

# PENRITH CITY COUNCIL

## INFORMATION GUIDE





## CONTENTS

CONTENTS.....	2
ABOUT COUNCIL .....	3
OUR SERVICES .....	4
OUR AREAS OF OPERATION .....	5
.....	5
OUR MISSION, VALUES AND CUSTOMER PROMISE .....	6
.....	6
STRUCTURE AND FUNCTIONS OF COUNCIL .....	7
<b>Mayor and Councillors</b> .....	<b>7</b>
<b>General Manager</b> .....	<b>7</b>
<b>Our Councillors</b> .....	<b>8</b>
DECISION MAKING FUNCTIONS OF COUNCIL .....	9
HOW MEMBERS OF THE PUBLIC CAN PARTICIPATE IN COUNCIL'S POLICY .....	11
TYPES OF INFORMATION HELD BY COUNCIL .....	14
HOW TO ACCESS GOVERNMENT INFORMATION.....	21
<b>How to obtain information from Council</b> .....	<b>22</b>
OUR CONTACT DETAILS.....	22
OTHER GOVERNMENT BODIES.....	23
OFFICE OF THE INFORMATION AND PRIVACY COMMISSIONER (IPC) .....	23
DATA.NSW .....	23

## INTRODUCTION

Penrith City Council has adopted this Information Guide in accordance with section 21 of the *Government Information (Public Access) Act 2009* (NSW) (**GIPA Act**).

The Information Guide describes Council's functions, responsibilities and organisational structure. It also describes the various types of information held by Council, how that information can be accessed and how members of the public can participate in the Council's decision-making processes.

## ABOUT COUNCIL

Penrith City Council is the local government authority for the Penrith Local Government Area.

Council's roles and responsibilities are wide-ranging.

We are responsible for providing strategic leadership and sustainable future planning, while also delivering a range of infrastructure and services needed for a growing city.

Councils in NSW operate under the Local Government Act 1993. This Act directs the way Council functions and the activities and services we provide to our local community. Section 8 of this Act Outlines Council's charter and sets out what we need to consider when carrying out our activities. Council's responsibilities under the charter include to:

- exercise community leadership
- provide appropriate services and facilities for the community
- properly manage and conserve the local environment
- involve and engage with our communities
- keep the local community informed about our activities
- ensure that provided services are managed efficiently and effectively
- have regard for the long-term effects of our decisions, and
- be a responsible employer.

More than 135 other pieces of legislation also influence and affect the work of councils including the Environmental Planning and Assessment Act 1979, the Roads Act 1993,

Rural Fires Act 1997, Companion Animals Act 1998, and the Work Health and Safety Act 2011.

# OUR SERVICES



## Our Services

**We deliver a wide breadth of services to the community including:**

Constructing, managing and maintaining:

- civil assets (such as roads, drainage and footpaths)
- recreational areas, public and open spaces
- Council buildings and facilities
- Council controlled cemeteries
- aquatic leisure centres and facilities

---

Providing and managing waste and resource collection services

---

Advocating to other levels of government on behalf of our community

---

Planning for the future of the City

---

Communicating and engagement with our customers

---

Sustainability initiatives, programs and education

---

Developing and managing property

---

Supporting local emergency management services and contributing to public safety

---

Promoting and marketing of the City

---

Providing community activities and events

---

Development assessment, certification and approval services

---

Compliance and regulatory functions, including animals and illegal dumping

---

Protecting and enhancing the environment

---

Children services

---

Library services

---

Floodplain planning

---

Traffic management, parking and road safety planning

---

Providing corporate functions to ensure the organisation runs efficiently and effectively and abides by all legislative requirements

---



# OUR AREAS OF OPERATION

## Our Areas of Operation

The Penrith Local Government Area comprises 404 square kilometres and the Penrith CBD is located 55 kilometres west of the Sydney CBD. The LGA is bordered by six other LGAs—Blacktown, Blue Mountains, Fairfield, Hawkesbury, Liverpool, and Wollondilly.

Penrith City Council operates out of four primary sites. They are:

