and resource Disabilities Services Advisory Committee meetings	<ul style="list-style-type: none"> - Meetings held: 4 - No. of issues addressed: As requested
	Convene and resource Council's Access Policy and Action Plan Implementation meeting as required	<ul style="list-style-type: none"> - Meetings held: 0 - No. of strategies Implemented: 0
	Conduct Peer Support planning sessions with service users to develop activity calendars (4 monthly)	<ul style="list-style-type: none"> - Planning sessions held: 15/04/10, November 2009
	Conduct annual survey of Peer Support service users and carers	<ul style="list-style-type: none"> - Response rate of survey: 17/39 - Satisfaction level with service: Mostly Happy-Very Happy
	Conduct an annual planning session for disabilities services	<ul style="list-style-type: none"> - Date of planning session: 20/10/09 - No. in attendance: 11
	<i>Community Activities and Events</i>	
	Coordinate Council's celebration of International Day of People with a DisAbility	<ul style="list-style-type: none"> - No. of events: 3 - No. in attendance: 160
	Represent Council's disabilities services at community events as appropriate	<ul style="list-style-type: none"> - No. of events: 14
	<i>Community Development / Resourcing / Consultations</i>	
	Resource and support the Cumberland/Prospect Area Disability Forum	<ul style="list-style-type: none"> - Date held: 05/05/10, 03/02/10, 4/11/09 & 5/08/09 - Attendance at Forum: 100
	Convene and resource Council's Access Committee	<ul style="list-style-type: none"> - Meetings held: 4 - Decisions actioned: 6
	Community consultation	<ul style="list-style-type: none"> - No. of persons consulted: 1,318

Program	Service to be Provided	Key Performance Measure (Operational)
	Community resourcing	- No. of occasions: 111
<ul style="list-style-type: none"> ▪ Aged Services 	<i>Service/Program Delivery</i>	
	Provide meals, programs and activities through the Guildford Community Centre day respite program	<ul style="list-style-type: none"> - Total meals provided: 8,309 - Total attendance: 3,010 - No. of frail aged clients: 58 - No. of clients with disability: 8 - No. of CALD clients: 20 - Total no. of clients: 67 - No. of activities held: 185
	Develop 6 monthly program for Guildford Community Centre	<ul style="list-style-type: none"> - No. of people consulted: 15 - No. of new activities: 57
	Promote external hire of Guildford Community Centre	<ul style="list-style-type: none"> - No. of community hirings: 161 - No. of private hirings: 34
	Conduct multicultural activities as part of the Guildford Community Centre program	<ul style="list-style-type: none"> - Activities held: 1 - No. in attendance: 64
	Provide appropriate meals for clients of Holroyd Community Food Services	<ul style="list-style-type: none"> - Total meals delivered: 28,896 - Hot meals: 19,231 - Frozen meals: 9,665 - No. of clients (HCFS): 310 - CALD background: 157 - Younger with a disability: 6 - New clients: 28 - Exited clients: 19 - Total attendance at centre-based meals: 1,829 - Total attendance at CALD centre-based meals: 1,804
	Conduct activities for the well aged	<ul style="list-style-type: none"> - No. of activities held: 11 - No. in attendance: 851

Program	Service to be Provided	Key Performance Measure (Operational)
	Recruit and support volunteers	<ul style="list-style-type: none"> - No. of current volunteers: <ul style="list-style-type: none"> - GCC: 21 - HCFS: 69 - CBM: 9 - No. of support occasions <ul style="list-style-type: none"> - GCC: 3 - HCFS: 1 - CBM: 4
<i>Reporting / Planning / Policies</i>		
	Report to Aged Services Advisory Committee meetings	<ul style="list-style-type: none"> - Date of meeting: 19/05/10, 17/02/10, 18/11/09, 19/08/09
	Submit quarterly MDS reports to funding body	<ul style="list-style-type: none"> - Reports submitted on time: <ul style="list-style-type: none"> - GCC: Yes - HCFS: Yes
	Conduct an annual planning day	<ul style="list-style-type: none"> - Date held: <ul style="list-style-type: none"> - GCC: 11/08/09 - HCFS: 29/09/09 - Aged Services: 20/10/09 - No. in attendance: <ul style="list-style-type: none"> - GCC: 26 - HCFS: 12 - Aged Services: 10

Program	Service to be Provided	Key Performance Measure (Operational)
	Develop/revise policies as required	<ul style="list-style-type: none"> - No. of policies developed/revised: - GCC: N/A - HCFS: N/A
	<i>Community Activities and Events</i>	
	Conduct Seniors Week activities	<ul style="list-style-type: none"> - Activities held: 14 - No. in attendance: 785
	Participate in local events and festivals as appropriate	<ul style="list-style-type: none"> - No. of events: 8
	<i>Community Development / Resourcing / Consultations</i>	
	Community consultation	<ul style="list-style-type: none"> - Total persons consulted per quarter: 167
	Community resourcing	<ul style="list-style-type: none"> - No. of occasions per quarter: 128
	Resource and support Home and Community Care forums	<ul style="list-style-type: none"> - No. of forums held: 4 - No. in attendance: 87

Program	Service to be Provided		Key Performance Measure (Operational)
Children's Services	<i>Management of Council's Children's Services Section</i>		
	Waiting List – centralised	No. of children waiting for care aged: - (0-2): 325 - (2-5): 441 - (5-12): 99	
	<i>Long Day Care</i>		
	Holroyd Children's Centre (75 place). Two locations: <ul style="list-style-type: none">▪ Banksia Babes▪ Gumnut Grove	- Average utilisation (No. children per day): 75	
	Wenty Children's Centre (48 place)	- Average utilisation (No. Children per day): 48	
	Guildford West Children's Centre (48 place)	- Average utilisation (No. Children per day): 48	
	<i>Occasional Care</i>		
	Friend Park (16 place – 450 hrs)	- Average utilisation (hrs of care per week) - (0-6 years): 361 - No. of families using service: 179 - No. of children: 182	
	Merrylands (30 place – 900hrs)	- Average utilisation (hrs of care per week): 751 - No. of families using service: 200 - No. of children: 202	
	<i>Family Day Care/Home Based</i>		

Program	Service to be Provided	Key Performance Measure (Operational)
	Merrylands/Holroyd Family Day Care	<ul style="list-style-type: none"> - Average utilisation (No. children per day): 188 - No. of carers: 51
<i>Out of School Hours Service</i>		
	Sherwood Grange (bsc 30) (asc 60) (vac 60)	<ul style="list-style-type: none"> - Average utilisation: - bsc (No. of children): 15 - asc (No. of children): 45 - Vacation care (No. of children): <li style="padding-left: 20px;">July: 50 <li style="padding-left: 20px;">Oct: 48 <li style="padding-left: 20px;">Jan: 45 <li style="padding-left: 20px;">Apr: 44
	Parramatta West (bsc 45) (asc 60) (vac 60)	<ul style="list-style-type: none"> - Average utilisation : - bsc (No. of children): 27 - asc (No. of children): 42 - Vacation care (No. of children): 38
	Guildford West (bsc 45) (asc 75) (vac 40)	<ul style="list-style-type: none"> - Average utilisation: - bsc (No. of children): 22 - asc (No. of children): 51 - Vacation care (No. of children): 42
	Double Digits (vac 30)	<ul style="list-style-type: none"> - Average utilisation: 27

