

HAWKESBURY CITY COUNCIL

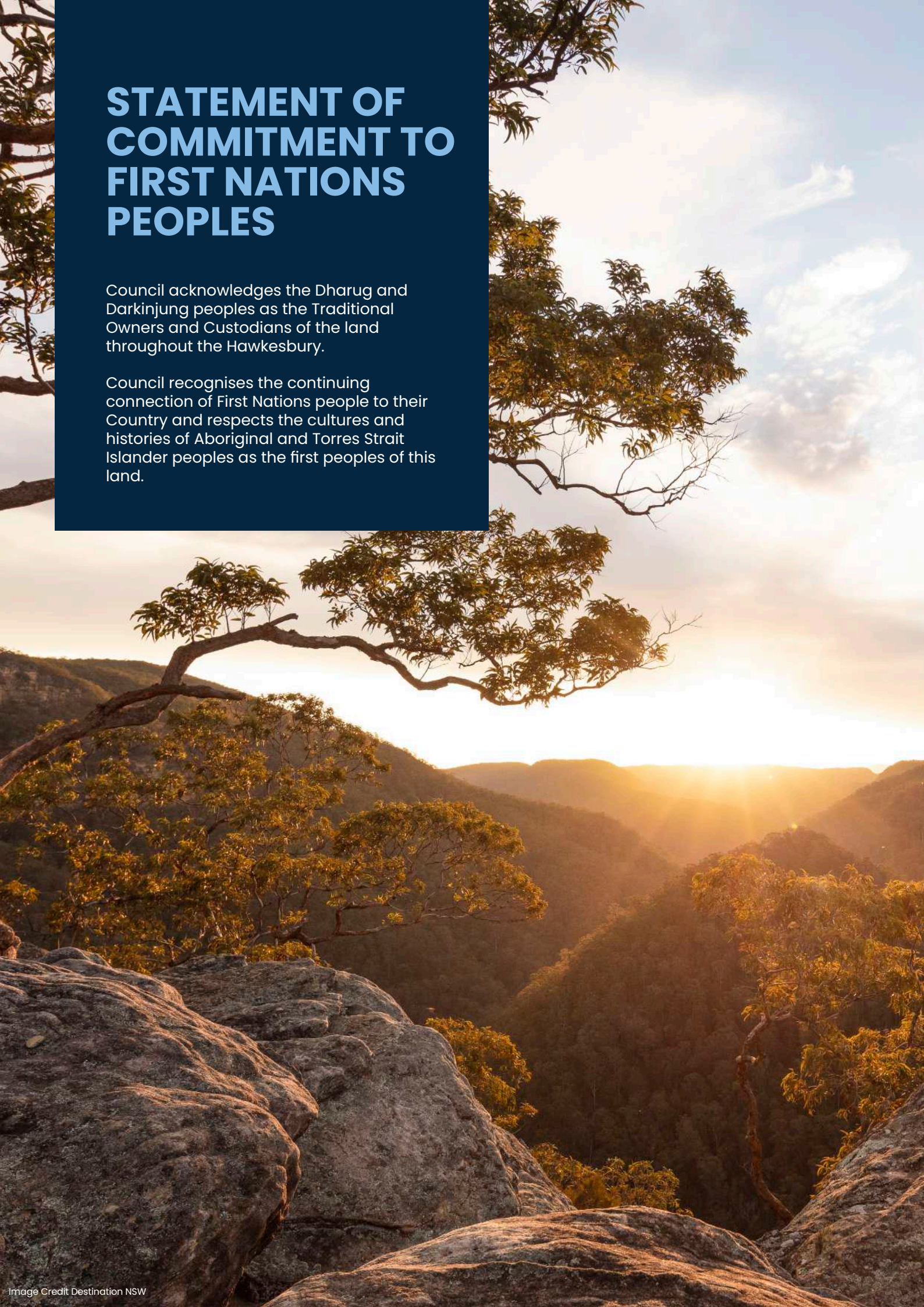
ANNUAL REPORT 2023/2024



STATEMENT OF COMMITMENT TO FIRST NATIONS PEOPLES

Council acknowledges the Dharug and Darkinjung peoples as the Traditional Owners and Custodians of the land throughout the Hawkesbury.

Council recognises the continuing connection of First Nations people to their Country and respects the cultures and histories of Aboriginal and Torres Strait Islander peoples as the first peoples of this land.



OUR COMMUNITY'S VISION

We see the Hawkesbury as a vibrant and collaborative community living in harmony with our history and environment, whilst valuing our diversity, striving for innovation, a strong economy and retaining our lifestyle and identity.

Community Strategic Plan - The Hawkesbury 2042



Savour THE FLAVOUR BURY



Contents

Statement of Commitment to First Nations Peoples	2	Infrastructure and Capital Works	38
A Message From Our Leaders	6	Major Flood Recovery Projects	38
Integrated Planning and Reporting / About This Report	7	Infrastructure Recovery	39
The Hawkesbury	8	Capital Works Program	40
Who We Are	9	Western Sydney Infrastructure Grants	41
People of the Hawkesbury	10	Asset Management	41
What We Do	10	Statutory Reports	42
Most Popular Industries	11	Financial Statements	43
Our Income	11	Rates and Charges Written Off	43
Flood Recovery and Community Resilience	12	Financial Assistance	43
Our Councillors	13	Stormwater Management Charges	43
Committees and Bodies	14	Senior Staff Remuneration	43
Work Health and Safety, Audit and Risk	15	Report on Special Rate Variation	44
Organisational Structure	16	Contracts Awarded Over \$150,000	46
Key Service Statistics 2023/2024	17	Development Contributions and Levies	50
Our Highlights and Achievements	18	Summary of Legal Proceedings and Costs	51
Outcome 1: Great Place to Live	19	Paid Work Statistics	56
Supporting Community Recovery, Resilience and Preparedness	19	Anti Slavery Action Statement	56
Community Partnerships and Sponsorships	20	Councillor Professional Development	57
Recognising Our Volunteers	21	Overseas Visits	57
Informing Our Community	21	Councillor Expenses	57
Making Our Communities Safer	22	External Bodies	58
River Safety	22	Interests and Participations in Corporations, Partnerships, Cooperatives, Joint Ventures, Syndicates or Other Bodies	60
Our Libraries	23	Access to Government Held Information	63
Gallery and Museum	24	Public Interest Disclosures	68
Engaging With You	25	Work on Private Land	68
Outcome 2: Protected Environment and Valued History	26	Planning Agreements	69
Sustainable Strategies for the Hawkesbury	26	Environmental Upgrade Agreements	69
Growing Our Future at the Community Nursery	27	Swimming Pool Inspections	69
Protecting and Restoring Our Waterways	28	Carers Recognition Act	69
Hawkesbury's War On Waste	28	Equal Employment Opportunities	69
Greener = Better	29	Companion Animals	70
Respecting Our Heritage	29	Disability Inclusion Action Plan	71
Supporting Sport, Recreation and Open Space	30	State of Our City Report	71
Mitigating Flood Risk	30	Our Operational Plan Actions 2023/2024	72
Outcome 3: Strong Economy	31	Outcome 1: Great Place to Live	73
Revitalising Our Town Centres	31	Outcome 2: Protected Environment and Valued History	79
Supporting Our Local Business and Economy	32	Outcome 3: Strong Economy	85
Events and Experiences for Everyone	33	Outcome 4: Reliable Council	89
Promoting Our Amazing Places and Spaces	34		
Outcome 4: Reliable Council	35		
Positive Customer Experiences	35		
Building Sustainability for Future Generations	36		
Keeping The Hawkesbury Running	36		
Strong Relationships and Shared Responsibilities With Stakeholders	37		
Advocating for The Hawkesbury Through Strategic Partnerships	37		

A MESSAGE FROM OUR LEADERS

In our final year of the current Council term, we are immensely proud to present the Annual Report for 2023/2024. In this report, you will find a snapshot of the actions, programs, services and projects we have progressed throughout the past year to serve and deliver for our community.

The past 12 months have presented significant challenges, including major flooding events and the ongoing recovery efforts from previous incidents. Our community has continued to show their resilience and ability to come together throughout these trying times.

In June 2023, we adopted the 2023/2024 Operational Plan and Budget, detailing major works and highlights for the coming year, including a significant Capital Program focused on flood recovery, grant funded works and vital asset renewal.



L-R: Cllr Amanda Kotlash, Cllr Les Sheather, Cllr Danielle Wheeler, Cllr Eddie Dogramaci, Cllr Patrick Conolly, Cllr Barry Calvert (Deputy Mayor), Cllr Sarah McMahon (Mayor), Cllr Jill Reardon, Cllr Mary Lyons-Buckett, Cllr Nathan Zamprogno, Cllr Paul Veigel, Cllr Shane Djuric.

Despite the challenges, 2023/2024 has been an exciting year for the Hawkesbury and we have achieved significant milestones. We have commenced and completed a range of key recovery and upgrade projects, won several awards for our strategies and future planning and continued to support our local communities by providing and improving our essential services.

Highlights for the year include:

- The commencement of major recovery and infrastructure projects including Thomas James Bridge, Settlers Road Landslip Remediation, Packer Road sealing and Gorricks Run.
- Continued support for local communities through the Community Hubs project, resilience and outreach programs including Customer Service Centre Pop Ups and face to face engagement.
- Our largest major events program ever including Savour the Flavour, HawkesburyFest, Light Up Windsor Street Fair and Australia Day on the Hawkesbury.
- Adopting key strategies for Hawkesbury's future including the Food Organics Garden Organics (FOGO) Transition Plan and Hawkesbury Landfill Management Strategy (Beyond 2026). Our recently adopted Environmental Sustainability Strategy and Urban Greening Strategy both won awards.
- Improving the Hawkesbury Companion Animal Shelter to be more resilient in emergencies, comfortable for animals and welcoming for visitors and adopters.

We hope you enjoy reading about the 2023/2024 year and we thank you for your continued support and direction.

INTEGRATED PLANNING AND REPORTING

ABOUT THIS REPORT

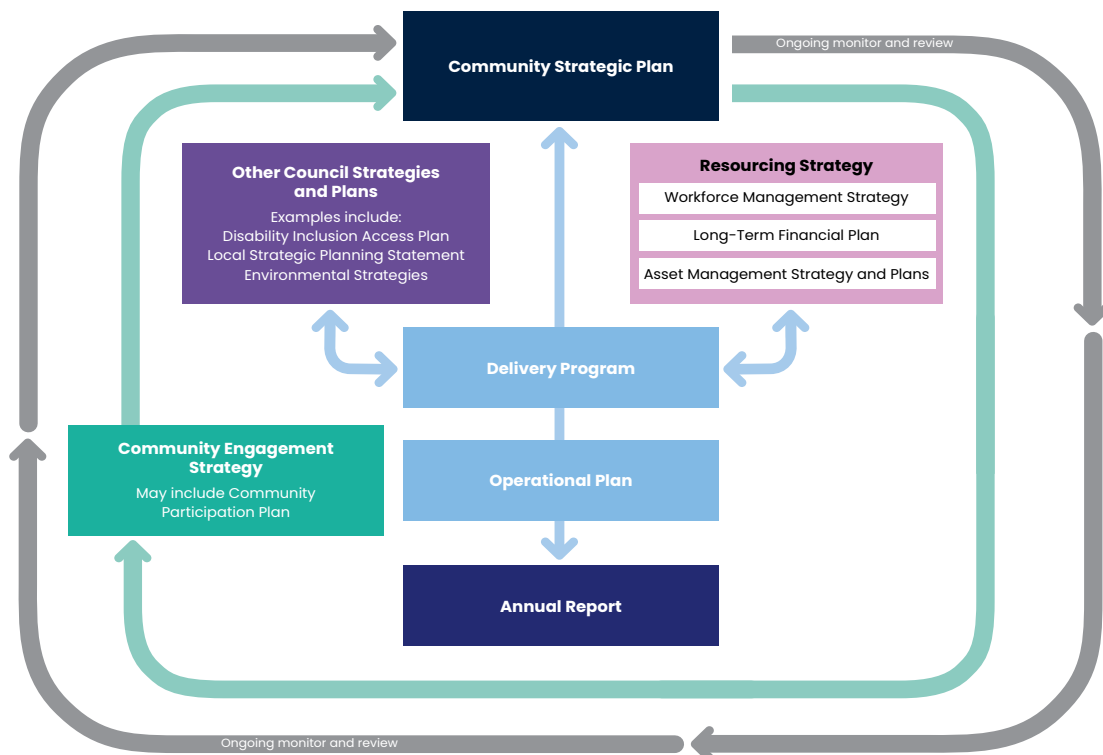
Under the NSW Government's Integrated Planning and Reporting framework for Local Government, Council is required to produce a report on its progress in implementing the Community Strategic Plan (CSP) during its term. The Annual Report is one of the key points of accountability between Council and the community.

The Community Strategic Plan sits above all other Council Plans and Policies. Its purpose is to identify the Hawkesbury community's priorities and aspirations for the future. The strategies within it take into consideration the issues and pressures that affect the community and the level of resources realistically available. Given this, the significance of the Community Strategic Plan to the community, and to Council, is of the highest order and ensuring that it is fully reflective of the Hawkesbury community's aspirations is viewed as critical.

The Annual Report is a key point of accountability between a council and its community. Its main focus is to report on progress of the Delivery Program and Operational Plan as these documents are wholly within council's responsibility to deliver.

The Annual Report and accompanying Financial Statements provide an analysis of our performance throughout 2023/2024, demonstrating the breadth of our services, key projects completed and our progress on delivering sustainable outcomes for the Hawkesbury.

As 2023/2024 constituted the final year of the Council term, the attached State of our City Report details the effectiveness of the implementation of the Community Strategic Plan, before it is reviewed and updated prior to June 2025, following the Local Government Elections in September 2024. The report aims to measure progress against the long term objectives and success indicators contained within the CSP.



THE HAWKESBURY

HISTORY AND SENSE OF PLACE – A VIBRANT CITY WITH A RURAL FEEL

The Hawkesbury is a unique area located in the Hawkesbury River Valley. It is the largest Local Government Area in the Sydney Metropolitan Region, covering approximately 2,776km².

The Hawkesbury and its townships, rural villages and landscapes share a rich and enduring indigenous and European cultural heritage.

Prior to European settlement the area was inhabited by the Dharug and Darkinjung peoples for over 40,000 years. The Hawkesbury River (known as Dyarubbin by the Dharug people) was a focus for those people. Its tributaries and floodplains provided abundant natural resources and were places of strong social and spiritual significance for the First Australians. It has been estimated that there were up to 3,000 Aboriginal people living in the Hawkesbury area in 1788.

European explorers first arrived in the Hawkesbury in 1789. It is the third oldest European settlement in Australia. Windsor (originally Green Hills) which was established in 1794, is one of five 'Macquarie Towns', four of which are located within the Hawkesbury. Governor Macquarie had a profound influence on the development and landscapes of the Hawkesbury, which included naming the townships of Windsor, Richmond, Wilberforce and Pitt Town and the layout of their streets, cemeteries and town squares.

The Hawkesbury Local Government Area straddles the divide between the urban metropolitan councils to its east and the rural councils to its west. While it is classified as part of Metropolitan Sydney, its unique blend of urban and rural settlements is uncharacteristic of the metropolitan area.

The Hawkesbury is therefore classed as a metropolitan-rural area by virtue of its location and its natural assets, including its natural beauty, its five rivers and their tributaries, its mountains, national parks and wilderness areas. The heritage towns of Windsor, Richmond, Pitt Town, Wilberforce and Ebenezer are all located within the Hawkesbury.

The agricultural lands that surround the Hawkesbury's towns and villages represent the oldest rural land holdings under continuous cultivation within Australia. The Hawkesbury also contains the oldest church, hotel and public square. Thompson Square, located in Windsor, was named and established by the then Governor Lachlan Macquarie in 1811 as recognition of the emancipist Andrew Thompson. Thompson Square and its immediate surrounds is also recognised as the oldest surviving public square in Australia.

These historical and cultural assets are actively being used to support cultural expression, tourism and economic activity. They remain integral to the future identity and prosperity of the Hawkesbury.



WHO WE ARE

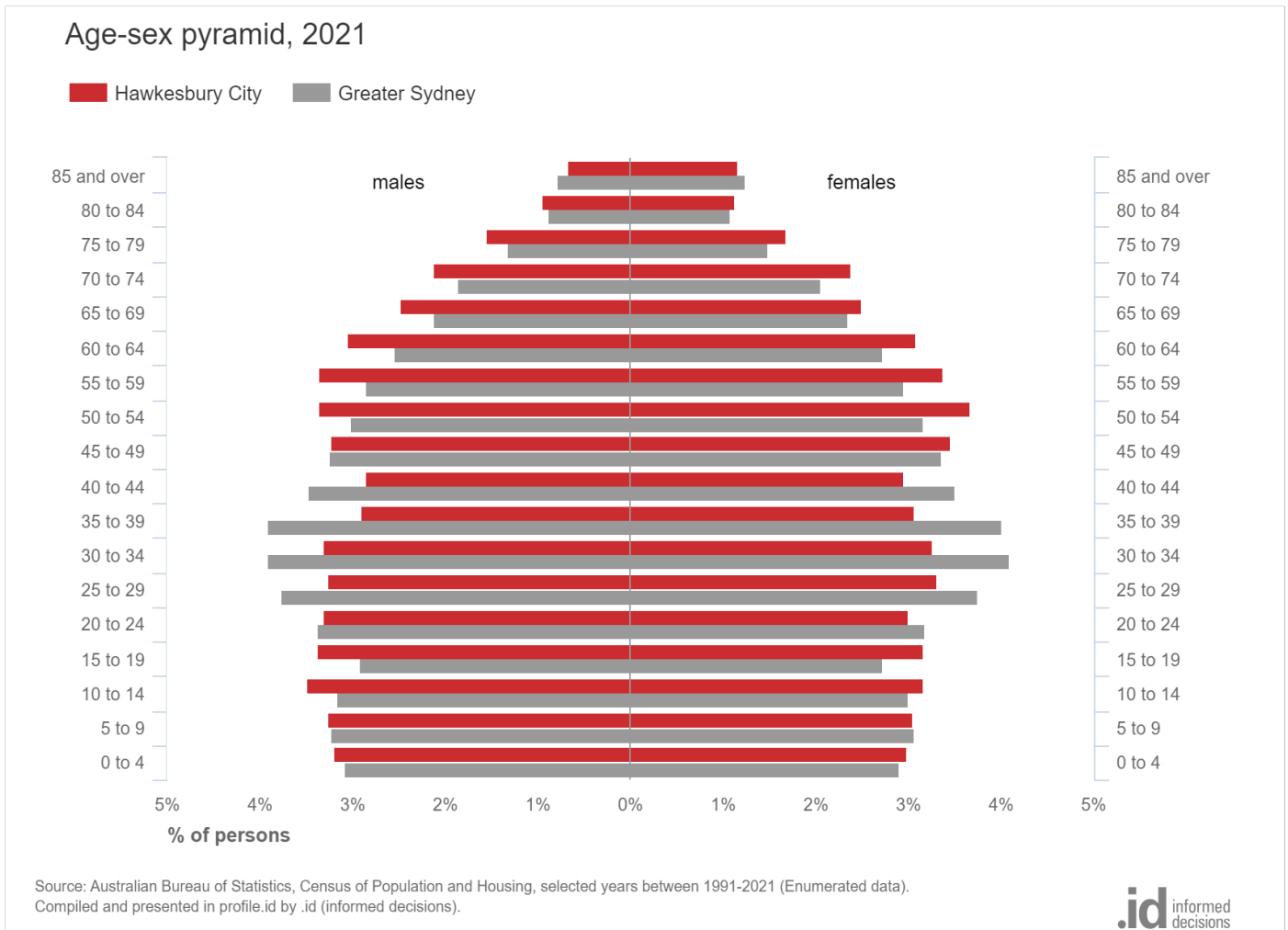
ALL STATISTICAL INFORMATION SOURCED FROM AUSTRALIAN BUREAU OF STATISTICS

The Hawkesbury’s population of approximately 68,156 live in 64 towns, villages and rural localities each with very different identities, communities and stories comprising of floodplains, rural lands and national parks. Our population is dispersed with approximately 0.24 persons per hectare. Comparing us with Greater Sydney shows there is a higher proportion of people in the younger age groups (under 18 years) as well as a higher proportion of people in the older age groups (60+ years) here in the Hawkesbury.

The major differences between the age structure were:

- A larger percentage of ‘older workers and pre-retirees’ (13.7% compared with 12.0%)
- A larger percentage of ‘empty nesters and retirees’ (11.1% compared with 9.8%)
- A smaller percentage of ‘young workforce’ (13.1% compared with 15.5%)
- A smaller percentage of ‘parents and homebuilders’ (18.4% compared with 21.5%)

AGE-SEX PYRAMID, 2021



PEOPLE OF THE HAWKESBURY



The three largest ancestries here are Australian, English and Irish.



13.3% of people here are born overseas, compared with 38.6% in Greater Sydney.



3,735 people (or 5.6% of the population) here reported needing help in their day-to-day lives due to disability.



35.2% of households are made up of couples with children.

The number of households increased by 1,513 between 2016–2021. The largest changes in family/household types in Hawkesbury City between 2016–2021 were:

- Couples without children (+799 households)
- Couples with children (+211 households)
- Lone person (+622 households)
- One-parent families (+139 households)

WHAT WE DO

The size of our labour force in 2021 was 34,471, of which 10,495 were employed part-time and 18,658 were full-time workers.

In June 2024, we had a slightly lower level of employment with Greater Sydney. Overall, 3.7% of the labour force was unemployed, compared with 4.4% for Greater Sydney.

We had nearly 31,500 jobs available locally in 2023 and produced a Gross Regional Product of \$4.53 Billion, growing 2.4% since 2022.



27.6% of our people had a vocational qualification in 2021, higher than Greater Sydney. This represents an increase of 1,078 people since 2016.

MOST POPULAR INDUSTRIES



Construction
(5,450 people
employed or 16.3%)



**Health Care and
Social Assistance**
(3,740 people
employed or 11.2%)



Retail Trade
(2,886 people
employed or 8.7%)

The major differences between the jobs held by the population of Hawkesbury City and Greater Sydney were:

- A larger percentage of persons employed in construction (16.3% compared with 8.2%) and manufacturing (7.3% compared with 5.4%)
- A larger percentage of persons employed in agriculture, forestry and fishing (3% compared with 0.4%)
- A smaller percentage of persons employed in professional, scientific and technical services (4.7% compared to 10.9%)
- A smaller percentage of persons employed in financial and insurance services (2.1% compared to 7%).



13.0% of the population reported doing some form of voluntary work in 2021. This was a greater proportion than Greater Sydney.



26% of the population reported performing 154 hours or more of unpaid domestic work, compared with 20.4% for Greater Sydney.



6,323 carers were providing assistance to a person with a disability, long term illness or old age in 2021. This represents 11.6% of the population and more than Greater Sydney at 10.6%

OUR INCOME



Household income levels in the Hawkesbury shows there was a smaller proportion of high income households (those earning \$3,000 per week or more) and a higher proportion of low income households (those earning less than \$900 per week) in 2021 when compared with Greater Sydney. Overall, 25.6% of the households earned a high income and 18.5% were low income households, compared with 30.1% and 17.9% respectively for Greater Sydney.

FLOOD RECOVERY AND COMMUNITY RESILIENCE

OUR HISTORY OF FLOODS

The Hawkesbury community continued to face the challenges of natural disasters throughout 2023/2024, with the April and June 2024 floods causing significant damage and highlighting the ongoing importance of flood mitigation, recovery and community resilience building.

The compounding effects of these events from 2020 to 2024 have placed great pressure on the Hawkesbury community and its infrastructure. This includes straining local resources, disrupting livelihoods, and highlighting the importance of essential services and community support systems.

In response, there is a growing recognition of the need to bolster resilience, enhance infrastructure sustainability, and provide targeted recovery initiatives to ensure the community can better withstand and recover from future challenges.

