

Delivery Program 2018-2021

Operational Plan
& Budget
2019-2020



CITY OF
PARRAMATTA

Recognition of the Darug peoples

NUNANGLANUNGDYU BARAMADA GULBANGA MAWA NAA BARAMADAGAL DARUG NGURRAWA BADURA BARAMADA DARUG YURA

We respectfully acknowledge the Traditional Owners and custodians of the land and waters of Parramatta, the Darug peoples.

City of Parramatta recognises the Darug peoples as First Australians, peoples of the oldest continuous living culture in the world.

For more than 60,000 years, Parramatta has been home to the Darug peoples, the traditional custodians of the land we call the City of Parramatta today. The Darug peoples have cared for and nurtured the habitat, land and waters for thousands of generations, and maintain an ongoing connection to Parramatta and its surrounding areas. A modern society can learn from the resilience and community spirit of Aboriginal and Torres Strait Islander peoples (Indigenous Australians) to best ensure a sustainable City for all.

Parramatta has always been an important meeting place for Indigenous Australians, particularly the Parramatta River, which has provided life and vitality since the beginning of time (The Dreaming). The name Parramatta is a derivation of

the word Burramatta or "place where the eels lie down" (breeding location for eels within the Parramatta River).

City of Parramatta recognises the significance of this area for all Indigenous Australians as a site of early contact between Indigenous Australians and European Colonists, and Parramatta remains an important meeting place for Indigenous Australians.

Indigenous Australians continue to play a vital role in the ecological, economic, social and cultural life of Parramatta, while maintaining a distinct culture built on the principles of Caring for Country, the primacy of family, and the dignity and governance of Elders.

At City of Parramatta we imagine a future where the cultures, histories and rights of all Indigenous Australians are understood, recognised and respected by all Australians. City of Parramatta is committed to playing an active role in

making this future a reality. We have developed a Reconciliation Action Plan to assist in supporting the rights of Indigenous Australians to self-determination, equal employment opportunities and economic and social development.

City of Parramatta is proud to acknowledge the ongoing stewardship of Country by Indigenous Australians and is committed to the healing process of Reconciliation and to ensuring Parramatta remains a place of choice to live, work and play for Indigenous Australians.

City of Parramatta's Reconciliation Action Plan is available on Council's website: cityofparramatta.nsw.gov.au



The City's Community Strategic Plan is also available. It outlines the community's priorities and aspirations over the next 20 years. Co-titled 'Butbutt Yura Barra Ngurra', which means 'the heart of the people of eel country' in the Darug language, this title acknowledges Parramatta's ongoing connection to the Traditional Owners and Custodians of the land and waters of Parramatta, and recognises that our entire community is the living, beating heart of the City of Parramatta.



Message from The Lord Mayor

On behalf of my fellow Councillors, I am pleased to present the City of Parramatta Operational Plan and Budget 2019/20, otherwise known as Year Two of the Delivery Program 2018-2021.

Last year, Council facilitated development of a Community Strategic Plan 2018 – 2038 for the City - Butbutt Yura Barra Ngurra. Council also developed a Delivery Program 2018-2021, an important three year planning document that includes the principal activities that Council will undertake to achieve the vision of the Community Strategic Plan (CSP).

Each year your Councillors review the Delivery Program to ensure we are responding effectively to the needs of the community and meeting our goals.

Our City centre, and indeed Parramatta as a whole, is undergoing substantial change. We are a young and rapidly growing community, experiencing

the highest number of housing completions in NSW. By 2038, Parramatta's population is expected to reach nearly 400,000. Over the next five years, our City will also lead the state in other building completions.

We know this will place significant pressure on our existing infrastructure, natural environment and local communities. While this unprecedented growth provides us with many challenges, it also provides exciting opportunities. In particular for the many people and businesses who have chosen to live or do work in the City of Parramatta.

The Operational Plan and Budget 2019/20 is therefore focussing on planning for, and managing, the impact of population growth. In addition to ensuring thriving, welcoming, safe and accessible places, it also means providing the vitally important infrastructure and services needed for a diverse community.

While Council is responsible for delivering many of these community outcomes, we also act as a key partner and advocate. That is why this document not only highlights the many key Council run initiatives, but also those whereby Council plays another type of critical role.

The Operational Plan and Budget 2019/20 has been developed to best position us to embrace our opportunities and proactively and successfully address any challenges.

It is a privilege to be your Lord Mayor. On behalf of your Councillors I say we are delighted to be working with you, our community, to make Sydney's Central City a great place to be.

**Councillor Andrew Wilson
Lord Mayor, City of Parramatta**



Acting CEO's Message

Thank you for taking the time to read Council's Delivery Program, inclusive of our Year Two (2019/20) Operational Plan and Budget.

The Delivery Program 2018-2021 is the key 'go to' document for Council staff. It provides the blueprint to achieving the community's broader goals, ensuring our services and resources are well aligned and in tune with community expectations.

In 2019/20, or 'Year Two' of the plan, we will continue to see significant change. As our community grows, our organisation needs to evolve to better meet the needs of a changing City. In this time of transition we will be implementing a new organisational structure, one that is more in line with achieving our corporate and community goals. We will also be revisiting some of our key internal processes to support improved transparency and decision making at all levels.

As Acting CEO, my focus will be on ensuring that we have a comprehensive Delivery Program in place, one that provides the detail of the many activities and services we are committed to, and the budget required to make these happen. It is important that we get the right resources in place, at the right time, and have a robust strategy that ensures financial sustainability in the long term.

Council will continue to report back to the community on a regular basis so that you can feel confident we are delivering on our promises. To keep track of our progress I encourage you to visit our reporting pages on the City of Parramatta website.

It is an exciting time to be part of the team at City of Parramatta.

I look forward to working with our Councillors and new Executive Team to achieve great outcomes for both the community and Council.

Rik Hart
Acting Chief Executive Officer



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Dundas Ward

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Welcome

Welcome to the City of Parramatta Council's Delivery Program 2018–2021 and Operational Plan 2019/20 and Budget. This document provides an overview of the core services, activities and projects Council will deliver in order to meet the needs of a changing and growing community.

This document has been developed in response to the Community Strategic Plan 2018–2038. The Community Strategic Plan is the highest level of plan that Council prepares on behalf of the community. It sits above and informs all other Council plans and policies. The purpose of the Community Strategic Plan is to outline our community's shared vision and aspirations for the future, and set out clear strategies to achieve this vision.

"The Community Strategic Plan looks at a 20-year horizon, but more detailed planning is needed in the short term. Council's Delivery Program/Operational Plan and Resourcing Strategy will translate the overarching vision of the Community Strategic Plan into specific actions, while identifying the resources required to achieve this vision." (Community Strategic Plan 2038)

The Delivery Program and Operational Plan has been informed by the priorities of the first elected Council of the City and the results of many months of engaging with our communities and partners. It has also been informed by Council's Resourcing Strategy, a working document developed to support Council's decision making around resource allocation.

The Delivery Program and Operational Plan also provides the community with transparency around Council's three-year budget, our capital and maintenance programs, and the proposed rates and fees and charges for the financial year.

THE DOCUMENT IS SET OUT IN FOUR PARTS:

PART 1: Overview

PART 2: Strategic Objectives and Principal Activities

PART 3: Budget

PART 4: Fees and Charges

DELIVERING ON THE VISION

Community, government and business must work together to contribute to the long-term objectives established by the Community Strategic Plan.

Many issues facing Council are complex and often beyond its direct control, such as public transport, health, schools, housing, regional planning and employment.

In these areas, to deliver the community's vision, Council works with various stakeholders and partners including other levels of government and their affiliated agencies, local businesses and industry, educational institutions, community groups, and other service providers.

Council's role, depending on the activity being undertaken, is to **Deliver, Partner**, and/or **Advocate**. By building strong partnerships, taking a strong leadership role, and delivering on its own commitments, Council plays a pivotal role in shaping places and supporting local people to lead fulfilling lives.

Through the Resourcing Strategy and Delivery Program and

Operational Plan, Council has identified the principal activities to be carried out over the next three years and the assets, budget and people required to make these happen.

It is important to note that these documents are updated each year, with robust reviews occurring every four years to align with the local government election cycle. This helps to ensure that Council's response remains flexible and responsive to evolving needs – be these social, economic, civic or environmental.

PLANNING FOR PARRAMATTA'S FUTURE

"The City of Parramatta is changing. Unprecedented public and private investment, population growth and new infrastructure are transforming Parramatta into Sydney's Central City." Community Strategic Plan 2018-2038

While the Community Strategic Plan puts the strategies in place to best manage this growth and improve quality of life for all, the Delivery Program and Operational Plan translates these strategic goals into clear, measurable actions that Council

is committed to deliver. Part Two of this document provides details of the proposed principal activities and key focus areas that will drive Council's service delivery over the next three years.



Council's role

Council is not wholly responsible for delivering all elements of the Community Strategic Plan. This Delivery Program focuses on those activities where Council has a certain level of control over the outcome. Council's role is to:

DELIVER

Council delivers a range of programs and services including: waste collection, libraries, child care, maintenance of local roads and public spaces, recreation facilities and programs, community care, special events and regulatory functions.

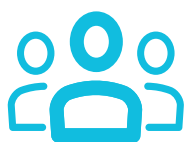
PARTNER

Council builds and facilitates strategic partnerships with federal and state government agencies, the private sector, and a range of other service providers whose work will contribute to delivering the Community Strategic Plan.

ADVOCATE

When not in direct control or partnership, Council gives voice to the needs and aspirations of the community by advocating for changes in policy and action at the relevant levels of government and industry to bring about the best outcomes for our community.

Our City in numbers



OUR PEOPLE

Population	<ul style="list-style-type: none">• 235,000 in 2016 (2,800 people per km²)• 390,000 forecast for 2036 (4,650 people per km²)• Median age = 34 years (NSW = 38 years)• 9 in 10 residents are proud to be part of the Parramatta area.
Dwellings	<ul style="list-style-type: none">• 85,600 dwellings in 2016• 157,000 dwellings forecast for 2036.• 55% of residents live in medium or high density dwellings
Diversity	<ul style="list-style-type: none">• 50% of residents were born overseas• 52% speak a language other than English at home<ul style="list-style-type: none">• 11% Mandarin• 7% Cantonese• 5% Korean• 0.7% of residents identify as Aboriginal or Torres Strait Islander.
Education & employment	<ul style="list-style-type: none">• 37% of residents hold a bachelor's degree or higher• 93% employment rate• 27% of residents also work within the LGA• Median household income = \$1755 per week (NSW = \$1481) in 2016.
Vulnerable communities	<ul style="list-style-type: none">• 19% of households are 'low income', earning less than \$750 per week• 13% of households are in housing stress• 4% of people require assistance with daily living activities• 10% of residents do not speak English well or at all.



OUR PLACE

Location	<ul style="list-style-type: none">• The City of Parramatta covers 84 km² at the centre of metropolitan Sydney, 24km west of Sydney CBD
Connection	<ul style="list-style-type: none">• Home to the Darug peoples for more than 60,000 years• Australia's oldest inland European settlement
Heritage	<ul style="list-style-type: none">• Parramatta Park is a World Heritage Listed site• More than 750 significant archaeological sites• More than 50 State significant heritage sites
Environment	<ul style="list-style-type: none">• 65 km of natural waterways• 859 ha of parks, reserves and sportsgrounds• 461 ha of bushland• 33% tree canopy cover• 600 unique species of flora and 230 unique species of fauna
Climate	<ul style="list-style-type: none">• More than 16 days per year over 35°C
Economy	<ul style="list-style-type: none">• 2.3 million people live within a 45-minute commute to the Parramatta CBD• Gross Regional Product = \$25 million in 2016• 186,000 people work in the City of Parramatta• 11,500 jobs created in the last 5 years (to June 2017)• More than 23,000 businesses call Parramatta home• Zero vacancy rate in Parramatta's A-grade premium commercial office buildings

Ward Priorities

Councillors are passionate about their communities. They provide the democratically-elected representation of local concerns and needs.

A New Futures series of workshops was held over February and March 2018 to set both strategic (city-wide) and local priorities, based on what is most urgent and important.

The following are confirmed as local priorities for 2019/20.



1. Delivery of Carlingford Precinct Plan installation of traffic lights at Moseley Street to improve access to Pennant Hills Road
2. Delivery of a new playground and amenities pavilion at Max Ruddock Reserve
3. Installation of a new playground at Goodin Road, Winston Hills (*Roger Gregory Playground*)



1. Complete the Dence Park Master Plan, and implement key priorities including improvements to Epping Aquatic Centre
2. Work towards creating a new multi-purpose community facility in Epping. In the interim, undertake essential repairs and maintenance to the Masonic Hall so that it is suitable for public use in the short term
3. Investigate a location for a district-scale playground

NORTH ROCKS

EPPING

DUNDAS

ROSEHILL

1. Delivering a new sportsground at Newington Reserve
2. Design and deliver Good Street as a *Smart Street* and creating an *Urban Plaza* – including the purchase of property
3. Implementation of Hill Road Master Plan – short term pedestrian and cycle upgrades



1. Investigation for potential Water play park
2. LGA-wide extension of the Retail Frontage Improvement Program (RFIP) and promotion to Property and Business Owners at each Local Centre
3. Prioritisation of small park upgrades

Integrated planning and reporting

We've prepared our Community Strategic Plan, Delivery Program & Operational Plan during an exciting but challenging time for Parramatta.

Council plays a critical role in the planning of local services. By working with our partners, and demonstrating strong civic leadership, we best position ourselves to manage inevitable change.

Careful forward planning means ratepayers can enjoy best possible value through the provision of efficient services, facilities and adequate infrastructure that meet current and future needs.

The Local Government Act (Planning & Reporting) 2009 (NSW), established an Integrated Planning and Reporting (IPR) framework designed to improve long-term financial sustainability, asset management, community engagement and organisational planning in local government.

This legislation requires all councils to take a rigorous approach to strategic planning and financial management.

Using the IPR framework, Council connects its various strategic plans. Drawing these plans and resources together supports closer collaboration between Council, the community and our partners, to achieve a shared vision and committed action.

COMMUNITY ENGAGEMENT

Identifies community needs and priorities, and informs the development of Council's plans.

COMMUNITY STRATEGIC PLAN 20 YEARS

Highest level plan that Council prepares. The purpose of this plan is to identify the community's main priorities and aspirations for the future and to plan strategies for achieving these goals.

STATE & REGIONAL PLANS



(Other Council Plans)

DELIVERY PROGRAM 3 YEARS

Sets out the principal activities that Council will deliver to the community during the Council term.

RESOURCING STRATEGY 10 YEARS

Contains the Long Term Financial Plan, Asset Management Strategy, Workforce Strategy and Technology Strategy.

OPERATIONAL PLAN, 1 YEAR

Sets out the details of the Delivery Program - the individual projects, activities and budget for the financial year.

ANNUAL REPORT

Ongoing monitoring and review

Our Commitment New Futures

In February and March 2018 your Councillors participated in a series of strategic workshops to consider and prioritise the many issues and objectives within the Community Strategic Plan. In early 2019 they revisited these priorities to help shape Year Two of the Delivery Program.

WHY ESTABLISH PRIORITIES?

In the absence of priority setting, we run a greater risk of making decisions that create imbalance between identified community needs and the allocation of resources. We also limit our ability to identify opportunities.

Under the Local Government Act (Integrated Planning & Reporting), the Delivery Program is where Councillors allocate priorities to the objectives of the Community Strategic Plan. The Delivery Program is also designed as the "single point of reference" for Council – it is the key accountability mechanism. In short, the Delivery Program establishes what we will deliver, as well as how and when.

The New Futures workshop series was aimed at identifying and clarifying both Councillor and community strategic priorities. Councillors not only considered the big issues, but potential solutions (strategies) to address these.

Councillors were asked to consider priorities in terms of what they considered to be most urgent and important. The results of that discussion were then used to inform the three-year Delivery Program, Operational Plan and Budget.

In 2019 Councillors were asked to consider where we needed to do more, less or the same. The result was a consolidated list of priorities reflective of the guiding theme of the CSP – planning for and managing the impact of population growth on all aspects of the City and environment.

The principal activities and key focus areas (Part Two) that are priorities for this Council term are identified by the following icon (★).



PRIORITY AREAS FOR 2019/20

- *Provision of local infrastructure and community assets*
- *Ensuring financial sustainability (the Budget)*
- *CBD planning (includes strategic planning and major CBD projects such as Parramatta Square)*
- *Traffic, transport and parking management*
- *Trees and green canopies*
- *Innovation and technology*
- *Advocacy*
- *Waste management.*



Transformational Projects

Over the next 20 years, there are several major projects that stand out as once-in-a-generation opportunities for our City. Although there is significant development taking place in many growth hotspots across our City, these projects have the potential to be transformative for residents, businesses and visitors in Parramatta.

KEY

As outlined on page xx, Council's role is to:

- **DELIVER**
- **PARTNER**
- ▲ **ADVOCATE**

PARRAMATTA CBD



Our CBD is changing as Council's vision to create a vibrant business and cultural hub for Western Sydney comes to life. It is now buzzing with activity due to increased commercial and residential development, including new shops, restaurants, and a year-round program of events offering entertainment for locals and visitors.

In the medium term, Parramatta Square, the Civic Link project, Parramatta Quay, Western Sydney Stadium redevelopment and Parramatta Light Rail will completely transform the look and feel of the City. The centrepiece of Parramatta's river foreshore will be a new cultural precinct, including the new, state-of-the-art Museum of Applied Arts and Sciences, and the redevelopment of the Riverside Theatres.

PARRAMATTA SQUARE



The \$2.4 billion Parramatta Square, slated for completion in 2022, is set to become a landmark destination in the heart of the Parramatta CBD. Spread over three hectares of prime real estate, it will showcase design excellence from internationally acclaimed architects, as well as provide a major injection of public and private sector jobs into the Parramatta CBD. It includes the construction of at least five major commercial, educational and civic buildings which will border a public domain thoroughfare in the core of Parramatta's CBD.

PARRAMATTA LIGHT RAIL



Parramatta Light Rail is a major infrastructure project to connect commuters across Greater Parramatta with their homes, jobs, hospitals, universities, entertainment hubs, sport

stadiums and leisure areas. Transport for NSW is leading this project, and Council is a key partner in the process of planning and delivering this infrastructure. The first stage of the project will connect Westmead to Carlingford via Parramatta CBD and Camellia, and is expected to open in 2023. The preferred route for Stage 2 has been announced, which will connect to Stage 1 and run north of the Parramatta River through Ermington, Melrose Park and Wentworth Point to Sydney Olympic Park.

CIVIC LINK

The Civic Link Framework Plan aims at creating a green, pedestrianized public space and cultural spine that connects public life, from the heart of the Parramatta CBD to the River. The Link crosses through four significant City blocks, interfacing with a number of private development sites, state heritage items and State Government projects such as Parramatta Light Rail and the new Museum of Applied Arts and Sciences.

As well as creating a new movement corridor for the City, the Civic Link will encourage the development of arts and culture, and provide fine-grain spaces for local businesses, small bars and cafes. It will also function as the major public link to the

River, improving access from the City to the River foreshore and enhancing connections between the ferry wharf and the CBD.

PARRAMATTA RIVER

The Parramatta City River Strategy is a plan for revitalizing the foreshore of the Parramatta River between Gasworks Bridge (Macarthur St) and Rings Bridge (O'Connell St). It aims at strengthening Parramatta's identity as the Central River City by upgrading the City River corridor and reclaiming the foreshore as a vibrant public space for the City. This includes better spaces for walking, cycling and for hosting major events by the River such as New Year's Eve and Loy Krathong. The renewal of Charles Street Square and RMS renewal of Parramatta Ferry Wharf are two projects currently being managed within the program.

MUSEUM OF APPLIED ARTS & SCIENCES AND RIVERSIDE THEATRES

Parramatta's City River foreshore will soon include the new flagship Museum of Applied Arts and Sciences (MAAS), and the redevelopment of the beloved Riverside Theatres.

The museum, which will open in 2023, will be the State's largest with 18,000 sqm of exhibition and public spaces, it will have a science and technology focus and include the largest planetarium in Australia.

This will be complemented by a dedicated play and learning space devoted to STEAM, children's spaces, cafes, bars, retail, and event and function spaces.



Civic Link
Artist impression

The redeveloped theatres will build on the valued brand of the existing Riverside Theatres, maintaining its connection with current audiences and continuing to provide opportunity for educational and cultural industry development as well as meeting future demand for high quality diverse local, Australian and global performance.

Together, the Museum and the enhanced Riverside Theatres will be anchor venues for arts and culture within the Parramatta CBD and will deliver on Council's vision to provide outstanding cultural facilities that sensitively respond to the City's needs and which the community will enjoy for decades to come.

ESCARPMENT BOARDWALK



The Escarpment Boardwalk is one of the last critical links in the Parramatta Valley Cycleway, the foreshore path along the Parramatta River Between Sydney Olympic Park and Parramatta Park. The project is a river-level shared path that will allow pedestrians and cyclists to access the CBD foreshore along the northern bank, and avoid the need to cross Macarthur Street or use Gasworks Bridge. The project also includes pedestrian links to Stewart St and Macarthur St.

WESTMEAD INNOVATION PRECINCT



Westmead is already Australia's largest health services precinct, offering world-class integrated tertiary clinical care, an innovative education and research network, hundreds of private health businesses and the globally connected Westmead Institute for Medical Research and Children's Medical Research Institute.

Council is working with the Westmead Alliance to realise Westmead's potential as a connected, productive, vibrant place to live, work and play, with all the features of a world-leading innovation district.

By 2036 there will be more than 20,000 tertiary students and 50,000 full-time staff working across Westmead. More than \$3 billion has been committed by government, universities and the private sector to deliver an integrated and innovative health, commercial, education and research precinct. A new civic heart on the Parramatta Light Rail route will be created with an enhanced public domain and an increased number of dwellings.



MAAS

MAAS
Artist impression

How we developed the plan

The building blocks of this Delivery Program and Operational Plan are the result of a process which involved input from the following:

COMMUNITY

A Community Engagement Plan has been, and is continuing to be, implemented to ensure diverse views are taken into account.

COUNCILLORS

The *New Futures* workshops held over February and March 2018 set the strategic direction for the City of Parramatta and confirmed the priorities that will inform all Council's activities and resource decisions.

EXECUTIVE TEAM

A series of meetings were held in March and April 2018 to review the three-year program and budget assumptions with the aim to prioritise and fine tune the details of the Delivery Program and Operational Plan to achieve balance and best value, while addressing each strategic objective. The executive team looked at the strategic direction, Council's statutory functions and its existing commitments to prepare an affordable and pragmatic expenditure program of operational activities, capital works and maintenance. The executive team reconvened in early 2019 to review and refresh the plan.

STAFF

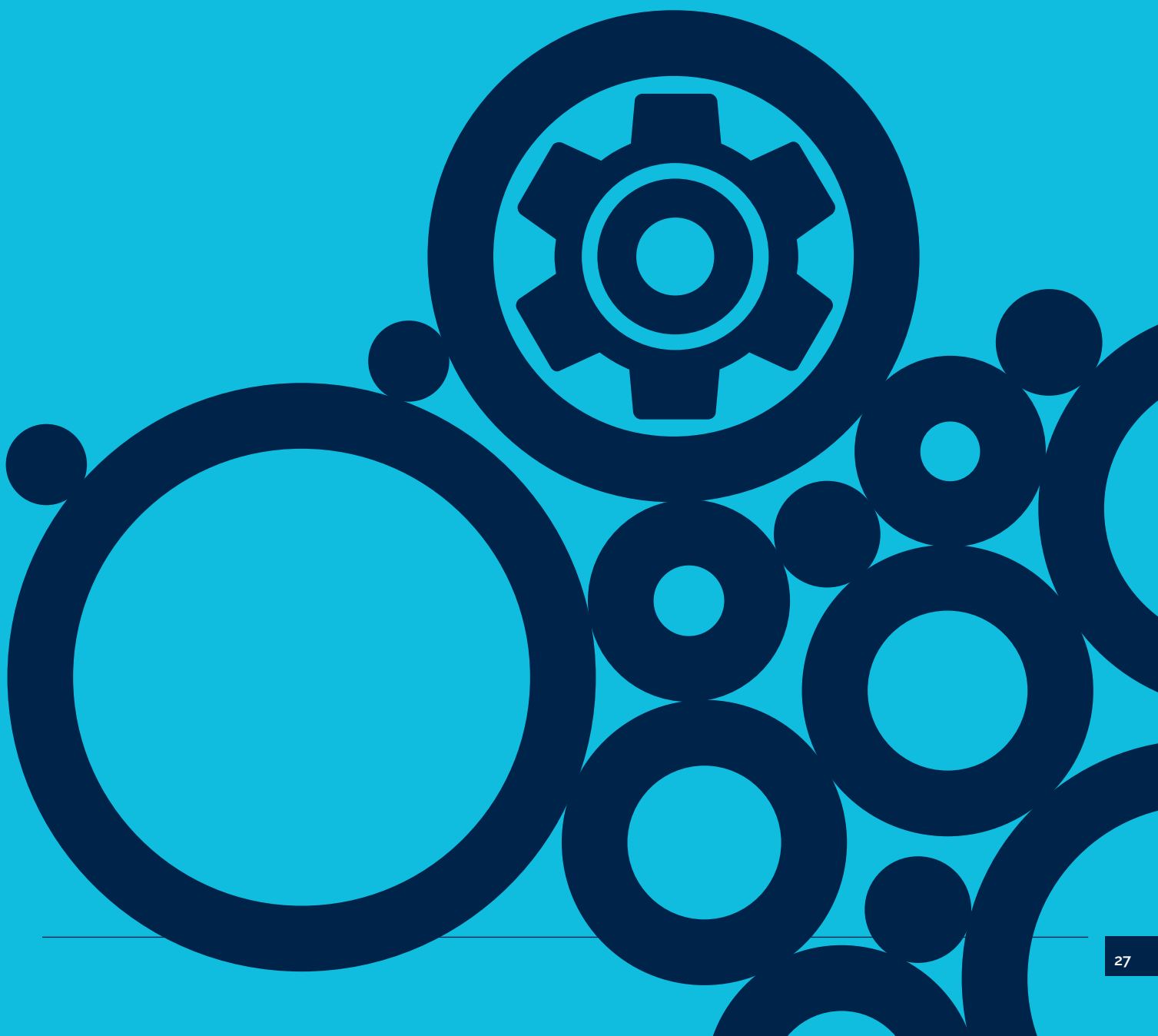
Through workshops and working groups, staff from each Council service area reviewed their current operations and resources to prepare a 'baseline' three-year program that: responds to community issues; meets statutory functions and any contractual commitments; and aligns with the strategic objectives outlined in the Community Strategic Plan.

BUSINESS UNITS

All business units were consulted to update their business plans and individual work programs. The business units use these to coordinate delivery of services and undertake quarterly reporting.

EXHIBITION

A draft plan was placed on exhibition during May to invite feedback, to ensure plans reflect community aspirations. For our community engagement and what you told us see page 28.



Community Engagement

Our Community Engagement Strategy guides us on how to best involve the community in decisions that will affect them.

Engagement helps Council maintain strong relationships with our community and partners. Through meaningful, timely consultation, insightful research and regular communication, Council is able to represent and balance local interests.

Engagement also helps to ensure Council plans and activities are well informed and broadly welcomed before we even start to deliver. Since the forming of the City of Parramatta, our extensive engagement activities have consistently confirmed the issues that are most important to our community.

In developing the Community Strategic Plan, the highest level document that this Delivery Program supports, Council drew on the views of more than 15,000 people over 18 months, including:

- 9,000 residents, workers and visitors who provided feedback by phone, at pop-up kiosks, workshops or as part of focus groups, to develop Council's vision and priorities.
- 3,000 residents, workers and visitors who provided feedback on our Operational Plan in 2017 via surveys, pop-up kiosks and written submissions.
- 2,500 people who have provided feedback on the Community Strategic Plan so far.

Community views shared on many other plans and strategies covering a range of issues, exhibited throughout 2016 and 2017.

WHAT YOU'VE TOLD US SO FAR

Since the City of Parramatta was proclaimed in May 2016, we've been talking extensively with you, our community, to understand your priorities, needs and aspirations. It is clear that you are passionate about Parramatta, and want to build on the strengths of the community to create a liveable, productive and sustainable future. As part of the development of the Community Strategic Plan and supporting Delivery Program, we asked you: *Where should Council focus its activities over the three years?*

YOU TOLD US TO FOCUS ON:

PUBLIC TRANSPORT

The community talked about the City's growing population. In order to meet increasing demand, participants prioritised good transport infrastructure, not only between cities and business precincts, but around the suburbs. Council plays a key advocacy role in this area.



GREEN SPACES

Participants talked about trees and green spaces being replaced and protected during higher frequency of development and ensuring plenty of open spaces for current and future generations to enjoy.

PLANNING AND DEVELOPMENT

Continuing to ensure liveable, welcoming neighbourhoods and taking measures to provide amenities and safety for residents during a time of change are key priorities. This period of growth is exciting but also challenging. Parramatta has an opportunity to emerge from this period *“stronger, more liveable, more productive and more sustainable”* (Community Strategic Plan 2018-2038).

AMENITY AND GENERAL INFRASTRUCTURE

Community’s expectations around general amenity, maintenance and infrastructure suggests the need to improve service levels across some asset classes. Council is therefore undertaking a series of community engagement activities over the next 12 months to clarify where improvements need to be made.

TRAFFIC

Participants talked about traffic congestion across all of Sydney, with a focus on Parramatta. While this is a reality of Greater Sydney and the impact of a growing population, many residents thought that ease of moving about the City remained important.

COMMUNITY FACILITIES

Participants talked about population growth and the impact on limited resources and facilities. People want to see the provision of relevant community spaces and facilities. In particular, they talked about potential sharing of community facilities, like libraries, as well as outdoor facilities, like parks and playgrounds.

EXHIBITION FOR YEAR TWO

Council received and considered 25 submissions or comments during the 28-day exhibition period in May 2019. No new themes emerged through the exhibition.

Strategies and Plans

The Delivery Program and Operational Plan builds on the achievements of the expanded City of Parramatta local government area and the first year of an elected Council, which commenced September 2017.

Importantly, it also connects, and seeks to advance, several strategic plans prepared by Council that are helping to set a clear direction for the City and guide operations and resourcing decisions.

By taking into account the social, economic, environmental, cultural and civic leadership factors addressed in each of these strategic plans, Council is applying an integrated, 'quadruple bottom line' approach to its strategic planning and decision-making.

The following strategic plans have guided this Delivery Program. Each plan will be implemented through this Delivery Program, and its progress reviewed and reported.

Community Engagement Strategy

At City of Parramatta, we believe it's important that our community can see and have a direct impact on the decisions of their Council and our City.

This strategy provides a roadmap for creating and maintaining good relationships and effective engagement with our community and stakeholders. It will act as a guide for consultation, research and engagement across the organisation in order to ensure best practice engagement with our communities, now and into the future.

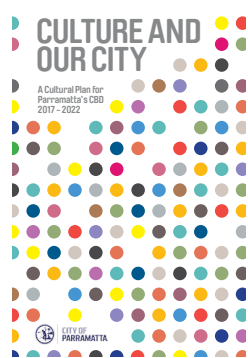
Culture and Our City

This Cultural Plan champions the role that culture plays in

city building, and prepares our city for the opportunities and challenges that unprecedented growth brings. Culture and Our City outlines a roadmap to create a city that is liveable, has a strong sense of place, invites creativity and stimulates prosperity.

Disability Inclusion Action Plan

We're committed to creating an inclusive and accessible city for everyone who lives in, works in, and visits the City. This plan outlines the practical steps Council will take to create a more inclusive community for people with disability. The actions set focus on developing positive community attitudes and behaviours, creating liveable neighbourhoods, supporting access to meaningful



employment, and improving access to services.

Economic Development Plan

Employment growth close to quality housing is essential to ensuring the wellbeing of our entire community. To help enable this, the Economic Development Plan encourages marketing and investment attraction, support for small businesses, and strategic partnerships with key stakeholders to help deliver inclusive growth for all.

Environmental Sustainability Strategy

The natural environment creates a better quality of life, not just for people, but for all living things. The Environmental Sustainability Strategy focuses on protecting and enhancing our natural environment, while also ensuring that the built environment is ready for the future through reduced water and energy consumption, more sustainable transport options and resilience to extreme heat and flood events.

Reconciliation Action Plan

Council will lead by example to advance the cause of Reconciliation. Our Stretch Reconciliation Action Plan outlines ways to foster relationships

with Darug peoples and other Aboriginal and Torres Strait Islander communities, show respect for the history, resilience and hopes of Aboriginal cultures, and create opportunities to bring lasting improvements to the wellbeing of Aboriginal and Torres Strait Islander people.

Socially Sustainable Parramatta Framework

We want everyone in our community to benefit from our City's growth and prosperity, and we recognise that now is the time to take significant strides to shape a future for our City in which all people can share. Sharing The Opportunities of Growth for All is Council's framework for advancing social sustainability in our City. It sets out a new way of working that puts people first.

Transport Planning

Transport is critical to the future of a sustainable, liveable and productive city. Smart, multi-modal transport solutions are being considered and progressing to planning and delivery stages that will transform the joint futures of both the Sydney and Parramatta metro regions. They include:

Parramatta Bike Plan

A 20-year plan for developing Parramatta's cycling network. It will play an important role in supporting the liveability of Greater Parramatta, giving residents, workers and visitors more transport choices as the City grows.

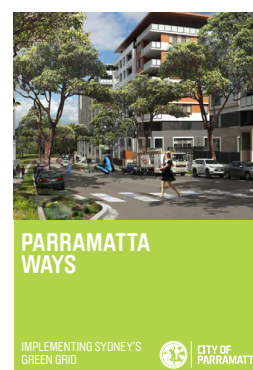
Parramatta Ways Walking Strategy

Outlines a plan for a green grid across the City of Parramatta which aims to better connect people and places, and support healthy lifestyles by encouraging more walking.

Integrated Transport Plan

Is now being prepared to support economic productivity and connect people to the places they want to go, through a network of bus, light rail, road, parking, pedestrian and cycle routes.

Copies of these strategies and plans can be found on Council's website: cityofparramatta.nsw.gov.au.



About the Organisation



Our Values

Our values guide our behaviours and public service. All staff are encouraged to keep these values front of mind in all dealings with customers, partners and fellow workers.



INTEGRITY

We deliver on promises, act ethically, take responsibility for our actions and speak up respectfully. Integrity is the foundation on which everything is based.

Our 'Values Champion Program' provides opportunities to recognise staff through their contributions, achievements and commitment.

During career development all staff must review how well they have demonstrated the values in their approach to work and whether they meet a 'role model' standard



CUSTOMER FOCUS

We communicate openly with our customers, are responsive to their needs and create new relationships as our City grows.

OUR MISSION

Council has developed a shared purpose statement that details how we feel about working for Council, what we share, and why working for our City is important to us all.

We are proud to work here. We are trusted, respected and valued. Together, we are transforming our great city, delivering the services a great city and its communities deserve.



TEAMWORK

We support the role of leadership, collaborate within and across our teams, and build effective partnerships with colleagues and our community to achieve our goals.



INNOVATION

We build on our strengths, champion creative solutions, and seek new and sustainable ways to deliver superior outcomes.

Our Services

A TO Z

Council provides a wide variety of services to the community. Some are required under legislation – in other words, they are services Council must provide.

Examples of important regulatory services include functions to support the health, safety and overall wellbeing of our community, while protecting the environment and managing construction, parking and local traffic. Council also has a big role to play in strategic planning to ensure the best future for our City and its surrounding neighbourhoods. Council strives to protect the natural environment, provide opportunities for social interaction, improve access to recreation and culture, encourage local businesses to thrive, and invests in reliable, well-maintained infrastructure.

This section explains some of the services undertaken by Council.

- A** Aquatic, recreation facilities & programs
- Arts, animation & Cultural programming
- Asset management policy, strategy, & plans
- Asset outdoor dining assessment
- B** Building & facilities maintenance
- Building regulation, Certification & Compliance
- C** Children & family services
- Civil maintenance, construction, asset & catchment management
- Civil engineering, surveying, landscape architecture & project management
- Community Care services
- Crime & community safety
- Community projects & social enterprise support
- Corporate services
- Cultural heritage Centre
- D** Development assessment
- E** Economic development
- Emergency planning with state agencies
- Engagement, communications, media & public relations
- Environmental & sustainability programs
- Environmental, animal management & public health protection
- Events & festivals programming
- F** Fleet services
- G** Governance, corporate planning & council support
- I** Information & customer contact

L

Library services

Local traffic management

Lord Mayor, Councillors & Chief Executive Officer support

M

Marketing, digital content, branding, & promotion

O

Open space & natural area management

P

Paid parking facilities

Parks, open space & public tree maintenance

Place management

Procurement & Insurance

Property Development

Public space cleansing

R

Ranger & parking services

Research, consultation & engagement

Riverside Theatres Venue hire

S

Strategic partnerships management & tourism development

Sports facilities and key sporting venues

Strategic planning (planning, transport, environmental and social outcomes)

Smart City & innovation program

T

Trades services

V

Visitor services

W

Waste management

Improving Services

Council works hard to make services better. This means being responsive to the diverse needs of our community and listening to your ideas.

Community Satisfaction Survey

Overall satisfaction with Council in 2018 was high. Over 70% of the community are "satisfied" or "very satisfied". Council-run events and festivals, provision of street signage and waste collection are all services in which the community is highly satisfied.

Council will focus on the areas most likely to have the greatest impact on overall satisfaction, including: community engagement and communication, movement around the LGA such as parking, road and footpath maintenance, traffic management and sustainable transport options, waste collection and recycling services.

NSW Council Survey

In the 2017 State Government survey, Council's satisfaction score was 68% (compared with the NSW state average of 58%, and the metropolitan average of 61%).

Annual Perception Study

We track attitudes towards our City. More people see Parramatta as a destination of choice; it is a place where people want to live, study, work and play.

We know we need to do more work, however, to improve perceptions around safety.

Our City Your Say

Council runs an 9,143-strong online community. Getting involved in local issues and giving feedback helps Council make better decisions. You can take part in surveys, polls, focus groups, forums and workshops.

Service requests & complaints

Services can be requested or complaints made over the phone, in person or via the online services portal on our website cityofparramatta.nsw.gov.au.

Liaison Offices

This team monitors and inspects our local government area to respond to issues relating to public assets, safety, amenity and cleanliness.

Cleansing Survey

This satisfaction survey focuses the cleanliness of our local centres, and helps shape Council's cleansing operations to keep our City clean.

SERVICE EXCELLENCE

Council established the **Service Excellence Program**, to drive continuous improvement and innovation across Council's services. The program helps Council:

- Be a more customer-centric organization
- Deliver exceptional customer experiences and outcomes
- Perform regular and consistent reviews of our services
- Engage, enable and empower our people to deliver improved services
- Improve cross-functional, team collaboration and digitization
- Drive tangible value and benefits for our customers and the community
- Be the 'best in class' council

Our Service Excellence Program challenges staff to change the way we deliver essential services to our communities, by completing Service Reviews and building a corporate culture that encourages ongoing improvement and innovation.

Reporting on our progress

Council is accountable for delivering and reporting against the commitments made in this, and other, Council strategies and plans.

Through continuous monitoring and open reporting to the community, Council remains accountable for the progress made with respect to the activities, services, programs and projects set out in Part Two of this Plan.

Council's reporting will comply with all legislative requirements. We will provide other informal updates through our website and neighbourhood communications.

The Integrated Planning and Reporting Framework (S.404 Local Government Act) requires Council to prepare:

- Progress reports at least every six months on the principal activities in the Delivery Program.

Council is committed to provide an account of:

- Council's financial position
- Council's service performance measures
- Progress against all activities and actions, projects and programs as expressed in Part Two of this document

- An annual report which includes the achievements of Council in implementing the Delivery Program, additional information required by legislation and audited Financial Statements for the financial year.
- An end-of-term report detailing Council's progress in implementing the Community Strategic Plan during the Council term

Council is also committed to additional monitoring and reporting against several strategic plans that will help steer the direction of Council. Examples include:

Environmental

An Environmental Sustainability Strategy Report will be prepared for the community to report implementation and progress against goals in the strategy. This report will be included in Council's Annual Report

Social

Council will develop a yearly implementation plan for its Socially Sustainable Framework and a meaningful set of targets and measures to evaluate and

report on the actions identified in the framework. The report will be included in Council's Annual Report.

Cultural

An annual Cultural Plan Report will be prepared for the community to report implementation and progress against goals. The report will be included in Council's Annual Report.

Disability

Disability Inclusion Action Plan (DIAP) – Council will monitor implementation through its Internal DIAP Advisory Panel made up of representatives from across Council, which was established to coordinate, evaluate and report on implementation. The report will be included in Council's Annual Report.

These progress reports will also be available on Council's website, or will be provided upon request by our Customer Service Centre.

Financial Summary

The budget summary is an overview of Council's budget estimates for the term of the Delivery Program 2019/20 – 2020/21. The budget for each financial year is reviewed annually and updated to reflect the current financial year and for the remaining years of the Delivery Program.

The goal is to ensure Financial Sustainability that will underpin Council's Delivery Program. Council aims to ensure its net operating position is in surplus through the prudent management of Council's finances, debt and insurance.

A key financial strategy for Council is to strive to return a surplus each year based on 2% of untied revenue. In 2019/20 Council is budgeting for a surplus of \$5.8m, which is 2.1% of untied revenue. Council will develop strategies in future years to continue to meet the 2% target.

THE BUDGET IS PRESENTED IN 4 SECTIONS:

- **The operational result**, which includes all operational income, expenditure and depreciation
- **The capital result**, which includes capital income and expenditure for capital projects
- **Funding movements**, which includes funding allocated to and from restricted cash reserves during the financial year
- **The Rates** section which details the rates levied to the community

Combined, these 4 components project balanced budgets over the 2-year budget period.

These projections highlight that Council is ensuring it is not spending beyond its funding capacity. The budget projections for 2019/20 financial year an operating surplus of \$5.8m with revenues of \$277.1m and expenditure of \$271.1m, with resources allocated to provide existing service levels, statutory functions and to respond to community priorities and contractual commitments. Capital Expenditure for 2019/20 financial year is \$191.3m.

How Much Parramatta Council Spends on LGA	2019/20 \$'000	2020/21 \$'000
Operational expenditure (including depreciation)	271,084	275,370
Capital expenditure	191,322	158,004
Total	462,406	433,374

For every \$100 Council spends

Full details and explanations are contained in:

Part 3: Budget 2019/20 – 2020/21

Part 4: Fees and Charges 2019/20

\$23

Major Works
& constructon

\$19

Parks, recreation
& culture

\$11

Maintaining
roads, footpaths
& drains

\$11

Governance
& financial
management

\$6

Library &
community
services

\$7

Engineering
& traffic

\$7

Planning &
Development

\$9

Waste
Management

\$3

Environmental
Sustainability

\$4

Trades & Fleet
Management

FEES & CHARGES

Following the realignment of the boundaries of the new City of Parramatta in 2016, a review of the fees charged by Council in the children and family, libraries, recreation facilities and programs, community care and community capacity building sections of Social and Community Services (SACS) has been conducted.

This review has aimed to:

- Reduce and simplify the number of fees and charges;
- Align the fees and charges managed by the City of Parramatta following the incorporation of parts
- of several neighbouring Councils in 2016;
- Introduce much greater fairness in the application of fees and charges to both
- individuals and organisations; and
- Ensure a transparent and sound schedule of fees and charges is established.

Further details on changes to fees and charges can be found in Part 4.

NSW GOVERNMENT RATE PATH FREEZE

In accordance with the NSW Government policy for all newly merged councils, the current rate structure including category and subcategories of the former council will continue to be maintained for four years post-proclamation.

During this four-year period, Council will plan to undertake

a rates harmonisation review, across the whole LGA. Rates for 2019/20 will be assessed on land values having a date of 1 July 2016 for all the former council areas. The increase allowed by IPART relates to general income in total and not to individual ratepayers' rates. Individual rates are also affected by other factors such as land valuations. As such rates for individual ratepayers may vary by more or less than the percentage allowable depending on how an individual ratepayers' land valuation has changed in a particular year compared to the land values of other ratepayers.

PENSIONER REBATES

All NSW councils provide a mandatory rebate of up to \$250 to eligible pensioners. The former Parramatta City Council is one of the few Councils that granted an additional voluntary rebate of up to \$100 to eligible pensioners on top of the \$250 State Government rebate. In 2019/20 this is to be extended to all eligible pensioner ratepayers within the City of Parramatta LGA.

FUTURE SURPLUS STRATEGY

Council key criteria when preparing the 2-year budget was Council works towards a surplus each year to be reinvested in community facilities and services while maintaining its high level of service to the LGA. This goal is being achieved by Council becoming more efficient in delivering services and projects to the LGA. Over the next 2 years, in total Council is budgeting for a surplus of \$8.2m.







**CITY OF
PARRAMATTA**

PART 2

Delivery Program Activities & Operational Plan Focus Areas

How to read this part of the plan

This Delivery Program and Operational Plan is structured around the six Strategic Goals in the Community Strategic Plan 2018 - 2038.

Under each strategic goal are the strategies and operational activities of Council. It is important to note that in practice the strategic objectives, strategies, and activities are all interconnected.

