



Wollondilly
Shire Council

INFORMATION GUIDE 2025

WHO WE ARE AND WHAT WE DO

MAKING *Wollondilly* EVEN BETTER TOGETHER



Acknowledgement of Country*

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

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

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

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

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

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INTRODUCTION FROM THE CEO

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

Wollondilly Shire Council's Information Guide details:

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

Ben Taylor
Chief Executive Officer



ABOUT WOLLONDILLY

HOW WOLLONDILLY SHIRE COUNCIL WAS CONSTITUTED

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

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

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

GOVERNING BODY

There are currently eight Councillors and a popularly elected Mayor.

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

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

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

The role of a Councillor is as follows:

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

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

The role of the Mayor is as follows:

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

The Principal Officer of the Council is the Chief Executive Officer. The Chief Executive Officer is responsible for the efficient operation of the Council's organisation and for ensuring the implementation of Council decisions. The Chief Executive Officer is also responsible for the day-to-day management of the Council, the exercise of any functions delegated by the Council, the appointment, direction and where necessary, the dismissal of staff, as well as the implementation of Council's Workforce Management Strategy.

To assist the Chief Executive Officer in the exercise of these functions there are four Directors overseeing each of Councils Directorates.



Our Wards

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

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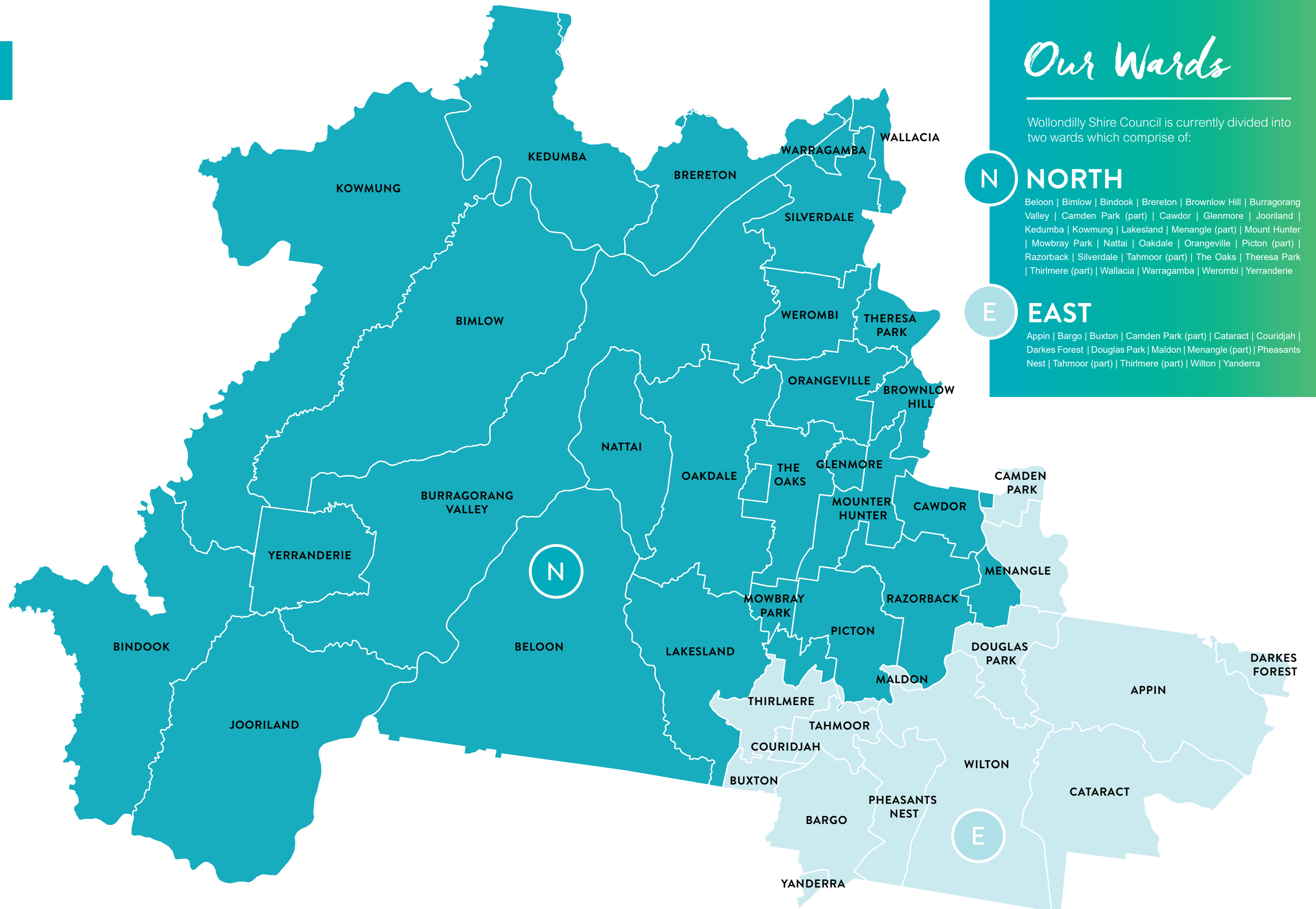
NORTH

