

AWARD WINNING SERVICE EXPANDS

STARTS 1 JULY



We're excited to bring you an improved service, with stable pricing and the best environmental outcomes.

The new waste contract starts on 1 July. For the vast majority of residents, there will be no change to your collection schedule.

But you will see an improvement in service. Some of the key enhancements we're introducing are:

- The latest technology to track collections in real-time.
- One point of contact (Council) for all your calls and queries, making the process more efficient.
- Improvement in performance and a reduction in missed collections over time due to the information collected to track collections in real-time from the new technology installed in every truck.
- A new varied fleet of trucks to accommodate our narrow and tight streets.
- Different options available to suit your lifestyle – size, frequency, payment options.
- Continued access to 4 free bulky waste collections.
- Continued extra collections over Christmas and specialised collection events throughout the year.



And the best news of all?

Prices will remain stable for the next 10 years, without compromising the quality services we provide.

Along with these service improvements, our award-winning 3-bin system is being expanded to all stand-alone houses, including rural properties.

Expanding the 3-bin service means rural properties can now access the same service as everyone else, and Council can continue to keep costs down for everyone.

Penrith is a recognised leader in sustainable waste management and Council is committed to actively supporting our community to reduce waste sent to landfill.

In Penrith, 65 % of waste is recovered via our green lid bin and yellow lid bin thanks to the home sorting practices of our residents, working together with Council for a more sustainable future for everyone.

Penrith Civic Centre
601 High Street, Penrith

**Queen Street Customer
Service Centre**
207-209 Queen Street, St Marys

Ph: 4732 7777
Fax: 4732 7958
Email:
council@penrithcity.nsw.gov.au
penrithcity.nsw.gov.au

[f /penrith.city.council](#)
[t /penrithcouncil](#)
[i /penrithcitycouncil](#)
[v /penrithcitycouncil](#)

SOUTH WARD	EAST WARD	NORTH WARD
 Jim Aitken OAM 0418 288 488	 Bernard Bratusa 0420 581 225	 Marcus Cornish 0481 033 419
 Brian Cartwright 0448 084 568	 Todd Carney 0417 762 219	 Kevin Crameri OAM 0401 995 825
 Mark Davies 0416 085 597	 Robin Cook 0428 056 619	 Aaron Duke 0404 085 981
 Karen McKeown OAM 0401 995 945	 Dep Mayor Greg Davies 0419 177 259	 Mayor Ross Fowler OAM 0419 738 484
 Kath Presdee 0417 396 841	 Tricia Hitchen 0417 365 313	 John Thain 0411 427 812

You can stay up to date with Council news and events by following Council on twitter and liking Council's page on facebook.

MAYOR'S MESSAGE



Earlier this year we asked our community about their experience as customers of Council and how we can improve. The feedback we received has helped us bring our new Customer Promise to life.

This Promise starts a new journey for us, one where we will continuously improve our relationships with our customers. It will help us remove barriers so that when you contact us you will have a more positive experience. While we know we are not there yet, this is the starting point to making every interaction you have with us so much better and we are committed to achieving this.

Our promise to you is that we will be proactive, keep it simple, build respectful relationships and listen and respond when serving each other and the public.

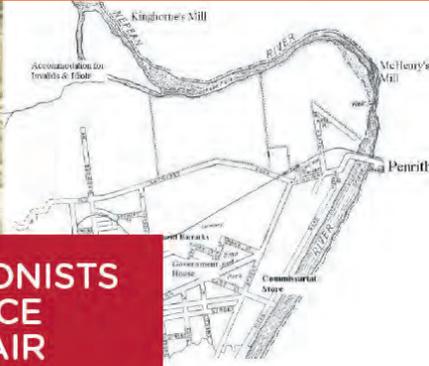
We always welcome feedback as we look to continually improve our service to the community.

With the new financial year almost upon us, Council is about to commence an extensive program of works for the next 12 months that will see \$264.6 million spent on a wide and diverse range of services and programs.