- Civic Centre and Library**  
601 High St, Penrith

---

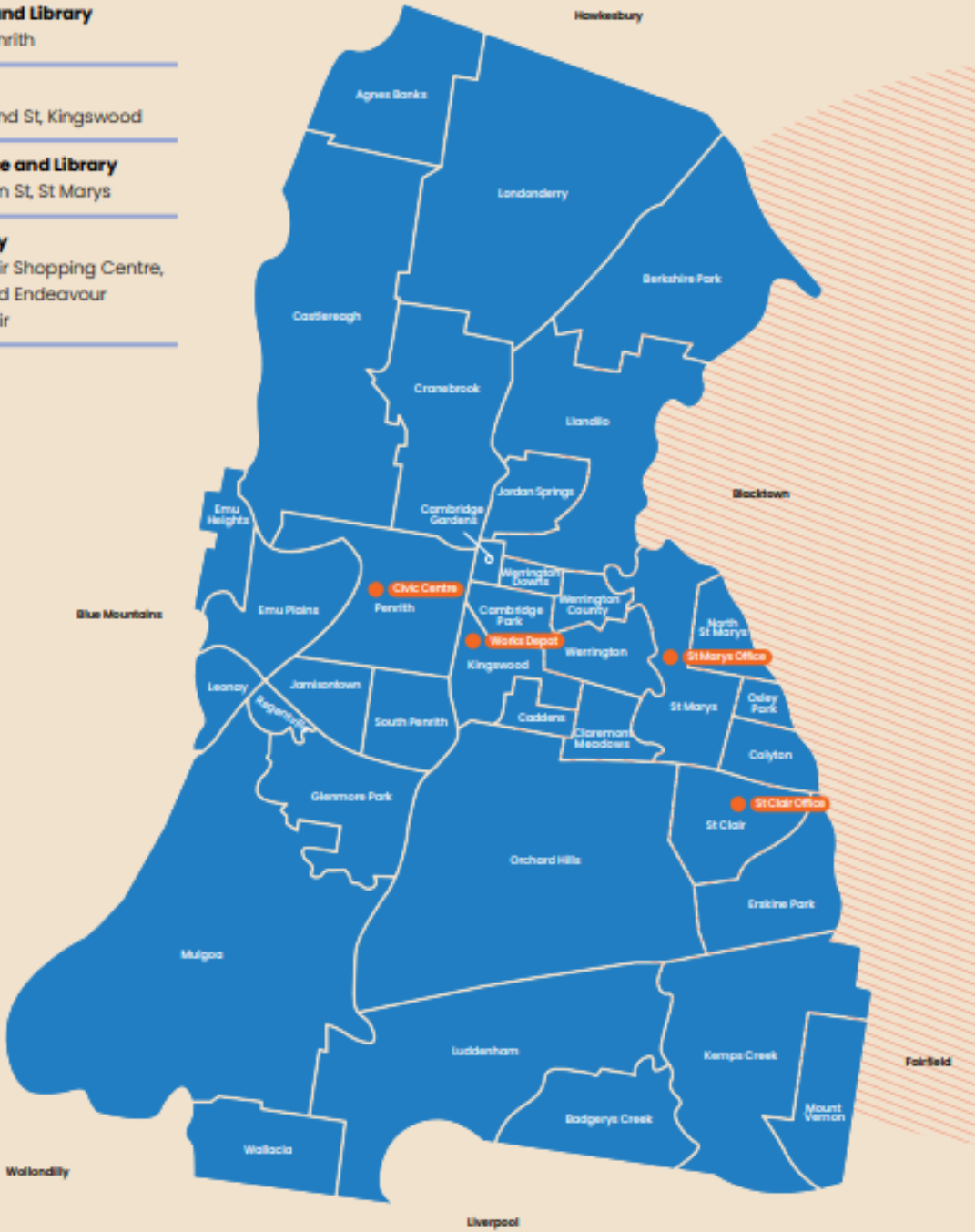
- Works Depot**  
34-58 Copeland St, Kingswood

---

- St Marys Office and Library**  
207-209 Queen St, St Marys

---

- St Clair Library**  
Shop 12, St Clair Shopping Centre,  
Bennett Rd and Endeavour  
Avenue, St Clair



# OUR MISSION, VALUES AND CUSTOMER PROMISE

**Our Mission**

**We will...**

Deliver the services, facilities and infrastructure that our community needs

---

Maintain our long term financial sustainability

---

Work with our community and partners to achieve more than we can alone

---

Provide an excellent customer experience to everyone who contacts us

---

Value and engage our staff

**Our Values**

In addition to our Code of Conduct, Council has adopted values to guide our behaviour in the workplace and how we relate to our work colleagues, our customers, our communities, and our stakeholders.

**Our values and behaviours are:**

We show respect

---

We are accountable

---

We encourage innovation

---

*As an organisation, we strive to reflect these in our day-to-day work, making our workplace more enjoyable and productive.*

**Our Customer Promise**

We put customers at the heart of everything we do. When we work with you and each other we will...



**BE PROACTIVE**

We will be friendly, professional and show initiative.



**KEEP IT SIMPLE**

We will offer clear, consistent and accurate information and services, which are easy for everyone to access.



**BUILD RESPECTFUL RELATIONSHIPS**

We value relationships and diversity. We will respect your individual situation.



**LISTEN AND RESPOND**

We will listen to you and seek to understand your needs. We will be honest, accountable and follow through, so you know what to expect and when.



# STRUCTURE AND FUNCTIONS OF COUNCIL

## Mayor and Councillors

The City of Penrith is divided into three Wards. Five councillors are elected for each Ward.

Councillors are elected for a period of four years. As an elected person the role of a Councillor is to:

- represent the interests of the residents and ratepayers
- facilitate communication between the community and the Council.

The Mayor holds office for 2 years or for a period when a Mayoral election is to be held for the calling of a Local Government Election. The role of the Mayor is to:

- exercise, in cases of necessity, the policy making functions of the governing body of the Council between meetings of the Council
- exercise such other functions of the Council as the Council determines
- preside at meetings of the Council, and
- carry out the civic and ceremonial functions of the Mayoral Office.