Beloon | Bimlow | Bindook | Brereton | Brownlow Hill | Burragorang Valley | Camden Park (part) | Cawdor | Glenmore | Jooriland | Kedumba | Kowmung | Lakesland | Menangle (part) | Mount Hunter | Mowbray Park | Nattai | Oakdale | Orangeville | Picton (part) | Razorback | Silverdale | Tahmoor (part) | The Oaks | Theresa Park | Thirlmere (part) | Wallacia | Warragamba | Werombi | Yerranderie

E

EAST

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



ORGANISATIONAL VISION

MAKING Wollondilly EVEN BETTER TOGETHER

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

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

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

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

YOU, ME & Wollondilly

OUR CORPORATE VALUES



ACCOUNTABILITY

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



AGILITY

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



SERVICE EXCELLENCE

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



INTEGRITY

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



COLLABORATION

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

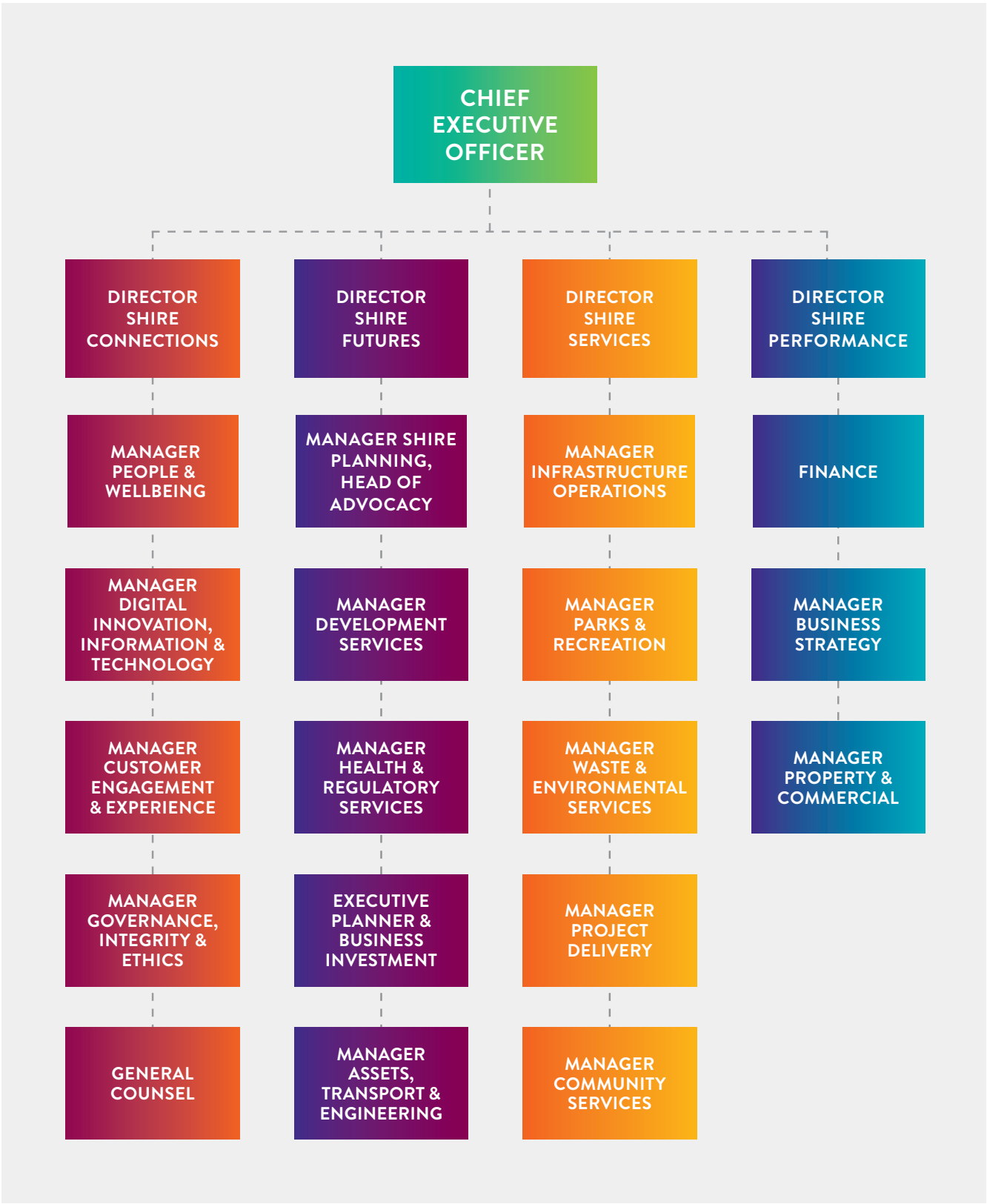
CUSTOMER SERVICE STANDARDS

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

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



ORGANISATIONAL STRUCTURE



WOLLONDILLY SHIRE COUNCIL'S FUNCTIONS

CHIEF EXECUTIVE OFFICE

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

SHIRE CONNECTIONS

CUSTOMER EXPERIENCE

- Manage and track the delivery of the Customer Experience Enhancement Program, an organisation-wide customer-focused approach to enhance the quality of our customer service delivery and overall customer experience.
- Drive positive change in customer experience and overall customer satisfaction with Council.
- Implement measures and tools to collect and report on customer and community feedback through multiple Council touchpoints.
- Identify, drive and help pursue initiatives that deliver digitalised and customer-focused solutions that meet the needs of our community and our teams today and in the future.

CUSTOMER SERVICE

- Manage Council's Contact Centre, the first contact point for incoming phone enquiries.
- Manage the customer service provision for Council including front counter services, telephone enquiries and online customer service technologies.
- Provide support to all areas of Council through customer interactions.