I would like to take this opportunity to thank all those community groups and individuals who contributed to the development of the 2019-20 Operational Plan through the consultation process. Your feedback helps ensure that Council's priorities reflect your aspirations.

Finally, as I write this message, the winter chill has hit us here in Penrith after a long hot summer and autumn. Take a moment to look at our tips to keep warm while at the same time saving energy this winter season in this issue of our community newsletter.

Cr Ross Fowler OAM
Penrith City Mayor

CONVICTS AND COLONISTS HISTORY CONFERENCE & FAMILY HISTORY FAIR

In celebration of the 200th anniversary of the Emu Plains Convict Farm's establishment and Penrith's early colonial history a number of events are being held during Family History Month.

History Conference

Where: Penrith City Library
Peter Goodfellow Theatre

Cost: \$25 bookings via
penrith.city/library

Speakers will explore this early colonial period and give insights into researching your family and local history

Conference Speakers include:

Professor Grace Karskens
- historian and archaeologist

Lorraine Stacker

- Emu Plains Convict Farm historian

Steve Ford

- historical land researcher

Family History Fair

Where: Library lower lounge

Cost: Free entry
bookings not required

Meet historical groups from outer Western Sydney and beyond and gain tips and guidance for conducting your own research.

BIG IMPROVEMENTS AT LOCAL SPORTING VENUES



Cook Park

The future of the City's strong and proud sporting tradition has been further assured with a number of significant upgrades to sporting venues across the Penrith local government area.

Cook Park Soccer Fields, St Marys
Fields 2 & 3 saw the installation of a new automatic watering system to both fields and reconstruction of the playing surface with 300 tonnes of recycled organic material incorporated into the existing soil profile and 16,000 square metres of kikuyu turf laid as well as 200

tonnes of top dressing.

Chapman Gardens, Kingswood
Baseball Field No. 1 received an outfield surface upgrade an extension of automatic irrigation to the entire outfield, renovation of the existing outfield and 60 tonnes of top dressing.

Jamison Park, South Penrith
Field No. 5 saw the Installation of a new automatic watering system, a renovation of the existing outfield and 80 tonnes of top dressing.

NEW BINS FOR ALL RESIDENTS

On 1 July, the new waste contract will begin. As a part of that new contract, we are progressively replacing the bins for every household in Penrith.

That's 210,000 bins, which is a huge undertaking and will take time. We'll be sending each household a letter explaining the process, and will keep you updated as the rollout progresses.

We understand that not everyone's bins are damaged or in immediate need of being replaced. However, the average life of a garbage bin is 10 years and waste contracts also last 10 years and as we're just starting a new one, now is the perfect opportunity for us to replace the bins for everyone. We've also changed the bin supplier, so the new bins are a higher quality. They should last longer and have fewer breakages.

Continuing ad-hoc replacement and repair is more expensive than changing all bins at the start of the contract, so replacing all the bins now will save ratepayers money in the long run.

You will get the same bins you have now – new for old. If you get the wrong bins, please contact Council's Waste Services team on 4732 7615 so we can fix that for you as soon as possible. And if you need more or less capacity, please call us to discuss the options available to help you manage your waste responsibly.



We will collect the old bins as part of the replacement process. Your new bins will be delivered the day before your normal collection day and the old bins will be removed a day or two later. While there may be some change-over issues, we expect service levels to remain consistent with no changes to the current service being provided.

All the old bins will be recycled and turned into things like park bins,

seating, pickets, vegetable stakes, fencing etc.

You will receive a letter one or two weeks before your bins are due to be replaced. Replacing 210,000 bins takes a long time and it may be weeks or months before you get your letter.

If your bin is damaged but you can still use it, please hold off until you get your new bins. However, if your bin

is unusable, please contact Council's Waste Services team on 4732 7615 to organise a replacement.

The new bin won't cost you anything. The domestic waste charge (the fees you pay) for 2019-20 are not final yet, and will be adopted by Council in June 2019, as part of the 2019-20 budget process.