BUILDING BACK BETTER

Council is continuing to work with government and non-government agencies to drive the community's resilience and recovery. Project teams and working groups are focusing on waste and the environment, infrastructure and planning, social and community support, and effective communications.

Road and infrastructure repairs have focused on roads in outer reaching communities like the Macdonald Valley, Colo and Lower Portland, ahead of roads in Windsor and Richmond that have better connectivity and numerous routes to choose from.

In 2023/2024, Council delivered a significant amount of recovery projects detailed in this report. This includes:

- Completing and reopening Greens Road, Lower Portland and the Upper Colo Bridge.
- Significant progress on the Thomas James Bridge and Settlers Road Landslip project.
- Commencement of the Gorricks Run causeway repair.
- Delivering key projects under the Major Landslip Program including Tizzana Road, Grono Farm Road, Reedy Road and Chaseling Road North.
- Continued delivery of the Community Hubs initiatives to provide local support networks and services.
- Accelerating forward design and planning for 2024/2025 projects to improve project staging and delivery.

NEXT 12 MONTHS

The continued recovery of the Hawkesbury remains a key focus for the 2024/2025 Operational Plan. Council has received significant funding from State and Federal Governments to recover and repair Hawkesbury roads and damaged infrastructure. This funding and ongoing support is vital to repairing and building on our future resilience.

A range of environmental, economic and community based actions are outlined within the 2024/2025 Operational Plan, building on our progress towards a more resilient and well serviced Hawkesbury. Following the September 2024 Local Government Election, Council's Community Strategic Plan will be reviewed and a new Delivery Program prepared. These documents are vital in capturing the communities priorities for the future of the Hawkesbury and detailing Council's efforts to achieve the key objectives and outcomes.

OUR COUNCILLORS

COUNCILLOR REPRESENTATION JULY 2023 – JUNE 2024

	Calvert	Conolly	Djuric	Dogramaci	Kotlash	Lyons-Buckett	McMahon	Reardon	Sheather	Veigel	Wheeler	Zamprogno
Ordinary Meeting	10/13	12/13	12/13	11/13	13/13	13/13	13/13	13/13	13/13	13/13	13/13	13/13
Extraordinary Meeting												
Disaster and Emergency Committee	2/2	1/2	2/2	1/2	1/2	2/2	2/2	2/2	2/2	2/2	2/2	2/2
Floodplain Management Sub-Committee and Committee					6/8				9/10			
Heritage Committee			5/5			5/5		4/5			5/5	



Councillor Sarah McMahon
Mayor



Councillor Barry Calvert
Deputy Mayor



Councillor Shane Djuric



Councillor Eddie Dogramaci



Councillor Amanda Kotlash



Councillor Mary Lyons-Buckett



Councillor Jill Reardon



Councillor Patrick Conolly



Councillor Les Sheather



Councillor Paul Veigel



Councillor Danielle Wheeler



Councillor Nathan Zamprogno

COMMITTEES AND BODIES

Committees, Working Groups and Bodies - Local Government (General) Regulation 2021, cl 217(1)(a8)

Council either convenes, or has representation on a number of Committees and Bodies which provide advice to Council, or other levels of Government and their agencies.

<p>GREAT PLACE TO LIVE</p>	<ul style="list-style-type: none"> • Western Sydney Academy of Sport • Western Parkland Councils • Peppercorn Services Inc. • Hawkesbury Western Sydney University Scholarship Selection Panel • Enhancing the Arts in the Hawkesbury Working Group • Hawkesbury Sports Council
<p>PROTECTED ENVIRONMENT AND VALUED HISTORY</p>	<ul style="list-style-type: none"> • Heritage Committee • Hawkesbury River County Council • Disaster and Emergency Committee • Hawkesbury Bush Fire Management Committee • Floodplain Management Committee • Windsor Bridge Artefacts Working Group
<p>STRONG ECONOMY</p>	<ul style="list-style-type: none"> • clubGrants Local Committee • Western Sydney Regional Organisation of Council • Hawkesbury Sister City Association • Forum on Western Sydney Airport
<p>RELIABLE COUNCIL</p>	<ul style="list-style-type: none"> • Local Traffic Committee • CivicRisk Mutual Ltd • McMahon Park Management Committee • NSW Public Libraries • General Manager's Performance Review Panel • Audit, Risk and Improvement Committee • Hawkesbury Local Planning Panel

WORK HEALTH AND SAFETY, AUDIT AND RISK

Work Health and Safety

Council holds a NSW Workers Compensation Self Insurers Licence which has been maintained since August 1983. Council engages an external company to manage workers compensation and return to work on its behalf. Council has a robust online Work Health and Safety and Injury Management system which is informed by the AS/NZS ISO 45001 – Occupational Health and Safety Standard.

During the 2023/2024 period, the Work Health and Safety function was realigned to further leverage the Corporate Values and focus on safety leadership, behavioral safety and enhanced capability.

There has been a continued strong completion of the WHS Key Performance Indicators for the Management Team, with an overall completion rate of 97%. In addition, a significant number of outstanding audit actions have been finalised.

Risk Management

In accordance with the Guidelines for Risk Management and Internal Audit for Local Government in NSW released by the Office of Local Government, each Council must accept responsibility and accountability for risk management in the Council. Hawkesbury City Council has adopted a Risk Management Framework, comprising a Risk Management Policy, Risk Management Plan and the registers of enterprise risks.

Risk management is an integral part of Council's management, operations, functions and activities with clear roles and responsibilities for managing each risk.

Council has identified 178 enterprise risks with 17 identified as strategic risks that if not managed may make it difficult, or even impossible, for Council to achieve its objectives and strategic goals. Council's Risk Management Plan includes Council's resolved risk appetite statement which sets the broad parameters around the amount and type of risk that Hawkesbury City Council is willing to take to meet its strategic and operational objectives.

Internal Audit

In accordance with Section 428A of the Local Government Act 1993, Hawkesbury City Council has established an Audit, Risk and Improvement Committee, being an independent advisory committee that operates under its own designated Charter, to promote good corporate governance by providing independent objective assurance and assistance to Council.

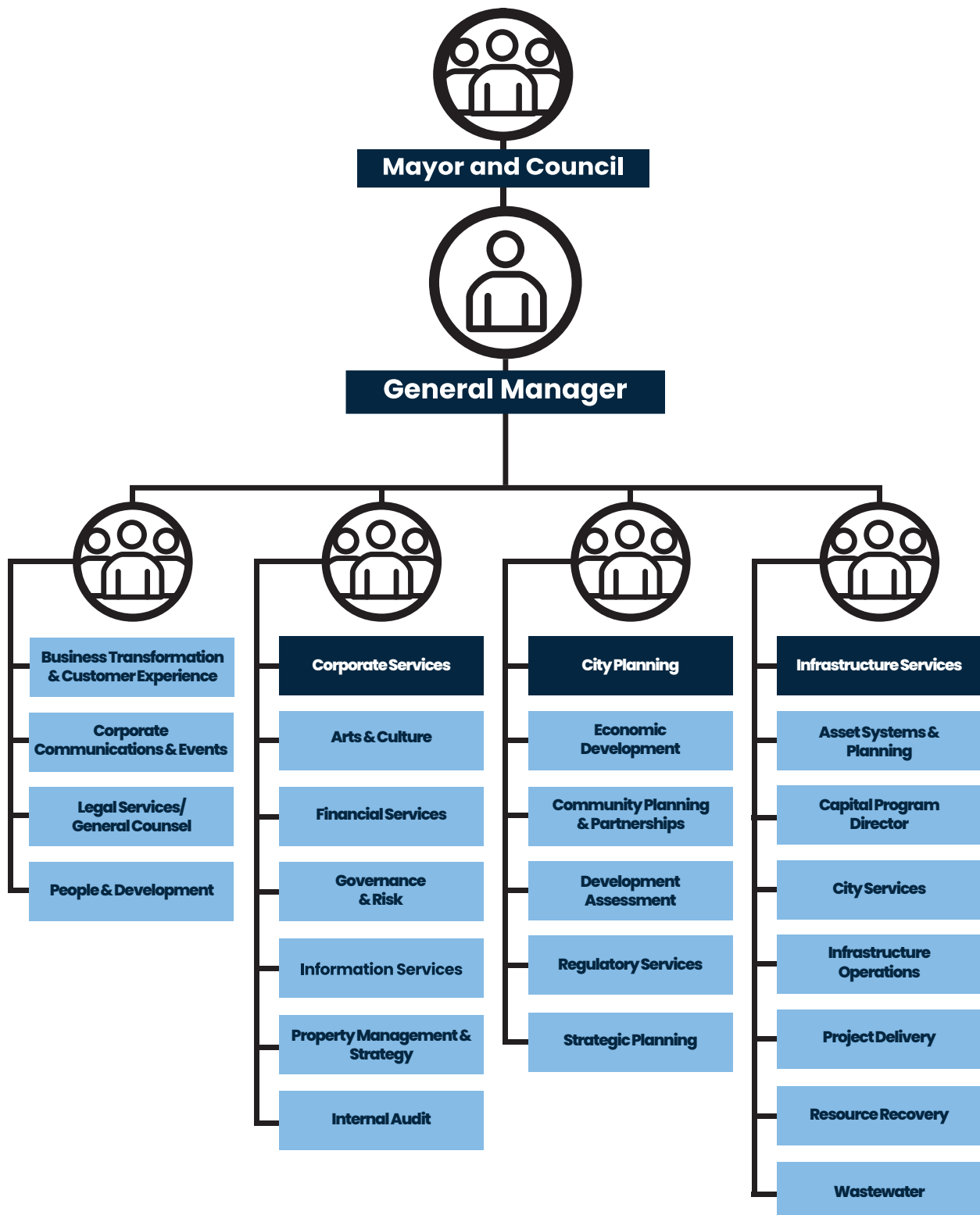
The Committee comprises an independent Chairperson, two independent external members and one non-voting Councillor member. The Committee meets four times per year.

An annual Internal Audit Program is developed to provide an independent and objective review across a range of Council operations designed to add value and improve Council's operations. Hawkesbury City Council utilises an internal audit contractor to conduct internal audits, enabling specialised knowledge and skills and ensuring independence and autonomy from Council. Audit activities are guided by an Internal Audit Charter and overseen by the Committee.

During the 2023/2024 period, five internal audits were conducted across the following diverse areas: Waste Management Facility Operations, Fraud and Corruption Prevention, Recruitment and Selection, Cyber Security and Transport for NSW DRIVES Compliance.

The internal audits assess the effectiveness of policies, guidelines and controls. Actions arising from audits allow development and improvements to governance and risk management. New agreed controls are monitored by Council's Internal Audit Coordinator and reported to the Committee and Council's Executive Leadership and Senior Leadership Teams.

ORGANISATIONAL STRUCTURE



Council's Organisational structure as at 30 June 2024.

KEY SERVICE STATISTICS 2023/2024

52,602	CUSTOMER SERVICE CALLS HANDLED
1,400	VOLUNTEER HOURS AT THE COMMUNITY NURSERY
7,897	POTHoles FILLED
12,000	ATTENDED SAVOUR THE FLAVOUR
49,621	PLANTS SOLD AND DONATED FROM THE COMMUNITY NURSERY
3,200	RESIDENTS REGISTERED FOR COMMUNITY AND FLOOD RECOVERY UPDATES
4,700	TOTAL GRAB AND GO EMERGENCY BAGS DISTRIBUTED
138	CONSTRUCTION CERTIFICATES ISSUED
512	SWIMMING POOL INSPECTIONS
340	DEVELOPMENT APPLICATIONS ASSESSED
24,000	FACEBOOK FOLLOWERS
1,802	SURVEYS ON THE TOP PROJECTS ON YOUR HAWKESBURY YOUR SAY
2,693	PLANNING CERTIFICATES ISSUED
7,048	PAYMENTS MADE
92	NEW STAFF ONBOARDED
228,000	LIBRARY LOANS
14,301	GALLERY VISITS
4,623	TONNES OF RECYCLING COLLECTED

514	RESIDENTS ATTENDED THE CHEMICAL CLEANOUT EVENT
64,471	SQUARE METRES OF ROAD REHABILITATION
30 & 15	DOGS & CATS MICROCHIPPED FREE
1.17MIL	WEBSITE VISITS
17,000	ATTENDED OUR HAWKESBURY SHOW DISPLAY
105	ACTIONS COMPLETED IN THE OPERATIONAL PLAN
\$42,149	COMMUNITY SPONSORSHIP
186	BECAME NEW AUSTRALIAN CITIZENS AT OUR CEREMONIES
91	STUDENTS IN THE LEADERSHIP AND AWARENESS PROGRAM



OUR HIGHLIGHTS AND ACHIEVEMENTS

This section details Council's achievements and key projects delivered throughout the year, under each of the four key Outcomes of the Community Strategic Plan: Hawkesbury 2042, as well as key infrastructure upgrades and capital works.

KISSING BOOTH



OUTCOME 1: GREAT PLACE TO LIVE

We will continue to partner with the community and key service providers to deliver outcomes which support a connected, healthy and inclusive Hawkesbury.

SUPPORTING COMMUNITY RECOVERY, RESILIENCE AND PREPAREDNESS

Working with the community and our extensive range of partners we continue to be on the ground supporting our residents through preparedness, response, recovery, and resilience building.

Grant funded projects such as the Community Recovery Officer, Community Hubs, and Bright Ideas to Build Resilience allowed us to provide:

- Flood recovery place-based support through Community Recovery Hubs, Community Hubs and online through an expanded flood recovery database with updates to over 3,900 registered residents. This information and support for community was targeted to be holistic and was delivered in partnership with over 24 agencies.
- Community Hubs program included services such as mental health support, community connectedness, fitness, digital literacy, and future preparedness. In the last financial year the online Community Hubs have received 11,300 visits.
- The Recovery on Wheels Interagency continues to connect and share information with over 140 participants across the emergency and community sector, identifying and addressing current and emerging needs to best support the community across the Hawkesbury and adjoining areas.
- The Grab and Go Bag preparedness program and resources in collaboration with our local emergency services, with over 4,700 bags distributed through Council venues, at events and through community groups to assist community to better prepare for an emergency or disaster.
- The Prepared Informed and Ready Page, providing a comprehensive resource online to support the community including a range of resources from multiple agencies to prepare for multiple hazards such as flood, fire, heat, and storms. There have been over 5,400 visits to the Flood Recovery and Prepared and Informed pages year ending June 2024.

These initiatives have been supported by: Office of Local Government, NSW Reconstruction Authority, Bushfire Local Economic Recovery Funding (BLERF), Wentworth Healthcare Nepean Blue Mountains Primary Health Network (NBMPHN), Bushfire Community Recovery Resilience Fund (BCRRF), and Council is grateful for their continued support.



COMMUNITY PARTNERSHIPS AND SPONSORSHIPS

We continued to support our community through a range of partnerships, events, programs and sponsorships, including:

- Support across a great diversity of activities such as the Hope Walk for Suicide Prevention with Hope4U Foundation, NAIDOC, National Day of Healing and 16 Days of Activism.
- The delivery of events that promote healthy relationships and wellness for young people including Youth Week grants and YouthFest 2024 held at Richmond Park. We also actively participated in the Hawkesbury Youth Interagency and run Young Driver programs.
- The Disability Inclusive Emergency Planning Workshop with Peppercorn and the University of Sydney to bring together people with disabilities, service providers and emergency services.
- Continued collaboration with other organisations across different sectors including health, business, emergency services and schools.
- The Hawkesbury Connect Interagency and E-news platforms facilitated by Council continue to expand, identifying emerging needs and sharing information across services and to the community.



In 2023/2024, the Community Sponsorship Program received a total of 65 applications across the three categories of Participation, Access to Facilities and Resilient Hawkesbury, with a total of \$42,149 being distributed:

- In the Participation category, Council funded 24 applications, equalling \$4,150, that contributed to residents representing the Hawkesbury in state, national and international events, in the following sporting areas: Canoeing, Rugby Union, Basketball, BMX riding, Tae Kwon Do, Netball, Gymnastics, Soccer and walking the Kokoda Track.
- In the Access to Facilities category, Council funded 9 applications, equaling \$3,076.50, that contributed to the costs of hiring out community facilities by community organisations.
- In the Resilient Hawkesbury category, Council funded 19 applications, equaling \$34,902.50. Organisations that received funding under this category included: The Women's Cottage; Colo Heights Progress Association; Merana Aboriginal Community Association for the Hawkesbury Inc; Bilpin Rural Fire Service; St Albans School of the Arts; Bligh Park Community Services Inc; Lowland Wanderers Soccer Club; HART Youth; Hawkesbury Remakery; The Trustee for St Albans Common Trust; Hope 4 U; and Richmond Community Services Incorporated.

The funding allowed these organisations to run workshops, hold events and purchase new equipment.

RECOGNISING OUR VOLUNTEERS

Our Council volunteers within Library, Gallery, Museum, Bushcare and Nursery were celebrated and recognised through the Volunteer Christmas Party 2023, which was a great success with over 60 volunteers coming along. Volunteer Week 2024 saw us hold service awards and an afternoon tea for the Volunteers within the Library, Gallery and Museum, and an event at the Nursery to celebrate the Bushcare and Nursery Volunteers.

Along with the continued support of Council volunteers, broader volunteering was supported by initiatives including the Bright Ideas Showcase and a range of other volunteer training opportunities offered through the Bright Ideas to Build Resilience project, including Auspicing and Grant workshops.

Our Community Nursery volunteers on a Wednesday are amazing, with around 700 individual visits equating to over 1,400 hours of volunteers contributing to weeding, seed sorting, plant propagation and bonding through nature. Our Bushcare Volunteers also returned to sites along the river and contributed to the "Weed All About It" bushcare newsletter.

A draft Volunteer Strategy is currently under development including engagement with Council's current volunteers.



INFORMING OUR COMMUNITY

Council was recognised for its work in keeping residents informed on the progress of repairing our roads following recent flooding with an RH Dougherty Award at the LGNSW Local Government Week Awards on 2 August 2023.

Council won in the Reporting to our Community (30,000-70,000 population) category. Initiatives included an online information hub with daily updates on road maintenance and repairs, interactive map to help residents visualise the work completed and works to come, details on major road projects, and weekly email updates to subscribers.

The Renewing Hawkesbury's Roads online portal continues to provide a key source of information for Council's ongoing road renewal projects

MAKING OUR COMMUNITIES SAFER

We have continued to collaborate and advocate for a safer Hawkesbury. We've partnered with key agencies such as the NSW Police Force and Transport for NSW to deliver projects to increase safety, prevention and awareness in our community. In 2023/2024:

- The Hawkesbury Active Transport Plan was exhibited and adopted, promoting safe and healthy walking and cycling and proposing projects to improve this connectivity. Commencement of funding applications now to begin for design and construction of these walking and cycling infrastructure projects.
- Council provided a free child car seat fit and check to 123 Hawkesbury residents at six events held across the LGA (Bligh Park, Glossodia, North Richmond, South Windsor, Kurrajong and Maraylya). At these events 112 car seats were checked and 36 car seats were installed.
- Helping Learner Drivers Become Safer Drivers Online Workshops – a number of online workshops were held to explain the Graduated Licensing System to Supervisor of learner drivers with 100% of survey responders saying they would recommend the workshop to others.
- Hawkesbury Drive to Stay Alive Workshops – a number face to face workshops were held involving learner, provisional and young drivers along with their parents/carers. The attendees participated in a 1 hour workshop with Hawkesbury Police, SES, Ambulance and Fire and Rescue emergency services and worked through a collision scenario to learn about the actions first responders take, situations facing new drivers and a discussion on driving principals and responsibilities.
- Council participated in 'Walk to School Safely' day on 10 May 2024 which was arranged in conjunction with Hawkesbury Police. Nine local primary schools participated with walk to school safely stickers and tattoos provided by Council for Police to use to explain how to safely walk, use pedestrian crossings and enter and exit vehicles.
- Council presented safe walking and driving information at five Senior road user events including the Seniors Festival arranged by Council's Library/Museum/Gallery team.
- Teams attended both HawkesbyFest and the Hawkesbury Show, engaging hundreds of attendees to promote health and safety including the Bike n' Blend activity, TfNSW bicycle safety quiz, pedestrian safety and Safety Town.

RIVER SAFETY

Council's River Safety Campaign was launched in 2023 in a bid to help prevent the concerning number of drownings in the Hawkesbury River, particularly around Macquarie Park. This campaign involved the development of new safety signage in consultation with Royal Life Saving NSW with online versions translated into the five most common languages from the Hawkesbury and neighbouring LGAs – accessible via QR code on the signs.

This was supported with a multi-lingual social media and print campaign highlighting other fun activities around the river. At the Hawkesbury Show, 450 visitors to Council's display made a pledge to be river safe, with the pledges recorded and turned into a video to promote the campaign for summer 2024/2025. The campaign won the 2024 RH Dougherty Award for Excellence in Communications.



OUR LIBRARIES

The Library Service collaborated with Hawkesbury Regional Museum to host the Rex Stubbs OAM History Symposium in February 2024. The annual history symposium is an information sharing and networking opportunity for members of Hawkesbury's historical societies and heritage groups. It provided an opportunity to broaden the knowledge of trends in local and family history, heritage and collection management and to hear about projects that other organisations are focusing on.

Our Libraries at Richmond and Windsor continued to provide for our community with a range of events, activities and improvements.

Major highlights included:

- Awarded Public Library Infrastructure Grant of \$200,000 to update the technology hub at the Hawkesbury Central Library. The Refurbishment will create a computer room that will allow library members to better access modern IT facilities that improve their technological, digital and production opportunities. The redesign will provide improved collaboration and learning opportunities and provide access to professional archiving, production, communication, and printing services.
- Awarded a community Heritage grant from the National Library of Australia to conduct a significance assessment of the local studies collection. This will provide a comprehensive understanding of the collection which includes historic photos, maps, books and historical documentation focusing on the development of the Hawkesbury district. The condition of the collection will be recorded, and a plan will be created to manage future preservation needs.
- The addition of BorrowBox as a new eBook and EAudiobook Platform. This contains resources for children, teens and adults
- The addition of Transparent languages as a new language database which includes European and Asian languages as well as learning options for adults and children.
- In Seniors Week 2024 the Library hosted a very popular garden party. This was a great success with over 200 people attending the event. It included market stalls from local services and council services, artmaking activities and live music being played in the Deerubbin garden.
- Separating the Non-fiction junior collection from the adult collection and placing it in browsing buckets has resulted in this collection being more easily found by children and has resulted in increased borrowing of this collection with loans going up from 9% to 14.5%. Plans are in place to review other low performing collections.
- Held the second annual library membership drive and this has resulted in increased awareness of the library service and the benefits of membership.

LIBRARY KEY STATS 2023/2024:

28,000 library members

228,000 loans in the financial year

88,000 items in the collection to borrow

10,000 people attended 400 public programs and events

GALLERY AND MUSEUM

Our Gallery and Museum continued to provide a cultural and artistic link to the Hawkesbury's rich history.

Major highlights included:

- 14,301 visitors to the Gallery and 19,451 visitors to the Museum.
- The Museum saw an increase in group bookings with over 50 groups visiting the Museum and Howe House during 2023/2024 financial year.
- The Bangadyi Nawi: Making a Canoe engagement project and exhibition launched in November 2023. This community project was a collaboration between Hawkesbury Regional Museum, Brewongle Education & Environmental Centre and the Department of Education involving Aboriginal Elders and students. The project was nominated and won the 2023 IMAGinE Awards – for Engagement Programs and the 2024 Leo Kelly OAM Arts & Culture Award at the Local Government Week Awards.
- The incredible Gallery Dyarubbin exhibition was nominated and won a 2023 IMAGinE Award for Exhibition Projects – Galleries and Visual Arts Projects.
- During March and April 2024, the Hawkesbury Regional Gallery hosted the well renowned and popular Archibald Prize on tour from the Art Gallery of New South Wales. Attendance numbers increased exponentially with nearly 4000 people attending either the official opening, artist talks, workshops, Art Up Lates or to view the exhibition.