Similarly, Council's activities are organised by Directorate and Business Units, but in reality the activities are delivered by multi-functional and multi-disciplined teams.

The information is organised by:

DELIVERY PROGRAM

- **Strategic Objective** sets the goals for City of Parramatta local government area
- **Supporting strategies** that respond to the community needs and aspirations
- **Community Outcome**
 - a statement to describe the kind of place the community would like the City of Parramatta to be in 2038
- **Core services**
 - provided by Council to support this Strategic Objective
- **Principal Activities**
 - that Council will undertake over the 3-year Council term
- **Council's role (D/P/A)**
 - Denotes if role is to Deliver/ Partner/ Advocate
- **Council Priority**
 - Denotes if this activity is a Council Priority

OPERATIONAL PLAN

- **Focus Areas**
 - specific actions that that Council will undertake to support the activities and contribute to achieving the strategies
- **Timeframe**
 - the period the action will be completed, or whether it is ongoing
- **Measures/ Target**
 - measures to monitor and assess our progress or performance
- **Responsibility**
 - the accountable Business Unit
- **Program & Projects**
 - specific operational, capital, maintenance or renewal projects that contribute to achieving the strategies

Our 6 Strategic Goals



FAIR

We can all benefit from the opportunities our city offers.



ACCESSIBLE

We can all get to where we want to go.



GREEN

We care for and enjoy our environment.



WELCOMING

We celebrate culture and diversity - past, present and future.



THRIVING

We benefit from having a thriving CBD and local centres.



INNOVATIVE

We collaborate and champion new ideas to create a better future.



COMMUNITY OUTCOME

WE CAN ALL BENEFIT FROM THE OPPORTUNITIES OUR CITY OFFERS.

Presented under this strategic goal:

- Community outcome
- Core services, activities, focus areas, programs and projects, delivered by your Council to advance this strategic objective
- Our measures

Supporting Strategies:

1. Invest in services and facilities for our growing community
2. Advocate for affordable and diverse housing choices
3. Support people to live active and healthy lives
4. Ensure everyone has access to education and learning opportunities
5. Empower communities to be strong and resilient by building individual and community capability
6. Engage and consult the community in decision-making
7. Deliver effective, responsible and ethical leadership and decision-making, reflective of community needs and aspirations

CORE SERVICES DELIVERED BY YOUR COUNCIL TO SUPPORT THE FAIR STRATEGIC OBJECTIVE

SERVICE AREA	SERVICE DESCRIPTION	COMMUNITY OUTCOME
Strategic Planning (Social Outcomes)	The preparation, development and maintenance of strategies and plans to manage the growth of the City	A well-considered strategic planning framework that manages growth and facilitates the delivery of a liveable, sustainable and productive City for our communities
Libraries	The provision of library services	Enhanced lifelong learning and access to library collections and events to increase digital literacy, physical and mental health and social integration
Community Capacity Building	Community Grants, funding and support for community projects and social enterprises	Greater community capabilities to improve well-being and enhance services to meet the community's needs
Children & Family	The provision of Children & Family services	Access to high quality childcare and family support
Community Care	The provision of Community Care services	Enhanced ability of older people and those with disabilities to live well and more independently
Recreation	The provision of recreation facilities & programs	Improved lifestyle opportunities and physical and mental health
Community Engagement	The provision of whole of organisation Engagement, Communications planning and delivery (including design & print), Media and Public Relations, Internal Communications services	A well informed community, provided with clear and accurate information about Council programs and services as well as opportunities to engage with civic decision making. Enhanced public perceptions of the Parramatta LGA and Council. Informed and highly engaged organisation and staff, with improved capability to deliver services to the local community
	Engage and consult the community in decision making	Ensure the community's interests and values are heard by facilitating opportunities for the community to participate in Council's decision making, policy and programs through quantitative and qualitative research

SERVICE AREA	SERVICE DESCRIPTION	COMMUNITY OUTCOME
Leadership	The provision of overall strategic direction for the operation of all Council's activities	Achievement of the community's priorities and aspirations as set out in the Community Strategic Plan
	The provision of advice, administrative support, induction and continuous improvement to the Lord Mayor, Councillors and Chief Executive Officer	Achievement of the community's priorities and aspirations as set out in the Community Strategic Plan
Governance	Integrated Planning and Reporting Framework – includes preparing Delivery Program, Operational Plan, Resourcing Strategy, Quarterly and Annual Reporting	Community has the opportunity for input into Council's planning and resource allocation to influence the services, programs and facilities Council provides to meet their needs
	Corporate-wide administrative Governance functions including Council meetings and other committee meetings, publishing of business papers, policies, delegations, maintaining registers and determining 'Access to Information' (GIPA) requests	An open, transparent and responsive Council that meets the needs of the community
	Corporate risk management systems and culture	Confidence in Council meeting our legislative and service delivery requirements and making decisions that are ethical
	Management of Internal Audit Program	Robust business processes and procedures that support high quality services
	Internal Investigations and liaising with Internal Ombudsman where necessary	Confidence in Council in conducting its business with the a strong level of probity and governance
Legal	Management of Legal Services	Internal legal services

HOW WE WILL MONITOR OUR FAIR CORE SERVICES

- Overall satisfaction with Council
 - Implementation of actions in the Socially Sustainable Parramatta Framework
 - Utilisation and satisfaction of library services
 - Effectiveness of Council's Community Grants program
 - Skills and confidence levels of participants in community capacity building programs
 - Satisfaction of those Social Enterprises assisted by Council's program
 - Satisfaction with Council's Community Capacity Building Services
 - Satisfaction with Council's Community & Social services
 - Utilisation of childcare and family support services
 - Quality of childcare facilities and services
 - Expansion of seniors and disability programs
 - Participation in seniors and disability programs
 - Expand Council's recreation programs
 - Satisfaction with School Holiday program and
- Health Promotion services
- Satisfaction with Council's information provision and communications
 - Satisfaction with the opportunity to have a say in Council decisions
 - Quality of engagement for all Council's critical projects
 - Opportunities and types of engagement and consultation
 - Size and diversity of Our City Your Say community
 - Effectiveness of (CEO) correspondence management
 - Effectiveness of (Lord Mayor) correspondence management
 - Effectiveness of Service Requests (Lord Mayor and Councillors) management
 - Compliance with Integrated Planning & Reporting legislation
 - Community access to Council business papers
 - Management of Council's Internal Audit program
 - Effectiveness of Internal Audit program
- Management of Information Access requests (GIPA formal)
 - Number of Code of Conduct complaints found to be valid.
 - Quality and timeliness of support to Internal Ombudsman (IO)

FAIR SUPPORTING STRATEGY 1

1.1 Invest in services and facilities for our growing community

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	DELIVERY PROGRAM Principal Activity	OPERATIONAL PLAN Focus Areas	Measure					Target	Responsibility
			18/19	19/20	20/21	20/21			
	Council's response to strategy	Key pieces of work							
1.1.1	Tackle inequality by investing in cultural infrastructure that empowers our Aboriginal and Torres Strait Islander (ATSI) community	1.1.1.1 Advance feasibility studies and prepare an operational framework for ATSI cultural infrastructure ●	X	X			Study completed, recommendations considered by Executive Team	June 2020	Group Manager Social & Community Services
1.1.2	Improve early years development through collaborations with partner organisations	1.1.2.1 Implement Wentworthville Early Childhood Development Initiative ●	X	X	X		Outcomes agreed with partner organisations	Ongoing	
		1.1.2.2 Complete feasibility study into the provision of Out of School Hours care (OOSH) and implement recommendations of the report ●	X	X			Study completed, recommendations considered by Executive Team	June 2020	
1.1.3	Implement Council's responsibilities under the Targeted Earlier Intervention Program of the NSW Government	1.1.3.1 Support the local reform process for the Targeted Earlier Intervention Program of the NSW Government ●	X	X	X		Study completed, recommendations considered by Executive Team	Ongoing	

FAIR SUPPORTING STRATEGY 1

1.1 Invest in services and facilities for our growing community

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	DELIVERY PROGRAM Principal Activity	OPERATIONAL PLAN Focus Areas	18/19				19/20				20/21				Measure	Target	Responsibility
			X				X				X						
1.1.4	★ Foster active and healthy communities by managing and upgrading recreation, community and aquatic facilities to increase community access Council's response to strategy																
		1.1.4.1 During construction of the new Parramatta aquatic leisure centre provide interim swimming facilities at Macarthur Girls High School and deliver Learn to Swim programs in Parramatta CBD ●	X							X					Learn to Swim programs delivered and promoted	Ongoing	Group Manager Social & Community Services
		1.1.4.2 Complete a review and rollout of the community facilities booking system and technology to increase utilisation rates ●	X							X					Review completed, recommendations considered by Executive Team	June 2020	
		1.1.4.3 Complete design and fit-out of Wentworth Point community centre and library and promote programs and community access ●	X							X					Wentworth Point community facility fit-out completed and operational	July 2019	
		1.1.4.4 Complete design and fit-out of 5 Parramatta Square (civic, community building) promote programs and community access ●	X							X					5 Parramatta Square completed and operational	April 2022	Director Property Development Group
		1.1.4.5 Foster active and healthy communities by managing and upgrading recreation, community and aquatic facilities to increase community access ● ■	X							X					Design, plan, construct and deliver a new modern Aquatic & Leisure Centre	2023	

FAIR SUPPORTING STRATEGY 2

1.2 Advocate for affordable and diverse housing choices

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
1.2.1	★ Work in partnership (Government, Agencies, Alliances) to develop approaches to increase the supply of more affordable housing for the City	1.2.1.1 Implement the priority actions within the Affordable Housing Policy ■	X	X	X	Affordable housing numbers/targets	Increase	Group Manager City Strategy
1.2.2	★ Advocate for affordable and diverse housing choices	1.2.2.1 Build community capacity and address housing affordability by implementing a Homeshare program (Parramatta Housemates) to match young people seeking accommodation with elderly people, living alone ▲	X	X	X	Homeshare program implemented	June 2021	Group Manager Social & Community Services
1.2.3	Build the capability of Council and local services to reduce the incidence and impact of homelessness	1.2.3.1 Ongoing implementation of the Homelessness Strategy and Action Plan ●	X	X	X	Homelessness Strategy endorsed by Council; progress reported each quarter	June 2021	

FAIR SUPPORTING STRATEGY 3

1.3 Support people to live active and healthy lives

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
1.3.1	★ Foster active and healthy communities through recreation planning to meet the growing needs of our community	<p>1.3.1.1 Develop and implement Council's Open Space & Recreation Plan ★●</p> <p>1.3.1.2 Deliver Healthy and Active Communities Program, which encompasses Mobile Active Health Project, Active Parramatta and School Holiday programs, and interim Learn to Swim arrangements in Parramatta CBD ●</p>	X	X	X	Open Space & Recreation Plan endorsed by Council	Ongoing	Group Manager Social & Community Services
1.3.2	Improve health outcomes in the community related to mental health, wellbeing and individual resilience	<p>1.3.2.1 Deliver Council's Mental Health Strategy (and related actions from Socially Sustainable Parramatta Framework) to the community and as a well-being focused employer ●</p> <p>1.3.2.2 Deliver community capacity building training programs for local community organisations that work with clients and community members with mental health issues ●</p>	X	X	X	Review strategy annually; report progress quarterly	Ongoing	
1.3.3	Foster active and healthy communities, by facilitating social connections which are socially and culturally diverse, inclusive and empowering communities	<p>1.3.3.1 Expand Council's Let's Dine Out program for both customers from Aged Care and NDIS client base ●</p> <p>1.3.3.2 Expand the areas that Leisure and Learning activities operate into Epping, Carlingford, North Rocks, Winston Hills ●</p>	X	X	X	Training programs delivered Participation in programs	Ongoing Increase	

FAIR SUPPORTING STRATEGY 4

1.4 Ensure everyone has access to education and learning opportunities

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
1.4.1	★ Continue to improve and expand the City of Parramatta network of libraries	1.4.1.1 Establish an Implementation Plan to reform the network of library services, informed by the operational models developed for the new Wentworth Point Community Centre & library ●	X	X		Implementation Plan considered by Executive Team	December 2019	Group Manager Social & Community Services

FAIR SUPPORTING STRATEGY 5

1.5 Empower communities to be strong & resilient by building individual & community capability

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
1.5.1	★ Build the capacity of young people through the implementation of youth-focused engagement and programming	1.5.1.1 Implement annual City of Parramatta Youth Forum, Youth Issues Forum, Youth Week and other youth-focused programs ●	X	X	X	Youth events held Participation in program	Increase	Group Manager Social & Community Services
1.5.2	★ Build the capacity of the community to support each other and be welcoming, skilled, trusting and respectful of differences	1.5.2.1 Deliver community capacity building training to community sector including the implementation of Welcoming City strategies ●	X	X	X	Training course attendance	Increase	
1.5.3	Deliver programs that facilitate social connections and foster inclusive and empowered communities	1.5.3.1 Implement community focused projects to improve access for people with a disability in the life of the City, consistent with the Disability Inclusion Action Plan ●	X	X	X	Projects delivered	Ongoing	
1.5.4	Tackling inequality by ensuring our community has a voice and empowered to access services administered by National Disability Insurance Agency (NDIA).	1.5.4.1 Provide education and advice about National Disability Insurance Scheme (NDIS) and advocate to NDIA to secure appropriate NDIS package funding ●▲	X	X	X	Number of people with NDIS packages using Council Services	Ongoing	

FAIR SUPPORTING STRATEGY 6

1.6 Engage and consult the community in decision-making

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
1.6.1	Provide increased opportunities for community participation in decision making	1.6.1.1 Implement Council's Community Engagement Strategy, particularly to involve the City's diverse communities and under-represented groups ●	X	X	X	Measures established in Community Engagement Strategy	Ongoing	Group Manager City Engagement
1.6.2	Enhance public access to information and promote Council programs and initiatives to ensure our community is well informed	1.6.2.1 Review, audit and develop Council's Communications Strategy ●	X	X		Communications Strategy prepared and considered by Executive Team	December 2019	
		1.6.2.2 Develop and implement media and communications campaigns and initiatives that provide clear and accurate information about Council's programs and services as well as promoting major events/cultural/heritage attractions and City-significant projects (e.g. Parramatta Square) ●	X	X	X	Number of media releases, level of satisfaction with the Council's provision of information to about activities and services	Maintain	
1.6.3	Deliver high quality internal communications that improves staff engagement with the organisation and its functions in order to improve capability to deliver local services	1.6.3.1 Scope and re-develop Council's intranet to improve capability, functionality and access to information for staff ●	X	X		Intranet re-launched and operational	December 2019	
		1.6.3.2 Develop and deliver an internal communications strategy and campaigns that support Council programs and services ●	X	X	X	Strategy developed and endorsed by Executive Team	July 2020	

FAIR SUPPORTING STRATEGY 6

1.6 Engage and consult the community in decision-making

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
1.6.4	★ Implement the Parramatta Square Community Development Plan	1.6.4.1 Complete community and consumer participation in the design of 5 PS (civic and community building) and the public domain in Parramatta Square ★●	X	X	X	Community feedback incorporated into designs	Ongoing	Group Manager Social & Community Services
1.6.5	Provide the community with the opportunity to participate in Council's decision making and influence the outcomes that will shape their local community	1.6.5.1 Interpret qualitative and quantitative survey and consultation data to provide business insights ●	X	X	X	Community perceptions/satisfaction with the City/ Council services	Improving perceptions	Group Manager City Engagement
		1.6.5.2 Grow the size and quality of the 'Our City, Your Say' panel so it represents the diversity of the Community ●	X	X	X	Number of participants Improve representation and most cultural groups	20% increase by the end of the 3 year	

FAIR SUPPORTING STRATEGY 7

1.7 Deliver effective, responsible, ethical leadership and decision-making, reflective of community needs and aspirations

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
1.7.1	Support Councillors in their role of effectively representing the community	1.7.1.1 Monitor and review the Councillor Expenses and Facilities Policy in line with statutory requirements ●	X	X	X	Ensure the policy complies with statutory requirements and monitor Councillor compliance	Ongoing	Chief of Staff
		1.7.1.2 Support Councillor and Executive forums, to foster good communication and ensure alignment of strategy and delivery ●	X	X	X	Workshops held Councillor satisfaction	Ongoing	Group Manager Governance & Risk
		1.7.1.3 Develop and support the ongoing delivery of a Professional Development Program for Councillors in line with statutory requirements	X	X	X	Ensure the policy complies with statutory requirements and support Councillor participation	Ongoing	Chief of Staff
1.7.2	Guide the preparation and implementation of the Community Strategic Plan and Council's response to it via implementation and reporting of the Delivery Program	1.7.2.1 Prepare Integrated Planning and Reporting (IP&R) documents for community engagement and Council adoption ●	X	X	X	Compliance with IP&R legislation	Ongoing	Group Manager Governance & Risk
		1.7.2.2 Prepare and review the Community Strategic Plan			X	Community Strategic Plan reviewed and updated	30 June 2021	Group Manager City Strategy

FAIR SUPPORTING STRATEGY 7

1.7 Deliver effective, responsible, ethical leadership and decision-making, reflective of community needs and aspirations

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
1.7.3	Implement and enhance Council's Integrated Planning and Reporting Framework (IP&R) to align Council's systems and resources to support delivery of the Community Strategic Plan	1.7.3.1 Investigate and implement an integrated software solution for IP&R ●	X			System investigated System implemented	July 2019	Group Manager Governance & Risk
1.7.4	Strengthening of Council's governance framework to ensure the high levels of decision making, integrity and accountability	1.7.4.1 Implement an enhanced Governance Framework ●	X			Framework developed, endorsed by Executive Team	December 2018	
		1.7.4.2 Review current Council business paper system and process to ensure efficiency transparency and public confidence and participation ●	X			Review completed, process changes implemented	December 2018	
		1.7.4.3 Deliver model code of conduct training across the organisation ●	X		X	Staff attended training	Greater than 90%	
		1.7.4.4 Prepare a corporate reporting framework ●	X	X		Framework endorsed	December 2019	
		1.7.4.5 Undertake an audit of Council's current organisation wide monitoring and reporting practices and prepare an improvement plan	X			Audit completed and improvements reported to Executive Team	December 2018	

FAIR SUPPORTING STRATEGY 7

1.7 Deliver effective, responsible, ethical leadership and decision-making, reflective of community needs and aspirations

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
1.7.5	Promote Enterprise Risk Management to protect Council services, assets, business functions and reputation	1.7.5.1 Investigate an Enterprise Risk Management software solution ●	X			Procurement completed	December 2018	Group Manager Governance & Risk
		1.7.5.2 Implement an Enterprise Risk Management system ●		X		System implemented	June 2020	
		1.7.5.3 Establish a Fraud and Corruption Risk Register		X		Register established and endorsed by ET and ARIC	December 2019	
1.7.6	Enhance accountability and independence of complaints investigation to ensure community confidence	1.7.6.1 Manage the arrangements for the Internal Ombudsman (IO) ●	X	X	X	IO Performance Report to ARIC, as per charter	Quarterly Report	
		1.7.7.1 Review and maintain Council's Business Continuity Plan (BCP) ●	X	X	X	BCP reviewed and tested	Annually	
1.7.8	Enhance Council's risk management and governance framework for property development activities	1.7.8.1 Implement the recommendations from the Property Development Group Internal Audit ●	X			Audit recommendations implemented	June 2019	Director Property Development Group

FAIR SUPPORTING STRATEGY 7

1.7 Deliver effective, responsible, ethical leadership and decision-making, reflective of community needs and aspirations

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
1.7.9	Independent, transparent and accountable determination of sensitive development applications and planning proposals	<p>1.7.9.1 Continue to operate the Local Planning Panel (LPP) to assess new development and ensure legislative compliance ●</p>	X	X	X	Report to Department of Planning & Environment	Quarterly	Group Manager & Development & Traffic Services
1.7.10	Advocate for lands affected by James Hardie Legacy Asbestos contamination	<p>1.7.10.1 Participation in Heads of Asbestos Coordination Authorities (HACA) activities on this issue, and through representations to the State Government</p>	X	X	X	Outcomes of representations made to state on behalf of affected landowners and active participation in working parties	Ongoing	Group Manager & Governance & Risk



ACCESSIBLE

COMMUNITY OUTCOME

WE CAN ALL GET TO WHERE WE WANT TO GO

Presented under this strategic objective:

- Community outcome
- Core services, activities, focus areas, programs and projects, delivered by your Council to advance this strategic objective
- Our measures

Supporting Strategies:

1. Design our City so that it is usable by people of all ages and abilities
2. Improve public transport to and from Parramatta CBD, our local centres, neighbourhoods and the greater Sydney region
3. Make our City more enjoyable and safe for walking and cycling
4. Provide and upgrade roads and improve safety for all road users
5. Manage traffic congestion and access to parking

CORE SERVICES DELIVERED BY YOUR COUNCIL TO SUPPORT THE ACCESSIBLE STRATEGIC OBJECTIVE

SERVICE AREA	SERVICE DESCRIPTION	COMMUNITY OUTCOME
Strategic Planning (Transport Planning, Urban Design)	The preparation, development and maintenance of strategies and plans to manage the growth of the City	A well-considered strategic planning framework that manages growth and facilitates the delivery of a liveable, sustainable and productive City for our communities
Parking Management	Parking Services	Improved quality of life by managing the impact of unlawful parking. Improved safety and parking compliance in and around schools. Ensuring City and local commercial centres are patrolled resulting in the turnover of associated parking to support economic activity
Parking Facilities	Provision of adequate paid parking, including street and multilevel car parks in Parramatta CBD	Well managed, clean, convenient and affordable parking options that support the city centre
Development & Traffic	Oversight of local traffic management and the assessment and determination of Development Applications including private tree management within a transparent, legally framework and aligned with established industry best practice	Appropriate management of new development to create good environmental outcomes and minimise adverse impact on our communities, and ensure a safe and efficient local road network
Infrastructure	Civil infrastructure asset and catchment management (inspection, street lighting, restoration and approval of public works for roads, cycling and footpaths, drainage, bridges, dams, special assets)	Civil Infrastructure assets meet community expectations and legislative requirements
	Civil Maintenance and Minor Construction Programs (roads, cycle and footpaths and drainage)	Well maintained and safe local roads and effective public stormwater drainage.
	Open space and natural areas improvement programs (bushland, waterways, open spaces and parks)	Open space and natural area assets and facilities meet community expectations and legislative requirements

HOW WE WILL MONITOR OUR ACCESSIBLE CORE SERVICES

- Responsiveness to Parking Management Service Requests
- Satisfaction with Council's on-street / multi-level car parking facilities and services
- Utilisation of Council's paid parking services
- House Development Applications approvals within timeframe
- Mean and median assessment times for Development Applications
- Effectiveness of Design Excellence Advisory Panel (DEAP)
- Land and Environment Court (LEC) appeals against council
- Tree permits determined within 21 days
- Temporary Road Occupancy permit applications determined with 2 days
- Management of Traffic Committee recommendations to address road safety
- Responsiveness to (Traffic related) Service Requests
- Satisfaction with condition of local roads
- Satisfaction with provision and maintenance of footpaths and cycleways
- Satisfaction with provision and maintenance of drainage, bridge and other special assets
- Satisfaction with provision of lighting in the public domain
- Implementation of Capital Works Program



ACCESSIBLE - SUPPORTING STRATEGY 1

2.1 Design our City so that it is usable by people of all ages and abilities

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
2.1.1	★ Provision of advice to deliver design led outcomes throughout the City	2.1.1.1 Assessment and advice on major projects, development proposals and urban design in line with Parramatta Public Domain Guidelines and the Disability Discrimination Act ●	X	X	X	Design advice incorporated in development proposals	Ongoing	Group Manager City Strategy
2.1.2	Tackle inequalities for residents, visitors, employees, workers across four key focus areas of Disability Inclusion Action Program (DIAP)	2.1.2.1 Implement the actions outlined in the DIAP over the life of the Delivery Program ● 2.1.2.2 Develop capital renewal plans that ensure new and upgraded public buildings, facilities and open spaces consider Disability Discrimination Act (DDA) ●	X	X	X	Reports to DIAP Advisory Committee and reported annually Schemes comply with DDA	Ongoing	Group Manager Social & Community Services Group Manager City Assets & Environment
2.1.3	Provide innovative and accessible digital tools for a diverse community	2.1.3.1 Implement maintenance projects on Council owned websites and digital platforms to ensure legal compliance with Web Content Accessibility Guidelines (WCAG) ●	X	X	X	Schemes comply with DDA Website complies with best practice	Ongoing	Group Manager City Identity

ACCESSIBLE - SUPPORTING STRATEGY 2

2.2 Improve public transport to and from Parramatta CBD, our local centres, neighbourhoods and the greater Sydney region

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
2.2.1	★ Ensure the delivery of Stage 1 of Parramatta Light Rail meets the needs of the City of Parramatta	2.2.1.1 Work in partnership with the State Government to inform the planning and delivery of Stage 1 Parramatta Light Rail, to meet the needs of the City of Parramatta particularly with respect to pedestrian outcomes ●	X	X	X	Advice provided	Ongoing	Group Manager City Strategy
2.2.2	★ Work in partnership with the State Government to plan for the delivery of Stage 2 of Parramatta Light Rail	2.2.2.1 Provide strategic advice to Transport for NSW to inform the planning and delivery of Stage 2 Parramatta Light Rail ■	X	X	X	Advice provided	Ongoing	
2.2.3	★ Advocate to State Government for the completion of significant transport infrastructure	2.2.3.1 Undertake economic research to inform the City's advocacy position on proposed rail infrastructure improvements ●	X	X	X	Research completed and applied to advocacy work	Ongoing	Group Manager City Economy

ACCESSIBLE - SUPPORTING STRATEGY 3

2.3 Make our City more enjoyable and safe for walking and cycling

KEY: Deliver ● Partner ■ Advocate ▲

Ref	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
2.3.1	Improve walking and cycling connections between the Parramatta CBD, the Greater Parramatta precincts, Sydney Olympic Park, Parramatta River and the surrounding area CP4							
2.3.1.1	Implement Council's Parramatta Ways Walking Strategy to improve walkability across Parramatta through a network of green streets, parks and open space and connections to local centres		X	X	X	Schemes underway, progress reported to Council Walking indicators	Annually Increase	Group Manager City Strategy
2.3.1.2	Investigate and prioritise the delivery of integrated walkability outcomes around the Parramatta Light Rail ●		X	X	X	Audit completed and informing capital program	Ongoing	
2.3.1.3	Implement the priority actions from Council's CBD Pedestrian Strategy to provide safe, accessible and simple CBD pedestrian journeys ●		X	X	X	Projects underway, reported to Council	Quarterly	
2.3.1.4	Implement the priorities of Council's Bike Plan ●		X	X	X	Projects reported to Council Cycling indicators	Quarterly	

ACCESSIBLE - SUPPORTING STRATEGY 4

2.4 Provide and upgrade roads and improve safety for all road users

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
2.4.1	★ Improve transport infrastructure and implement the priority schemes from the City's Integrated Transport Plan and Capital Works Program	2.4.1.1 Continue to work with State Government Agencies on traffic related projects such a Parramatta Light Rail to manage local traffic and ensure network efficiency and safety ■	X	X	X	Transport advice provided Traffic schemes completed	Ongoing	Group Manager Development & Traffic Services
		2.4.1.2 Build capacity to improve road safety and strengthen relationships with the Police and community to promote, educate and address local road safety ■	X	X		Number of Injuries & collisions	Decrease	
		2.4.1.3 Investigate traffic and parking management scheme options in local areas to improve traffic flow and impacts on residents ●	X	X	X	Investigations completed and schemes considered by Traffic Committee	Ongoing	
2.4.2	Efficiently maintain City transport infrastructure	2.4.2.1 Continue to deliver Council's street signage program (New Council Implementation Fund) ●	X	X		Program delivered	June 2020	Manager City Operations

ACCESSIBLE - SUPPORTING STRATEGY 5

2.5 Manage traffic congestion and access to parking

KEY: Deliver ● Partner ■ Advocate ▲

Ref	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
2.5.1	Provision of strategic transport planning and management	2.5.1.1 Develop and implement an Integrated Transport Plan for the Parramatta CBD ●	X	X		Transport Plan endorsed by Council	June 2020	Group Manager City Strategy
2.5.2	Provision of strategic parking management	2.5.2.1 Finalise and implement priority actions from the Parramatta CBD Public Car Parking Strategy ●	X	X	X	Parking strategy endorsed by Council, actions reported quarterly Parking occupancy data/ spaces	June 2019 Data maintained	
2.5.3	Provide effective parking management and regulatory functions, focusing on CBD, local centres, entertainment and education hubs and residential hotspots	2.5.3.1 Work with Sydney Olympic Park Authority (SOPA) to minimise the impact on communities from unlawful activities ■	X	X	X	Number of complaints received Number of Penalty Infringement Notices	Decreasing trend Reducing trend	Group Manager Regulatory Services

ACCESSIBLE - SUPPORTING STRATEGY 5

2.5 Manage traffic congestion and access to parking

KEY: Deliver ● Partner ■ Advocate ▲

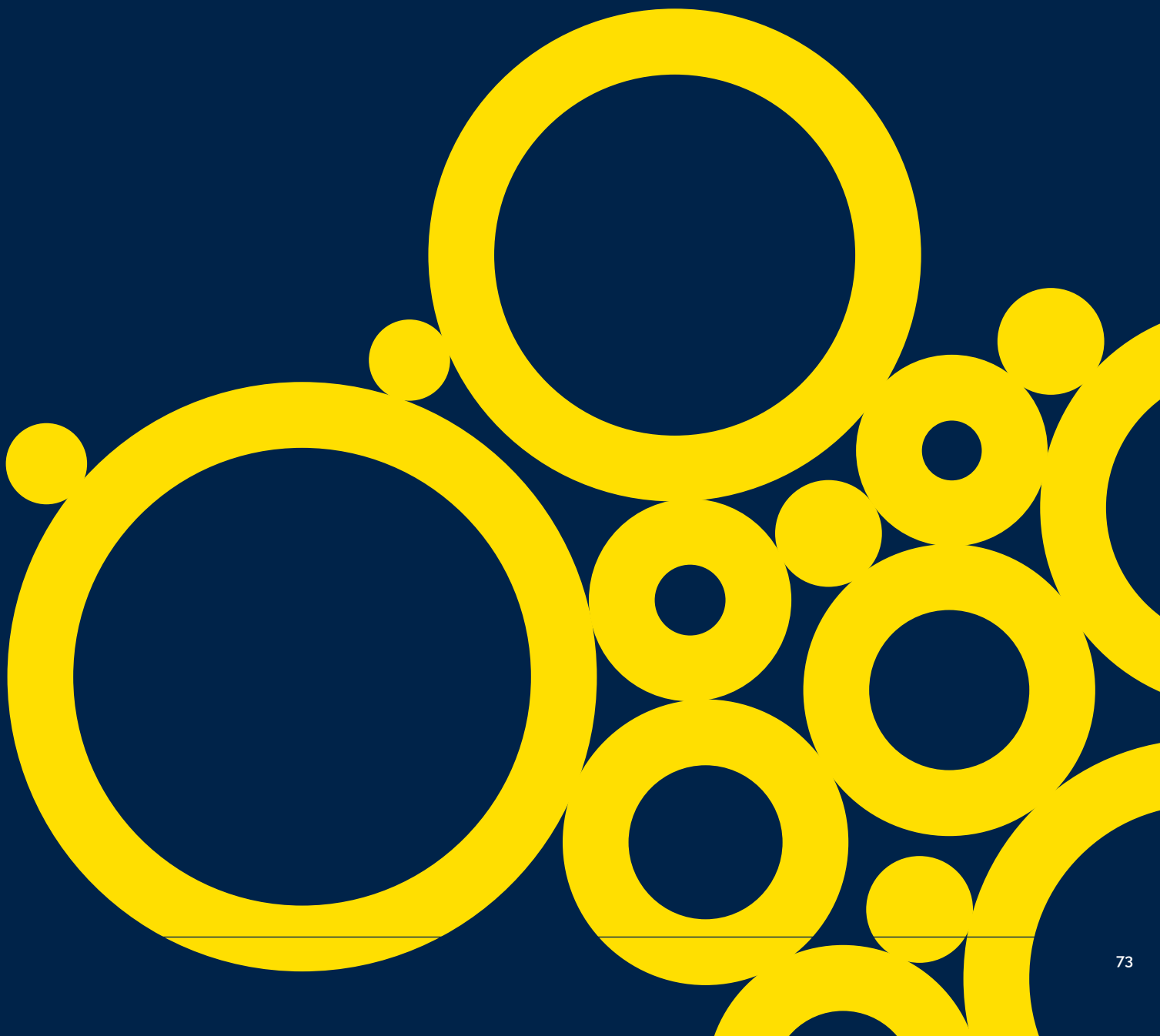
Ref	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
2.5.4	★ Provide effective parking management and regulatory functions, focusing on CBD, local centres, entertainment and education hubs and residential hotspots	2.5.4.1 Work with large housing strata community groups to improve parking on private roads ■	X	X	X	Number of complaints received Number of Penalty Infringement Notices	Decreasing trend Reducing trend	Group Manager Regulatory Services
		2.5.4.2 Monitor and improve parking compliance in the CBD, and suburban local centres ●	X	X	X	Number of complaints received Number of Penalty Infringement Notices	Decreasing trend Reducing trend	
		2.5.4.3 Monitor and improve building site compliance and impacts in residential hotspots (high growth areas, development sites) ●	X	X	X	Number of complaints received Number of Penalty Infringement Notices	Decreasing trend Reducing trend	
		2.5.4.4 Provide School Safety Monitoring, Education and Compliance improvement programs ●	X	X	X	Number of school safety patrols Number of safety awareness programs offered to all Primary Schools	According to schedule	
		2.5.4.5 Review disability parking controls in CBD ●	X	X	X	Turnover of vehicles in Mobility Parking Scheme spaces	Improve	

ACCESSIBLE - SUPPORTING STRATEGY 5

2.5 Manage traffic congestion and access to parking

KEY: Deliver ● Partner ■ Advocate ▲

Ref	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
2.5.5	★ Provide effective parking management and regulatory functions, focusing on CBD, local centres, entertainment and education hubs and residential hotspots			X		Additional shopper parking scheme completed in Carmen Drive	June 2020	Group Manager Development & Traffic Services
		2.5.5.1 Advocate and provide additional commuter car parking in North Rocks Ward to reduce the on-street parking impacts for local residents ● ▲		X				
		2.5.5.2 Investigate and provide traffic calming at hotspot locations including Caloola Road Reserve and Briens Road ●	X	X	X	Caloola scheme delivered Briens scheme designed Briens scheme constructed	June 2019 June 2020 June 2021	
		2.5.5.3 Implement a Web/Phone App to promote safe parking around primary schools ●	X			Number of users	Increasing	Group Manager Regulatory Services





COMMUNITY OUTCOME

WE CARE FOR AND ENJOY OUR ENVIRONMENT

Presented under this strategic objective:

- Community outcome
- Core services, activities, focus areas, programs and projects, delivered by your Council to advance this strategic objective
- Our measures

Supporting strategies:

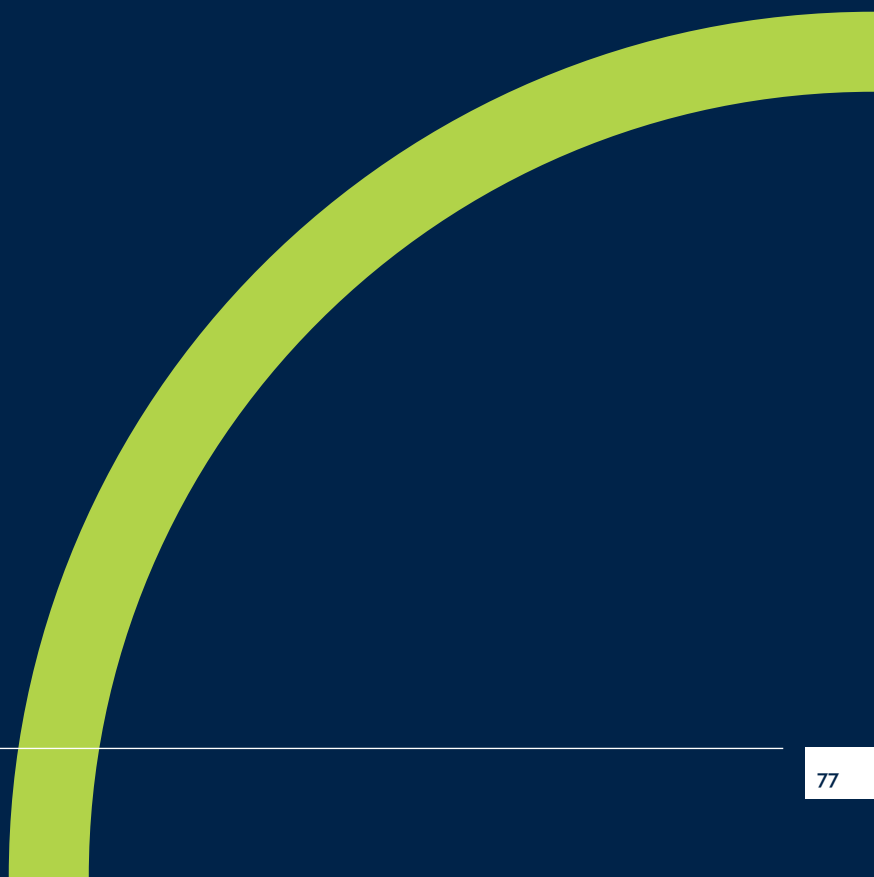
1. Protect and enhance our natural environment
2. Improve our River and waterways
3. Keep our City clean
4. Provide green spaces for recreation, relaxation and enjoyment
5. Prepare for and lessen the impacts of extreme weather events
6. Promote energy and water efficiency, renewable energy sources, and reduced emissions and waste

CORE SERVICES DELIVERED BY YOUR COUNCIL TO SUPPORT THE GREEN STRATEGIC OBJECTIVE

SERVICE AREA	SERVICE DESCRIPTION	COMMUNITY OUTCOME
Open Space & Nature	Open space & natural area management (bushland, waterways, open spaces, parks)	Open space & natural area assets and facilities meet community expectations & legislative requirements
Environmental Sustainability & Education	Environmental and sustainability programs and educational activities	Environmental sustainability initiatives delivered in accordance with community priorities and expectations
Cleansing & Graffiti removal	Cleansing services in the public domain	Clean and usable public spaces, community facilities, business /local centres and local amenities
Waste Management	Management of domestic and commercial waste services	High quality, efficient and reliable domestic and commercial waste services managed in a sustainable way
Regulatory	Environmental & Public Health Protection & Compliance	Fire safety, swimming pool safety, building compliance, health safety, food outlets safety and protection of the natural environment from all forms of pollution
	Ranger Services	Improved quality of life by managing the impact of building activities, illegal dumping, unlawful use of public spaces and responsible companion animal ownership within local communities
Regulatory	Certification Services	Certification Services to provide quality and safety of the built environment in accordance with legislation and standards (Building Code of Australia)
Civil Project Design & Delivery	Civil Engineering, Surveying, Landscape Architecture and Project Management services	High standard of design and delivery of community assets to create vibrant and attractive places to work, shop and interact
Strategic Planning (Environmental Outcomes)	The preparation, development and maintenance of strategies and plans to manage the growth of the City	A well-considered strategic planning framework that manages growth and facilitates the delivery of a liveable, sustainable and productive City for our communities

HOW WE WILL MONITOR OUR GREEN CORE SERVICES

- Implementation of Council's Environmental Sustainability Strategy
- Satisfaction score in Integrated Open Space Services (IOSS) Benchmarking Survey
- Number of street trees planted
- Volunteers supporting environmental programs
- Carbon emissions generated by Council operations
- Satisfaction with cleanliness of local centres
- Satisfaction with maintenance of sporting fields
- Number of incidence of illegal dumping
- Fleet maintenance / emissions
- Management of Public Tree Proactive Maintenance Program
- Satisfaction with domestic waste collection services
- Waste diverted from landfill
- Responsiveness to (waste related) Service Requests
- Management of food outlets health and safety inspection program
- Management of cooling tower inspection program
- Management of public swimming pool inspection program
- Management of skin penetration premises health and safety inspection program
- Management of Commercial/Industrial inspection program
- Management of Environmental & Public Health Protection & Compliance (number of breaches)
- Management of unlawful activity related to building compliance, safety and parking
- Satisfaction with Council's management of parking
- Management of companion animals



GREEN - SUPPORTING STRATEGY 1

3.1 Protect and enhance our natural environment

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
3.1.1	★ Implement and report the priority actions from Environmental Sustainability Strategy	3.1.1.1 Continue to review, update and prepare annual implementation plans for the Environmental Sustainability Strategy ●	X	X	X	Progress reported	Annually	Group Manager City Strategy
		3.1.1.2 Expand and deliver a Bushland Program, as identified by the Capital Works Program to improve vegetation conditions ●	X	X	X	Program expanded	Ongoing	Group Manager City Assets & Environment
		3.1.1.3 Develop and deliver management plans for bushland areas across the Local Government Area covering fire hazard ●	X	X	X	Management Plans endorsed by Executive Team	Ongoing	
		3.1.1.4 Manage certain species and ecological communities to comply with legislation ●	X	X	X	Compliance with legislation	Ongoing	
		3.1.1.5 Review and deliver the Council's biodiversity strategy Life in our City, establishing new targets for the Local Government Area ●			X	Strategy reviewed and endorsed by Council	June 2021	Group Manager City Strategy

GREEN - SUPPORTING STRATEGY 2

3.2 Improve our River and waterways

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
3.2.1	Implement waterways master plans for estuary, river and creek preservation	3.2.1.1 Deliver the Natural Waterways Program ●	X	X	X	Program delivered	Ongoing	Group Manager City Assets & Environment
3.2.2	Make Parramatta River swimmable again	3.2.2.1 Continue to monitor water quality at Lake Parramatta swimming site, develop and implement an Integrated Water Plan for the City of Parramatta ●	X	X	X	Integrated Water Plan endorsed by Council PRCG membership/participation	June 2021 Sustain	Group Manager City Strategy

GREEN SUPPORTING STRATEGY 3

3.3 Keep our City clean

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
3.3.1	Reducing the volume of litter in our city	3.3.1.1 Continue public place litter education and recycling programs and the strategic use of street sweeping, gross pollutant traps and enforcement that targets hotspots ●	X	X	X	Programs delivered Volume of litter	Ongoing Reduce by 40% by 2020	Group Manager City Assets & Environment
		3.3.1.2 Review local centres cleansing programs to incorporate LGA boundary changes and community need	X			Cleansing programs review	June 2019	Group Manager City Operations
3.3.2	Improve the City's waste management service to increase satisfaction, waste recovery and diversion from landfill ●	3.3.2.1 Continue to implement the outcomes of the 2017 Building Service Excellence Project (BSEC) related to waste management ●	X	X	X	Actions completed, then ongoing	Ongoing	Group Manager City Assets & Environment
		3.3.2.2 Report back to Council on the progress of the new Waste Collection contract and community satisfaction after the first 12 months, including kerbside Clean-up ●	X			Report considered by Council	November 2018	Group Manager City Assets & Environment
		3.3.2.3 Continue the internal cross-functional working group that addresses the issue of illegal dumping, including shopping trolleys ●	X	X	X	Report on strategy considered by Council Report on implementation	May 2018 report on strategy November 2018	Group Manager City Assets & Environment

GREEN - SUPPORTING STRATEGY 4

3.4 Provide green spaces for recreation, relaxation and enjoyment

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
3.4.1	Protect, enhance and increase our parks and green spaces to make them a community feature	3.4.1.1 Implement a formal partnership with NSW Department of Education, to expand community access to open space ■	X	X	X	Formal partnership established Access to open space	Ongoing Increase	Group Manager City Strategy
		3.4.1.2 Promote the use of shared green space through delivering community education and engagement activities ●	X	X	X	Education and engagement activities delivered	Ongoing	Group Manager City Assets & Environment
		3.4.1.3 Implement formal play spaces strategy ●	X	X	X	Place Space strategies endorsed by Executive Team	Ongoing	
3.4.2	★ Increase the City's tree canopy to create shade and improve amenity ●	3.4.2.1 Deliver the City of Trees planting program, prioritising street tree planting along cycleways and the Parramatta Ways walking network (with more diverse street tree species to withstand pests, disease and the changing climate) and plant tube stock in Council reserves ●	X	X	X	Planting program delivered	Ongoing	
		3.4.2.2 Develop an Urban Forest Plan, incorporating protection of trees, increased tree diversity and a program of works for priority tree planting locations. ●	X	X	X	Urban Forest Plan endorsed by Council Increase canopy	June 2020 40% (on 2016) by 2050	Group Manager City Strategy