Find out more at: penrith.city/NewBins

PENRITH

1 & 2 NOVEMBER 2019

SAVE THE DATE

Real FESTIVAL

Pop Up Bar | Art & Light Installations | Markets & Food Vendors | Artists & Entertainers | River Activities | Kids Shows

Find out more REALFESTIVAL.COM.AU

PENRITH CITY COUNCIL #RealFestival  



OUR SHADY PLANS FOR PENRITH

Our last summer here in Penrith was particularly long and hot. And while the winter weather is here and things are much chillier, we haven't forgotten that extreme heat and we're still working towards a cooler city for summer. Council is currently working on a number of tree planting projects, with winter being the best time to plant trees and get them established.

Our current projects include:

- Almost 400 trees are being planted on nature strips in the southern section of St Marys, as part of our Living Places St Marys project. This will create more vibrant and nicer streets, with species chosen to create shade coverage as well as colour to the streetscapes.

- Around 330 trees will be planted alongside our sporting fields across the region, creating much needed shade for spectators.

We're also looking at where our best opportunities to undertake future tree planting projects are too. Residents can help by planting trees on their own properties as well. A deciduous tree on the north or western side of your home can block that harsh summer sun, and still give you that much needed warmth in winter. Or maybe you'd prefer a native species that provides habitat for local animals. With any tree planting project, we recommend doing a dial before you dig to check for any underground services, and consulting with nursery or tree professionals to select an appropriate species for your yard.



NORTH STREET CAR PARK

Penrith now has 243 new car parking spaces close to the City Centre with the opening of North Street car park.

Penrith Mayor Ross Fowler OAM, officially opened the car park on 6 June, 2019.

The car park, which provides nine hour parking is close to popular businesses at the top end of High Street and is just a short walk to Penrith Local Court, TAFE and Service NSW as well as Westfield Penrith Plaza and Penrith Station.

A pedestrian ramp links the car park with Lemongrove Bridge and there

is a new roundabout at Henry and Doonmore Streets.

The car park has been extensively landscaped to shade parked cars and to help green and cool the City Centre.

Plans for a new multi-deck car park at Soper Place are also progressing, with construction works expected to begin soon. These two new car parks will increase the number of car parking spaces by more than 800 spots.

To find out more about parking in Penrith City Centre and to access an easy-to-use interactive parking map, visit: [penrithcity.nsw.gov.au/parking](https://www.penrithcity.nsw.gov.au/parking).

**VOICE. TREATY. TRUTH.
LET'S WORK TOGETHER
FOR A SHARED FUTURE**

NAIDOC

JAMISON PARK FRIDAY 12 JULY

York Road, South Penrith | 9.30am - 3pm

**Fun activities, mixed netball, touch football,
elders/seniors' tent, free BBQ, Aboriginal and Torres
Strait Islander performers, free health checks and more.**

Registrations for teams and Traditional Indigenous Games will be taken on the day. Smoking and alcohol free event.

PENRITH CITY COUNCIL

NAIDOC 2019 Jamison Park Gathering is sponsored by and in alliance between Aboriginal Community Members and the following:

COMMUNITY ASSISTANCE PROGRAM

Last year's grant recipients

SMALL GRANTS AVAILABLE

Have you heard about the annual Community Assistance Program (CAP) grant? Non-profit organisations and community groups are invited to apply for small grants of up to \$1,200 to help kickstart project ideas that will benefit the community.

In its 25th year, CAP grants have a proud history of assisting non-profit organisations and community groups to start successful projects, ranging from purchasing equipment needed for activities to running events that benefit the wider community.