- The inaugural local artists Hawkesbury Now exhibition opened in October 2023, showcasing the creativity of artists and makers working in the Hawkesbury and the wider North-West regions of Sydney. Over seven creative groups exhibited, with over 150 people attending the official opening.
- The very popular Maker Space has become a permanent fixture within the gallery walls. Each exhibition is accompanied by a carefully curated Maker Space Program that responds to each exhibition offering a space to make and create. The space has become increasingly popular attracting new and returning visitors, who are excited to see what the gallery team have created.

ENGAGING WITH YOU

Council uses a range of online and traditional tools to communicate including Council's Facebook – 24,000 followers with a reach of 729,100. Hawkesbury Events Facebook – 12,300 followers, Hawkesbury Events Instagram – 3,400 followers, Council's corporate website (including Companion Animal Shelter) – 97,757 average visits a month, events websites (Light Up Windsor and Savour the Flavour) – 35,223 total visits, and LinkedIn – 4,300 followers. Council also uses the online platform Your Hawkesbury Your Say with a total of 41,600 visits over the year.

Council also uses traditional media which also have an added online presence on our News page and includes monthly and feature advertisements in the two local papers, media releases, online forms and quarterly newsletters (January, April, July, October) which are sent to all ratepayers.

We held face-to-face engagement opportunities including for the Windsor Liveability Project, the Kurmond to Kurrajong Cycleway, the Communications and Engagement Strategy and via Customer Service pop-ups.

Council was able to engage with the community about their civic role and functions at monthly Council meetings, weekly community hubs, Citizenship Ceremonies, Hawkesbury Fest, Hawkesbury Show display and the Student Leadership and Awareness Program. Council also conducted less formalised exercises in engagement via Savour the Flavour, HawkesburyFest, Light Up Windsor street festival and Australia Day on the Hawkesbury.

Council has also engaged with the community online using the Your Hawkesbury Your Say engagement tool. The top five projects had a combined 1,802 submissions.

Council undertook a key project to review and update its Communications and Engagement Strategy, engaging with a range of residents through surveys, face to face focus groups and engagement activities at local events. The new Communications and Engagement Strategy 2024-2028 provides the foundation for Council's ongoing efforts to engage with its community, recognising the key opportunities and challenges that exist across our unique area.



OUTCOME 2: PROTECTED ENVIRONMENT AND VALUED HISTORY

Through leadership, stewardship, and education, ensure that our natural and historic built environments are protected and enhanced in culturally sensitive ways.

SUSTAINABLE STRATEGIES FOR THE HAWKESBURY

Council exhibited and adopted its Climate Change Risk Assessment and Adaptation Action Plan. Council's previous Risk Assessment and Adaptation Action Plan were consolidated and updated into the Climate Change Risk Assessment and Adaptation Action Plan. The aim was to enhance Council's adaptive capacity, rather than respond to or 'treat' risks individually.

Consistent with the Adapt NSW Climate Risk Ready NSW Guide, this entailed an emphasis on the strengthening of Council's ability to manage complex risks that interact in different ways over time and under uncertain circumstances. This also entailed a focus on those aspects of climate risk that are in Council's direct control.

Our suite of sustainable strategies for the Hawkesbury have been recognised through several awards and recognition including:

Local Government NSW – Excellence in the Environment Awards 2023 – Local Sustainability Award Winner

Council was successful based on the development and implementation of the Hawkesbury Environmental Sustainability Strategy.

This Strategy consolidates existing knowledge, actions, and directions, providing a long-term foundation for progressing the sustainability of the Hawkesbury Local Government Area whilst aligning with the United Nations sustainable development goals.

Australian Institute of Landscape Architects Awards – Hawkesbury Urban Greening Strategy

The Hawkesbury Urban Greening Strategy has been recognised with an Award of Excellence in the Landscape Planning category at the 2024 Australian Institute of Landscape Architects NSW Awards.

The Urban Greening Strategy outlines the vision and pathways for incorporating urban greening initiatives in the Hawkesbury.

In praising Council's entry, the Australian Institute of Landscape Architects judges wrote: "This concise and legible advocacy document is an exemplar of how wider state policies and guidelines can be realised. It balances clear vision, clear goals and clear principles to inspire Council and community efforts, with the practical future steps required to increase biodiverse vegetated areas".

NSW Sustainability Excellence – Banksia Awards – Nominated

The Banksia Foundation have recently announced the finalists for the 2024 NSW Sustainability Awards.

Following an extensive application and interview process, Hawkesbury Council has been selected as a finalist in the Large Business Sustainability Leadership Award which celebrates exceptional commitment and achievements in integrating sustainable practices across its operations.

Being selected as a Finalist in the Large Business category represents a significant achievement for Council. The winners will be announced at the 2024 NSW Sustainability Awards Presentation on Friday 15 November 2024.

GROWING OUR FUTURE AT THE COMMUNITY NURSERY

The Hawkesbury Community Nursery is predominantly a volunteer run Nursery that propagates and sells Hawkesbury Indigenous native plants. The Nursery is located at 10 Mulgrave Road, Mulgrave, next door to the Hawkesbury Companion Animal Shelter.

Volunteers at the Hawkesbury Community Nursery grow over 170 different species of native plants that belong in the Hawkesbury region. These include trees suited to local conditions which help to rebuild habitat for the local fauna, river and riparian areas, wetlands and rainforests.

Some of the major projects that the Hawkesbury Community Nursery has supported include Council's bushfire recovery teams; our flood recovery program (as many riverbanks had washed away during the floods), the Greening our Cities project and habitat restoration such as the Koala habitat restoration project.

The Nursery also supports many local groups to improve habitat for native animals and the Hawkesbury Environment Network, that has been restoring some of our local wetlands.

A total of 49,621 plants have been sold/distributed at the Hawkesbury Community Nursery during the past year. The Nursery also represented Council at the Hawkesbury Show, giving away 900 plants to our residents and promoting a greener future for the Hawkesbury.



PROTECTING AND RESTORING OUR WATERWAYS

We have worked hard on actions to protect and restore the health of our waterways and wetlands. Council has continued active participation in the development of the Hawkesbury Nepean River System Coastal Management Program (HNRS CMP) in partnership with Hawkesbury Nepean Councils. This includes actions to deliver and address:

- Water quality / Annual Estuary Health Report
- Aquatic and riparian habitat
- Recreation and amenity
- Land use and development
- Foreshore protection
- Cultural heritage
- Current weeding programs, habitat planting works and bush regeneration works.

Council is also collaborating with the Western Sydney Rivers Taskforce, Hawkesbury Nepean Waterkeepers Alliance, HNRS CMP and Sydney Water to investigate and re-establish effective catchment wide governance of Greater Sydney's waterways.

HAWKESBURY'S WAR ON WASTE

The Food Organics Garden Organics (FOGO) Transition Plan was adopted by Council in May 2024 which outlines an indicative FOGO commencement date of 1 July 2027 to most Hawkesbury households. FOGO is an important step for residents in reducing their carbon footprint, by reducing landfill emissions and creating a compost product that is beneficial for rehabilitating and improving soils. The Plan includes the Arc Ento Pilot Project, which has the potential to divert almost 80% of the general waste FOGO content from landfill.

A Hawkesbury Landfill Management Strategy (Beyond 2026) adopted by Council in March 2024 sets out the long-term plan for the Hawkesbury City Waste Management Facility including investigating landfill expansion opportunities to provide ongoing waste management opportunities for Hawkesbury residents.

In 2023/2024, households recycled 4,623 tonnes of materials through their household recycling bins, and 5,115 tonnes through their garden organic bins which resulted in a reduction of greenhouse gas emissions, water and energy use and landfill consumption.

The annual Chemical CleanOut event was held in August 2023 allowing residents to dispose of unwanted household chemicals, resulting in a safer home and environment. Over 514 residents attended helping to keep chemicals out of our waterways and environment.

The Community Recycling Centre (CRC) located at the Hawkesbury Waste Management Facility (WMF) collected over 64 tonnes of problem wastes such as paint, gas bottles and batteries, which were recycled.

We supported 23 clean-up sites for the Clean Up Australia 2024 event with approximately 500kg of material collected from sites across the LGA by Council's Operations Team.



GREENER = BETTER

Council has been supporting and implementing greener initiatives across the Hawkesbury. Key highlights throughout the year including:

- Transitioning of Council's leaseback fleet to hybrid and electric vehicles. 100% of leaseback vehicles will be either EV or hybrid once all vehicles have been received. This is complemented by the reduction of our diesel fleet, introduction of four EVs and Operations beginning trials and use of electric small equipment (brushcutters, blowers etc.)
- Completion of the Church Street Reserve tree plantings and recycled water irrigation project using Greening our City grant funds.
- The Liveability Project implementing tree plantings to cool our suburbs, connect transport infrastructure to local business and encourage active transport and community wellness.
- Collaboration with Greater Sydney Landcare has yielded over 10,000 trees planted across the LGA on private and public land by volunteers improving our canopy cover, biodiversity and resilience to heat and Climate Change.
- We partnered with Rebately to offer sustainable rebates to residents. Council can nominate to rebate any product or service, so long as it is environmentally or socially beneficial – from as little as cloth baby nappies to as big as solar panels!
- Receiving grant funding and commenced engagement to develop a forward-thinking Litter Prevention Plan under the NSW Environment Protection Authority's Litter Prevention Grants Program.

RESPECTING OUR HERITAGE

We delivered a range of actions associated with Aboriginal and Non-Aboriginal heritage guided by Council's Heritage Strategy, including:

- There was continued representation on the Hawkesbury Heritage Committee from two Local Aboriginal Representatives as recommended in the Hawkesbury LGA Aboriginal Cultural Heritage Study 2021. The Local Aboriginal Representatives provided valuable direct and timely cultural input on a range of heritage related matters.
- The Hawkesbury Local Heritage Assistance Fund promoted through direct correspondence to heritage building owners and media (standard and social). A record number of 30 applications under the program were supported, highlighting the success of this promotion. Subsequently, 26 projects were able to be completed and funded through the program.
- Our Free Heritage Advisory Service with significant assistance from Council's consultant Heritage Advisor continued to grow in popularity and demand with existing and potential heritage property owners able to receive free expert advice with respect to their existing/proposed heritage properties.

Significant progress was made on a range of Strategic Heritage Matters including:

- A draft was completed of the Hawkesbury Timber Slab Barns and Outbuildings Update Study. The draft study includes additional local and State heritage listing recommendations, as well suggested innovative approaches to incentivise the preservation of these 112 unique structures.
- Council's Potential Heritage Items Project, which was developed out of the former Hawkesbury Community Heritage Study Project.
- Council officers from multiple teams are collaborating as a part of the Cumberland Plains Conservation Plan (CPCP) – Caring for Country Working group including implementation of the CPCP Caring for Country Strategy that is designed to improve connection with local Aboriginal Community groups and deliver collaborative projects that are co-designed and community led.

SUPPORTING SPORT, RECREATION AND OPEN SPACE

Our improvements to open spaces, sporting grounds and recreational spaces aims to create a happy, healthy Hawkesbury for our residents and visitors. Highlights through 2023/2024 include:

- A new BMX Pump Track was completed at Woodbury Reserve as part of ongoing upgrades. The new BMX pump track was proudly funded by the NSW Government through a \$455,000 Open Spaces Program: Places to Play grant.
- Completed upgrades to the lighting at Bensons Lane soccer fields in partnership with the Hawkesbury Sports Council and Lowlands Wanderers Soccer Club.
- The Mileham Street Netball Complex in South Windsor was completed. The 25 courts have been milled back and provided with a fresh playing surface in time for the upcoming netball season. The 300 tonnes of milled surface removed from the site will be recycled and used as road base for a new carpark at Cattai. The netball court resurfacing project was funded through a grant from the NSW Government's Sports Priority Needs Grant Program.
- Shade sail installation was completed at Mileham Street, South Windsor and Colonial Reserve, Bligh Park.
- The new Peel Park in Redbank was completed and officially opened, providing wide open spaces and a range of recreational facilities.



MITIGATING FLOOD RISK

Progress has continued on Council's various floodplain management projects, including:

- Review of Hawkesbury Floodplain Risk Management Study and Plan
- Combined Rivers (Macdonald River, Colo River, Webbs Creek, Greens Creek) Floodplain Risk Management Study and Plan
- Redbank Creek Flood Study

Key stages including data collection, review and modeling has been completed, drafts of these key studies and plans are anticipated to be complete and presented to Council throughout the second half of 2024.

UPGRADING OUR COMPANION ANIMAL SHELTER

Significant work was undertaken to revamp and improve the Hawkesbury Companion Animal Shelter. Works included upgrades to the cattery, underfloor kennel heating, quarantine area, backup generator and signage.

The improvements have greatly improved the resilience of the shelter during emergencies and made the search for a pet a much more welcoming experience for prospective adopters.

OUTCOME 3: STRONG ECONOMY

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

REVITALISING OUR TOWN CENTRES

The Liveability Project saw the awarding of the tender for Windsor Town Centre – Stage 1 component of the project. The works commenced onsite in May 2024. This stage of works is expected to be completed by the end of the 2024 calendar year.

The project is proudly co-funded by Hawkesbury City Council under the Western Parkland City Liveability Program which is part of the Western Sydney City Deal (WSCD) and part of the Greening Our City grant program that is proudly funded by the NSW Government in association with Local Government NSW.

The Richmond Town Centre Liveability Project was completed and officially opened on Saturday, 26 August 2023 at Richmond Park.

The upgrades included:

- Planting of 26 advanced trees along Windsor Street.
- New feature paving and street furniture.
- Upgrades to both the pedestrian crossings between Bosworth Street and East Market Street.
- The installation of mature trees help to address urban heat, improved shade for pedestrians and improved local biodiversity.



SUPPORTING OUR LOCAL BUSINESS AND ECONOMY

To continue to support the needs of our local businesses of the Hawkesbury, Council drafted an Economic Development Strategy in consultation with the business community. The document was delivered to Council in June 2024 and will be reviewed to be placed on public exhibition in the 2024/2025 financial year.

Council successfully delivered the implementation of various initiatives which included Industry engagement in the visitor economy, the continuation of the Business Mentoring Program, as well as free Business Health Checks run in partnership with Western Sydney Business Centre, Business Connect and Council. Highlights included:

- Continued with the Hawkesbury Western Sydney University Scholarship Program in 2024.
- The monthly business e-newsletter continued to be distributed to the business community each month and provides relevant business information and updates. This is delivered to over 4,000 local businesses and continues to grow.
- Hawkesbury Local Business Awards Sponsorship.
- Hawkesbury City Council is a proud partner in the Zero Barriers project and are committed to promoting and supporting the inclusion of all residents, and visitors within the Hawkesbury region.
- Development of the Economic Profile snapshot and SpendMapp data which provides an insight to local business, employment, and the economic drivers of the Hawkesbury economy.

The Hawkesbury City Council Wayfinding and Signage Project continues. The project aims to improve how visitors and residents are guided through the Hawkesbury LGA. This project is being delivered as part of the Western Sydney Infrastructure Grant Program.



EVENTS AND EXPERIENCES FOR EVERYONE

We host, sponsor and participate in a large range of events across the Hawkesbury, bringing our people together for family fun and connectedness. Highlights include:

- We celebrated Christmas in a big way on Saturday, 2 December 2023 with the biggest Light Up Windsor Street Fair yet. Approximately 18,000 people from the Hawkesbury and surrounds visited Windsor Mall and George Street to enjoy an evening of festive fun and shopping, 70 market stalls, snow flurries, Christmas lights, free face painting, silent disco, visit from Santa and Mrs Claus, and staged and roaming entertainment. Local cafes and restaurants and retailers also stayed open, giving visitors even more options and helping deliver a \$137,607 financial boost to the local economy for the day.
- The second Savour the Flavour Hawkesbury event was hosted in Richmond – a significantly larger event than the previous rain-affected event. Tastebuds were sizzling at Richmond Park on Saturday, 15 October 2023. More than 12,000 people from across Sydney (up from 5000 the previous year) came along to sample food and beverages from Hawkesbury farmers, producers, wineries, and businesses. The event delivered a \$619,338 financial boost to the local economy for the day.
- Our Annual Australia Day celebrations on the river brought a record 8,000 people together for a day of live entertainment, rides, food and drink stalls, RAAF Flyover and fireworks, as well as displays and features from local Emergency Services.
- Hawkesbury Fest was held on the first Sunday of August 2023 at Governor Phillip Park, attracting 8,000 residents – more than 10% of our City's population, for local market stalls, Council services and community services displays, local emergency services displays, food trucks, live entertainment, free carnival rides, dog races and kids' activities. The community event is hosted during local Government Week each year by Hawkesbury City Council to connect the Hawkesbury community and celebrate what Council does in our community.
- We brought our amazing Council tent to The Hawkesbury Show with our very own Pop Up. Our display this year included the River Safety Pledge, Community Strategic Plan Engagement, ever popular Passport and free plant giveaway, tourism information and Hooked on Nature workshops. We were rewarded by taking out Second Place in the Best Public Service Exhibit Category.



Council won the Innovation in Special Events (30,000–70,000 population) category at the RH Dougherty Awards for our Events Passports initiative. The initiative is a simple and elegant solution to the challenge of encouraging visitors at our events to explore the entire events space and drive them to our sponsors' and partners' businesses and displays.



PROMOTING OUR AMAZING PLACES AND SPACES

We are striving to support our incredible places and spaces across the Hawkesbury, promoting tourism and supporting the rich local character of our towns and centres. Key projects included:

- Development of Place Plans which were placed on Public Exhibition from May – June 2023. The draft Place Plans have been created to develop and celebrate the unique local characteristics of each place as well as providing a vision document to assist in applying for future grants.
- The Visitor Information Centre (VIC) staff attended several events to promote the Hawkesbury rich tourism opportunities including Savour the Flavour, Hawkesbury Fest and Light Up Windsor. Council have also represented the VIC at evening events such as Talking Tourism and community events.
- Council's online presence is strong and we continue to grow across all platforms. We run two Instagram pages, two Facebook pages, plus maintain and update our official tourism website. Our website also contains a comprehensive "What's On" section that is updated with local tourism events, and during school holiday periods it also heavily features school holidays events and workshops.

OUTCOME 4: RELIABLE COUNCIL

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

POSITIVE CUSTOMER EXPERIENCES

We are prioritising excellent customer service to ensure we provide positive and efficient experiences for our customers. Highlights include:

- We created a new online Waste Guide and Dashboard to help residents find out whether it is yellow or green bin week. Residents can now search their address, find their bin collection day and see if it's recycling or garden organics collection week through the Online Dashboard.
- Launched the Customer Service Centre Pop-Up Pilot project, allowing the community to engage directly with Council's Customer Experience staff in local locations including Colo Heights, At Albans, Bilpin and Wilberforce.
- Council adopted the new Customer Service Experience Policy and Charter and the Customer Feedback Policy, improving the way we interact and respond to our customers.
- We handled 52,602 calls through the Customer Experience team call centre, answering questions, booking inspections and getting customers the information they require. We also handled 6,740 enquiries at Council's front counter.



Council hosted another School Leadership and Awareness Program with students from local primary schools coming along to learn about Local Government and what Council does for the Hawkesbury. Students learned about waste and litter prevention, the Western Sydney Infrastructure Grants Projects and our local environment.

We continued to host our Citizenship Ceremonies, welcoming our newest Australians to the Hawkesbury. This included a special celebration of 120 new citizens during Australian Citizenship Day on the 17 September 2023 at Windsor Function Centre.



BUILDING SUSTAINABILITY FOR FUTURE GENERATIONS

We continue to plan and invest in the future of Council and the Hawkesbury. This includes continuously improving our Governance and Risk, Regulatory, Information Technology, Finance, Corporate Planning, and Learning and Development areas. Key highlights include:

- Managing and participating on a high number of tenders, due to the increased capital works program arising from flood recovery and record grant funding levels.
- Onboarding 92 new employees and implementing key initiatives to improve culture including Get to Know Your Council sessions, staff culture survey and Our Heartbeat training. This has seen a significant improvement in staff engagement scores through the survey.
- Working through the Child Protection requirements noted in the Child Protection (Working with Children) Act 2012 and Child Safe Standards. This included an organisation-wide review of all roles to assess whether they were a child-related role, liaising with impacted staff to provide a valid Working with Children Check and the development of Council specific training rolled out to all current and new staff.
- Completing a review and adopting a new Long Term Financial Plan, Workforce Management Strategy and Asset Management Strategy, linking our resourcing together and presenting a clear action plan towards future sustainability.
- Building our internal staff knowledge by hosting weekly 10@10 sessions involving a staff member holding a 10-minute presentation to all staff to provide insight into the work they are doing.
- The Information Services Team successfully managed the migration of major systems including the Customer Request Management System. We also had over 1.17 million website visits.
- Our Records Team registered more than 109,865 emails and physical documents and implemented strategies to digitise key documents and improve the security and compliance of key information.
- Several key policies were developed, reviewed and adopted by the Governance Team including Code of Conduct, Fraud and Corruption Prevention Policy and Councillor and Staff Interaction Policy.
- Preparing for the 2024 Local Government Elections, including the management of the Non-Residential Roll, provision of a Candidate Information Session, and the development of a Councillor Induction Program.
- Developing Council's Service Review Framework and methodology to continuously improve our service delivery to the community.

KEEPING THE HAWKESBURY RUNNING

Our depot operations team continue to respond to requests and keep the Hawkesbury safe, clean and tidy. In 2023/2024 we completed:

- **Potholes** - 7,897 potholes filled
- **Shoulder maintenance** - approximately 57km of shoulder grading completed
- **Unsealed road grading** - 545 total kilometres graded
- **Illegally dumped rubbish** - 39 tonnes disposed
- **Street sweepings** - 713 tonnes collected
- **Monitoring** - Installed a first in NSW infra-red monitoring system at Yarramundi
- **Maintenance** - Delivered maintenance and repairs to key facilities including Bowman Cottage, Richmond Park and Bensons Lane



STRONG RELATIONSHIPS AND SHARED RESPONSIBILITIES WITH STAKEHOLDERS

We worked with and advocated on behalf of the Hawkesbury community in relation to a range of needs including emergency services, Grose River crossing, Lower Portland ferry, sullage pump-outs, infrastructure corridors, North Richmond bridge, development contributions, flooding, heritage and homelessness. We continued working with the Western Sydney Regional Organisation of Councils (WSROC) on a range of initiatives.

We also continue to work with the Western Sydney Health Alliance to resource the joint planning of programs which support healthy lifestyles.

ADVOCATING FOR THE HAWKESBURY THROUGH STRATEGIC PARTNERSHIPS

Throughout this year, we continued to strengthen our relationships with strategic partners to advocate for the best outcomes for our community. Some of these partners include:

- Commonwealth Government and its agencies.
- State Government and its agencies including State Emergency Service.
- Western Sydney Regional Organisation of Councils (WSROC) – a collective ‘voice to those issues which are crucial for Greater Western Sydney’s growing population. We are one of five local Councils that are members of WSROC, jointly representing the Councils and communities of Greater Western Sydney, as well as developing resource sharing and other cooperative projects. We continue to work together on a number of issues including waste, urban heat and environmental sustainability.
- The Parks Western Parkland City – The Parks is an alliance of the eight local governments that have partnered with the Australian and New South Wales Governments to deliver the 20 year Western Sydney City Deal – Blue Mountains, Camden, Campbelltown, Fairfield, Hawkesbury, Liverpool, Penrith and Wollondilly.
- University of Western Sydney, TAFE, Royal Australian Air Force, Hawkesbury Showground and the Hawkesbury Racing Club continue to provide services, employment and other opportunities for the people of the Hawkesbury.



INFRASTRUCTURE AND CAPITAL WORKS

MAJOR FLOOD RECOVERY PROJECTS

We commenced three major flood recovery projects during 2023/2024. These significant works were funded under Australian and NSW Governments' Disaster Recovery Funding Arrangements.

Thomas James Bridge

The commencement of Thomas James Bridge reconstruction occurred in September 2023. The tender was successfully managed and contractors have been working through the unique project challenges with Council's project team.