- Responsible for a variety of administration tasks to assist all areas of Council.
- Acts as an agent for Services Australia.

DATA AND INFORMATION MANAGEMENT

- Manages Council's records, information and data.
- Provides mapping and geolocation services for Council staff and customers.
- Manages Government Information Public Access Act (GIPAA) requests.

GOVERNANCE, INTEGRITY AND ETHICS

- Councillor advice, development and support.
- Local Government Elections management.
- Council meeting, Local Planning Panel, Strategic Reference Group and Audit Risk and Improvement Committee Coordination.
- Management of delegations of authority.
- Maintenance of Council's Policy and Procedure registers.
- Coordination of Council's internal audit function.
- Provision of governance, risk and insurance advice.
- Management of Council's insurance portfolio and claims.
- Enterprise Risk Management.
- Management of Councils Legislative Compliance Framework, Privacy Management Framework, Business Continuity Framework, Artificial Intelligence Governance Framework and Complaints, Compliments and Suggestions Framework.
- Code of Conduct, Fraud and Corruption Control and Internal Reporting (Public Interest Disclosure).
- Complaints advice and support.
- Primary Liaison with Independent Commission Against Corruption (ICAC), NSW Ombudsman, Office of Local Government and NSW Electoral Commission.

INFORMATION TECHNOLOGY

- Manage the information and communication technology infrastructure of Council.
- Support of corporate information systems of Council.
- Manage networks and telecommunications for Council.
- Cyber Security Framework.

LEGAL SERVICES

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

PEOPLE AND WELLBEING

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

PUBLIC RELATIONS AND ENGAGEMENT

- Act as the key interface between Council and the community by communicating and engaging directly with the public, promoting initiatives and activities through a range of methods and providing opportunities for the community to participate in the decision-making process.
- Development and implementation of communication and engagement strategies that promote full and equal participation for all community members.
- Provide media liaison services including media enquiries, media releases and media monitoring.
- Manage key public relations matters.
- Provide management and oversight of Council's social media platforms.