Council understands how challenging it can be for local volunteering and community groups with limited resources, and that a little funding

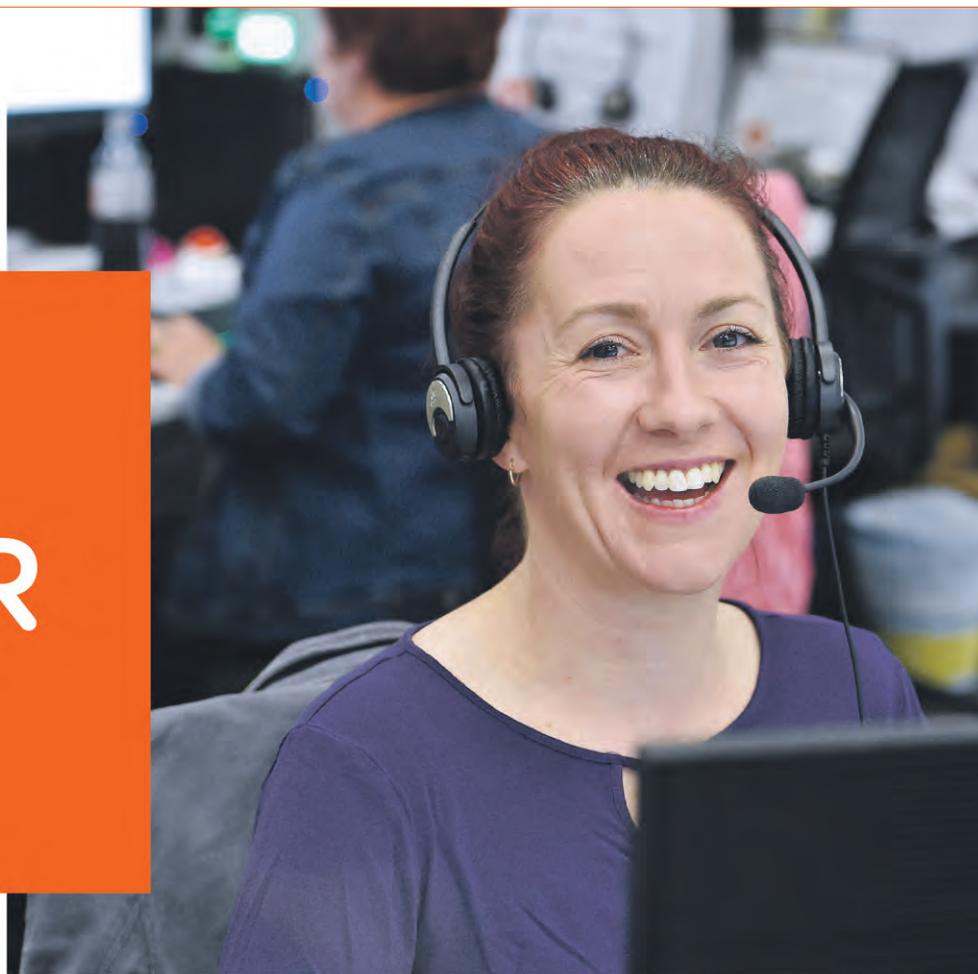
goes a long way towards getting worthwhile ideas off the ground when community groups are involved.

Last year, Council contributed \$30,000 to the community through CAP, which funded 37 separate projects benefitting children, young people, seniors, people with disability and residents from culturally and linguistically diverse backgrounds.

Do you have a great idea for a project for the community? Apply for CAP today. For more information and to apply, visit: <https://www.penrithcity.nsw.gov.au/grants>

Applications close 3pm Monday 8 July 2019.

OUR CUSTOMER PROMISE



PENRITH

We welcome feedback to continually improve our service.

Our promise to you...

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.

PENRITH
CITY COUNCIL

penrith.city/OurPromise

PENRITH LIBRARY REFURBISHMENT



Penrith Library has recently undergone a major refurbishment.

Some of the improvements include a new system to make borrowing and returning books quicker and easier than ever before; additional study desks, expanded quiet zones and a new and improved local history research room.

There's also new training spaces for the Library's wide range of community workshops and classes. These rooms offer greater functionality and are more conducive to good communication and productive learning and teaching interactions.