## General Manager

The General Manager is responsible for the efficient and effective operation of the Council's organisation (including the day to day management of the Council) and for ensuring the implementation of decisions of the Council.

## Programs and Services

Penrith City Council's corporate structure includes the following groups and associated programs. Directors are responsible for the day to day operational requirements and service delivery of each of the groups. The following shows Council's corporate structure.

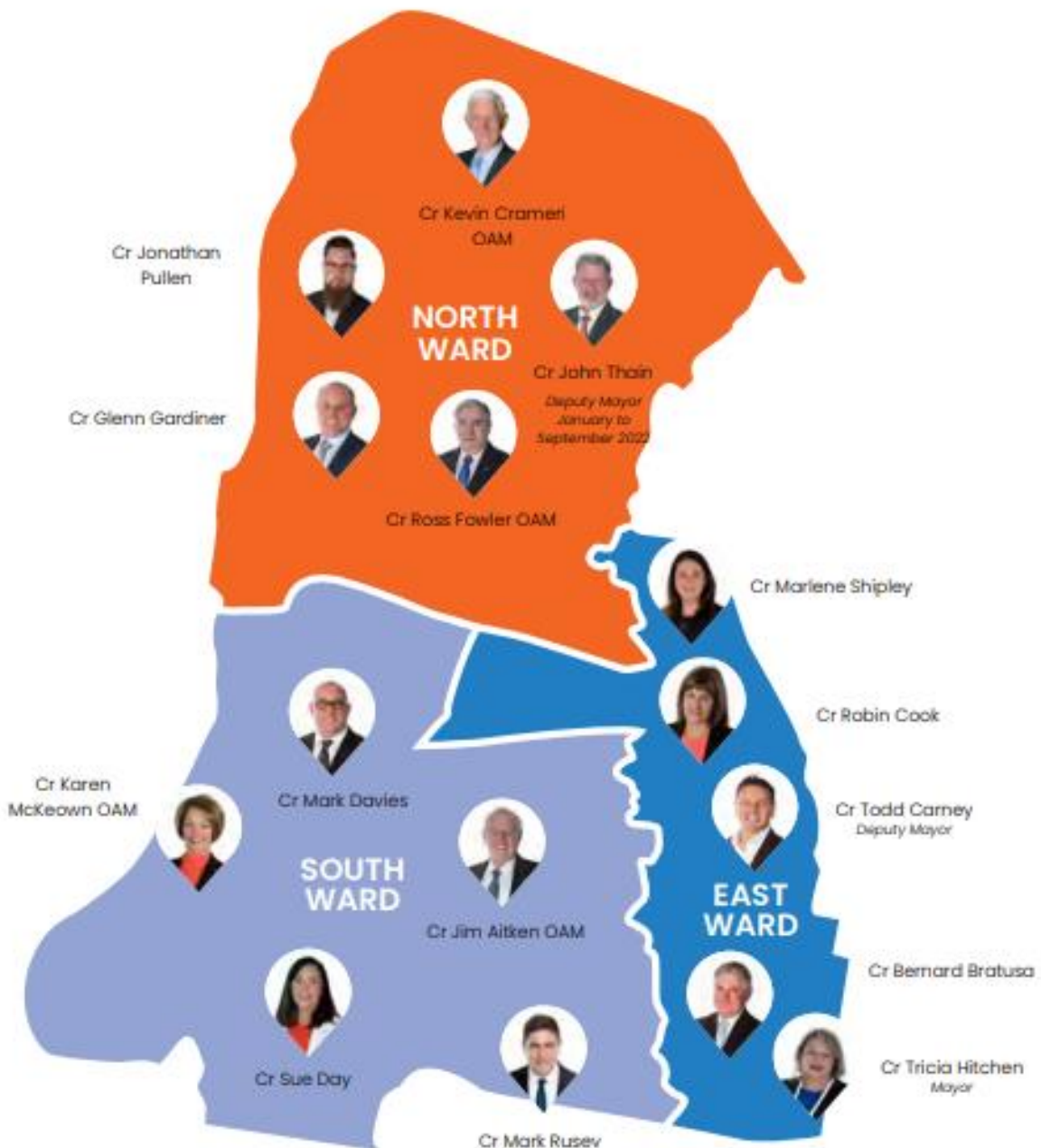
## Our Councillors

# Our Councillors

The Penrith LGA is made up of three wards, with five councillors representing each ward. Together, the 15 councillors represent the interests of our community and the Penrith region.