GREEN - SUPPORTING STRATEGY 5

3.5 Prepare for and lessen the impacts of extreme weather events

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
3.5.1	Maintain effective partnerships with the emergency services and other alliances in support of community safety	<p>3.5.1.1</p> <p>Participate in the Local Emergency Management Committee to oversee the Local Emergency Management plan to manage local emergencies ■</p>	X	X	X	<p>Number of meetings attended</p> <p>Emergency Plans reviewed and maintained</p>	Ongoing	Group Manager City Operations
3.5.2	Provide flood management and resilience planning activities	<p>3.5.2.1</p> <p>Launch the Flood Information System Hub (FISH), including a public warning service and access to river and rain gauge information and deliver the Flood Smart community engagement program to support roll out ●</p>	X	X	X	<p>FISH launched</p> <p>Program of engagement activities</p>	<p>November 2018</p> <p>Ongoing</p>	Group Manager City Assets & Environment
3.5.3	Improve liveability by cooling the City and protecting people and communities from heat stress	<p>3.5.3.1</p> <p>Undertake activities to reduce urban heat and cool the City by updating required policies, developing a Resilience Plan and supporting the implementation of local cool infrastructure ●</p>	X	X	X	<p>Activities delivered</p>	Ongoing	Group Manager City Strategy

GREEN - SUPPORTING STRATEGY 6

3.6 Promote energy and water efficiency, renewable energy sources, and reduced emissions and waste

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
3.6.1	Provide leadership in sustainability best practice for Council's operations	<p>3.6.1.1 Ensure that all aspects of Council's fleet management (Plant and vehicles): procurement, disposal, repair, emissions and maintenance systems are considered best practice ●</p>	X	X	X	Independent review of Council practice	Annually	Group Manager City Operations
3.6.2	Increase waste diversion from landfill and reduce resource consumption	<p>3.6.2.1 Revise and deliver Waste Avoidance & Resource Recovery (WARR) Strategy to 2021, to address public domain litter, illegal dumping and future technology ●</p> <p>3.6.2.2 Investigate waste-to-energy, bio-digestion gasification and alternative system to divert food organics nappy from general waste bins ●</p> <p>3.6.2.3 Work with business and industry to reduce plastics and packaging including plastic bag bans ■</p>	X	X	X	WAAR Strategy reviewed and endorsed by Executive Team	Ongoing	Group Manager City Assets & Environment
3.6.3	Reduce energy, carbon emissions, water consumption, increase renewable energy production and increase waste diversion from landfill	<p>3.6.3.1 Develop a high performance buildings policy/guide for new and existing Council buildings and facilities ●</p>	X			Investigation completed and recommendations considered by Executive Team	June 2020	
						Partnership agreements established	Ongoing	
						Building policy and guidelines endorsed by Executive Team	June 2019	

GREEN - SUPPORTING STRATEGY 6

3.6 Promote energy and water efficiency, renewable energy sources, and reduced emissions and waste

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
3.6.4	Reducing energy and carbon emissions and increase renewable energy	3.6.4.1 Deliver energy efficiency upgrades and implement renewable energy opportunities in Council buildings and facilities ●	X	X	X	Reduced Council energy and emissions	Decreasing trend	Group Manager City Assets & Environment
		3.6.4.2 Prepare for Carbon Neutral certification (National Carbon Off-set Standard) for Council operations ●			X	Submission completed	June 2021	
		3.6.5.1 Deliver water efficiency upgrades (irrigation, stormwater harvesting/ rainwater collection and reuse and other equipment) in Council facilities	X	X	X	Reduced Council water consumption	Decreasing trend	
3.6.5	Improve water efficiency of our parks, and council buildings	3.6.6.1 Develop and deliver a Community Energy Plan which incorporates the consideration of energy saving initiatives such as solar in the City's upcoming major projects ●		X	X	Energy Plan endorsed by Council	June 2021	Group Manager City Strategy
		3.6.6.2 Complete phase 2 and prepare business case to seek funding for phase 3 of the Light Years Ahead LED Street Light replacement program ●	X	X	X	Phase 2 program completed Phase 3 business case considered by Executive Team	August 2019 August 2020	
3.6.6	Reduce energy consumption, increase renewable energy and reduce potable water consumption (in local government area)							

GREEN - SUPPORTING STRATEGY 6

3.6 Promote energy and water efficiency, renewable energy sources, and reduced emissions and waste

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
3.6.7	Promote community gardens to encourage sustainability and use of open spaces	<p>3.6.7.1</p> <p>Review the draft Community Gardens Policy in response to Social Infrastructure Strategy and feedback from users and seek funding through Better Neighbourhoods Program and other funding sources ●</p>	X			Community gardens operating	Increase	Group Manager City Assets & Environment



WELCOMING

COMMUNITY OUTCOME

WE CELEBRATE CULTURE AND DIVERSITY - PAST, PRESENT AND FUTURE

Presented under this strategic objective:

- Community outcome
- Core services, activities, focus areas, programs and projects, delivered by your Council to advance this strategic objective
- Our measures

Supporting Strategies:

1. Acknowledge the Darug peoples as the traditional custodians of this land and make Parramatta a leading City of Reconciliation
2. Promote the growth of arts and culture and champion the role that culture plays in city-building
3. Respect, protect and celebrate our shared living histories of Parramatta and embrace our heritage
4. Recognise that Parramatta has always been a gathering place and our diversity is our strength

CORE SERVICES DELIVERED BY YOUR COUNCIL TO SUPPORT THE WELCOMING STRATEGIC OBJECTIVE

SERVICE AREA	SERVICE DESCRIPTION	COMMUNITY OUTCOME
Community Capacity Building	Community Grants, funding and support for community projects and social enterprises	Greater community capabilities to improve well-being and enhance services to meet the community's needs
Riverside Theatres	Riverside Theatres Venues Riverside Presentations National Theatre of Parramatta Workshop and Rehearsal Venue (Studio 404) Performance and Disability Program (Beyond the Square)	Access to professionally serviced venues for performance presentations and for business and community events A year-round stage and screen presentation program for the general public, schools and special interest groups Local production of performances and increased opportunity for local artists Access to studio venues and facilities for rehearsals, teaching, skill acquisition and the development and workshopping of new work for performance Provision of a year round program of workshops and performance with - and for - people with disability
City Experience	Arts & Culture program development and delivery	Community is proud of the opportunities to experience arts and culture
City Experience	Events & Festivals	Opportunities for the community to participate, celebrate and commemorate in the civic, heritage and cultural life of the City
City Experience	Tourism Development & Visitor Services	Tourism delivers local economic, cultural and social benefits and visitor services enhance the perception of Parramatta as a place people want to visit
City Experience	Cultural Heritage	Share and celebrate our cultural heritage assets and stories

SERVICE AREA	SERVICE DESCRIPTION	COMMUNITY OUTCOME
City Identity	Market the City of Parramatta via digital and traditional platforms	Position the City of Parramatta as a destination of choice to live work study and play, resulting in improved perceptions, community pride, increased visitation, economic prosperity and sustainability

HOW WE WILL MONITOR OUR INNOVATIVE CORE SERVICES

- Implementation of Council's Stretch Reconciliation Action Plan
- Utilisation of Riverside Theatres venues
- Satisfaction with provision of Riverside Theatre venues
- Attendance at Riverside Theatres (program and events)
- Attendance of performances and events locally produced
- Utilisation of Studio 404
- User groups involved with Studio 404
- Number and attendance at workshops and performances with - and for - people with disability
- Benefits of Council Events & Festivals program (audience growth, economic, media)
- Perceptions of the City of Parramatta
- Number of day visitors to the city
- Revenue expenditure from day visitors
- Contribution to an increase in Gross Regional Product
- Number of visitors to and engagement with City marketing platforms

WELCOMING - SUPPORTING STRATEGY 1

4.1 Acknowledge the Darug peoples as the traditional custodians of this land and make Parramatta a leading City of Reconciliation

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
4.1.1	Reduce inequality through a strong and respectful relationship with the Darug people and other Aboriginal and Torres Strait Islander communities	4.1.1.1 Implement, monitor and review the Stretch Reconciliation Action Plan (RAP) 2017-2020 ●	X	X	X	Completion of RAP Impact Measurement Questionnaire and Annual Report	Annually	Group Manager Social & Community Service

WELCOMING - SUPPORTING STRATEGY 2

4.2 Promote the growth of arts and culture and champion the role that culture plays in city-building

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
4.2.1	Implement Culture and Our City - A Cultural Plan for Parramatta's CBD 2017-2022 Goal 1: Always a Gathering Place	4.2.1.1 Commission artworks in diverse media across the public domain ●	X	X	X	Number of new public artworks commissioned	Increase	Group Manager City Experience
4.2.2	Implement Culture and Our City - A Cultural Plan for Parramatta's CBD 2017-2022 Goal 2: Diversity is Our Strength	4.2.2.1 Grow opportunities for our changing communities to come together to celebrate and commemorate ●	X	X	X	Programming across public spaces	Increase	
4.2.3	Implement Culture and Our City - A Cultural Plan for Parramatta's CBD 2017-2022: Goal 3: ideas and imagination are the heartbeat of our City	4.2.3.1 Deliver an expanded Parramatta Artists' Studios residency program through the CBD Studios and Satellite Studio project ●	X	X		Residential program utilisation	CBD Studio program fully subscribed Satellite Studio Operating	
		4.2.3.2 Support the growth of our creative communities through increased access to creative spaces and programs ●	X	X	X	Number of new creative spaces and programs	New creative spaces in the City of Parramatta greater CBD	Group Manager City Culture
		4.2.3.3 Commission, produce and present local, national and international performances of contemporary excellence and scale alongside the National Theatre of Parramatta program ●	X	X	X	Program delivered	Maintenance based on budget sustainability and previous year's activity	Director Riverside Theatres

WELCOMING - SUPPORTING STRATEGY 3

4.3 Respect, protect and celebrate our shared living histories of Parramatta and embrace our heritage

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
4.3.1	Implement Culture and Our City - A Cultural Plan for Parramatta's CBD 2017-2022 Goal 1: Always a Gathering Place	4.3.1.1 Increase accessibility to the City's cultural collection of archives, artefacts, research resources ●	X	X		Public access to our heritage assets and events	Increased access, programs and events Significant heritage anniversaries publicly commemorated	Group Manager City Experience
		4.3.1.2 Create an integrated Heritage Strategy to unify our approach to built, natural and intangible cultural heritage ●		X		Strategy developed and endorsed by Council	June 2020	
		4.3.1.3 Advocate to the NSW Government to identify appropriate uses for heritage buildings in the North Parramatta Precinct, including cultural and arts uses ▲	X	X	X	Submissions made	Ongoing	Group Manager City Culture

WELCOMING - SUPPORTING STRATEGY 4

4.4 Recognise that Parramatta has always been a gathering place and our diversity is our strength

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
4.4.1	<p>Implement Culture and Our City - A Cultural Plan for Parramatta's CBD 2017-2022</p> <p>Goal 1: Always a Gathering Place</p>	<p>4.4.1.1 Develop Aboriginal and Torres Strait Islander cultural programs and projects ●</p>		X	X	<p>Enhanced understanding of local indigenous culture</p> <p>ATSI Cultural Program endorsed by Council/ Exec Team and projects being implemented</p>	<p>Indigenous Cultural Officer (Aboriginal identified position) recruited</p> <p>New ATSI cultural programs developed and delivered</p>	<p>Group Manager City Culture</p>
4.4.2	<p>Promote lifelong learning and tackle inequality by delivering programs and services that provide equal access to all.</p>	<p>4.4.2.1 Expand programs in diverse languages depending on profile of the local community, as part of a lifelong learning objective ●</p>	X	X	X	<p>Increase program language diversity</p>	Ongoing	<p>Group Manager Social & Community Services</p>



THRIVING

COMMUNITY OUTCOME

**WE BENEFIT FROM HAVING A THRIVING CBD
AND LOCAL CENTRES**

Presented under this strategic objective:

- Community outcome
- Core services, activities, focus areas, programs and projects, delivered by your Council to advance this strategic objective
- Our measures

Supporting Strategies:

1. Accelerate local jobs growth and support people in finding employment
2. Attract public and private investment to our City and support the growth and prosperity of local businesses
3. Plan and deliver a vibrant, attractive and safe CBD and local centres
4. Ensure Parramatta has a thriving day and night time economy

CORE SERVICES DELIVERED BY YOUR COUNCIL TO SUPPORT THE THRIVING STRATEGIC OBJECTIVE

SERVICE AREA	SERVICE DESCRIPTION	COMMUNITY OUTCOME
Economy	Work collaboratively to support sustainable economic growth by supporting small business, attracting investment, and leveraging strategic partnerships with key stakeholders	Residents, businesses, workers, students and visitors benefit from sustained strong economic performance across the City of Parramatta LGA. Partnerships support the delivery of our vision and priorities.
Economy	Economic Development activities	Jobs growth and increased inbound investment.
City Identity	Actively market Parramatta as Sydney's Central City	<p>Increase investment in the City of Parramatta to provide the Community with the desired jobs, education and health facilities</p> <p>Drive visitation to the City of Parramatta resulting in strong economic performance</p> <p>Improve perception of the City of Parramatta as a desirable place to work</p>
Property Development	Management of Property Development Portfolio	Maximise financial returns on Council's development assets to reinvest into community services and facilities
	Management and delivery of Parramatta Square	<p>Deliver a new civic building, community facilities and public domain to create a vibrant and world-class landmark and destination for the City</p> <p>Manage the delivery of premium commercial office developments that seamlessly surround the public domain</p>
Property Development	Management and delivery of other Significant Projects	Deliver a range of quality facilities to support the City's vision and priorities established by the Community Strategic Plan

SERVICE AREA	SERVICE DESCRIPTION	COMMUNITY OUTCOME
Community Capacity	Community Grants, funding and support for community projects and social enterprises	Greater community capabilities to improve well-being and enhance services to meet the community's needs
Place Management	Place management in neighbourhoods & CBD, which takes a people-centred approach to the planning, design and management of public spaces	Enhanced neighbourhood and CBD precincts that are vibrant, well-designed, attractive, distinctive and viable places
	Localised community and stakeholder engagement (Including but not limited to; cleansing survey, Care Factor survey and project-specific community consultation)	Genuine engagement ensuring a community voice and enabling data-driven and/or evidence-based decision making
	Proactive and reactive inspection and monitoring of the public domain (Including but not limited to; Better Neighbourhood Program)	Enables timely identification and repair of issues to maintain community safety and amenity of the public domain
	Investigating, reporting and referring multi-faceted issues for resolution	Ensuring that difficult and cross-functional community and/or Councillor issues are resolved in consultation with affected stakeholders
Asset Strategy	Assessment of proposals to use Council land for Outdoor Dining	High quality design and appropriate allocation, creating attractive, safe and vibrant public spaces to support urban life and local economic activity
	Provision of statutory property service such as land acquisition, classification & easements on Council land	Efficient use of Council land to facilitate the sustainable growth of the City
Strategic Planning (City Transformation, Community Crime Prevention, Land-use planning)	The preparation, development and maintenance of strategies and plans to manage the growth of the City	A well-considered strategic planning framework that manages growth and facilitates the delivery of a liveable, sustainable and productive City for our communities

HOW WE WILL MONITOR OUR THRIVING CORE SERVICES

- Implementation of strategic city transformation plans
- Implementation of strategic community crime prevention plans
- Building approvals value
- New businesses created
- Net job growth
- Gross Regional Product
- Contribution to visitation numbers
- Perceptions of the City of Parramatta
- Return on investment from Council's development portfolio
- Management of Council's development portfolio project risks
- Compliance with governance framework for Council's development portfolio
- Parramatta Square project is delivered on time and on budget
- Parramatta Square progress communications
- Parramatta Square relationship management with stakeholders and developers
- Parramatta Square milestones meet needs of community
- Effectiveness of project management (Place Management - CBD, local centres and neighbourhood improvement)
- Opportunity for community to input to projects and plans (Place Management)
- Responsiveness to Service Requests (Place Management)
- Management (timeliness) of Outdoor dining applications
- Management (timeliness) of property services (land acquisition, classification & easements)

THRIVING SUPPORTING STRATEGY 1

5.1 Accelerate local jobs growth and support people in finding employment

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
5.1.1	Facilitate local employment and economic growth through the delivery of targeted Economic Development activities	5.1.1.1 Implement the priority actions identified in Council's Economic Development Plan (EDP) 2017 -2021 ●	X	X	X	Actions and Economic indicators reported Quarterly and by Annual Report	By 2021 20,000 jobs added (185,000 jobs total) By 2021 GDP will grow by \$8 billion (to \$32 billion total)	Group Manager City Economy
		5.1.1.2 Deliver and support small business development programs ●	X	X	X	Number of new Small Businesses Number of programs delivered and supported Number of participants	By 2021 2,000 new small businesses Increasing Increasing	
		5.1.1.3 Provide accurate and timely research, analysis and investment information ●	X	X	X	Invest Parramatta website usage and satisfaction Business community accesses information through Economic Development EDM	Sustain On average per edition 20% of recipients open the EDM Website metrics	
		5.1.1.4 Host a bi-annual Investment Attraction event to support inbound investment and industry development ●	X	X	X	Number of events held or supported by Council and satisfaction	Increasing 70% satisfaction with Council delivered business events	
		5.1.1.5 Continue to support the Parramatta Skills Exchange to improve access to jobs, skills and learning opportunities particularly for disadvantaged groups ■	X	X	X	Quarterly statistics provided by the Parramatta Skills Exchange	Participation maintained or increased	

THRIVING SUPPORTING STRATEGY 1

5.1 Accelerate local jobs growth and support people in finding employment

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
5.1.1	Facilitate local employment and economic growth through the delivery of targeted Economic Development activities (cont'd)	5.1.1.6 Support the delivery of Council's Destination Management Plan (DMP) to encourage the visitor economy ■	X	X	X	Implementation Plan Actions delivered as per plan	Ongoing	Group Manager City Experience
		5.1.1.7 Continue to support the City's culture and liveability by promoting events and activation programs that increase visitation ●	X	X	X	Community Satisfaction with events	By 2021 Improved satisfaction by 5% on annual levels	Group Manager City Economy

THRIVING SUPPORTING STRATEGY 2

5.2 Attract public and private investment to our City and support the growth and prosperity of local businesses

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
5.2.1	Implement Culture and Our City - A Cultural Plan for Parramatta's CBD 2017-2022	5.2.1.1 Implement and monitor the priority actions identified in the Cultural Plan and prepare annual implementation plans ●	X	X	X	Actions and indicators reported Quarterly and Annual Report	Ongoing	Group Manager City Culture
		5.2.1.2 Development of an outcomes based evaluation system to monitor implementation of the Cultural Plan ●	X			Evaluation framework endorsed by Executive Team	June 2019 [or sooner]	
5.2.2	Promotion of Parramatta's precincts and unique attributes	5.2.2.1 Undertake City marketing activities to raise the profile of Parramatta's unique offer ●	X	X	X	Perceptions of Parramatta as a place to work invest and do business	Improved	Group Manager City Identity
5.2.3	Implement the Parramatta CBD Cultural Plan Goal 3: Ideas and imagination are the heartbeat of our City	5.2.3.1 Work with the NSW Government to plan and co-ordinate the Riverside Theatres redevelopment and the transitional arrangements from the current Riverside to the new Riverside ■	X	X	X	Transition Project Plan prepared and considered by Executive Team	TBC *Following State Government's consideration of Business Case	Director Riverside Theatres
5.2.4	Implement the Parramatta CBD Cultural Plan Goal 3: Ideas and imagination are the heartbeat of our City	5.2.4.1 Deliver fundraising strategies to secure financial support (government, corporate sponsorship, private philanthropy) including campaigns, philanthropic circles and activation of the Parramatta Cultural Trust ●	X	X	X	Fundraising activities implemented Sponsorship/donations	\$150K 10% annual increase	Director Riverside Theatres

THRIVING SUPPORTING STRATEGY 2

5.2 Attract public and private investment to our City and support the growth and prosperity of local businesses

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
5.2.5	Deliver the Parramatta Square Project to create world-class office, retail, public space and civic facilities	5.2.5.1 3 Parramatta Square: Manage and administer a project development agreement for the external delivery of a 17 storey commercial office tower ●			X	Construction completed	Anticipated July 2020	Director Property Development Group
		5.2.5.2 4 Parramatta Square: Manage and administer a project development agreement for the external delivery of a 36 storey commercial office tower ●		X		Construction completed	Anticipated December 2019	
		5.2.5.3 5 & 7 Parramatta Square: Deliver a state of the art civic building, library and community facilities ●		X		Council Facilities Open	Anticipated April 2022	
		5.2.5.4 6 & 8 Parramatta Square: Manage and administer a project development agreement for the external delivery of a commercial office tower with a combined lettable area of 124,000 square metres ●	X	X		Call Offer for the Alternate Scheme Building Lot for 8PS	April 2022	

THRIVING SUPPORTING STRATEGY 2

5.2 Attract public and private investment to our City and support the growth and prosperity of local businesses

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
5.2.6	Deliver a modern premium grade mixed use development at 12 Phillip Street, Parramatta	5.2.6.1 Riverside Lennox Bridge: Manage and administer a project development agreement the external delivery of a premium grade mixed use 41 storey and 413 residential apartments tower at 12 Phillip Street, Parramatta ●			X	Construction Completion	Anticipated 2020	Director Property Development Group
5.2.7	Deliver a 30 storey mixed use development	5.2.7.1 189 Macquarie Street: Manage and administer a project development agreement the external delivery of a 30 storey, 425 residential apartments and 700 space multi-deck public car park mixed use development, pedestrian laneway and retail space (to be owned by Council) ●	X	X	X	Project Management	Ongoing	
5.2.8	Plan and deliver a range of options to maximise Council's financial returns on its publicly owned assets	5.2.8.1 Other City Carpark Sites: Plan for and manage the delivery of a range of mixed use existing carpark sites within the City (Horwood Place Carpark; Erby Place Carpark; Fennell Street Carpark) ●		X		Develop program for delivery on agreed City Centre Major Carpark Strategy	Ongoing	Director Property Development Group
		5.2.8.2 Plan for and manage the delivery of a mixed use development associated with Marion Street Carpark ●		X		Development proposal endorsed by Council	June 2020	Director Property Development Group

THRIVING SUPPORTING STRATEGY 2

5.2 Attract public and private investment to our City and support the growth and prosperity of local businesses

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
5.2.9	Deliver the Parramatta Square public domain to create an engaging connection between the buildings that surround it, to promote both day and night time activity	5.2.9.1 Public Domain: Deliver a lively and engaging public domain to support the future of the City ●	X	X	X	Anticipated Staged Completion	2019 (4PS), 2020 (3PS) 2022 (5,6, & 8 PS)	Director Property Development Group

THRIVING SUPPORTING STRATEGY 3

5.3 Plan and deliver a vibrant, attractive and safe CBD and local centres

KEY: Deliver ● Partner ■ Advocate ▲

Ref	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
5.3.1	Plan and design distinctive neighbourhoods and CBD precincts that have unique local identity and are places where people want to be	5.3.1.1 Complete the preparation of masterplans, in consultation with locally impacted communities (including Carlingford, Dence Park - incorporating plans for Epping Aquatic Centre, Rydalmere Park, Sue Savage and Reynolds Parks and North Rocks Park) ●	X	X	X	Masterplans endorsed by Council	Ongoing 1 per year	Group Manager Place Services
		5.3.1.2 Deliver physical works associated with endorsed Masterplans focused on shops and commercial areas ●	X	X	X	Deliver program of works	Ongoing	
		5.3.1.3 Development of a Neighbourhood Cultural Masterplan to reflect the cultural aspirations, distinctive identities and needs of our broader communities ●	X	X	X	Cultural masterplans endorsed by Council	Ongoing	
		5.3.1.4 Develop a community-led Neighbourhood Policy and Place Plans to inform local service and project delivery ●	X	X	X	Neighbourhood Policy and Place Plans endorsed by Council	Ongoing	
		5.3.1.5 Undertake a biennial Centres Review to collate data on town and neighbourhood centres in the LGA to inform the prioritisation of Better Neighbourhood Program funding ●		X	X	Centres Review completed	June 2020	

THRIVING SUPPORTING STRATEGY 3

5.3 Plan and deliver a vibrant, attractive and safe CBD and local centres

KEY: Deliver ● Partner ■ Advocate ▲

Ref	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
5.3.2	Plan and design distinctive neighbourhoods and CBD precincts that have unique local identity and are places where people want to be	5.3.2.1 Review public toilet strategy to reflect the changing needs of the City and update the construction priority list for new public toilets in town centres and parks ●	X	X		Strategy adopted by Council	June 2019	Group Manager Place Services
		5.3.2.2 Develop a CBD special infrastructure rate plan and 3-year implementation plan, prioritised by community and stakeholder consultation ●	X	X		Implementation Plan endorsed by Council	December 2019	
5.3.3	Delivery the Stronger Communities Fund	5.3.3.1 Provide regular reporting on progress of Stronger Communities Fund projects ●	X	X	X	Program delivered and reported	December 2019 Quarterly	
		5.3.3.2 Investigate options to implement a dedicated Place Managers pilot program ●	X			Business Case considered by Executive Team and Council	December 2018	

THRIVING SUPPORTING STRATEGY 3

5.3 Plan and deliver a vibrant, attractive and safe CBD and local centres

KEY: Deliver ● Partner ■ Advocate ▲

Ref	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
5.3.4	Deliver and manage the City's crime prevention infrastructure to increase the sense of community safety and prevent crime	<p>5.3.4.1 Review and update the Parramatta Safety Plan 2014 – 2018 and implement to address known 'hotspots', parks and shops and partner with local Police and other stakeholders to develop a joint response ●</p> <p>5.3.4.2 Implement the priority actions from the updated Parramatta Safety Plan ●</p> <p>5.3.4.3 Further develop and expand the Citysafe Control Room, CCTV network, street lighting and monitoring operations. Advocate and seek funding from State Government as appropriate ●</p> <p>5.3.4.4 Continue to deliver street lighting and lighting improvements in open spaces ●</p>	X			Plan complies with legislation and endorsed by Council Implementation	June 2019 Ongoing	Group Manager City Strategy
				X		Action reported to Council	Ongoing	
				X		CCTV network enhanced	Ongoing	
				X		Street lighting incorporated in project design	Ongoing	
				X		Program reviewed and considered by Executive Team	Annually	
5.3.5	Revitalise, connect and activate key public domain spaces in the CBD to create vibrant public spaces	<p>5.3.5.1 Set design and program priorities for the implementation of the Parramatta City River Strategy ●</p> <p>5.3.5.2 Set design and program priorities for the implementation of the Civic Link Framework Plan (connecting Parramatta Square to the Parramatta River City foreshore) ●</p>	X	X	X	Program reviewed and considered by Executive Team	Annually	Group Manager City Strategy
			X	X	X	Program reviewed and considered by Executive Team	Annually	

THRIVING SUPPORTING STRATEGY 3

5.3 Plan and deliver a vibrant, attractive and safe CBD and local centres

KEY: Deliver ● Partner ■ Advocate ▲

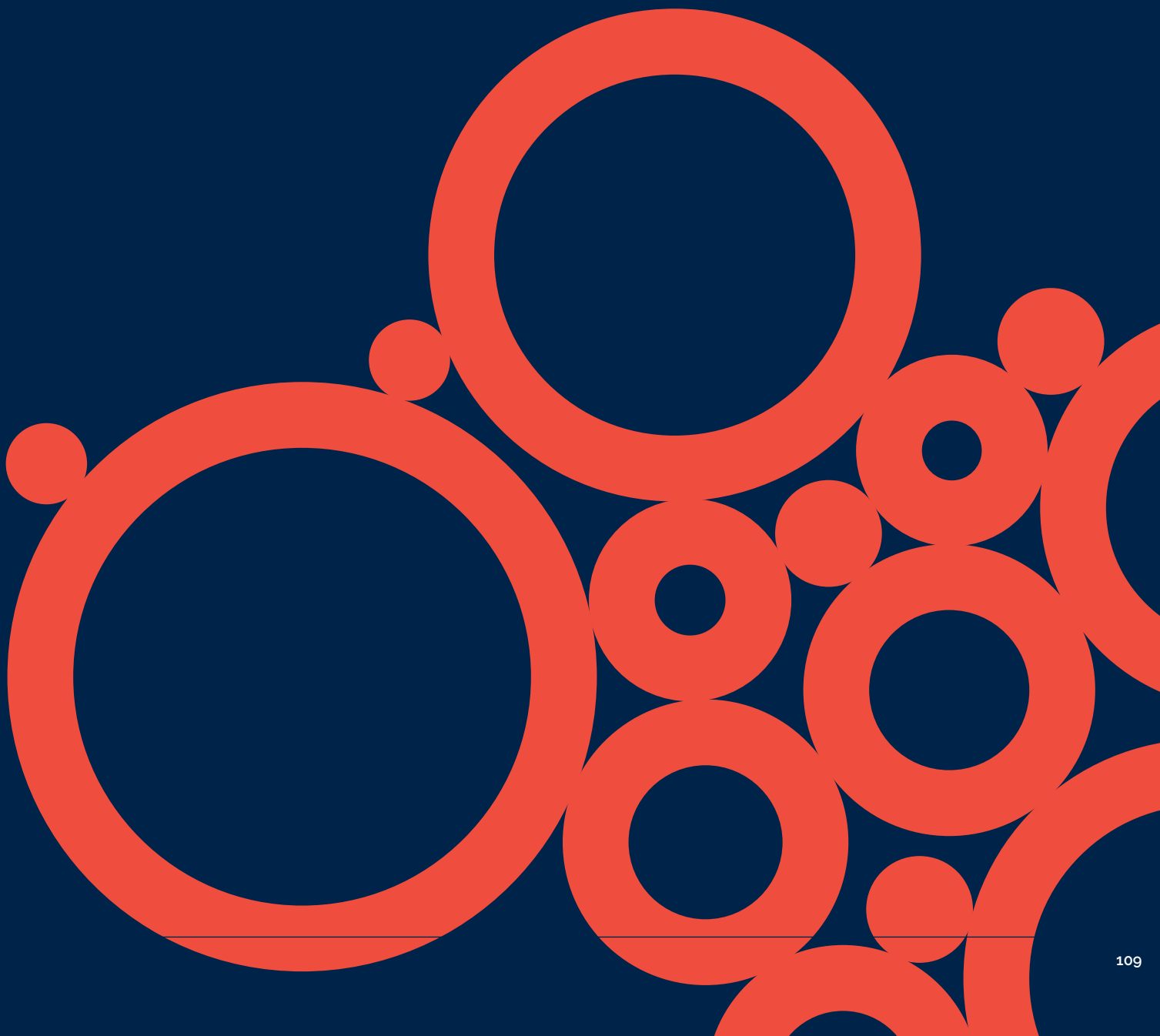
Ref	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
5.3.6	Implement CBD Cultural Plan: Goal 1: Always a Gathering Place	5.3.6.1 Develop a sustained program to grow live music in the City ●	X	X	X	Number of live music performances	Increase	Group Manager City Experience

THRIVING SUPPORTING STRATEGY 4

5.4 Ensure Parramatta has a thriving day and night time economy

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
5.4.1	Facilitate local employment and economic growth through the delivery of targeted Economic Development activities	5.4.1.1 Develop and deliver a Night Time Economy Strategy ●	X	X	X	Strategy adopted by Council	August 2019	Group Manager City Economy
		5.4.1.2 Prepare and adopt a Late Night Trading Development Control Plan to encourage and plan for a safe and vibrant night life. Implement the priority actions identified in Culture and Our City: A Cultural Plan for the Parramatta CBD such as the 'Live and Local' events, and 'Amplify' as a CBD-wide venue activation for live music ●	X	X	X	Development Control Plan adopted by Council Increase in the number of businesses offering live music	December 2019 10% Increase from June baseline	





INNOVATIVE

COMMUNITY OUTCOME

***WE COLLABORATE AND CHAMPION NEW IDEAS
TO CREATE A BETTER FUTURE***

Presented under this strategic objective:

- Community outcome
- Core services, activities, focus areas, programs and projects, delivered by your Council to advance this strategic objective
- Our measures

Supporting Strategies:

1. Engage in strategic planning and implement innovative solutions to manage the growth of our City
2. Support collaboration and partnerships to deliver key outcomes for our City
3. Embrace technology, creativity and innovation to solve complex problems and improve our City
4. Attract leading research, education and training facilities to Parramatta
5. Manage the City's assets and financial resources in a responsible manner and provide the best possible services for the community

CORE SERVICES DELIVERED BY YOUR COUNCIL TO SUPPORT THE INNOVATIVE STRATEGIC OBJECTIVE

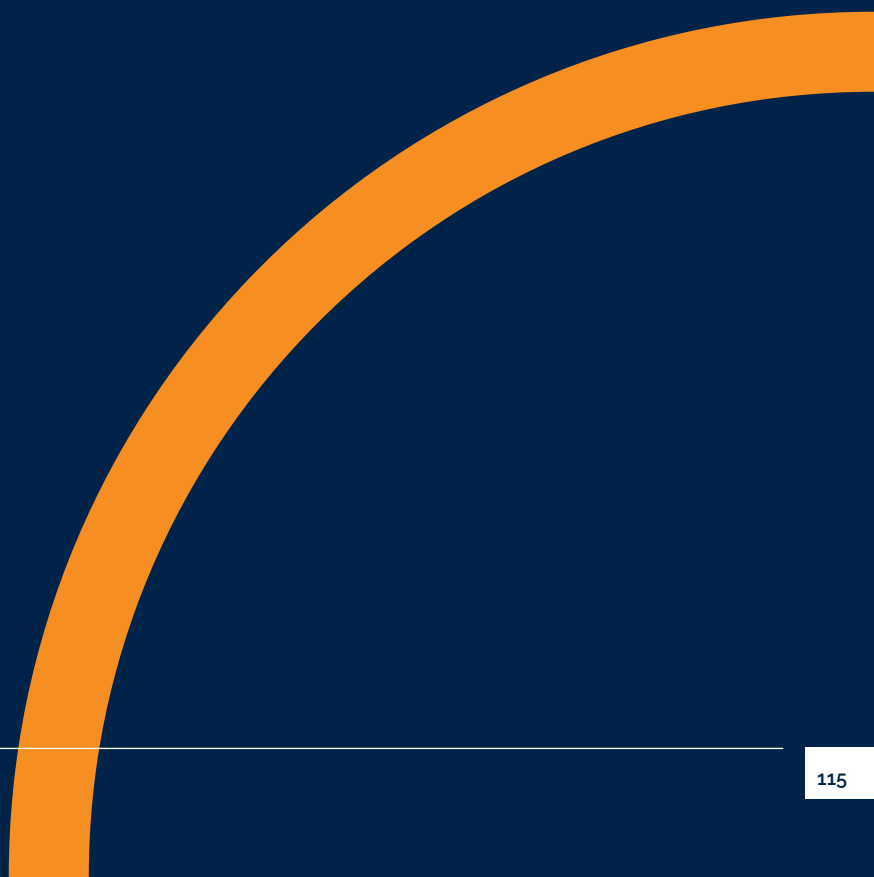
SERVICE AREA	SERVICE DESCRIPTION	COMMUNITY OUTCOME
Strategic Planning (Land-use planning)	The preparation, development and maintenance of strategies and plans to manage the growth of the City	A well-considered strategic planning framework that manages growth and facilitates the delivery of a liveable, sustainable and productive City for our communities
Strategic Partnerships	Work collaboratively to support sustainable economic growth for the City of Parramatta. This will be achieved by supporting small business, attracting investment, and leveraging partnerships with key stakeholders	Partnerships that support the delivery of our vision and priorities
City Identity	Market the City of Parramatta digital and traditional platforms	Position the City of Parramatta as a destination of choice to live, work, study and play, resulting in improved perceptions, community pride and sustainability
Project Management	Organisation portfolio, program and project management services	Support and enable Business Units to ensure that projects are well managed, delivered on time, with benefits that strengthens Council's services and the community.
Business Improvement	Continuous Improvement and Innovation capabilities and culture - Service Excellence Program	Improvement of services provided to customers both internal and external

SERVICE AREA	SERVICE DESCRIPTION	COMMUNITY OUTCOME
Development & Traffic	Oversight of local traffic management and the assessment and determination of development applications including tree management within a transparent, legally robust framework and aligned with established industry best practice	Appropriate management of new development to create good environmental outcomes and minimise adverse impact on our communities, and a safe and efficient local road network
Asset Strategy	Development of asset management strategy and policy for the long-term management of community assets	Sustainably managed transport (roads, bridges, pathways), drainage, open space and building assets to meet community needs
Property Management	Develop building asset management plan and program of works	Fit for purpose buildings in a location and condition to meet community needs
	Space and tenant management of Council land & building	Council building and space available for use by the community is properly managed
Financial Planning	Financial Reporting and Controls (Accounting, Financial Systems and Taxation and Treasury)	Council is Financially sustainable and provides transparent, value for money services, according to the priorities of the Community.
	Governance, planning, analysis (Rates, Procurement, Insurance, Commercial Finance)	Council is Financially sustainable and provides transparent value for money services according to the priorities of the Community.
Customer Service	Provide information and services to customers via four channels – Telephone, Face-to-Face, Corporate Reception and Digital Streams (Web Chat, Social Media and Emails)	Customer satisfaction with Council's internal and external customer services

SERVICE AREA	SERVICE DESCRIPTION	COMMUNITY OUTCOME
Future City Planning	The delivery of programs and projects to make Parramatta a 'Smart City' and develop and implement new solutions to address the challenges of growth of the City	The City is better positioned to meet the challenges of the future and better able to leverage the opportunities of data, information and technology
Information Technology	Lifecycle Management – of hardware, software and technology services	Maximised investments in reliable and quality technology to position the organisation to be flexible, agile and to adopt new technologies
	Service Management – delivery of IT support services	Achievement of service levels for critical applications and systems to support both community and organisational objectives. Service levels include hours of availability, performance and responsiveness to incidents
	Project Management – delivery of service improvements	Projects are implemented to: improve community access to services and Council's responsiveness; improved mobility of staff, automation and simplified ways to do business with Council and; Digital Transformation to improve access to services and information through multiple channels, compliant with Privacy and Open Data legislation
	Information Management – of data and information records (definition, storage, protection, retention and destruction)	Effective and secure management of the data and information collected through the course of Council's operations, compliant with policy and legislative requirements
People & Change	Maintain Work Health & Safety within council buildings, services, and equipment in accordance with best practice and statutory requirements	Safety of council staff and the community within the City of Parramatta

HOW WE WILL MONITOR OUR INNOVATIVE CORE SERVICES

- Implementation of Council's strategic land use plans
- Implementation of Council's strategic social plans
- Satisfaction with Council's strategic planning
- Quality and best practice in planning and design (reports approved)
- Creation and maintenance of Council's strategic partnerships
- Management of innovations to Council's digital platforms
- Reviews of project management portfolios
- Quality reviews for all Critical Projects
- Increase in project management capability
- Increase in innovation generation and delivery
- Service excellence reviews completed
- Updates and maintenance of Asset Management Policy, Strategy and Management Plan for each asset class
- Completion of Council's building renewal program
- Renewal of Council's lease and licence portfolio
- Statutory financial indicators
- Collection of rates in accordance with Debt Recovery Policy
- Service Levels Agreements (SLAs) for Information and Technology applications
- Response and Resolution Service Levels to Information and Technology incidents
- Availability of Council's websites and external facing technology
- Project Management capability for Information and Technology projects
- Processing of all routine correspondence
- Compliance with the State Records Act 1998
- Answering customer telephone calls
- Resolving customer queries
- Lodgement of Service Requests
- Complaints handling
- Management of Web chat
- Management of customer waiting times
- Project management for Future City projects
- Maintenance of Smart City committee
- Number of WHS incidents
- Lost time workers compensation claims
- Diversity of Council's workforce



INNOVATIVE SUPPORTING STRATEGY 1

6.1 Engage in strategic planning and implement innovative solutions to manage the growth of our City

KEY: Deliver ● Partner ■ Advocate ▲

Ref	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
6.1.1	★ Develop the City's strategic planning framework to support growth	6.1.1.1 Consolidate the LEPs, DCPs and Contributions Plans that apply across the City	X	X	X	LEP consolidated	Ongoing	Group Manager City Strategy
		6.1.1.2 Finalise and implement the Parramatta CBD Planning Proposal, Parramatta CBD Development Control Plan and Parramatta CBD Infrastructure Strategy ●	X	X	X	Plans endorsed by Council	Ongoing	
		6.1.1.3 Support the development of positions to advocate on key State Government issues ●	X	X	X	Identify and pursue regular advocacy opportunities with Minister and MPs	Ongoing	Chief of Staff
		6.1.1.4 Review developer contributions, processes and financial planning ●	X	X	X	Contribution plans reviewed	Ongoing	Group Manager City Strategy
		6.1.1.5 Preparation of a Local Strategic Planning Statement and local Housing Strategy	X	X		Local Strategic Planning Statement prepared	July 2020	
6.1.2	★ Work in partnerships to prepare Precinct Plans that meets the needs of the City of Parramatta	6.1.2.1 Continue to work with stakeholders on key precincts including: Camellia, Carlingford, Carter Street, Epping Town Centre incorporating a transport plan, Granville, Melrose Park, Parramatta North, Parramatta Road, Rosehill, Sydney Olympic Park, Telopea, Wentworth Point Wentworthville and Westmead ■	X	X	X	Precinct Plans endorsed by Council	Ongoing	

INNOVATIVE SUPPORTING STRATEGY 1

6.1 Engage in strategic planning and implement innovative solutions to manage the growth of our City

KEY: Deliver ● Partner ■ Advocate ▲

Ref	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
6.1.3	Tackle inequality through leading social innovation collaboration between business, community, government and philanthropy	6.1.3.1 Monitor and report progress on the implementation of Socially Sustainable Parramatta Framework ●	X	X	X	Annual Action Plan delivered and reported quarterly	Quarterly report	Group Manager City Strategy
		6.1.3.2 Implement the Social Investment Action Plan 2018-2021 ●	X	X	X	Annual Action Plan delivered and reported quarterly	Quarterly report	Group Manager Social & Community Services
		6.1.4 ★ Develop and implement a long term strategic plan for the provision of social infrastructure to meet the needs of the community	X	X	X	Strategy endorsed by Council	December 2018	Group Manager City Strategy
6.1.4	6.1.4.1 Finalise the Social Infrastructure Strategy and prepare implementation plans for community facilities and open space and recreation assets ●							

INNOVATIVE - SUPPORTING STRATEGY 2

6.2 Support collaboration and partnerships to deliver key outcomes for our City

KEY: Deliver ● Partner ■ Advocate ▲

Ref	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
6.2.1	Leverage partnerships with State Government, peak business, and industry groups	<p>6.2.1.1 Work with local businesses to ensure fans remain connected with the CBD during the construction phase of the Western Sydney stadium and other critical City projects ■</p> <p>6.2.1.2 Support activities to encourage and maintain visitation to the Parramatta CBD during the delivery of significant infrastructure projects including Light Rail, Parramatta Square and a new Museum ●</p> <p>6.2.1.3 Continue to promote local businesses and local investment opportunities through targeted promotion and communication activities ●</p> <p>6.2.1.4 Develop partnerships with key national sport and tourism organisations based in the City of Parramatta ■</p>	X	X	X	Formal arrangements established, initiatives implemented and reported quarterly	Ongoing	Group Manager City Economy

INNOVATIVE - SUPPORTING STRATEGY 2

6.2 Support collaboration and partnerships to deliver key outcomes for our City

KEY: Deliver ● Partner ○ Advocate ▲

Ref	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
6.2.2	Tackle disadvantage through implementing a primary prevention framework for the prevention of domestic and family violence	<p>6.2.2.1 Implement Council's Domestic and Family Violence Action Plan ●</p> <p>6.2.2.2 Trial the Local Government Toolkit for the prevention of family and domestic violence and safety ●</p>	X			Action Plan implemented	Ongoing	Group Manager Social & Community Services
6.2.3	Building great community capacities by partnering with local sports clubs, peak sporting bodies, schools and community groups to improve their capability and sustainability	6.2.3.1 Sports club liaison, partnerships with program providers to deliver Mobile Active Health Project, Active Parramatta and School Holiday programs, and special projects, such as Girls in Sports and Disability Inclusion Action Day ■	X	X	X	Programs delivered	Ongoing	

INNOVATIVE - SUPPORTING STRATEGY 3

6.3 Embrace technology, creativity and innovation to solve complex problems and improve our City

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
6.3.1	Deliver professional, responsive and innovative customer service to our community including online service delivery	6.3.1.1 Improve the capability of the Customer Service Request system and Council's customer service processes ●	X			Implement improvements to Customer Request System and processes	June 2019	Chief Customer Officer
		6.3.1.2 Implement outcomes of service excellence review to improve customer service processes and further enhancing the positive customer experience of council		X		Projects completed on time and within budget	June 2020	
6.3.2	Enhance Council's Project Management and Continuous Improvement frameworks to maximise effectiveness and efficiency of Council services and expenditure	6.3.2.1 Refocus Council's project management office purpose and functions, to ensure it enables effective decision making and supports operational priorities ●		X		PMO charter review complete	December 2019	Group Manager Governance & Risk
		6.3.2.2 Implement and embed Continuous Improvement and Innovation capabilities in Council ●	X	X	X	Number of improvements implemented	Ongoing	Chief Customer Officer