Penrith Library is already widely recognised as one of the best in NSW, if not Australia, and our efforts to update and enhance this facility



will ensure it continues to meet the diverse needs of our local and growing communities.

If you're not already a member of the Library, now is the perfect time to join. Membership to the library is free to all residents and gives you access to a wide range of digital services including e-Magazines, ebooks and audiobooks.



AFFORDABLE, QUALITY CHILDCARE NOW AVAILABLE

Council has 26 childcare facilities catering for 4000 children each year, 18 of which specialise in long day care.

all our centres meet or exceed the standards set by the National Quality Framework.

We offer an all-inclusive, competitive daily rate, as well as shorter 6 hour and 9 hour options.

With facilities from Emu Heights to Oxley Park, there is one close to home or work where you can be sure that your child will receive the best care and nurturing in the Penrith area.

Most importantly, our centres provide a safe, secure and inclusive environment for all children, including children with additional needs. Our staff are highly qualified, and

For more information visit penrith.city/daycare or call the Children's Services Hotline on 4732 7844.



STAY WARM AND SAVE ENERGY THIS WINTER

The colder weather is here, and for many residents that means the challenge of staying warm and keeping energy bills under control. Here are some easy hints and tips to help you this winter:

- **Close your curtains** More than a third of the heat in a room can leak out the windows. Blinds and curtains work like insulation and help to keep that heat in, so keep them closed when you can.
- **Only heat the rooms you need** Close the doors to any rooms you're not spending much time in, like that empty spare bedroom.
- **Stop drafts** Often our front and back doors don't seal very well, and let out the warm air out. You can use a door snake, or you can install some draft seals around the door jam.
- **Have shorter showers** Your hot water system is often one of your biggest energy users in your home. By having shorter showers, you'll save on your power bill.
- **Change the temperature** For every degree you lower your air conditioner, you can save up to 10% on its energy use. A temperature of 18-20 degrees is recommended for winter.



ENJOY A LAZY SUNDAY AFTERNOON AT...

MUSIC BY THE RIVER

FREE EVENT

SUNDAY 22 SEPTEMBER | 11AM-4PM

Tench Reserve, Tench Avenue, Jamisontown

PENRITH CITY COUNCIL

1300 736 836
penrith.city/events

THE UGLIEST DUCKLING

A NEW LIVE STAGE PRODUCTION BY Q THEATRE



Tchick, tchick! One by one the eggs break open. Except for one. This one is the biggest egg of all.

Whether it be a history lesson or a life lesson, your child is bound to learn something from seeing live theatre.

Exploring resilience, transformation and joy, Q Theatre's adaptation of Hans Christian Andersen's The Ugly Duckling, showing at The Joan in July school holidays, is a celebration of difference and perfect for the whole family.

Combining circus, dance, music and physical theatre; there are many things parents and children can

expect from The Ugly Duckling. Finding their way through the world, starting from Spring and ending in Winter, three little ducklings will learn how to swim, fly and make friends, taking inspiration from common milestones that young people experience and drawing on those important moments in a young person's life.

The Ugly Duckling is a story that resonates strongly with humankind, embracing resilience, empathy, joy and equality – values that move across the boundaries of age. Full of small tender moments and big pictures, It's a special little world this show is creating, and we'd love you to come along.



WHY NOT VOLUNTEER?

Quite simply, our communities couldn't function without volunteers. They make a real difference to their local communities and the people of Penrith City are well known for their community spirit. Yet volunteers often don't get the recognition they deserve for the time, effort, skills and experience they give to help others.

In recognition of their amazing efforts Council will be holding a free Volunteer Expo on Wednesday 25 September where volunteer organisations will be

showcasing their work at the Mondo, located outside of the Penrith Civic Centre. Everyone is invited to come along and learn about volunteering and how to get involved. So if you are interested in volunteering, then save the date for our Volunteer Expo!