STRATEGIC COMMUNICATIONS

- Drive and oversee strategic communications and engagement at Wollondilly.
- Maintain and enhance the Wollondilly brand to build a strong brand identity across all Council communications and ensure a positive and professional reputation of Council within the community.
- Lead and support organisational internal communications and change management processes that facilitate better communication within Council.
- Implement best practice approaches to digital communications that improve the customer experience.
- Manage and maintain Council's website and intranet.

TOURISM AND BUSINESS SUPPORT

- Drives tourism and local economic development by delivering strategic campaigns, events and initiatives that promote Wollondilly as a destination of choice.
- Supports local businesses through engagement, advocacy, capacity-building programs, and the facilitation of targeted workshops and forums.
- Manages Business Wollondilly and Visit Wollondilly communication channels across digital, print and social media platforms.
- Works with Chambers of Commerce and local business organisations such as Wollondilly Women in Business and Wilton Business Network to form strong partnerships.
- Collaborates with regional and state stakeholders to attract investment, grow the visitor economy, and enhance business support services.
- Acts as a key contact point for investors and business owners, providing guidance on Council processes, access to government support, and connection to the appropriate contacts within Council.

SHIRE FUTURES

ASSETS, TRANSPORT AND ENGINEERING

- Plan, advocate, and manage the local transport network to ensure it safely accommodates current and future community needs.
- Develop Engineering Specifications for public infrastructure and development works.
- Provide Engineering advice to Development Services to ensure compliance with relevant legislation, including compliance with both Council's Local Environmental Plan and Development Control Plans.
- Provide Engineering advice to Shire Planning and Advocacy to ensure policy documents include adequate environmental protections for future development.
- Provide certification services, including Principal Certifier, for all subdivision work including construction supervision of new public infrastructure.
- Manage and supervise the construction of public infrastructure upgrades on existing road networks associated with development works.
- Advocate for increased funding (from a range of sources) to provide a road network that is well managed, well maintained and safe.
- Lead the development and rolling updates of 4-year and 10-year capital works programs for transport and stormwater, informed by infrastructure condition, growth projections, and community priorities.
- Develop and manage asset systems to support the organisation in maintaining all infrastructure assets to meet the needs of the community.
- Manage the street lighting network to provide appropriate lighting levels, with the lowest energy cost.
- Develop and deliver flood risk and stormwater management strategies and infrastructure projects.
- Lobbying for improvements on the state road, rail and public transport networks.
- Manage the funding and delivery of new infrastructure caused by new developments, through Developer Contributions Plans and Voluntary Planning Agreements (VPA).
- Manage Councils capital works program Transport, Buildings, Open Space and stormwater.
- Provide input into the Integrated Planning and Reporting Framework (IPRF) cycle and annual reports, demonstrating progress on capital works, asset health, and service outcomes.

DEVELOPMENT SERVICES

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

HEALTH AND REGULATORY SERVICE

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

SHIRE PLANNING AND ADVOCACY

- Lead Council's Advocacy and Partnerships to leverage outcomes for the Wollondilly Community across policy, infrastructure, planning and government decisions.
- Advocate and lobby for positive strategic outcomes, State and Regional Infrastructure for the Shire.
- Contribute to Strategic Regional and District Planning of the NSW State Government.
- Plan and manage sustainable growth in the Shire and protect our unique villages and lifestyle.
- Undertake studies into strategic planning issues such as housing, Rural lands, Employment Heritage, Centres, peri-urban resilience, rural land use and employment lands.
- Help identify and strategically plan for new infrastructure needed to support development and the existing Shire.
- Develop strategic approaches to the future development of the Shire and contribute to state led planning processes for the Wilton Priority Growth Area and Greater Macarthur Priority Growth Area.
- Implementing Wollondilly 2040, Council's 20 year land use vision - Local Strategic Planning Statement (LSPS).
- Assess proposed amendments to Wollondilly Local Environmental, 2011.
- Develop Policy documents (such as LEP, DCP and other strategy documents) to guide the future development of the Shire.
- Facilitate public participation in the preparation of planning policies, assessment of planning proposals and on broad strategic objectives.
- Place Planning and Place Making for the Shire.
- Provides a Planning Certificate (s.10.7) Service.
- Prepare/maintain Wollondilly Community Participation Plan.
- Maintain Wollondilly Shire Council population forecasts through forecast.id.
- Pre-lodgement service for rezoning of land in Wollondilly.
- Assess and progress planning proposals.
- Plan, monitor and assess social health and wellbeing.
- Identify and manage Wollondilly's heritage items and register, including input into the development application and assessment process.
- Work with industry and peak bodies including National Growth Areas Alliance, Business Western Sydney, Illawarra Shoalhaven Joint Organisation, the Parks, Western Parkland City Authority, Department of Planning, Housing and Infrastructure, Environment, Urban Development Institute of Australia and Local Chambers of Commerce.