As of June 2024, the original sandstone boulders had been removed, the temporary traffic diversion is in place and the site fully excavated with the commencement of the new retaining wall footings and piles. The project is due to be completed by March 2025.

Settlers Road Landslip Remediation

This project is located within Central Coast Council's local government area, and due to its close proximity to Thomas James Bridge, Hawkesbury City Council's infrastructure recovery team is managing the project, with the funding coming from Central Coast Council's infrastructure recovery budget.

Over 60,000 Tonnes of material has been excavated and 2,000sqm of slope embankment has been stabilised, with the addition of road and drainage works. The project is due for completion by December 2024.

Gorricks Run

The original Gorricks Run causeway was severely damaged during the 2022 flood event by the MacDonald River, this resulting in the implementation of a temporary 5T weight limit on the damaged causeway until the new causeway can be constructed.

The construction of the new causeway commenced May 2024 with the installation of a new concrete base-slab to support 20 precast concrete culvert crown units. Access is maintained to the community throughout construction, with the project due for completion December 2024.



INFRASTRUCTURE RECOVERY

In response to the flood events of 2022 and 2024, a dedicated Infrastructure Recovery Team was established within Council, with the sole objective of identifying, investigating, scoping and delivering reconstruction works on Council's damaged infrastructure. As at 30 June 2024, the following recovery projects had been practically completed:

Sealed Roads

- Hibberts Lane, Freemans Reach
- Saunders Road, Oakville
- Pitt Town Ferry Road, Wilberforce
- Onus Lane, Richmond Lowlands
- Cornwells Lane, Richmond
- Cornwallis Road, Richmond
- Chaseling Road North, Webbs Creek
- Cordners Lane, Cornwallis
- Court Street, Windsor
- Edwards Road, Richmond
- Greenfield Place, Maraylya
- Greenway Crescent, Cornwallis
- North Street, Windsor
- Old Kurrajong Road, Richmond
- Palmer Street, Windsor
- Pamela Crescent, Bowen Mountain
- Pitt Town Dural Road, Pitt Town
- Railway Road South, Mulgrave
- Reedy Road, Maraylya
- Schofield Road, Pitt Town
- Terrace Road, North Richmond
- Walmsley Road, Lower MacDonald

Embankment Restorations/Remediation

- Hulbert Road, Upper Colo
- Lower Colo Road, Lower Portland
- Tennyson Road, Tennyson
- Upper Colo Road, Upper Colo
- Argents Road, Wilberforce
- Reedy Road, Cattai
- Tizzana Road, Ebenezer
- Grono Farm Road, Wilberforce
- Crab Tree Gully Road, Upper Colo
- Chaseling Road North, Webbs Creek
- Wollombi Road, Fernances
- Sackville Road, Sackville
- Valley Way, Tennyson
- Beaumont Avenue, North Richmond
- Greens road, Lower Portland
- Settlers Road, Lower MacDonald
- St Albans Road, Lower MacDonald
- Upper MacDonald Road, Upper Macdonald
- Wheelbarrow Ridge Road, Colo Heights

For the remaining works Council continues to prioritise these recovery projects and expects to have the majority of works underway in the 2023/2024 financial year. Additionally, with the two newly declared natural disasters of 2024 (April and June), the Infrastructure Recovery Team is currently identifying and securing the additional funding needed to restore these essential assets for the Hawkesbury.



CAPITAL WORKS PROGRAM

Across its key accountability areas such as roads, buildings, open space and sewer, Council were able to deliver the majority of its capital program with a total of \$83million of works delivered. The project delivery team is responsible for the design and delivery of all capital works, a wide range of design projects have been completed and commenced for future financial years which include roads, open space and building projects. There has been some challenges that have delayed delivery of road packages, which include grant funded deed signing for Infrastructure Investment Program (IIP) towards the end of the financial year. This resulted in a number of roads progressing into the 2024/2025 financial year for construction.

The project delivery team have delivered the new Waste Management Facility Cell 6 in Windsor and the leachate line. This project was a key project for Hawkesbury City Council as it allows for continuous use and operations of the site. The projects are expected to enhance the life of the site for over a decade and assist with leachate management across the entire facility.

Overall, the project delivery team have delivered a significant amount of infrastructure projects across our key asset categories: transport (roads, footpaths, drainage, traffic facilities), buildings, open space and sewer. The following are key projects completed during the year:

Concrete Footpaths

- Bathurst Street, Pitt Town
- Argyle Street, South Windsor
- Colonial Drive, Bligh Park
- Macquarie Street, South Windsor

Drainage

- Ian Street, Glossodia
- Tizzana Road, Sackville
- Mitchell Drive, Glossodia
- Hereford Street, Richmond
- Bona Vista Park, Pitt Town
- Pump Station L Access Road

Open Spaces and Playgrounds

- Soccer Field Lighting-Bensons Lane
- South Windsor Netball Courts
- Church Street Reserve Irrigation Upgrade
- Shade sail installation – Mileham Street, South Windsor and Colonial Reserve, Bligh Park
- Wilberforce Shopping Centre Furniture
- Pound Paddock Shelter Improvements, North Richmond
- Ivy Park Stage 2 Landscape improvements
- Pitt Town Memorial Stage 2 landscape upgrade

Sewer and Waste

- Waste Management Facility, Cell 6 Waste Tip and Leachate line

Buildings

- St Albans School Of Arts Improvements
- Animal Shelter Improvements, Mulgrave
- North Richmond Amenities
- Maraylya Community Hall Refurbishment
- Freemans Reach Amenities

Roadworks

- Install intersection island, Oakville Road, Oakville
- Roundabout, George and Brabyn Street, Windsor
- East Kurrajong Road, East Kurrajong
- James Meehan Street, Windsor
- Slopes Road, North Richmond
- Comleroy Road, Kurrajong
- Peel Parade, Kurrajong
- Spinks Road, Glossodia
- Crooked Lane, North Richmond
- Kurmond Road, Kurmond
- Grose Vale Road, Kurrajong
- Dickson Lane, South Windsor
- Grose Vale Road, North Richmond
- Maddens Road, North Richmond
- Windsor Street, Windsor
- Railway Road South, Mulgrave
- Grose Vale Road, Kurrajong
- Mitchell Street, Glossodia
- Blaxlands Ridge Road, Kurrajong
- Mayne Street, Wilberforce
- Bilpin Hall Car Park
- Greens Road Seal Bends, Lower Portland
- Willow Glen Road, Kurrajong

WESTERN SYDNEY INFRASTRUCTURE GRANTS PROGRAM

In 2022, the NSW Government created the WestInvest funding program (now named the Western Sydney Infrastructure Grants Program), which provided 15 Western Sydney Councils a total of \$2 billion – consisting of \$400 million of guaranteed funding and \$1.6 billion of competitive funding to deliver transformational infrastructure.

Hawkesbury City Council has been allocated \$98 million in funding, contributing to a total of \$113 million to deliver significant recreation, culture and amenity projects for the Hawkesbury community. The WSIG projects are:

- Rickaby's Creek Bridge Cycleway
- Tamplin Field, Hobartville Redevelopment
- Oasis Aquatic and Fitness Centre Improvements
- Kurrajong to Kurmond Cycleway
- Woodberry Reserve, Glossodia Upgrade
- Richmond Swimming Centre Upgrade
- Fernadell Park, Pitt Town Community Facility Redevelopment
- North Richmond Community Precinct
- Discovering Hawkesbury Wayfinding and Signage

In 2023/2024 Council executed the funding deeds for all WSIG projects; the deeds are the commitment between NSW Government and Council for the funding and delivery of each project.

Council also completed the recruitment and resourcing process and have established the WSIG project delivery team. NSW Public Works have been engaged to provide project management services on the North Richmond Community Precinct project, and strategic procurement services on the Richmond Swimming Centre project.

Council undertook community consultation via Your Hawkesbury Your Say surveys on the following projects within the year:

- Oasis Aquatic and Fitness Centre Improvements
- Kurrajong to Kurmond Cycleway
- Richmond Swimming Centre Upgrade
- Fernadell Park, Pitt Town Community Facility Redevelopment
- North Richmond Community Precinct

Additionally, Council consulted with First Nations stakeholders via focus groups to inform the appropriate naming for Acknowledgement of Country on the new signage to be delivered under the Discovering the Hawkesbury Wayfinding and Signage project. Council also met with the Sports Council and local sporting groups to inform the design development for the Tamplin Field and Turnbull Oval Redevelopments.

Design development has been progressing across the WSIG program, taking into account feedback from the community. Further information regarding the status of the projects can be found on the Your Hawkesbury Your Say website.

ASSET MANAGEMENT

Council continues to focus on raising the capability of its asset management, critical for the efficient, long-term management of \$1.6 billion dollars of public infrastructure and to respond to and reflect the significant impacts of the various natural disasters experienced across our LGA since 2019. Council completed and adopted its renewed Asset Management Strategy and Policy in June 2024, providing a clear road map for the strategic improvement of Council's asset base. The accompanying Asset Management Plans for each asset category are now under development.

STATUTORY REPORTS – LOCAL GOVERNMENT ACT 1993

The following section provides responses to the requirements of Sections 428, 428A and 508 of the Local Government Act, 1993 and Clause 217 of the Local Government (General) Regulation, 2021. It also includes all elements required under the Office of Local Government Annual Report Checklist.



FINANCIAL STATEMENTS – ACT S 428(4)(A)

Council’s Audited Financial Statements for the 2023/2024 year were noted by Council at the 12 November 2024 Council meeting and are provided in a separate accompanying document.

RATES AND CHARGES WRITTEN OFF – REG CL 132

Council wrote off \$6,449.65 in rates and annual charges under Voluntary Conservation Agreements during the year.

FINANCIAL ASSISTANCE – REG CL 217(1)(A5) & ACT S 356

The total amount contributed during the financial year was made up of the following amounts:

- \$42,149 to 43 recipients in accordance with the provisions of Council’s Community Sponsorship Program
- \$22,399 to the Women’s Cottage to cover annual rent on a Council Investment Property
- \$45,000 to 18 recipients in accordance with the provisions of Council’s Event Sponsorship Program.

ANNUAL CHARGE FOR STORMWATER MANAGEMENT SERVICES – REG CL 217(1)(E)

In 2022/2023 Council levied an annual charge for stormwater management services. The charges levied are shown in the table below:

Category	Annual Charge
Residential	\$25.00
Residential Strata	\$12.50
Business	\$25.00 per 350m ² , or part thereof, up to a maximum of \$1,500
Business Strata	Pro-rata of the above, based on land valuation apportionment

GENERAL MANAGER AND SENIOR STAFF REMUNERATION – REG CL 217(1)(C)

There were four senior staff positions employed under contract by Council between 1 July 2023 and 30 June 2024. These positions were General Manager, Director Infrastructure Services, Director City Planning and Director Corporate Services. All senior staff follow the standard contract formats issued by the Office of Local Government (OLG) and are subject to performance agreements.

Between 1 July 2023 and 30 June 2024, the General Manager’s Total Remuneration Package (TRP) was \$370,851 and the TRP’s of the three Directors referred to above, totaled \$810,815.

The above TRPs include the following:

- salary component of the package
- defined employers’ contribution to any superannuation scheme
- the total value of non-cash benefits elected under the package (i.e. Council supplied vehicle)
- FBT payable by Council for any non-cash benefits.

REPORT ON SPECIAL RATES VARIATION (BUILDING YOUR FUTURE PROGRAM) – SPECIAL RATE VARIATION GUIDELINES 7.1

On 15 March 2018, the Minister for Local Government, pursuant to Section 508(2) of the Local Government Act 1993, granted approval for Council to increase income by way of additional rates to fund operational and capital expenditure, reduce the infrastructure backlog and improve financial sustainability.

As at the end of 2023/2024, the Special Rates Variation has generated an additional \$8.0 million since the Special Rates Variation began in 2019/2020. Also contributing to an enhanced infrastructure renewal program is the Infrastructure Borrowings Program, which projected a further additional \$7 million of works to be delivered in 2023/2024.

Under the Building Your Future program, these funding programs enabled the following projects and programs to be delivered. It is to be noted that delivery of projects was impacted by the ongoing recovery from a number of flood events. Works identified to be funded under this program have been carried forward to future years, subject to prioritisation on flood recovery works.

The following table lists projects completed under the program.



Item	Comment
Road Renewals and Upgrades	<p>Council was able to work on the delivery of \$5.6M of Road Renewals and Upgrades, including:</p> <ul style="list-style-type: none"> • Greens Road, Lower Portland • Packer Road, Blaxland Ridge • Scheyville Road, Maraylya • Wheelbarrow Ridge Road • Portland Head Road, Ebenezer • Roberts Creek Road, Kurrajong • Evans Road, Wilberforce • Ian Street, Glossodia • Intersection Island, Oakville Road • Old Stock Route Road, Oakville • Willow Glen Bridge Replacement • Grose Vale Road, North Richmond • Grose Vale Road, Grose Vale • Comleroy Road, Kurrajong • White Place, South Windsor • The Driftway, Agnes Banks
Building Renewals	<p>A further \$2.6M of Building Renewals works, including:</p> <ul style="list-style-type: none"> • Johnson Wing • Companion Animal Shelter • St Albans School of Arts • Split Airconditioning Replacement Program • Electrical Board Replacement Program • Guttering & Downpipe Replacement Program • Roof Renewal Program • McGraths Hill Nursery • Lighting Upgrade Program • Lock & Key Upgrade Program • Wilberforce Shopping Centre
Public Domain Renewals and Upgrades	<p>An additional \$0.8M of public domain upgrades and renewals, including:</p> <ul style="list-style-type: none"> • Hawkesbury Oasis Aquatic and Fitness Centre • Freemans Reach Reserve • Ivy Park • South Windsor Park
Pathways	<p>Pathways totaling \$0.3M, including:</p> <ul style="list-style-type: none"> • Footpath Renewal Program • East Market Street, Richmond • Bathurst Street, Pitt Town • Pitt Town Memorial Park Pathway • Buckingham Street, Pitt Town • Grenville Street, Pitt Town • Liverpool Street, Pitt Town • Woodbury Reserve, Glossodia • Macquarie Park, Windsor • Colbee Park, McGraths Hill • Colonial Park, South Windsor • Bligh Park Reserve, Bligh Park • Memorial Park, Pitt Town • Peel Park, North Richmond • Bona Vista Park, Pitt Town • Shade over Playspace Program • Jack Gow Memorial Park, McGraths Hill • Cattai Creek Track & Driveway Upgrade • McGraths Hill Road Reserve
Increased Operational Programs	<p>Additional operational programs totaling \$2.3M were delivered, including:</p> <ul style="list-style-type: none"> • Roads maintenance • Parks maintenance • Business Improvement • Volunteering and Community Development • Environment and Sustainable Living • Community Events and Marketing

CONTRACTS AWARDED BY COUNCIL OVER \$150,000 – REG CL 217(1)(A2)

INFRASTRUCTURE OPERATIONS

Name of Contractor	Nature of Goods or Services	Total Value (\$)
Bernipave Pty Ltd	Supply and Placement of Asphalt	3,175,628.46
L J Follington Construction P/L	Minor Civil Works and Plant Hire	1,106,623.94
All Pavement Solutions	Road sealing	461,720.91
State Asphalt Services	Road Resealing	1,038,817.53
Sydney Ship Repair	Overhaul Lower Portland Ferry	212,642.49
Tono Ferry Services	Operation of Lower Portland Ferry	574,659.96
Metromix Pty Ltd	Road Base Materials	393,864.26
J Blackwood and Sons	Stores items	151,665.79
Northshore Landscapes	Supply of Bulk Materials and Plant Hire	624,867.94
Complete Linemarking Services	Linemarking	477,911.76
Stabilised Pavements	Road Sealing	3,179,026.02
Base Course Management	Hire of Plant	229,874.70
Kerway Asphaltting	Road sealing	2,643,158.38
M & K Evans Haulage	Hire of Plant	256,157.93
RDO Equipment	Plant & parts	526,526.41
Lewis Waterboys	Hire of Plant	358,421.30
City Hino	Plant and parts	245,325.37
Porter Plant Hire	Hire of Plant	158,004.00
Holcim (Australia)	Supply of Bulk Materials	263,124.53
Tyres4U	Tyres	170,589.37
A & C Plant Hire	Hire of Plant	330,592.50
Boral	Supply of Bulk Materials	247,513.40
Conplant	Hire of Plant	195,500.24
Sinclair Automotive	Vehicles & parts	278,549.57
Windsor Toyota	Vehicle & Parts	2,153,067.15
VCV Australia	Plant and parts	289,065.00
Bucher Municipal	Vehicle Parts	508,648.22
GWS Machinery	Plant Parts	227,630.96

PROFESSIONAL SERVICES

Name of Contractor	Nature of Goods or Services	Total Value (\$)
Civic Risk Mutual	Insurance Contributions	2,502,911.00
Marsdens Law Group	Legal Services*	1,394,753.75
Pikes & Verekers Lawyers	Legal Services*	1,258,806.32
Complete Staff Solutions	Employment Agency	249,057.94
Hays Specialist Recruitment	Employment Agency	437,563.60
Lucas Stapleton Johnson & Partners	Heritage services	202,999.94
Public Sector People	Employment Agency	277,878.66
Randstad	Employment Agency	804,418.00

*Please note that payments in relation to settlement of court matters are also incorporated within the total value reported.

WASTE WATER MANAGEMENT

Name of Contractor	Nature of Goods or Services	Total Value (\$)
Staples Bros (Nowra) P/L t/a Premier Pumpouts	Septic Tank & Collection Well Effluent Removal Service	2,285,837.01
Safe Group Automation	SCADA Systems	373,577.37
Bettergrow	Collection of Biosolids	150,675.32
Ixom Operations	Water Treatment	284,701.05
CB Richard Ellis	Leasing Hawkesbury Campus	239,828.45
Asset Engineering	MHSTP Works	175,959.53
TCE Contracting	Rising Main C	4,211,013.22
Turnbull Engineering	Design Services	234,145.12

PARKS AND RECREATION

Name of Contractor	Nature of Goods or Services	Total Value (\$)
Extreme Tree Services	Arborist Services	181,775.00
Brady Tree Services	Arborist Services	172,702.70
YMCA	Management & Operation of Hawkesbury Aquatic and Fitness Centre	258,323.65
Ecotune Bush Regeneration	Bush Regeneration	328,087.28

RESOURCE RECOVERY

Name of Contractor	Nature of Goods or Services	Total Value (\$)
J J Richards & Sons Pty Ltd	Garden and Recycling Collection and Processing	3,882,883.92
Cleanaway Pty Ltd	Kerbside Collection	1,206,493.55
Bingo Waste Services	Supply of Skip Bins and disposal construction materials	1,433,978.38
CB Richard Ellis	Leasing Hawkesbury Campus	239,828.45
Select Civil	Waste Facility Plant hire	426,756.00
SMEC Australia Pty Ltd	Cell 6 Construction services	798,503.13
Robson Civil	Cell 6 Construction	3,248,407.19

FACILITY OPERATIONS

Name of Contractor	Nature of Goods or Services	Total Value (\$)
Origin Energy	Electricity & NUOS Charges	436,858.74
Origin Energy LGP P/L	Gas	213,490.37
Endeavour Energy	Street Lighting	826,321.90
Simply Energy	Retail Electricity	1,243,477.55
CMP Electrical	Electrical Repairs and Services	747,783.87
Aust Smart Controls	Floodlighting	188,218.53
Westbury Constructions	Building Works	3,246,613.24
Workspace Commercial Furniture	Building Refurb	199,530.10
Storm International	Cleaning Services	182,105.00
RB Electrical and Communications	Electrical	175,200.41
Ecovolt Electrical	Electrical & HVAC	351,965.16
CBD Mechanical/Electrical	Electrical	630,094.37
Asset Plumbing	Plumbing	289,898.49
Vermont Plumbing	Plumbing	323,604.71

GENERAL

Name of Contractor	Nature of Goods or Services	Total Value (\$)
BP Australia	Fuel	932,067.84
Vestone Capital Limited	Computer Equipment Leases	572,715.81
Technology One Ltd	Computer Software	1,670,140.79
Nexon Asia Pacific	Computer Equipment	265,833.75
Ampol Australia	Fuel Purchases	386,402.80
Sydney Water	Water	420,565.82
Telstra	Telecommunications –NBN Internet	153,271.46
Squiz Australia	Computer software	163,551.30
Data#3 Limited	Software licences	314,399.18
Computer Cut Engineering	Supply of Signs (livability)	198,220.00
Statewide Civil	Civil Works (South Windsor)	1,439,418.10
KK Civil Engineering	Civil Works (Richmond)	1,153,719.64

INFRASTRUCTURE RECOVERY

Name of Contractor	Nature of Goods or Services	Total Value (\$)
Roadwork Solutions	Traffic Control	1,996,819.17
Complete Urban Pty Ltd	Design Services	372,462.73
AMBS Ecology & Heritage Pty Ltd	Heritage services	210,043.36
Public Works Advisory	Project Management	438,606.67
Civilwise Pty Ltd	Civil Works	1,438,414.26
Cleary Bros (Bombo) Pty Ltd	Civil Works	711,328.41
Delaney Civil	Civil Works	21,774,625.58
Durkin Contractors	Design Services	293,000.55
Devcon Civil	Civil works	1,344,613.83
Earthtec Pty Ltd	Civil Works	379,522.86
Enstruct Group	Design Services	294,245.60
Engineering Risk Management	Design Services	305,184.00
Ground Stabilisation Solutions	Civil Works	996,828.38
J & G Excavations and Asphaltting (NSW) Pty Ltd	Civil works & Roadworks	830,350.18
Jay & LeI Civil Contractors	Civil Works + Roadworks	8,750,822.28
Tobco	Civil Works	1,316,219.27

WESTERN SYDNEY INFRASTRUCTURE GRANTS PROGRAM

Name of Contractor	Nature of Goods or Services	Total Value (\$)
Dirtz Track Pty Ltd	Bike track etc	508,762.10

PROJECT DELIVERY

Name of Contractor	Nature of Goods or Services	Total Value (\$)
MJ & MD Skinner Earthmoving P/L	Road Sealing and Rehabilitation	1,675,828.75
Ally Civil	Civil Works	1,211,763.38
Azbuild Pty Ltd	Civil Works and Plant Hire	3,809,775.27
NSW Kerbing	Footpaths and Civil Works	527,383.78
Planet Civil Pty Ltd	Civil Works and Roads	639,359.83
Convil Group P/L	Civil Works	4,855,456.52
Geotesta Trust	Geotechnical services	167,948.00
Western Safety Barriers	Safety equipment	472,208.55
Context Landscape Designs	Park Design	219,088.10
McKinlay Morgan & Assoc	Surveys	595,310.97
Taylor Brammer Landscape Architects	Landscape designs	283,402.77
A Space Australia	Park Equipment	182,925.60
Devcon Civil	Civil Works & Roadworks	1,344,613.83
Houghton & Meredith	Civil Works and Plant hire	677,098.94



DEVELOPMENT CONTRIBUTIONS AND LEVIES – EPA REG CL 218A(1)(2)(3)

The value of cash contributions received during 2023/2024 are provided in the table below.