For more information about the Expo, please contact Council's Disability Inclusion Officer on 4732 8081. Make sure you save the date and keep an eye out for more details about this exciting event.

DOWN YOUR WAY

NEW TRAFFIC CALMING DEVICE

A new speed hump has been constructed in York Rd, Penrith to slow down the traffic and to improve safety.



NEW FOOTPATHS

We recently constructed a total of 930m length of shared path in Hickeys Lane, Penrith and Smith St, South Penrith.



DRAINAGE WORK

We recently installed 130m kerb and gutter including drainage system to improve drainage in Muscharry Rd, Londonderry and Caddens Rd, Claremont Meadows as part of the annual Kerb and Drainage Construction Program.



RECONSTRUCTED ROADS

We recently Reconstructed a total length of 2.0km of road in Lansdowne and Calverts Road, Orchard Hills and Borrowdale Way, Cranebrook as part of the Roads to Recovery and Road Reconstruction Program.



NEW BUS SHELTERS

We recently installed four new bus shelters in Second Avenue, Kingswood; Andromeda Dr, Cranebrook; Solander Dr, St Clair and Oxford St, Cambridge Park.



PENRITH

YOUR COUNCIL

Everyone is welcome at Council meetings, which are held at the Civic Centre. Ordinary meetings of Council and Policy Review Committee meetings are held on Monday nights, usually every three weeks. For meeting times and dates visit our website: penrithcity.nsw.gov.au

PENRITH CIVIC CENTRE
601 High Street, Penrith

QUEEN STREET CUSTOMER SERVICE CENTRE
207-209 Queen Street, St Marys

-  4732 7777
-  4732 7958
-  council@penrithcity.nsw.gov.au
-  penrithcity.nsw.gov.au
-  [/penrith.city.council](https://www.facebook.com/penrith.city.council)
-  [/penrithcouncil](https://twitter.com/penrithcouncil)

HAVE YOUR SAY

Register online at yoursaypenrith.com.au to keep up to date with Council plans and projects, and opportunities to help us shape the future of Penrith.

PENSIONERS

If you are a pension card holder, you may be eligible for a pensioner concession on your rates. Please call us on 4732 7676 to discuss.

WE CAN HELP WITH:

- Abandoned vehicles
- Advertising signs
- Aged care services
- Air pollution monitoring
- Approvals
- Building applications or inspections
- Bus shelters
- Bushfire control
- Cemeteries
- Certificates (149, 149D, 317A & 603)
- Children's Services
- Citizenship ceremonies
- Civic functions / community events
- Clean-up bookings
- Compost bins
- Council carparks
- Council meetings
- Crossover inspections
- Development control applications
- Disability services
- Dog catcher / registration / dead dogs & cats on roads
- Drainage
- Elections - Local
- Environmental health
- Environmental planning
- Food handling
- Footpaths
- Garbage - new services
- Graffiti control
- Hall bookings
- Home Library services
- Immunisation
- Library services
- Local history
- Neighbourhood Centres
- Noise complaints
- Park bookings
- Parking control
- Planning approvals
- Policy matters
- Public buildings
- Publications
- Rates
- Recycling
- RID Squad
- Road construction & maintenance
- Senior Citizen centres
- Septic tanks
- Signs
- Street cleaning
- New street lighting
- Street numbers
- Sub-division
- Swimming pool fences
- Tourism
- Tree planting or removal
- Youth services
- Zoning

INTERPRETING ASSISTANCE

If you do not understand the information in this document, please come to Council and ask staff to arrange interpreter services.