SHIRE SERVICES

CHILDREN'S SERVICES

- Provide support, quality assurance and administrative oversight of registered Family Day Care.
- Support educators who deliver high quality education and care for children aged 0-13 in their homes through the Wollondilly Family Day Care Service.
- Provision of centre-based education and care services, including Pre-School, Before and After School Care and School Holiday Care, provided from the Children Services building in Picton.

COMMUNITY PROJECTS AND EVENTS

- Delivery of events that foster a proud, inclusive and connected community.
- Provision of the Financial Assistance Scheme, including Community Grants, Sponsorship, Donations and the Annual Assistance program.
- Build strong collaborative partnerships with community services, government and local groups to deliver and support responsive community services and projects that meet the changing needs of the community.
- Delivery of inclusive projects and programs that build social cohesion, strengthen local networks, support the not-for-profit sector and enhance overall community well-being.
- Provision of community resilience and recovery education and programs to support the community during times of change or crisis.
- Provision of accessible information, advocacy and support on a broad range of social issues, promoting equity, inclusion and connectedness.

ENVIRONMENTAL SERVICES

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

- Represent the Shire in Regional environmental activities and programs.
- Coordinate bushfire hazard reduction activities.
- Coordinate public and private Tree Management.

INFRASTRUCTURE OPERATIONS

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

LIBRARY SERVICES

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

PARKS AND RECREATION

- Manage and maintain sports fields and recreation facilities including 14 sportsground complexes.
- Manage and maintain approximately 500 hectares of parks, reserves, streetscapes and open space.
- Manage and maintain the Picton Botanic Gardens.
- Playground management and maintenance.
- Delivery of roadside vegetation management services.
- Manage Council's street sweeping program.
- Undertake collection of waste and recycling bins from parks and streetscapes.
- Arrange removal of illegally dumped waste.
- Provide cleaning services for Council's public amenities and facilities.
- Coordinate public and private tree management.
- Manage and maintain street and park trees including delivery of tree planting programs.
- Responsible for the management and operations of Council cemeteries at Picton, Thirlmere and Bargo.
- Manage bookings and use of Council parks, open space, buildings and facilities and plays a leading role in the operation of Council's online booking portal.
- Provide technical advice, conduct referrals and recommend conditions on development applications and Council projects.
- Responsible for the development of master plans, management plans and strategic documentation

covering parks, open space, sport fields and facilities managed by Council.

- Play a leading role in the delivery of capital works projects and programs to construct, develop and improve Council managed facilities and assets, and to provide recreation opportunities.
- Lead and deliver a range of projects and initiatives funded by grant programs from external bodies including Federal and State Governments.
- Manage and maintain 190 buildings including halls, community centres, other facilities, built structures and infrastructure that are under the ownership of Council.
- Manage the Wollondilly Community Leisure Centre and the Mary Walker Memorial Swimming Pool at Warragamba.
- Responsible for the management and delivery of a range of contracted services that contribute to making Wollondilly Shire Council a great place to live and work.

PROJECT DELIVERY

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

WASTE SERVICES

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



SHIRE PERFORMANCE

BUSINESS STRATEGY

- Develop and implement Council's Integrated Planning and Reporting framework.
- Manage business improvement initiatives and projects including service reviews.
- Provide strategic oversight for Council's grant applications and awards applications.
- Provide a coordinated approach and framework for data analysis and insights relating to Council's corporate performance.
- Undertake community satisfaction/sentiment surveys and measurement approaches.

CONTRIBUTIONS PLANNING

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

FINANCIAL SERVICES

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

PROCUREMENT

- Management of Councils Procurement and Warehousing functions.
- Provide organisational wide support for all procurement functions to ensure we aim for best value outcomes and compliance to legislation.
- Provide the compliance framework in the purchase of goods or services ranging from low value high volume purchasing, through to high risk tendered projects.

PROPERTY AND COMMERCIAL

- Lease and Licence management for Council property including Council managed crown land.
- Acquisition and disposal of public land and property.
- Public road closures and road transfers.
- Lease and Licence of Community and Operational Land.
- Maintain land and lease registers.
- Public land classification.
- Native Title assessments Council managed crown land.
- Manage council dealings with regard to its property including easements and rights of way.
- Strategies for Council's land and property portfolio.