INNOVATIVE - SUPPORTING STRATEGY 3

6.3 Embrace technology, creativity and innovation to solve complex problems and improve our City

KEY: Deliver

Partner

Advocate

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
6.3.3	★ Build Council's capacity to monitor and investigate compliance matters across the public domain, environmental health and building compliance areas to manage the impacts of growth and new infrastructure and enhance community wellbeing and neighbourhood amenity	<p>6.3.3.1 Prepare a business case to expand Council's capacity to deliver compliance and regulatory activities, particularly around hot spot development sites and growth areas</p> <p>6.3.3.2 Implement marketing strategies to promote Council's Certification, Swimming Pool and Fire Safety compliance services</p>	X	X	X	Business and recommendations considered by Executive Team	Ongoing	Group Manager Regulatory Services
6.3.4	Improve Council's systems and responsiveness to service requests, particularly related to Council's regulatory functions	6.3.4.1 Develop and implement an improvement plan, including technology solutions and streamlined processes to improve performance in relation to management of outstanding service requests and inspections	X	X		Improvement Plan implemented	June 2020	
6.3.5	Implement CBD Cultural Plan: Goal 4: Our City incubates creativity, industry and new knowledge	6.3.5.1 Grow opportunities for industry partnerships that deliver new cultural assets and experiences and social and economic benefits	X	X	X	New cultural partnerships and experiences established	Ongoing	Group City Culture
6.3.6	Investigate data driven solutions and Smart City initiatives to help address the complex challenges facing the City	6.3.6.1 Develop real-time monitoring and analysis capability to understand the City's condition and pilot new projects to improve service delivery	X	X	X	Project business cases prepared and considered by advisory committee	Ongoing	Group Manager Future City

INNOVATIVE - SUPPORTING STRATEGY 3

6.3 Embrace technology, creativity and innovation to solve complex problems and improve our City

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
6.3.7	Develop an innovative digital marketing approach	6.3.7.1 Develop a Digital Marketing Strategy ●	X	X		Strategy prepared and considered by Executive Team	June 2020	Group Manager City Identity
6.3.8	Provide Information technology systems to support Council's services delivery and respond to customers	6.3.8.1 Prepare the ICT Strategic Plan component of Council's Resourcing Strategy ●	X	X	X	ICT Strategy document completed and reviewed annually for continued alignment with Council's strategy	Ongoing	Group Manager Information Technology
		6.3.8.2 Develop and deliver an Implementation Plan for the new ICT Strategic Plan ●	X	X	X	Key projects identified and aligned with Council's Delivery Program. Managed and reported through Project Management Office	Ongoing	Chief of Information Technology
		6.3.8.3 Continue to implement the priority actions from Council's Cyber Security Strategy to minimise risk of data loss and external threats to systems and digital assets ●	X	X	X	Completion of key actions identified in review. Responsiveness to and additional actions identified in future annual audits	Ongoing	
		6.3.8.4 Continue to develop and implement 'mobility solutions' to support Council's services, as identified by Council's Service Excellence Program ●	X	X	X	Measured within the Service Excellence Program	Ongoing	

INNOVATIVE - SUPPORTING STRATEGY 4

6.4 Attract leading research, education and training facilities to Parramatta

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	Measure			Target	Responsibility
			18/19	19/20	20/21		
6.4.1	Develop a City marketing strategy to position Parramatta as a place where people want to live, work, study and play	6.4.1.1 Analyse community driven data such as longitudinal perception tracker and community satisfaction survey ●	X	X	X	Perception data reported to Executive Team to inform decisions	Group Manager City Identity
		6.4.1.2 Undertake City marketing activities to raise the profile of Parramatta as a place to work, invest and do business, resulting in an increase in investment and visitation ●	X	X	X	Marketing activities delivered as per schedule Visitation and investment benefits	Ongoing Increasing
6.4.2	Work with NSW Government to upgrade and expand services and facilities at Westmead Health Precinct	6.4.2.1 Via the Westmead Alliance, successfully implement the recommendations outlined in the Westmead Strategic Vision 2016 – 2036 and advocate for Westmead Innovation/Medical Precinct to be recognized as an 'innovation precinct' by the NSW Government to attract increased infrastructure and investment ■ ▲	X	X	X	Actions implemented and reported to Westmead Alliance	Group Manager City Strategy
		6.4.2.2 Promote Westmead Health Precinct as Australia's leading medical research centre ■	X	X	X	Participation in Westmead Alliance	Ongoing

INNOVATIVE - SUPPORTING STRATEGY 5

6.5 Manage the City's assets and financial resources in a responsible manner and provide the best possible services for the community

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
6.5.1	Development and implementation of Asset Management Policy, Strategy, Plan(s) and Programs to reduce renewal backlog and meet community needs	6.5.1.1 Undertake analysis and modelling to support the preparation of a new asset management policy, strategy and plan(s), including asset evaluation, condition assessment and ten-year capital renewal program ●	X	X	X	Asset Management Policy, Strategy and Plans adopted and reviewed Condition assessment program prepared for each asset class (5 year rolling program)	30 June annually Annually	Group Manager City Assets & Environment
		6.5.1.2 Undertake detailed consultation with the community regarding service levels, the prioritisation of expenditure and maintenance of Community assets ●	X	X	X	Community levels of service determined and included within Asset Management Plan	Ongoing	Chief Financial Officer
		6.5.1.3 Audit assets to establish condition baseline within new LGA boundaries, Condition assess and Value Assets ●	X	X	X	Condition assessment program for each asset class on a 5 year rolling program	On track	
		6.5.1.4 Develop building capital renewal and maintenance programs for all Council buildings and provide advice to inform Capital and Operational programs ●	X	X	X	Buildings lifecycle expenditure programs developed, adopted and reviewed	Annually	Group Manager City Assets & Environment

INNOVATIVE - SUPPORTING STRATEGY 5

6.5 Manage the City's assets and financial resources in a responsible manner and provide the best possible services for the community

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
6.5.2	Build and maintain the City's essential infrastructure and assets, as identified by the Capital Works Program	<p>6.5.2.1 Delivery priority schemes for new or renewal of community assets:</p> <ul style="list-style-type: none"> - Stormwater Drainage Construction - Pedestrian Access and Mobility Plan (PAMP) - Roads Repair and Rehabilitation - Parks Improvement - Kerb and Gutter - Street lighting ● 	X	X	X	Capital works program delivered as per schedule and expended within budget	Ongoing	Group Manager City Assets & Environment
6.5.3	Provide flood, catchment, stormwater management to prevent or minimise the impacts of flooding	<p>6.5.3.1 Undertake flood risk management, management of stormwater drainage assets and Council's prescribed dams (Lake Parramatta & McCoy Park detention basin, Northmead Reserve, Muirfield Golf Course & Epping West Park) ●</p> <p>6.5.3.2 Review and maintain the Parramatta River Flood Study ●</p>	X	X	X	Civil works programs delivered as per schedule and expended within budget	Ongoing	Group Manager City Assets & Environment
			X	X	X	Review completed and data updated	Annually	

INNOVATIVE - SUPPORTING STRATEGY 5

6.5 Manage the City's assets and financial resources in a responsible manner and provide the best possible services for the community

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
6.5.4	Improve the long-term financial sustainability of Council services and community assets	6.5.4.1 Prepare a Long Term Financial Plan and review annually ●	X	X	X	Approved by Council	Annually by 30 June	Chief Financial Officer
		6.5.4.2 Develop options for harmonisation of rates across the Local Government Area ●	X	X		Options considered by Council	June 2020	
		6.5.4.3 Implement new rating structure ●			X	New rating structure endorsed by Council	by 1 July 2021	
		6.5.4.4 Ensure best practice procurement and contract management that is focused on value for money outcomes ●	X	X	X	Procurement report recommendations fully operational	2019	
6.5.5	Improve the long-term financial sustainability of Council services and community assets	6.5.5.1 Ensure Council's Financial Statements receive a clean report from NSW Audit Office ●	X	X	X	Financial Statements approved by Council and report issued by NSW Audit Office	Annually, by 31 October	
		6.5.5.2 Continuously improve Councils financial systems and reporting Platforms ●	X	X	X	TM1 modules refined according to business needs	Ongoing	

INNOVATIVE - SUPPORTING STRATEGY 5

6.5 Manage the City's assets and financial resources in a responsible manner and provide the best possible services for the community

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
6.5.6	Improve the diversity of Council's workforce to reflect the community we serve	6.5.6.1 Implement ATSI Employment Strategy and Disability Inclusion Action Plan to ensure a diverse workforce for Council ●	X	X	X	Actions implemented and reported Workforce diversity reflects demographic	Annually	Chief of People & Change
6.5.7	Contribute to the review and update of a Resourcing Strategy to support implementation of the Community Strategic Plan and plan for our workforce needs	6.5.7.1 Annually review Council's Workforce Management Strategy to address the human resourcing requirements of a Council's new Delivery Program ●	X	X	X	Workforce Management Strategy updated	Annually	
6.5.8	Improve our staff and leadership skills, capabilities and wellbeing to meet the needs of the community	6.5.8.1 Continue to develop, review and implement an integrated HR system to address the changing needs of the Council. ●	X	X	X	Phase 1 - Deliver current state processes, HR systems high level requirements and recommendations and recommendations for system utilisation, augmentation or replacement. Phase 2 - System utilisation, augmentation or replacement	Phase 1 - December 2019 Phase 2 - June 2021	
		6.5.8.2 Continue to develop, review and implement the Workplace Health & Safety Management system, including compliance requirements, risk mitigation, injury management and health and wellbeing ●	X	X	X	Downwards trend – either to reach target or to meet best practice of Zero	Monthly	
		6.5.8.3 Develop and increase the capabilities of leaders and staff across the organisation through implementing capability frameworks and development programs to position Council for the future		X	X	Phase 1 Development of Capabilities Framework Phase 2 Rollout across Council	Phase 1 - December 2019 Phase 2 - June 2021	

INNOVATIVE - SUPPORTING STRATEGY 5

6.5 Manage the City's assets and financial resources in a responsible manner and provide the best possible services for the community

KEY: Deliver ● Partner ■ Advocate ▲

Ref.	Principal Activity	Focus Area	18/19	19/20	20/21	Measure	Target	Responsibility
6.5.9	Mitigate risks to human and environmental health, for the benefit of both the public, and employees carrying out work at James Hardy legacy asbestos sites	<p>6.5.9.1 Identify, test, and where appropriate treat, Council owned or managed lands affected by James Hardie legacy asbestos contamination of soils</p> <p>6.5.9.2 Work with the relevant state agencies to identify and regulate land within the City of Parramatta Local Government Area that is known or suspected to be affected by James Hardie legacy asbestos contamination.</p>	X	X	X	<p>Suspected JH legacy sites are prioritised for testing, and where necessary, treatment, on the basis of risk.</p> <p>Ongoing participation in HACA working groups and quarterly reporting to Audit Risk and Improvement Committee</p>	<p>Ongoing</p> <p>Ongoing</p>	Group Manager & Governance & Risk







**CITY OF
PARRAMATTA**

PART 3

**Budgets
2019/20
2020/21**

Financial Framework

Ensuring Financial Sustainability underpins Council's Financial Planning. Council aims to ensure its net operating position is in surplus through the prudent management of Council's finances, debt and insurance.

A key financial strategy for Council is to strive to return a surplus each year based on 2% of untied revenue. In 2019/20 Council is budgeting for a surplus of \$5.8m, which is 2.1% of revenue. Council will develop strategies in future years to continue to meet the 2% target.

PROCESS FOR ESTABLISHING & UPDATING THE BUDGET FOR 2019/20

Under the Local Government Act and related regulations and guidelines, an Operational Plan is required to be released for public exhibition and subsequent adoption by Council, in order to issue annual council rates notices to ratepayers by early August.

The budget has been based on the following information:

- The priorities and objectives adopted for the City of Parramatta through councils internal and external consultation process.

- The continuation of works to finalise the transition to the City of Parramatta funded through the State Government's \$15m to invest into projects to benefit the community.
- The NSW Government's rate protection commitment means residents of the City of Parramatta council will pay no more for their rates than they would have under their old council for the four years post proclamation starting May 2016.

BUDGET HEADLINES

Council is budgeting for Operating Revenues of \$276.9m with \$187.4m coming from Rates & Annual Charges. Operating expenses are budgeted at \$271.1m creating a surplus of \$5.8m after the removals of one offs.

The budget provides funding for strategic priorities identified in the operational plan including a capital works program of \$191.3m.

RESTRICTIONS ON REVENUE

Local Government is restricted in its capacity to raise revenue to fund Community services. The primary source of revenue is rates and annual charges. In 2019/20 Council will derive 67% of total operating revenue from Ordinary rates, Special rates and Annual Charges. Full details of rates and special rates to apply in 2019/20 for each of the former council areas are outlined under rates and charges.

NSW GOVERNMENT FUNDING

The NSW Government provided an additional \$15 million (to be spent over 3 years) to invest in new or improved infrastructure and better services for the community through a community grant program and direct investment by Council in projects that deliver new or improved infrastructure or services to the community. In consultation with the community, funds were allocated to projects for the City of Parramatta in 2017/18 and will continue in 2019/20.

STRATEGIC PROJECTS

The following strategic projects are included in this plan.

Parramatta Square Development

Council is continuing to play a major role in the development of Parramatta Square. This is planned for substantial completion in 2022.

Wentworth Point Library and Community Centre

The construction of the new Wentworth Point Library and Community Centre is planned for delivery to the community December 2019. The new Library and Community Centre will occupy 3,200sqm of space on the northern side of Wentworth Point.

Parramatta Urban Amenity Improvement Program

The Department of Planning and Environment (DPE) is coordinating the Parramatta Urban Amenity Improvement Program (PRUAIP) following government endorsement in 2016. PRUAIP provides funding to Local Councils to develop open spaces and plazas, cycle paths, playing fields and streetscape improvements along the Parramatta Road Corridor. City of Parramatta has secured funding from 2019/20 through

2020/21 to complete various upgrades of parks and purchase of key buildings near Parramatta Road. The Deed of Arrangement stipulates that grant funds allocated to PRUAIP projects must be utilised by Council by June 2021. Design has started in 2019/20 with construction and land acquisition expected towards the end of 2020/21.

City River Program of Works

A high quality river foreshore is a major opportunity identified in Parramatta 2038 Community Strategic Plan for the Parramatta CBD and its transformation into a vibrant business and cultural hub and true centre for Western Sydney. Achieving this requires sustained and coordinated effort to deliver staged public domain improvements, to guide development by others, and integrate other City programs and strategies. The City River Program of Works will provide the framework for coordinated management of a suite of public domain projects and supporting activities. In the second year of the program, Escarpment Boardwalk will commence in 2019/20 and design of Charles Street Wharf in 2019/20.

Phillip Street Smart Street Stage 1

The aim of this project is to implement Parramatta's first

smart street in Phillip Street within the CBD. The project will deliver infrastructure needed to support technologies for a smart street and streetscape improvements that will help to form the wider Phillip Street vision of being the promenade that will link Parramatta Quay to the new stadium. Design is complete and capital works is expected in mid-2019.

STATE GOVERNMENT PROJECTS

Involvement in State Government planning projects for the Western Sydney Light Rail Project, and the Museum of Applied Arts & Sciences will require a significant contribution of council resources during 2019/20 to ensure the right outcomes are achieved for the city.



**2 Year
Budget by
Service Area**

OPERATING REVENUE AND EXPENDITURE

Service Area		Net Operating Budget	
		2019/20 \$'000	2020/21 \$'000
Corporate Services	Corporate Administration	(521)	(533)
	Project Management Office	(248)	(273)
	ICT - Information Communication & Technology	(8,151)	(8,326)
	Human Resources	(5,933)	(5,978)
	Governance and Risk	(3,054)	(4,259)
	Legal Services	(1,055)	(1,020)
	Head of Security	(218)	(230)
	Finance	162,381	167,775
City Engagement & Experience	Customer Office	(3,690)	(3,785)
	City Experience	(9,412)	(9,448)
	City Identity, Experience and Engagement Admin	693	370
	City Identity	(4,092)	(4,220)
	City Engagement	(3,346)	(3,579)
Executive Office	Executive Support Office	(1,718)	(1,746)
	General Management Support	(1,241)	(1,270)
Property Development Group	Civic Place Precinct Redevelopment	(1,047)	(776)
	Property Development Group Admin	(615)	(631)
	Property Development Group Projects	(4,801)	(3,498)
City Assets & Operations	Property Assets and Services	751	703
	City Services Administration	148	982
	City Operations	(34,619)	(35,138)
	City Assets & Environment	8,967	9,770
	Regulatory Services Unit	1,500	1,497
	Place	(2,382)	(2,325)
Community Services	Riverside Theatres	(3,279)	(3,235)
	Social and Community Services	(14,619)	(14,678)
	Cultural Strategy	(1,699)	(643)
	Community Services Admin	15	(97)
City Strategy & Development	City Economy	(2,050)	(2,065)
	Development & Traffic Services	(5,722)	(6,264)
	City Strategy	(12,128)	(12,312)
	Future City Unit	(824)	(819)
	Outcomes & Development Administration	(349)	(482)
Total (Excluding One Off Items)		47,642	53,467
Stronger Communities Fund		226	-
Share in Joint Venture Revenue		(800)	(800)
Loss of Sales of Assets		2,500	2,500
Depreciation		(43,781)	(44,621)
Total		5,787	10,546

CAPITAL EXPNDITURE

Service Area		Capital Expenditure	
		2019/20 \$'000	2020/21 \$'000
Corporate Services	ICT - Information Communication & Techno	4,210	4,260
	Human Resources	850	250
	Finance	50	50
City Engagement & Experience	Customer Office	19	-
	City Experience	212	50
Executive Office	General Management Support	200	-
	Parramatta Square Business Planning for 5PS & Public Domain	607	454
Property Development Group	Property Development Group Projects	80,254	41,770
City Assets & Operations	Property Assets and Services	8,168	6,362
	City Operations	4,532	4,543
	City Assets & Environment	45,305	37,065
	Place	25,375	27,933
Community Services	Riverside Theatres	485	485
	Social and Community Services	5,727	1,455
	Cultural Strategy	607	454
City Strategy & Development	Development & Traffic Services	6,850	2,100
	City Strategy	7,928	30,677
	Future City Unit	550	550
Total		191,322	158,004



2019 /20

**Budget by
Service Area**

OPERATING REVENUE AND EXPENDITURE

Service Area	Operating Revenue	Operating Expenditure	Net Operating	
	2019/20 \$'000	2019/20 \$'000	2019/20 \$'000	
Corporate Services	Corporate Administration	-	521	(521)
	Project Management Office	-	248	(248)
	ICT - Information Communication & Techno	5	8,156	(8,151)
	Human Resources	13	5,946	(5,933)
	Governance and Risk	36	3,096	(3,054)
	Legal Services	8	1,063	(1,055)
	Head of Security	-	218	(218)
	Finance	176,253	13,872	162,381
City Engagement & Experience	Customer Office	25	3,715	(3,690)
	City Experience	450	9,862	(9,412)
	City Identity, Experience and Engagement Admin	7	686	693
	City Identity	-	4,092	(4,092)
	City Engagement	-	3,346	(3,346)
Executive Office	Executive Support Office	6	1,724	(1,718)
	General Management Support	12	(1,253)	1,241
Property Development Group	Civic Place Precinct Redevelopment	-	1,047	(1,047)
	Property Development Group Admin	-	615	(615)
	Property Development Group Projects	-	4,801	(4,801)
City Assets & Operations	Property Assets and Services	2,858	2,107	751
	City Services Administration	412	264	148
	City Operations	365	34,984	(34,619)
	City Assets & Environment	59,765	50,798	8,967
	Regulatory Services Unit	13,944	12,444	1,500
	Place	35	2,417	(2,382)
Community Services	Riverside Theatres	3,912	7,191	(3,279)
	Social and Community Services	9,844	24,463	(14,619)
	Cultural Strategy	-	1,699	(1,699)
	Community Services Admin	70	55	15
City Strategy & Development	City Economy	16	2,066	(2,050)
	Development & Traffic Services	6,632	12,354	(5,722)
	City Strategy	2,578	14,706	(12,128)
	Future City Unit	407	1,231	(824)
	Outcomes & Development Administration	18	367	(349)
Total (Excluding One Off Items)	277,671	230,029	47,642	
Stronger Communities Fund	-	(226)	226	
Share in Joint Venture Revenue	(800)	-	(800)	
Loss of Sales of Assets	-	(2,500)	2,500	
Depreciation	-	43,781	(43,781)	
Total	276,871	271,084	5,787	

CAPITAL REVENUE AND EXPENDITURE

Service Area		Capital Revenue	Capital Expenditure
		2019/20 \$'000	2019/20 \$'000
Corporate Services	ICT - Information Communication & Techno	-	4,210
	Human Resources	-	850
	Finance	-	50
City Engagement & Experience	Customer Office	-	19
	City Experience	-	212
Executive Office	General Management Support	-	200
Property Development Group	Property Development Group Projects	5,244	80,254
	Property Assets and Services	7,587	8,168
City Assets & Operations	City Operations	-	4,532
	City Assets & Environment	1,447	45,305
	Place	6,100	25,375
Community Services	Riverside Theatres	-	485
	Social and Community Services	-	5,727
	Cultural Strategy	-	607
City Strategy & Development	Development & Traffic Services	500	6,850
	City Strategy	55,256	7,928
	Future City Unit	-	550
Total		76,134	191,322

CAPITAL EXPENDITURE

Service Area

Service Area	Capital Expenditure	Business Unit		
			2019/20 \$'000	2020/21 \$'000
CAPITAL	Park Signage Replacement Program	132	132	City Operations Administration
CAPITAL	External Signage Upgrade	400	411	City Operations Administration
CAPITAL	Drainage Improvements in Growth Areas	650	650	Civil Infrastructure
CAPITAL	Flood Mitigation Program	1,450	3,000	Civil Infrastructure
CAPITAL	Kerb & Gutter Renewal Program	2,500	2,500	Civil Infrastructure
CAPITAL	Drainage Construction Program	630	630	Civil Infrastructure
CAPITAL	Footpaths Construction Program	2,015	2,015	Civil Infrastructure
CAPITAL	Roads Renewal Program	9,873	9,873	Civil Infrastructure
CAPITAL	Improving Water Quality in Parramatta Waterways	200	200	Civil Infrastructure
CAPITAL	Public Domain Lighting	130	130	Civil Infrastructure
CAPITAL	Bridge assets - safety upgrades	150	150	Civil Infrastructure
CAPITAL	Bridge Upgrades & Renewal Program	700	3,000	Civil Infrastructure
CAPITAL	Protecting Dams Capital Works Program	320	320	Civil Infrastructure
CAPITAL	Street Furniture Program	150	150	Civil Infrastructure
CAPITAL	Civil Construction Program	440	440	Civil Infrastructure
CAPITAL	Roads to Recovery Program	1,026	1,026	Civil Infrastructure
CAPITAL	Footpath Renewal Program	1,680	1,680	Civil Infrastructure
CAPITAL	Stormwater Drainage Renewal Program	1,620	1,200	Civil Infrastructure
CAPITAL	Flood Information System for Parramatta River	50	-	Civil Infrastructure
CAPITAL	Major Drainage Construction at Lyndelle Place, Carlingford	1,400	1,400	Civil Infrastructure
CAPITAL	Mobile Garbage Bin Roll Program	200	200	Domestic Waste Management
CAPITAL	Community Recycling Facility	8,200	120	Domestic Waste Management
CAPITAL	Council Plant, Fleet & Other Equipment Replacement Program	4,000	4,000	Fleet Administration
CAPITAL	Cemeteries and Memorials Program	92	92	Open Space & Natural Resources
CAPITAL	Pavilion Capital Improvement Program	2,000	2,250	Open Space & Natural Resources
CAPITAL	Sportsground Capital Improvement Program	550	550	Open Space & Natural Resources

City
Assets &
Operations

CAPITAL EXPENDITURE

Service Area

Service Area	Capital Expenditure		Business Unit
	2019/20 \$'000	2020/21 \$'000	
CAPITAL	750	750	Open Space & Natural Resources
CAPITAL	420	420	Open Space & Natural Resources
CAPITAL	580	580	Open Space & Natural Resources
CAPITAL	170	170	Open Space & Natural Resources
CAPITAL	730	735	Open Space & Natural Resources
CAPITAL	570	570	Open Space & Natural Resources
CAPITAL	170	170	Open Space & Natural Resources
CAPITAL	380	380	Open Space & Natural Resources
CAPITAL	360	360	Open Space & Natural Resources
CAPITAL	120	-	Open Space & Natural Resources
CAPITAL	1,648	-	Open Space & Natural Resources
CAPITAL	58	-	Open Space & Natural Resources
CAPITAL	2,000	1,000	Open Space & Natural Resources
CAPITAL	20	20	Open Space & Natural Resources
CAPITAL	598	-	Open Space & Natural Resources
CAPITAL	250	-	Open Space & Natural Resources
CAPITAL	120	-	Open Space & Natural Resources
CAPITAL	800	2,400	Place Strategy
CAPITAL	240	-	Place Strategy
CAPITAL	130	-	Place Strategy
CAPITAL	1,500	1,478	Place Strategy
CAPITAL	3,812	1,500	Place Strategy
CAPITAL	3,331	-	Place Strategy
CAPITAL	75	-	Place Strategy
CAPITAL	540	-	Place Strategy
CAPITAL	1,100	-	Place Strategy

City Assets & Operations

CAPITAL EXPENDITURE

Service Area

Capital Expenditure

Business Unit

		2019/20 \$'000	2020/21 \$'000	
CAPITAL	SCF Barnett Park Dog Park Upgrade	230	-	Place Strategy
CAPITAL	SCF Sommerville Park Upgrade, Eastwood	1,730	-	Place Strategy
CAPITAL	Oatlands Connecting Centres	96	-	Place Strategy
CAPITAL	Yates Avenue Shops Precinct upgrade	255	-	Place Strategy
CAPITAL	Epping Town Centre Improvement	250	-	Place Strategy
CAPITAL	Carmen Drive Shops Minor Upgrade	910	-	Place Strategy
CAPITAL	Constitution Hills Shops Upgrade	135	-	Place Strategy
CAPITAL	Newington Central Precinct Upgrade	390	-	Place Strategy
CAPITAL	Dence Park Master Plan	200	-	Place Strategy
CAPITAL	Rydalmere Park Field 3 Upgrade	2,400	1,800	Place Strategy
CAPITAL	BNP - Chisholm Centre Minor Upgrade	830	-	Place Strategy
CAPITAL	BNP - Ventura Road Shops Access Upgrade	350	-	Place Strategy
CAPITAL	Buller Street Small Centre Upgrade	240	-	Place Strategy
CAPITAL	Freemason Arms Lane Lighting Upgrade	-	180	Place Strategy
CAPITAL	Implement Sue Savage Park Masterplan 2	465	1,600	Place Strategy
CAPITAL	Public Toilet at Halvorsen Park Ermington	210	-	Place Strategy
CAPITAL	PRUAIP - Good and Bridge Street	500	4,353	Place Strategy
CAPITAL	PRUAIP - FS Garside & Alfred Street	600	7,258	Place Strategy
CAPITAL	Hill Road Master Plan - Pedestrian and Cycle Upgrades	30	370	Place Strategy
CAPITAL	Pennant Hills Road Improvement Plan - Stage 2	350	-	Place Strategy
CAPITAL	Sturt and Acacia Park Upgrades	500	4,490	Place Strategy
CAPITAL	Implementation of the Milson Park Masterplan	-	1,400	Place Strategy
CAPITAL	Council's Public Toilet Program - CBD	500	-	Place Strategy
CAPITAL	Concept Plan for Community Hub & Water Play at Parramatta	350	-	Place Strategy
CAPITAL	Newington Reserve Upgrade	1,300	-	Place Strategy
CAPITAL	Max Ruddock Reserve Playground & Amenities	300	450	Place Strategy

City Assets & Operations

CAPITAL EXPENDITURE

Service Area

Capital Expenditure

Business Unit

	2019/20 \$'000	2020/21 \$'000	Business Unit
CAPITAL	200	-	Place Strategy
CAPITAL	27	153	Place Strategy
CAPITAL	100	100	Place Strategy
CAPITAL	100	100	Place Strategy
CAPITAL	100	100	Place Strategy
CAPITAL	100	100	Place Strategy
CAPITAL	100	100	Place Strategy
CAPITAL	100	100	Place Strategy
CAPITAL	1,850	1,825	Property Plan & Program
CAPITAL	350	400	Property Plan & Program
CAPITAL	350	450	Property Plan & Program
CAPITAL	100	200	Property Plan & Program
CAPITAL	100	100	Property Plan & Program
CAPITAL	4,200	3,387	Property Plan & Program
CAPITAL	468	-	Property Plan & Program
CAPITAL	750	-	Property Plan & Program
CAPITAL	100	100	Sustainability and Waste
CAPITAL	50	50	Sustainability and Waste
CAPITAL	185	185	Sustainability and Waste
CAPITAL	130	100	City Strategy
CAPITAL	4,801	19,228	City Transformation
CAPITAL	1,201	2,517	City Transformation
CAPITAL	791	6,202	City Transformation
CAPITAL	180	180	City Transformation
CAPITAL	50	50	Future City
CAPITAL	350	500	Future City
CAPITAL	150	-	Future City

City Assets & Operations

City Strategy & Development

CAPITAL EXPENDITURE

Service Area	Capital Expenditure		Business Unit	
	2019/20 \$'000	2020/21 \$'000		
City Strategy and Development	CAPITAL	Barrack Lane, Parramatta	-	Traffic & Transport
	CAPITAL	Cowper/Parkes Street Traffic Works	200	Traffic & Transport
	CAPITAL	North Rocks Road and Alkira Road Traffic Improvements	2,400	Traffic & Transport
	CAPITAL	Hassall Street & Arthur Street Intersection, Parramatta	100	Traffic & Transport
	CAPITAL	Intersection of Darcy Street and Briens Road	500	Traffic & Transport
	CAPITAL	2018/2019 Active Transport Program	250	Traffic & Transport
	CAPITAL	2019/20 Active Transport Program	1,500	Traffic & Transport
	CAPITAL	2019/20 Black Spot Program	500	Traffic & Transport
	CAPITAL	Parkes Street Upgrade of Signalised Intersections	100	Traffic & Transport
	CAPITAL	2020/21 Active Transport Program	-	Traffic & Transport
	CAPITAL	2020/21 Black Spot Program	-	Traffic & Transport
	CAPITAL	Local Bike Facilities Encouraging Cycling	100	Transport Planning
	CAPITAL	Cycleway - Oakes Rd to Lake Parramatta	25	Transport Planning
	CAPITAL	SCF Cycleway infrastructure linking Epping with Carlingford	400	Transport Planning
	CAPITAL	Carter Street Regional Cycleway	300	Transport Planning
	CAPITAL	Reconciliation Action Plan (Capital)	335	Community Capacity
	Community Services	CAPITAL	Parramatta Square Business Planning for 5PS & Public Domain	607
CAPITAL		Library Capital Resources	900	Libraries
CAPITAL		Replacement of Library RFID Equipment	287	Libraries
CAPITAL		Riverside Refurbishment and Upgrades	335	Riverside Theatres
CAPITAL		Riverside Theatres Plant, Staging Equipment	150	Riverside Theatres
CAPITAL		Wentworth Point Library and Community Centre	4,000	Social and Community Services Administration
CAPITAL		Unified Booking System	205	Social and Community Services Administration
CAPITAL			-	-

Corporate Services	CAPITAL	IT Works Upgrade Program	3,700	3,700	Engagement and Improvement
	CAPITAL	Data Management Hub	150	200	Engagement and Improvement
	CAPITAL	TM1 Financial and Reporting System	50	50	Finance Governance Planning and Analysis

CAPITAL EXPENDITURE					
Service Area			Capital Expenditure	2020/21 \$'000	Business Unit
Corporate Services	CAPITAL	Rewards and Recognition System	250	250	HR Delivery
	CAPITAL	HR Systems Review	600	-	Learning and Development
	CAPITAL	ICT Service Desk Capital Purchases	180	180	Service Delivery
	CAPITAL	ICT Hardware Purchases	180	180	Technical Solutions
	CAPITAL	SCF Parramatta Artist Studio – Satellite Studios Fit Out	162	-	City Animation
City Engagement & Experience	CAPITAL	Heritage Centre Building Renewal Works	50	50	Cultural Heritage & Tourism
	CAPITAL	SE - How To Videos	18	-	Customer Contact Centre
Executive Office	CAPITAL	Organisation Restructure - Office Fit Out	200	-	General Management Support
Property Development Group	CAPITAL	Parramatta Square Public Domain Development	19,540	12,730	Property Development Group Projects
	CAPITAL	5 Parramatta Square Development – New Council Facilities	55,470	29,040	Property Development Group Projects
	CAPITAL	PRUAIP - Bridge Street Granville Acquisition	5,244	-	Property Development Group Projects
Total Capital Expenditure			191,322	158,004	

OPERATING EXPENDITURE

Service Area		Operating Expenditure		Business Unit
		2019/20 \$'000	2020/21 \$'000	
OPERATING	Parramatta River Flood Study	498	498	Civil Infrastructure
OPERATING	Bushland Resources Management	780	780	Open Space & Natural Resources
OPERATING	Protection of Aboriginal Heritage & Cultural Sites	27	27	Open Space & Natural Resources
OPERATING	Waterways Litter Removal	80	80	Open Space & Natural Resources
OPERATING	Waterways and Bushland Rehabilitation Fauna Study	68	68	Open Space & Natural Resources
OPERATING	Threatened Species Management	50	50	Open Space & Natural Resources
OPERATING	Lake Parramatta Swimming Area Improvements	25	25	Open Space & Natural Resources
OPERATING	Aquatic Playground Maintenance	262	270	Parks
OPERATING	Retail Frontage Improvement Program	100	100	Place Strategy
OPERATING	Investigation for Potential Waterpark in Dundas Ward	40	-	Place Strategy
OPERATING	Investigate Location for a District Playground in Epping	40	-	Place Strategy
OPERATING	Buildings Hazardous Materials Management	100	100	Property Plan & Program
OPERATING	Environmental Education Program to Encourage Sustainability	80	80	Sustainability and Waste
OPERATING	Better Waste and Recycling Program	240	250	Sustainability and Waste
OPERATING	Citysafe VSS (Video Surveillance System) Operational Budget	490	490	City Strategy
OPERATING	Parramatta Light Rail	1,593	902	City Transformation
OPERATING	Civic Link Program (Operating)	300	300	City Transformation
OPERATING	ED - Branding and Communications	200	180	Economic Development
OPERATING	ED - Business Attraction and Industry Development	110	110	Economic Development
OPERATING	ED - City Culture and Liveability	155	115	Economic Development
OPERATING	ED - Infrastructure	70	70	Economic Development
OPERATING	ED - Regional Leadership, Advocacy & Governance	160	150	Economic Development
OPERATING	ED - Research	90	145	Economic Development
OPERATING	ED - Workforce and Skills	150	150	Economic Development
OPERATING	Floodplain Risk Management	70	70	Environmental Outcomes
OPERATING	Beat the Heat	150	150	Environmental Outcomes

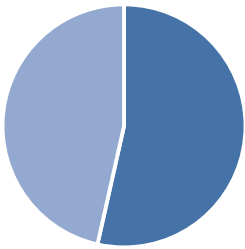
City Assets & Operations

City Strategy & Development

OPERATING EXPENDITURE					
Service Area		Operating Expenditure	Business Unit		
		2019/20 \$'000	2020/21 \$'000		
City Strategy & Development	OPERATING	Parramatta Ways	299	478	Environmental Outcomes
	OPERATING	Greening the CBD	100	100	Environmental Outcomes
	OPERATING	Parramatta Light Rail Tree Offset	200	250	Environmental Outcomes
	OPERATING	Melrose Park Climate Responsive Neighbourhood	502	-	Future City
	OPERATING	City Blueprint	80	160	Future City
	OPERATING	CBD Planning Framework Studies	100	-	Land Use
	OPERATING	Travel Demand Management	75	-	Transport Planning
	OPERATING	Cycle Route Maintenance to Encourage Cycling	125	125	Transport Planning
	OPERATING	3D Model Coordination	144	151	Urban Design
	OPERATING	SCF Wentworthville Early Childhood Development Initiative	42	-	Community Capacity
Community Services	OPERATING	Major Cultural Infrastructure Projects (formerly MAAS)	990	-	Cultural Strategy
	OPERATING	SCF Mobile Active Health	111	-	Recreation Facilities & Programs
Corporate Services	OPERATING	Fair Value Assets and Condition Assessments	130	130	Finance Governance Planning and Analysis
	OPERATING	SCF Parramatta Artist Studio – Satellite Studios	72	-	City Animation
City Engagement & Experience	OPERATING	Development of City Branding	485	501	City Marketing
	OPERATING	Parramasala- PCC funding	200	200	Major Events
	OPERATING	Foundation Day & Parramatta Open (Celebrating Heritage)	150	150	Major Events
Property Development Group	OPERATING	Lennox Bridge Carpark Development	250	220	Property Development Group Projects
	OPERATING	189 Macquarie Street, Parramatta	1,030	150	Property Development Group Projects
	OPERATING	8 Parramatta Square Development	520	460	Property Development Group Projects
	OPERATING	3 Parramatta Square Development	950	790	Property Development Group Projects
	OPERATING	4 & 6 Parramatta Square Development	690	590	Property Development Group Projects
	OPERATING	Removal and Storage of Tom Thompson Public Mural	24	24	Property Development Group Projects
	Total Operating Expenditure		13,197	9,639	

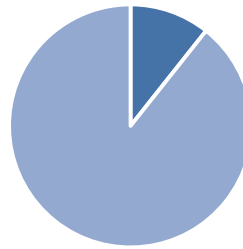
WHERE DOES COUNCIL'S MONEY COME FROM

Rates & Annual Charges 53% - \$187.4m



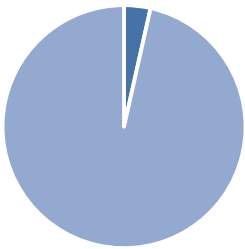
Residential rates, business rates, special rates, domestic waste management charge, stormwater management charge.

User Chargers and Fees 11% - \$40.4m



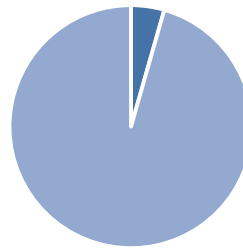
Development applications, regulatory charges, venue hire, sports field hire, parking fees, child care fees, learn to swim.

Investment Interest 4% - \$13.6m



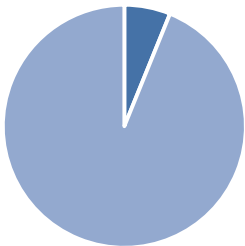
Interest earned on Council's investment portfolio. Interest on overdue rates and charges.

Other Revenue 5% - \$17.6m



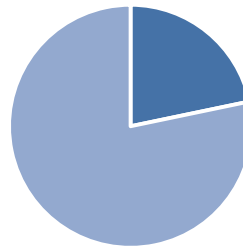
Rental income, parking fines, regulatory fines etc.

Operating Grants & Contributions 5% - \$18.7m



Financial Assistance Grant, library subsidy, child care subsidies, other operating grants.

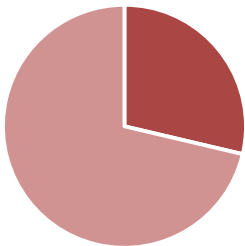
Capital Grants & Contributions 22% - \$76.1m



Section 94 developer contributions, roads to recovery grants, other capital works grants.

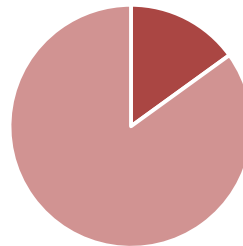
HOW DOES COUNCIL SPEND ITS MONEY

Employee Costs 29% - \$120.9m



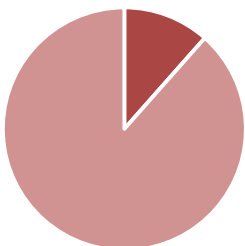
Salaries & Wages, Superannuation, Annual Leave, Long Service Leave, Training and Development, Uniforms, FBT expenses, Workers Compensation.

Materials & Contracts 14% - \$60.4m



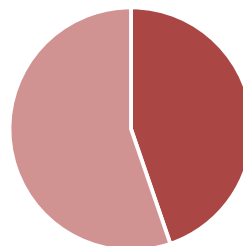
Domestic garbage collection contracts, garbage disposal expenses, IT Software and Hardware maintenance, building maintenance contracts, plumbers, electricians.

Other Expenses & Reserves 12% - \$48.8m



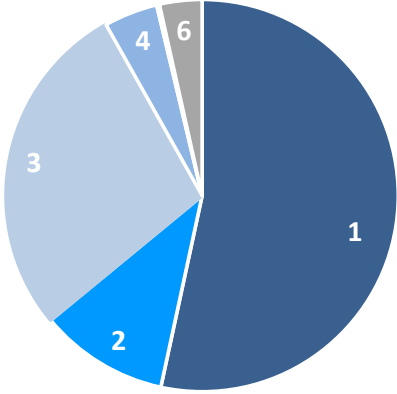
Insurance premiums, Street lighting, Electricity, Water & Sewerage Charges, Bank Charges, Fire Service Levy, Council Events, Councillor Expenses, Donations, Telephone, reserve funding.

Capital Expenditure 45% - \$191.3m



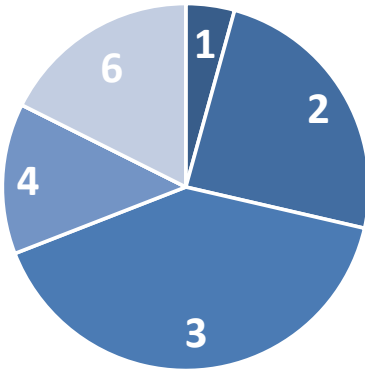
Property development, major and minor construction contracts for asset renewals and upgrades, planning consultants, plant and fleet purchases, library resources, ICT infrastructure.

WHERE OUR OPERATING AND CAPITAL INCOME COMES FROM



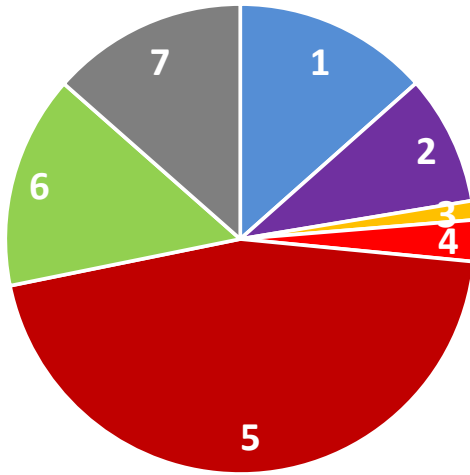
SOURCES OF OPERATING AND CAPITAL REVENUE			
Where The Dollars Come From	(\$,000)	Key	%
Rates & Annual Charges	187,423	1	53
User Charges & Fees	40,361	2	11
Grants and Contributions	94,844	3	27
Other Revenue	16,335	4	5
Joint Venture Income	800	5	0
Interest	13,541	6	4
Total	353,804		

WHERE OUR INCOME COMES FROM FOR CAPITAL WORKS



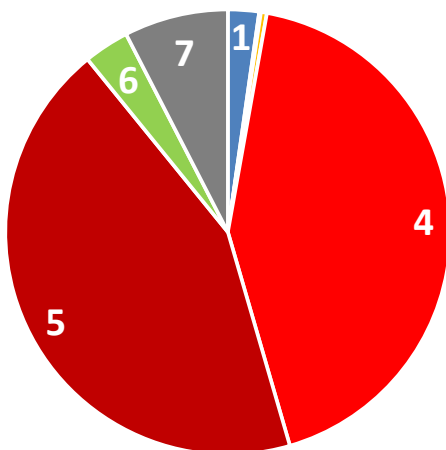
HOW COUNCIL FUNDS THE CAPITAL BUDGET			
Where The Dollars Come From	(\$,000)	Key	%
Special Rate Reserves	8,926	1	5
Section 94 Reserves	46,698	2	24
Other Reserves	75,401	3	39
Grants and Contributions	24,895	4	13
Loans	0	5	0
Revenue Funds	35,403	6	19
Total	191,323		

WHERE COUNCIL SPENDS THE OPERATING BUDGET 2019/20



Where the Dollars Go by Business Unit	(\$,000)	Key	%
Corporate Services	30,615	1	13
City Engagement and Experience	20,328	2	9
Executive Office	2,976	3	1
Property Development Group	6,464	4	3
City Assets and Operations	103,014	5	45
Community Services	33,408	6	15
City Strategy and Development	30,724	7	14
Subtotal	227,529		
Depreciation & Impairment Expense	43,781		
Total	271,310		

WHERE COUNCIL SPENDS THE CAPITAL BUDGET 2019/20



Where the Dollars Go by Business Unit	(\$,000)	Key	%
Corporate Services	5,110	1	3
City Engagement and Experience	231	2	0
Executive Office	200	3	0
Property Development Group	80,254	4	42
City Assets and Operations	83,380	5	43
Community Services	6,819	6	4
City Strategy and Development	15,328	7	8
Subtotal	191,322		

BUDGET 2019 - 2021

WORKS PROGRAM

Capital Works \$191.3m (including asset renewals)

The Capital Works Program is driven by the City of Parramatta Councils Asset Management Strategy. The objective of the Asset Management Strategy is to establish a framework to guide the planning, construction, maintenance and operation of infrastructure that is essential for the City to provide services to the community. In the 2019-20 financial year, the City will be spending \$10.9m on roads, \$6.2m on footpaths, kerb & guttering including accessibility improvements, \$5.7m on parks and open spaces, \$3.0m on buildings, \$5.8m on drainage, \$5.5m on traffic improvements and \$0.9m on bridges.