Program	Service to be Provided	Key Performance Measure (Operational)
	Ringrose (bsc 45) (asc 75) (vac 75)	<ul style="list-style-type: none"> - Average utilisation: - bsc (No. of children): 38 - asc (No. of children): 62 - Vacation care (No. of children): 64
	Merrylands East (bsc 30) (asc 30)	<ul style="list-style-type: none"> - Average utilisation: - bsc (No. of children): 13 - asc (No. of children): 21
	Pendle Hill (bsc 32) (asc 32)	<ul style="list-style-type: none"> - Average utilisation: - am (No. of children): 18 - pm (No. of children): 30
	Early Integration Program	<p>No. of children enrolled:</p> <p>Occasional Care</p> <ul style="list-style-type: none"> - Friend Park: 3 - Merrylands: 9 <p>Long Day Care:</p> <ul style="list-style-type: none"> - Guildford West Children's Centre: 3 - Wenty Children's Centre: 4 - Holroyd Gumnut Grove: 3 - Holroyd Banksia Babes: 1 <p>Family Day Care: 1</p> <p>Out of School Hours Care:</p> <ul style="list-style-type: none"> - Sherwood Grange: 2 - Parramatta West: 1 - Guildford West: 2 - Double Digits: 1 - Ringrose: 1 - Merrylands East: 0 - Pendle Hill: 1

Services to People of Diverse Cultural and Linguistic Backgrounds



On 30 June 2009 it was estimated that Holroyd had a population of 100,122 people and is characterised by its rich cultural diversity with almost half our population born overseas (39.4%), with 45.2% non-English speaking.

A noticeable change in Holroyd LGA is in the demographic mix. There is a clear shift from a predominantly western European migrant pattern to a mixed population drawn from 128 (195 countries in the World) countries, with over 60 languages and 30 religions.

**TABLE ONE
BIRTHPLACE BY COUNTRY¹**

Summary Indicators	2001 Census	2006 Census	% Change 01-06
Population	85,760	89,872	4.57
Australian born	48,467	47,397	-2.25
Overseas born	30,991	35,212	11.98
Birthplace not stated	NC	NC	N/A
Visitors from overseas	NC	580	N/A
Speaks English only	46,279	43,352	-6.75
Speaks other language	33,741	40,462	16.61
Aboriginal or Torres Strait Islander	680	733	7.23

**TABLE TWO
BIRTHPLACE BY REGION**

Region	Males	Females	Total Persons
Australia/Oceania/Antarctica	25,014	26,035	51,049
Northwest Europe	1,369	1,305	2,674
Southern and Eastern Europe	2,783	2,908	5,691
North Africa/Middle East	4,054	3,646	7,700
South East Asia	1,395	2,006	3,401
North East Asia	1,538	1,808	3,346
Southern and Central Asia	3,653	3,264	6,917
The Americas (Most Sth America)	541	581	1,122
Sub SaharaAfrica	505	469	974
Other	54	41	95
Not stated	3,498	3,300	6,798
Total	44,404	45,363	89,767

ABS: Quick Stats and Holroyd Community Profile. 2006 Data

**TABLE THREE
LANGUAGES OTHER THAN ENGLISH SPOKEN AT HOME:**

Language	Males	Females	Persons
Speaks English only	21,377	22,234	43,611
Speaks other language:			
Arabic (including Lebanese)	5,700	5,476	11,176
Australian Indigenous Languages	24	17	41
Chinese languages:			
Cantonese	1,073	1,160	2,233
Mandarin	901	1,003	1,904
Other (c)	93	96	189
Total	2,067	2,259	4,326
Croatian	500	494	994
Dutch	29	34	63
Filipino (excludes Tagalog)	225	301	526
French	119	123	242
German	81	80	161
Greek	690	668	1,358
Hindi	930	902	1,832
Hungarian	41	53	94
Indonesian	116	152	268
Iranic Languages			
Persian (excluding Dari)	297	291	588
Dari	548	570	1,118
Other (e)	183	173	356
Total	1,028	1,034	2,062
Italian	822	887	1,709
Japanese	20	23	43
Khmer	29	40	69
Korean	279	295	574
Macedonian	30	28	58
Maltese	799	863	1,662
Polish	124	198	322
Portuguese	33	41	74
Russian	80	109	189
Samoan	104	118	222
Serbian	211	221	432
Sinhalese	146	125	271
Spanish	521	620	1,141
Tagalog (excludes Filipino)(d)	318	494	812
Tamil	1,094	1,075	2,169
Turkish	709	731	1,440
Vietnamese	340	421	761
Other(f)	2,872	2,618	5,490
Total	20,081	20,500	40,581
Not stated	2,948	2,627	5,575
Total	44,406	45,361	89,767

(a) This list of languages consists of the most common Languages Spoken at Home responses reported in the 2006 Census.

(c) Comprises Chinese and Hakka, Hokkien, Teochew, Wu and Chinese nec.

- (d) In 2006 'Tagalog' and Filipino' have been identified individually, in 2001 they were classed as one language.
- (e) Comprises Iranian nfd, Kurdish, Pashto, Balochi and Iranian nec.
- (f) Comprises languages not identified individually, Inadequately described and Non-Verbal so described.

Specific programs and services to people of CALD backgrounds are outlined in the "Initiatives and Achievements" and "Promotion of and Access to Community Services" sections of the Annual Report.



The following programs undertaken by Council develop and promote services which provide for the needs of children and their families.

Staff Development

Ongoing staff training is essential in ensuring the continued provision of quality care and up-to-date motivated staff. Training is developed based on staff and centre needs and covers topics such as First Aid, Child Development, The Early Learning Framework (ELF), Child Protection, Programming, Dealing with Difficult People, Critical Incident Training, Budgeting, Health Issues, English as a Second Language, Gifted and Talented Children, Speech Screening, Fire Safety and a range of IT related programs. Relevant training is also offered to parents such as the Inclusion Support Program, Ready or Not, Fussy Eaters, Transition to School and other topics that parents request.

Excursions and Visitors

An important feature of Children's Services is excursions and/or special visitors to the centres. These include farm visits, plays, theatre, cultural visitors or educational presentations, as well as community visitors such as Fire Brigade, Police, Ambulance, Library and Storytellers. Visits to the Library and walks around the community are also popular. Such visitors and excursions increase the children's cultural and community awareness, promote tolerance, appreciation of the arts and life skills.

Developmental Records

Each centre maintains comprehensive developmental records on each child. These records determine individual needs on which the centres base their daily program. This is an integral part of ensuring that the development of each child is fostered. The records are ongoing and are available for parents at any time. At the end of the year the parents are given a journal of their child's progress and are invited to discuss their child's development with their child's educator.

Families and Carers in Partnership

'Families and Carers in Partnership' groups have been established at each child care service to promote parent involvement.

The 'Families and Carers in Partnership' model offers parents and carers the opportunity to get involved in a more social context and creates networking possibilities for families who are not interested in more formal groups. Many occasions have been developed through this new initiative such as multicultural cooking nights, mums & dads games nights, open day sessions and art displays.