Contributions Plan	Public Amenity	Amount
Section 64 Sewer	Sewer	\$549,307
Section 64 Pitt Town Stormwater	Stormwater Drainage	\$0
Section 7.12	Various	\$855,722
Section 7.11 – General	Extractive Industries – Roads	\$16,990
	Community Facilities	\$0
	Park Improvement	\$0
Section 7.11 – Pitt Town	Community Facilities	\$0
	Park Improvement	\$0
	Planning Studies	\$0
	Recreation Facilities	\$0
	Roadworks	\$0
Section 7.11 – Vineyard	Stormwater Drainage	\$2,847,328
	Plan Administration	\$104,552
	Roads & Transport	\$2,310,273
	Social Infrastructure	\$5,167,073

Details of projects for which contributions or levies have been used:

Contributions Plan	Project	Public Amenity	Amount	% of Project	Internal Loan Amount	Project Complete Yes/No
Section 64 Sewer	005701 – Nutrient Offset Works	Sewer	\$196,402	100%	\$0	N
	006214 – Pump Station 'L' Access Road	Sewer	\$173,450	31%	\$0	N
	006611 – Duplication of PL001 – Pump Station P	Sewer	\$77,568	100%	\$0	Y
Section 7.12	004198 – Richmond Community Precinct Carpark	Carparking	\$37,871	21%	\$0	Y
	004753 – Wilberforce Community Precinct	Public Domain	\$19,843	65%	\$0	N
Section 7.11 – General	004198 – Richmond Community Precinct Carpark	Carparking	\$129,498	73%	\$0	Y
	004591 – East Kurrajong Road Rehabilitation	Extractive Industries – Roads	\$954	53%	\$0	N
Section 7.11 – Pitt Town	004468 – 130 Hall Street	Stormwater Drainage	\$695,924	100%	\$0	Y
	004419 – Bathurst Street Road Improvements	Roads	\$61,845	33%	\$0	Y
	004597 – Fernadell Park Recreation Facilities	Community Facilities	\$35,787	5%	\$0	N
Section 7.11 – Vineyard	005162 – Vineyard Infrastructure Loan	Roads & Drainage	\$1,986,774	100%	\$0	N
	005723 – Management of Vineyard Contributions Plan	Plan Admin	\$13,863	100%	\$0	N
	005835 – 302 Commercial Rd, Vineyard – Acquisition for Road Widening	Roads & Transport	\$46,413	100%	\$0	N
	005837 – 331 Commercial Rd, Vineyard – Acquisition for Road Widening	Roads & Transport	\$680,710	100%	\$0	N
	006577 – Design – Boundary Road-Windsor to Old Pitt Town Road including Intersection	Roads & Transport	\$300,000	66%	\$0	N

SUMMARY OF LEGAL PROCEEDINGS AND COSTS – CLAUSE 217(1)(A3)

Council's costs and summaries of legal matters is categorised and presented below.

- Total costs of proceedings: \$633,644.44
- Total costs recovered: \$105,000.00
- Total costs incurred: \$528,644.44

LAND AND ENVIRONMENT COURT – CLASS 1

Matter	Status	Cost ex GST	Costs Awarded	Result
<p>Case Number 2020/85835</p> <p>Case Title Hawkesbury City Council ats MS Windsor St Pty Ltd</p> <p>Property 197 Windsor Street,</p>	<p>Application Class 1 Appeal against the deemed refusal of Development Application DA0547/19.</p> <p>Status Appeal dismissed. Applicant to pay Council's costs in the sum of \$5,000.00. Council made a commercial decision not to pursue costs.</p>	\$1,525.73		Dismissed. Matter closed.
<p>Case Number 2020/323302</p> <p>Case Title Hawkesbury City Council ats Wafaa Kara-Ali</p> <p>Property 1855 Putty Road, Colo</p>	<p>Application Class 1 Appeal against the deemed refusal of Development Application DA0069/20.</p> <p>Status Appeal upheld.</p>	\$6,375.91	\$8,500.00	Upheld. Matter closed.
<p>Case Number 2022/205760</p> <p>Case Title Hawkesbury City Council ats 396 Bells Pty Ltd</p> <p>Property 396 Bells Line of Road & 2 Inverary Drive, Kurmond</p>	<p>Application Class 1 Appeal against the refusal of Modification Application S960020/22 to modify development application DA0332/16.</p> <p>Status Appeal upheld.</p>	\$7,415.00		Upheld. Matter closed.
<p>Case Number 2022/211239</p> <p>Case Title Hawkesbury City Council ats Universal Property Group</p> <p>Property 202 Commercial Road, Vineyard</p>	<p>Application Class 1 Appeal against the deemed refusal of development application DA0133/22.</p> <p>Status Appeal upheld.</p>	\$13,713.17		Upheld. Matter closed
<p>Case Number 2022/286978</p> <p>Case Title Hawkesbury City Council ats UPG 186 Pty Ltd</p> <p>Property 40-58 Boundary Road, Oakville</p>	<p>Application Class 1 Appeal against the deemed refusal of Development Application DA0213/22.</p> <p>Status Appeal upheld. Applicant to pay Council's costs in the sum of \$11,000.00.</p>	\$10,502.24	\$11,000.00	Upheld. Matter closed.
<p>Case Number 2022/309210</p> <p>Case Title Hawkesbury City Council ats Brinsley Properties Pty Ltd</p> <p>Property 125 King Road, Wilberforce</p>	<p>Application Class 1 Appeal against the refusal of Development Application DA0323/21.</p> <p>Status Appeal upheld. Applicant to pay Council's costs in the amount of \$6,000.00.</p>	\$1,991.00		Upheld. Matter closed.

Matter	Status	Cost ex GST	Costs Awarded	Result
<p>Case Number 2022/382438</p> <p>Case Title Hawkesbury City Council ats BLR 1823 Pty Ltd</p> <p>Property 10-16 Old Bells Line of Road, Kurrajong</p>	<p>Application Class 1 Appeal against the deemed refusal of Development Application DA0351/22.</p> <p>Status Appeal upheld. Applicant to pay Council's costs in the sum of \$9,000.00.</p>	\$2,576.56	\$9,000.00	Upheld. Matter closed.
<p>Case Number 2023/31156</p> <p>Case Title Hawkesbury City Council ats Back Up The Truck</p> <p>Property 90 March Street, Richmond</p>	<p>Application Class 1 Appeal against the refusal of Building Information Certificate Application BC/0018/22.</p> <p>Status Appeal upheld.</p>	\$6,060.76		Upheld. Matter closed.
<p>Case Number 2023/36617</p> <p>Case Title Hawkesbury City Council ats Newman</p> <p>Property 331 Windsor Street, Richmond</p>	<p>Application Class 1 Appeal against the refusal of Development Application DA03484/22.</p> <p>Status Appeal upheld, awaiting costs.</p>	\$26,154.50		Upheld. Matter closed, pending receipt of costs.
<p>Case Number 2023/54996</p> <p>Case Title Hawkesbury City Council ats Jones</p> <p>Property 127 Edwards Road, Richmond Lowlands</p>	<p>Application Class 1 Appeal against the refusal of Development Application DA0333/21.</p> <p>Status Appeal upheld.</p>	\$5,406.00	\$2,000.00	Upheld. Matter closed.
<p>Case Number 2023/78535</p> <p>Case Title Hawkesbury City Council v Taclam Pty Ltd</p> <p>Property 76 Wilberforce Road, Wilberforce</p>	<p>Application Class 1 Appeal against the refusal of Development Application DA0193/22</p> <p>Status Appeal upheld.</p>	\$14,835.30		Upheld. Matter closed.
<p>Case Number 2023/130958</p> <p>Case Title Hawkesbury City Council ats MM Atelier Architects</p> <p>Property 25 Bridge Street, Windsor</p>	<p>Application Class 1 Appeal against the refusal of proposed alterations and additions to existing structures previously used as a pub.</p> <p>Status Appeal upheld. Applicant to pay Council's costs in the sum of \$20,000.00.</p>	\$55,680.04		Upheld. Matter closed, pending receipt of costs.
<p>Case Number 2023/214858</p> <p>Case Title Hawkesbury City Council ats 1145 CG Pty Ltd</p> <p>Property 65, 67 & 69 Wells Street, Pitt Town</p>	<p>Application Class 1 Appeal against deemed refusal of development application DA0151/23.</p> <p>Status Appeal upheld. Applicant to pay Council's costs in the sum of \$6,000.00.</p>	\$9,241.67		Appeal Upheld. Matter closed, pending receipt of costs.

Matter	Status	Cost ex GST	Costs Awarded	Result
<p>Case Number 2023/217328</p> <p>Case Title Hawkesbury City Council ats Keda Property Investments Pty Ltd</p> <p>Property 6 Keda Circuit, North Richmond</p>	<p>Application Class 1 Appeal against deemed refusal of development application DA0036/23.</p> <p>Status Appeal upheld. Applicant to pay Council's costs in the sum of \$1,500.00.</p>	\$9,624.18	\$1,500.00	Upheld. Matter closed.
<p>Case Number 2023/263466</p> <p>Case Title Hawkesbury City Council ats N.Moit & Sons (NSW) Pty Ltd</p> <p>Property 6 Speedwell Place, South Windsor</p>	<p>Application Class 1 Appeal against deemed refusal of DA0475/22.</p> <p>Status Proceedings listed for a three day Hearing commencing on 23 September 2024.</p>	\$34,139.64		Pending.
<p>Case Number 2023/274496</p> <p>Case Title Hawkesbury City Council ats Montereia Land Holdings</p> <p>Property 67 Kurrajong Road, Kurrajong</p>	<p>Application Class 1 Appeal against application to modify development consent DA0830/15.</p> <p>Status Proceedings listed for a two day Hearing commencing on 10 February 2025.</p>	\$17,140.23		Pending.
<p>Case Number 2023/350208</p> <p>Case Title Hawkesbury City Council ats DJG Mileham Land Pty Limited</p> <p>Property 193A Mileham Street, South Windsor</p>	<p>Application Class 1 Appeal against refusal of DA0344/23.</p> <p>Status Section 34 Agreement filed on 21 August 2024. Judgment reserved.</p>	\$9,442.84		Pending.
<p>Case Number 2023/353090</p> <p>Case Title Hawkesbury City Council ats Optima Developments Pty Ltd</p> <p>Property 54 Derrig Road, Tennyson</p>	<p>Application Class 1 Appeal against the refusal of DA0011/23.</p> <p>Status Section 34 Conciliation Conference adjourned, pending receipt of further expert reports.</p>	\$32,814.50		Pending.
<p>Case Number 2023/356155</p> <p>Case Title Hawkesbury City Council ats Zahava</p> <p>Property 689 Lower Colo Road, Lower Portland</p>	<p>Application Class 1 Appeal against a Development Control Order issued on 6 November 2023.</p> <p>Status Proceedings discontinued</p>	\$1,531.00		Discontinued. Matter closed.
<p>Case Number 2023/452853</p> <p>Case Title Hawkesbury City Council ats Stix Holdings Pty Ltd</p> <p>Property 600 Laws Farm Road, Cumberland Reach</p>	<p>Application Class 1 Appeal against the refusal of DA0330/22.</p> <p>Status The section 34 Conciliation Conference adjourned to 30 August 2024.</p>	\$1,184.00		Pending

Matter	Status	Cost ex GST	Costs Awarded	Result
<p>Case Number 2023/001735513</p> <p>Case Title Hawkesbury City Council ats Nelham Investments Pty Ltd</p> <p>Property 254 Pitt Town Road, Pitt Town</p>	<p>Application Class 1 Appeal against a Development Control Order issued on 15 April 2024.</p> <p>Status Proceedings discontinued.</p>	\$832.00		Discontinued. Matter closed.

LAND AND ENVIRONMENT COURT - CLASS 3

Matter	Status	Cost ex GST	Costs Awarded	Result
<p>Case Number 2022/00327628</p> <p>Case Title Hawkesbury City Council ats Boughton & Ors</p> <p>Property 39 Sams Way, Mountain Lagoon</p>	<p>Application Class 3 Appeal objecting to the determination of compensation payable for land acquisition.</p> <p>Status Appeal upheld.</p>	\$8,490.24		Upheld. Matter closed.

LAND AND ENVIRONMENT COURT - CLASS 4

Matter	Status	Cost ex GST	Costs Awarded	Result
<p>Case Number 2020/349413</p> <p>Case Title Hawkesbury City Council v Laird & Ors</p> <p>Property 14c Yengo Drive, Putty</p>	<p>Application Class 4 Summons. Alleged unlawful use of land. Consent orders made on 21 March 2022. Contempt proceedings commenced on 22 July 2022.</p> <p>Status Judgment reserved.</p>	\$38,745.14		Judgment reserved.
<p>Case Number 2021/186191 & 2021/185570</p> <p>Case Title Hawkesbury City Council ats Huang Brother Pty Ltd & Anor</p> <p>Property 121A Batchelors Wharf Road, Freemans Reach & 69 Blacktown Road, Freemans Reach</p>	<p>Application Class 4 Contempt Proceedings. Failure to comply with Consent Orders made on 29 November 2022.</p> <p>Status In relation to 69 Blacktown Road (21/185570), guilty plea entered. Judgment reserved.</p> <p>In relation to 121A Batchelors Wharf Road (21/186191), the proceedings are listed for Directions hearing on 6 September 2024.</p>	\$13,565.43		Pending.
<p>Case Number 2022/18749</p> <p>Case Title Hawkesbury City Council v Bugeja</p> <p>Property 198 Yarramundi Lane, Agnes Banks</p>	<p>Application Class 4 Summons. Alleged non- compliance with Development Control Order.</p> <p>Status Settled by consent. Respondent to pay Council's costs in the sum of \$24,000.00.</p>	\$2,744.59		Consent Orders made. Matter closed.
<p>Case Number 2022/187708</p> <p>Case Title Hawkesbury City Council v Saliba & Anor</p> <p>Property 273 Grose Wold Road, Grose Wold</p>	<p>Application Class 4 Summons. Alleged unlawful development.</p> <p>Status Settled by consent. Respondent to pay Council's cost in the sum of \$10,000.00.</p>	\$4,134.25	\$10,000.00	Consent Orders made. Matter closed.

Matter	Status	Cost ex GST	Costs Awarded	Result
<p>Case Number 2022/206915</p> <p>Case Title Hawkesbury City Council v Parker & Anor</p> <p>Property 2 Scheyville Road, Oakville</p>	<p>Application Class 4 Summons. Alleged unlawful use of land.</p> <p>Status Settled by consent. Respondent to pay Council's costs in the sum of \$20,000.00.</p> <p>Respondent's Notice of Motion settled by consent on 10 May 2024. Respondents to pay Council's costs in the sum of \$3,000.00.</p>	\$9,094.35	<p>\$20,000.00</p> <p>\$3,000.00 (Motion)</p>	Consent Orders made. Matter closed.
<p>Case Number 2022/210032</p> <p>Case Title Hawkesbury City Council v Windbid Pty Ltd</p> <p>Property Windsor Riverside Van Park, 482 Wilberforce Road, Wilberforce</p>	<p>Application Class 4 Summons. Alleged unlawful installation of moveable dwellings and associated structures.</p> <p>Status Settled by Consent Respondent to pay Council's costs as agreed or assessed.</p>	\$94,461.17	As agreed or assessed.	Consent Orders made. Matter closed, pending receipt of costs.
<p>Case Number 2022/229661</p> <p>Case Title Hawkesbury City Council v Taclam Pty Ltd</p> <p>Property 76 Wilberforce Road, Wilberforce</p>	<p>Application Class 4 Summons. Alleged non-compliance with Development Control Order.</p> <p>Status Settled by consent. Respondent to pay Council's costs in the sum of \$40,000.00.</p>	\$9,242.66	\$40,000.00	Consent Orders made. Matter closed.

SUPREME COURT OF NEW SOUTH WALES

Matter	Status	Cost ex GST	Costs Awarded	Result
<p>Case Number 2020/167934</p> <p>Case Title Hawkesbury City Council ats Marshall</p> <p>Property 22 Price Lane, Agnes Banks</p>	<p>Application Statement of Claim. Alleged nuisance.</p> <p>Status Settled by consent.</p>	\$83,424.25		Consent Orders made. Matter closed.
<p>Case Number 2022/269701</p> <p>Case Title Hawkesbury City Council & Anor v Kara-Ali & Anor</p> <p>Property 1855 Putty Rd, Colo</p>	<p>Application Statement of Claim. Voidable transfer of land.</p> <p>Status Settled by consent. Defendant to pay Council's costs.</p>	\$20,245.17		Consent Orders made. Matter closed.
<p>Case Number 2023/208261</p> <p>Case Title Hawkesbury City Council v The Civil Experts Pty Ltd & Anor</p>	<p>Application Technology and Construction List Summons. Appeal against Adjudication Determination.</p> <p>Status Appeal dismissed. Matter closed.</p>	\$63,865.53		Dismissed. Matter closed.
<p>Case Number 2023/361743</p> <p>Case Title Hawkesbury City Council ats Vermont Quays Pty Ltd</p>	<p>Application Statement of Claim. Breach of Contract & Money claim.</p> <p>Status In principle agreement reached.</p>	\$17,445.39		Pending.

PAID WORK STATISTICS – REG CL 217 (1)(D)

Statement of the total number of persons who performed paid work for Hawkesbury City Council on Wednesday 14th February 2024, this day being the “relevant day” for the purpose of reporting labour statistics under Section 217 of the Regulation and is required to be fixed by the Secretary of the Department of Planning, Housing and Infrastructure after the end of each financial year.

- The total number of number of persons employed by Council on a permanent full-time, permanent part-time or casual basis or under a fixed-term contract is 435.

This is broken down as follows:

- 312 employed by Council on a permanent full-time basis
 - 50 employed by Council on a permanent part-time basis
 - 40 employed by Council on a casual basis
 - 16 employed by Council on a fixed-term contract
- The number of persons employed by Council who are senior staff for the purposes of the Local Government Act 1993 – 4 (General Manager + 3 Directors)
 - The number of persons engaged by Council, under a contract or other arrangement with the person’s employer, that is wholly or principally for the labour of the person – 10
 - The number of persons supplied to Council, under a contract or other arrangement with the person’s employer, as an apprentice or trainee – 45 apprentices – 2

ANTI SLAVERY ACTION STATEMENT- ACT S 428(4)(C)(D)

Council was not involved in any issues raised by the Anti-slavery Commissioner during 2023/2024.

Council’s Tendering Documents contains measures to ensure effective and compliant processes are adhered to and aims to:

- Apply Best Practice procurement processes that comply with all legislative requirements
- Be open, honest, transparent, ethical and accountable in all dealings
- Ensure that appropriate protections are afforded to commercially sensitive and confidential material that is provided to Council by suppliers
- Ensure the promotion of fairness and competition
- Obtain value for money.

These measures proactively reduce the risk of Council participating in any activities which are the product of modern slavery.



COUNCILLOR PROFESSIONAL DEVELOPMENT – REG CL 186

Ongoing professional development opportunities were provided to Councillors throughout the reporting period, where Councillors were able to take part in further training and development.

Professional training undertaken during the reporting period includes:

- Presenting with Confidence (NIDA) held on 24 November 2023 and attended by Councillor Kotlash.

Conferences attended by Councillors during the reporting period include:

- Local Government NSW Annual Conference (held 12–14 November 2023) and attended by Councillors Kotlash, Lyons–Buckett, Sheather, Wheeler and Zamprogno
- 2024 Floodplain Management Australia Conference (held 20–25 May 2024) and attended by Councillor Sheather.

In addition to professional training opportunities, Councillor briefing and workshops continued throughout the year providing Councillors with the information necessary to perform their civic responsibilities.

OVERSEAS VISITS – REG CL 217(1)(A)

No overseas visits were undertaken during the 2023/2024 period by Councillors, Council staff or other persons representing Council.

COUNCILLOR EXPENSES– REG CL 217(1)(A1)

The total amount expended during 2023/2024 on the provision of Councillor facilities and the payment of Councillor expenses, including the Mayoral and Councillor fees is shown below:

Item	Amount
Mayoral fees and superannuation	\$96,220
Councillor fees	\$312,840
Councillor expenses	\$63,020
TOTAL	\$472,080

This amount includes the following costs:

Item	Amount
Dedicated Office Equipment	\$2,858
Telephone Calls	\$3,149
Attendance at Conferences and Seminars	\$20,760
Training and Skill Development	\$18,676
Interstate Visits	\$6,358
Overseas Visits	Nil
Expenses of Spouses, Partners or Accompanying Persons	Nil
Child Care	Nil

All figures above are exclusive of GST.

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

EXTERNAL BODIES – REG CL 217(1)(A6)

Council encourages the active participation of residents in the management and operation of community facilities. Council also supports the involvement of residents to plan and deliver programs, services and projects that support a connected, healthy and inclusive Hawkesbury.

To facilitate community participation, Council delegates certain responsibilities to community management committees. These committees are actively involved in the day-to-day management of long day care centres, pre-schools, community halls, neighbourhood centres and sporting and recreation facilities.

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

Hawkesbury River County Council

The Hawkesbury River County Council (HRCC) was established by proclamation and falls under the Local Government Act 1993. Under the Biosecurity Act 2015, HRCC, as the Local Control Authority for the Hills Shire Council, and Blacktown, Penrith and Hawkesbury City Councils, has a legal responsibility to manage the biosecurity risk posed or likely to be posed by the impacts of priority weeds on human health, the economy, community and environment. This single purpose authority has responsibility for a combined area of 3,823km² and is able to work across council boundaries.

Funds are provided by levies upon the four constituent councils which is supplemented by State Government grant funding.

HRCC's strategic objectives are realised through strategic planning and their Biosecurity Priority Weeds Local Plan which guides the implementation of the Biosecurity Act 2015.

Information about this can be found at hrcc.nsw.gov.au/weed-information/weed-inspection-process

Child Care Centres

Care, control and management of community buildings that operate childcare services have been delegated to the following Incorporated Associations and Management Committees:

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

Community/Neighbourhood Centres, Halls and Other Buildings

Care, control and management of community buildings considered as community centres and halls have been delegated to the following Incorporated Associations and Committees:

Committees	Facilities/Location
Bilpin District Hall Inc.	Bilpin Hall
Bligh Park Community Services	Tiningi Community/Youth Centre Bligh Park Neighbourhood Centre
Bowen Mountain Management Committee	Bowen Mountain Community Hall
Glossodia Community Information and Neighbourhood Centre Inc.	Glossodia Community Centre
Hawkesbury Skills Inc.	Hawkesbury Skills Centre
McMahon Park Management Committee	Kurrajong Community Centre
North Richmond Community Centre Inc.	North Richmond Community Centre North Richmond Youth Centre Chas Perry Hall
Peppercorn Services Inc.	Hawkesbury Leisure and Learning Centre South Windsor Family Centre McGraths Hill Community Transport Depot
Richmond Community Services Inc	Richmond Neighbourhood Centre
St Albans School of Arts Management Committee	St Albans School of Arts

Playing Fields and Parks

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

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

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

Oasis Aquatic and Fitness Centre and Hawkesbury Indoor Stadium

The Oasis Aquatic and Fitness Centre and the Hawkesbury Indoor Stadium are owned by Council.

The Oasis Aquatic and Fitness Centre is operated and managed on behalf of Council by Y NSW (formerly YMCA). The Indoor Stadium is managed by the PCYC, NSW under a lease arrangement.

INTERESTS AND PARTICIPATION IN CORPORATIONS, PARTNERSHIPS, COOPERATIVES, JOINT VENTURES, SYNDICATES, OR OTHER BODIES – REG CL 217(1)(A7)(A8)

Council maintains third party relationships with and provides representatives to various organisations and bodies, including:

- CivicRisk Mutual – Councillor Veigel (Board Member)
- Hawkesbury Sports Council – Councillor Sheather (Board Member)
- Hawkesbury River County Council – Councillor Wheeler, Councillor Kotlash (Elected Members)
- Peppercorn Services Inc. – Director City Planning (Board Members)
- Western Sydney Regional Organisation of Councils – Councillor Calvert (President and Board Member), Councillor Kotlash (Vice President and Board Member)

CivicRisk Mutual

Hawkesbury City Council is a member of an independent insurance and risk management discretionary mutual, now known as Civic Risk Mutual Ltd.

CivicRisk Mutual Ltd is a self-managed, self-funded mutual owned and operated entirely by members. The mutual provides a mechanism for the sourcing of insurance for its 26 member councils.

The cost of risk management through insurance is distributed to member councils in the form of an annual contribution.

Through CivicRisk Mutual Ltd, Council holds insurances in areas including public liability, professional indemnity, property, motor vehicle, Information Technology and councilor's and managers liability cover.

In addition, CivicRisk Mutual Ltd has assisted the Council by supporting excellence in claims management, cost effectiveness in operations and value for money risk management solutions.