Asset Renewals \$37.8m

One of Council's key asset management objectives is to ensure that asset renewal expenditure within the capital program is sufficient to ensure that, as far as practical, the current condition of our assets is maintained. Asset renewal is capital expenditure that renews an existing assets by, returning the service potential, or the original life of the asset. Examples include, re-surfacing part of a road, renewing a section of a drainage network, or replacing the roof on a building. Capital renewal works restore existing service levels to capital assets.

PROGRAMS OF WORKS		
	2019/20 \$'000	2020/21 \$'000
Roads Program	10,898	10,898
Open Space Program	5,652	5,907
Buildings Program	2,985	3,110
Footpaths/Kerb & Gutter Programs	6,195	6,195
Bridges Programs	850	3,150
Drainage Program	5,750	6,880
Traffic Program	5,450	2,000
Total Infrastructure Capital Works Program	37,780	38,140

FUNDING OF WORKS PROGRAM		
	2019/20 \$'000	2020/21 \$'000
Special Rate Reserves	2,271	2,276
Section 94 Reserves	13,207	15,751
Other Reserves	5,575	4,755
Grants and Contributions	2,177	1,877
Loans	-	-
Revenue Funds	14,550	13,481
Total Infrastructure Capital Works Program	37,780	38,140

BUDGET

2019 – 2021 IN STATUTORY REPORT FORMAT

OPERATING STATEMENT

Description	(\$,000)	(\$,000)
REVENUE FROM CONTINUING OPERATIONS	2019/20	2020/21
Ordinary Rates	140,944	146,463
Special Rates	7,614	7,804
Total Rates	148,558	154,267
Annual Charges	38,865	40,031
Total Rates & Annual Charges	187,423	194,298
User Charges & Fees	40,361	40,710
Interest and Investment Revenue	13,541	12,047
Grants and Contributions Provided for Operating Purposes	18,711	17,642
Other Revenue	16,835	18,712
Joint Venture Income	800	800
Total Revenues from Continuing Operations	277,671	284,209
REVENUE FROM CONTINUING OPERATIONS		
Employee Costs	120,870	123,817
Materials & Contracts	60,365	57,341
Borrowing Costs	1,805	1,349
Depreciation & Amortisation	43,781	44,621
Other Operating Expenses	44,489	45,735
Loss on Asset Sale	2,500	2,500
Total Expenses from Continuing Operations	273,810	275,363
OPERATING RESULT BEFORE CAPITAL REVENUE	3,861	8,846

Note:

* NSW Government provided \$15 million to invest in new or improved infrastructure and better services for the community in 2016/17.

**2019/20 expenditure excludes one off items.

BUDGET

2019 - 2021 IN STATUTORY REPORT FORMAT

BALANCE SHEET

Description	(\$,000)	(\$,000)
ASSETS	2019/20	2020/21
Current assets		
Cash and cash equivalents	17,446	17,446
Investments	399,511	368,920
Receivables	5,370	5,370
Inventories	82	82
Other	100,241	100,241
Total current assets	522,650	492,059
Non-current assets		
Receivables	1,997	1,997
Investments	-	-
Infrastructure Property, Plant & Equipment	2,682,487	2,772,370
Intangible Assets	2,268	2,268
Investments Accounted for Using Equity Method	6,948	7,748
Total non-current assets	2,693,700	2,784,383
Total assets	3,216,350	3,276,442

Description	(\$,000)	(\$,000)
LIABILITIES	2019/20	2020/21
Current liabilities		
Payables	32,144	32,144
Interest bearing liabilities	-	-
Provisions	30,644	30,644
Borrowings	8,981	9,193
Total current liabilities	71,769	71,981
Non-current liabilities		
Payables	738	738
Borrowings	21,687	12,494
Provisions	3,611	3,611
Total non-current liabilities	26,036	16,843
Total liabilities	97,805	88,824
Net assets	3,118,546	3,187,618
EQUITY		
Retained earnings	3,048,462	3,117,534
Reserves	70,084	70,084
Total Equity	3,118,546	3,187,618

BUDGET

2019 - 2021 IN STATUTORY REPORT FORMAT

CASH FLOW STATEMENT

Description	(\$,000)	(\$,000)
CASH FLOWS FROM OPERATING ACTIVITIES	2019/20	2020/21
Receipts:		
Rates and annual charges	187,423	194,298
User charges and fees	40,361	40,710
Investment revenue and interest	13,541	12,047
Grants and contributions	94,844	77,874
Other	16,835	18,712
Payments:		
Employee benefits and on-costs	(120,870)	(123,817)
Materials and contracts	(60,365)	(57,347)
Borrowing costs	(1,805)	(1,349)
Other	(44,489)	(45,735)
Net cash provided (or used in) operating activities	125,476	115,394

Description	(\$,000)	(\$,000)
CASH FLOWS FROM INVESTING ACTIVITIES	2019/20	2020/21
Receipts:		
Sale of investments	32,540	30,591
Sale of fixed assets	42,055	21,000
Payments:		
Purchase of investments	-	-
Purchase of infrastructure, property, plant & equipment	(191,322)	(158,004)
Net cash provided by (or used in) investing activities	(116,728)	(106,413)
CASH FLOWS FROM FINANCING ACTIVITIES		
Receipts:		
Borrowings and advances	-	-
Payments:		
Borrowings and advances	(8,748)	(8,981)
Net cash provided by (or used in) financing activities	(8,748)	(8,981)
Net increase/(decrease) in cash & cash equivalents	-	-
Cash & cash equivalents at beginning of reporting period	17,446	17,446
CASH & CASH EQUIVALENTS AT THE END OF THE REPORTING PERIOD	17,446	17,446

BUDGET

2019/20 RATES & CHARGES

REVENUE POLICY

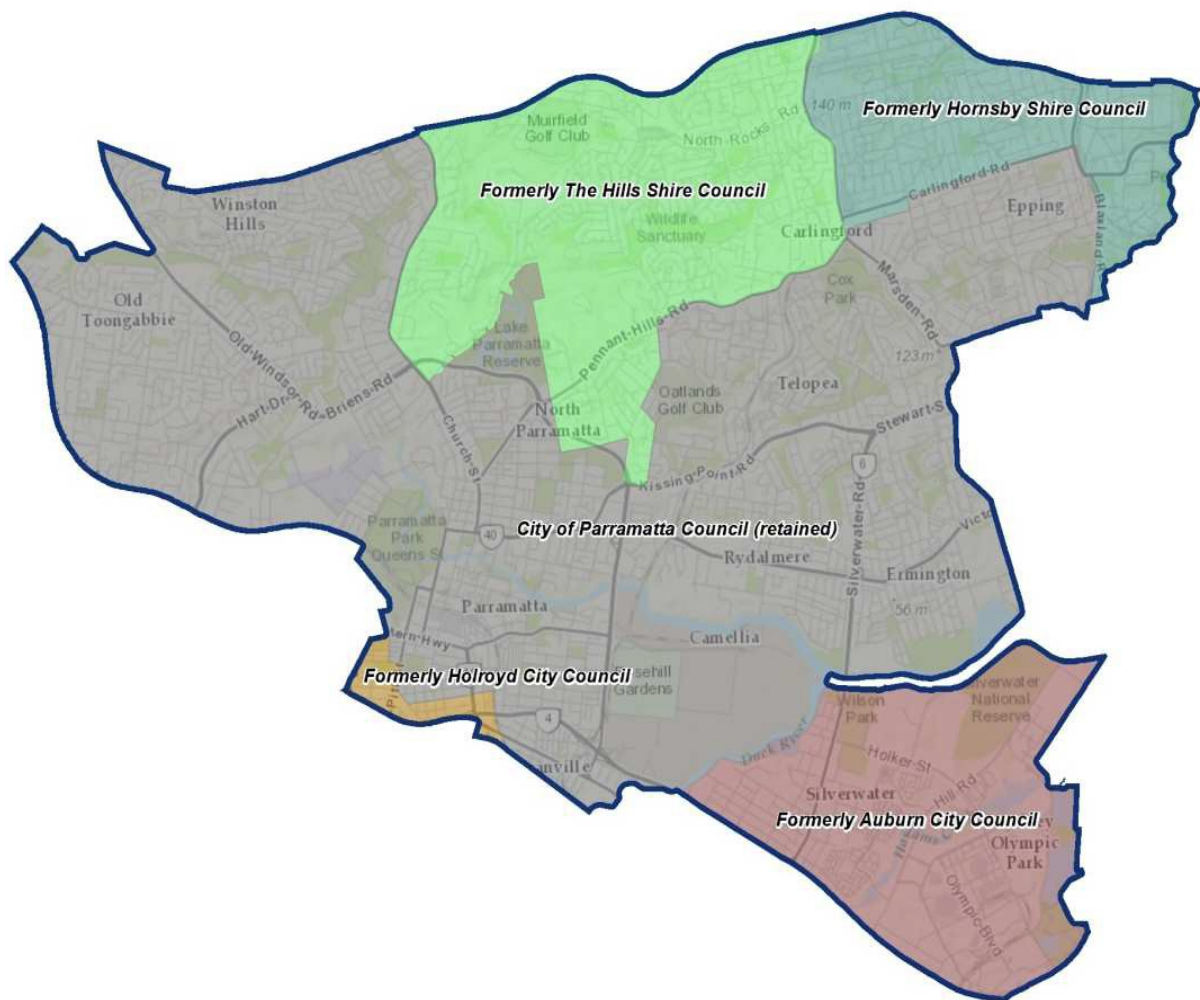
Preamble

The NSW State Government proclaimed the formation of The City of Parramatta Council on 12 May 2016.

The boundaries for the City of Parramatta council incorporate most of the former Parramatta LGA, with the exclusion of the Woodville Ward, along with parts of the Hills, Hornsby and Auburn council areas and a section of the Holroyd LGA.

The NSW Government's rate protection commitment means residents of the City of Parramatta council will pay no more for their rates than they would have under their old council for the four years post proclamation. To manage this commitment, rates will be segmented into the former council areas as outlined on the map contained on the following page.

The map represents the area identified as PP 5002 as per the Proclamation on 12 May 2016. Details of the rates and charges for each rate structure identified in the map are outlined in the following pages.



BUDGET

2019/20 RATES & CHARGES

RATING

The total income that can be raised from levying rates on property is capped by the State Government based on a determination by the Independent Pricing and Regulatory Tribunal (IPART).

IPART determined that general income from rates in 2019/20 may be increased by a maximum of:

- 2.7% for the former Parramatta City Council
- 2.7% for the former Auburn Council
- 2.7% for the former Hornsby Shire Council
- 2.7% for the former Hills Shire Council
- 2.7% for the former Holroyd Council

As indicated earlier, in accordance with the Proclamation, the current rating structure including category and subcategories of the former councils forming the City of Parramatta are to be maintained for 4 years' post proclamation and therefore rate assessments will be based entirely upon property valuations (ad valorem) with minimum rates applying where appropriate.

Rates for 2019/20 will be assessed on land values having a date of 1 July 2016 for all the former council areas. The increase allowed by IPART relates to general income in total and not to individual ratepayers' rates. Individual rates are also affected by other factors such as land valuations. As such rates for individual ratepayers may vary by more or less than the percentage allowable depending on how an individual ratepayers' land valuation has changed in a particular year compared to the land values of other ratepayers.

The following tables provide details of five rating structure which incorporates former Parramatta, Auburn, Hornsby, Hills and Holroyd LGAs. This structure will be maintained until 30 June 2020.

Table 1: Rating Structure for the former Parramatta Local Government Area

Type	Category/Subcategory	Number	Ad Valorem Rate	Base/Min Rate \$	Estimated Rate Income \$
Ordinary	Residential	56,997	0.00153742	690.24	52,520,538
Ordinary	Business - General	1,113	0.00731889	704.96	6,330,775
Ordinary	Business - CBD	1,654	0.01379612	704.96	20,537,539
Ordinary	Business - CBD #2	11	0.03491544	704.96	3,246,773
Ordinary	Business - ICA	1010	0.01092945	704.96	16,368,964
Ordinary	Business - ICA #2	4	0.01414629	704.96	865,781
Special	Open Space Acquisitions & Embellishment	60,718	0.00004017	19.05	2,314,065
Special	Suburban Infrastructure	59,054	0.00004824	7.41	1,751,362
Special	CBD Infrastructure	1,660	0.00142385		2,235,567
Special	Economic Development	2,724	0.00028170		802,499
Special	Harris Park Business Levy	141	0.00109407		108,640
					107,082,503

BUDGET

2019/20 RATES & CHARGES

RATING CONTINUED

Table 2: Rating Structure for the former Auburn Local Government Area

Type	Category/Subcategory	Number	Ad Valorem Rate	Base/Min Rate \$	Estimated Rate Income \$
Ordinary	Residential	11,768	0.00146740	595.20	7,895,679
Ordinary	Business	924	0.00495190	595.20	8,041,131
					15,936,810

Table 3: Rating Structure for the former Hornsby Local Government Area

Type	Category/Subcategory	Number	Ad Valorem Rate	Base/Min Rate \$	Estimated Rate Income \$
Ordinary	Residential	9,736	0.00088030	553.68	11,038,194
Ordinary	Business	144	0.00142940	584.15	519,381
Special	Catchment Remediation - Residential	9,735	0.00007881		505,555
Special	Catchment Remediation - Business	144	0.00007374		25,785
					12,088,915

Table 4: Rating Structure for the former Hills Local Government Area

Type	Category/Subcategory	Number	Ad Valorem Rate	Base/Min Rate \$	Estimated Rate Income \$
Ordinary	Residential	11,205	0.00081556	506.61	11,344,412
Ordinary	Business	265	0.00231152	351.85	713,122
					12,057,534

Table 5: Rating Structure for the former Holroyd Local Government Area

Type	Category/Subcategory	Number	Ad Valorem Rate	Base/Min Rate \$	Estimated Rate Income \$
Ordinary	Residential	1,334	0.00119354	521.57	1,118,918
Ordinary	Business	30	0.00688627	1,206.69	292,192
Special	Residential Infrastructure	1334	0.00014939	..	52,962
Special	Business Infrastructure	30	0.00044147	..	18,720
					1,482,792

BUDGET

2019/20 RATES & CHARGES

ORDINARY RATES

Rates are determined on the categorisation of land. Council's ordinary rating structure consists of two categories: Residential and business rates.

These categories in turn have sub- categories determined by the location of the land as detailed in the tables on the following pages.

SPECIAL RATES

The Local Government Act 1993 provides that a council may make a special rate for or towards meeting the cost of any works, services, facilities or activities provided or undertaken, or to be provided or undertaken, by the Council within the whole or any part of the Council's area.

Special rates levied for infrastructure include maintenance and/or the operational phases of approved special rate projects not just the upfront capital expenditure. This ensures a prudent lifecycle approach to asset management is undertaken by council.

PENSIONER REBATES

All NSW councils provide a mandatory rebate of up to \$250 to eligible pensioners. The former Parramatta City Council is one of the few Councils that granted an additional voluntary rebate of up to \$100 to eligible pensioners on top of the \$250 State Government rebate. In 2019/20 this is to be extended to all eligible pensioner ratepayers within the City of Parramatta LGA.

STORMWATER MANAGEMENT SERVICES ANNUAL CHARGE

In accordance with the Local Government Amendment (Stormwater) Act 2005, all of the former councils introduced a Stormwater Management Charge. The Stormwater Management Charge is levied on all parcels of rateable urban land within the City of Parramatta categorised for rating purposes as Residential or Business (including all sub categories), not being vacant land or land owned by the Crown, or land held under lease for private purposes under the Housing Act 2001 or the Aboriginal Housing Act 1998.

Council administers a comprehensive waterways management program. As the principal authority responsible for the management of stormwater, Council:

- Maintains over 400 km of stormwater discharge drainage pipes for stormwater conveyance;
- Implements essential flood mitigation measures to protect life, property and infrastructure;
- Conserves the natural waterways of the City;
- Protects bushland and other natural assets from the impacts of urban run-off by implementing purpose built pollution control traps and water retention systems.

The stormwater management services charge helps council fund these important programs. The following table provide details of the charges. Note that whilst Hornsby Shire Council do not charge a stormwater levy, they do charge a special rate for catchment remediation that funds similar programs.

BUDGET

2019/20 RATES & CHARGES

Table 6: Stormwater Charge for City of Parramatta Local Government Area

Category	Property Type	Charge	Estimated Yield \$
Residential	All parcels of rateable urban land categorised as Residential or Residential CBD excluding Strata properties	25.00	866,200
Residential	All strata properties categorised as Residential or Residential CBD	12.50	559,775
Total Residential			1,425,975
Business	All parcels of rateable urban land categorised as Business (all sub categories) including Business Strata properties	25.00 per 350m2. Capped \$500	363,225
Business	All strata properties categorised as Business	25.00 per 35m2. Capped \$500 min \$5	12,610
Total Business			375,835
Total Estimated Yield			1,801,810

WASTE MANAGEMENT CHARGES

DOMESTIC WASTE CHARGES

Service	Service Mix	Size	Charge per Property	Estimated Income \$
Basic service	Domestic Waste Collection – 1 per Week	80 Litre Bin	423.35	
	Domestic Waste Collection – 1 per Week	140 Litre Bin	427.95	
	Domestic Waste Collection – 1 per Week	240 Litre Bin	645.20	
	Domestic Waste Collection – 1 per Week	660 Litre Bin	1,625.05	
	Domestic Waste Collection – 1 per Week	1100 Litre Bin	2,227.90	
	Alternate Week Recyclables and Garden Waste Collection included in above service charges		111.15	
Additional service	Per Waste Bin – 1 per Week	140 Litre Bin	427.95	
	Per Waste Bin – 1 per Week	240 Litre Bin	645.20	
	Recycling – 1 per Fortnight	240 Litre Bin	111.15	
	Garden Waste – 1 per Fortnight	240 Litre Bin	111.15	
Unoccupied Land	Availability Charge	Not Applicable	76.85	
Note: Estimate may differ to financial statements due to rebates given to eligible properties.				
Total Domestic Waste				36,303,939

COMMERCIAL WASTE CHARGES

Service	Service Mix	Size	Charge per Property	Estimated Income \$
Basic service	Commercial Waste Collection – 1 per Wk	140 Litre Bin	442.90	
	Commercial Waste Collection – 1 per Wk	240 Litre Bin	667.25	
	Com. Food/Organ. Collection – 1 per WK	120 Litre Bin	422.30	
Additional service	Per Waste Bin – 1 per Week	140 Litre Bin	442.90	
	Per Waste Bin – 1 per Week	240 Litre Bin	667.25	
	Recycling – 1 per Fortnight	240 Litre Bin	117.40	
	Recycling – Paper/Cardboard - Annual	660 Litre Bin	566.50	
	Recycling – Paper/Cardboard - Annual	1100 Litre Bin	767.35	
	Garden Waste – 1 per Fortnight	240 Litre Bin	117.40	
Note: Estimate may differ to financial statements due to rebates given to eligible properties.				
Total Commercial Waste				1,650,000

BUDGET

2019/20 RATES & CHARGES

SPECIAL RATES

Open Space Acquisition and Embellishment – Former Parramatta Local Government Area

The purpose of this special rate is to fund the acquisition of open space and for the embellishment of Parks and Public Domain. It was introduced in 2000/01 and applies to all rateable properties in the former Parramatta City Council Local Government Area. The following is a list of projects to be funded from this special rate in 2019/20 and the estimated balance of the reserve after the forecasted income and expenditure.

Income and Expenditure (\$'000)			
Projected Balance 30/06/19	Income Estimate	Expenditure Estimate	Projected Closing 30/06/20
725	2,308	(2,364)	668
Type of Work	Description of Works	Budget (\$'000)	
Cemeteries and Memorials Program	Restoration of headstones & monuments at St Patricks, All Saints and Mays Hill heritage cemeteries & minor improvements to monuments and memorials located within Council Parks.	92	
Public Trees Program	Planting of approximately 1,000 trees within parks & streets for public amenity and shade.	580	
Walking Track Construction	Upgrade/improvement to walking tracks through a number of bushland reserves to improve access routes through the parks network.	170	
Restoration of Natural Areas Program	Project involves extensive work by specialised bushland contractors to restore natural areas, including threatened ecological communities, in Toongabbie Creek, Quarry Branch Creek and Ponds Creek Reserves.	730	
Updating of Existing Park Signs	Replace existing park signage with signs that reflect the brand of the City of Parramatta and updated information about the park. Completion of the project is dependent on the adoption of a new brand for the City.	132	
Bushland Resources Management	Restore bushland reserves including endangered ecological communities. Works include noxious and environmental weed removal, tree removal, revegetation, minor track repairs and signage.	580	
Protection of Aboriginal Heritage & Cultural Sites in Bushland Reserves	Protection and preservation of identified Aboriginal cultural sites and relics within several bushland reserves.	30	
Threatened Species Management of Feral Animals & Native Fauna	Protect wildlife habitats and endangered communities by controlling feral animals such as foxes & rabbits and providing enhanced habitat for native fauna.	50	
Total Project Expenditure			2,364

BUDGET

2019/20 RATES & CHARGES

Suburban & CBD Infrastructure – Former Parramatta Local Government Area

The purpose of this special rate is to fund urban & CBD infrastructure (roads, kerb and gutter, improvement to town centres and waterways). It was introduced in 2000/01 and applies to all rateable properties outside of the Central Business District in the former Parramatta City Council Local Government Area. The following is a list of projects to be funded from this special rate in 2019/20 and the estimated balance of the reserve after the forecasted income and expenditure.

Income and Expenditure (\$'000)			
Projected Balance 30/06/19	Income Estimate	Expenditure Estimate	Projected Closing 30/06/20
172	1,750	(1,250)	672
5,211	2,167	(5,960)	1,418
Type of Work	Description of Works	Budget (\$'000)	
Sustainable Water Program	Retrofit and renewal of existing Council assets to improve water efficiency.	100	
Protecting Dams Capital Works Program	Upgrade or replacement of identified telemetry system components and works of Council's Prescribed Dams (Lake Parramatta Reserve Dam, McCoy Park Detention Basin, Northmead Reserve Detention Basin, Muirfield Golf Course and West Epping Park Detention Basins) to ensure their safety and functionality.	320	
Civil Construction Program	New or upgrade of various civil assets such as laneways, driveways and retaining structures.	440	
Waterways Litter Removal for Rivers and Creeks	Monitoring & routine cleaning of 6 litter booms within local creeks by specialist contractors to address water pollution. Additional litter collection in several parks adjoining creeks & Parramatta River.	85	
Environmental Education Program to Encourage Sustainability Practices	Environmental education activities for community groups including schools. A number of workshops have been completed on energy and water efficiency, solar power, waste and recycling and food security. The Get into Nature program is also funded by this project and includes regular walks and talks on biodiversity in our natural areas.	80	
Waterways and Bushland Rehabilitation Fauna Study	Engagement of consultants to carry out detailed weed mapping assessment & report for bushland reserves in order to review the bushland regeneration program & related projects across the local government area.	75	
Beat the Heat	Beat the Heat aims to help the Parramatta community manage effects of high summer temperatures such as increased energy bills, poor health, and reduced economic activity. It does this by delivering educational programs, supporting installation of heat reflective materials, carrying out research into how hot weather affects our residents and many other related projects	150	
Parramatta Ways	Walking infrastructure audit, data collection and	298	

BUDGET

2019/20 RATES & CHARGES

Strategy to Improve Walkability of the City	communications development of Parramatta Ways Walking Strategy to support the finalisation of the Delivery Framework.	
Waterways Restoration	Waterways restoration projects including rock armouring, sediment basins and revegetation	570
City River Program of Works	Design development, construction documentation and delivery of the Parramatta Quay precinct.	500
St John's Cathedral Feature Lighting Treatment	This decorative lighting treatment to complements lighting effects at the nearby Parramatta Town Hall, celebrating Parramatta's historical buildings and providing an eastern illuminated focal point for the future Parramatta Square.	240
Phillip Street Smart Street Stage 1	Implement Parramatta's first smart street in Phillip Street within the CBD. The project will deliver infrastructure needed to support technologies for a smart street and streetscape improvements that will help to form the wider Phillip Street vision of being the promenade that will link Parramatta Quay to the new stadium. Design is complete and capital works is expected in mid-2019.	3,812
Centenary Square Review	Construction to upgrade infrastructure, including moveable bollards to ensure pedestrian safety and control of all vehicle access within Centenary Square continues in 2019/20.	540
Total Project Expenditure		7,210

BUDGET

2019/20 RATES & CHARGES

Economic Development – Former Parramatta Local Government Area

The purpose of this special rate is to support improvement of the local economy and to grow jobs. To achieve this Council directly provides services in support of the business community, conducts research and marketing, and partners with key business stakeholders to change perceptions and attract investment. The Special rate was introduced in July 2011 and applies to all rateable properties in the prescribed zone in the former Parramatta City Council Local Government Area. The following is a list of projects to be funded from this special rate in 2019/20 and the estimated balance of the reserve after the forecasted income and expenditure.

Income and Expenditure (\$'000)			
Projected Balance 30/06/19	Income Estimate	Expenditure Estimate	Projected Closing 30/06/20
847	795	(935)	707
Type of Work	Description of Works	Budget (\$'000)	
Business attraction & Industry Development	Promote local businesses and local investment opportunities.	110	
Workforce & Skills	Small business workshops, events and revitalisation programs in town centres. Liaise with local services to ensure young people, and long-term unemployed people have access to the Parramatta Skills Exchange and improved pathways to employment.	150	
City Culture & Liveability	Improve the visitor and night time economy through targeted programs including small bars, live music and late night trading. Support development of cultural industries.	155	
Infrastructure	Support the business community in ensuring strong engagement and outcomes from the delivery of the Parramatta Light rail.	70	
Branding & Communications	Manage 'construction disruption' to keep the Parramatta CBD open for business. Promote Parramatta CBD as a key investment opportunity.	200	
Regional Leadership, Advocacy & Governance	Create and invest in strategic activities that target other government departments and private investment. Advocate for the best economic outcomes for this City.	160	
Research	Develop targeted research to inform data-driven and evidence-based decision-making.	90	
Total Project Expenditure			935

BUDGET

2019/20 RATES & CHARGES

Harris Park Neighbourhood Shops Infrastructure Levy – Former Parramatta Local Government Area

The purpose of this special rate is to support the improvement of the infrastructure the Harris Park neighbourhood shops precinct. A 15% Infrastructure Levy was introduced on 1 July 2014 for all property owners paying the Business General Rate in the former Parramatta City Council Local Government Area. The following is a list of projects to be funded from this special rate in 2019/20 and the estimated balance of the reserve after the forecasted income and expenditure.

Income and Expenditure (\$'000)			
Projected Balance 30/06/19	Income Estimate	Expenditure Estimate	Projected Closing 30/06/20
534	126	-	660
Type of Work	Description of Works	Budget (\$'000)	
		Total Project Expenditure	-

Catchments Remediation Levy – Former Hornsby Local Government Area

The purpose of this special rate is to fund the installation and maintenance of stormwater quality improvement devices in the former Hornsby Shire Council Local Government Area. It was introduced in July 1994 and applies to all rateable properties in the former Hornsby Shire Local Government Area now part of the City of Parramatta. This levy is similar in nature to the Stormwater Levy applied to other former Council areas now part of the City of Parramatta.

The following is a list of projects to be funded from this special rate in 2019/20 and the estimated balance of the reserve after the forecasted income and expenditure.

Income and Expenditure (\$'000)			
Projected Balance 30/06/19	Income Estimate	Expenditure Estimate	Projected Closing 30/06/20
1,548	581	(700)	1,429
Type of Work	Description of Works	Budget (\$'000)	
Drainage Works	Drainage Improvement Works – Commencement of works Lyndelle Crescent		700
		Total Project Expenditure	700

BUDGET

2019/20 RATES & CHARGES

Infrastructure Levy – Former Holroyd Local Government Area

The purpose of this special rate is to fund infrastructure works in the former Holroyd Council Local Government Area. It was introduced in July 2014 and applies to all rateable properties in the former Parramatta City Council Local Government Area. The following is a list of projects to be funded from this special rate in 2018/19 and the estimated balance of the reserve after the forecasted income and expenditure.

Income and Expenditure (\$'000)			
Projected Balance 30/06/19	Income Estimate	Expenditure Estimate	Projected Closing 30/06/20
205	79	-	284
Type of Work	Description of Works		Budget (\$'000)
	Total Project Expenditure		-

SECTION 611 CHARGES

Section 611 of the Local Government Act 1993 provides that Council may make charges on persons for the time being in possession, occupation or enjoyment of a rail, pipe, wire, pole, cable, tunnel or structure laid, erected, suspended, constructed or placed on, under or over a public place.

Where applicable, such charges will be made in 2019/20 and will be based on the nature and extent of the benefit enjoyed by the person concerned.

INTEREST ON OVERDUE RATES

Interest charges on unpaid rates and charges will accrue on a daily basis at the rate set by the *Office of Local Government* (7.5% for 2019/20) in accordance with Section 5 of the *Local Government Act 1993*.

FEES AND OTHER CHARGES

Please see the separate fees and charges document for the fees and other charges to be charged for goods and services in 2019/20. This document also includes the pricing methodology used to determine those fees and charges.





**CITY OF
PARRAMATTA**

PART 4

Fees & Charges 2019/20

Introduction Fees & Charges

The City of Parramatta Schedule of Fees and Charges 2019/20 applies to the revised local government area (LGA) of the City of Parramatta Council, amalgamated on 19 May 2016.

This schedule outlines fees and charges for the 2019/20 financial year. It also introduces changes to fees and charges in 2019/20, and Council's approach to determining these changes.

FEES AND CHARGES STATEMENT

Council may charge and/or recover fees for any service it provides. Fees and charges are distinct from the rates and annual levies applied to properties within the LGA. When setting fees and charges, Council considers the nature of the service and recognises any community service obligations and wider policy objectives, including its commitments to equity and social justice.

In accordance with Section 532 of the Local Government Act 1993 (NSW), a council must not make a charge until it has considered all submissions made on the Operational Plan. It is also the responsibility of Council to set the Pricing Policy for fees and charges and consider each fee and charge.

Section 403(3) of the Local Government Act requires the following for each charge: amount of rate per unit (e.g. kilolitre, tonne) of the charge; differing amounts for the charge, if relevant; minimum amount or amounts of the charge, if relevant; and estimated yield of the charge.

The NSW Government sets the rates for specific statutory fees and charges.

GOODS AND SERVICES TAX

A goods and services tax (GST) of 10% is payable on some services provided by Council. In general, GST is not payable on fees and charges regulated under the Local Government Act, unless contestable. These include planning and development fees, zoning, development application fees and dog registration fees. Unless a specific exemption applies, GST is payable on non-regulated fees. This document identifies where GST is payable or not payable.

PRICING POLICY

The pricing for all non-regulated fees has been determined in accordance with Council's adopted Pricing Policy. This Pricing Policy provides transparency so that stakeholders can clearly understand how Council has determined the fees and charges applied to a service.

Council has identified eighteen categories of pricing. These categories are outlined in Table 1 on the following page.

Category	Code	Description	Basis
Public Good	A	The service provides a broad community benefit. Inconceivable or impractical to charge for service on a user basis.	Zero cost recovery
Practical Constraint	B	The service is a minor part of the overall operation of Council, or the potential for revenue collection is so minor that it is outweighed by the cost of collection.	Zero cost recovery
Shared Benefit	C	Benefits from providing this service accrue to both individuals and the community as a whole (Community Service Obligation).	Partial cost recovery
Stimulus	D	A stimulus to the demand for the service is required. In the short term, only part of the cost of the service is to be recovered.	Partial cost recovery
Evasion	E	Charging prices to recover full cost may result in widespread evasion.	Partial cost recovery
Equity	F	The service is targeted to low income users.	Partial cost recovery
Economic/Social/ Community Welfare	G	The service promotes or encourages local economic or social activity.	Partial cost recovery
Private Good	H	The service benefits individual users, contributing to their income, welfare or profits, without any broader benefits to the community.	Full cost recovery
Monopoly	I	Council has a monopoly over provision of the service and there is no community service or equity obligation.	Full cost recovery
Development	J	The fee set will enable Council to develop and maintain a service.	Full cost recovery
Contribution	K	Charges are levied to compensate the community for an increase in the demand for a service or facilities because of a development proposal.	Full cost recovery
Regulatory: Non-Fixed	L	Fee charges cover the costs incurred by legislative requirements where no community service obligation exists.	Full cost recovery
Regulatory: Fixed	M	The fee is fixed by legislation.	Regulatory
Market	N	The service provided is in competition with that provided by another council or agency (private or public) and there is pressure to set a price that will attract adequate usage of the service.	Reference pricing
In-house	O	The service is provided predominantly for Council use, but sale to external markets may defray costs.	Reference pricing
Entrepreneurial	P	The service is a profit-making activity and the price paid by users should recover an amount greater than the full cost of providing that service.	Rate of return pricing
Penalty	Q	The fees charged are greater than the cost of the service, to act as a dis-incentive.	Rate of return pricing
Utility	R	Fee charges for possession, occupation or enjoyment of Council land, public land and air space by gas, electricity, telecommunications and water utilities.	Rate of return pricing

What are the Major Changes?

Changes to council's service fees.

KEY CHANGES

2019/20

Community Facilities

A new community facility is scheduled to be available for 2019/20 and the fees structure has been set in line with City of Parramatta's Community Facilities Fees and Charges categories. The facility is located at Wentworth Point.

Tennis Court Hire

Council operated tennis court hire fees that take affect from 2019/20 were adjusted and benchmarked against other surrounding Council's fees and charges for tennis court hire. This ensures our hire charges are competitive, allow for appropriate maintenance, improved access and transparency of court availability for hirers.

Aquatics

Aquatics now includes Macarthur Girls High School within the fees and charges structure, offering lap swimming and swim school. Recreational swimming continues to be offered at Epping Aquatic Centre.

Children and Family Services

In children and family services, Council proposes to increase its fee for long day care centres by \$3 per day. Exception to this will be the daily fee for 0-3 year olds at North Rocks Child Care Centre, which charges by age group and will not increase in 2019/20.

Domestic Waste

Domestic waste charges will increase by 3%, to \$427.75 for a standard 140-litre bin service in line with expected cost increases to waste services over the coming 12 months.

Parking

Parking meter tariffs (on-street parking facilities only) will have no increase applied within the Central Business District (CBD) and in areas outside the CBD. Multi-level parking stations will have no increase applied.

Regulatory Services

Regulatory Service charges will increase by 3%; the food related increases in fees and charges are set by the Food Authority.

NSW households waste \$73 worth of food every week. Plan your meals and buy only what you need.

⚠ DANGER
Do NOT CLIMB!
Authorized Personnel ONLY



FEES & CHARGES 2019/20

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FEES & CHARGES 2019/20

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1	CORPORATE SERVICES				
1.1	PROCESSING OF SUBPOENAS				
1.1	Lodgement	RC989	J	No	\$57.35
1.1	Processing per hour		J & N	No	\$80.35
1.2	EXPERT WITNESS FEE				
1.2	Where Council Officer is required by a party other than Council itself to attend Court in his/her capacity as a Council employee and give evidence. Council charge is equal to officer's hourly rate PLUS travelling expenses being per km one way after first km up to and including 80km plus parking fees (\$2.45 per km -GST exempt).			No	Council Officer Hourly Rate
1.3	DOCUMENT PREPARATION FOR COURT				
1.3	Coloured Photocopies (A4) per copy		N	No	\$2.40
1.3	Coloured Photocopies (A3) per Copy		N	No	\$4.65
1.3	Black and White Photocopies (A4) per copy		N	No	\$1.10
1.3	Black and White Photocopies (A3) per copy		N	No	\$2.05
1.4	COURIER FEES				
1.4	Courier fees will be charged per subpoena to recover actual costs		N	No	Full Cost Recovery
1.5	SCANNING & SAVING DOCUMENTS TO CD or USB				
1.5	Fee per CD		N	No	\$10.30
1.5	Fee per USB		N	No	\$23.00
1.6	INFORMAL GIPA REQUESTS				
1.6	Request for access to information and processing			No	No Fee
1.6	Processing Fee in excess of 20 hours - per hour exceeding first 20 hours		N	No	\$61.80
1.6	Internal Review Fee - per review		N	No	\$41.20
1.6	Application for Adjoining Owners Details		N	No	No Fee
1.7	PHYSICAL DOCUMENTATION SUPPLIED UNDER INFORMAL GIPA				
1.7	Coloured Photocopies (A4) per copy	RC595	N	No	\$2.40
1.7	Coloured Photocopies (A3) per Copy	RC595	N	No	\$4.65
1.7	Black and White Photocopies (A4) per copy	RC595	N	No	\$1.10
1.7	Black and White Photocopies (A3) per copy	RC596	N	No	\$2.05
1.8	COURIER & REGISTERED POST FEES				
1.8	Courier fees will be charged per subpoena to recover actual costs		N	No	Full Cost Recovery
1.8	Registered Post			No	Full Cost Recovery
1.9	ACCESS TO INFORMATION (Statutory)				
1.9	Access to records by natural persons about their personal affairs				
1.9	Formal GIPA Application		M	No	\$30.90
1.9	Informal GIPA Application			No	No Fee
1.9	Processing Charge - per hour (where applicable)		M	No	\$30.90
1.9	Internal Review (All circumstances) - Processing Charge based on actual costs		M	No	\$41.00
1.9	Amendment to Records				
1.9	All charges are to be estimated to the nearest hour and the hourly rate is intended to cover all costs of processing, locating the information, decision making, consultation where necessary, and any photocopying				Full Cost Recovery
1.10	LEGAL SERVICES - CHARGES PER HOUR				
1.10	Accredited Specialist Solicitor - Per Hour		O	Yes	\$473.00
1.10	Senior Solicitor (more than 10 yrs post graduate experience) - Per Hour		O	Yes	\$420.00
1.10	Solicitor (with less than 10 years post graduate experience) - Per Hour		O	Yes	\$368.00
1.10	Paralegal - Per Hour		O	Yes	\$184.00
1.10	Administrative / Secretarial services - Per Hour		O	Yes	\$105.00
1.10	Standard contract or deed		O	Yes	\$1,500.00
1.10	Standard lease or licence		O	Yes	\$1,500.00
1.10	Standard parking area agreement		O	Yes	\$880.00
1.10	Documents prepared by external lawyers				Actual Cost
1.11	RATE INFORMATION CERTIFICATION - Statutory - Section 603 LGA				
1.11	Section 603 LGA	RC1	M	No	\$85.00
1.11	Urgency Fee for Section 603 LGA- same day service per fax	RC126	H	No	\$53.05
1.11	Cancellation Fee Section 603 LGA			No	\$26.50
1.11	Copy of Sec 603 certificate - per certificate			No	\$31.80
1.12	ADMINISTRATION FEE - BOND AND DEPOSIT REFUND:				
1.12	Administration fee on refund of deposits/bonds - % per annum of Deposit/Bond amount			Yes	1.70%
1.13	STATEMENT OF ACCOUNT				
1.13	A Statement of rates, charges, rebates, reversals or receipts issued against an account for a specific year, or the current year to date. (One statement equals one (1) rating year's transactions) - Per Statement	RC3	G	No	\$63.65
1.14	COPY OF RATE NOTICE/INSTALMENT NOTICE				
1.14	Copies of Rate Notices or Instalment Notices - each	RC142	G	No	\$19.10
1.14	Purchase of Plans (via outsourced information broker - Infotracks)			Yes	\$12.75
1.14	Purchase of Titles or Deeds (via outsourced information broker - Infotracks)			Yes	\$10.60
1.15	WRITTEN OWNERSHIP ADVICE				
1.15	A letter stating the ownership of a property - each	RC142	G	No	\$19.05
1.16	DISHONOURED CHEQUES				
1.16	Dishonoured Cheque Fee - per cheque	RC31	Q	No	\$35.00
1.16	Note: Meals on Wheels are exempt, fees charged by bank or Australia Post to be added to dishonoured cheque fee (as transaction fee or Australia Post Fee)				Note

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
1.17	AGGREGATION OF LAND VALUES FOR RATING PURPOSES - Section 548A	RC3	L	No	\$231.75
1.18	PRESENTED CHEQUE SEARCH				
1.18	Search Fee to identify presenters bank account		H	Yes	\$62.00
1.18	Note: Fee charged by bank to be added to search fee			Yes	+ additional bank charges
1.19	INTEREST ON OVERDUE RATES - per annum (Subject to Ministers Approval)		H & L	No	7.52%
1.20	ANNUAL CHARGES - STORMWATER MANAGEMENT CHARGE				
1.20	Provision of stormwater management services to the City of Parramatta in accordance with the Local Government Amendment (Stormwater) Act 2005 (Annual Charge per Assessment)				Note
1.20	Residential Properties				
1.20	All parcels of rateable urban land categorised as Residential excluding Strata properties - Annual Charge per Assessment		J	No	\$25.00
1.20	All strata properties categorised as Residential		J	No	\$12.50
1.20	Business Properties				
1.20	All parcels of rateable urban land categorised as Business (all sub categories) incl. Business Strata properties - Annual Charge per 350 sq m or part thereof (capped at \$200.00)		J	No	\$25.00
1.20	All parcels of rateable urban land categorised as Business (all sub categories) incl. Business Strata properties - Annual Charge per 350 sq m or part thereof (capped at \$500.00)		J	No	\$25.00
1.20	All parcels of rateable urban land categorised as Business (all sub categories) incl. Business Strata properties - Business Strata per assessment		J	No	\$12.50
1.20	Land Area less than 1200sq m		J	No	\$25.00
1.20	Land Area equal to or greater than 1200 sq m and less than 5000 sq m		J	No	\$100.00
1.20	Land Area equal to or greater than 5000 sq m and less than 10000 sq m		J	No	\$375.00
1.20	Land Area greater than 10000 sq m		J	No	\$725.00
1.20	Business Strata Properties				
1.20	Minimum Levy		J	No	\$5.00
1.20	Land value exceeds Minimum Rateable Value and:				
1.20	Land Area less than 1200 sq m		J	No	\$25.00
1.20	Land Area equal to or greater than 1200 sq m and less than 5000sq m		J	No	\$100.00
1.20	Land Area equal to or greater than 5000 sq m and less than 10000 sq m		J	No	\$375.00
1.20	Land Area greater than 10000 sq m		J	No	\$725.00
1.21	SALE OF DOCUMENTS				
1.21	Mail outs with Rate Notices:				
1.21	Community			No	cost plus 10%
1.21	Commercial & Others			No	market + 10%
1.22	PAYMENTS / REFUNDS				
1.22	DISHONOURED Direct Debit				
1.22	Dishonoured Direct Debit or electronic funds transfer Fee (Council Administration Fee)	RC31	Q	Yes	\$35.00
1.22	Direct Debit Dishonour Fees - (Meals on Wheels exempt) Note: Fees charged by bank or Australia Post to be added to dishonoured cheque fee (as transaction fee or Australia Post Fee)			Yes	+ dishonour fee charge (bank or AusPost) + GST
1.22	Dishonoured Credit Card Fee			Yes	\$44.00
1.22	Cheque Stop Payment Fee			Yes	\$44.00
1.22	Stale Cheque Processing Fee - (unrepresented after 6 months)			Yes	\$65.80
1.22	Cheque Special Clearance Fee			Yes	\$58.50
1.22	Returned Cheque/EFT			Yes	\$32.25
1.23	SALE OF TENDER DOCUMENTS VIA TENDERLINK WEB PORTAL				
1.23	Minimum fee for projects estimated at less than \$150,000	RC693	E	No	\$59.75
1.23	For projects estimated at \$150,000 or more	RC693	E	No	\$144.20
1.24	ENVIRONMENTAL UPGRADE AGREEMENTS (EUA) - FEES AND CHARGES				
1.24	EUA Application Processing Fee			Yes	\$2,531.30
1.24	EUA Administration Fee				
1.24	1 Year Loan			Yes	\$1,202.10
1.24	2 Year Loan			Yes	\$2,219.45
1.24	3 Year Loan			Yes	\$3,236.80
1.24	4 Year Loan			Yes	\$4,254.20
1.24	5 Year Loan			Yes	\$5,271.55
1.24	6 Year Loan			Yes	\$6,288.90
1.24	7 Year Loan			Yes	\$7,306.20
1.24	8 Year Loan			Yes	\$8,323.65
1.24	9 Year Loan			Yes	\$9,341.00
1.24	10 Year Loan			Yes	\$10,358.30
1.24	11 Year Loan			Yes	\$11,375.80
1.24	12 Year Loan			Yes	\$12,393.10
1.24	13 Year Loan			Yes	\$13,410.40
1.24	14 Year Loan			Yes	\$14,427.80
1.24	15 Year Loan			Yes	\$15,445.15
1.24	EUA Amendment Fee			Yes	\$158.30
1.24	Direct Debit Dishonour Fee			Yes	\$44.40