Transition to School

Children's Services holds a Transition to School Expo each year for parents deciding on a school for the following year. This session helps parents in making the important decision of whether their children are ready to go to school. It also gives them an idea of what to expect when their child goes to school, and what schools have to offer. Various speakers are organised with expertise in this area. This is especially important for parents of children with May, June or July birthdays and parents of children with additional needs. High schools are also included at the Expo for families with children in year 6.

A Transition to School booklet is also distributed to services and families in Holroyd and contains information on local schools in the Holroyd area so that parents can make an informed choice of which school to send their child to. The booklet also has other general information such as NSW schools handwriting styles and school preparation. This booklet is updated and distributed annually and is available on the Council website.

The Inclusion Support Program (Inclusion Networking Group)

This important program continues to grow to meet the increasing need to integrate children with a variety of additional needs into Early Childhood and Out of School Hours Care services.

The Early Integration Program holds an annual orientation morning tea to explain how the program works. This gives parents an opportunity to meet teachers and caseworkers from referral agencies. It also allows the parents to build contacts with each other and share the way they have coped with their children's additional needs.

The program employs one additional needs teacher and one outreach officer to meet the needs of over 30 children in Occasional Care, Long Day Care, Family Day Care and Out of School Hours Care services. In consultation with centre staff this team develops and implements individual programs to meet the needs of the children, encouraging them in the next step of their development.

A Support Group called Inclusion Networking has been set up to support the program and staff with resources and funding opportunities. A supported playgroup called MyTime is held every Friday providing a venue for parents and families with children who have a chronic illness or a disability to gain information and support.

Child Protection

The Child Protection Committee continues to work to provide training and policy direction. The Committee is made up of representatives from each of Council's departments.

During the year, the Committee has provided training to staff and local services in relation to Mandatory Reporting, Identify and Respond to Risk of Harm and the new Keep Them Safe legislation.

In November 2009, in partnership with Department of Sport and Recreation, a training session was delivered to sporting groups, contractors and facility users. It covered the new legislation that requires the self-employed to apply for a clearance certificate (criminal record check).

Child Protection Week falls in September each year and the committee is involved in projects that raise awareness within the community about child protection and how everyone can make a difference.

Quality Assurance

All Early Childhood (Long Day Care centres), Middle Childhood (Out of School Hours Care services) and Family Day Care Schemes (Home based care) in Australia follow Quality Assurance Systems which ensure services meet stringent quality assessments to maintain Accreditation.

The children's services Quality Assurance System is a Commonwealth Government initiative linked to the funding of Child Care Benefit to children's services. If a service does not reach satisfactory standards it is not eligible to register for Child Care Benefit.

Services use varied terminology for these systems. Early Childhood (Long Day Care) refers to Quality Improvement Accreditation System (QIAS), whereas Middle Childhood (Out of School

Hours care) and Family Day Care (Home based care) refer to Quality Assurance (QA). There is a current push to move to one system for all.

These systems are built around quality areas and principles, such as:

- relationships with children and families
- planning and evaluation,
- safety and health, and
- the general management of a service.

All of Holroyd City Council's Children's Services have been assessed and are operating at High Quality standards. Council's childcare services consistently maintain these values through a continuous improvement process.

Language and Literacy – Paint Holroyd REaD

Council's Early Childhood services incorporate language and literacy components into their programs from birth to 12 years of age to develop important developmental skills. The new Paint Holroyd REaD program will continue the promotion of language and literacy.

Early Childhood Educators will work together to deliver the concept of Paint Holroyd REaD to all children and families. The Sometime Centre's parenting group meets monthly to engage parents into this process, teaching them the skills to read stories to their children and empowering them to enjoy these learning experiences together. These groups have been modelled by other services and will continue to be promoted.

The Active After-School Communities (AASC) program

The Active After-School Communities (AASC) program is a major component of the Australian Government's Building a Healthy, Active Australia package aimed at tackling the growing problems of declining physical activity and poor eating habits of Australian children.

AASC is an after school hours structured physical activity and health program that is being delivered nationally to children enrolled in Australian primary schools and Childcare Benefit-approved Out of School Hours Care Services.

Council's Out of School Hours services run these programs and apply for grants each term for ongoing assistance with program costs. AASC supports Council's objective of developing and promoting healthy active lifestyles in children and young people in the Holroyd community.

Holroyd Kids Carers Support Group

This group meets monthly and all Children's Services providers in Holroyd are invited to attend. Relevant topics are discussed and services are provided with resources and support.



Publicity

Local Government Week celebrations incorporate extensive information displays and written material promoting Council services, as do celebrations such as Australia Day, Children's Week, Child Protection Week, CityFest, PetFest, NAIDOC, and Carnivale. Opportunities are also sought for the provision of services and information in shopping centres, e.g. Road Safety campaigns, environmental issues, and library services. Council staff visited international students at Granville TAFE and conducted a presentation on Council's role and responsibilities in the community.

Sessions called "Getting to know your Local Council" promote Council and inform new and emerging communities residing in the Holroyd LGA on a wide range of services and processes. These programs are usually aimed at a particular language group and two general programs are planned each year, using accredited interpreters if required. Council's Community Development Officer runs mini-programs on request for local CALD groups. The Community Education Program was delivered across 3 weeks in June 2010. Approximately sixty students from the Australian Centre for Languages attended the program.

Policy

In December 2009, Council adopted its current Access and Equity Policy Statement and Action Plan for people from culturally and linguistically diverse backgrounds. The policy has the following objectives:

- to inform local non-English speaking communities of Council's roles, responsibilities, services, facilities and activities;
- to provide all residents including people of non-English speaking background equal access to all Council's facilities and activities;
- to improve the skills of Council staff to meet the specific needs of people of non-English speaking background; and
- to consult effectively with local communities on the full range of Council activities.

The Access and Equity Policy Statement includes strategies which are monitored quarterly and progress is reported through Council's CALD Consultative Committee. The Action Plan lists strategies which have been implemented. Currently the Access and Equity Policy Statement is being updated.

Council's Access Policy and Action Plan promotes equality of access to Council services and facilities for people with a disability, and aims to satisfy Council's requirements under the Disability Discrimination Act. Following the successful completion of Council's first Action Plan (endorsed in 1998) a second Access Policy and Action Plan commenced from March 2002. The strategies in the Action Plan are taken into consideration in the preparation of Council's Management Plan and in the budget process, with the aim of minimising and eliminating discrimination on the basis of disability in the provision of Council services and facilities.

Council currently implements the *Cultural Plan – Cultural Vitality in Holroyd City 2006-2011*. This Plan focuses on expanding the creative potential of the community, identifying local priorities and opportunities to enrich and contribute to personal, family, social and working lives. The Holroyd City Cultural Plan won an LGSA 2007 Cultural Award.

Communication

The Peer Support Program provides its information on audio tape for service users who have difficulty reading. This respite and recreation program for adults with intellectual disabilities encourages access by service users from culturally and linguistically diverse backgrounds, who account for 35% of members of the group.

Aged/Disability Services produces and distributes two newsletters which provide information on Council and community services and activities. The newsletters are distributed four times each year. Over 1700 Seniors Newsletters and 400 Disability Newsletters are distributed.

Council's Customer Service Unit and the Central Library have TTY's to facilitate communication with the deaf community. An AUSLAN interpreter is arranged on request for Council meetings and public events.