HOW COUNCIL'S ACTIVITIES SUPPORT RESIDENTS

Wollondilly Shire Council plays a vital role in supporting our community every day through a wide range of services — like maintaining roads and waste collection, running libraries and children's programs, and planning for future growth and development. These activities are referred to as Council's "functions" and are detailed above.

We plan for the future by identifying the Shire's infrastructure needs — like improved roads, open spaces and buildings - and manage traffic, parking and road safety. Our teams also ensure that new developments meet planning rules and building standards, while supporting community health through environmental management, animal control and noxious weed programs.

Council provides valued community services such as libraries and children's programs. The Picton Library and mobile library offer resources across the Shire, while our early education and care services support local families through preschool, family day care, and out-of-school-hours care. Our Customer Service team is the first point of contact for community enquiries and aims to resolve issues promptly and efficiently.

Throughout the year, Council also runs a variety of community events and activities that celebrate and support our residents — such as Youth Week, Seniors Week, NAIDOC events, the Illuminate Festival, Australia Day, and the International Day of People with a Disability.



COMMUNITY STRATEGIC PLAN WOLLONDILLY 2040

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

The Community Strategic Plan (CSP) - Wollondilly 2040 is a core strategic document that identifies and expresses the aspirations held by the community of the Wollondilly Shire.

WOLLONDILLY 2040:

- Highlights the way forward for the Wollondilly Shire through five key pillars of: People, Place and Landscape, Environment, Economy and Performance
- Has been developed in line with the Integrated Planning and Reporting Framework for NSW Local Government
- Draws on Council's previous CSP (Wollondilly 2033), feedback from the community and numerous other strategic planning documents (including State Government Plans)
- Is governed by current State and Federal legislation and regulations, and will be implemented in line with the objects of these Acts
- Aligns with Federal and State priorities that direct Community actions for regional and local outcomes
- Considers issues broader than those normally associated with local government's responsibilities
- Outlines the community vision, aspiration and goals as well as priorities for advocacy
- Focuses on resilience, inclusion and community connection
- Was adopted at the 24 June 2025 Ordinary Council Meeting.



LEGISLATION AND REGULATIONS THAT EMPOWER COUNCIL

LOCAL GOVERNMENT ACT 1993 AND REGULATIONS

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

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

NATIONAL CONSTRUCTION CODE OF AUSTRALIA

This document details the construction requirements of buildings throughout Australia

ROADS ACT 1993

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

ENVIRONMENTAL PLANNING AND ASSESSMENT ACT 1979 AND REGULATIONS

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

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

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

PLANNING CONTROLS

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

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

HERITAGE ACT 1977

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

FOOD ACT 2003 AND REGULATIONS 2015

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

PUBLIC HEALTH ACT 2010 AND REGULATIONS

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

SOME OTHER LEGISLATION AND REGULATIONS THAT ENABLE COUNCIL TO MEET ITS OBLIGATIONS INCLUDE:

- A New Tax System (Goods and Services Tax) Act 1999 [Commonwealth]
- Annual Holidays Act 1944
- Anti-Discrimination Act 1977
- Australian Road Rules
- AUSTROADS Guide to Road Design
- Building and Construction Industry Long Service Payments Act 1986
- Biosecurity Act 2015
- Biodiversity Conservation Act 2016
- Carers (Recognition) Act 2010
- Charitable Fundraising Act 1991
- Children and Young Persons (Care and Protection) Act 1998.
- Commission for Children and Young People Act 1998
- Code of Conduct 2018
- Community Land Development Act 2021
- Community Welfare Act 1987
- Companion Animals Act 1998
- Competition and Consumer Act 2010
- Conveyancing Act 1919
- Copyright Act 1968 [Commonwealth] Crimes Act 1900
- Crown Lands Act 1989
- Crown Lands Management Act 2016
- Disability Services and Inclusion Act 2023
- Dividing Fences Act 1991
- Environmental Planning and Assessment Act 1979
- Essential Services Act 1988
- Fair Work Act 2009 [Commonwealth]
- Fines Act 1996
- Food Act 2003
- Fringe Benefits Tax Assessment Act 1986
- Government Information (Public Access) Act 2009
- Health Records and Information Privacy Act 2002
- Independent Commission against Corruption Act 1988
- Industrial Relations Act 1996
- Interpretation Act 1987
- Land Acquisition (Just Terms Compensation) Act 1991
- Land and Environment Court Act 1979
- Land Tax Management Act 1956 Library Act 1939
- Local Government Amendment (Governance and Planning) Act 2016
- Local Government Act 1993
- Long Service Leave Act 1955
- Modern Slavery Act 2018
- Motor Accidents Act 1988
- Ombudsman Act 1974
- Plumbing and Drainage Act 2011
- Privacy and Personal Information Protection Act 1998
- Public Interest Disclosures Act 2022
- Public Spaces (Unattended Property) Act 2021
- Protection of the Environment Operations Act 1997
- Real Property Act 1900
- Recreation Vehicles Act 1983
- Retail Trading Act 2008
- Road Transport Act 2013
- Roads Act 1993
- Road Rules 2014
- RTA Technical directions and regulations Rural Fires Act 1997
- State Authorities Superannuation Act 1987
- State Emergency Service Act 1989
- State Records Act 1998
- Strata Schemes (Freehold Development) Act 1973
- Strata Schemes (Leasehold Development) Act 1986
- Swimming Pools Act 1992
- Telecommunications (Interception and Access) (New South Wales) Act 1987
- Threatened Species Conservation Act 1995
- Transport Administration Act 1988
- Valuation of Land Act 1916
- Waste Avoidance and Resource Recovery Act 2001
- Water Act 1912
- Work Health and Safety Act 2011
- Workers Compensation Act 1987

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

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

REPRESENTATION

In New South Wales, local government elections are held every four years. The next election is due to be held in September 2028. Voters will elect nine Councillors for a four year term, and this will include a Popularly Elected Mayor.

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

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

PERSONAL PARTICIPATION

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

Committees of Council

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

External committees/advisory groups

- Association of Mining and Energy Related Councils Liaison Committee
- Campbelltown Arts Centre Sub Committee
- National Growth Areas Alliance
- NSW Public Libraries Association (South Eastern Zone)
- Lachlan Regional Transport Committee
- SIMEC Mining Tahmoor Colliery Community Consultation Committee
- GM3 Dendrobium Community Consultative Committee
- GM3 Illawarra Coal Project Community Consultative Committee
- Southern Tablelands Arts (Councillor Delegate Meeting)
- South West Regional Weeds Committee
- Sydney Western City Planning Panel
- Wollondilly Recovery and Resilience Committee
- Yerranderie Management Committee

Strategic Reference groups (SRGs)

- Tourism and Local Jobs SRG
- Place, Landscape and Environment SRG
- Indigenous SRG
- People and Community SRG (Australia Day Subcommittee)
- Arts and Heritage SRG
- Agriculture and Rural Industries SRG

Community Forums

Community Forums are generally held on the third Tuesday evening of each month at 6.30pm, dates and times are available on Council's website. They provide opportunity for residents to raise concerns and discuss local issues to the elected body. This allows for more effective, efficient and equitable decision making as it encourages community involvement and allows Councillors to better understand community needs.

There are no resolutions, recommendations or motions passed in Community Forums. They are solely an opportunity for the community to speak their concerns on upcoming Council meeting items or general local topics

These meetings are held in the Shire Hall Council Chamber and are webcast live. The public are encouraged to attend or view on Council's website.

Council Meetings

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

Public exhibitions and calls for submissions

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

Special community information forums/kiosks

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

Annual reports

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

Wollondilly Shire Local Planning Panel

The Wollondilly Shire Local Panel comprises three experts and one community representative. The Panel determines development applications that are referred to them and also provides advice to Council on planning proposals. They generally meet on the first Thursday of each month at 3.30pm in the Council Chambers at the Wollondilly Shire Hall.

Similar to Community Forums, the public session allows for the community to make representations on the matters being presented to the Panel. This can be either in person or online. Following this, the meeting is closed for deliberation and decisions are published within five business days.



GOVERNMENT INFORMATION HELD BY COUNCIL

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

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

This information will primarily be available on Council's website where possible however information may also be made available either by informal release or via an access application (unless there is an overriding public interest against disclosure of the information in accordance with the provisions of GIPA Act).

Council's website has a dedicated section on **accessing Council Information** and includes guidance on how to request information through an access application, including any associated **fees for formal access applications**.