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
2	CITY EVENTS & CULTURAL HERITAGE PROGRAMS				
2.1	RESEARCH SERVICES				
2.1	Photocopy Black and White A4 (self service) - per copy	CM	N	Yes	\$0.20
2.1	Photocopy Black and White A3 (self service) - per copy	CM	N	Yes	\$0.40
2.1	Printing (Black and white) eg CD ROM, Word processor, Microfilms, Scanner			Yes	\$0.20
2.1	Printing - A4	CM	N	Yes	\$0.20
2.1	Printing - A3			Yes	\$0.40
2.2	VISITOR INFORMATION CENTRE CHARGES				
	e.g. postcards, books and other merchandise.				
2.2	Note: due to the diverse range of items under this category for sale, costs vary. Costs to be determined on individual basis by Manager, Cultural Heritage and Tourism in consideration of cost recovery	CM	P	Yes	Full Cost Recovery
2.2	Specialised research services per hour			Yes	\$116.70
2.3	VENUE HIRE				
2.3	Heritage Meeting Room including use of Smart Screen and Internet				
2.3	Available Mon to Friday between 9:00am and 5:00pm excluding public holidays - Not available for parties (18th, 21st, etc.)				Note
	Private / Commercial Rate - 100% of market rate				
	- Social Functions				
2.3	- Self employed persons for the purpose of providing services to the public for a personal profit	RC450	N		
	- Business				
	- State and Federal Government				
2.3	Half day booking from 9:30am to 12:30pm or 1:30pm to 4:30pm			Yes	\$210.00
2.3	Full Day rate: 8 hour maximum (between 9:00am to 5:00pm only)	RC450	C & N	Yes	\$395.00
	Not for Profit Rate - 50% of market rate				
	- Religious Programs/Church Groups				
	- Funded Community Groups				
2.3	- Political Parties	RC450	C & N		
	- Local Government				
	- Clubs				
	-Groups that charge a fee on a cost recovery basis				
2.3	Half day booking from 9:30am to 12:30pm or 1:30pm to 4:30pm			Yes	\$100.00
2.3	Full Day rate: 8 hour maximum (between 9:00am to 5:00pm only)			Yes	\$210.00
	Concession Rate - 25% of market rate				
	- Charities, Senior Groups & Concession Card holders				
2.3	- Non-Funded Community Groups				
	- Rallies/Demonstrations				
	- Charity Functions (must prove 75% of funds raised will be given to a registered charitable organisation)				
2.3	Half day booking from 9:30am to 12:30pm or 1:30pm to 4:30pm			Yes	\$47.00
2.3	Full Day rate: 8 hour maximum (between 9:00am to 5:00pm only)			Yes	\$95.00
2.4	CATERING				
2.4	Supply of tea & coffee provisions per person per day weekdays only	RC450	N & P	Yes	\$3.40
2.4	Available on weekdays only				Note
2.5	PENALTY RATES				
2.5	Breakages and damage - full cost of replacement items or repairs	RC450	Q		Full Cost Recovery
2.5	Failure to vacate booked time - Hirer will be charged twice the normal booking fee	RC450	Q		Twice normal booking fee
2.5	Failure to leave rooms in a clean and tidy condition	RC450	Q	Yes	\$103.00
	All cancellations must be received in writing.				
2.5	A cancellation fee of 50% of the total charge will apply if less than 14 days notice is given for a cancellation.			Yes	50% of the total charge + GST
2.6	CULTURAL HERITAGE SCHOOL PROGRAMS				
2.6	Per Person	RC389	C & N	No	\$5.15
2.6	Flat rate (NEW) Bespoke Aboriginal Programs	RC389	C & N	No	\$500.00
2.7	PUBLIC PROGRAMS				
	PUBLIC PROGRAMS - per person				
2.7	Note that it is not appropriate to determine fees for individual programs - programs provided vary constantly based on community needs, seasonal variances etc. Some programs will cross subsidise others	RC390	C & N	Yes	Various Fees Apply
2.8	PARRAMATTA ARTISTS STUDIOS				
2.8	Studio / Room Rental				
2.8	Category A - per week	CM	N	Yes	\$24.00
2.8	Category B - per week	CM	N	Yes	\$30.00
2.8	Category C - per week	CM	N	Yes	\$35.00
2.8	Category D - per week	CM	N	Yes	\$45.00
2.8	Category E - per week			Yes	\$55.00

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
2.8	Category F - per week			Yes	\$95.00
2.8	Category G - per week			Yes	\$170.00
2.8	Please note, casual daily rates are charged at the same as weekly rates.				Note
2.9	EVENTS STALL CHARGES				
2.9	Food Stallholder fee	RC480			
2.9	- Fees for Hire or use of facilities				
2.9	One 3 x 3m Pagoda stall, dry waste service, health inspector fees, shared handwashing sink for Community Purpose		G	Yes	\$451.15
2.9	One 3 x 3m Pagoda stall, dry waste service, health inspector fees, shared handwashing sink for Commercial Purpose		N	Yes	\$673.60
2.9	One 6 x 3m Hoecker dry waste service, health inspector fees, shared handwashing sink for Community Purpose		G	Yes	\$751.90
2.9	One 6 x 3m Hoecker dry waste service, health inspector fees, shared handwashing sink for Commercial Purpose		N	Yes	\$1,090.75
2.9	One 6m (l) x 3m (w) Space, dry waste service, health inspector fees (Van or cart)		N	Yes	\$545.90
2.9	One 6 x 6m Hoecker stall, dry waste service, health inspector fees, shared handwashing sink for Community Purpose		G	Yes	\$1,310.15
2.9	One 6 x 6m Hoecker stall, dry waste service, health inspector fees, shared handwashing sink for Commercial Purpose		N	Yes	\$1,899.30
2.9	Merchandise Stallholder fee	RC480			
2.9	- Fees for Hire or use of facilities				
2.9	One 3 x 3m Pagoda stall, dry waste service for Community Purpose		G	Yes	\$367.70
2.9	One 3 x 3m Pagoda stall, dry waste service for Commercial Purpose		N	Yes	\$443.90
2.9	One 4 x 4m Marquee stall, dry waste service for Community Purpose			Yes	\$611.80
2.9	One 4 x 4m Marquee stall, dry waste service for Commercial Purpose			Yes	\$727.20
2.9	One 6 x 3m Hoecker stall, dry waste service for Community Purpose			Yes	\$605.65
2.9	One 6 x 3m Hoecker stall, dry waste service for Commercial Purpose			Yes	\$721.00
2.9	One 2.4 x 2.4m Fete stall, Merchandise for Commercial Purpose			Yes	\$1,138.15
2.9	One 6 x 6m Hoecker stall, dry waste service for Community Purpose			Yes	\$1,131.85
2.9	One 6 x 6m Hoecker stall, dry waste service for Commercial Purpose			Yes	\$1,352.40
2.9	Information Stallholder fee	RC480			
2.9	One 2.4 x 2.4m Fete stall for Community purpose		G	Yes	\$100.95
2.9	One 2.4 x 2.4m Fete stall for Commercial purpose		N	Yes	\$166.85
2.9	One 3 x 3m Pagoda stall for Community purpose		G	Yes	\$168.90
2.9	One 3 x 3m Pagoda stall for Commercial Purpose		N	Yes	\$282.20
2.9	One 6 x 3m Hoecker stall for Community Purpose			Yes	\$551.05
2.9	One 6 x 3m Hoecker stall for Commercial Purpose			Yes	\$915.65
2.9	One 6 x 6m Hoecker stall for Community Purpose			Yes	\$1,103.15
2.9	One 6 x 6m Hoecker stall for Commercial Purpose			Yes	\$1,831.35
2.9	All Events Extras fees	RC483/593/467/479/547/599			
2.9	- Fees for Hire or use of facilities				
2.9	Electric Power (per 10 amp or 15 amp point)		J	Yes	\$145.00
2.9	Electric Power - Extra outlet (per 10 amp or 15 amp point)		J	Yes	\$35.00
2.9	Electric Power (3 phase, 32 amp, 5 pin)		J	Yes	\$156.00
2.9	Stall lighting (per stall, includes cabling & electrician)		J	Yes	\$154.00
2.9	Table: 1.8m			Yes	\$22.00
2.9	Table: 2.4m			Yes	\$24.00
2.9	Table: Café 90cm round			Yes	\$26.75
2.9	Umbrella: for Café Table			Yes	\$33.00
2.9	Chairs: plastic/unit			Yes	\$4.00
2.9	Pro Floor: per Msq (exclusive laying and removal)			Yes	\$6.00
2.9	Cool Room: Medium			Yes	\$455.00
2.9	Note: due to the diverse range of items available it is not appropriate to identify fees for individually requested items such as Marquees, Structures, Generators, Wet Waste Services, Barricades, Fencing, Lighting Towers etc. Fees determined on an individual basis by the Service Manager Major Events in consideration of cost recovery & profit potential. Given the varied nature of events and stalls, Fees for Events' Stalls are listed as a maximum fee. The Service Manager Major Events will determine the fee based on the specific nature of the event and stall.				Note
2.10	STREET ACTIVITY				
2.10	Street Entertainment				
2.10	Application fee for Centenary Square		C	Yes	\$11.30
2.10	Three month permit (any area within LGA including CBD)		C	Yes	\$14.40
2.10	Temporary Art				
2.10	Three month permit		C	Yes	\$14.40
2.10	Mobile Food Vending				
2.10	Three month permit - Commercial		N	Yes	\$1,400.80
2.10	Events and Festivals				
2.10	Centenary Square (CS)				
2.10	Commercial				
2.10	1/2 day or less event (partial use of CS)		N	Yes	\$396.50
2.10	Full day event (partial use of CS)		N	Yes	\$828.00

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
2.10	Full day event (Entirety of CS)		N	Yes	\$1,657.00
2.10	Not-for-profit organisation				
2.10	1/2 day or less event (partial use of CS)		C	Yes	\$199.00
2.10	Full day event (partial use of CS)		C	Yes	\$414.00
2.10	Full day event (Entirety of CS)		C	Yes	\$828.00
2.10	Low level resourced or self-funded charities				
2.10	1/2 day or less event (partial use of CS)		C	Yes	\$99.00
2.10	Full day event (partial use of CS)		C	Yes	\$210.00
2.10	Full day event (Entirety of CS)		C	Yes	\$420.00
2.10	LGA-wide (excluding Centenary Square)				
2.10	Low risk event		C	Yes	\$129.00
2.10	Medium risk event		C	Yes	\$385.00
2.10	High risk event		C	Yes	\$618.00
2.10	Given the varied nature of Events and Festivals, the Service Manager, City Animation may determine the fee based on the specific nature and impact of the event proposed.				Note
2.10	Fundraising and Charity Collection				
2.10	All				
2.10	Refundable bond to ensure compliance with rules and guidelines			Yes	\$221.00
2.10	CBD				
2.10	Maximum 4 hours, professional charity		C	Yes	\$221.00
2.10	Maximum 4 hours, local charity, low level resourced charity of self-funded charity		C	Yes	\$111.00
2.10	Non-CBD				
2.10	Maximum 4 hours, professional charity		C	Yes	\$111.00
2.10	Maximum 4 hours, local charity, low level resourced charity of self-funded charity		C	Yes	\$58.70
2.10	Leaflet Distribution				
2.10	CBD				
2.10	Refundable bond to ensure compliance with rules and guidelines			Yes	\$111.00
2.10	Maximum 4 hours, commercial		N	Yes	\$169.00
2.10	Maximum 4 hours, not-for-profit organisation		C	Yes	\$111.00
2.10	Maximum 4 hours, low level resourced or self-funded charity		C	Yes	\$58.50
2.10	Non-CBD				
2.10	Maximum 4 hours, commercial		N	Yes	\$87.00
2.10	Maximum 4 hours, not-for-profit organisation		C	Yes	\$28.80
2.10	Maximum 4 hours, low level resourced or self-funded charity		C	Yes	\$14.40
2.10	Promotions				
2.10	Centenary Square (limited to one zone only)				
2.10	Commercial		N	Yes	\$303.00
2.10	Not-for-profit organisation		C	Yes	\$151.00
2.10	Low level resourced or self-funded charity		C	Yes	\$88.00
2.10	LGA-wide (excluding Centenary Square)				
2.10	Commercial		N	Yes	\$122.00
2.10	Not-for-profit organisation		C	Yes	\$63.85
2.10	Low level resourced or self-funded charity		C	Yes	\$32.95
2.10	Portable Advertising				
2.10	Application fee		N	Yes	\$128.00
2.10	One year permit		N	Yes	\$484.00
2.10	Retail Trading on Public Footpaths and Spaces				
2.10	Application fee		N	Yes	\$128.00
2.10	CBD permit, each m2, per annum		N	Yes	\$443.00
2.10	Non-CBD permit, each m2, per annum		N	Yes	\$122.00
2.10	Occasional Footpath Trading				
2.10	CBD				
2.10	Per hire, per occasion		N	Yes	\$291.00
2.10	Low level resourced or self-funded charity, per hire, per occasion		C	Yes	\$14.40
2.10	Non-CBD				
2.10	Per hire, per occasion		N	Yes	\$116.00
2.10	Low level resourced or self-funded charity, per hire, per occasion		C	Yes	\$14.40
2.10	Outdoor Markets				
2.10	Fees per trading day - CBD				
2.10	Standard site (3meters x 3 meters)		N	Yes	\$85.00
2.10	Double Standard site (6 meters x 6 meters)		N	Yes	\$125.00
2.10	Hot Food site (3meters x 3meters)		N	Yes	\$119.00
2.10	Fees per trading day - Non - CBD				
2.10	Standard site (3meters x 3 meters)		N	Yes	\$40.00
2.10	Double Standard site (6 meters x 6 meters)		N	Yes	\$62.00
2.10	Hot Food site (3meters x 3meters)		N	Yes	\$57.00
2.11	ECONOMIC DEVELOPMENT FEES				
2.11	Economic Development Program (High Cost) e.g. Small business course (specialist program); Premium business event; Investment attraction event; Specialist program			Yes	\$108.00
2.11	Economic Development Program (Medium Cost) e.g. Small business course; Printed publication; Information workshop; Visitor and cultural economy program			Yes	\$21.60

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
2.11	Economic Development Program (Low Cost) e.g. Small business course; Employment and skills program; Printed publication; Information workshop			Yes	\$5.70
3	RIVERSIDE THEATRES PARRAMATTA COMMERCIAL PERFORMANCE				
3.1	RIVERSIDE THEATRES				
3.1	Riverside Theatre				
3.1	One Performance Only				
3.1	Monday to Friday	N		Yes	\$5,041.00
3.1	Saturday	N		Yes	\$6,450.00
3.1	Sunday	N		Yes	\$6,450.00
3.1	Additional Performances				
3.1	Monday to Friday	N		Yes	\$4,090.00
3.1	Saturday	N		Yes	\$4,772.00
3.1	Sunday	N		Yes	\$4,772.00
3.1	Minimum staff required in the venue hire of Riverside Theatre: 1 Front of House Supervisor, 1 Stage Door Security, 4 Ushers, 1 Technical Lighting, 1 Technical Sound 1 Technical Stage. Total 9 staff cost for minimum 4 hours each @ \$49.50 per hr.	N		Yes	\$1,782.00
3.1	Lennox Theatre				
3.1	One Performance Only				
3.1	Monday to Friday	N		Yes	\$1,532.00
3.1	Saturday	N		Yes	\$2,099.00
3.1	Sunday	N		Yes	\$2,099.00
3.1	Additional Performance				
3.1	Monday to Friday	N		Yes	\$1,127.00
3.1	Saturday	N		Yes	\$1,737.00
3.1	Sunday	N		Yes	\$1,737.00
3.1	Minimum staff required in the venue hire of Lennox Theatre: 1 Front of House Supervisor, 1 Stage Door Security, 1 Usher, 1 Technician. Total 4 staff cost for minimum 4 hours each @ \$49.50 per hr.	N		Yes	\$792.00
3.1	Rafferty's Theatre				
3.1	One Performance Only				
3.1	Monday to Friday	N		Yes	\$908.00
3.1	Saturday	N		Yes	\$1,447.00
3.1	Sunday	N		Yes	\$1,447.00
3.1	Additional Performances				
3.1	Monday to Friday	N		Yes	\$727.00
3.1	Saturday	N		Yes	\$908.00
3.1	Sunday	N		Yes	\$908.00
3.1	Minimum staff required in the venue hire of Rafferty's Theatre: 1 Front of House Supervisor, 1 Stage Door Security, 1 Usher, 1 Technician. Total 4 staff cost for minimum 4 hours each @ \$49.50 per hr.	N		Yes	\$816.00
3.1	Courtyard (full day)				
3.1	Monday to Friday			Yes	\$1,093.00
3.1	Saturday			Yes	\$1,530.00
3.1	Sunday			Yes	\$1,530.00
3.1	Courtyard (half day)				
3.1	Monday to Friday			Yes	\$545.90
3.1	Saturday			Yes	\$765.00
3.1	Sunday			Yes	\$765.00
3.1	Minimum staff required in the venue hire of Riverside Courtyard: 1 Front of House Supervisor, 1 Stage Door Security, 1 Usher, 1 Technician. Total 4 staff cost for minimum 4 hours each @ \$49.50 per hr.			Yes	\$792.00
3.1	-Bump In and Rehearsal period is free on the day of the performance for a period of up to four (4) hours only, with the exception of staff costs. The Theatres Technical Staff as outlined above must be employed during the Bump In or Rehearsal and are charged to the hirer at a rate of \$49.50(incl. GST) per staff member per hour. Penalty rates apply for periods exceeding eight (8) hours, Sundays and Public Holidays				Note
3.1	Charges NOT included in Hire Rates				
3.1	Piano Hire			Yes	\$300 to \$900
3.1	Booking Fees			Yes	\$0.90 to \$7.40
3.1	Staff hire rate - per hour (minimum 4 hour call applies)			Yes	\$49.50
3.1	Staff hire penalty rate - per hour (minimum 4 hour call applies)			Yes	\$78.50
3.1	Additional equipment hire -rate on application				Various Fees Apply
3.1	Consumables - rate on application				Various Fees Apply
3.1	Deposit Fee			No	A deposit of 50% is required, which may be forfeited if the hire does not proceed.
3.1	Hire Rates are negotiable at the discretion of the Director. It is essential that all hirers read the Performance Hire Guide which outlines the Theatres Policies and Procedures relating to Venue Bookings.				Note

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
3.2	RIVERSIDE THEATRES PARRAMATTA COMMUNITY PERFORMANCE				
3.2	Riverside Theatre				
3.2	One Performance Only				
3.2	Monday to Friday		N	Yes	\$4,024.00
3.2	Saturday		N	Yes	\$5,426.00
3.2	Sunday		N	Yes	\$5,426.00
3.2	Additional Performances				
3.2	Monday to Friday		N	Yes	\$3,226.00
3.2	Saturday		N	Yes	\$4,235.00
3.2	Sunday		N	Yes	\$4,235.00
3.2	Minimum staff required in the venue hire of Riverside Theatre: 1 Front of House Supervisor, 1 Stage Door Security, 4 Ushers, 1 Technical Lighting, 1 Technical Sound 1 Technical Stage. Total 9 staff cost for minimum 4 hours each @ \$49.50 per hr.		N	Yes	\$1,835.00
3.2	Lennox Theatre				
3.2	One Performance Only				
3.2	Monday to Friday		C	Yes	\$1,234.00
3.2	Saturday		C	Yes	\$1,561.00
3.2	Sunday		C	Yes	\$1,561.00
3.2	Additional Performances				
3.2	Monday to Friday		C	Yes	\$916.00
3.2	Saturday		C	Yes	\$1,127.00
3.2	Sunday		C	Yes	\$1,127.00
3.2	Minimum staff required in the venue hire of Lennox Theatre: 1 Front of House Supervisor, 1 Stage Door Security, 1 Usher, 1 Technician. Total 4 staff cost for minimum 4 hours each @ \$49.50 per hr.		C	Yes	\$816.00
3.2	Rafferty's Theatre				
3.2	One Performance Only				
3.2	Monday to Friday		C	Yes	\$850.00
3.2	Saturday		C	Yes	\$1,192.00
3.2	Sunday		C	Yes	\$1,192.00
3.2	Additional Performances				
3.2	Monday to Friday		C	Yes	\$647.00
3.2	Saturday		C	Yes	\$729.00
3.2	Sunday		C	Yes	\$729.00
3.2	Minimum staff required in the venue hire of Rafferty's Theatre: 1 Front of House Supervisor, 1 Stage Door Security, 1 Usher, 1 Technician. Total 4 staff cost for minimum 4 hours each @ \$49.50 per hr.		C	Yes	\$816.00
3.2	Courtyard (full day)				
3.2	Monday to Friday			Yes	\$874.00
3.2	Saturday			Yes	\$1,225.00
3.2	Sunday			Yes	\$1,224.00
3.2	Courtyard (half day)				
3.2	Monday to Friday			Yes	\$436.00
3.2	Saturday			Yes	\$612.00
3.2	Sunday			Yes	\$612.00
3.2	Minimum staff required in the venue hire of Riverside Courtyard: 1 Front of House Supervisor, 1 Stage Door Security, 1 Usher, 1 Technician. Total 4 staff cost for minimum 4 hours each @ \$49.50 per hr.			Yes	\$792.00
3.2	-Bump In and Rehearsal period is free on the day of the performance for a period of up to four (4) hours only, with the exception of staff costs. -The Theatres Technical Staff as outlined above must be employed during the Bump In or Rehearsal and are charged to the hirer at a rate of \$49.50 per hr (inc. GST) per staff member per hour. Penalty rates apply for periods exceeding eight (8) hours, Sundays and Public Holidays				Note
3.2	Charges not included in the Hire Rates				
3.2	Piano Hire			Yes	\$300 to \$900
3.2	Booking Fees			Yes	\$0.90 to \$7.40
3.2	Staff hire rate - per hour (minimum 4 hour call applies)			Yes	\$49.50
3.2	Staff hire penalty rate - per hour (minimum 4 hour call applies)			Yes	\$78.50
3.2	Additional equipment hire -rate on application				Various Fees Apply
3.2	Consumables - rate on application				Various Fees Apply
3.2	Deposit Fee			No	A deposit of 50% is required, which may be forfeited if the hire does not proceed.
3.2	Hire rates are negotiable at the discretion of the Director. It is essential that all hirers read the Performance Hire Guide which outlines the Theatres Policies and Procedures relating to Venue Bookings.				Note
3.3	STUDIO 404 HIRE RATES				
3.3	Community				
3.3	Studio 1				
3.3	2 hrs (min hire)			Yes	\$70.00

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
3.3	Half Day (4 hrs)			Yes	\$117.00
3.3	Full Day (8 hrs)			Yes	\$221.00
3.3	Half Week (3 days)			Yes	\$583.00
3.3	Week (7 days)			Yes	\$1,051.00
3.3	Studio 2 & 3				
3.3	2 hrs (min hire)			Yes	\$76.00
3.3	Half Day (4 hrs)			Yes	\$140.00
3.3	Full Day (8 hrs)			Yes	\$245.00
3.3	Half Week (3 days)			Yes	\$683.00
3.3	Week (7 days)			Yes	\$1,283.00
3.3	Studio 4				
3.3	2 hrs (min hire)			Yes	\$58.50
3.3	Half Day (4 hrs)			Yes	\$105.00
3.3	Full Day (8 hrs)			Yes	\$186.00
3.3	Half Week (3 days)			Yes	\$484.00
3.3	Week (7 days)			Yes	\$875.00
3.3	Commercial Studio 1				
3.3	2 hrs (min hire)			Yes	\$140.00
3.3	Half Day (4 hrs)			Yes	\$234.00
3.3	Full Day (8 hrs)			Yes	\$444.00
3.3	Half Week (3 days)			Yes	\$1,167.00
3.3	Week (7 days)			Yes	\$2,100.00
3.3	Studio 2 & 3			Yes	
3.3	2 hrs (min hire)			Yes	\$151.00
3.3	Half Day (4 hrs)			Yes	\$280.00
3.3	Full Day (8 hrs)			Yes	\$490.00
3.3	Half Week (3 days)			Yes	\$1,366.00
3.3	Week (7 days)			Yes	\$2,590.00
3.3	Studio 4			Yes	
3.3	2 hrs (min hire)			Yes	\$116.00
3.3	Half Day (4 hrs)			Yes	\$210.00
3.3	Full Day (8 hrs)			Yes	\$374.00
3.3	Half Week (3 days)			Yes	\$992.00
3.3	Week (7 days)			Yes	\$1,750.00
4	ASSET STRATEGY AND PROPERTY MANAGEMENT				
4.1	CERTIFICATE FOR CLASSIFICATION OF COUNCIL LAND				
4.1	Certificate For Classification Of Council Land - Section 54 LG Act		M	No	\$53.05
4.2	ROAD CLOSURES - Administration Fee for the processing of Road Closure Applications				
4.2	Temporary Road Closure (refer to Traffic under Temporary Road Occupancy)				Refer to Traffic under Temporary Road Occupancy
4.2	Permanent Road Closure		G	No	\$1,467.00
4.2	Compensation			No	Determined by valuation at the time of the closure
4.2	For advertising and notification of permanent road closure		H	No	\$1,103.55
4.2	Advertising Fee - Road Closure/Opening Gazettal Fee			No	Cost imposed by Crown Lands and Council to recoup/reimburse from applicant
4.2	Property Services:				
4.2	(b) Administration fee for allowing entries onto titles over which Council has a caveat - minor matter (eg re-financing)				
4.2	Standard - one month turnaround			Yes	\$206.00
4.2	Priority - one week turnaround			Yes	\$515.00
4.2	(c) Processing fee for Covenant, Withdrawal of Caveat - to extinguish, modify or release where Council is the authority (excluding legal fees and disbursements)			Yes	\$515.00
4.3	OCCUPYING COUNCIL ROADS AND FOOTWAYS				
4.3	Administrative fee for structures on roads		H	No	\$734.50
4.3	Alfresco Dining & Retail Activity Application Fee		G	No	\$133.00
4.3	Alfresco Dining Fee		G		
4.3	Parramatta CBD per sq metre per annum		G	No	\$215.20
4.3	Note - Suburbs below require Development Application & Alfresco Dining & Retail Activity Application				Note
4.3	Epping (main shopping centre) per sq metre per annum		G	No	\$193.00
4.3	Harris Park, per sq metre per annum		G	No	\$124.40
4.3	Rydalmere & other locations not listed above		G	No	\$88.80
4.3	Outdoor Dining Bond			No	25% of Annual GST free amount
4.3	Non-Commercial Activity Approval Fee		G	No	\$110.00
4.3	(Fee may be waived for charitable organisations upon application)				Note

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
4.3	Council will waive the fees for current and new outdoor dining approvals during 2018/19 in all areas outside of the Parramatta CBD only				Note
4.4	SECTION 611 CHARGES				
4.4	· S611 - Annual charge relating to pipelines or other structures under Council roads			No	No Fee
4.5	APPLICATION FEE RELATING TO EASEMENTS				
4.5	For creation or for release of easements		H	No	\$1,468.90
4.5	Compensation			No	Determined by valuation prior to being reported to Council
4.5	For advertising and notification of easements		H	No	\$1,103.55
4.5	Bond access and restoration of public land after easement works		H	No	\$10,300.00
4.6	TELECOMMUNICATIONS FACILITIES				
4.6	Administrative Fee		H	Yes	\$808.00
4.6	Land Annual Occupation Fee				
4.6	High Value Site - Naturally elevated Council land which allows equipment shelter/kiosk and monopole/tower in low/medium density developed location or CBD/high density developed location		H	Yes	\$41,200.00
4.6	Co-User fees for above facility		H	Yes	\$30,900.00
4.6	Standard Value site - Less elevated Council land which allows equipment shelter/kiosk		H	Yes	\$30,900.00
4.6	Co-User fees for above facility		H	Yes	\$23,175.00
4.6	Council Building/Structure Site – Council building/structure which allows equipment/antennae to be attached; or Council land which allows equipment shelter/kiosk plus antennae attached to Council building/structure		H	Yes	\$20,000-\$30,000
4.6	Road Reserve/Parkland Site (Hut Only) – Telecommunications equipment shelter/kiosk on Council road reserve or parkland with antennae on non-Council owned structure		H	Yes	\$10,000-\$25,000
4.6	Microcell Only Site – microcell attached to Council buildings or structures without equipment shelter		H	Yes	\$6,180.00
4.6	Note: 1. Low impact telecommunication installations are installations that are exempted under Telecommunications (Low-impact Facilities) Determination 1997 as amended 2. High impact sites are sites where telecommunication installations other than low impact facilities are installed 3. Fee for co-users (ie another carrier using an existing leased / licensed telecommunication site) will be charged at 50%				Note
4.7	REQUEST TO PURCHASE COUNCIL LAND				
4.7	Administrative Fee		H	Yes	\$808.00
4.8	COUNCIL PROPERTY - ROCK ANCHOR PLACEMENT				
4.8	Rock Anchor Administrative Fee		H	Yes	\$808.00
4.8	Placement Fee - Per anchor		G	Yes	\$731.20
4.8	Disbursements		H	Yes	As incurred
4.85	ROAD NAMING				
4.85	Administrative Fee (per road) - Precinct and Non Precinct		H	Yes	\$808.00
4.85	Precinct - Public consultation/exhibition, advertising and gazettal		H	Yes	\$8,755.00
4.85	Non-Precinct - Public consultation/exhibition, advertising and gazettal			Yes	\$1,030.00
4.9	DIVESTMENT OF PROPERTY INTERESTS - COUNCIL LAND				
4.9	Administration Fee		H	Yes	\$808.00
4.9	Disbursements		H	Yes	As incurred
5	CITY ASSETS AND ENVIRONMENT				
5.1	TENDER FEES				
5.1	Purchase of Tender Documents				
5.1	Projects where Council's pre-tender estimate is less than \$250,000	RC481	L	No	\$159.75
5.1	Projects where Council's pre-tender estimate is greater than \$250,000 but less than \$500,000	RC481	L	No	\$267.00
5.1	Projects where Council's pre-tender estimate is greater than \$500,000	RC481	L	No	\$333.00
5.2	PARKING METERS				
5.2	Reprogramming of Parking Meter - Times & Tariff Changes				
5.2	Removal from Service of Parking Meters - Temporary		L	Yes	\$477.40
5.2	Removal and Relocation of Parking Meters		L	Yes	\$1,210.20
5.3	PARKING STATIONS				
5.3	Reprogramming of Parking Station APS machines for - Special Event Tariff's - All Multi-Level car parks		L	Yes	\$233.80
5.3	Filming /event usage daily rate per space - under 12 hours duration (Parramatta Station, Hassall Streett)			Yes	\$14.90
5.3	Filming /event usage daily rate per space - under 12 hours duration (Eat Street, City Centre,Riverbank)			Yes	\$22.60
5.3	Filming /event usage daily rate per space - over 12 hours duration (All Car Parks)			Yes	\$27.80
5.3	Filming/event usage daily rate per space-under 12 hours duration (Justice Precinct).				\$19.60
5.4	PAY PARKING FEES - PARKING METERS				

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
5.4	On-Street Parking Meter Tariffs- Per Hour:				
5.4	Areas outside City Centre (greater than 4P time restricted)		N	Yes	\$2.05
5.4	Areas outside the City Centre (less than or equal to 4P time restricted)		N	Yes	\$3.10
5.4	Areas in the City Centre		N	Yes	\$4.10
5.4	Off-Street (At-Grade Car Parks) Parking Meter Tariffs:				
5.4	Range from \$2.00 per hour to \$15.00 per day subject to locations and restrictions(incl GST)				Various Fees Apply
5.4	Mobile Phone Parking Fee (additional to On-Street Parking Meter Traffic Charges) per call			Yes	\$0.40
5.5	PAY PARKING FEES CITY CENTRE CAR PARK (HORWOOD PLACE)				
5.5	City Centre Car Park (Hourly Rate/Fee)				
5.5	0 - 1 Hour			Yes	\$3.00
5.5	1 - 2 hours			Yes	\$6.00
5.5	2 - 3 hours			Yes	\$10.00
5.5	3 - 4 hours			Yes	\$13.00
5.5	4 - 5 hours			Yes	\$17.00
5.5	5 - 12 hours			Yes	\$21.00
5.5	12 - 24 hours			Yes	\$26.00
5.5	Sunday - First 4 hours free			Yes	No Fee
5.5	Sunday - More than 4 hours a flat rate of \$10			Yes	\$10.00
5.5	Lost ticket charge			Yes	\$27.00
5.5	Monthly - Unreserved			Yes	\$441.00
5.5	Monthly - Reserved			Yes	\$551.25
5.6	PAY PARKING FEES EAT STREET CAR PARK (ERBY PLACE)				
5.6	Eat Street Car Park (Hourly Rate/Fee)				
5.6	0 - 1 Hour			Yes	\$3.00
5.6	1 - 2 hours			Yes	\$6.00
5.6	2 - 3 hours			Yes	\$10.00
5.6	3 - 4 hours			Yes	\$13.00
5.6	4 - 5 hours			Yes	\$17.00
5.6	5 - 12 hours			Yes	\$21.00
5.6	12 - 24 hours			Yes	\$26.00
5.6	Sunday - First 4 hours free			Yes	No Fee
5.6	Sunday - More than 4 hours a flat rate of \$10			Yes	\$10.00
5.6	Lost ticket charge			Yes	\$27.00
5.6	Monthly - Unreserved			Yes	\$441.00
5.6	Monthly - Reserved			Yes	\$551.25
5.7	PAY PARKING FEES PARRAMATTA STATION CAR PARK (WENTWORTH STREET)				
5.7	Parramatta Station Car Park (Hourly Rate/Fee)				
5.7	0 - 20 Minute			Yes	\$0.00
5.7	20 Minute - 1 Hour			Yes	\$3.00
5.7	1 - 2 Hours			Yes	\$6.00
5.7	2 - 3 Hours			Yes	\$9.00
5.7	3 - 4 Hours			Yes	\$12.00
5.7	4 - 18 Hours			Yes	\$14.00
5.7	18 - 24 Hours			Yes	\$25.00
5.7	Sunday - First 4 hours free			Yes	No Fee
5.7	Sunday - More than 4 hours a flat rate of \$10			Yes	\$10.00
5.7	Lost ticket charge			Yes	\$27.00
5.7	Monthly - Unreserved			Yes	\$294.00
5.7	Monthly - Reserved			Yes	\$367.50
5.8	PAY PARKING FEES JUSTICE PRECINCT CAR PARK (HUNTER STREET)				
5.8	Justice Precinct Car Park (Hourly Rate/Fee)				
5.8	0 - 1 Hour			Yes	\$3.00
5.8	1 - 2 Hours			Yes	\$6.00
5.8	2 - 3 Hours			Yes	\$9.00
5.8	3 - 4 Hours			Yes	\$12.00
5.8	4 - 5 Hours			Yes	\$15.00
5.8	5 - 18 Hours			Yes	\$18.00
5.8	18 - 24 Hours			Yes	\$25.00
5.8	Sunday - First 4 hours free			Yes	No Fee
5.8	Sunday - More than 4 hours a flat rate of \$10			Yes	\$10.00
5.8	Lost ticket charge			Yes	\$27.00
5.8	Monthly - Unreserved			Yes	\$378.00
5.8	Monthly - Reserved			Yes	\$472.50
5.9	PAY PARKING FEES RIVERBANK CAR PARK				
5.9	Riverbank Car Park (Hourly Rate/Fee)				
5.9	0 - 1 Hour			Yes	\$3.00
5.9	1 - 2 Hours			Yes	\$6.00
5.9	2 - 3 Hours			Yes	\$10.00
5.9	3 - 4 Hours			Yes	\$13.00
5.9	4 - 5 Hours			Yes	\$17.00
5.9	5 - 12 Hours			Yes	\$21.00
5.9	12 - 24 Hours			Yes	\$26.00

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
5.9	Sunday - First 4 hours free			Yes	No Fee
5.9	Sunday - More than 4 hours a flat rate of \$10			Yes	\$10.00
5.9	Lost ticket charge			Yes	\$27.00
5.9	Monthly - Unreserved			Yes	\$441.00
5.9	Monthly - Reserved			Yes	\$551.25
5.9	Riverbank car park Secure-a-Spot Parking Fees				
5.9	0 - 1 Hour			Yes	\$3.00
5.9	1 - 2 Hours			Yes	\$6.00
5.9	2 - 3 Hours			Yes	\$10.00
5.9	3 - 4 Hours			Yes	\$13.00
5.9	4 - 5 Hours			Yes	\$17.00
5.9	5 - 12 Hours			Yes	\$21.00
5.9	12 - 24 Hours			Yes	\$26.00
5.9	Sunday - First 4 hours free			Yes	No Fee
5.9	Sunday - More than 4 hours a flat rate of \$10			Yes	\$10.00
5.9	5 Day pass - Mon-Fri enter between 7am & 10am, exit between 3pm & 7pm			Yes	\$95.00
5.9	Early Bird Rate (Mon-Fri enter between 7am & 10am, exit between 3pm & 7pm).				\$19.00
5.10	PAY PARKING FEES - HASSALL STREET				
5.10	Hassall Street (Hourly Rate/Fee)				
5.10	0 - 1 Hour			Yes	\$3.00
5.10	1 - 2 Hours			Yes	\$6.00
5.10	2 - 3 Hours			Yes	\$9.00
5.10	3 - 4 Hours			Yes	\$12.00
5.10	4 - 18 Hours			Yes	\$14.00
5.10	18 - 24 Hours			Yes	\$25.00
5.10	Sunday - First 4 hours free			Yes	No Fee
5.10	Sunday - More than 4 hours a flat rate of \$10			Yes	\$10.00
5.10	Lost ticket charge			Yes	\$27.00
5.10	Monthly - Unreserved			Yes	\$294.00
5.10	Monthly - Reserved			Yes	\$367.50
5.11	COMMERCIAL WASTE MANAGEMENT CHARGE				
5.11	One Bin removed once weekly				
5.11	140 Litre Bin Service		J	No	\$442.90
5.11	240 Litre Bin Service		J	No	\$667.25
5.11	120 Litre Food/Organic Bin Service			No	\$422.30
5.11	660 Litre Bin Service		J	No	\$1,670.90
5.11	1100 Litre Bin Service		J	No	\$2,344.60
5.11	Bin Replacement (for second and subsequent loss per year)				
5.11	140 Litre Garbage Bin		J	No	\$72.35
5.11	240 Litre Garbage Bin		J	No	\$78.95
5.11	120 Litre Food/Organic Bin			No	\$71.95
5.11	660 Litre Mobile Garbage Bin			No	\$337.40
5.11	1100 Litre Mobile Garbage Bin			No	\$449.80
5.11	(a) Recycling Service Charge			No	
5.11	Provision of 240 Litre bin collected fortnightly			No	\$117.40
5.11	Provision of 660 Litre Bin co-mingled collected weekly (1 pick- up) - Annual Charge			No	\$566.50
5.11	Provision of 1100 Litre Bin co-mingled collected weekly (1 pick-up) - Annual Charge			No	\$767.35
5.11	(b) Garden Waste Service - Provision of 240 Litre bin collected fortnightly			No	\$117.40
5.12	SALES				
5.12	Purchase of copies of Plans of Management and other significant documents - per volume		C	No	\$32.35
5.13	DS1 - FOOTWAY DESIGN LEVEL SERVICE (FINISHED STREET BOUNDARY LEVEL)				
5.13	i) Single residences				
5.13	Single frontage fee		N	No	\$489.90
5.13	Two frontages fee		N	No	\$559.00
5.13	ii) Other				
5.13	Frontage fee/m (first 40m)		N	No	\$18.70
5.13	Remainder (Fee / m)		N	No	\$3.10
5.13	Minimum Fee		N	No	\$490.00
5.14	DS2 - GPS DRAINAGE SEARCH & PLAN SERVICE				
5.14	Plan search fee - Cost/ half-hour and part thereof		N	No	\$99.70
5.14	Plan copy fee		N	No	\$40.30
5.15	DS3 - WRITTEN FLOOD LEVELS				
5.15	Residential				
5.15	Flood levels and stormwater system/data search		N	No	\$212.20
5.15	Development - Duplex +				
5.15	Flood levels and stormwater system/data search		N	No	\$291.75
5.15	Commercials				
5.15	Flood levels and stormwater system/data search		N	No	\$511.35
5.16	DS4 - ENGINEERING/LANDSCAPING/TRAFFIC DESIGN CHECKING, APPROVAL				

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
5.16	Fees with respect to roads and drainage related works in the public way associated with development				
5.16	i) Estimated value of works up to \$50,000.00		N	No	3% of the value of works with Min. of \$556.00 + GST
5.16	ii) Estimated value of works above \$50,001.00		N	No	1.5% of the value of works with Min. of \$1,947 + GST
5.17	DS6 - SURVEY PLANS AND SEARCH				
5.17	Fixed price after the agreement or min. charge per hour (crew of two)		N	No	\$322.65
5.18	DS12 - VEHICULAR CROSSING DESIGN SERVICE				
5.18	Residential (standard)				
5.18	Single crossing fee (Survey, design, specification - 2 site inspections)		N	No	\$504.70
5.18	Each additional crossing		N	No	\$120.70
5.18	Additional site inspection (each)		N	No	\$95.90
5.18	Flats/Commercial/Industrial (heavy duty)				
5.18	Single crossing fee (Survey, design, specification - 3 site inspections)		N	No	\$966.75
5.18	Each additional crossing		N	No	\$241.75
5.18	Each additional site inspection (each)		N	No	\$95.90
5.19	STANDARD ENGINEERING SPECIFICATIONS				
5.19	D13				
5.19	AUS-SPEC #1 Development design		N	Yes	\$211.10
5.19	AUS-SPEC # Development construction		N	Yes	\$211.10
5.19	AUS-SPEC #2 Road works		N	Yes	\$320.60
5.19	D14				
5.19	CoP standard drawings and specs - A4 and A3 prints - each				
5.19	-Regulatory		N	No	\$7.70
5.19	-Non Regulatory		N	Yes	\$8.65
5.19	CoP standard drawings and specs - A4 booklet of all standards				
5.19	-Regulatory		N	No	\$71.00
5.19	-Non Regulatory		N	Yes	\$78.00
5.19	CoP Design Guidelines - A4 booklet				
5.19	-Regulatory		N	No	\$71.00
5.19	-Non Regulatory		N	Yes	\$78.00
5.19	CoP Design Guidelines and Standard Drawings - PDF format burnt on a CD				
5.19	-Regulatory		N	No	\$42.60
5.19	-Non Regulatory		N	Yes	\$46.95
5.20	PRIVATE PIPELINE RENTALS IN PUBLIC ROADS - per 25mm Diameter for 25m Length, per annum		R	No	\$52.80
5.20	PRIVATE PIPELINE LICENCE FEE IN PUBLIC RESERVES - per 25mm Diameter from 25m		R	No	\$211.20
5.20	All of Council's legal and survey costs associated with the creation and registration of the licence agreement in the first instances, plus any legal/survey costs associated with licence agreement renewal - (one off charge)				Note
5.21	CONTRIBUTION TO WORKS UNDER SECTION 217 OF THE ROADS ACT, 1993				
5.21	The below approved unit rates represent the contribution payable being 50% of Council's costs of construction:-				Note
5.21	(a) Kerb & Gutter Construction: (all properties)				
5.21	(i) Along Frontage - per mtr.		C	No	\$170.55
5.21	(ii) Side Boundary - per mtr.		C	No	\$85.25
5.21	(b) Footpath Construction: - (for property rate exempt under Section 555 of the Act)				
5.21	(i) Concrete Footpath - per mtr.		C	No	\$127.90
5.22	RESTORATION OF ROADS AND FOOTPATHS				
5.22	Establishment fee will be applied to each restoration job site unless multiple jobs of the same type are located in the same street.				Note
5.22	(i) Road Pavement				
5.22	Asphalt Concrete on Cement Concrete Base (rigid pavement)				
5.22	Establishment Fee		I	No	\$156.15
5.22	plus per m ²		I	No	\$682.40
5.22	Cement concrete (rigid pavement)				
5.22	Establishment Fee		I	No	\$156.15
5.22	plus per m ²		I	No	\$682.40
5.22	Bitumen/Asphalt (Flexible Pavement)				
5.22	Establishment Fee		I	No	\$156.15
5.22	plus per m ²		I	No	\$377.00
5.22	Unsealed Shoulders/Pavement				
5.22	Establishment Fee		I	No	\$156.15
5.22	plus per m ²		I	No	\$141.05
5.22	(ii) Footpaths				
5.22	Brick Pavers (or similar)				
5.22	Establishment Fee		I	No	\$156.15
5.22	plus per m ²		I	No	\$355.35