There are hearing loops installed in the Council Chambers and Merrylands Library. These systems result in acoustic benefits for people with hearing impairments. Council also has a portable hearing loop system that can be used for meetings in Council's Committee Rooms, the Holroyd Centre, and Council's community facilities.

The Translating and Interpreting Service (TIS) is used where required and the use of the TIS is a standard feature in customer service training, as is cross cultural sensitivity. A number of staff have been tested to become accredited interpreters, and are listed as Language Aides at Council.

The updated Cross Cultural Communication booklet was presented at induction for new staff members at Holroyd City Council. The resource is used to facilitate cross cultural awareness and understanding, and promotes best practice across Council.

The Library service has a "Basic English" collection to assist in basic English language acquisition and enhancement. The collection is made up of videos, resource materials and kits. The Library also provides newspapers and magazines in a number of community languages, and has access to extensive collections in community languages from the State Library of NSW. Local collections are available in monograph, CD, DVD and video in Arabic, Chinese, Gujarati, Hindi, Tamil and Vietnamese. The library service also coordinates a program of conversational English classes which are run by volunteers.

Ease of Contact

Installation of a telephone system which incorporates an after hours service and voicemail has facilitated public access to Council's services and officers. The front counter has a conference phone to assist with interpreting services, and section managers have a hands free telephone, which facilitates the use of interpreting services.

Enquiries regarding Council's community facilities (halls, meeting rooms and community buses) are directed to the Customer Service Centre so that residents can access information and make bookings with one phone call or visit.

Outreach Services

Council's Children's and Young Adults' Librarian conducts outreach visits to schools and kindergartens.

Council's Youth Workers utilise outreach visits to make contact with young people and make them aware of appropriate services.

Council's Housebound Library Service operates with the assistance of a team of volunteers to ensure that library services are available to housebound residents.

Disability Access Needs

The Holroyd Access Committee meets quarterly to allocate funds toward high priority access works within the Holroyd Local Government Area. Projects are undertaken based on community requests and/or potential for usage. The Committee has an annual budget of \$50,000 and also lobbies other bodies regarding access issues.

The public areas of Council's administration building are accessible, with a lift, accessible toilets and automatic doors. An upgrade of these facilities is currently being reviewed. There is an accessible walkway through to the Library, which also has lift access and an accessible toilet.

Two accessible buses, a 23 seater and a 10 seater are available through Guildford Community Centre and enhance access to services for people who are frail aged or have disabilities. Council also provides a 20 seater accessible community bus. All buses are available for use by community groups.

Social and Community Planning

Council continues to work in partnership with the community and service providers in implementing programs that support the strategies outlined in the Social Plan 2010-2012, and the strategies in the City Health Plan 2005-2010. The recommendations in the Social Plan and the City Health Plan are taken into consideration in the preparation of Council's Management Plan and in the budget process.

The Social Plan and the City Health Plan are now monitored by a combined committee. The City Health Plan and Social Plan Steering Committee meets twice a year and, under its revised Terms of Reference, works to provide feedback, direction and advice to support the issues raised.

In August 2009, Council was highly commended in the Heart Foundation Local Government Awards for its "Healthy Holroyd" Project – which implemented several of the strategies in the City Health Plan and worked to improve health outcomes for priority groups in the community.

The City & the Environment

Environmental & Planning Services
Summary of Legal Proceedings
State of the Environment





Core Business

The core business of the Environment & Planning Services Department is to develop, manage and enhance Holroyd City's built and natural environments, and to sustain environmental and public health on behalf of Council and the community.

Initiatives & Achievements

Environmental Health

State of Environment Report

Under the Local Government Act 1993, Council is required to prepare a State of the Environment Report each year addressing eight key environmental themes. The first State of Environment Report of a Council for the first year ending after an election of Councillors must be a comprehensive report. The other State of Environment Reports may be either a comprehensive or supplementary report.

For 2008/2009 Council has prepared a comprehensive report in accordance with the requirements of the Local Government Act 1993 addressing not only the eight key environmental themes, but broader sustainability issues.

Environmental Protection

Council is responsible for non-scheduled premises (as defined under the Protection of the Environmental Operations Act 1997) to determine, regulate and respond to activities that may have a negative impact on the environment.

Erosion & Sediment Control Program

During the 2008/2009 financial year, approximately 766 inspections of building and construction sites were completed resulting in 142 Environment Protection notices being issued and 37 Penalty Infringement Notices.

Immunisation

Holroyd Council continues to provide a free childhood immunisation service for its residents. Immunisation clinics are held each month at Merrylands, Wentworthville and Greystanes. Residents find these clinics convenient with reminder letters being sent advising of the child's next appointment. NSW Health accredited nurses administer the vaccines.

The service is operated cost-neutral to Council with NSW Health paying the cost of employing the nurses and the Commonwealth Government paying a subsidy for each immunisation procedure.

Council's Food Safety Surveillance Program

Council's food safety surveillance program is designed to educate the food handler and encourage the provision of safe food to the consumer. The introduction of good food safety practices not only

minimises the risks associated with food poisoning, but also instils customer confidence, which can have a flow on effect by increasing business trade.

The current program is undertaken based on the national Food Safety Standards. The food surveillance inspections incorporate:

- all premises where food is stored, prepared and/or sold within Holroyd City;
- all temporary food stalls and food vending vans operating at festivals and carnivals where Council has an involvement; and
- all food vending vehicles operating in the streets of Holroyd City.

Council demonstrates its commitment to food safety through its routine inspection program and the continued education of local food handlers to minimise the risk of food poisoning in its community.

It is Council's goal to have all food handlers in Holroyd City attend Council's free food handler seminars held annually at various town centres within our Local Government area.

Waste and Recycling

Council has made significant progress towards achieving sustainable waste management and meeting the target set by the NSW State Government to reduce the amount of municipal waste sent to landfill. In March 2009 Council entered into a long term contract with WSN Environmental Solutions (WSN) to process and recovers the material collected through Council's residential waste collection service. The waste will be delivered to WSN's Eastern Creek alternate waste treatment facility known as UR-3R where it will be processed into compost and used to generate green electricity. Residual material will be sent to landfill.

Signing the contract with WSN was the result of an extensive joint tendering process in which Council participated with Parramatta and Banks town City Councils.

The contract with WSN provides for the volume of waste delivered to UR-3R to increase each year until 2012 when all the material collected through Council's residential waste collection service will be treated at the facility.

Strategic Planning

Draft Holroyd Local Environmental Plan

Holroyd Council has prepared a new draft comprehensive Local Environmental Plan (LEP) for Holroyd. The LEP is the legal instrument which determines where different land uses may occur and provides the principle controls for development. Council's current LEP is over 18 years old and the new LEP is being prepared in accordance with recent State government requirements. A number of background studies and strategies have been completed to guide decisions on the planning scheme and provisions contained within the new draft LEP.

The plan will aim to provide for the future housing, employment, recreation and service needs of the Holroyd community in a sustainable manner over the next 20 years. During the past year Council completed its draft residential development strategy, endorsed a draft version of the plan, engaged in consultation with the Department of Planning and submitted the draft LEP to the Department of Planning for Certification to go to public exhibition. The draft LEP is expected to be released to the public for comment during October and November 2010.