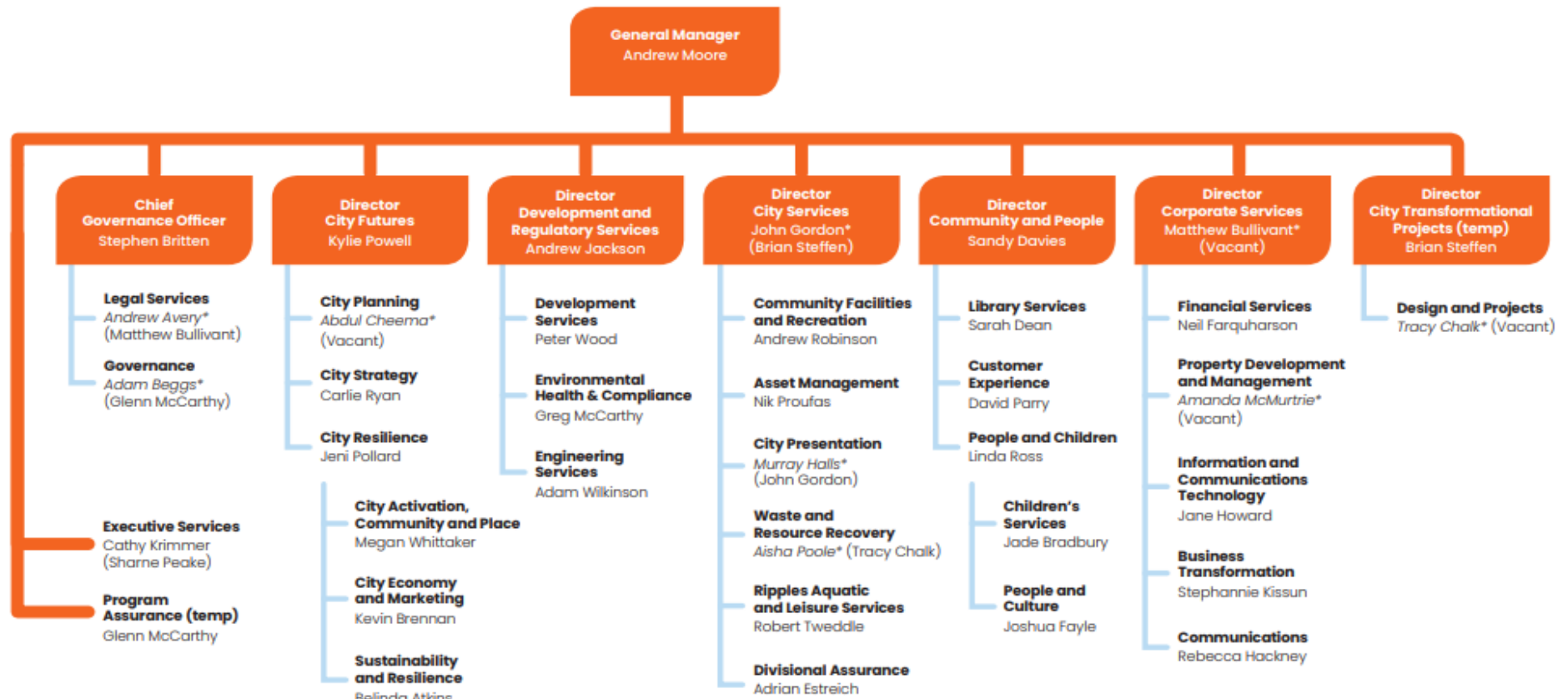
Each councillor brings a wealth of knowledge to their role. While they represent a particular ward, their ultimate consideration must be the current and future interests of Penrith as a whole.

Councillors were elected in December 2021. They will serve until the next local government election in September 2024. A new Mayor is elected every two years, and a Deputy Mayor for the same or lesser period as determined by Council.





# Organisational structure as at 17 July 2023



\* = Acting in role  
(Substantive position holder)

## DECISION MAKING FUNCTIONS OF COUNCIL

The *Local Government Act 1993* (NSW) (the Act) guides the decision-making functions of all NSW councils. The main functions of Council may be grouped into the following categories:

ADMINISTRATIVE FUNCTIONS	ENFORCEMENT FUNCTIONS	REGULATORY FUNCTIONS	REVENUE FUNCTIONS	SERVICE FUNCTIONS
Employment of staff Strategic Planning Operational Planning Financial Reporting Annual Reporting Governance	Prosecution of Offences Powers of entry and inspection Proceedings for breaches of the Act	Approvals Orders Certificates	Rates Charges Fees Borrowings Investments	Civil Infrastructure Environmental Protection Community Health and Services Recreation Services Waste removal and disposal Economic Development

Councils also have powers under other Acts including:

- Planning functions as consent authority - *Community Land Development Act 1989 (NSW)*
- Companion animal registration and control - *Companion Animals Act 1998 (NSW)*
- Placing covenants on Council land – *Conveyancing Act 1919 (NSW)*
- Environmental Planning– *Environmental Planning and Assessment Act 1979 (NSW)*
- Payment of contributions to fire brigade costs and furnishing of returns – *Fire and Rescue NSW Act 1989*
- Inspection of food and food premises – *Food Act 2003 (NSW)*
- Public Spaces (Unattended Property) Act 2021 (NSW)
- Library services – *Library Act 1939 (NSW)*
- Pollution control – *Protection of the Environment Operations Act 1997 (NSW)*
- Inspections of systems for purposes of microbial control – *Public Health Act 2010 (NSW)*
- Restricting use of recreation vehicles – *Recreation Vehicles Act 1983 (NSW)*
- Roads – *Roads Act 1993 (NSW)*
- Issue of permits to light fires during bush fire danger periods – *Rural Fires Act 1997 (NSW)*
- Requiring the furnishing of information to the Rural Fire Service Advisory Council and its Co-ordinating Committee – *Rural Fires Act 1997 (NSW)*