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
5.22	Exposed Aggregate 300X300 Concrete Pavers				
5.22	Minimum Charge		I	No	\$1,990.25
5.22	Per m ²		I	No	\$710.80
5.22	Granite Paving 600X300 (eg Centenary Square)				
5.22	Minimum Charge		I	No	\$2,538.45
5.22	Per m ²		I	No	\$1,483.90
5.22	Secondary Footpath Treatment(Concrete with Pavers/Asphalt overlay)				
5.22	Minimum Charge		I	No	\$1,990.25
5.22	per m ²		I	No	\$597.70
5.22	Granite/Cobblestone Sets (Laneway/Footpath)				
5.22	Minimum Charge		I	No	\$1,990.25
5.22	Per m ²		I	No	\$654.30
5.22	Porous Pavement (Tree Surround Treatment)				
5.22	Minimum Charge		I	No	\$1,266.15
5.22	Per m ²		I	No	\$389.65
5.22	Concrete				
5.22	Establishment Fee		I	No	\$156.15
5.22	plus per m ²		I	No	\$282.10
5.22	Bituman/Asphalt				
5.22	Establishment Fee		I	No	\$156.15
5.22	plus per m ²		I	No	\$215.50
5.22	Bitumen/Asphalt on Concrete Base				
5.22	Establishment Fee		I	No	\$156.15
5.22	plus per metre		I	No	\$479.95
5.22	(130mm) Concrete Residential Footpath Crossing (Driveway)				
5.22	Establishment Fee		I	No	\$156.15
5.22	plus per m ²		I	No	\$341.30
5.22	(200mm) Concrete Industrial Footpath Crossing (Driveway)				
5.22	Establishment Fee		I	No	\$156.15
5.22	plus per m ²		I	No	\$540.30
5.22	Formed or Grassed Area (Nature Strip)				
5.22	Establishment Fee		I	No	\$156.15
5.22	plus per m ²		I	No	\$64.00
5.22	(iii) Kerb and Gutter				
5.22	Concrete - including Layback				
5.22	Establishment Fee		I	No	\$151.60
5.22	plus per metre		I	No	\$633.90
5.22	Kerb only				
5.22	Establishment Fee		I	No	\$151.60
5.22	plus per metre		I	No	\$337.40
5.22	Gutter only				
5.22	Establishment Fee			No	\$151.60
5.22	plus per metre			No	\$204.35
5.22	Kerb outlet - per hole each		I	No	\$342.35
5.22	Gully pit lintels each		I	No	\$2,898.45
5.22	Saw cutting (up to 100mm depth) - per mtr. (over 100mm, per individual application)		I	No	\$24.85
5.22	(iv) Kerb Ramps				
5.22	Establishment Fee		I	No	\$156.15
5.22	plus per m ²		I	No	\$372.60
5.22	(vi) Special Traffic Facilities (e.g. Wombat Crossing, Pedestrian Refuges, etc.) - Actual Cost plus Inspection/Admin. Fee		I		Full Cost Recovery
5.22	Road Opening Permit Application Fee			No	\$92.45
5.22	Discretionary Discount for Large Areas				
5.22	Discretionary Discount for Large Areas:- 21 - 40 sq. mtrs = 5%			No	\$0.05
5.22	Discretionary Discount for Large Areas:- 41 - 60 sq. mtrs = 10%			No	\$0.10
5.22	Discretionary Discount for Large Areas:- 61 - 100 sq. mtrs = 20%			No	\$0.20
5.22	Discretionary Discount for Large Areas:- > 100 sq. mtrs = 30%			No	\$0.30
5.22	Surcharge for Night/Weekend Work due to Location (CBD/State/Regional Road) or required by RMS Restrictions			No	30% of Scheduled Fee
5.22	Concrete/Asphalt Plant Opening Fee for Nightworks (For each night of opening)			No	\$3,182.70
5.22	Late Fee				
5.22	Late Fee: chargeable to the contractor where payment for the total area of excavation is not fully paid within 2 business days of the excavation being opened.		I	No	\$938.30
5.22	Failure to Lodge Application				
5.22	Failure to Lodge Application:- Payable by a Contractor or Utility Provider where it is necessary for Council to investigate damage to Council's assets where no Restoration Application was submitted. This fee is in addition to other fees relating to Road Opening Permits and restoration of Council assets - each			No	\$530.45
5.22	Administration Fee-access to public land				
5.22	Administration/processing fees including assessment and release of bonds			No	\$212.20
5.22	Administration/processing fees - Security Bond			No	\$1,591.35

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
5.22	Restorations				
5.22	Road Pavements Restorations Fee Restorations:- Where restorations are approved to be carried out by a utility or contractor then a fee shall apply in recognition of Council's administrative costs and long term degradation of Council's assets.				30% of the fee applicable had Council carried out the restoration
5.22	Footpath Areas Restoration Fee Restorations:- Where restorations are approved to be carried out by a utility or contractor then a fee shall apply in recognition of Council's administrative costs and long term degradation of Council's assets.				10% of the fee applicable had Council carried out the restoration
5.22	Administration Fee - Searching for Restoration Orders not submitted and determination of responsible Utility/Authority (Based on 3 hours of staff time)		I	Yes	\$141.95
5.22	Determination of Responsible Utility/Authority by Trial Hole and recording of data (Based on 3 hrs. labour & plant + total admin charge of 4.5 hours)		I	No	\$553.05
5.22	Note: (1) The above charges are to be paid by various public Authorities, plumbers or other parties which excavate/damage pavements or footpaths (2) Restoration works carried out by Council because of the 'urgency' or 'public safety' aspects, will be charged at 'Actual Cost' plus Inspection/Administration Fee to the relevant authorities (3) Measurement of restored areas will be taken to the nearest full slab or concrete kerb unit (4) Note that restorations for paving bricks can result in greater area of paver restoration than the area of base restored. (5) Council reserves the right to rectify any unsatisfactory road pavement/ temporary restoration works carried out by the utilities, and such works will be charged at 'Actual Cost', plus inspection/Administration Fee to the utilities.				Note
5.23	FEES FOR CONSTRUCTION OF SPECIAL VEHICULAR FOOTPATH CROSSINGS AND ASSOCIATED WORKS BY COUNCIL				
5.23	Residential				
5.23	Layback ONLY (3.00m long or 4.20m, including wings)		I	Yes	\$2,287.75
5.23	Additional layback length - per metre		I	Yes	\$375.25
5.23	Footpath Crossing slab (125mm) - per metre		I	Yes	\$308.00
5.23	Footpath Crossing strips 800mm wide x 125mm thick for footpath widths over 5m - per m ²		I	Yes	\$375.25
5.23	Heavy Duty/Industrial				
5.23	Layback ONLY (3.00m long or 4.20m, including wings)		I	Yes	\$2,869.30
5.23	Additional layback - per mtr.		I	Yes	\$406.60
5.23	Footpath Crossing Slab (200mm R/F - F82) - per m ²		I	Yes	\$469.10
5.23	Works Associated with the above:				
5.23	150mm kerb and gutter - per mtr		I	Yes	\$375.25
5.23	Footpath slab 70mm - per m ²		I	Yes	\$281.45
5.23	Fees and bonds for Construction of Special Vehicular Footpath Crossings and Associated Works by owner's contractor.				
5.23	(a) Inspection Fee - One (1) Crossing		I	No	\$213.20
5.23	(b) More than one (1) Crossing per Property - rate for each additional crossing inspected concurrently. The fee includes levels, issue of instructions and specifications and two (2) inspections		I	No	\$56.95
5.23	Further inspections, if necessary, to be charged at the rate of: Per Inspection		I	No	\$92.45
5.24	FEES FOR PREPARATION OF DILAPIDATION REPORT FOR WORKS TO BE CARRIED OUT ON COUNCIL ASSETS				
5.24	Site inspection and assessment per hour		I	No	\$125.45
5.24	Preparation of report per hour			No	\$67.00
5.24	Fees for Tree Offset Planting			Yes	\$350.10
5.24	Tree planted on public land to offset loss on private land (including 6 months maintenance).				
5.24	High Significance Tree 5:1			Yes	\$1,750.50
5.24	Medium Significance Tree 3:1		I	Yes	\$1,050.30
5.24	Low Significance Tree 1:1			Yes	\$350.10
5.25	Reconnection of Stormwater Drain 100mm			No	
5.25	Establishment Fee		I	No	\$156.15
5.25	Per metre		I	No	\$36.95
5.25	Opening kerb for drain pipe (maximum length 0.5m)		I	No	No Fee
5.25	Adjustments to 100mm diameter stormwater pipes - min charge/metre		I	Yes	No Fee
5.25	Junction Pit-New Stormwater Pit size 900mm square and 1.2m depth with heavy duty gatic cover				\$3,313.00
5.25	Inlet Pit- New Stormwater Pit size 600mm square and 1.2m depth with Grate only (Bicycle Safe Grate and Frame)				\$4,158.00
5.25	Road Grated Kerb Inlet Pit- New Stormwater Pit size 600mm X 1200mm and 1.2m depth with Grate (Bicycle Safe Grate and Frame) and Extended Kerb Inlet Lintel 3.7m long (external)				\$6,400.00
5.25	Pipe 375mm Diameter ipe-Reinforced Concrete Rubber Ring Spigot and Socket Jointed Class 3- 1.2m deep				\$1,246.00

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
6	SOCIAL AND COMMUNITY SERVICES				
6.1	CHILD CARE				
6.1	Dundas Child Care Centre				
6.1	Mon & Fri - per day (Pre-School & Baby/Toddler Room)		N	No	\$101.00
6.1	Tue, Wed,Thur - per day (Pre-School & Baby/Toddler Room)		N	No	\$103.00
6.1	Possum Patch Child Care Centre				
6.1	Mon & Fri - per day (Pre-School & Baby/Toddler Room)		N	No	\$101.00
6.1	Tue, Wed,Thur - per day (Pre-School & Baby/Toddler Room)		N	No	\$103.00
6.1	Northmead/Redbank Children's Centre				
6.1	Mon & Fri - per day (Pre-School & Baby/Toddler Room)		N	No	\$101.00
6.1	Tue, Wed,Thur - per day (Pre-School & Baby/Toddler Room)		N	No	\$103.00
6.1	Jubilee Park Child Care Centre				
6.1	Mon & Fri - per day (Pre-School & Baby/Toddler Room)		N	No	\$101.00
6.1	Tue, Wed,Thur - per day (Pre-School & Baby/Toddler Room)		N	No	\$103.00
6.1	North Rocks Child Care Centre				
6.1	Child Care Fees Possum and Wombat Room Fees charged per Day			No	\$107.00
6.1	Child Care Fees Koala Room Fees charged per Day			No	\$101.00
6.1	Child Care - Direct Debit Surcharge (Customers who choose to pay child care fees via credit card will incur Financial Institution surcharges) Fees charged per Transaction			No	As per Financial Institution Surcharge
6.1	Late Pickup Fee for Child Care Centres - per every 5 minutes			No	\$10.00
6.1	Long Day Care Registration				
6.1	Long Day Care Bond (refundable when 2 weeks' notice is provided) per child			No	2 Weeks Fee
6.1	ALL CHILD CARE CENTRES - ADMINISTRATION				
6.1	Birthday Cakes - Cake for Centre child's birthday - each		N	Yes	\$10.00
6.2	COMMUNITY CARE				
6.2	For all fees except packages, training, over 55's membership and activities, hardship provision for The Australian Government subsidises a range of aged care services to keep client fees reasonable and affordable. If you are eligible, you are expected to contribute to the cost of your care if you can afford to. You do not need an income assessment to access CHSP services and your age pension will not be affected by your contributions to the cost of your services. You will be assessed in terms of Pension and Commonwealth Seniors Health Care Card status to determine fee rate. Service providers should have a fee policy with arrangements for those who are unable to pay their fees due to hardship.				Note
6.2	A tiered fees structure will be introduced over two years to support transition. By 2019-2020 the Commonwealth Seniors/Low Income Health Card Holder discount will be 25% and there will be no discount for those with no concession				Note
6.2	Individual -Full and part Pensioner Discounted Fee				
6.2	Standard meal Package (home delivered) - per meal pack includes main meal, soup or standard dessert and juice			No	\$7.40
6.2	Premium meal Package (home delivered) - per meal pack includes main meal, soup or Premium dessert and juice			No	\$8.45
6.2	Standard meals (home delivered) - per salad meal pack includes salad main meal, soup or standard dessert and juice			No	\$8.40
6.2	Extra Chilled/Frozen main Meal			No	\$5.60
6.2	Extra Fresh main meal Salad			No	\$7.20
6.2	Mini Chilled/Frozen meal			No	\$4.55
6.2	Extra Standard Chilled/Frozen Dessert			No	\$1.80
6.2	Extra Soup			No	\$1.80
6.2	Extra Premium Chilled/Frozen Dessert			No	\$2.40
6.2	Extra Juice			No	\$0.55
6.2	Bread Roll and Butter			No	\$1.05
6.2	Let's Dine Out Voucher			No	\$7.40
6.2	Individual - Discounted Fee for Commonwealth Senior Health Card Holders				
6.2	Standard meal Package (home delivered) - per meal pack includes main meal, soup or standard dessert and juice			No	\$10.20
6.2	Premium meal Package (home delivered) - per meal pack includes main meal, soup or Premium dessert and juice			No	\$11.65
6.2	Standard meals (home delivered) - per salad meal pack includes salad main meal, soup or standard dessert and juice			No	\$11.55
6.2	Extra Chilled/Frozen main Meal			No	\$7.75
6.2	Extra Fresh main meal Salad			No	\$9.95
6.2	Mini Chilled/Frozen meal			No	\$6.25
6.2	Extra Chilled/Frozen Dessert			No	\$2.50
6.2	Extra Soup			No	\$2.50
6.2	Extra Premium Chilled/Frozen Dessert			No	\$3.25

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
6.2	Extra Juice			No	\$0.75
6.2	Bread Roll and Butter			No	\$1.45
6.2	Let's Dine Out Voucher			No	\$10.20
6.2	Individual - Full Fees Market Rate				
6.2	Standard meal Package (home delivered) - per meal pack includes main meal, soup or standard dessert and juice			No	\$13.00
6.2	Premium meal Package (home delivered) - per meal pack includes main meal, soup or Premium dessert and juice			No	\$14.80
6.2	Standard meals (home delivered) - per salad meal pack includes salad main meal, soup or standard dessert and juice			No	\$14.75
6.2	Extra Chilled/Frozen main Meal			No	\$9.85
6.2	Extra Fresh main meal Salad			No	\$12.65
6.2	Mini Chilled/Frozen meal			No	\$7.95
6.2	Extra Chilled/Frozen Dessert			No	\$3.15
6.2	Extra Soup			No	\$3.15
6.2	Extra Premium Chilled/Frozen Dessert			No	\$4.20
6.2	Extra Juice			No	\$1.00
6.2	Bread Roll and Butter			No	\$1.80
6.2	Let's Dine Out Voucher			No	\$13.00
6.2	Promotional Products at Cost Price for all tiered fees structure			No	Full Cost Recovery
6.2	Individual - Full and part Pensioner Discounted Fee				
6.2	Over 55's - Massage - Per 1/2 hour Massage			Yes	\$19.10
6.2	Bus Trip / Pick up drop off - Minimum cost it will increase depends on Destination and activities - Non refundable			Yes	\$12.75
6.2	Flexible Respite per Hour- Monday to Friday 8am to 8pm - Plus mileage fees where incurred @ \$1.05 per Km			No	\$9.60
6.2	Shopping Assistance with the volunteer when available- mileage fees applies where incurred @ \$1.05 per Km			No	\$0.00
6.2	Event Fees			No	\$15.45
6.2	Lifelong Learning Programs per term - Over 55's - Non refundable			Yes	\$40.30
6.2	House Mate Support per hour			No	\$11.35
6.2	Individual - Discounted Fee for Commonwealth Senior Health Card Holders				
6.2	Over 55's - Massage - Per 1/2 hour Massage			Yes	\$26.25
6.2	Bus Trip / Pick up drop off - Minimum cost it will increase depends on Destination and activities - Non refundable			Yes	\$17.50
6.2	Flexible Respite per Hour- Monday to Friday 8am to 8pm - Plus mileage fees where incurred @ \$1.05 per Km			No	\$13.20
6.2	Shopping Assistance with the volunteer when available- mileage fees applies where incurred @ \$1.05 per Km			No	\$0.00
6.2	Event Fees			No	\$21.30
6.2	Lifelong Learning Programs per term - Over 55's - Non refundable			Yes	\$55.45
6.2	House Mate Support per hour			No	\$17.00
6.2	Individual - Full Fees Market Rate				
6.2	Over 55's - Massage - Per 1/2 hour Massage			Yes	\$33.45
6.2	Bus Trip / Pick up drop off - Minimum cost it will increase depends on Destination and activities - Non refundable			Yes	\$22.25
6.2	Flexible Respite per Hour- Monday to Friday 8am to 8pm - Plus mileage fees where incurred @ \$1.00 per Km			No	\$16.80
6.2	Shopping Assistance per Hour - Plus mileage fees where incurred @ \$1.00 per Km			No	\$0.00
6.2	Event Fees			No	\$27.05
6.2	Lifelong Learning Programs per term - Over 55's			Yes	\$70.55
6.2	House Mate Support per hour			No	\$22.65
6.2	Person-centered Approach Training 3.5 hrs with 2 staff plus travel time				
6.2	Organisation: NFP without Government Funding Plus travel cost of \$324 per hour for 2 staff			Yes	\$1,167.00
6.2	Organisation: NFP with Government Funding Plus travel cost of \$453.20 per hour for 2 staff			Yes	\$1,633.80
6.2	Organisation: Businesses and Government Agencies Plus travel cost of \$647.40 per hour for 2 staff			Yes	\$2,334.00
6.2	Individual: Person-centered Approach Training 3.5 hrs			Yes	\$113.30
6.2	Integrated Carer Support Service, Coaching Peer Support, Carer directed Support Services			Yes	56.2
6.2	Community Care Fees for NDIS - approved clients			No	Refer to the fees and charges on https://www.ndis.gov.au/
6.2	Community Care Fees for Home Care - approved clients (a basic daily fee of up to 17.5% of the single basic Age Pension an income-tested care fee if your income is over a certain amount)			No	\$10.50
6.2	Flexible Respite per Hour- Monday to Friday 8am to 8pm			No	\$80.65
6.2	Social support per hour M-F 8 to 8			No	\$80.65
6.2	Social Outings in a group * depending on the individual choice and support needs M-F			No	\$40.35

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
6.2	Shopping Assistance per Hour M-F			No	\$80.65
6.2	Lawn Mowing - per Hour or part there of			No	\$79.55
6.2	Overgrown Lawns Surcharge			No	per quote
6.2	If permission for green bin not granted tipping fee applies			No	per quote
6.2	Home Care package Exit amount			No	\$53.05
6.2	Admin Fee for Assistance with the cost of preparation and delivery of meals			No	\$8.25
6.3	ACCESSIBILITY AUDIT				
6.3	City Of Parramatta Major Services and Facilities		C	Yes	\$40.20
6.4	COMMUNITY MINI-BUSES				
6.4	Daily Administration Fee - non profit/community		F	Yes	\$26.50
6.4	Daily Administration Fee - private		H	Yes	\$36.05
6.4	Kilometre Rate - Minimum Rate Conditions Apply		F	Yes	\$1.00
6.4	- Non Profit/Community Groups		F	Yes	\$1.30
6.4	- Private		H	Yes	\$3.40
6.4	Penalties				
6.4	Cancellation if less than 24 hours		Q	Yes	\$79.60
6.4	Cleaning fee if not cleaned		Q	Yes	\$101.00
6.4	Refuelling charge if not refuelled		Q	Yes	\$101.00
6.5	LIBRARY CHARGES				
6.5	Photocopying and Printing				
6.5	A4 (B&W) per copy	RC106	N	Yes	\$0.15
6.5	A3 (B&W) per copy	RC106	N	Yes	\$0.30
6.5	A4 (Colour) per copy	RC106		Yes	\$1.00
6.5	A3 (Colour) per copy	RC106		Yes	\$1.50
6.5	Damaged/Lost Items except magazines - Original value of item PLUS Fee. If a book is lost or stolen from a borrower, or has been damaged while in his/her possession to an extent which renders it unusable, he/she shall pay to the Council the original value of the book. In the event of a book being part of a set or series, he/she shall pay the full value of the set or series in cases where the parts are not obtainable separately to reflect increased costs <i>*No refunds applicable for lost and PAID FOR items.</i>	RC104	E	No	\$18 + Original Cost of Item
6.5	Damaged/Lost Items magazines - Original value of item PLUS Processing Fee. If a magazine is lost or stolen from a borrower, or has been damaged while in his/her possession to an extent which renders it unusable, he/she shall pay to the Council the original value of the magazine. <i>*No refunds applicable for lost and PAID FOR items.</i>	RC104		No	\$5 + Original Cost of Item
6.5	Sale of discarded or donated items such as books, magazines etc Cost to be determined by Manager - Information & Library Services, depending on condition of items		C & N	Yes	Various Fees Apply
6.5	Inter Library Loans	RC113			
6.5	Administration cost for processing inter library loans		C	Yes	\$5.00
6.5	Additional Charges to Requestor based on levies by supplying libraries: Monographs, Photocopying (upto 50 pages) and any additional charges council incur from supplying libraries etc.			Yes	Full Cost Recovery
6.5	Facsimile	RC113			
6.5	Local				
6.5	First Page		N	Yes	\$3.00
6.5	Additional pages to same destination - per page		N	Yes	\$1.00
6.5	STD				
6.5	First Page		N	Yes	\$5.00
6.5	Additional pages to same destination - per page		N	Yes	\$1.50
6.5	International				
6.5	First Page		N	Yes	\$10.00
6.5	Additional pages to same destination - per page		N	Yes	\$8.00
6.5	Lost Borrower Card - replacement		E	No	\$7.00
6.5	Temporary Card - usage fee			Yes	\$2.20
6.5	Workshops/Training Seminars	RC25			
6.5	Charge to conduct sessions, including payment of key speakers and library staff as tutors cost of venue and consumables - per applicant, per course		N	Yes	Various Fees Apply
6.5	Children & Youth Activities				
6.5	Select Activities - per participant	RC25	N	Yes	Various Fees Apply
6.5	Merchandise				
6.5	Library Merchandising (e.g. Library bags, technology resources) - Library Services - per item Minimum - (Costs to be determined by Manager Information & Library)		P	Yes	Various Fees Apply
6.6	LIBRARY FACILITY HIRE				
6.6	Learning Centre (Fitzwilliam Street) / per hour	RC25			
6.6	Commercial users		N	Yes	\$90.00
6.6	Community users		G	Yes	\$45.00
6.6	Darug and Macquarie Room (Fitzwilliam Street) / per hour	RC25			
6.6	Commercial users		N	Yes	\$45.00
6.6	Community users		G	Yes	\$20.00
6.6	Cancellation Fee and Additional Charges				

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
6.6	All cancellations must be received in writing at least ten (10) working days prior to the date of hiring the room. If less than ten (10) working days notice is given 50% of the hiring fee will be charged.			Yes	50% of the hiring fee + GST
6.6	Cost of hiring security/personnel/equipment			Yes	Full Cost Recovery
6.6	Replacement Cost for any damage/breakages			Yes	Full Cost Recovery
6.7	BOOK CLUB RESOURCES				
6.7	Book Club Annual Fee				
6.7	Annual fee to cover range of resources made available to Book Clubs in the LGA and to inter-library service to borrow resources from other libraries			Yes	Various Fees Apply
6.8	TOILET ACCESSIBILITY				
6.8	Master Locksmith Access Key (MLAK)				
6.8	Access to MLAK keys is restricted to people who have a disability, or who have written authority from: • A doctor • A disability organisation • Centre Management or the owner of a building with an MLAK-enabled facility on site				Note
6.8	Residents of City of Parramatta	RC706	G	No	No Fee
6.8	Non-residents of City of Parramatta	RC706	G	Yes	\$19.65
7	DOMESTIC WASTE MANAGEMENT				
7.1	DOMESTIC WASTE MANAGEMENT CHARGE				
7.1	One Bin removed once weekly				
7.1	80 Litre Bin Service			No	\$423.35
7.1	140 Litre Bin Service		J	No	\$427.95
7.1	240 Litre Bin Service		J	No	\$645.20
7.1	660 Litre Bin Service			No	\$1,625.05
7.1	1100 Litre Bin Service			No	\$2,227.90
7.1	(a) Recycling Service Charge (Additional)		C	No	\$111.15
7.1	Provision of 240 Litre bin collected fortnightly				Note
7.1	(b) Garden Waste Service (Additional)		C	No	\$111.15
7.1	Provision of 240 Litre bin collected fortnightly				Note
7.1	(c) Extra Kerb side clean up (additional)			No	\$84.85
7.1	2 cubic metres pile in addition to the four pre-booked Council clean ups				Note
7.1	(d) Street sweeper hire (minimum hire 4 hours) - per hr charge			Yes	\$280.05
7.1	Service Availability Charge				
7.1	Availability Charge on vacant land		D	No	\$76.85
7.1	Worm Farms	RC201	H	Yes	\$75.00
7.1	Compost Bins				
7.1	R4 236 Litre Bin		H	Yes	\$54.50
7.1	Bin Replacement				
7.1	140 Litre Garbage Bin		J	No	\$72.35
7.1	240 Litre Garbage Bin		J	No	\$78.95
7.1	660 Litre Mobile Garbage Bin			No	\$329.40
7.1	1100 Litre Mobile Garbage Bin			No	\$439.20
7.1	360 Litre Recycle Bin only		J	No	\$152.55
7.1	140 Litre Garbage Bin with gravity lock		J	No	\$145.35
7.1	240 Litre Garbage Bin with gravity lock		J	No	\$151.90
7.1	240L garbage & recycle service only		J	No	\$531.50
8	RECREATIONAL FACILITIES AND PROGRAMS				
8.1	Community Halls and Meeting Room Hire				
8.1	Charges for the Reg Byrne Community Centre, Dundas Community Centre, Ermington Community Centre, Lake Parramatta Meeting Room, George Kendall Riverside Park Meeting Room, Jones Park, Don Moore Community Centre, John Curtin Meeting Room, North Rocks Senior Citizens Centre, Don Moore Reserve Meeting Room, Harry Todd Band Hall, Burnside Gardens Meeting Room, Epping Community Centre, Epping Leisure & Learning Centre, Roselea Community Centre, West Epping Community Centre, Newington Community Centre, Epping Masonic Hall (name TBC), Wentworth Point Community Hub * (name TBC)			Yes	applicable weekend rate + a 30% surcharge (+ GST)
	* Note: Wentworth Point Community Hub facility fee pricing will be trialed for the first year of operation and are introductory prices, subject to change in the future. Trial prices are indicative only and set in line with City of Parramatta's current facility's Fees and Charges categories.				
8.1	Where applicable bonds maybe increased for events / functions that are deemed high risk.			No	increase in Bond Charges where applicable

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
8.2	PUBLIC HALLS HIRE:				
	Public Halls listing:				
	Group 1: Roselea Community Centre				
8.2	Group 2: Epping Community Centre (Main Hall), Don Moore Community Centre Hall, Ermington Community Centre Hall, Dundas Community Centre Hall, Harry Todd Band Hall, Newington Community Centre Hall, Epping Leisure & Learning Centre, Reg Byrne Main Hall				Note
	Group 3: Jones Park, North Rocks Seniors Citizens Centre, West Epping Community Centre, Epping Community Centre (Upper Hall), Epping Community (Lower Hall)				
8.2	Public Halls Fees - Weekday hourly rate (Mon - Fri evening):				
8.2	Group 1 - Public Halls - Category A (100%)			Yes	\$77.25
8.2	Group 1 - Public Halls - Category B (60%)			Yes	\$46.35
8.2	Group 1 - Public Halls - Category C (50%)			Yes	\$38.65
8.2	Group 1 - Public Halls - Category D (25%)			Yes	\$19.30
8.2	Group 2 - Public Halls - Category A (100%)			Yes	\$66.45
8.2	Group 2 - Public Halls - Category B (60%)			Yes	\$39.90
8.2	Group 2 - Public Halls - Category C (50%)			Yes	\$33.20
8.2	Group 2 - Public Halls - Category D (25%)			Yes	\$16.65
8.2	Group 3 - Public Halls - Category A (100%)			Yes	\$56.45
8.2	Group 3 - Public Halls - Category B (60%)			Yes	\$33.85
8.2	Group 3 - Public Halls - Category C (50%)			Yes	\$28.20
8.2	Group 3 - Public Halls - Category D (25%)			Yes	\$14.10
8.2	Public Halls Fees - Weekend hourly rate (Sat - Sun 6pm):				
8.2	Group 1 - Public Halls - Category A (100%)			Yes	\$112.50
8.2	Group 1 - Public Halls - Category B (60%)			Yes	\$67.45
8.2	Group 1 - Public Halls - Category C (50%)			Yes	\$56.25
8.2	Group 1 - Public Halls - Category D (25%)			Yes	\$28.10
8.2	Group 2 - Public Halls - Category A (100%)			Yes	\$94.10
8.2	Group 2 - Public Halls - Category B (60%)			Yes	\$56.45
8.2	Group 2 - Public Halls - Category C (50%)			Yes	\$47.05
8.2	Group 2 - Public Halls - Category D (25%)			Yes	\$23.55
8.2	Group 3 - Public Halls - Category A (100%)			Yes	\$75.35
8.2	Group 3 - Public Halls - Category B (60%)			Yes	\$45.20
8.2	Group 3 - Public Halls - Category C (50%)			Yes	\$37.65
8.2	Group 3 - Public Halls - Category D (25%)			Yes	\$18.85
8.3	MEETING ROOMS HIRE:				
	Meeting Rooms listing:				
	Group 1: Reg Byrne Meeting Room, John Curtin Meeting Room, Roselea Small Hall, Burnside Gardens Community Centre, Epping Masonic Hall (name TBC), Wentworth Point Community Hub - Art Space 1*, Art Space 2*, Meeting Room*, Dance Studio*				
8.3	Group 2: Fitzwilliam Meeting Rooms, Dundas Community Centre Craft Room, Dundas Community Centre Meeting Room 1, Ermington Community Centre Meeting Room, Lake Parramatta Meeting Room, Newington Community Centre Meeting Room, Epping Community Centre Meeting Room, Epping Community Centre Lower Meeting Room, Don Moore Community Centre Meeting Room 2, Don Moore Community Centre Meeting Room 3 and Don Moore Community Centre Gymnasium, Constitution Hill Library Meeting Room (after hours), Wentworth Point Community Hub - Music Room 1*, Music Room 2*, Music Room 3*				Note
	Group 3: George Kendall Meeting Room, Don Moore Reserve Meeting Room, Constitution Hill Library Meeting Room (during library operating hours)				
8.3	Meeting Rooms Fees - Weekday hourly rate (Mon - Fri and after 6pm Sun):				
8.3	Group 1 - Meeting Rooms - Category A (100%)			Yes	\$48.45
8.3	Group 1 - Meeting Rooms - Category B (60%)			Yes	\$29.05
8.3	Group 1 - Meeting Rooms - Category C (50%)			Yes	\$24.25
8.3	Group 1 - Meeting Rooms - Category D (25%)			Yes	\$12.10
8.3	Group 2 - Meeting Rooms - Category A (100%)			Yes	\$44.15
8.3	Group 2 - Meeting Rooms - Category B (60%)			Yes	\$26.45
8.3	Group 2 - Meeting Rooms - Category C (50%)			Yes	\$22.05
8.3	Group 2 - Meeting Rooms - Category D (25%)			Yes	\$11.02
8.3	Group 3 - Meeting Rooms - Category A (100%)			Yes	\$39.25
8.3	Group 3 - Meeting Rooms - Category B (60%)			Yes	\$23.55
8.3	Group 3 - Meeting Rooms - Category C (50%)			Yes	\$19.60
8.3	Group 3 - Meeting Rooms - Category D (25%)			Yes	\$9.85
8.3	Meeting Rooms Fees - Weekend hourly rate (Fri evening - Sun):				
8.3	Group 1 - Meeting Rooms - Category A (100%)			Yes	\$58.15
8.3	Group 1 - Meeting Rooms - Category B (60%)			Yes	\$34.90
8.3	Group 1 - Meeting Rooms - Category C (50%)			Yes	\$29.05
8.3	Group 1 - Meeting Rooms - Category D (25%)			Yes	\$14.50
8.3	Group 2 - Meeting Rooms - Category A (100%)			Yes	\$53.15

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Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
8.3	Group 2 - Meeting Rooms - Category B (60%)			Yes	\$31.85
8.3	Group 2 - Meeting Rooms - Category C (50%)			Yes	\$26.60
8.3	Group 2 - Meeting Rooms - Category D (25%)			Yes	\$13.35
8.3	Group 3 - Meeting Rooms - Category A (100%)			Yes	\$48.80
8.3	Group 3 - Meeting Rooms - Category B (60%)			Yes	\$29.30
8.3	Group 3 - Meeting Rooms - Category C (50%)			Yes	\$24.40
8.3	Group 3 - Meeting Rooms - Category D (25%)			Yes	\$12.20
8.3	Meeting Rooms Fees - block rate of 8 hours or 4 hours:				SH
8.3	Group 4 - CoWorking Desk - 8 hour booking - Category A (100%)			Yes	\$33.00
8.3	Group 4 - CoWorking Desk - 8 hour booking - Category B (60%)			Yes	\$20.00
8.3	Group 4 - CoWorking Desk - 8 hour booking - Category C (50%)			Yes	\$16.50
8.3	Group 4 - CoWorking Desk - 8 hour booking - Category D (25%)			Yes	\$8.25
8.3	Group 4 - CoWorking Desk - 4 hour booking - Category A (100%)			Yes	\$20.00
8.3	Group 4 - CoWorking Desk - 4 hour booking - Category B (60%)			Yes	\$12.00
8.3	Group 4 - CoWorking Desk - 4 hour booking - Category C (50%)			Yes	\$10.00
8.3	Group 4 - CoWorking Desk - 4 hour booking - Category D (25%)			Yes	\$5.00
	PUBLIC HALLS / MEETING ROOMS HIRE TERMS & CONDITIONS:				
	- Minimum of 4 hours for Public Halls (weekend only)				
	- Minimum of 2 hours for meeting rooms (weekend only)				
8.3	- Weekend is Saturday until 6pm Sunday				Note
	- Day rate is calculated on any booking over 7 hours and will be capped at a maximum of 10 hours per day				
	- Bonds will be applied at the discretion of Council if deemed high risk. If applicable, the following rates will apply:				
	4 User Categories				
	Category A (100% of market rate)				
	- Large Business				
	- Corporations				
	- Commonwealth and State Government agencies				
	Category B (60% of market rate)				
	- Small businesses				
8.3	- Local Councils				Note
	- Social functions (eg weddings)				
	Category C (50% of market rate)				
	- Not for profit organisations that receive Commonwealth and/or NSW Government funding				
	- Not for profit organisations that predominantly operate businesses (eg registered clubs)				
	Category D (25% of market rate)				
	- Not for profit organisations that do not receive Commonwealth and/or NSW Government funding				
	Transitional Arrangements:				
	All new hirers from 1 July 2017 will pay the relevant Category and hall/room fee as to be recommended in the fees schedule (see above)				
8.3	All existing hirers from 1 July 2017 will pay either a 10% increase (that includes CPI) on their existing hourly rate or the actual increase to the category benchmark if the new fee is 10% or less of their existing fee. The fee will continue to rise by 10% each year until it catches up with the category benchmark fee.				Note
	All existing hirers from 1 July 2017 that have paid no fees previously will pay 10% (that includes CPI) of the category benchmark fee. The fee will continue to rise by 10% each year until it catches up with the category benchmark fee				
	Booking Variation - Minimum				
8.3	Variations to confirmed bookings may incur a fee at Council's discretion on a cost recovery basis.	CM	C	Yes	\$31.85
	Booking Cancellation: All cancellations must be in writing.				
8.3	Cancellation Fee to apply if less than 14 days notice is given for a cancellation			Yes	50% of the Total Charge (+ GST)
	Penalty Rates				
8.3	Minimum penalty for not complying with Conditions of Hire including cleaning, damage and garbage. (Maximum fee as assessed)	CM	Q	Yes	Maximum fee as assessed
8.3	Fire brigade calls outs.	CM	Q	Yes	As prescribed by Fire NSW
8.3	Breakage of Equipment or Damage to Building or Fixtures	CM	Q	Yes	Full Cost Recovery
	AQUATIC CENTRES				
	Macarthur Girls High School lap swimming and Swim School only. Recreational swimming only available at Epping Aquatic Centre				
8.4	Adult Entry (ages 18 and over)	CM	C & N	Yes	\$6.40
8.4	Child Entry (ages 5 to 17 inclusive)	CM	C & N	Yes	\$4.75
8.4	Spectator Fee	CM	C & N	Yes	\$3.40
8.4	Child Entry (ages 4 and under) - Free	CM	A	No	No Fee

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
8.4	Family Entry (up to 2 adults and 2 children or 1 adult and 3 children) Epping Aquatic Only	CM	C & N	Yes	\$20.20
8.4	Family B1 (2 adults + 3 children/1 adult + 4 children) Epping Aquatic Only	CM	C & N	Yes	\$21.20
8.4	Family B2 (2 adults + 5 or 6 children) Epping Aquatic Only	CM	C & N	Yes	\$29.70
8.4	Family C (8 + people) Epping Aquatic Only	CM	C & N	Yes	\$31.85
8.4	Concession Entry (holders of a Pensioner Concession Card, Health Care Card or Commonwealth Seniors Health Card issued by Centre link or a Pensioner Concession Card issued by Department of Veterans' Affairs, Student card (school, TAFE, University or other formal educational provider)).	CM	C & N	Yes	\$4.75
8.4	Free Aquatic Centre Family Pass - A one-off free aquatic centre family pass is to be distributed to Parramatta LGA families.Epping Aquatic Only			No	No Fee
8.4	Free Aquatic entry for seniors and disability card holders - Council is to dedicate one day each week for free entry for seniors who are eligible for Senior's Card under NSW Government's scheme and disability card holders and their carers to Council's aquatic centres and reside in the Parramatta LGA			No	No Fee
8.4	School Groups (subject to official booking made prior to entry - school hours only) Epping Aquatic Centre only	CM	C & N	Yes	\$4.35
8.4	Adult 20 Visit Pass	CM	C & N	Yes	\$114.55
8.4	Child/Pensioners 20 Visit Pass	CM	C & N	Yes	\$85.95
8.4	Student 20 Visit Pass	CM	C & N	Yes	\$85.95
8.4	Spectator 10 visit pass	CM	C & N	Yes	\$30.40
8.4	Aqua Pass - single entry (Aqua Aerobics)	CM	C & N	Yes	\$9.40
8.4	Aqua Aerobics:				
8.4	Casual - Adult	CM	C & N	Yes	\$13.30
8.4	Concession Casual - Student	CM	C & N	Yes	\$11.10
8.4	5 ticket - Adult	CM	C & N	Yes	\$55.70
8.4	Concession 5 ticket - Student	CM	C & N	Yes	\$50.95
8.4	20 ticket - Adult	CM	C & N	Yes	\$212.20
8.4	Concession 20 ticket - Student	CM	C & N	Yes	\$180.35
8.4	Memberships				
8.4	Child Membership - 3 months & concession 3 months	CM	C & N	Yes	\$175.70
8.4	Adult Membership - 3 months	CM	C & N	Yes	\$230.60
8.4	Child Membership - 6 months + Concession 6 month membership	CM	C & N	Yes	\$297.05
8.4	Adult Membership - 6 months	CM	C & N	Yes	\$406.35
8.4	Family Membership (up to nominated 2 adults and 2 children or 1 adult and 3 children)				Note
8.4	* Family 6 months membership	CM	C & N	Yes	\$456.20
8.4	(Each additional child on the 6 month family membership)	CM	C & N	Yes	\$154.90
8.4	*Family 3 months membership	CM	C & N	Yes	\$264.20
8.4	(Each additional child on the 3 month family membership)	CM	C & N	Yes	\$79.05
8.4	Inflatable - 6 rides - Epping Aquatic Centre Only	CM	C & N	Yes	\$5.35
8.4	Inflatable - unlimited rides - Epping Aquatic Centre Only	CM	C & N	Yes	\$12.75
8.4	Swimming Carnival				
8.4	Swimming Carnival (Day) - full day (up to 6 hours) - use of the 50m pool only (Parramatta LGA) PLUS normal Pool entry. Use of additional facilities will attract normal hire rates Epping Aquatic Centre ONLY	CM	C & N	Yes	\$424.35
8.4	Swimming Carnival (Day) - full day (up to 6 hours) - use of the 50m pool only (Non-Parramatta LGA) PLUS normal Pool entry. Use of additional facilities will attract normal hire rates Epping Aquatic Centre ONLY	CM	C & N	Yes	\$509.30
8.4	Half Day Epping Aquatic Centre ONLY	CM	C & N	Yes	\$212.20
8.4	Swimming Carnival - Other Charges: Epping Aquatic Centre ONLY				
8.4	Cancellation Fee	CM	C & N	Yes	\$223.00
8.4	Cleaning Fee	CM	C & N	Yes	\$106.10
8.4	Additional Supervising Staff (pp p/hr)	CM	C & N	Yes	\$53.05
8.4	Late Fee (per 15 mins or part thereof)	CM	C & N	Yes	\$53.05
8.4	Swimming Carnival (Evening) - after 6pm (Plus normal Pool entry) Epping Aquatic Centre ONLY	CM	C & N	Yes	Price provided on application + Normal Pool Entry (+ GST)
8.4	Waterpolo Epping Aquatic Centre ONLY				
8.4	Water Polo Games	CM	C & N	Yes	\$8.00
8.4	per person (Minimum charge of 20 players per game)	CM	C & N	Yes	\$6.90
8.4	Water Polo Per Hour (in addition to admission fee)	CM	C & N	Yes	\$55.70
8.4	Lane Hire Epping Aquatic Centre ONLY				

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
	Preferred Hirers (as defined in the Terms & Conditions) Will receive:				
	- Up to 18 Hours of Lane Space per week - Free (Swimming only does not include Water Polo)				
	- Priority Booking over other external Hirers				
8.4	- Receive up to 8 passes for the Executive Committee for use during periods of official hire for preferred hirers activities.				Note
	- School groups (School hours only) and local not-for-profit swimming, diving, synchronised swimming, water polo clubs and other local not-for-profit organisations are subject to official booking				
8.4	1 x 50m Lane - per hour	CM	C & N	Yes	\$9.60
8.4	1 x 25m Lane - per hour	CM	C & N	Yes	\$7.50
8.4	Toddlers Pool - Thirds Only - per hour	CM	C & N	Yes	\$7.50
8.4	Plus normal pool entry				Note
8.4	Casual Lane Hire Epping Aquatic Centre ONLY				
8.4	- All other hirers				Note
8.4	1 x 50m Lane - per hour	CM	C & N	Yes	\$36.10
8.4	Toddlers Pool - Thirds Only - per hour	CM	C & N	Yes	\$30.80
8.4	Plus normal pool entry				Note
8.4	General Lane Hire Booking - per lane per hour	CM	C & N	Yes	\$39.30
8.4	Pool Hire - After Hours -				
8.4	The combination of pool hire and participant entry fees must allow full cost recovery otherwise a surcharge to cover the difference will be incurred Bookings at discretion of Aquatic Operations Manager. Price on Application	CM	H	Yes	Full Cost Recovery
8.4	Pool Hire for Commercial Use Epping Aquatic Centre ONLY				
8.4	* Requests received from organisations for promotions, advertising commercial or exclusive use. This is at the discretion of the Manager Social and Community Services			Yes	Fee to be negotiated where commercial benefit is gained by hirer (or waived where there is significant benefit to Council)
8.4	School Fun Days Epping Aquatic Centre ONLY				
8.4	Entry to and use of Waterslide - School Hours Only - per entry		C & N	Yes	\$8.50
8.4	* Subject to Official Booking.				
8.4	Swim School				
8.4	Adult Cost per lesson - 1 lesson per week		C & N	No	\$16.50
8.4	Child Cost per lesson - 1 lesson per week		C & N	No	\$16.50
8.4	Cancellation Fee for School Picnic Days Epping Aquatic Centre ONLY		C & N	Yes	\$53.05
8.4	Swim School - Concession				
8.4	Adult concession rate 10 weeks - 1 lesson per week			No	\$12.20
8.4	Child concession rate 10 weeks - 1 lesson per week			No	\$12.20
8.4	Holiday Intensive Program - Concession				
8.4	Adult concession rate			No	\$12.20
8.4	Child concession rate			No	\$12.20
8.4	Holiday Intensive Program				
8.4	Adult		C & N	No	\$16.50
8.4	Child		C & N	No	\$16.50
8.4	School - Learn to Swim (Child) per Lesson (Parramatta LGA) Epping Aquatic Centre ONLY		C & N	No	\$9.60
8.4	School - Learn to Swim (Child) per Lesson (non-Parramatta LGA)		C & N	No	\$10.60
8.4	Aquatic / Life Saving Program - Price on application Epping Aquatic Centre ONLY Private learn to swim lessons (Per Lesson)		C & N	No	\$63.65
8.4	Learn-to-Swim LTS: 10% discount for 2 or more lessons a week per term				Note
8.4	- Promotional offers and marketing campaigns may be offered that vary the Swim School Charges above at the discretion of the Manager Social and Community Services & Service Manager Recreation Facilities & Programs				
8.4	Aqua/Dry Programs		C & N	Yes	Price on application
8.5	PUBLIC PROGRAMS Epping Aquatic Centre ONLY				
8.5	Public Programs - per person Note: that it is not appropriate to determine fees for individual programs - programs provided vary constantly based on community needs, seasonal variances etc. Some programs will cross subsidise others		C & N	Yes	Fee Subject to program characteristics such as duration and equipment provided
8.5	Squad Rates				
8.5	Term Fees (1 session per week) 10 Sessions per term (NSW Gov Sch Term)		C & N	Yes	\$150.00
8.50	Squad Rates - Concession				
8.5	Term Fees (1 session per week) 10 Sessions per term (NSW Gov Sch Term)		C & N	Yes	\$150.00