Residential Development Strategy

During 2009/10 a draft Residential Development Strategy (RDS) was endorsed as part of the draft LEP to provide direction for housing development over the next 15 years to meet the changing population needs. The draft RDS is a comprehensive strategy which incorporates the “Holroyd’s Future” community consultation project, demographic analysis, housing needs analysis and detailed precinct analysis. The Strategy promotes a centres-based approach to focus population growth around transport and services and provides for growth to meet the State governments’ residential dwelling target (additional 11,500 in Holroyd over the next 25 years).

Employment Lands Study

During 2009/10 Council analysed and implemented strategies and recommendations of its completed Employment Lands Study through the new draft LEP. Council’s aim is to provide business and employment opportunities, promote economic growth, meet employment targets and ensure local jobs.

Transport and Accessibility Plan

Council completed a Transport and Accessibility Study which considers the draft RDS and informs the new LEP and Development Control Plan (DCP). The aim is ultimately to ensure that access to transport and services in centres is appropriate to meet the needs of the future population.

Draft Holroyd Development Control Plan

In 2009/10 Council completed a new revised draft Development Control Plan (DCP) for Holroyd. The draft DCP supplements the LEP and provides the more detailed controls for building design, site layout, car parking, locational requirements, operational requirements and public notification of development.

The draft DCP will improve usability, respond to changes in the new draft LEP, correct errors and redundant controls, incorporate new studies and information and provide the latest best practice in planning and design. Council aims to balance function, visual appearance, safety, amenity and affordability. The new controls have needed to be carefully considered to acknowledge recent changes under the State governments planning reforms, in particular the State-wide Housing and Commercial and Industrial Codes. Over the past year Council has obtained expert information, completed research and conducted a series of workshops. The draft DCP is expected to be released to the public for comment in conjunction with the draft LEP during October and November 2010.

Neil Street Precinct Development Contributions Plan

Holroyd Council has been successful in its campaign against the State Governments s.94 contributions cap and in September was granted a Ministerial exemption for the Neil Street Precinct. This will effectively ensure that the Neil Street Precinct redevelopment can proceed without passing on \$ 12.8 million of development costs to ratepayers. The development funding is necessary for the drainage and road infrastructure required for this precinct to be transformed for the planned residential and commercial urban development. Council has received significant support from the community which assisted in convincing the Minister for Planning to reconsider the matter.

Heritage Initiatives

Council has supported and funded a number of heritage initiatives in 2009/10. These include the local heritage grants program, annual Holroyd Heritage Awards and free heritage advisory service for property owners. In 2010, Council awarded 6 grants to heritage property owners for small works and maintenance. These grants are dollar-for-dollar and encourage the maintenance of heritage assets.

Holroyd Council presented a special heritage award for a written work and the children's "Keeper of the Stone" heritage award to educate young members of the community. Heritage advice was provided to over 20 property owners or applicants on development or heritage maintenance matters.

Safe Asbestos Removal and Disposal Campaign

Council has continued in its campaign to draw the attention to the deficiencies of the government's policy in relation to the safe removal and disposal of asbestos which increases risk of public exposure. Council was successful in achieving the 'Asbestos Amendment' to the States Exempt & Complying Development Code SEPP. Council has also lobbied for the creation of a single authority for Asbestos matters.

Development

2009/10 has witnessed a continued correction in the demand for speculative dual occupancies and residential flat buildings. However, this has been replaced by the volume of demand for single and multi unit dwellings within Nelsons Ridge and Lakewood Estates within Pemulwuy.

Council during 2009/10 has also been able to improve the levels of customer service by reducing the processing times of development applications (DA's). In the 2010 Development Performance Monitoring report card issued by the NSW Department of Planning, Holroyd Council was named in the "top 10 performers" in the Sydney region. In fact, Holroyd was the 5th best improver having recorded a reduction in DA processing times of 23%, from 125 days to 95 days, in 2008-09.

Furthermore, Council has reduced the number of Das that were over 100days from 92 DA's in July 2008, to 15 DA's in September 2010.

Council's Fast Track Team (FTT) for Development Assessment

Given the volume and complexity of Development Applications resulting in extended time frames for assessment and determination, it was evident that a number of routine-type applications were taking longer to determine which was less than ideal.

In response, a Development Application Fast Track Team (FFT) was established and commenced operations on 1 December 2003. The key function of the FTT is to expedite assessment and determination of DAs, Section 96 and Section 95A applications deemed to be routine which can be determined in 7 to 28 calendar days. For the year ending 30 June 2010, the Fast Track Team has assessed and determined 251 applications out of a total of 923 equating to 27%.

Competition for Construction Certificates

Up until 1 July 1998, Local Government was the traditional “watchdog” or consent authority for any building work under construction. However, new legislation was introduced which enabled applicants, developers, etc., to either appoint Council as the Principal Certifying Authority (PCA) or engage an accredited Private Certifier. Approvals for construction work previously known as Building Permits are now referred to as “Construction Certificates”.

Initially the Development Sector heavily utilised the services of Private Certifiers. However, in response to a range of issues including certainty, ethics and observing conditions of Development Consent and Council generally providing a competitive and cost efficient service, the market share of Councils issuing Construction Certificates and being appointed Principal Certifying Authority has increased. Indeed, one of the key goals for Council’s Building Services Unit (BSU) has been to increase Council’s market share and has expertise in carrying out construction certificate inspections across all classes of buildings. During the 2009/10 Council maintained its market share and is the PCA for the Stockland Mall redevelopment in Merrylands which is underway, as well as several other major projects across the local government area.

Tree Management Order (TMO)

Council recognises the importance of trees and for many years has had guidelines which aim to prevent the unnecessary loss of existing trees and/or encourage the provision of new trees.

Under the Tree Management Order (TMO), approval is required from Council for any tree works that are not exempt under the Order. In this regard, applications for General Tree Works are received by the Landscape and Tree Management Section (L&TM Section). These are assessed against Council’s assessment criteria following an inspection of the tree and based on the merits of the application.

This process often involves officers from the L&TM Section liaising with applicants to determine the exact problem, discuss options and provide advice which, in most cases, results in a satisfactory outcome to all parties. In situations where Council does not agree to pruning or removal of a tree, there is a review process available.

Applications can also be made under the TMO for Pre-Development Application advice. In this regard, proponents (i.e., DA applicants) can obtain advice in relation to which trees on a site should be retained and the setbacks required to any works prior to the preparation of a DA.

Overall Council determined 620 applications during 2009/2010.

Executive Development Control Unit

In October 2002, Council introduced an additional Development Application pre-lodgement meeting service for certain categories of development. The new service, known as the Executive Development Control Unit (EDCU), has been established to focus on more complex applications such as the following:

- medium density residential development (eg. villa, townhouse and integrated housing);
- residential flat buildings;
- mixed commercial and residential development;
- major commercial and industrial development; and

- other major and community significant developments.

The EDCU is a multi-disciplined panel of senior council officers offering pre-lodgement advice to ensure that applications, when formally lodged, are processed effectively and efficiently. The EDCU consists of officers from the planning, building, tree/landscape, engineering and environmental disciplines.

During the 2009/2010 financial year, 48 EDCU meetings were conducted.