- Recommending appointment of local controller – *State Emergency Service Act 1989 (NSW)*
- Approval of leasehold strata plans – *Strata Schemes Development Act 2015 (NSW)*.
- Ensuring restriction of access to swimming pools – *Swimming Pools Act 1992 (NSW)*
- Access to Information – *Government Information (Public Access) Act 2009 (NSW)*

Decisions made by the Council can directly impact the City's property owners, residents, business owners and visitors. Major strategic, planning, policy and financial decisions are considered and made by the Councillors at meetings of the Council.

Other decisions regarding day to day operational requirements and service delivery are made under delegated authority by the General Manager, Directors, Managers and staff. Decisions are made in accordance with relevant legislation, Council policy and/or procedures, and consideration of financial implications.



# HOW MEMBERS OF THE PUBLIC CAN PARTICIPATE IN COUNCIL'S POLICY DEVELOPMENT AND EXERCISE OF FUNCTIONS

Penrith City Council looks to engage communities, organisations and stakeholders in decision making processes through structured consultation practices. Opportunities to allow members of the public to participate in the formulation of Council's policies and the exercise of Council's functions include:

## **Public exhibition and submissions**

Major policies, planning matters and development applications are advertised, and submissions are invited during the exhibition periods. Submissions received in response to the public exhibition processes are considered prior to the adoption of recommendations.

## **Council Meetings and Committee Meetings**

All meetings of the Council and Committees of the Council (of which all members are councillors) are open to the public. Anyone can request permission to address a meeting of the Council or Committee of the Council by making a request to the General Manager, Public Officer or Executive Officer either in writing, verbally or by other electronic means.

It is at the absolute discretion of the Council (or the Committee) to determine whether permission to address the meeting will be granted. Council's Code of Meeting Practice sets out the manner in which meetings are to be conducted. The Code of Meeting Practice is available on Council's website.

## **Strategic Planning Documents**

Council has developed a strategic planning framework that reinforces our commitment to a sustainable future for our City and its communities. Council has an integrated suite of documents that outline the actions that the Council and our communities will need to take over time. This includes the:

- Community Plan
- 4 Year Delivery Program
- 1 Year Operational Plan
- Community Engagement Strategy
- Resourcing Strategy
- City Strategy

The Community Strategic Plan identifies the long-term aspirations our communities want to see delivered in the City. The 4-year Delivery Program links the 'planning' in the long-term Strategic Plan with the 'implementing' in the annual Operational Plan. It is the Strategic document that guides the organisation's work program over the Councillor's 4-year term. The annual Operational Plan is the 'implementing' part of Council's key strategic documents. It outlines all of Council's services, and a range of ongoing service activities and specific tasks to be undertaken in the year ahead.

The Community Engagement Strategy outlines how Council will engage with its communities and relevant stakeholders in developing and finalising the Community

Strategic Plan. The Resource Strategy Outlines Council's capacity to manage assets and deliver services over the next ten years.

Although Council seeks community participation in the development of these documents, it also welcomes comments at any time. The documents are available online or through the Customer Service Centres. Comment can be received:

- in writing to the General Manager, Penrith City Council PO Box 60, Penrith NSW 2751
- by email [Council@penrith.city](mailto:Council@penrith.city) , or
- by phone 4732 7777 or fax Council on 4732 7958

## **Council Committees and Entities**

Council has delegated functions to the following committees and entities in accordance with section 377 of the Local Government Act 1993 and they are authorised to exercise the delegated functions under s355 of the Local Government Act 1993 or by way of a Licence Agreement in the case of other entities.

The committees/entities are as follows:

### **Committees**

Jamison Park Netball Complex Management Committee  
Penrith Schools Boatshed Management Committee  
Ray Morphett Pavilion Management Committee  
Penrith Senior's Centre Management Committee  
Andromeda Community Centre Management Committee  
Nepean Community and Neighbourhood Services (under licence agreement)  
Community Junction  
Arms Australia Inn Management Committee  
Penrith International Friendship Committee  
Western Sydney Regional Illegal Dumping Squad – Management Committee  
Access Committee (Advisory)  
Heritage Advisory Committee (Advisory)  
Policy Review Committee  
Audit, Risk & Improvement Committee (this committee has no authority granted to it)  
Penrith Valley Community Safety Partnership (this committee has no authority granted to it)  
Resilience Committee (this committee has no authority granted to it)  
Floodplain Risk Management Committee  
Property Development Advisory Panel

Council has also established several consultative forums and advisory committees, task forces and working parties to advise it on specific issues, usually involving representatives of the community, Councillors and Council staff



During the previous 12-months Council also had delegates or directors elected/appointed to the Boards and/or the Committees of the following organisations:

- Australian Local Government Women's Association
- The Penrith Performing and Visual Arts Limited
- The Penrith Whitewater Stadium Ltd
- Penrith CBD Corporation Limited
- St Marys Town Centre Ltd.
- Hawkesbury River County Council
- Sydney West City Planning Panel
- CivicRisk Mutual
- CivicRisk West
- Western Sydney Academy of Sport Advisory Board
- National Growth Areas Alliance
- Western Sydney Regional Committee for Illegal Dumping
- Local Government NSW
- Local Government Super
- Council Ambassador to Lachlan Shire Council
- Penrith Valley Regional Sports Centre Ltd
- Penrith Valley Sports Foundation

Council also had representation on the following co-operative:

- The Penrith City Children's Services Co-operative Ltd

### **Patronage and Memberships**

Council is also a Patron to various community orientated organisations with Councillors and Council Officers members of various organisations, which enable them to participate in discussions and forums on issues that are important to the communities of Penrith.

### **External Bodies Exercising Council Functions**

The Hawkesbury River County Council exercises delegated functions on behalf of Council to control noxious weeds on public land and waterways in Penrith City.

### **Companies in which Council held a Controlling Interest**

Companies in which Council held a controlling interest during the previous 12-months were:

- Penrith Aquatic and Leisure Ltd
- Penrith Performing and Visual Arts Ltd
- Penrith Whitewater Stadium Ltd

# TYPES OF INFORMATION HELD BY COUNCIL

Council holds various types of Government Information including:

<b>POLICY DOCUMENTS</b>				
<b>CITY SERVICES</b>	<b>CORPORATE SERVICES</b>	<b>DEVELOPMENT &amp; REGULATORY SERVICES</b>	<b>CITY FUTURES</b>	<b>LEGAL &amp; GOVERNANCE</b>
Concrete Footpaving	Grant Applications by Council Staff	Road Naming Policy	Statement of Aboriginal and Torres Strait Islander Recognition	Organisational Communications Policy
Kerb, Guttering & Footpath Charges for places of Worship	Rates or Accounts Written Off	Smoke Free Outdoor Areas	Community Assistance Program	Code of Conduct
Signs Leading to Public Facilities	Sustainability Policy	Keeping of Animals local Orders Policy	Subsidies to Performance Groups Program Policy	Public Interest Disclosures Internal Reporting System Policy
Keying System	Acquisition of Property		Homelessness Protocol	Negotiation & Consensus Policy
Penrith Cemeteries Policy Alcohol Free Public Spaces				Code of Meeting Practice
Public Domain Lighting Policy				Payment of Expenses & Provision of Facilities to Mayor, Deputy Mayor & Councillors
Neighbourhood Facilities Management Policy				

Roadside Memorial				Advertising on Council Premises
Naming of Parks and Reserves				
Road Naming Policy				
Donations to Amateur Sportsperson and Representatives in the fields of Art, Music Culture – Interstate & Overseas Travel				
The Placement of Memorial Trees & Park Furniture Policy				

Please visit [Penrith City Council's website](#) to view Council's Policy Documents.

## INFORMATION ABOUT COUNCIL

- Community Strategic Plan
- Delivery Program
- Operational Plan
- Resource Strategy
- Community Engagement Strategy
- 4 Year End of Term Report
- Annual Report (includes State of the Environment Report every 4 years)
- 6 monthly Delivery Program Progress Report
- Quarterly Operational Plan Report
- Annual Financial Reports
- Auditors Report
- EEO Management Plan
- Annual Reports of bodies exercising functions delegated by the Council
- Codes referred to in the Local Government Act 1993
- Returns of the interest of Councillors, designated persons & delegates
- Agendas and Business Papers for Meetings of the Council and Committees of the Council
- Minutes of Meetings of the Council and Committees of the Council
- Departmental Representative reports under section 433 of the *Local Government Act 1993* (NSW)
- Land Register
- Register of Investments
- Register of Delegations
- Register of graffiti removal work kept in accordance with section 13 of the *Graffiti Control Act 2008* (NSW)
- Register of current declarations of disclosures of political donations kept in accordance with section 328A of the *Local Government Act 1993* (NSW)
- Register of voting on planning matters kept in accordance with section 375A of the *Local Government Act 1993* (NSW)

## PLANS AND POLICIES

- Local policies adopted by the Council concerning approvals and orders
- Plans of management for community land
- Environmental Planning Instruments
- Development Control Plans
- Contribution Plans

## INFORMATION ABOUT DEVELOPMENT APPLICATIONS

- Development Applications
- Homes Warranty Insurance Documents
- Construction Certificates
- Occupational Certificates
- Structural Certification Documents
- Town Planner Reports
- Submissions received on Development Applications
- Heritage Consultant Reports
- Tree Inspection Consultant Reports
- Acoustics Consultant Reports
- Land Contamination Consultant Reports
- Records on decisions on Decisions on Development Applications