The benefits of Council being a member of CivicRisk Mutual Ltd include:

- Collective bargaining for the best Insurance rates.
- Access to funding for Council initiated projects to manage and mitigate risks.
- Dedicated claims management assistance.
- Sharing best practice between the member Councils.

Hawkesbury Companion Animal Shelter

Council operates an animal shelter that cares for stray and abandoned dogs and cats. Hawkesbury's Companion Animal Shelter provides this service for the residents of the Hawkesbury, Penrith, Hills Shire, Hornsby and Cumberland Council areas.

This service is performed under an agreement between Hawkesbury City Council and the partner organisations. The agreement provides for the housing and administration of impounded cats and dogs. The five Councils work closely and along with animal welfare agencies to ensure as many animals as possible are reunited with their owners or rehomed.

Peppercorn Services

Council continued to work in partnership with Peppercorn Services Inc. (PSI) to operate a range of community services. During the 2023/2024 Financial Year the following services were provided to residents of the Hawkesbury by PSI.

Peppercorn Children and Families:

Provides home or centre based family support services by qualified family workers. Services include supported playgroups, Tiny Tots playgroup, parenting programs, mentoring/peer support, and information and referral.

In addition, Peppercorn Children and Families offer:

- Intensive Family Support Service
- LINC'S Family Support Volunteers (free at home support for families with at least one child under 12 years).

Peppercorn Community Transport and Seniors Services:

Delivered a range of coordinated transport services for transport disadvantaged people living in the Hawkesbury including isolated residents.

Provides a subsidised door to door transport service for people referred by My Aged Care and for people assessed as 'transport disadvantaged'.

- Medical transport
- Shopping Shuttle Buses
- Community Outings

Home and Garden Maintenance – delivered subsidised lawn mowing and garden maintenance service to frail aged people, people with disabilities and their carers in the Hawkesbury and Penrith Local Government Areas. The service aims to support older people and younger people with a disability to maintain their independence and enable them to remain living in their own homes.

Hawkesbury Leisure and Learning Centre – a range of creative and flexible leisure and learning programs for residents continued to be delivered from this venue.
Social groups and support to improve connection particularly for older Hawkesbury residents.

Hawkesbury Sister Cities

Council and the Hawkesbury community have two international sister cities, Temple City, California USA (established 1984) and Kyo Tamba, Kyoto Japan (established 1988, nee Tamba).

The Sister City Program is managed by Council in conjunction with the Hawkesbury Sister City Association Inc.(Association), which was established in 1984.

The Association manages community and cultural activities of the program, which mainly involves the student exchange program to and from the sister cities. Council manages other activities of the program, including Mayoral communications, civic events and exchanges. The Sister City Program operates as a low-cost Community – Council partnership.

Council recognises the strength of our sister cities relationships that have been cemented over the years, primary through the student exchange programs. The exchange program has created many lasting friendships for our citizens, members of the Association and Council.

The Hawkesbury Sister City Association Youth Ambassador Exchange Program has been on a break for the past two years during COVID and will recommence in 2024/2025.

City – Country Alliances with Cabonne and Weddin Councils

Council has two City-Country Alliances, with Cabonne Shire Council and Weddin Shire Council to promote a greater awareness and understanding of different areas and lifestyles between rural and city locations.

The City-Country Alliance Program is managed by Council with exchanges including Councillor exchanges, Council corporate exchanges and community exchanges. Information sharing also occurs through newsletters and publications.

Lower Portland Ferry Service

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

Whilst the contract and operational costs have been shared equally between Hawkesbury City Council and The Hills Shire Council, the management of the service and day-to-day operation is the responsibility of Hawkesbury City Council.

In April 2024, it was announced by the NSW Government that Transport for NSW would take over the operation and management of the ferry service, following advocacy from both Hawkesbury City and Hills Shire. This transfer is expected to be completed by October 2024.



ACCESS TO GOVERNMENT HELD INFORMATION – GOVERNMENT INFORMATION (PUBLIC ACCESS)

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

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

General Manager
Hawkesbury City Council
PO Box 146
WINDSOR NSW 2756

Further information is available on Council's website. Alternatively, enquiries may be directed to Council's Governance Section on (02) 4560 4444 during office hours Monday to Friday 8:30am to 5pm.

Format of Council information

Council takes care to maintain and manage records in hard copy and electronic formats. Council's records management system ensures that all records are well managed and retained over required periods in accordance with the Local Government Act 1993 and the State Records Act 1998.

All of Council's business documentation is entered into this system and distributed to the appropriate area for action, allowing Council to respond to correspondence and requests. In addition, paper documentation, mostly in relation to building and development applications, is stored onsite and at the NSW Government Records Repository at Kingswood.

Policy for Access to Information

Council recognises and promotes the public's right to access a broad range of Council information and documents. Council encourages open and transparent governance and well-informed community debate.

The GIPA Act has been in force since 2010. Pursuant to this legislation, Council:

- Has an adopted Access to Information Policy. The objective of the policy is to describe Council's principles regarding public access to information and to facilitate the processing of requests for such access.
- Prepared an Information Guide, which is reviewed annually. This identifies information held by Council and how to obtain that information.
- Has an adopted Privacy Management Plan in accordance with the Privacy and Personal Information Protection Act 1998 and protections against disclosure of personal information.

Open Access and Proactive Release

Open access information is information that Council is required to make available on its website in accordance with Section 6 of the GIPA Act. Open access information includes, but is not limited to the following Council information:

- Information Guide
- Policies
- Disclosure log
- Register of government contracts
- Annual reports
- Financial reports
- Returns of interests of Councillors and designated persons.

A full list of Council's open access information and how to view it can be found on Council's website.

Proactive Release of Information

In accordance with Section 7 of the GIPA Act, Council can decide to proactively release information it holds by making it publicly available on its website.

While Council did not conduct a full review of its proactive release program during the reporting period, we have prioritised increasing our compliance with the open access information requirements, and significant improvements have been made in that area. A log of all open access information required to be released has been uploaded to Council's website, including information about how to request access to information that has not yet been made available.

Informal Access to Information

Access to documents other than those listed as proactively released or open access information can be provided informally in accordance with Section 8 of the GIPA Act. No fees are payable for viewing of documents under an informal access request, however, archive retrieval fees and other processing charges for photocopies or electronic copies of documents are applied.

During the previous 2022/2023 reporting period, Council began tracking statistics on the informal access requests received and processed, which are voluntarily reported to the NSW Information & Privacy Commission (IPC). The statistics about informal access requests for 2023/2024 are included at the end of this report.

Formal Access to Information

Requests to obtain information not covered under open access, proactive release or an informal access request will be considered in line with the following:

- If granting public access is prohibited under relevant legislation
- Taking the result of any consultation process into account.

When requesting access to the personal information of other persons or commercially sensitive information, a formal access application is usually required and will attract a statutory application fee of \$30, as well as processing charges of \$30 per hour.

In the 2023/2024 reporting period, Council received 52 formal access applications in total (including invalid and withdrawn applications), which was the same number received in the previous 2022/2023 reporting period.

Privacy

The privacy of members of the public is recognised through withholding access to personal information where the release of information would compromise individual safety, constitutes an unreasonable disclosure of personal information or is contrary to the public interest.

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

Council did not receive any applications for internal privacy reviews under Part 5 of the Privacy and Personal Information Protection Act 1998 in the 2023/2024 reporting period. Two applications for external privacy reviews by the NSW Civil & Administrative Tribunal were received, however both matters were withdrawn by the applicants and the proceedings were dismissed.

Annual Statistics Reports

Section 125 of the GIPA Act requires councils to prepare an annual report on their obligations under the Act. That report is to contain information prescribed by Clause 8 and Schedule 2 of the GIPA Regulations. This information is set out below.

8(a) Details of any review carried out by the agency under section 7(3) of the Act during the reporting year and the details of any information made publicly available by the agency as a result of the review

Reviews carried out	Information made publicly available
0	0

8(b) The total number of access applications received by the agency during the reporting year (including withdrawn applications but not including invalid applications)

Total number of applications received	45
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8(c) The total number of access applications received by the agency during the reporting year that the agency refused, either wholly or partly, because the application was for the disclosure of information referred to in Schedule 1 to the Act (Information for which there is conclusive presumption of overriding public interest against disclosure)

Number of Applications Refused	
Wholly	0
Partly	1
Total	0

8(d) Information, as set out in the form required by the tables in Schedule 2, relating to the access applications (if any) made during the reporting year

The following tables provide statistical information about access applications received during 2023/2024 and are in accordance with the provisions of the Regulation.

Table 5: Number of applications by type of applicant and outcome*

Type of Applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm /deny whether information is held	Application withdrawn
Media	2	2	0	1	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	2	9	0	1	1	1	0	0
Not for profit organisation or community groups	2	4	0	5	0	0	0	0
Members of the public (application by legal representative)	5	3	0	6	2	1	0	0
Members of the public (Other)	13	19	2	5	2	6	0	5

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table 6.

Table 6: Number of applications by type of applicant and outcome

Type of Applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm /deny whether information is held	Application withdrawn
Personal information applications*	0	1	0	0	0	0	0	0
Access applications (other than personal information applications)	24	36	2	18	5	8	0	5
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

* A “personal information application” is an access application for personal information (as defined in clause 4 of Schedule 4 to the GIPA Act) about the applicant (the applicant being an individual).

Table 7: Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the GIPA Act)	40
Application is for excluded information of the agency (section 43 of the GIPA Act)	0
Application contravenes restraint order (section 110 of the GIPA Act)	0
Total number of invalid applications received	40
Invalid applications that subsequently become valid applications	33

Table 8: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 to Act

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	1
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0

Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table 9.

Table 9: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act

Consideration	Number of occasions when application not successful
Responsible and effective government	2
Law enforcement and security	1
Individual rights, judicial processes and natural justice	26
Business interests of agencies and other persons	5
Environment, cultural, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table 10: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	45
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	5
Total	50

Table 11: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

Applications	Decision varied	Decision upheld	Total
Internal review	2	1	3
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of the Act	0	0	0
Review by ADT	0	0	0
Total	2	1	3

* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table 12: Applications for review under Part 5 of the Act (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	1
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	2

Table 13: Applications transferred to other agencies under Division 2 of Part 4 of the Act

Type of transfer	Number of applications transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

Additional information for informal access applications

Number of informal access requests received	Total
Informal applications received	483
Informal applications decided	444
Decided within 20 working days	400
Decided and notice given in writing to the applicant	444

Outcome of request	Total
Access granted in full	144
Access granted in part	208
Access refused in full	5
Referred to formal application	13
Conditions imposed	180

Type of information requested	Total
Personal information of the applicant	1
Personal information of other person	57
Business information	4
Financial information	0
Other	382

Most information requested in the “other” category was information relating to building and development applications.

Type of condition imposed	Total
Period of time to access information	1
View access only condition	0
Limitation on use of information	0
Other	180

All conditions imposed in the “other” category were the application of processing fees in accordance with Council’s adopted fees and charges.

PUBLIC INTEREST DISCLOSURES ACT 1994 AND REGULATION

Council at its meeting on 12 April 2016 adopted a revised Internal Reporting Policy (Public Interest Disclosures Act 1994). During the 2023/2024 period, no public interest disclosures were received.

WORK ON PRIVATE LAND – REG CL 217(1)(A4)

No works were undertaken on private land in 2023/2024.

PLANNING AGREEMENTS

The following Voluntary Planning Agreements were entered into during the 2023/2024 period.

- 457 Bells Line of Road, Kurmond – On 7 July 2023, Council entered into a Voluntary Planning Agreement associated with a Planning Proposal that amended the Hawkesbury Local Environmental Plan 2012 Lot Size Map to facilitate subdivision of the Development Land. The Applicant had offered to provide a Contribution in the form of a Cash Contribution on the terms and conditions contained in the agreement should Development Approval be granted to the Proposed Development.
- 95 Bells Lane, Kurmond – On 7 July 2023, Council entered into a Voluntary Planning Agreement associated with a Planning Proposal that amended the Hawkesbury Local Environmental Plan 2012 Lot Size Map to facilitate subdivision of the Development Land. The Applicant had offered to provide a Contribution in the form of a Cash Contribution on the terms and conditions contained in the agreement should Development Approval be granted to the Proposed Development.
- 79 Bells Lane, Kurmond – On 7 July 2023, Council entered into a Voluntary Planning Agreement associated with a Planning Proposal that amended the Hawkesbury Local Environmental Plan 2012 Lot Size Map to facilitate subdivision of the Development Land. The Applicant had offered to provide a Contribution in the form of a Cash Contribution on the terms and conditions contained in the agreement should Development Approval be granted to the Proposed Development.

ENVIRONMENTAL UPGRADE AGREEMENTS – ACT S 54P(1)

Council has not entered into any environmental upgrade agreements during the 2023/2024 period.

SWIMMING POOL INSPECTIONS

Council issued 190 Pool Compliance Certificates between 1 July 2023 and 30 June 2024. A total of 31 inspections resulted in the issuance of non-compliance. A total of 512 inspections were undertaken by Council (including private swimming pools).

- Were of tourist and visitor accommodation – 22
- Were of premises with more than 2 dwellings – 2
- Resulted in issuance a certificate of compliance under s22D of the SP Act – 12
- Resulted in issuance a certificate of non-compliance under cl 21 SP Reg – 5

CARERS RECOGNITION ACT – CARERS RECOGNITION ACT 2010, S 8(2)

Council has been assessed as a human service agency under the Common Care Standards Review process by Department of Health and Ageing. All service provision, assessment and referral processes were deemed to be compliant against all relevant Acts, including the Carers Recognition Act 2010.

EQUAL EMPLOYMENT OPPORTUNITIES

In line with Council's policy, the following activities were carried out during 2023/2024 to maintain and support the existing Equal Employment Opportunity (EEO) Management Plan:

- Ongoing monitoring of position descriptions and advertisements to ensure that only essential criteria showing inherent requirements of the position including, specific qualifications/ licences, special skills or experience including, where applicable, reference to broader industry skills and experience.
- EEO responsibilities are included in all position descriptions.
- EEO principles are incorporated as part of Councils induction program for new starters.

Continued implementation of the Workplace Flexibility Corporate Policy and Procedure, assists staff with work life balance and carers responsibilities.

CLAUSE 217(1)(F) ACTIVITIES RELATING TO COMPLIANCE WITH THE COMPANION ANIMALS ACT AND REGULATIONS

Hawkesbury City Council is required to provide an overview of operational activities to the Office of Local Government regarding enforcement action taken and other activities to support voluntary compliance with the Companion Animal Act 1998 and Regulations.

Lodgement of pound data collection returns with the Office of Local Government (OLG)

During the 2023/2024 financial year, Council seized 592 companion animals. This consists of 283 dogs and 309 cats.

Including the animals seized from partner council areas for same period, the Shelter received a total of 2,005 companion animals. This figure consists of 929 dogs and 1076 cats.

Seeking alternatives to euthanasia for unclaimed animals

At the end of an animal's holding period, an animal is listed for adoption on Council's website and Facebook page. If an animal remains unsold for an extended period, shelter staff explore alternate options, such as increased marketing, reduction of adoption price and transferring to a rescue group, rather than resorting to euthanasia. Euthanasia is only undertaken following advice from a suitably qualified medical professional in the following circumstances:

- The animal was either terminally or so seriously ill it would be inhumane not to euthanise
- A dog was involved in a serious dog attack, declared Menacing or Dangerous, subsequently surrendered to Council by its owner/s and is not eligible for rehoming under the CA Act
- A dog was assessed by a suitably qualified medical professional as displaying such levels of aggression that it posed an ongoing safety risk to the community

During the 2023/2024 financial year, Council reunited 81 lost animals with their owners, rehomed 270 animals, transferred 49 animals to rescue groups and euthanised 143 animals. These statistics are with respect to animals found within the Hawkesbury LGA only.

When considering animals located within partner Councils as well as those from the Hawkesbury, the Shelter reunited 254 lost animals with their owners, rehomed 1078 animals, transferred 187 animals to rescue groups and euthanised 443 animals.

Lodgement of data relating to dog attacks with the OLG

Council reports dog attacks to the OLG via the Companion Animals Register (CAR), within 72 hours of being notified of an attack. During the 2023/2024 financial year, 48 dog attacks were reported.

Amount of funding spent relating to companion animal management and activities

During the 2023/2024 financial year, Council spent \$1,273,233 on the management of companion animals and related activities.

Companion animal education programs and desexing initiatives

During the 2023/2024 financial year, Council educated the community on responsible pet ownership through engagement at the Shelter. Council provided two free microchipping days open for all residents of the Hawkesbury and ran a successful desexing initiative aimed at assisting pensioner and low-income residents with desexing their companion animals at a discounted rate.

Council's Off-Leash Facilities

Council provides the community with five off leash dog areas; these areas are sign-posted with conditions of use. The locations of these off leash areas are:

- Pool Park – corner of Ham and Cox Streets, South Windsor
- Peel Park – Arthur Phillip Drive, North Richmond
- Yarramundi Reserve – Springwood Road, Agnes Banks
- Pound Paddock – Corner of Blacktown and Bourke Street, Richmond
- Deerubbin Park – Greenway Crescent onto Cornwallis Road, Windsor

DISABILITY INCLUSION ACTION PLAN

Hawkesbury City Council proudly developed and adopted a new Disability Inclusion Action Plan (DIAP) in April 2024. The plan provides Council with a clear 3-year strategy for improving access and inclusion across the region. This is a fundamental step as an organisation to continue to strive towards greater inclusion for people with disability, and to champion our organisational vision of creating a community that's loved by its people.

Community Engagement/Consultation:

Council conducted a series of community engagement and consultation sessions in the lead up to the development of Council's new DIAP.

- 204 Individuals from across the Hawkesbury engaged in face-to-face consultations
- 15 Disability support organisations engaged
- 8 Community events were attended throughout the consultation period where conversations were had with community around understanding the current barriers, and to identify priorities for the new plan.
- 6 Representatives have joined the DIAP working group.
- 31 Community members engaged in an online survey.

DIAP Working Group:

A Disability Inclusion Action Plan working group was established to assist Council in the development and delivery of the 2023-2026 plan. The working group comprises of 5 local community members with a disability. The working group have met a total of 12 times throughout 2023/2024.

Hawkesbury Disability Network:

Council is a current member of the Hawkesbury Disability Network. The network comprises of local NDIS services and community stakeholders that support people with disability. Council presented at the HDN, June 2024 meeting where the DIAP was presented.

Hawkesbury Disability Expo:

Council partnered with BlitzIt Plan Manager in August 2024, to host the Hawkesbury Disability Expo. The expo was developed to bring together local services and community members to strengthen community access to local support services and information. The event had 39 exhibitors and over 200 community members attend on the day.

STATE OF OUR CITY REPORT 2021-2024

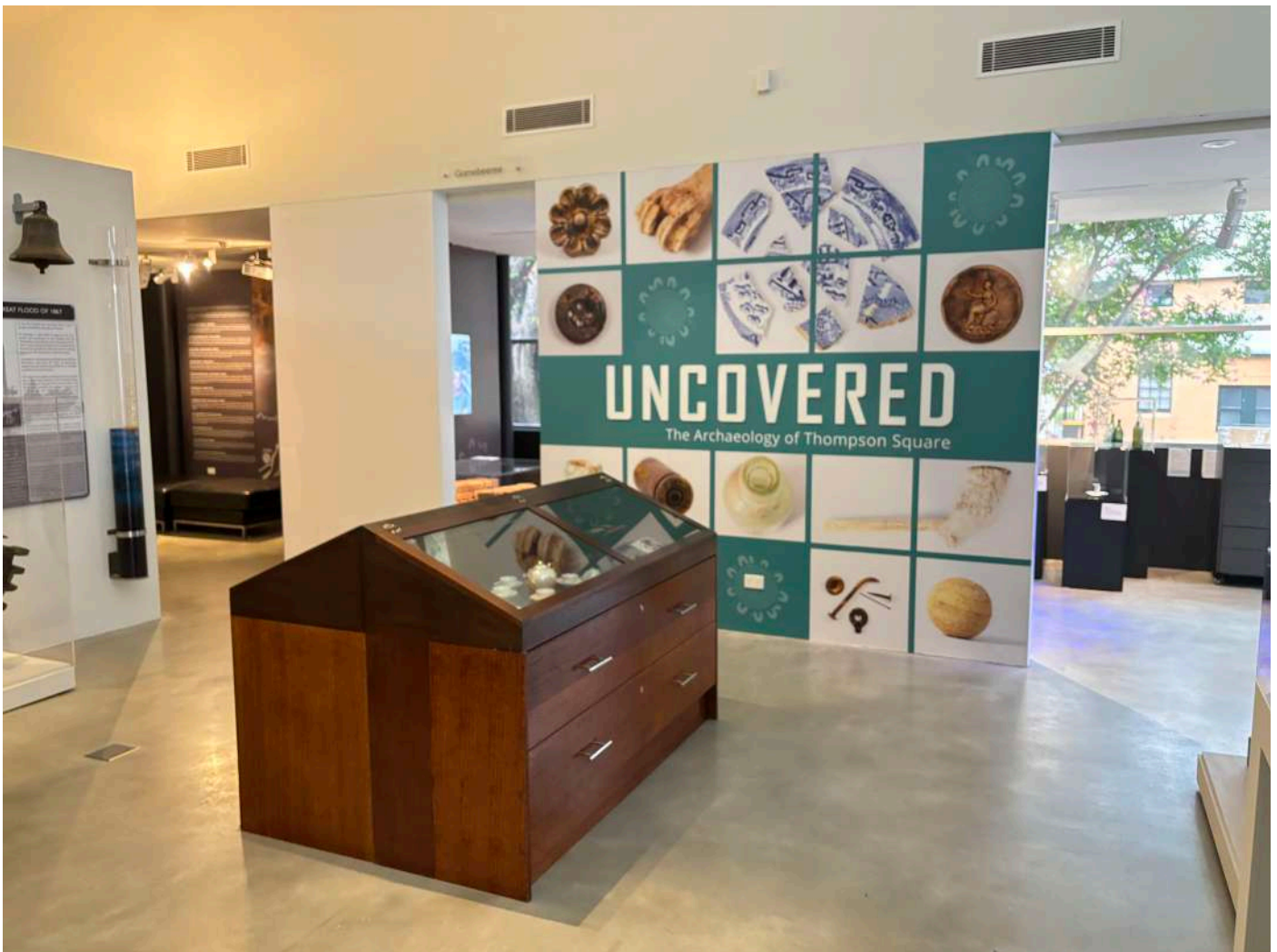
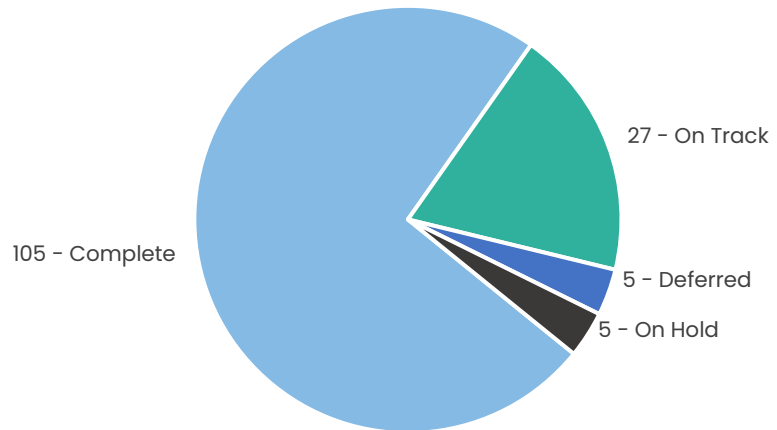
Council's State of our City Report will be presented as a separate document as an appendix to this Annual Report.

OUR OPERATIONAL PLAN ACTIONS 2023/2024

This Annual Report 2023/2024 is reporting against the 2023/2024 Operational Plan. The Operational Plan is derived from Council's Delivery Program 2022-2026 which details the principal activities to be undertaken by Council over this four-year period to implement the four Community Outcomes of the Community Strategic Plan: Hawkesbury 2042.

The table showing the final progress in achieving the Operational Plan Actions for the period 1 July 2023 to 30 June 2024 is provided below.