Establishment of Development Application Review Team (DART)

As part of council's commitment to continuous process improvement DART was introduced in March 2007 to review all Development Applications accepted for lodgement.

The role of the DART is to identify applications which require additional information up front and expedite referrals and assessment of those applications that are complete. The introduction of DART serves to reduce Councils overall periods for assessing/determining applications which have occurred during 2009/10.

Summary of Legal Proceedings



Council uses several legal firms in relation to legal proceedings.

A summary of the legal costs incurred in 2007/2008 is as follows:-

Health	Environmental/Food Compliance Issues	\$ 44,715.25
Development	Development Appeals	\$120,849.73
Building	Building/Development Control Costs	<u>\$ 37,115.17</u>
		<u>\$202,680.15</u>

Major Cases Finalised

Appellant	Address Of Property	Nature of Appeal	Date Appeal Finalised or Action Ceased
Patricia Ann Bazley	6 Kookaburra Street Greystanes	Non compliance with Order to remove unauthorised works regarding fill and retaining wall	31 July 2009
P F Monaghan	157-159, 192-194 & 198 Girraween Road Girraween	Appeal against Order No. 15 issued under EP&A Act for illegal filling, retaining and concrete works not in compliance with Consents	14 October 2009
Westend Industries Pty Ltd	453 Merrylands Road Merrylands	PIN issued for polluted waters – defendants elected for Court hearing	19 October 2009
Anthony Sahade	185 Pitt Street Merrylands	Appeal against conditions of Consent	9 July 2009
Diamond Entertainment Pty Ltd	185 Military Road Guildford	Deemed refusal of DA for proposed brothel	29 April 2010
Mr R Khoury	36 Frances Street South Wentworthville	Class 4 proceedings for non compliance with DC Conditions	4 May 2010

Major Cases Outstanding at 1 July 2010

Applicant/ Owner	Street Address	Subject Matter
G & A Ghannoum	23 Clyde Street Guildford	Illegal construction works – recovery of costs
Mr R Khoury	36 Frances Street South Wentworthville	Class 5 proceedings for non compliance with DC and requirements of EP & A Act.



Holroyd City Council has prepared a supplementary State of Environment Report for the 1 July 2008 to 30 June 2009 reporting period. This is the 16th annual State of the Environment Report produced by Holroyd City Council and it provides discussion on major environmental and sustainability issues pertinent to the Holroyd City Council area, including key items of environmental data, which are presented as indicators. Also discussed are the actions taken by the Council, other government agencies and the community in response to the issues identified in the report.

The final 2009/2010 Comprehensive State of Environment Report will be available on Council's website (www.holroyd.nsw.gov.au) in early 2011. Placing the Report on our website makes it available for residents to read at all of Holroyd's branch libraries or on their home computer.

During the reporting period, Council continued to demonstrate its commitment to working with the community at the local level to progress towards achieving a sustainable community evident through its work on implementing the Integrated Planning and Reporting Framework and participation in the NSW Government's Waste and Sustainability Improvement Payment Program.

Below is a snapshot of initiatives and responses to environmental/sustainability issues from the past 12 months.

o **Go Green Promotion**

In August 2009, Council coordinated a community promotion of the available government rebates for energy and water devices. This included:

- Static displays of information on available government rebates and energy and water saving devices and a
- Community expo showcasing energy and water saving devices and information on available government rebates at West Court Stockland Merrylands on Saturday 8 August 2009.

This project was supported by the Australian Government's Energy Efficient Homes Package, Solar Rebate Program and the NSW Climate Change Fund and the Department of Environment and Climate Change NSW. Locally, Holroyd City Council was supported in this promotion by Stockland Merrylands.

o **Water Savings Action Plan**

During the reporting period, Council implemented actions from the Water Savings Action Plan that is expected to save 1318kL of potable water each year and \$1,570 in annual water bills.

In addition, during the reporting period, Council entered into a 50/50 co-contribution arrangement with Sydney Water to engage the NSW Department of Commerce to undertake a detailed assessment of the water usage at Council's highest water consuming facilities to:

- o Identify current water usage patterns;
- o Describe the current plumbing system and identify any deficiencies;
- o Identify water conservation opportunities including re-use;
- o Document the extent of existing water efficiency and re-use installations;
- o Recommend water system retrofit and other water saving initiatives, demonstrating the costs and savings; and
- o Benchmarking of water usage against net lettable area and/or people usage.

Council has received the reports from the Department of Commerce and will implement cost effective recommendations subject to available budget.

- **Energy Savings Action Plans**

During the reporting period, Council implemented actions from the Energy Savings Action Plan that is estimated to save Council 11,565kWh or 11 tonnes of greenhouse gas emissions and save over \$1,330 in annual energy bills from actions implemented from the Energy Savings Action Plan.

In addition, during the reporting period, Council engaged Country Energy “energy answers” to review and verify savings achieved following the implementation of actions from the 2007 Energy Savings Action Plan and to prepare the Energy Savings Action 2010-2014.

- **E-waste Collection**

Council held free e-waste drop-off events on Sunday 28 March and Sunday 20 June 2010.

Products accepted for recycling include any brand of computer, laptop, TV monitor, printer, mobile phone and computer-related peripherals. A combined total of 11,472kg of e-waste was collected at the two events, with over 95% of the collected material recycled. A further 2 events are planned for 2010.

- **Bushcare Activities**

Bush Regeneration Activities are ongoing at Greybox Reserve, Lower Prospect Canal, Alpha Park Bushland Corridor, Greystanes Creek, Hyland Road Reserve, Central Gardens and Gum Tree Reserve.

Stop-mow projects have commenced at Bolaro Avenue Reserve, Pendle Hill Park and Gallard Reserve. The stop-mow projects allow existing native understorey plants to regenerate to form a second stratum of vegetation to increase biodiversity in local parks and reserves. This also de-compacts the soil through increased soil organism activity, allowing more oxygen and moisture to penetrate the soil surface. This will also inturn prolong the life-span of existing remnant trees which include *Eucalyptus tereticornis* and *E. molucanna*.

- **Water Quality Monitoring Program**

Council’s Water Quality Monitoring Program recommenced in August 2009. As part of the program Council is inspecting 7 water monitoring sites monthly throughout the local government area to identify the impact industrial, commercial and residential pressures placed on the local waterways.

Currently Council’s Water Quality Monitoring Program is limited to assessing chemical data parameters. Council will consider further macro-invertebrate sampling should funding become available. In addition, Council is considering aligning water monitoring program with the ANZECC guidelines for water monitoring.

- **Sustainable Business Energy Savings Program**

Council has partnered with Global Sustainability Initiatives (GSI) to provide local businesses with cost-effective audits and support in sourcing below market rates for high energy use equipment.

During the reporting period 137 businesses registered with the program, however 20 businesses were considered in eligible. Of the 117 businesses that have received their audits, 3 businesses have implemented the recommended actions saving 35,541kwh or 34.8 tonnes of greenhouse gas emissions and \$6,584 in annual energy bills.

- **Fridge Buyback Program**

During the reporting period, 135 second household fridges were collected from the Holroyd local government area. Since the beginning of the program, a total of 293 second household fridges have been collected, saving an estimated 2,397 tonnes of greenhouse gas emissions and \$472,000 in energy bills for residents.