## APPROVALS, ORDERS & OTHER DOCUMENTS

- Applications for approvals under Part 1 of Chapter 7 of the *Local Government Act 1993* (NSW) and any associated documents received in relation to such an application
- Applications for approvals under any other Act and any associated documents received in relation to such an application
- Records of approvals granted or refused, any variation from local policies with reasons for the variation, and decisions made on appeals concerning approvals
- Orders given under Part 2 of Chapter 7 of the *Local Government Act*, and any reasons given under section 136 of the *Local Government Act 1993* (NSW)
- Orders given under the authority of any other Act
- Records of building certificates under the *Environmental Planning and Assessment Act 1979* (NSW)
- Plans of land proposed to be compulsorily acquired by the Council
- Compulsory acquisition notices
- Leases and licences for use of public land classified as community land



**COUNCIL'S RECORDS MAY ALSO CONTAIN A RANGE OF INFORMATION REGARDING:**

- Assets and infrastructure, including plant and equipment
- City of Penrith Regional Indoor Aquatic and Recreation Centre
- Commercial activities
- Community grants
- Community services activities
- Companion animals (pets)
- Council owned and controlled properties
- Council's children's services
- Council's finances
- Council's own internal operations
- Design and construction
- Energy supply and telecommunications
- Engineering works
- Flooding and stormwater surge
- General property information
- Infrastructure under the care, control and management of the Council
- Legal matters and disputes
- Library services
- Local businesses and industries
- Marketing
- Penrith Performing and Visual Arts
- Penrith Whitewater Stadium
- Recreation activities and facilities
- Service providers
- Sporting activities and sporting clubs
- Submissions and complaints
- Tourism
- Traffic infringement
- Waste services

Some of the above records may contain information that Council considers to be against the public's interest to disclose. When responding to requests for access to information, Council will take into account the public interest considerations provided by the *Government Information Public Access Act 2009 (NSW)* to determine whether access can be provided.

## **1 Information about local authority**

- (1) Information contained in the current version and the most recent previous version of the following records is prescribed as open access information—
- (a) the model code prescribed under section 440 (1) of the LGA and the code of conduct adopted under section 440 (3) of the LGA,
  - (b) code of meeting practice,
  - (c) annual report,
  - (d) annual financial reports,
  - (e) auditor's report,
  - (f) management plan,
  - (g) EEO management plan,
  - (h) policy concerning the payment of expenses incurred by, and the provision of facilities to, councillors,
  - (i) annual reports of bodies exercising functions delegated by the local authority,
  - (j) any codes referred to in the LGA.
- (2) Information contained in the following records (whenever created) is prescribed as open access information—
- (a) returns of the interests of councillors, designated persons and delegates,
  - (b) agendas and business papers for any meeting of the local authority or any committee of the local authority (but not including business papers for matters considered when part of a meeting is closed to the public),
  - (c) minutes of any meeting of the local authority or any committee of the local authority, but restricted (in the case of any part of a meeting that is closed to the public) to the resolutions and recommendations of the meeting,
  - (d) reports by the Chief Executive of the Office of Local Government presented at a meeting of the local authority in accordance with section 433 of the LGA.
- (3) Information contained in the current version of the following records is prescribed as open access information—
- (a) land register,
  - (b) register of investments,
  - (c) register of delegations,
  - (d) register of graffiti removal work kept in accordance with section 13 of the [Graffiti Control Act 2008](#),
  - (e) register of current declarations of disclosures of political donations kept in accordance with section 328A of the LGA,
  - (f) the register of voting on planning matters kept in accordance with section 375A of the LGA.

## **2 Plans and policies**

- Information contained in the current version and the most recent previous version of the following records is prescribed as open access information—
- (a) local policies adopted by the local authority concerning approvals and orders,
  - (b) plans of management for community land,
  - (c) environmental planning instruments, development control plans and contributions plans made under the [Environmental Planning and Assessment Act 1979](#) applying to land within the local authority's area.

## **3 Information about development applications**

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

- (a) development applications (within the meaning of the *Environmental Planning and Assessment Act 1979*) and any associated documents received in relation to a proposed development including the following—
    - (i) home warranty insurance documents,
    - (ii) construction certificates,
    - (iii) occupation certificates,
    - (iv) structural certification documents,
    - (v) town planner reports,
    - (vi) submissions received on development applications,
    - (vii) heritage consultant reports,
    - (viii) tree inspection consultant reports,
    - (ix) acoustics consultant reports,
    - (x) land contamination consultant reports,
  - (b) records of decisions made on or after 1 July 2010 on development applications (including decisions made on appeal),
  - (c) a record that describes the general nature of the documents that the local authority decides are excluded from the operation of this clause by subclause (2).
- (2) However, this clause does not apply to so much of the information referred to in subclause (1) (a) as consists of—
- (a) the plans and specifications for any residential parts of a proposed building, other than plans that merely show its height and its external configuration in relation to the site on which it is proposed to be erected, or
  - (b) commercial information, if the information would be likely to prejudice the commercial position of the person who supplied it or to reveal a trade secret, or
  - (c) development applications made before 1 July 2010 and any associated documents received (whether before, on or after that date) in relation to the application.
- (3) A local authority must keep the record referred to in subclause (1) (c).