ENGLISH	If you do not understand this, please contact the Telephone Interpreting Service on 131 450 and ask them to contact Penrith City Council on your behalf on (02) 4732 7777. Or come to the Council offices and ask for an interpreter.
ARABIC	إذا لم يكن بإمكانك قراءة النص أعلاه، الرجاء الاتصال بخدمات الترجمة الفورية الهاتفية (TIS) على الرقم 131 450 والطلب منهم الاتصال بدورهم بمجلس مدينة بنريث نيابة عنك على الرقم (02) 4732 7777. أو يمكنك الحضور إلى المجلس وطلب ترتيب مترجم فوري لك.
CHINESE	如果您无法阅读这些文字，请致电 131 450 联系电话传译服务中心，请他们代您拨打 (02) 4732 7777 联系 Penrith 市议会。您也可以亲自到市议会来并要求获得口译服务。
GREEK	Αν δεν μπορείτε να το διαβάσετε αυτό, τηλεφωνήστε στην Τηλεφωνική Υπηρεσία Διερμηνέων στο 131 450 και ζητήστε τους να επικοινωνήσουν με το Δήμο Penrith (Penrith City Council) για λογαριασμό σας στον αριθμό (02) 4732 7777, ή ελάτε στη Δημαρχία και ζητήστε διερμηνέα.
HINDI	यदि आप इसे नहीं पढ़ पाते हैं, तो कृपया 131 450 पर टेलीफोन दुभाषिया सेवा से संपर्क करें और उनसे कहें कि वे आपकी ओर से पेनरिथ सिटी काउंसिल से (02) 4732 7777 पर संपर्क करें. या आप काउंसिल आरें और एक दुभाषिये की माँग करें.
ITALIAN	Se non riuscite a leggere questo, contattate il servizio telefonico di interpretariato al numero 131 450 e chiedetegli di contattare da parte vostra il comune di Penrith City al numero (02) 4732 7777 oppure venite in comune e richiedete un interprete.
MALTESE	Jekk ma tistax taqra dan, jekk joghġbok, ikkuntattja lit-Telephone Interpreting Service fuq 131 450 u itlobhom biex jikkuntattjaw Penrith City Council f'ismek fuq (02) 4732 7777. Jew ejja l-Kunsill u itlob ghal interpretu.
PERSIAN	اگر نمی توانید این مطلب را بخوانید، لطفاً به خدمات ترجمه تلفنی به شماره 131 450 بزنید و از آنان بخواهید با شورای شهر بنریث Penrith City Council به شما * (02) 4732 7777 از جانب شما تماس بگیرند. یا اینکه به شهرداری Council آمد و مترجم بخواهید.
SINGHALESE	ඔබට මෙය කියවීමට නොහැකි නම්, කරුණාකර දුරකථන අංක 131 450 ඔබගේ දුරකථන පරිවර්තන සේවාව (Telephone Interpreting Service) අමතා ඔබ වෙතුවන දුරකථන අංක (02) 4732 7777 අමතා ඉන්දිව් නගර සභාව (Penrith City Council) හා සම්බන්ධ කර දෙන ලෙස ඉල්ලා සිටින්න. හැකිනම් නගර සභාව වෙත පමණක් නොව පරිවර්තකයකු ලෙස දෙන ලෙස ඉල්ලා සිටින්න.
TAMIL	இதை உங்களால் வாசிக்க இயலவில்லை என்றால், 'தொலைபேசி உரைபெயர்ப்பு சேவையை 131 450 எனும் இலக்கத்தில் அழைத்து பென்றித் நகரவையுடன் (02) 4732 7777 எனும் இலக்கத்தில் உங்கள் சார்பாக தொடர்பு கொள்ளுமாறு கேளுங்கள். அல்லது நகரவைக்கு விஜயம் செய்து உரைபெயர்ப்பாளர் ஒருவர் வேண்டுமெனக் கேளுங்கள்.
VIETNAMESE	Nếu quý vị không thể đọc được thông tin này, xin liên lạc Dịch Vụ Thông Dịch Qua Điện Thoại ở số 131 450 và yêu cầu họ thay mặt quý vị liên lạc với Hội Đồng Thành Phố Penrith ở số (02) 4732 7777. Hoặc hãy tới Hội Đồng và yêu cầu có thông dịch viên.



Share your adventure
#visitpenrith
visitpenrith.com.au

PENRITH CITY COUNCIL