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

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

ELECTRONIC AND PHYSICAL DOCUMENTS

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

GENERAL DOCUMENTS

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

- Information about Council
- Plans and Policies
- Information about Development Applications
- Approvals, Orders and other Documents

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

For some information, there may be an overriding public interest against publishing it on the website. In these instances, the information will be available for inspection at Council offices only.

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

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

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

DOCUMENTS AVAILABLE FOR INSPECTION AS REQUIRED BY LEGISLATION:

Information about Council

- The model code prescribed under section 440 (1) of the LGA
- Council's adopted Code of Conduct
- Code of Meeting Practice
- Annual Report
- Annual Financial Reports
- Auditor's Report
- EEO Management Plan
- Policy concerning the Payment of Expenses incurred by, and the Provision of Facilities to Councillors
- Annual Reports of Bodies Exercising Functions Delegated by Council
- Any Codes referred to in the LGA
- Returns of the Interests of Councillors, Designated Persons and Delegates
- Agendas and Business Papers for any meeting of Council or any Committee of the Council
- Agenda and Business Papers for the Local Planning Panel
- Minutes for meetings of Council or any Committee meeting of Council
- Departmental Representative Reports presented at a meeting of Council
- Land Register
- Register of Investments
- Register of Delegations
- Register of Graffiti removal work
- Register of current Declarations of Disclosures of Political Donations
- Register of Voting on Planning Matters
- Agency Information Guide

Plans and Policies

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

Information about development applications

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

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

Information about planning proposals

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

- Town Planner reports
- Local Planning Panel advice
- Submissions received on planning proposals
- Reports supporting planning proposals
- Records of decisions on proposals
- Records describing general nature of documents that Council decides to exclude from public view including commercially sensitive information.

Approvals, orders and other documents

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

Documents available for purchase

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

OPEN DATA

Open data is data that is freely available, easily discoverable and accessible, and published in way and under licences that allow it to be used by other people. Open data available across Council's website include:

- **Open data portal**
- **DA tracker**
- **Various maps** (LEP 2011, BFPL, waste, developer contributions, etc)
- **Capital Works map**
- **Projects**

Proactive release program

It is Council's intent to make available on its website as much information as possible, that would be of interest to the general public. This is a discretionary power to release information in a manner considered appropriate, free of charge or at the lowest reasonable cost. Council reviews its proactive release of information annually by identifying the kinds of information it holds that should be released in the public interest.

As part of Council's commitment to open data, transparency and better practice, we undertook the following initiatives as part of our proactive release program:

- Quarterly Community News pamphlets are delivered to all letterboxes across the Shire
- Social media used to share information on community projects, community events and the Mayors Facebook Live informing the community of Council decisions and other important community information
- Community engagement via **Your Say** page and in-person events at locations across the Shire
- **Latest News**/Media releases
- Upcoming Events via **What's On** section of website
- **Customer Charter**
- **Corporate Planning and Reporting** - includes State of the Shire report, progress reports, fees and charges and more
- **Disaster Dashboard**
- Street name register

PRIVACY PROTECTION

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

APPLICATIONS FOR AMENDMENT OF RECORDS

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

A request for amendment to personal information Council holds must be made by way of statutory declaration and be accompanied by appropriate evidence as to the cogency of the making of the amendment. Council's Privacy Contact officer will be able to assist with enquiries.

RIGHT TO INFORMATION OFFICER

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

Manager Governance, Integrity & Ethics

Address: Wollondilly Shire Council 62 - 64 Menangle Street, Picton NSW 2571

Phone: 4677 1100

ACCESS TO INFORMATION OFFICER

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

Information Management Officer

Address: Wollondilly Shire Council 62 - 64 Menangle Street, Picton NSW 2571

Phone: 4677 1100

Council's Right to Information Officer has also appointed the Information Management Officer responsible for the determination of Formal Access Applications.

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

INFORMATION AND PRIVACY COMMISSION

For further information regarding the functions of the Information and Privacy Commission and your rights to access government information visit:

IPC

Postal Address: GPO Box 7011, Sydney NSW 2001

In Person: Level 17, 201 Elizabeth Street, Sydney 2000.

Phone: 1800 472 679 between 9am and 5pm Monday to Friday (excluding public holidays)

Website: www.ipc.nsw.gov.au



Wollondilly
Shire Council

wollondilly.nsw.gov.au

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Picton Botanic Gardens