#### **4 Approvals, orders and other documents**

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

- (a) applications for approvals under Part 1 of Chapter 7 of the LGA and any associated documents received in relation to such an application,
- (b) applications for approvals under any other Act and any associated documents received in relation to such an application,
- (c) records of approvals granted or refused, any variation from local policies with reasons for the variation, and decisions made on appeals concerning approvals,
- (d) orders given under Part 2 of Chapter 7 of the LGA, and any reasons given under section 136 of the LGA,
- (e) orders given under the authority of any other Act,
- (f) records of building certificates under the *Environmental Planning and Assessment Act 1979*,
- (g) plans of land proposed to be compulsorily acquired by the local authority,
- (h) compulsory acquisition notices,
- (i) leases and licences for use of public land classified as community land,
- (j) performance improvement orders issued to a council under Part 6 of Chapter 13 of the LGA.

# HOW TO ACCESS GOVERNMENT INFORMATION

The *Government Information Public Access Act 2009 (GIPA Act)* establishes four ways in which the public can access government information:

## Open Access Information and Informal Access Requests

- Through the mandatory disclosure of open access information (see above, Information Held by Council) – where practicable, this information will be made available free of charge on Council’s website. Where it is not practicable for Council to provide open access information on the website, the information will be made available free of charge in at least one other format. The applicant will be required to complete the [Informal GIPA Request form](#) and submit the completed form to Council.
- If you would like to request information that does not fall under an Open Access request and is not available on Council’s website (without the need for a formal application, unless there are good reasons to require one) you will need to complete and lodge an [Informal Request for Access to Information Application Form \(pdf 85.9KB\)](#) – this information will be made available free of charge, subject to any reasonable conditions that may be imposed by Council. Council may require a written record of an informal request to access information.
- To access information that is not currently available on Council’s website, please contact Council on (02) 4732 7777.

## Proactive Release of Information

- Through the proactive release of as much information as possible – this information will be made available free of charge, or at the lowest reasonable cost.

## Formal Access Applications

- In response to a formal access application (for information that Council does not provide proactively or informally) – application fees and processing charges apply as per the GIPA Act.
- The GIPA Act sets out the procedure for making and dealing with formal access applications. An application for information that is not already available by other means must be made on the “Formal Access Application” form, which is available on Council’s website and at Council’s customer service counters.
- A formal application is not a valid application unless it is accompanied by an application fee of \$30. The application fee counts as payment of the first hour of any processing charge that may be payable by the applicant. Processing charges for dealing with formal access applications are charged at a rate of \$30 per hour for each hour of processing time.
- Enquiries regarding formal access applications should be made to Council’s Right to Information Officer.

## How to obtain information from Council

- Search Council's website to see if it is already available.
- Contact Council and ask for the information. We will decide whether the information:
  1. is open access information that is readily available. If it is, we will tell you how you can get the information
  2. can be provided to you through an informal release (without the need for a formal access application), or
  3. requires a formal access application.

## OUR CONTACT DETAILS

Visit our offices:

- Penrith: 601 High St, Penrith NSW 2750 (Civic Centre), or
- St Marys: 207 – 209 Queen St, St Marys NSW 2760
- Opening hours: Monday to Friday 8:30am – 4:00pm

Enquiries Phone: (02) 4732 7777

- Website: [www.penrithcity.nsw.gov.au](http://www.penrithcity.nsw.gov.au)
- E-mail: [council@penrithcity](mailto:council@penrithcity)
- Fax: (02) 4732 7958
- Mail: PO Box 60 Penrith NSW 2751

**OUR COMMUNITY'S VOICE**  
How we're communicating

**ONLINE** Social Media: Facebook, LinkedIn, Twitter, Instagram  
**OUR PLACE** eNewsletter EMAIL  
penrithcity.nsw.gov.au Online DISTRIBUTION  
Workshops LIST  
yoursaypenrith.com.au

**LOCALLY** Walk in service at Penrith City Council, St Marys Library, St Clair Library and Penrith Library  
**OUR PLACE** Print Newsletter **NEWSPAPER**  
**RADIO** ROADSIDE PROMOTION PAVEMENT DECALS  
POP-UP INFORMATION BOOTHS Posters & Postcards  
Customer Experience staff available to answer questions in person and by phone City-wide flyer distribution to 76,000 households





## OTHER GOVERNMENT BODIES

### OFFICE OF THE INFORMATION AND PRIVACY COMMISSIONER (IPC)

For further advice and assistance regarding access to government information, applicants may wish to contact the IPC by telephone on 1800 472 679 or email [ipcinfo@ipc.nsw.gov.au](mailto:ipcinfo@ipc.nsw.gov.au). The website address for the IPC is [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au).

### DATA.NSW

Data.NSW is a program of work occurring across NSW government aimed at increasing the safe use of data across NSW government. It will grow and evolve over time.

Data.NSW includes Platforms, including the CKAN open data portal, spatial data portals, agency data hubs and secure data sharing environments that enable people to find and use data.

The website address is [www.data.nsw.gov.au](http://www.data.nsw.gov.au).