- **Waste and Sustainability Improvement Payment Program**

The Local Council Waste and Sustainability Improvement Payments Program forms part of the NSW Government’s City and Country Environment Restoration Program and assists councils to

invest in additional actions and programs that improve waste and sustainability outcomes across their local government areas.

The program is an extension of the three year Waste Service Performance Improvement Payment (WSPIP) program that commenced in 2006-2007 and delivered some \$25 million in Performance Improvement Payments to 51 councils. The Waste and Sustainability Improvement Payment (WaSIP) program is a \$256 million 7 year program that will run from 2009-2010 to 2015-2016. Of the \$256 million total investment \$237.3 million will be available to eligible councils in the Sydney Metropolitan Area (SMA)/Extended Regulated Area (ERA) and \$19.1 million to eligible councils in the Regional Regulated Area (RRA).

Council's participation in the WaSIP program is voluntary. However the WaSIP program provides guaranteed funding for new and enhanced environmental sustainability initiatives to eligible Council's that wish to participate. To be eligible to receive the funding under the program, Council is required to meet ongoing and new standards each year.

Council received \$369,269 in 2009/2010 which was used to fund actions including:

- Install new street and park litter bins
- Prepare, print and distribute and educational brochure to promote Council's residential Waste Service
- Conduct a review of Council's Energy Savings Action Plan
- Implement unfunded actions identified in Council's Water Savings Action Plan

A number of other actions were nominated to be implemented with these funds in 2009/2010 but have not yet been completed due to further investigation being required. These actions include a textiles collection and/or mattress collection program and implementation of unfunded actions identified in Council's Energy Savings Action Plan. The unspent funds will be rolled over into 2010/2011 to enable completion of the approved projects.



Strategic Objective: To exercise effective environmental and planning management to ensure a prosperous and healthy City, in tune with the community's needs.

Programs	Services to be Provided	Key Performance Measures (Operational)	
Environment and Health	Garbage Service	Collection costs/service Kilograms per capita Average charge/residential property	Static but consistent with industry practice
	Recycling	Collection costs/service Kilograms per capita Reduction in waste to landfill	Steady Increasing Improving
	Environment Reporting	2008/2009 State of Environment Report completed	Satisfactory
	Living Holroyd: A Sustainable Future	Implementation of: - Environment assessments of industries continuing	Ongoing
	Environmental Management & Protection	- Effective response to pollution incidents	Ongoing
	Immunisation	An attendance rate of at least 60% of those called to a clinic	Satisfactory
	Animal Control	Reduction in stray animal reports Implementation of a "Low Kill" Policy Incorporating the return or re-homing of seized dogs	Ongoing

Programs	Services to be Provided	Key Performance Measures (Operational)	
Environment and Health (Cont'd)	City Health Plan	Implementation of City Health Plan 2006-2010	Ongoing
	Health and Safety Education	Programs undertaken	Ongoing
	Food Surveillance	Percentage of all food shops Inspected	Ongoing
	Legionella Control	Percentage of cooling towers inspected	Ongoing
Strategic Planning	Land Research and Policy	Accurate policy and research advice to Council on time and within budget	Achieved
	Land Planning Operations	Development Control plans completed within agreed timetables	Satisfactory
	Land Planning Publications	Documents available at all times - 48-hour turn around to issue Section 149 Certificates	Achieved
	Land Planning Support	Documents processed within 48 hours	Satisfactory
Development Services	Development of Best Practice	Built environment to Council's Satisfaction	Satisfactory & ongoing
	Development Applications Processing	Efficient & accurate assessment Assessment of applications	Satisfactory & achieved

Programs	Services to be Provided	Key Performance Measures <i>(Operational)</i>
	Issue Construction and Complying Development Certificates	Efficient & accurate assessment of applications Satisfactory & achieved Maintain market share compared With private certifiers Satisfactory
	Process Tree Works applications	Efficient & accurate assessment Of applications Satisfactory & achieved Maintain unnecessary loss of trees Satisfactory Promote provision of new trees Satisfactory

The City & its Infrastructure

Engineering Services
Condition of Public Works





Core Business

The core business of the Engineering Services Department is to develop and manage Holroyd City's roads, traffic, drainage and recreational infrastructure on behalf of Council and the community.

Initiatives & Achievements

Assets and Operations

- implementation of Council's Road Reseals and Reconstruction Programs leading to 60% of the road network being in fair to good condition;
- all assets maintained to a standard consistent with funds provided;
- levels of service for work activities completed;
- continued shopping centre hazard inspections have seen a reduced number of hazards being observed within the shopping centres;
- Graffiti Management Plan developed;
- Graffiti Action Team implemented;
- renovations of playing fields undertaken in line with funding available;
- renewed the soft fall material under play equipment within parks;
- Occupational Health and Safety documents for field operations have been reviewed through participation and consultation with staff;
- street and public amenity cleaning carried out daily. Work includes cleaning major shopping centres, cleaning public toilets daily, road sweeping, sweeping paths, emptying bins and general rubbish removal;
- street and park litter bins replaced to improve OHS, capacity of bins and aesthetics;
- procurement of new plant and equipment in line with funds available;
- completed a range of works funded by Council's Special Rate Variation Program (20 Plus Program);
- continued bush care including three volunteer groups at Pendle Hill Creek, Alpha Park Bushland and Lower Prospect Canal Reserve;
- depot staff undertook Driving Organisation Excellence programs;
- the Swim Centre feasibility study in progress;
- conducted the Annual Swim Centres Committee Meeting;
- participated in Council's corporate events including PetFest, CityFest and Australia Day Festivals;

- progressed Council's Asset Management Systems by improving the asset registers and increasing awareness of the asset portfolio's critical role in underpinning provision of services;
- provided on-going management of the Local Emergency Management Committee and liaison with the District Emergency Management Officer and Holroyd SES on Planning and Operational issues.

Community Buildings

- Alpha Road Park canteen upgrade;
- Guildford Community Centre Hall upgrade;
- replacement of glass in the Holroyd Centre;
- internal painting and replacement of front glass at Merrylands Community Centre;
- upgrade of fire protection system and external painting at Merrylands Library;
- internal painting at Wentworthville Community Centre;
- internal painting at Westmead Progress Hall;
- installation of entrance air lock and upgrade Customer Service foyer at Civic Centre;
- construction of the new Merrylands Family Day Care Centre commenced;
- extension works completed at Wenty Childcare Centre;
- upgraded kiosk at Central Gardens Tennis Courts;
- new perimeter fencing at Merrylands Swim Centre;
- upgraded roof over change rooms at Wentworthville Swim Centre.

Technical Services

Traffic Management:

- facilitate new Rapid Transport System (T-Way) through Holroyd City;
- traffic impact assessment of major development applications including Pemulwuy, Holroyd Gardens, Toongabbie – Portico Arcade, Wentworthville Mall developments and Stockland Merrylands Mall;
- technical support for Holroyd Traffic Committee including compilation and analysis of traffic data and issue of maintenance instructions;
- implementation of Holroyd Integrated Transport Study which sets strategic parameters for heavy vehicle movements, public transport and pedestrian access;
- continued installation of new bus shelters in Holroyd City and review new sites as part of Region 3 bus routes;
- securing funds from the Federal Government for the National Blackspot Program;
- implement Accident Blackspot Treatments and Pedestrian Facilities;
- Sought grant funding and implement Holroyd Bike Plan 2009 - 2014.