At the end of 2024, all of Council's 142 Operational Plan actions were deemed complete or On Track, apart from five which were On Hold and five Deferred to 2024/2025



COMMUNITY OUTCOME ONE: GREAT PLACE TO LIVE

1.1: Enable a shared responsibility for community resilience, community safety and disaster management

1.1.1: Meet the needs of our community through effective flood, fire and other natural disaster management plans that promote the protection of life, property and infrastructure

Action	Status	Comments
Finalise floodplain risk management projects including review of Hawkesbury Floodplain Risk Management Study and Plan, Macdonald River, Colo River, Webbs and Greens Creek Flood Risk Management Study and Plan and Redbank Creek Flood Study.	On Track	<p>Progress has continued on Council's various floodplain management projects, including:</p> <p>Review of Hawkesbury Floodplain Risk Management Study and Plan - The Draft Amended Study and Plan will be reported to Council in July 2024 seeking endorsement to publicly exhibit.</p> <p>Combined Rivers (Macdonald and Colo) Project - Assessment of Preferred Management Option have commenced with an expected completion date end July/early August 2024 for both stages.</p> <p>For both the Hawkesbury and Combined Rivers Projects, given the release of the NSW State Government's new Flood Risk Management Manual in June 2023, the methodology of these projects has been updated to ensure consistency with the new Manual.</p> <p>Redbank Creek Project - Flood Study has commenced and The validation of the model is now expected to be completed mid July 2024, at which time the design events will be modeled and the next stage - Impacts of Flooding on the Community will commence.</p>
Work with the NSW Rural Fire Service (RFS) to develop and implement yearly hazard reduction programs on community managed land.	Complete	Priority asset protection zones and hazard reduction burn sites have been identified and submitted to the NSW RFS. Management program for these sites is under development to ensure Council meets it's obligations under the Rural Fires Act. Majority of shapefiles have been completed for the Risk Management Plan update which is nearing finalisation.
Develop and implement the Resilient Hawkesbury 2030 Plan.	On Track	Draft plan is currently being reviewed and refined.

1.1.2: Make the Hawkesbury a friendly place where people feel safe

Action	Status	Comments
Develop a renewed Family and Domestic Violence Action Plan.	On Hold	Further stakeholder engagement is planned to continue to develop key initiatives.
Deliver community safety projects and activities in conjunction with Hawkesbury Police Area Command to reduce crime and improve community safety.	Complete	Initiatives included Child Restraint Fitting sessions, a display at Hawkesbury Fest with emergency services and online Learner Drivers Workshops.

Action	Status	Comments
Implement priority activities and campaigns in the Road Safety Action Plan.	Complete	Initiatives included Child Restraint Fitting sessions, a display at Hawkesbury Fest with emergency services and online Learner Drivers Workshops.
Develop Community Services Outcomes Framework.	On Track	Social Planning initiatives continue to be framed in line with the Human Services Outcomes Framework.
Implement Child Safe Organisation audit outcomes.	Complete	Internal Child Safe Messaging and initiatives have been completed.

1.2: Encourage and enable our community to participate in a healthy lifestyle

1.2.1: Encourage and enable our community to participate in a healthy lifestyle

Action	Status	Comments
Develop Partnerships to implement community resilience and mental health programs in particular mental health outreach programs.	Complete	Mental Health initiatives that have been led by the Hope 4 You Foundation in partnership with Hawkesbury Community Outreach Services and Council include planning for a Hawkesbury Wellness and Suicide Prevention Network event and the delivery of the Thrive Wellness Festival in Kurrajong. Our relationship with Headspace has strengthened through their Youth Advisory.
Develop Disability Inclusion Action Plan.	Complete	Disability Inclusion Action Plan adopted by Council April 2024. Roll out of Year 1 deliverables has commenced.

1.2.2: Encourage active participation in a range of sporting and recreational pursuits

Action	Status	Comments
Continue work with the City Deals Health Alliance for the joint planning of programs which support healthy lifestyles.	Complete	Digital Literacy continuing to support, up skill and educate local residents through Community Hubs (Wilberforce, Colo, St Albans) will continue into 2024/2025.

1.3: Increase the range of local partnerships and plan for the future

1.3.1: Encourage and facilitate community partnerships

Action	Status	Comments
Continue providing financial and other support through the sponsorship of community programs and events.	Complete	Round 3, the final round for Community Sponsorship 2024 closed 31 May. Engagement remains high, 16 applications received, 11 successful.

1.3.2: Support and expand active volunteering

Action	Status	Comments
Grow the Arts and Culture volunteering program.	Complete	A National Volunteer Week Event was held in May to thank volunteers for their service and continue to advocate and participate in the cultural services. The library and museum/gallery Coordinators attended a Volunteer Coordinator training day in June 2024 to provide contemporary insight into volunteer programming.

Action	Status	Comments
Support volunteer Bushcare groups and engage with corporate volunteer programs.	Complete	30 Participants attended a volunteer thank you event held at the Hawkesbury Community Nursery as part of volunteer week. Bushcare are in the process of purchasing Bushcare Shirts for active volunteers to give Hawkesbury Bushcare an identity and to thank them for their efforts.
Support Clean-up Australia Day volunteers.	Complete	A total of 29 sites including 15 School Clean Up events were registered across the Hawkesbury Local Government Area for Clean Up Australia Day which was held on Sunday 3 March 2024. Council staff attended sites registered for Council pick-up on the day to thank and assist volunteers with their continued efforts in supporting Clean Up Australia Day. Additionally, Council staff collected rubbish from sites that requested Council Collection (6 of the 29 sites requested collection). A total of 182kg of litter was collected across these sites.
Implement the actions of the Volunteer Strategy.	Complete	Two successful events were held during National Volunteer Week. Social media posts went out every day of National Volunteer Week thanking all Hawkesbury volunteers

1.3.3: Advocate and facilitate constructive and productive partnerships with residents, community groups and institutions

Action	Status	Comments
Continue a review of third-party relationships, building upon learnings from initial reviews.	Complete	The third party review of the Hawkesbury Sports Council and action plan was adopted by Council at its meeting of 14 May 2024.
Provide corporate governance and financial services to delegated managing agents for Council's externally funded community services.	Complete	Continued representation by Director City Planning on Peppercorn Services Board of Management.

1.3.4: Develop opportunities for active involvement of residents in the management of parks and public spaces in the Hawkesbury

Action	Status	Comments
Support Hawkesbury Sports Council to work with sporting clubs to develop two and five year plans for their sports.	Complete	Council staff work closely with the Hawkesbury Sports Council, attending monthly executive meetings to provide advice. Council has undertaken and completed a third party review of the Hawkesbury Sports Council. Staff have commenced implementing the recommendations included with the Action Plan.
Finalise and implement the Social Infrastructure Strategy, supporting inclusive decision making on the planning, delivery, funding and management of open spaces and key community facilities.	On Track	The Draft Strategy was reported to Council at the May 2024 Council Meeting seeking approval to publicly exhibit. Council endorsed the draft Strategy for public exhibition, and the final Strategy will be prepared for Council in 2024/2025, incorporating feedback received.

1.4: Facilitate the delivery of infrastructure through relevant agencies for Council's own works

1.4.1: Our community's current and future utility infrastructure needs (water, sewer, waste, stormwater, gas, electricity and telecommunications) are identified and delivered

Action	Status	Comments
Implement the actions of the Waste and Resource Recovery Strategy.	Complete	Actions continue to be delivered.
Review the current operations of the Waste Management Facility.	Complete	Review completed as part of Beyond 2026 - Signed off by Council in March 2024.
Review and update the Liquid Trade Waste Regulatory Framework.	Deferred	Council is working with Sydney Water to obtain the data required to effectively update and implement the framework.
Review and Update Pollution Incident Response Management Plan (PIRMP)	Complete	Review and update completed.
Continue development and implementation of Council's response to the requirements of the NSW EPA's Hawkesbury-Nepean Nutrient Offset Framework, to manage nutrient loads and protect the community's environmental values for the river	On Track	Ongoing engagement with the Environmental Protection Authority and Sydney Water.

1.4.2: New development and infrastructure provision is aligned and meets community needs

Action	Status	Comments
Identify, seek funding, and enable the delivery of infrastructure associated with new development to meet community needs.	Complete	Seven accelerated Infrastructure Fund projects related to Vineyard and Pitt Town have continued. Boundary Road working group has continued to undertake the planning and design of Boundary Road.

1.5: Provide the right places and spaces to serve our community

1.5.1: Provide a variety of quality passive recreation spaces including river foreshores, parks, bushland reserves and civic spaces to enhance our community's health and lifestyle

Action	Status	Comments
Quality active and passive recreational spaces are provided and enhanced.	Complete	Council has continued to seek grant opportunities and funding opportunities to offer active and passive recreational spaces. Council works closely with Hawkesbury Sports Council in the upkeep of the sporting facilities across the Hawkesbury. Council has developed a five-year rolling program for the renewal and upgrade of existing recreational facilities.

1.5.2: Provide a variety of quality active recreation spaces including playgrounds, sporting fields, pools, fitness centre, stadium and multipurpose centres to enhance our community's health and lifestyle

Action	Status	Comments
Provide and maintain active recreational spaces.	Complete	Various grant funded projects have been completed on our sports facilities following the 2021/2022 flood including Bensons Lane Floodlights, Bensons Lane Drainage and Colbee Park Baseball facilities.
Review the operation of the Richmond Pool and Hawkesbury Oasis Aquatic and Fitness Centre in line with upgrade opportunities resulting from the WestInvest (Western Sydney Infrastructure Grants Program) funding.	On Track	The Operation of both the Richmond Pool and the Oasis Aquatic and Fitness Centre are monitored continually. Council staff continue to work closely with the Y NSW (formerly YMCA) regarding the management of the Oasis Aquatic and Fitness Centre. Richmond Pool is managed by Council Staff. The current management contract period for the Operation of the Oasis Aquatic and Fitness Centre by Y NSW which was to end on 30 June 2024 has been approved to be extended to 30 June 2025. As part of the Tender process for the Management of the Oasis from 1 July 2025, a consultant has been engaged to review the Oasis Tender documentation which is scheduled to be completed by August 2024. The Tender process will follow the review once completed and Tenders called prior to the end of 2024.

1.5.3: Provide a variety of quality shared spaces including meeting spaces accommodating public art, cultural and environmental amenity to enhance our community's health and lifestyle

Action	Status	Comments
Continue to monitor cultural spaces to ensure that they are meeting community needs.	Complete	Monitoring cultural spaces to ensure that they meet community needs has been an ongoing priority for the library, museum and gallery. Cultural Plan working groups are assisting to accommodate, adjust and improve access for all our community.

1.5.4: Manage commercial spaces available for business and investment across the Hawkesbury's local centres

Action	Status	Comments
Optimise occupancy rates and rental returns for Council owned commercial properties.	Complete	Leases and licences are reviewed to current market rate as they are renewed.
Implement the Property Strategy and Policy.	Complete	Key projects progressing. Councillors will be briefed as projects progress.

1.5.5: Provision by Council of the administrative and civic spaces on behalf of the community including the Council's Administrative Buildings, Local Libraries, Gallery, Museum and heritage buildings

Action	Status	Comments
Review Library, Gallery and Museum spaces so that they evolve to attract a wide range of users.	Complete	Continued to assess our Library, Museum and Gallery spaces to ensure they evolve for diverse community users through our visitor feedback forms - hardcopy and digital, program bookings and program numbers as well as visitor feedback.
Enhance and maintain Council owned buildings.	Complete	Reactive and programmed building maintenance is progressing to schedule, as resources and priorities permit.

Action	Status	Comments
Progress the WestInvest (Western Sydney Infrastructure Grants Program) funded works over the coming three years with emphasis on the North Richmond Community Precinct Improvements.	Complete	Project governance framework is fully implemented. All projects are in Planning and Design phase. Design brief for North Richmond Community Precinct is being finalised. Engagement on Your Hawkesbury Your Say for key projects has been completed.

1.6: Build on a sense of community and wellbeing

1.6.1: Work in partnership with government and community organisations to improve services and facilities for disadvantaged and vulnerable groups, and to build stronger and more cohesive communities

Action	Status	Comments
Deliver balanced housing options by implementing the Hawkesbury Local Housing Strategy and working with the Western Sydney Planning Partnership Office to finalise the Draft Affordable Housing Strategy for Western Sydney.	Complete	Preparation of the Affordable Housing Strategy and Contribution Scheme for Western Sydney has progressed through to draft stage in partnership with the Western Sydney Planning Partnership Office. Public exhibition is currently on hold pending obtaining other Western Sydney councils resolutions to proceed. Implementation of the adopted and endorsed (Department of Planning and Environment) Hawkesbury Local Housing Strategy has continued through progress associated with identified greenfield sites (Vineyard, Redbank and Jacaranda), proposed LEP Amendments, and participation in the preparation of a development activity monitoring program (Urban Development Program).
Develop the Human Services Outcomes framework.	Complete	Social planning continues in line with the Human Services Outcomes Framework

1.6.2: Provide flexible services that can adapt to changing community needs and service demands

Action	Status	Comments
Undertake community consultation and engagement to understand community needs and service demands.	Complete	Council's communication and engagement activities are guided by the adopted Communication and Engagement Strategy and Community Engagement Policy and included engagements on Street Speak Urban Art Project, Cultural Plan, Our Hawkesbury 2045 Community Strategic Plan Review and Grose River Bridge.

1.7: Encourage broad and rich celebration of our local culture and significant heritage

1.7.1: Encourage and support all residents to participate in all aspects of community, cultural and civic life

Action	Status	Comments
Develop Cultural Plan.	On Track	Significant staff, stakeholder and community engagement has occurred on the Draft Plan, including the development and promotion of a Your Hawkesbury Your Say customer survey, multiple staff face to face engagements to promote the cultural plan and survey at the Hawkesbury Show, Community hubs across the Hawkesbury, local markets, interagency meetings, focused community groups, Councillor workshop and an internal staff working group. Drafting and analysis is continuing.

1.7.2: Provide community and cultural services through a range of affordable and accessible facilities

Action	Status	Comments
Provide a broad range of educational and cultural programs and services that strengthen the capacity and wellbeing of the local community.	Complete	Examples include the New Book Club, Tech Savvy Seniors classes, author talks, Puppy dog Tales to improve early literacy skills for children, preschool activities for children, environmental workshops – solar and energy efficiency, History online sessions, Family History Group Meetings, movies in the library, afternoon art club, and a number of Art exhibition.

1.7.3: Recognise, conserve and promote the area’s history and heritage for current and future generations

Action	Status	Comments
Recognise, conserve and promote the area’s history and heritage through exhibitions, publications and programs.	Complete	Arts and Culture continues to be involved in encouraging and supporting our local heritage and culture in a number of significant ways including the Windsor Bridge Committee Working Group and the Enhancing the Arts Committee.

COMMUNITY OUTCOME TWO: PROTECTED ENVIRONMENT AND VALUED HISTORY

2.1: Value, protect and enhance our historic built environment as well as our relationship to Aboriginal and non-Aboriginal history

2.1.1: Our planning and actions will ensure that Aboriginal and non- Aboriginal heritage are both integral to our city

Action	Status	Comments
Promote the Hawkesbury Local Heritage Assistance Fund grants program and Council’s Heritage Advisory Service.	Complete	The Local Heritage Assistance Fund opened for applications in August 2023, with a record number of applications (33) received. Of the 26 projects to be undertaken, 25 have now been completed.

2.1.2: Encourage and promote sympathetic, adaptive, and creative uses for heritage sites and buildings across the city

Action	Status	Comments
Deliver key heritage actions including the Hawkesbury LGA wide heritage listing update, identify and implement key actions of the Hawkesbury Aboriginal Cultural Heritage Study and completion of the Slab Barns Study.	On Track	The draft Hawkesbury Timber Slab Barns Update Study has been completed and has been reviewed and endorsed by the Heritage Committee. The Study is currently being updated and is expected to be presented to Council in late 2024. Through the Heritage Committee, discussions have commenced with local Aboriginal representatives on prioritising of actions of the adopted Hawkesbury Aboriginal Cultural Heritage Study. A Hawkesbury Heritage Listings Working Group was formed from the Hawkesbury Heritage Committee.

2.1.3: As a community, identify ways to become better connected with our indigenous peoples, their history and culture

Action	Status	Comments
Build and support Indigenous relationships, through ongoing Arts and Culture exhibitions, programs and events.	Complete	Projects have included working with Merana and other Dharug knowledge holders to build support for our Grant funded Aboriginal Garden being developed at the museum. Council committed to delivering engagements for the NAIDOC Week Event with Merana. We delivered the new museum installation of the Dharug Nawi story with associated openings with community and the film that captures the knowledge of canoe making for all our community. The 11 Stories of the River audio walks which features multiple Dharug knowledge holders was also launched. We received industry recognition for our continued efforts in this area with Imagine Awards for our Dyarubbin and Canoe projects.
Finalise and implement the Reconciliation Action Plan.	On Hold	Draft is currently awaiting feedback from Reconciliation Australia.

2.2: Value, protect and enhance our natural land-based environment with an emphasis on using local resources and key partnerships

2.2.1: Our community is informed and acts to reduce our ecological footprint

Action	Status	Comments
Finalise and implement the Environmental Sustainability Strategy including the Living Sustainability Workshop series.	Complete	Implementation of the adopted Strategy has commenced through a range of initiatives including the Urban Greening Strategy, Electric Vehicle Working Group, Sustainability Dashboard and Waste Education. Living Sustainably workshops scheduled and commenced, including solar, energy efficiency, composting, and reusable nappies. Change to be more effective and efficient initiated to procure Good for the Hood to provide their educational services in 2024/2025.

2.2.2: Encourage effective management and protection of our waterways, riparian land, and land-based natural ecosystems through local action, regional partnerships and working with key agency partners

Action	Status	Comments
Review and Update Environmental Management Policy.	Complete	Policy updated.
Actively manage onsite sewerage management systems effectively through the NSW Septic Safe Program.	Complete	Staff continue to effectively manage the onsite septic inspection program.
Investigate illegal land use activities to protect our environment and, where applicable, work jointly with partners such as: -Natural Resource Access Regulator -NSW Environmental Protection Agency -Department of Primary Industries.	Complete	Council continues to investigate illegal activities that adversely impact the environment. Council is working closely with the NSW EPA and the NSW Department of Planning regarding two high profile incidents.

Action	Status	Comments
<p>Work with key stakeholders for the protection of the natural environment and promotion of natural restoration, including:</p> <ul style="list-style-type: none"> -Greater Sydney Local Land Services (GSLLS) -Hawkesbury River Council -NSW Department of Planning and Environment -Land Care Australia 		<p>Grant funded activities with Greater Sydney Local Land Services for riparian restoration and koala habitat enhancement are ongoing. We partner with NSW Department of Planning and Environment in estuary health monitoring, flood recovery and reintroduction of threatened species. We are in regular communication with Hawkesbury River County Council regarding bio security matters. We have strong engagement with Western Sydney University and CSIRO and attend Hawkesbury-Nepean Landcare Network meetings.</p>

2.2.3: Encourage and implement progressive urban design which is sensitive to environmental issues

Action	Status	Comments
<p>Review and implement Section 7.11 and Section 7.12 Contribution Plans, including Vineyard Precinct Developer Contribution Plan.</p>	On Track	<p>S7.12: Following receipt of Works Schedule, draft Plan complete, including work schedule and mapping. Currently undertaking final review.</p> <p>S 7.11: Discussions progressed in relation to Fernadell Park with Western Sydney Infrastructure Grant team, and reviewing infrastructure contribution categories accordingly.</p> <p>S 7.11 Vineyard Contribution Plan: Scoping and identification of key elements that are to be reviewed and amended has been completed. Discussions have occurred with the Department of Planning, Housing and Infrastructure, and a pre lodgement meeting with IPART is currently being scheduled.</p>
<p>Finalise and commence implementation of the Climate Change Risk Assessment and Adaptation Action Plan.</p>	Complete	<p>Climate Change Risk Assessment and Adaptation Action Plan adopted in October 2023. Implementation of the actions from the adopted Plan has commenced and is ongoing, including seeking relevant funding opportunities to deliver on actions in the Plan.</p>
<p>Finalise the Hawkesbury Local Environmental Plan (LEP) Review Planning Proposal.</p>	On Hold	<p>The Council led LEP Review Planning Proposal has been lodged with the Department of Planning, Housing and Infrastructure for a Gateway Determination, with a series of amendments/clarifications sought by the Department. The ongoing processing of the Planning Proposal can continue once a Gateway Determination is received.</p>
<p>Complete and commence implementation of the Urban Greening Strategy and Greening our City Grant projects.</p>	Complete	<p>Urban Greening Strategy Adopted by Council in August 2023, and implementation of Strategy has commenced with:</p> <ul style="list-style-type: none"> -Investigation of locations for tree planting -Commenced development of Urban Tree Planting list -Progressed preparation of Street Tree Inventory <p>Greening our City Grant Project completed, including planting of 301 Trees at various locations in March 2022, and installation of recycled water irrigation works to Church Street Reserve in September 2023.</p>

2.2.4: Minimise our community's impacts on habitat and biodiversity and protect areas of conservation value

Action	Status	Comments
Grow endemic plants at the community nursery for community groups, schools, parks, reserves, and Bushcare/Land-care groups.	Complete	During the April to June period a total of 28,485 plants were sold/distributed. A total of 49,621 plants have been sold/distributed throughout the 2023/2024.
Provide bush regeneration activities on riparian corridors and natural ecosystems within Council managed land.	Complete	Council's Land Management budget is allocated to the restoration and enhancement of our natural ecosystems and riparian corridors. Over 35 Council sites are under active restoration to protect and enhance our natural areas.
Provide community environmental education/awareness events.	Complete	Programs included: The Hawkesbury Show - teaching the public about the value of plant and animal diversity of the Hawkesbury, giving away 900 natives plants over 3 days and a Frog Pond Workshop with 'Hooked on Nature'; a Frog Pond Workshop was also held at the Hawkesbury Community Nursery with 31 participants; a Streamwatch water testing workshop at Yarramundi Reserve with 15 participants; and a presentation on Bushcare, Nursery and the importance of our volunteers to the Hawkesbury West Probosc group at the North Richmond Club with 50 attendees.

2.2.5: Use a range of compliance measures to protect the natural environment

Action	Status	Comments
Identify, investigate and resolve unauthorised and environmentally harmful development in accordance with Council's Compliance and Enforcement Policy.	Complete	Operational activities have been completed as required.
Investigate complaints to ensure the natural environment is protected and amenity of the community is maintained.	Complete	The Environmental Health Team continue to manage complaints received from the community.
Develop a Body Worn Camera/Surveillance Devices Policy (illegal dumping).	Complete	The Regulatory Services Branch are currently progressing through the procurement process to source cameras now that the policy has been adopted.
Complete Enforcement Policy review.	Complete	This is complete, To be considered by Council in 2024/2025.
Develop an Animal Shelter Policy and Business Statement.	Complete	This has been completed and will be progressed in 2024/2025.
Develop and introduce a transparent and best practice process for issuing notices and orders.	Complete	This process has now been adopted across all teams in the Regulatory Services Branch. A key element being that the Independent Assessment Appeals Panel is now used by each team to consider representations received in response to a notice of intent to serve an order, before the actual order is served.

Action	Status	Comments
Develop and introduce a best practice investigation process for reports of dog attacks.	Complete	This process has been implemented. A Dog Attack Policy has also been drafted along with a dog attack procedures guide.
Protect areas of high conservation value through active management.	Complete	Land management budget is allocated for the protection of high conservation areas including endangered ecological communities and threatened species habitat. Active management of Council's High Conservation Value sites is an ongoing program. Invasive species control and habitat enhancement are key elements of the program.

2.3: Encourage and enable our community to embrace the waste management principles of reduce, reuse and recycle

2.3.1: Develop and maintain active partnerships that will result in the innovative management of our community's waste, with an emphasis on resource recovery and minimising waste

Action	Status	Comments
Develop a Food Organics and Garden Organics (FOGO) transition plan, based on the mandate requirements by the NSW Environment Protection Authority (EPA).	Complete	The Food Organics and Garden Organics (FOGO) transition plan was presented to Council and endorsed at its May 2024 Meeting.

2.4: Encourage and enable our community to make more sustainable choices

2.4.1: Undertake community education on best practice environmental sustainability and climate change issues

Action	Status	Comments
Deliver improved sustainability through the Net Zero and Water Efficiency Strategy, Sustainability Advantage Program and Western Sydney Energy Program.	On Track	<p>Council was awarded the LGNSW Excellence in the Environment Award.</p> <p>Proposal investigated for Community Renewable Energy Plan through Western Sydney Energy Program with opportunities to be monitored as they arise.</p> <p>Development of Sustainability Dashboard has progressed, with verification of data and sources currently occurring.</p>

2.4.2 Work with businesses and tourism operators to promote good practice and sustainability principles

Action	Status	Comments
Undertake the industrial premises audit program targeting small and medium businesses that pose a significant risk to the environment.	Complete	Undertaken as required throughout 2023/2024.
Conduct inspections of food shops, public swimming pools, skin penetration premises and cooling systems in accordance with legislative requirements and relevant Council Policies.	Complete	All inspection programs have been successfully completed for 2023/2024.

2.4.3: Ensure development is functional, attractive and sympathetic to the environment, and avoids unnecessary use of energy, water and other resources

Action	Status	Comments
Implement actions to improve assessment times for Development Applications lodged to Council.	On Track	Key improvements have been identified throughout the Gateway lodgement to assessment processes. These will be trialled and implemented where possible to increase efficiency and fast track relevant applications.
Incorporate ecologically sustainable building and road construction practices into Council projects.	Complete	All projects undertaken have considered and incorporated where feasible, sustainable approaches to ensure recycling and reuse of water through to efficiency in energy use. This includes pavement recycling.

2.4.4: Introduce measures to manage the issue of urban heat

Action	Status	Comments
Implement the Greening Our City Grant in the Windsor Town Centre on tree planting as part of the Liveability Project.	On Track	Works are underway with tree planting occurring.

2.5: Value, protect and enhance our waterways and wetlands with an emphasis on using local resources and key partnerships

2.5.1: Celebrate and use our rivers for a range of recreation, leisure, tourism and event activities

Action	Status	Comments
Continue to develop plans to attract business to the Hawkesbury, including the finalisation of the Place Plans and an Investment Prospectus.	Complete	Draft Investment Prospectus supplied to Western Parkland City as input into broader investment attraction initiatives.

2.5.2: Develop active partnerships and implement programs designed to improve the health of our rivers and riverbanks

Action	Status	Comments
Continue to progress Milestone 2 and 3 of the Coastal Management Plan in conjunction with Hawkesbury River councils.	On Track	The project has progressed to Stage 3 – development of the management plan using data and information obtained in the previous two stages. Stage 3 has commenced with a tender process completed and consultant appointed who are delivering stages 3 and 4 (Draft Coastal Management Plan).
Implement the priority actions of the Upper Hawkesbury River Estuary Coastal Zone Management Plan.	Complete	Monthly water quality monitoring across five locations along the Hawkesbury River has continued as part of Council's Estuary Health Program which is targeting a system wide program through the Hawkesbury Nepean River System Coastal Management Plan.

2.6: Achieve net zero emissions targets

2.6.1: Implement strategies to achieve Council's net-zero emissions targets

Action	Status	Comments
Transition Council plant and equipment to electric and battery operated, where feasible.	Complete	Fleet transitioned where possible. Leaseback fleet vehicles will consist of 100% EV and hybrid once new vehicles are delivered. Feasibility of electric and battery-operated plant and equipment continue to be assessed as part of the plant replacement cycle, with field trials conducted as part of the planning process.

2.6.2: Maximise solar photovoltaic system installations on Council assets

Action	Status	Comments
Continue to assess potential Council buildings for photovoltaic installation.	On Track	Assets and Renewables Working Group continues to meet on a regular basis, and is actively planning for Community Energy Upgrades Fund Round 2 which opens in early 2025.

2.6.3: Alternative forms of energy are embraced throughout the Hawkesbury

Action	Status	Comments
Implement renewable energy and energy efficient projects.	Complete	Renewables and Assets Working Group has continued to meet on a regular basis, and is actively planning for Community Energy Upgrades Fund Round 2 which opens for applications in early 2025. Working Group also considering Wastewater efficiency improvements, infrastructure project opportunities and Electric Vehicle charging for Council and Community.

COMMUNITY OUTCOME THREE: STRONG ECONOMY

3.1: Creating an integrated and well-maintained transport system is an important local priority

3.1.1: Ensure our roads and other transport infrastructure provides a connected, efficient system to ensure safe movement of all modes of transport

Action	Status	Comments
Undertake a review of parking requirements and provisions and implement solutions to address identified parking issues.	Deferred	Brief prepared and request for quotation process completed. Selected vendor will progress this partnership with Council in 2024/2025.

3.1.2 Establish and maintain relationships with transport providers and other levels of government to improve and extend public transport services

Action	Status	Comments
Implement the Hawkesbury Electric Vehicle Scoping Paper.	On Track	<p>The Electric Vehicle Working Group has opted to draft an Expression of Interest for presentation to relevant and appropriate Charge Point Operators to facilitate and accelerate Public EV Charging across the Hawkesbury Local Government Area.</p> <p>Preparation of a framework for public charging on Council owned/controlled sites has commenced in collaboration with Council's Property Section. Additionally, public charging on Council assets is being considered for future funding rounds of the Community Energy Upgrades Fund Program. Council now has 4 EV's in its fleet.</p>

3.1.3: Have a comprehensive transport system of well-maintained local and regional linkages that are financially and environmentally sustainable, and meet community safety priorities and expectations

Action	Status	Comments
Advocate for the provision of major transport services and linkages to improve transport connections within and external to the Hawkesbury.	Complete	Direct advocacy included through Council's participation in the Western Parkland City Economic Design Strategy, and on an ongoing basis with Transport for NSW including the Road Resilience Program and Richmond Bridge Project.
Advocate for community needs and good design outcomes on state and regionally significant transport projects.	Complete	Council has completed several projects funded by State and Federal Government and delivery of several major road projects are underway. Council is collaborating with Transport for NSW in the design of the new Richmond Bridge as well as surrounding roads, cycleways and footpaths including Boundary Road.

3.1.4: Provide mobility links throughout the city to connect our centres, parks and facilities

Action	Status	Comments
Develop Active Transport Plan.	Complete	Active Transport Plan exhibited and will be considered by Council for adoption in July 2024.

3.2: Increase the range of local industry opportunities and provide effective support to continued growth

3.2.1: Plan for a range of industries that build on the strengths of the Hawkesbury region, to stimulate investment and employment

Action	Status	Comments
Implement priority actions from the Employment Lands, Rural Lands and Local Housing Strategies.	Complete	Implementation of priority actions of the Employment Lands, and Rural Lands Strategies has continued through the Council led LEP Review Planning Proposal. Implementation of the adopted and endorsed (Department of Planning and Environment) Hawkesbury Local Housing Strategy has continued through progress associated with identified greenfield sites (Vineyard, Redbank and Jacaranda), proposed LEP Amendments, and participation in the preparation of a development activity monitoring program (Urban Development Program)

3.2.2: Increase the focus on jobs and innovation to build on our strengths and achieve a diverse industry base

Monitor changes in employment and investigate jobs skills and skills of the future and growth sectors	Complete	Economic trends are monitored and have informed the draft Economic Development strategy.
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3.2.3: Actively support the retention of the RAAF Base Richmond and enhance aviation-related industry, building on existing facilities

Pursue opportunities such as the Greater Sydney Commission District Plan and City Deal to enhance aviation-related industry near the RAAF base.	On Hold	Awaiting adoption of Western Parkland City Economic Development Strategy as a driver for support of aviation based industries in the Hawkesbury area
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3.2.4: Work towards ensuring people in our community have access to safe, nutritious, affordable and sustainably-produced food

Work in partnership with businesses, community and public health agencies to promote access to safe, nutritious, affordable and sustainably produced food.	Complete	Continued participation in Western Sydney Health Alliance with key focus areas on healthy food.
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3.2.5: Plan for the continuance and growth of agricultural industry uses within the Hawkesbury

Work with partners and the Hawkesbury Visitor Economy to identify and pursue opportunities to grow local tourism.	Complete	Continued to work with Destination NSW, Western Sydney Councils Visitor Economy Group and Office of 24hr Commissioner to explore opportunities for growth that relate to Hawkesbury region.
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3.3: Promote our community as the place to visit, work and invest

3.3.1: Working in partnership we will actively market our city and capabilities to existing and potential businesses, visitors and investors

Develop a series of campaigns to promote road projects, transformational projects, events and tourism activities with key partners.	Complete	Ongoing promotion of Council's road and infrastructure projects across the Hawkesbury has been rolled out and campaigns for Council's transformational projects including nine Western Sydney Infrastructure Grant projects and the Windsor Liveability project, using a range of channels, the website, Facebook, LinkedIn, newsletter, signage, emails and events have been developed.
Develop the Economic Development Strategy.	Deferred	Draft continues to be refined to be exhibited in 2024/2025.

3.3.2: Develop Hawkesbury tourism to enhance and strengthen opportunities within our tourism sector

Promote the region as a tourism destination through the Visitor Information Centre.	Complete	Services delivered to a high standard with positive feedback provided from community.
Promote the region as a tourism destination through the Discover the Hawkesbury website.	Complete	Services provided to a high standard with positive feedback. Website continually reviewed and updated as required throughout the year.

3.3.3: Businesses are encouraged and upskilled to adopt more ethical and sustainable practices

Design and deliver a program of workshops, Business 101 seminars, and skills development opportunities to increase knowledge and capacity to help local businesses adapt, grow and increase resilience.	Complete	Annual program promoted via business e-newsletter and online at Hawkesbury Business Hub.
Support increased networking among existing business owners and support business events and awards programs.	Complete	Improved communication and linkages created with various business groups to a higher level in 3rd and 4th quarters.
Promote Council-owned spaces for businesses to meet and network.	Complete	Spaces continue to be promoted through website and business newsletter with regular usage.

3.4: Support the revitalisation of our town centres and growth of our business community

3.4.1: Revitalise and enhance our two significant town centres of Windsor and Richmond to create thriving centres each with its own character that attracts residents, visitors and businesses

Implement the Liveability Program across Windsor Town Centre.	In Progress	Stage 1 Tender awarded and works underway along George Street. Completion anticipated in late 2024.
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3.4.2: Create active partnerships to develop a network of vibrant centres, which bring opportunities for business growth and community connection

Deliver an annual calendar of major Council events	Complete	Council coordinated the activities in the Council tent between 19-21 April when Council "Popped Up" at the 2024 Hawkesbury Show. More than 17, 000 enjoyed the activities in the tent, 450 people pledged to be river safe, 300 people provided feedback on how they want Council to communicate with them, 900 native plants were given away by Hawkesbury Community Nursery and 3,000 provided feedback on current projects on exhibition including engaging on the Cultural Plan and 1,500 completed the LG NSW award winning Event Passport, Council won Second Prize for Best Public Service Exhibit.
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In conjunction with key partners, deliver an annual calendar of sponsored events.	Complete	Council offers two rounds of event sponsorship a year to support community and commercial events across the Hawkesbury. In May 2024 Council agreed to provide \$16,000 of event sponsorship funding for 3 community events and 2 commercial events. Three of the events will take place in the smaller towns and villages of Pitt Town, Kurrajong and Bilpin and two in Windsor.
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3.4.3: Assist our town and village centres to become vibrant local hubs

Implement the Wayfinding and Signage project across the local government area, in, around and to our town centres and villages.	On Track	Consultation with First Nations groups ongoing to finalise wording on entry signage. Now part of the Western Sydney Infrastructure Grants Program.
Develop Hawkesbury Place Plans.	Deferred	Drafts continue to be refined incorporating feedback from Council and stakeholders.

COMMUNITY OUTCOME FOUR: RELIABLE COUNCIL

4.1: Provide representative, responsive and accountable governance

4.1.1: Council's elected leaders will actively connect and collaborate with the community

Action	Status	Comments
Implement a program for regular engagement for Councillors with the community within distinct geographic areas across the Hawkesbury.	Complete	Council regularly engaged with our communities in towns and villages across the Hawkesbury. Regular Community Hubs and activities were held. These forums provided opportunities for the community to engage with Council on key issues with information available about projects and upcoming works. Extensive community engagement is undertaken through Council's digital channels, using the website tool Your Hawkesbury Your Say for questions, surveys and voting and Facebook for information sharing and feedback. A face to face workshop was held in Upper Colo to discuss communications methods.

4.2: Encourage an informed community, and enable meaningful engagement

4.2.1: Provide open and clear lines of communication with the community using up-to-date technology

Action	Status	Comments
Continuously review and improve Council's corporate website.	Complete	A quarterly review of the website was undertaken as part of the seasonal update of content. As part of the review analytical information relating to site traffic, search history, frequently accessed information, along with user feedback identified areas for improvement or change.
Implement priority actions in the Digital Communication Strategy.	Complete	The implementation of the Digital Strategy is progressing including website refinements, online form development and Your Hawkesbury Your Say engagement.

4.2.2: Enhance Council communication to ensure the community understands the role Council has in the Hawkesbury

Action	Status	Comments
Review and update Community Engagement Policy.	Complete	Policy completed and adopted.
Review and update Communication and Engagement Strategy.	Complete	At the June 2024 Council Meeting Council recommended that the Draft Communication and Engagement Strategy be placed on exhibition for 28 days until 14 July 2024. During the public exhibition the document was placed on Council's website on Your Hawkesbury Your Say and was promoted on Facebook with two individual posts and included in three News posts, a media release, an article in The Independent newspaper, a Customer Experience Pop Up at Wilberforce, an Aboriginal Community Focus Group, emails to Council's databases including St Albans Community Leaders, roads database, all attendees of engagement focus groups, Micromex survey participants, Cultural Services database and Community Partnerships database and included in Council's Buzz email newsletter. No comments were received on the Strategy.
Review and update Media Policy.	Complete	The Media Policy was adopted at the Council meeting in December 2023.

4.2.3: Provide quality customer service to the community

Action	Status	Comments
Review, update and embed the Customer Service Experience Policy and Charter.	Complete	The Customer Service Experience Excellence in Serving our Community online course and toolbox talk have been developed, piloted and rolled out to embed the Policy and Charter.
Review, update and embed the Complaints Policy.	Complete	The Customer Service Experience Excellence in Serving our Community online course includes How to Handle Customer Complaints and Deescalate and How to manage unacceptable customer behaviour sections.
Develop the Customer Service Experience Strategy and Action Plan.	On Track	Customer Service Experience Strategy and Action Plan have been developed and consultation will occur in 2024/2025.
Develop reporting on Requests, Applications, Complaints and Compliments.	Complete	Key reports and dashboards have been developed creating visibility of key items.

4.3: Build strong financial sustainability for now and future generations

4.3.1: In all of Council's strategies, plans and decision making there will be a strong focus on financial sustainability

Action	Status	Comments
Integrate Council's informing strategies with the Delivery Program and Operational Plan.	Complete	List of Informing Strategies collected as part of the Business Planning process. List to be refined and included as part of the new Delivery Program development project.

4.3.2: Meet the needs of the community now and into the future by managing Council assets with a long-term focus

Action	Status	Comments
Complete a comprehensive revaluation of Council's road assets.	Complete	Comprehensive revaluation of Roads including Road Pavement, Kerb and Gutter, Footpath, Bridges, Traffic Management Devices and open carparks has been completed and the audit process is underway.
Develop Asset Management Strategy and Plans.	Complete	The Asset Management Strategy has been developed and adopted by Council. Preparation of Asset Management Plans has commenced and is expected to be completed by September 2024.
Develop the whole of life asset modelling data for infrastructure assets.	Complete	Development of whole of life models have been completed.

4.3.3: Decisions which determine priorities will be made in the long-term interests of the community

Action	Status	Comments
Implement actions to maintain and improve financial sustainability benchmarks.	Complete	The 2024/2025 Operational Plan and Long Term Financial Plan were adopted by Council on 11 June 2024. All Quarterly Reviews were completed with balanced bottom line results.
Review the grant framework and processes.	Deferred	Preliminary discussions and review have been undertaken. Further work to be completed in 2024/2025.
Streamline and improve procurement processes.	Complete	Internal Procurement Survey held and main findings relate to financial thresholds, documentation requirements and training. Action Plan has been developed for implementation during 2024/2025, as linked to Delegations Review and Forms Review.
Mange the process in relation to the submission of grant applications to funding authorities.	Complete	Process is continuing and being refined where possible.

4.4: Build strong relationships and shared responsibilities

4.4.1: Foster positive relationships with all tiers of government and peak bodies to ensure a thorough understanding of the challenges and local requirements of the Hawkesbury

Action	Status	Comments
Partner with the Western Sydney Investment Attraction Office on any economic development activities.	Complete	Council has provided input to the regional Economic Development Strategy

4.4.2: Achieve higher strategic capacity through strategic alliances and partnerships

Action	Status	Comments
Work with strategic partners to pursue objectives for our community across all of Council's functions.	Complete	Council works with a wide range of partners to develop and deliver the strategic objectives of Council and the community. Strategic partners include the Greater Cities Commission; Western Parkland City Authority; Western Parklands Councils group; Western Sydney Planning Partnership; Infrastructure NSW; (former) Resilience NSW and a range of other agencies.

4.5: Encourage a shared responsibility for effective compliance

4.5.1: Undertake Council initiatives within a clear and fair framework of strategic planning, policies, procedures and service standards as required under all regulatory frameworks

Action	Status	Comments
Implement actions to improve Knowledge Management in the organisation.	On Track	Revised intranet templates were presented to internal working group.
Develop and implement a framework for ensuring Work Health and Safety (WHS) requirements are met by third parties delivering services on behalf of or in partnership with Council.	On Track	Continuing to draft and conduct consultation on the draft Framework. Aiming for completion by end of 2024.

4.5.2: Best practice, sustainability principles, accountability and good governance are incorporated in all activities undertaken by Council

Action	Status	Comments
Develop and implement a Risk Management Framework to allow Council to effectively identify and manage strategic and operational risks.	Complete	The Risk Management Framework was adopted by Council at its meeting in May 2024.
Establish an Internal Audit Function in accordance with the Office of Local Government's Risk Management and Internal Audit Guidelines.	Complete	A review of the effectiveness of the current resources dedicated to Hawkesbury's Internal Audit Function will be undertaken and recommendations regarding the Internal Audit Function will be presented to the Audit, Risk and Improvement Committee as required.
Complete delegations, policies and procedures, and forms improvement projects.	On Track	Delegations project completed. Policy Review Project and Forms Improvement Project to be progressed in 2024/2025.

4.6: Support the operation of the organisation through effective staff engagement

4.6.1: Council will seek to attract, develop and retain highly skilled staff and a highly capable workforce

Action	Status	Comments
Develop and deliver the Workforce Management Plan.	Complete	Council's Workforce Management Strategy 2024-2028 was finalised and adopted by Council at the 11 June 2024 meeting.
Update and implement changes to the Performance and Development Framework.	On Track	Draft Policy has been prepared, training for Coordinators rolled out and enhancements made to online system.

Action	Status	Comments
Ensure Action plans are implemented and reported on post staff survey results.	Complete	Action plans have been developed for all branches and are currently being implemented.
Continue to embed Vision, Purpose, Values.	Complete	Council's corporate Vision and Values have continued to be a core component of Corporate communications including Orientation, Induction, weekly GM updates and quarterly GM briefings. An eLearning module has been developed and rolled out to train all staff on above and below the line behaviours. Our Heartbeat Toolbox talks have also been completed by each team.

4.6.2: Council's workforce, systems and processes will support high performance and optimal service delivery for our community

Action	Status	Comments
Identify and roll out Business Improvement initiatives.	Complete	Numerous improvements have been implemented leading to service improvements and improved customer service experience.
Develop and embed the Business Improvement Framework.	On Track	The Business Improvement Framework has been drafted and consultation will occur in 2024/2025.
Complete migration of Council's key corporate software to TechnologyOne Software as a Service.	Complete	Migration of spatial services has been migrated to My Maps. On-going work will continue to be undertaken by the GIS Team as part of day-to-day operational administration of this system.
Configure and Implement ePlanning Portal integration with TechnologyOne Property and Rating system.	Complete	Configuration and implementation of ePlanning Portal integration with TechnologyOne Property and Rating system is on track and has met all Grant milestones to date.
Develop Cyber Security Policy and implement standards and protocols to improve organisational cyber security maturity.	On Track	Development of Cyber Security standards and protocols is currently under way with collaboration work being undertaken amongst the Western Parklands Councils, subject to grant funding approval from the NSW State Government. A Cyber Security Internal audit was undertaken in February 2024 by Centium. A draft report has been provided and the Information Services Team are working through recommendations and action items
Implement and improve the Customer Request Management system utilising CiAnywhere functionality.	On Track	The majority of Customer Request Management workflows and process categories have now been finalised and made live throughout April and May 2024.

4.7: Encourage informed planning, balanced growth and community engagement

4.7.1: Council planning is integrated and long term and 4.7.2: Council decision making on all matters is transparent, accessible and accountable

Action	Status	Comments
Continuously improve Council's Corporate Planning processes under the Integrated Planning and Reporting Framework.	Complete	Operational Plan 2024/2025 and the newly developed and refined Resourcing Strategy adopted by Council at the June 2024 meeting.

4.7.2: Council decision making on all matters is transparent, accessible and accountable

Action	Status	Comments
Establish a Goal and KPI framework to support the Community Strategic Plan.	On Track	CSP Goals can be selected from a dropdown box and put in place for employees. Integrated Planning and Reporting course developed and available for all staff.

4.7.3: Council will continue to review service provision to the ensure best possible outcomes for the community

Action	Status	Comments
Develop a service review framework and schedule (including internal and external e.g. third-party services).	Complete	The Service Review Framework and Service Catalogue has been developed and endorsed.

4.7.4: Encourage increased community participation in planning and policy development

Action	Status	Comments
Continue to engage with the community on regionally significant projects through a range of mediums.	Complete	Significant engagements have been delivered on Council's Communications and Engagement Strategy, Cultural Plan, Disability Inclusion Action Plan, Event Sponsorship Strategy and Macdonald River, Colo River, Webbs Creek and Greens Creek flood studies.

4.7.5: The needs of our community will be reflected in local, state and regional plans

Action	Status	Comments
Advocate for the expressed needs of the Hawkesbury to be included in local, regional and State plans.	Complete	Council continues to advocate for the needs of the Hawkesbury, particularly in response to natural disaster recovery. Regular meetings continue with Australian and NSW Government representatives; the Parklands Councils and WSROC, together with meetings with various NSW Government Departments.

4.8: Facilitate the delivery of infrastructure through relevant agencies and Council's own works

4.8.1: Identify current and future utility infrastructure needs (water, sewerage, waste, stormwater, gas, electricity and telecommunications) and deliver to the community

Action	Status	Comments
Advocate for effective utilities across the entire Hawkesbury LGA.	Complete	Council maintains ongoing relationships with various Government and non-Government authorities and agencies for the purpose of advocating on behalf of the community and supporting those entities' activities to remedy existing utility infrastructure deficiencies to ensure the provision of necessary utility infrastructure for both existing and new development.

4.8.2: New development and infrastructure meets community needs

Action	Status	Comments
Continue to amend the Development Control Plan for provisions on the Strategic Biodiversity Land Use Planning Framework, sustainable urban design and minimising urban heat.	On Hold	The Council led LEP Review Planning Proposal includes provisions relating to Urban Heat, and has been lodged with the Department of Planning and Environment for a Gateway Determination. Preparation of additional chapters of the new Development Control Plan have continued, including Industrial, Agritourism, Biodiversity and urban heat based on the WSROC Urban Heat Toolkit which will be presented in 2024/2025.



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