Road Safety Activities

- speed assessments in school zones;
- Driver Fatigue program;
- Survive the Ride program with particular emphasis on commuter riders returning to motorcycling;
- Holroyd Liquor Accord;
- pedestrian safety for Seniors;
- “Choose Right Buckle Right Seat Belts Save Lives” project for parents/caregivers;
- Graduated Licensing Scheme – Parents Workshops;
- Back to School – Publication and distribution of parking and road safety rules brochures;
- Support Operation Westsafe;
- implementation of Road Safety Strategic Plan 2005-2009;
- bicycle safety promotion, “On Your Bike” program; and
- Kinder Orientation for parents/carers of children entering kindergarten.

Development

- implementation and review of the vehicular crossing policy;

- auditing of On Site Detention (OSD) systems, including inspection and compiling of non-conforming systems;
- design, inspection and supervision of vehicular crossing, kerb and gutter, and footpath constructions related to DA's or existing residences;
- assessing engineering conditions of DA's;
- provision of technical input into a large number of development applications including SEPP 59 (Boral), Holroyd Gardens (Delfin) and Stocklands Merrylands Mall;
- implementation of new procedures required by changes to the Housing Code and the Environment Planning and Assessment Act, and State Government Planning requirements;
- fast tracking DA's of minor impact; and
- providing input on Executive Development Control Unit meetings.

Landscape

- playgrounds installed or upgraded as per Federal Infrastructure projects;
- tree planting on National Tree Day at Central Gardens;
- bush regeneration works in Central Gardens, Lytton Street Park, Civic Park and Carolyn Street Park;
- implementation of City Wide Bushland Masterplan;
- Hyland Road Open Space/Gipps Road Sporting Complex – Preparation of Plan of Management;
- Holroyd Community Garden – Improvements to landscaping and fencing;
- Central Gardens – Preparation of a draft Masterplan; and
- Section 94 Contribution Projects – Implementation of landscaping and open space projects approved under the S94 contribution scheme.

Stormwater Management

- technical support for the Floodplain Management Committee;
- progressed actions within the Stormwater Management Plans;
- provided on-going technical support and liaison for Council's membership of the Parramatta River Catchment Group. Participated in the management or review of various flood studies undertaken by the Trust, Fairfield Council, Blacktown Council and developers of major development precincts;
- continued development of the GIS or Cadcorp Flood Layer to comply with NSW Government policy to include overland flooding areas and inundation up to the Probable Maximum Flood (PMF) event;

- provided technical services to internal and external customers on stormwater management issues including catchment plans, easement information and development control on flood prone land;
- continued renewal of stormwater drainage systems after CCTV inspections; and
- implement projects adopted by Council as part of the Stormwater Management Charge via the 20 Plus program.

Engineering Support

- continued involvement in managing the development of Holroyd Gardens Estate. Liaison with development manager Delfin Lend Lease on project management, financing and budgeting, land valuations, land sales and conservation of the Heritage Precinct;
- provided support for engineering and management issues including land ownership, civil and park improvements and project and budgetary management;
- coordination of Access Works Program to ensure ongoing support for equal access in Holroyd and the provision of specialist advice for access improvements in public areas;
- annual Park Committee Forum held which gives an opportunity for Committee members and Council staff to discuss issues concerning the administration, maintenance and future development of park facilities;
- liaison with Council's Section 355 Park Committees to co-ordinate sportsground improvements and to assist the Committees in the management of the parks;
- management and preparation of the Section 94 Contributions Works Program. A program of parks and sportsground improvements with funding of \$5.5 million has been allocated for works to be implemented from 2008 to 2010; and
- co-ordination of the Capital Works Program including the Parks Improvement and Footpaving Program and associated budget management;
- management of grant submissions including the Australian Government's Regional and Local Community Building Partnership Program.



Strategic Objective: To effectively and efficiently develop and manage Holroyd’s road, traffic, drainage and recreational infrastructure on behalf of Council and the community.

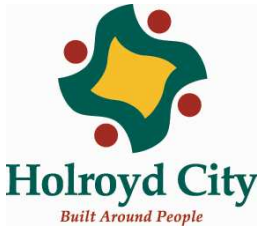
Programs	Services to be Provided	Key Performance Measures (Operational)		
			Actual	Target
Assets and Operations	Road & Drainage Maintenance	- No. of requests – road repair - Roads cost per kilometre - Drainage cost per kilometre	227 \$1,092 \$880	<500 TBD TBD
	Parks Maintenance	- No. of requests – park maintenance - Parks cost per park maintained	800 \$11,214	<500 TBD
	Street & Public Toilet Cleaning	- Works Maintenance Programs - actual cost vs budget	99%	95%
	Depot Operations	- Works Improvements Programs - works completed	96%	>85%
	Swimming Centres	- Swimming Centres – cost per attendee - Swimming Centres – attendance - Guildford - Merrylands - Wentworthville	\$10.23 109,446 60,964 88,492	\$3.90 (CERM)
	Community Buildings	- Building improvement Program	87%	>85%
	Community Buildings	- Asset Value v replacement value	Refer to Special Schedule 7	
	Asset Management	- Second stage of the Asset Management Plans - Asset management systems maintained - Road Hazard Monitoring System - Upgraded	June 2011	
Emergency Services	- Local Emergency Management plans in place	Complete for 2009/10		

Programs	Services to be Provided	Key Performance Measures (Operational)		
		<ul style="list-style-type: none"> - Local Emergency Management Committee operating. - New headquarters for SES – Development Application approved 		
Technical Services	Traffic Management	- Traffic Improvement Programs works completed	91%	>85%
	Road Safety	- Projects completed	100%	>85%
	Engineering Development	- DA applications – turnaround	13.6 days	<10 days
	Landscape & Park Improvement	- Parks Improvement Program works completed	75%	>85%
	Community Buildings	- Building Improvement Program works completed	87%	>85%
		- Asset value – vs – replacement value (Refer to Special Schedule 7)		
	Drainage & Flood Mitigation	<ul style="list-style-type: none"> - Forward programs prepared - Grant applications submitted and grants managed - Development Applications assessed - Provide technical advice 	Complete	
	Stormwater Management Plans	- Plans implemented and reviewed in accordance with timetables set out in the Plans	Complete	
Engineering Support	Department Budget	- Total Dept. Improvement and Maintenance Programs works completed	92%	>85%
	Holroyd Gardens Estate	- Stages completed quickly to a high standard, maximising Council's share of the profit	Complete	
	Access Works Program	- Works Completed	100%	>85%
Engineering Services	Holroyd Model for Continuous Improvement	- Program implemented	Complete	
	Engineering Office Administration		Complete	

Condition of Public Works

Special Schedule 7 as at 30 June 2010





The following options are available to obtain further information on Council's 2008/2009 Annual Report:

- email comments or queries to:

records@holroyd.nsw.gov.au
- written comments or queries to:

General Manager
Holroyd City Council
PO Box 42
Merrylands NSW 2160
- or please contact Council on 9840 9840.

Copies of Council's 2008/2009 Annual Report are available online at www.holroyd.nsw.gov.au or through contacting Council directly using the options above.