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Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
8.5	Aquatic Centres may throughout the year deliver promotional activities specifically for aquatic programs these promotional activities are to be endorsed and approved by management before engagement with the community		C & N	Yes	Note
8.6	SPORTING FIELDS, PARKS & RESERVES				
8.6	Booking Variation and Cancellation Fee - Minimum - Variations to confirmed bookings may incur a fee at Council's discretion on a cost recovery basis.	CM	C	Yes	\$31.90
8.6	Cancellation Fee applicable if 14 days notice is given for a cancellation			Yes	50% of the Total Charge
8.6	A Grade Fields - Old Saleyards, West Epping B Grade Fields - Barton, Belmore (Richie Benaud), Binalong, Boronia, Curtis/Dundas Park, North Rocks, Hazel Ryan, Harold West, Northmead, Eric Primrose, FS Garside, George Kendall - Upper Area, Max Ruddock, Ollie Webb, Robin Thomas, Rydalmere, Sir Thomas Mitchell C Grade Fields - Arthur Phillip (Redbank), Cox, Dan Mahoney, Doyle Ground, George Kendall - Lower Area, Homelands, Somerville, Wilson, Roselea, Murray Farm, Jones Park, Kingsdene, John Curtin, McCoy Park, Upjohn Park D Grade Fields - PH Jeffery, Carlingford HS				Note
8.6	(A) Seasonal Hire of Sporting Fields (26 weeks)				
8.6	Full Day - Full Sized (Senior) Field - per Field				
8.6	* A Grade	CM	C	Yes	\$1,887.90
8.6	* B Grade	CM	C	Yes	\$997.15
8.6	* C Grade	CM	C	Yes	\$753.15
8.6	* D Grade	CM	C	Yes	\$623.15
8.6	Half Day or Evening - Full Sized (Senior) Field - per Field				
8.6	* A Grade	CM	C	Yes	\$940.50
8.6	* B Grade	CM	C	Yes	\$490.25
8.6	* C Grade	CM	C	Yes	\$376.60
8.6	* D Grade	CM	C	Yes	\$301.25
8.6	Full Day - Half Sized (Junior) Field - per Field				
8.6	* A Grade	CM	C	Yes	\$940.50
8.6	* B Grade	CM	C	Yes	\$490.25
8.6	* C Grade	CM	C	Yes	\$376.60
8.6	* D Grade	CM	C	Yes	\$301.25
8.6	Half Day or Evening - Half Sized (Junior) Field - per Field				
8.6	* A Grade	CM	C	Yes	\$472.50
8.6	* B Grade	CM	C	Yes	\$243.80
8.6	* C Grade	CM	C	Yes	\$188.50
8.6	* D Grade	CM	C	Yes	\$153.40
8.6	Canteen - Full Day and Half Day - Seasonal Use Canteen				
8.6	Netball Courts - per Court	CM	C	Yes	\$75.75
8.6	Additional Usage outside Seasonal Hire Agreement			Yes	5% of Seasonal Fee
8.6	Sportsground Floodlighting			Yes	75% of Actual Cost + GST
8.6	The approval of Night Games is subject to the conditions of the DA Consent. One-off night games will be subject to Council's approval. Designated fields must meet the Australian Standards for floodlighting			Yes	Price will be supplied on application and approval
8.6	Synthetic Sportsfields:				
8.6	Season Rate per hour			Yes	\$44.55
8.6	Casual Rate per hour			Yes	\$77.95
8.6	School Rate per hour			Yes	\$15.90
8.6	Professional Rate per hour per field			Yes	\$164.80
8.6	Commercial Rate per hour per field			Yes	\$257.50
8.6	Three Quarter Size and Half Size Synthetic Fields will be charged at 75% and 50% of full size rate			Yes	\$0.00
8.6	(B) School Hire of Sporting Fields (each use)				
8.6	Locally-based Schools and school sport associations; or those serving the local community – 100% discount for the use of Council sportsgrounds during regular school hours and term dates. Use outside regular school hours and term dates – seasonal and casual hire rates apply.				100% Discount
8.6	(C) Casual Use of Parks, Reserves and Sports Fields				
8.6	There is no fee for community social bookings of 50 people or less for Parks & reserves (excludes sportsfields)	CM	A	No	No Fee
8.6	Commercial				
8.6	Profit-making event or activity that could include obtaining funds from sponsors, the public, franchises and/or include the distribution of prize money eg. circuses, competitions, theatre projections.				No Fee
8.6	Social				

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Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
8.6	Non-profit social gatherings involving a specific group eg. company employees, members of family for picnics, gala days and presentations days. 'Social' does not include schools or community service categories or weddings.				No Fee
8.6	Community Benefit or Service - Income Generating An event or activity that is co-ordinated by a community organisation and/or aims to benefit the general community. However, the event or activity is funded through sponsorship or government funding, has a participation fee or income generated through the sale of goods or services or some other means.				Note
8.6	Community Benefit or Service - Non Income Generating An event or activity that is co-ordinated by a community organisation and/or aims to benefit the general community. The event or activity does not generate any income through fees or funding or any other means.				
8.6	Special Event/Performance (Rate Per Day)				
8.6	- Commercial- Fees for Hire or use of facilities	CM	N	Yes	\$1,502.75
8.6	- Bond			No	at the discretion of Council and will be discussed on application
8.6	- Community Benefit/Service (Income & Non Income Generating)- Fees for Hire or use of facilities	CM	C	Yes	\$376.80
8.6	- Bond			No	at the discretion of Council and will be discussed on application
8.6	Sporting Events & Community Gatherings				
8.6	- Commercial- Fees for Hire or use of facilities	CM	N	Yes	\$752.40
8.6	- Bond			No	at the discretion of Council and will be discussed on application
8.6	- Coaching Clinics- Fees for Hire or use of facilities	CM	C	Yes	\$225.10
8.6	- Bond			No	at the discretion of Council and will be discussed on application
8.6	- Social & Community	CM	C	Yes	\$112.60
8.6	- Bond			No	at the discretion of Council and will be discussed on application
8.6	Weddings (Rate Per Day)				
8.6	- Ceremony (including Photography) - Fees for Hire or use of facilities	CM	N	Yes	\$153.75
8.6	- Bond			No	at the discretion of Council and will be discussed on application
8.6	Organised or commercial group fitness and personal training - per season (26 weeks)				
8.6	1-2 participants (maximum of 12, 2-hour sessions per week)	CM	N	Yes	\$264.25
8.6	3-9 participants (maximum of 12, 2-hour sessions per week)	CM	N	Yes	\$531.85
8.6	Bond at the discretion of Council			No	minimum \$250
8.6	10-18 participants (maximum of 8, 2.5 hour sessions per week)	CM	N	Yes	\$797.70
8.6	Bond at the discretion of Council			No	minimum \$500
8.6	Use of sports fields by organised or commercial group fitness and personal trainers will incur both the Fitness Trainers permit fee and the applicable charges for the respective sports field (excludes 1 - 2 participants). For non-sports field locations fees will be charged at Category D as detailed in the above charges for the seasonal hire of sports fields				Note
8.6	Seasonal Hire - per season 26 weeks				
8.6	Formal organised groups only, no commercial use.				
8.6	Half day	CM	N	Yes	\$298.75
8.6	Full day	CM	N	Yes	\$619.80
8.6	Additional Hire Dates Sessions per full day or half day - 5% of Seasonal Fee, Plus GST				
8.6	Bond			No	at the discretion of Council and will be discussed on application
8.6	Lake Parramatta - use of water for events and activities (Per Day) (in addition to hire charge for use of Lake Parramatta Reserve)				

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
8.6	Bond			No	at the discretion of Council and will be discussed on application
8.6	Commercial Use	CM	N	Yes	\$467.77
8.6	Social & Community	CM	N	Yes	\$112.60
8.6	Community Benefit/Service Non-Income Generating	CM	C	Yes	No Fee
8.6	Additional Charges for Sporting Fields Parks and Reserves				
8.6	The use and erection of structures including jumping castles, petting zoos, stalls, marquees, staging, and sound amplification	CM	N	Yes	\$106.80
8.6	Bond for provision of key - per key				
8.6	Schools	121.00	N	No	\$50.00
8.6	All other park and sports field hirers	121.00	N	No	\$150.00
	Provision of replacement key for lost or stolen key will forfeiture bond.				
8.6	The above fees are only for the hire of the space and administrative costs. All additional Council costs relating to the booking will be recouped from the hirer, eg staffing extra bins and rubbish collections, cleaning, set up and site restoration.				Note
	All bonds are at Council's discretion. That is, it may be appropriate for a lower bond to be charged depending on the potential impact of the activity.				
8.6	Replacement Keys for Lost Keys/ additional requests for sportsgrounds			Yes	\$106.10
	Transitional arrangements				
	The new fees for the hire of all sports fields in the City of Parramatta from 2017-18 will use a pricing approach that includes consideration of the Grade of field, half or full day hire etc.				
8.6	As a result of harmonising the fees, many sporting clubs will have a reduction in their hire fees in 2017-18. Where hirers of sports fields have new fees that are calculated to be more than 10% higher than their 2016/17 fee for the same fields and times (whether those fees were applied by City of Parramatta, Auburn, Holroyd, Hills and Hornsby Council), City of Parramatta will only charge an increased fee of 10% p/a until the full rate for that Grade of field and level of usage is achieved.				Note
8.7	TENNIS COURT FEES (per hour)				
8.70	Casual day rate			Yes	\$10.00
8.70	Casual night rate			Yes	\$12.00
8.70	Permanent day rate			Yes	\$10.00
8.70	Permanent night rate			Yes	\$12.00
8.70	Professional casual			Yes	\$25.00
8.70	Professional permanent			Yes	\$15.00
8.70	Wentworth Point Community Hub			Yes	
8.8	BUSKERS PERMIT				
8.9	RECREATION & LEISURE PROGRAMS				
8.9	Note that it is not appropriate to determine fees for individual programs - programs provided vary constantly based on community needs, seasonal variances etc. Some programs will cross subsidise others	CM	C & N	Yes	Various Fees Apply
8.9	External Provider advertising fee in School Holiday Guide (9cm x 6cm)	N	N	Yes	\$159.10
8.10	FILMING IN AREAS UNDER COUNCIL'S CONTROL				
	Use of Council Buildings -				
8.10	Additional charge as per Council's Schedule of Fees and Charges where applicable or to be determined by Council Officers at the time of application			Yes	Fee where applicable or to be determined by Council at time of application
	Use of Roads and Road Closures -				
8.10	Additional charge as per Council's Schedule of Fees and Charges where applicable or to be determined by Council Officers at the time of application			Yes	Fee where applicable or to be determined by Council at time of application

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Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
8.11	FEES & CHARGES FOR FILMING APPLICATIONS				
	Ultra Low - per day - as per the Local Government Filming Protocols - No more than 10 crew No disruption is caused to Council's stakeholder, retailers or motorists or other events in the vicinity of the activities				
8.11	Activities are contained to footways or public open space areas only Public safety is maintained at the locations at all times during the conduct of the activities Vehicles associated with the conduct of the activities are legally parked at all times and are not driven onto footways, parks or plaza areas		A	Yes	No Fee
8.11	Low - per day - as per the Local Government Filming Protocols: 11 - 25 crew No more than 4 trucks / vans. No construction. Minimal equipment / lighting Small or no unit base required. Usually 1 - 2 locations	694.00	G&M	Yes	\$233.40
8.11	Medium - per day - as per the Local Government Filming Protocols: 25 - 60 crew No more than 10 trucks. Some construction. Equipment used for example dolly, trucks, medium sized cranes and jibs Unit base required. No more than 4 locations	694.00	G&M	Yes	\$455.25
8.11	High - per day - as per the Local Government Filming Protocols: 50+crew. 10+trucks Significant construction. Extensive Equipment. Large unit base required. 4+ locations	694.00	G&M	Yes	\$758.00
8.12	BICYCLE LOCKER HIRE				
8.12	Locker rental key deposit	RC800		Yes	\$65.75
8.12	3 calendar months hire	RC801		Yes	\$66.85
8.12	12 calendar months hire	RC802		Yes	\$264.15
9	DEVELOPMENT AND TRAFFIC SERVICES				
9.1	DEVELOPMENT SERVICES				
	The following DEVELOPMENT APPLICATIONS FEES are prescribed under the Environmental Planning & Assessment Regulation 2000 (EP&A Reg) Part 15, Division 1, Clause 246A to 256B unless otherwise indicated.				
9.1	NOTE: If two or more fees are applicable to a single development, such as an application to subdivide land and erect a building on one of the lots created by the subdivision, the maximum fee payable for the development is the sum of those fees - EP&A Reg Cl. 254				Note
9.2	DEVELOPMENT INVOLVING THE ERECTION OF A BUILDING, THE CARRYING OUT OF WORK OR THE DEMOLITION OF A WORK OR A BUILDING				
	NOTE: Fees determined under items 18.1 do not apply to a development involving the erection of a dwelling-house with an estimated construction cost of \$100,000 or less - EP&A Reg Cl. 247 - Refer 18.3				
9.2	NOTE: In determining the fee for a development, Council must make its determination by reference to a genuine estimate of the costs associated with the construction of a building or work, preparation of a building for the purpose it is to be used or the demolition of a building or work - EP&A Reg Cl. 255				Note
	NOTE: The Department of Planning Monitoring and Review Levy applies to developments over \$50,000 and the following fees apply based on the estimated cost of the development - EP&A Reg Cl. 246B. The above Levy includes a fee of 64 cents per \$1000 where the estimated cost of the proposed development exceeds \$50,000 - EP&A Reg Cl. 256A				
9.2	Up to \$5,000		M	No	\$110.00
9.2	\$5,001 - \$50,000		M	No	\$170.00
9.2	PLUS an additional fee for each \$1,000 (or part of \$1,000) of the estimated cost		M	No	\$3.00
9.2	\$50,001 - \$250,000		M	No	\$352.00
9.2	PLUS an additional fee for each \$1,000 (or part of \$1,000) by which the estimated cost exceeds \$50,000		M	No	\$3.65
9.2	\$250,001 - \$500,000		M	No	\$1,160.00
9.2	PLUS an additional fee for each \$1,000 (or part of \$1,000) by which the estimated cost exceeds \$250,000		M	No	\$2.35
9.2	\$500,001 - \$1,000,000		M	No	\$1,745.00
9.2	PLUS an additional fee for each \$1,000 (or part of \$1,000) by which the estimated cost exceeds \$500,000		M	No	\$1.65
9.2	\$1,000,001 - \$10,000,000		M	No	\$2,615.00
9.2	PLUS an additional fee for each \$1,000 (or part of \$1,000) by which the estimated cost exceeds \$1,000,000		M	No	\$1.45
9.2	More than \$10,000,000		M	No	\$15,875.00
9.2	PLUS an additional fee for each \$1,000 (or part of \$1,000) by which the estimated cost exceeds \$10,000,000		M	No	\$1.20

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Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
9.2	NB: For each Development Application having an estimated cost exceeding \$50,000 a proportion of fees paid are to be remitted to the Director General as per Clause 256A of the EP&A Regulations 2000.				\$0.00
9.3	APPLICATION FOR A PERMIT TO REMOVE/PRUNE A TREE/S				\$0.00
9.3	Administration Fee applies to development applications and/or tree preservation order applications. Single fee structure for all tree applications. Pensioner discount of 25% on the total application fee (holders of a Pensioner Concession Card, Commonwealth Seniors Health Card issued by Centre link or a Pensioner Concession Card issued by Department of Veterans' Affairs)				\$0.00
9.3	1 Tree		E	No	\$125.00
9.3	Each additional tree			No	\$103.00
9.4	DEVELOPMENT INVOLVING APPLICATION FOR ADVERTISEMENTS OR ADVERTISING SIGNS - EP&A Reg Cl. 246B(2)				
9.4	Base - for one advertisement		M	No	\$285.00
9.4	PLUS for each advertisement in excess of one OR the fee calculated in accordance with item 18.1, whichever is the greater		M	No	\$93.00
9.4	Development involving the erection of a dwelling - house with an estimated construction cost of \$100,000 or less - EP&A Reg Cl. 247		M	No	\$455.00
9.5	DEVELOPMENT TO BE REFERRED TO A DESIGN EXCELLENCE ADVISORY PANEL				
9.5	Additional to any other fees payable:		L	No	\$0.00
9.5	Initial consideration for developments - 3 storeys or less		L	No	\$1,705.00
9.5	- more than 3 storey		L	No	\$3,410.00
9.5	Subsequent referral for developments - 3 storeys or less		L	No	\$570.00
9.5	- more than 3 storey		L	No	\$1,140.00
9.6	DEVELOPMENT INVOLVING THE SUBDIVISION OF LAND (SUBDIVISION FEE) - EP&A Reg Cl. 249				
9.6	Other than strata subdivision:				
9.6	Involving the opening of a public road		M	No	\$665.00
9.6	PLUS for each additional lot created		M	No	\$65.00
9.6	Not involving the opening of a public road		M	No	\$330.00
9.6	PLUS for each additional lot created		M	No	\$53.00
9.6	Strata Subdivision		M	No	\$330.00
9.6	PLUS for each additional lot created		M	No	\$53.00
9.6	Subdivision & Engineering Construction Compliance Inspections:				
9.6	DEVELOPMENT NOT INVOLVING THE ERECTION OF A BUILDING, THE CARRYING OUT OF A WORK, THE SUBDIVISION OF LAND OR THE DEMOLITION OF A BUILDING OR WORK - EP&A Reg Cl. 250		M	No	\$285.00
9.7	DESIGNATED DEVELOPMENT - EP&A REG CL. 251				
9.7	Specific type of development as described in EP&A Reg Schedule 3, Part 1				
9.7	Additional to any other fees payable		M	No	\$920.00
9.8	ADVERTISING AND/OR NOTIFICATION OF A DEVELOPMENT APPLICATION - EP&A Reg Cl. 252				
9.8	Additional fee to any other fees payable:				
9.8	(a) in the case of designated development		M	No	\$2,220.00
9.8	(b) in the case of advertised development		M	No	\$1,105.00
9.8	(c) in the case of prohibited development		M	No	\$1,105.00
9.8	(1) New dwelling and alterations/additions to existing dwelling		M	No	\$104.00
9.8	(2) Other residential development i.e. dual occupancy		M	No	\$260.00
9.8	(3) Non residential development		M	No	\$208.00
9.8	NOTE: The consent authority must refund so much of the fee paid under this clause as is not spent in giving the notice				Note
9.9	DEVELOPMENT THAT REQUIRES CONCURRENCE UNDER THE EP&A ACT OR AN ENVIRONMENTAL PLANNING INSTRUMENT - EP&A REG CL. 252A				
9.9	Additional processing fee payable to Council		M	No	\$140.00
9.9	PLUS: Concurrence fee payable to other concurrence authorities		M	No	\$320.00
9.9	NOTE: Concurrence fee may be a lesser amount as notified by the approval authority. The additional processing fee is not payable where concurrence may be assumed under clause 64 of the EP&A Act				Note
9.10	INTEGRATED DEVELOPMENT - EP&A REG CL. 253				
9.10	Additional processing fee payable to Council		M	No	\$140.00
9.10	PLUS: Approval fee payable to other approval authorities		M	No	\$320.00
9.11	OTHER FEES AND CHARGES				
9.11	The following OTHER FEES AND CHARGES are prescribed under the Environmental Planning & Assessment Regulation 2000 (EP&A Reg) Part 15, Division 2, Clause 257 to 263 unless otherwise indicated.				Note
9.11	Application to review a development determination under EP&A Act, Section 8.2- 8.5				
9.11	(a) Request with respect to a development application that does not involve the erection of a building, the carrying out of a work or the demolition of a work or a building		M	No	50% of the original DA fee

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Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
9.11	(b) Request with respect to a development application that involves the erection of a dwelling-house with an estimated cost of construction of \$100,000 or less		M	No	\$190.00
9.11	(c) Request with the respect to any other development application the following fees apply based on the estimated cost of construction:				
9.11	Fee below PLUS an additional maximum amount if notice of the application is required to be given under Section 8.2- 8.5 of the EP&A Act		M	No	\$620.00
9.11	Up to \$5,000		M	No	\$55.00
9.11	\$5,001 - \$250,000		M	No	\$85.00
9.11	PLUS an additional fee for each \$1,000 (or part of \$1,000) of the estimated cost		M	No	\$1.50
9.11	\$250,001 - \$500,000		M	No	\$500.00
9.11	PLUS an additional fee for each \$1,000 (or part of \$1,000) by which the estimated cost exceeds \$250,000		M	No	\$0.80
9.11	\$500,001 - \$1,000,000		M	No	\$715.00
9.11	PLUS an additional fee for each \$1,000 (or part of \$1,000) by which the estimated cost exceeds \$500,000		M	No	\$0.50
9.11	\$1,000,001 - \$10,000,000		M	No	\$987.00
9.11	PLUS an additional fee for each \$1,000 (or part of \$1,000) by which the estimated cost exceeds \$1,000,000		M	No	\$0.40
9.11	More than \$10,000,000		M	No	\$4,737.00
9.11	PLUS an additional fee for each \$1,000 (or part of \$1,000) by which the estimated cost exceeds \$10,000,000		M	No	\$0.30
9.11	Environmental Enforcement Service Charge				
9.11	Estimated cost of works \$0 - \$100,000		K	No	\$133.00
9.11	Estimated cost of works \$100,001 - \$500,000		K	No	\$373.00
9.11	Estimated cost of works \$500,001 - \$1,000,000			No	\$560.00
9.11	Estimated cost of works \$1,000,001 - \$5000,000			No	\$747.00
9.11	Estimated cost of works \$5,000,001 - 10,000,000			No	\$934.00
9.11	Estimated cost of works \$10,000,001 and above			No	\$1,120.00
9.11	Class 1 Residential dwellings (single) alterations and additions & Class 10 Buildings 50% of above fees			No	50% of above fees
9.11	Infrastructure and restoration administration fee.				
9.11	Estimated cost of works \$0 - \$100,000		K	No	\$133.00
9.11	Estimated cost of works \$100,001 - \$500,000		K	No	\$373.00
9.11	Estimated cost of works \$500,001 - \$1,000,000			No	\$560.00
9.11	Estimated cost of works \$1,000,001 - \$5000,000			No	\$746.00
9.11	Estimated cost of works \$5,000,001 - 10,000,000			No	\$933.00
9.11	Estimated cost of works \$10,000,001 and above			No	\$1,120.00
9.11	Class 1 Residential dwelling (single) alterations and additions & Class 10 Buildings 50% of above fees			No	50% of above fees
9.12	MODIFICATION OF A CONSENT - EP&A REG CL. 258				
9.12	Application for modification of a consent for a Local Government or State significant development				Note
9.12	(a) Application under section 4.55(1) - error, misdescription or miscalculation		M	No	\$71.00
9.12	(b) Application under section 4.55(1A) or section 4.56(1) - where consent authority is of opinion of minor environmental impact		M	No	Lesser of \$645 or 50% of original DA fee
9.12	(c) Application under section 4.55(2) or section 4.56(1) - where the consent authority is of the opinion there is not minimal environmental impact				
9.12	(i) If the original application fee was less than \$100		M	No	50% of the original DA fee
9.12	(ii) If the original application fee was \$100 or greater:				
9.12	I - Where the development application does not involve the erection of a building, the carrying out of a work or the demolition of a work or building		M	No	50% of the original DA fee
9.12	II - Where the development application involves the erection of a dwelling-house with an estimated cost of construction of \$100,000 or less		M	No	\$190.00
9.12	III - Any other Development Application not covered by I or II above is calculated as follows based on the estimated cost of construction: Fee quoted below PLUS an additional fee if notice of the application is required to be given under EP&A Act section 4.55(2) or section 4.56(1)		M	No	\$665.00
9.12	Fee quoted below PLUS further additional fee for application that EP&A Reg 115 (1A) applies relating to a residential flat development required to be accompanied by a design verification from a qualified designer that the development achieves the principals under State Environmental Planning Policy No. 65 - Design Quality of Residential Flat Development Additional to any other fees payable:				
9.12	Initial consideration for developments - 3 storeys or less		L	No	\$1,640.00
9.12	- more than 3 storey		L	No	\$3,280.55
9.12	Subsequent referral for developments - 3 storeys or less		L	No	\$545.00
9.12	- more than 3 storey		L	No	\$1,090.00
9.12	Up to \$5,000		M	No	\$55.00
9.12	\$5,001 to \$250,000		M	No	\$85.00
9.12	PLUS an additional fee for each \$1,000 (or part of \$1,000) of the estimated cost		M	No	\$1.50

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Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
9.12	\$250,001 - \$500,000		M	No	\$500.00
9.12	PLUS an additional fee for each \$1,000 (or part of \$1,000) by which the estimated cost exceeds \$250,000		M	No	\$0.85
9.12	\$500,001 - \$1,000,000		M	No	\$712.00
9.12	PLUS an additional fee for each \$1,000 (or part of \$1,000) by which the estimated cost exceeds \$500,000		M	No	\$0.50
9.12	\$1,000,001 - \$10,000,000		M	No	\$987.00
9.12	PLUS an additional fee for each \$1,000 (or part of \$1,000) by which the estimated cost exceeds \$1,000,000		M	No	\$0.40
9.12	More than \$10,000,000		M	No	\$4,737.00
9.12	PLUS an additional fee for each \$1,000 (or part of \$1,000) by which the estimated cost exceeds \$10,000,000		M	No	\$0.25
9.13	PLANNING CERTIFICATE - EP&A REG CL. 259				
9.13	Section 10.7 (2) EP&A Act	RC203	M	No	\$53.00
9.13	Section 10.7 (5) EP&A Act - Additional Advice	RC203	M	No	\$80.00
9.13	Section 10.7 (2) & 10.7 (5) EP&A Act - Combined Advice	RC203	M	No	\$133.00
9.13	Urgency Fee for Planning Certificate - LG Act Section 608 (2) Certificate issued within 1 working day of receipt of application	RC213	I	No	\$106.00
9.14	ALTERNATE ASSESSMENT PATH				
9.14	Where an Alternate Assessment path is agreed by Council and Applicant (all statutory fees must be paid to council)		H	No	Full Cost Recovery
9.15	BUILDING CERTIFICATES - EP&A REG CL 260				
9.15	(1) For the purposes of section 149B (2) of the Act, the fee for an application for a building certificate in relation to a building is:				
9.15	(a) in the case of a class 1 building (together with any class 10 buildings on the site) or a class 10 building, \$250 for each dwelling contained in the building or in any other building on the allotment, or			No	\$250 for each dwelling contained in the building or in any other building on the allotment,
9.15	(b) in the case of any other class of building, as set out in the Table to this clause, or			No	Set out on Table as per section 149B (2) of the Act
9.15	(c) in any case where the application relates to a part of a building and that part consists of an external wall only or does not otherwise have a floor area, \$250.			No	\$258.00
9.15	(2) If it is reasonably necessary to carry out more than one inspection of the building before issuing a building certificate, the council may require the payment of an additional fee (not exceeding \$90) for the issue of the certificate.			No	\$93.00
9.15	(3) However, the council may not charge an additional fee for any initial inspection.			No	No Fee
9.15	(3A) An additional fee determined in accordance with subclause (3B) may be charged for an application for a building certificate in relation to a building where the applicant for the certificate, or the person on whose behalf the application is made, is the person who erected the building or on whose behalf the building was erected and any of the following circumstances apply:				Note
9.15	(a) where a development consent, complying development certificate or construction certificate was required for the erection of the building and no such consent or certificate was obtained,			No	Additional Fee as determined in accordance with subclause (3B)
9.15	(b) where a penalty notice has been issued for an offence under section 76A (1) of the Act in relation to the erection of the building and the person to whom it was issued has paid the penalty required by the penalty notice in respect of the alleged offence (or if the person has not paid the penalty and has not elected to have the matter dealt with by a court, enforcement action has been taken against the person under Division 4 of Part 4 of the Fines Act 1996),			No	Additional Fee as determined in accordance with subclause (3B)
9.15	(c) where order No 2, 12, 13, 15, 18 or 19 in the Table to section 121B (1) of the Act has been given in relation to the building unless the order has been revoked on appeal,			No	Additional Fee as determined in accordance with subclause (3B)
9.15	(d) where a person has been found guilty of an offence under the Act in relation to the erection of the building,			No	Additional Fee as determined in accordance with subclause (3B)
9.15	(e) where the court has made a finding that the building was erected in contravention of a provision of the Act.			No	Additional Fee as determined in accordance with subclause (3B)
9.15	(3B) The additional fee payable under subclause (3A) is the total of the following amounts:				

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Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
9.15	(a) the amount of the maximum fee that would be payable if the application were an application for development consent, or a complying development certificate (if appropriate), authorising the erection or alteration of any part of the building to which the application relates that has been the date of the application,			No	Additional Fee as determined in accordance with subclause (3A)
9.15	(b) the amount of the maximum fee that would be payable if the application were an application to the council for a construction certificate relating to the erection or alteration of any part of the building to which the application relates that has been erected or altered in contravention of the Act in the period of 24 months immediately preceding the date of the application.			No	Additional Fee as determined in accordance with subclause (3A)
9.15	(3C) If an application for a building certificate is made in relation to part only of a building, a reference in subclause (3A) to a building is taken to be a reference to the part of a building that is the subject of the application.				Note
	(4) In this clause, a reference to a class 1 building includes a reference to a class 2 building that comprises 2 dwellings only.				
9.15	Floor area of building or part				
9.15	UP TO 200 square metres			No	\$310.00
9.15	200 square metres but not exceeding 2,000 square metres			No	\$250 + an additional \$0.50 per square metre over 200
9.15	Exceeding 2,000 square metres - \$1165, plus additional \$0.075 cents per square metre over 2,000			No	\$1,165 + additional \$0.075 per square metre over 2,000
9.15	Building Certificate Urgency Fee			No	\$106.60
9.15	Building Certifications - Hourly Rate You might need a service that we don't cover in this price sheet. If you do, we will charge you an hourly rate for the service.			No	\$181.30
9.15	COPY OF BUILDING CERTIFICATE - EP&A REG CL. 261				\$13.40
9.15	CERTIFIED COPY OF DOCUMENT, MAP OR PLAN - EP&A REG CL. 262				\$54.60
9.16	REGISTRATION OF PRIVATELY ISSUED CERTIFICATES - EP&A REG CL. 263 (2)				
9.16	Fee per certificate for the lodgement of a Complying Development Certificate, Construction Certificate, Occupation Certificate or Subdivision Certificates			No	\$37.00
9.17	NON REGULATED FEES FOR DEVELOPMENT SERVICES				
9.17	COMPLYING DEVELOPMENT CERTIFICATE				
9.17	For the purposes of Part 4, Division 3 and Part 4A of EP&A Act the following fees apply: Packages: When Council has been elected to both issue the Complying Development Certificate and act as the Principal Certifying Authority (PCA), then the package dimensions include a Complying Development Certificate, building inspections up to the maximum number for the structure under assessment and a single Occupation Certificate Complying development certificates submitted under affordable SEPP				Note
9.17	Granny Flats:				
9.17	Package (includes mandatory building inspections)			Yes	\$1,895.00
9.17	Complying Development Certificate only			Yes	\$861.00
9.17	Principal Certifying Authority only (when CoP has been elected as PCA and the Complying Development Certificate has been issued by another authority)			Yes	\$1,708.00
9.17	Complying Development Certificates submitted under State Environmental Planning Policy (Exempt and Complying Codes) 2008				Note
9.17	1. General Housing Code				
9.17	New Single dwelling houses				
9.17	Package (includes mandatory building inspections)			Yes	\$2,397.00
9.17	Complying Development Certificate only			Yes	\$871.00
9.17	Principal Certifying Authority only (when CoP has been elected as PCA and the Complying Development Certificate has been issued by another authority)			Yes	\$1,478.00
9.17	New two storey dwelling houses				
9.17	Package (includes mandatory building inspections)			Yes	\$3,190.00
9.17	Complying Development Certificate only			Yes	\$1,665.00
9.17	Principal Certifying Authority only (when CoP has been elected as PCA and the Complying Development Certificate has been issued by another authority)			Yes	\$2,271.00
9.17	Alterations and additions to existing single storey and two storey dwelling houses (includes internal alterations)				
9.17	Package (includes mandatory building inspections)			Yes	\$1,895.50
9.17	Complying Development Certificate only			Yes	\$861.00
9.17	Principal Certifying Authority only (when CoP has been elected as PCA and the Complying Development Certificate has been issued by another authority)			Yes	\$1,708.00
9.17	Ancillary development				
9.17	1. Demolition or removal of dwelling houses or ancillary development (class 10 structures excluding swimming pools)				
9.17	Package (includes mandatory building inspections)			Yes	\$797.00
9.17	Complying Development Certificate only			Yes	\$563.00

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Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
9.17	Principal Certifying Authority only (when CoP has been elected as PCA and the Complying Development Certificate has been issued by another authority)			Yes	\$483.00
9.17	2. Swimming pools				
9.17	Package (includes mandatory building inspections)			Yes	\$1,587.00
9.17	Complying Development Certificate only			Yes	\$705.00
9.17	Principal Certifying Authority only (when CoP has been elected as PCA and the Complying Development Certificate has been issued by another authority)			Yes	\$1,504.00
9.17	Swimming Pool Inspection Fee (including Compliance Certificate and re-inspection fee of \$100 which will be refunded if re-inspection does not occur).			No	No Fee
9.17	3. Sheds & Garages				
9.17	Package (includes mandatory building inspections)			Yes	No Fee
9.17	Complying Development Certificate only			Yes	No Fee
9.17	Principal Certifying Authority only (when CoP has been elected as PCA and the Complying Development Certificate has been issued by another authority)			Yes	No Fee
9.17	4. Minor Structures (decks, carports, retaining walls)				
9.17	Package (includes mandatory building inspections)			Yes	No Fee
9.17	Complying Development Certificate only			Yes	No Fee
9.17	Principal Certifying Authority only (when CoP has been elected as PCA and the Complying Development Certificate has been issued by another authority)			Yes	No Fee
9.17	Development Certificate has been issued by another authority)				Note
9.17	2. General Commercial & Industrial Code				
9.17	1. Building Alterations (Internal, per floor of works)				
9.17	(a) Package (includes mandatory building inspections)			Yes	\$1,646.00
9.17	(b) Complying Development Certificate only			Yes	\$823.00
9.17	(c) Principal Certifying Authority only (when Council has been elected as PCA and the Complying Development Certificate has been issued by another authority)			Yes	\$1,097.50
9.17	2. Change of use of premises				
9.17	(a) Package (includes mandatory building inspections)			Yes	\$1,372.00
9.17	(b) Complying Development Certificate only			Yes	\$823.00
9.17	(c) Principal Certifying Authority only (when Council has been elected as PCA and the Complying Development Certificate has been issued by another authority)			Yes	\$1,097.00
9.17	3. Mechanical ventilation systems				
9.17	(a) Package (includes mandatory building inspections)			Yes	\$1,372.00
9.17	(b) Complying Development Certificate only			Yes	\$823.00
9.17	(c) Principal Certifying Authority only (when Council has been elected as PCA and the Complying Development Certificate has been issued by another authority)			Yes	\$1,097.00
9.17	4. Shop front and awning alterations				
9.17	(a) Package (includes mandatory building inspections)			Yes	\$1,372.00
9.17	(b) Complying Development Certificate only			Yes	\$823.00
9.17	(c) Principal Certifying Authority only (when Council has been appointed as PCA and the Complying Development Certificate has been issued by another authority)			Yes	\$1,055.00
9.17	5. Skylights and roof windows				
9.17	(a) Package (includes mandatory building inspections)			Yes	\$1,372.00
9.17	(b) Complying Development Certificate only			Yes	\$823.00
9.17	(c) Principal Certifying Authority only (when Council has been elected as PCA and the Complying Development Certificate has been issued by another authority)			Yes	\$1,097.00
9.17	Commercial & Industrial Code			Yes	No Fee
9.17	3. Modification of Complying Development Application				
9.17	For the purpose of Section 87 of EP&A Act: Application Fee		L & N	Yes	50% of the original fee for Comp Dev Cert
9.17	NOTE: Minimum Fee		L & N	Yes	\$235.00
9.18	COMPLIANCE CERTIFICATE				
9.18	For the purposes of Section 109C (1) (a) of EP&A Act the following fees apply:				Note
9.18	- Building work certificate				
9.18	(i) Specified building work or subdivision work completed as specified in the certificate and complies with specified plans and specifications		N	Yes	\$783.00
9.18	(ii) A condition with respect to specified building work or subdivision work, being a condition attached to a development consent or complying development certificate, has been duly complied with		N	Yes	\$783.00
9.18	(iii) A specified building or proposed building has a specified classification identified in accordance with the Building Code of Australia		N	Yes	\$783.00
9.18	(iv) Any specified aspect of development complies with the requirements of any other provisions prescribed by the regulations		N	Yes	\$783.00
9.18	(v) Any specified aspect of development, including design of development, complies with standards or requirements specified in the certificate with respect to the development		N	Yes	\$783.00
9.18	- Subdivision certificate				

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Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
9.18	(i) Specified building work or subdivision work completed as specified in the certificate and complies with specified plans and specifications		N	No	\$712.00
9.18	(ii) A condition with respect to specified building work or subdivision work, being a condition attached to a development consent or complying development certificate, has been duly complied with		N	No	\$712.00
9.18	(iii) A specified building or proposed building has a specified classification identified in accordance with the Building Code of Australia		N	No	\$712.00
9.18	(iv) Any specified aspect of development complies with the requirements of any other provisions prescribed by the regulations		N	No	\$712.00
9.18	(v) Any specified aspect of development, including design of development, complies with standards or requirements specified in the certificate with respect to the development		N	No	\$712.00
9.19	CONSTRUCTION CERTIFICATE				
	Building Class 1 & 10 Structures - Building Code of Australia:				
9.19	Packages: When Council has been elected to both issue the Construction Certificate and act as the Principal Certifying Authority (PCA), then the package dimensions include a Construction Certificate, building inspections up to the maximum for the structure under assessment and a single Occupation Certificate. Awnings, Pergolas, Open Structures and other class 10 structures including retaining and civil works				Note
9.19	(a) Package (includes mandatory building inspections) - minimum ONE inspection		N	Yes	\$916.00
9.19	(b) Construction Certificate only		N	Yes	\$378.00
9.19	(c) Principal Certifying Authority only (when Council has been elected as PCA and the Construction Certificate has been issued by another authority)		N	Yes	\$757.00
9.19	PLUS Charges for external BCA consultant			Yes	Full Cost Recovery
9.19	A Construction Certificate requires payment of the construction certificate fee and inspection fee. Other charges as levied by the State Government and/or Development Consent are required to be paid prior to determination. The Construction Certificate application shall be accompanied by working drawings, building specifications and engineering plans (where relevant) A discount of 10% will be given on the Construction Certificate fee but only if lodged at the same time as the development application and Council is elected the PCA. (Discount does not include inspection fees)				Note
9.19	Swimming Pools and Garages				
9.19	(a) Package (includes mandatory building inspections)		N	Yes	\$1,274.00
9.19	(b) Construction Certificate only		N	Yes	\$392.00
9.19	(c) Principal Certifying Authority only (when Council has been elected as PCA and the Construction Certificate has been issued by another authority)		N	Yes	\$1,191.00
9.19	Additions and Alterations				
9.19	(a) Package (includes mandatory building inspections) - Minimum 4 Inspections		N	Yes	\$1,950.00
9.19	(b) Construction Certificate only		N	Yes	\$783.00
9.19	(c) Principal Certifying Authority only (when Council has been elected as PCA and the Construction Certificate has been issued by another authority)		N	Yes	\$1,582.00
9.19	Construction Certificate where combined with a Development Application - Cancellation/withdrawal of Construction Certificate during assessment - After completion of assessment				Note
9.19	Single Storey New Dwellings				
9.19	(a) Package (includes mandatory building inspections)		N	Yes	\$2,421.00
9.19	(b) Construction Certificate only		N	Yes	\$843.00
9.19	(c) Principal Certifying Authority only (when Council has been elected as PCA and the Construction Certificate has been issued by another authority)		N	Yes	\$1,627.00
9.19	(d) Mandatory Building Inspection only		N	Yes	No Fee
9.19	Two Storey New Dwellings				
9.19	(a) Package (includes mandatory building inspections)		N	Yes	\$2,988.00
9.19	(b) Construction Certificate only		N	Yes	\$1,410.00
9.19	(c) Principal Certifying Authority only (when Council has been elected as PCA and the Construction Certificate has been issued by another authority)		N	Yes	\$2,193.00
9.19	New Dwellings - Multi dwelling development				
9.19	Town houses / Villas		N	Yes	\$3,635.00
9.19	More than two units - cost per unit		N	Yes	\$586.00
9.19	Dual Occupation				
9.19	(a) Package (includes mandatory building inspections)		N	Yes	\$3,860.00
9.19	(b) Construction Certificate only		N	Yes	\$2,043.00
9.19	(c) Principal Certifying Authority only (when Council has been elected as PCA and the Construction Certificate has been issued by another authority)		N	Yes	\$2,528.00
9.19	NOTE: If an inspection is deemed unsatisfactory then a re-inspection is required. Re-inspections of unsatisfactory work will be subject to an additional inspection fee and charged as follows:				Note
9.19	Additional Inspection fee as follows:				

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
9.19	Major Re-Inspections		N	Yes	\$340.00
9.19	Minor Re-Inspections		N	Yes	\$242.00
9.19	Demolition Inspections			Yes	\$340.00
9.19	NOTE: If the applicant requests an Interim Occupation Certificate as part of the package then an additional Final Occupation Certificate is required at an additional charge		L & N	Yes	\$313.00
9.19	Building Class 2 to 9 Structures - Building Code of Australia:				
9.19	NOTE: The following Package fees (include all mandatory Building Inspections) for structures under building classes ranging from 2 to 9 are based on the estimated cost of construction				Note
9.19	Where estimated cost of construction is:				
9.19	\$1 to \$50,000		L&N	Yes	\$1,196.00
9.19	\$50,000 to 100,000			Yes	\$1,876.00
9.19	Greater than \$100,000 and less than or equal to \$500,000		L & N	Yes	\$4,612.00
9.19	Greater than \$500,000 and less than or equal to \$1,000,000			Yes	\$8,496.00
9.19	Greater than \$1,000,000 and less than or equal to 2,500,000.00		L & N	Yes	\$8,837.00
9.19	Greater than 2,500,000.00 and less than or equal to \$5000000			Yes	\$9,710.00
9.19	Construction Certificate Only		L & N	Yes	50% of the package fee
9.19	Where Council has been elected as Principal Certifying Authority and the Construction Certificate has been issued by another authority		L & N	Yes	75% of the package fee
9.19	Modification of Construction Certificate				
9.19	For the purposes of Section 96 of EP&A Act				Note
9.19	Class 1 or 10 buildings		N	Yes	50% of the original fee for Const. Cert.
9.19	Class 2 to 9 buildings greater than 25% change to development		N	Yes	50% of the package fee
9.19	Class 2 to 9 buildings less than 25% change to development		N	Yes	25% of the package fee
9.19	NOTE: Minimum Fee - applicable to all building classes		N	Yes	\$188.00
9.20	OCCUPATION CERTIFICATE - INTERIM OR FINAL		N	Yes	\$313.00
9.20	For the purposes of Section 109C (1) (c) of EP&A Act being a certificate that authorises: (i) The occupation and use of a new building (ii) A change of building use for an existing building				Note
9.21	SUBDIVISION CERTIFICATE - LINEN PLAN RELEASE				
9.21	Land (Torrens) Subdivision / Strata Subdivision				
9.21	Minimum Fee			No	\$685.00
9.21	Plus \$55 for each lot which includes GST			Yes	+ \$55 per lot
9.21	Strata Subdivision with Stratum component				
9.21	Minimum Fee			No	\$685.00
9.21	Plus \$110 for each lot which includes GST			Yes	+ \$110 per lot
9.22	CONVEYANCING ACT CERTIFICATES				
9.22	Processing and release of requests under the Conveyancing Act not being part of a subdivision or consolidation application				Note
9.22	Section 88B - Creation and release of easements		N	No	\$365.00
9.22	Section 88E - Regulation of use of land		N	No	\$365.00
9.22	Section 88G - Certificate of amount payable due to failure to comply with a public positive covenant on land - Conveyancing (General) Reg Cl. 44(a)		M	No	\$10.00
9.22	- Issue of certificate requiring inspection of land Conveyancing (General) Reg Cl. 44(b)		M	No	\$35.00
9.23	OTHER APPROVALS - LG ACT SECTION 68, PART A - INSTALL A MANUFACTURED HOME MOVEABLE DWELLING OR ASSOCIATED STRUCTURE OF LAND				
9.23	- LG Act Section 608 (2) - Concurrently as part of development approval		L	No	\$124.00
9.23	- LG Act Section 608 (2) - Where separate approval is sought		L	No	\$1,292.00
9.24	FOOTPATH HOARDINGS - ROADS ACT SECTION 138 AND EP&A ACT SECTION 91				
9.24	Tower Crane Application fee			No	\$304.00
9.24	Tower Crane Monthly Fee – Slewing over Council property WITH Work Zone			No	\$816.80
9.24	Tower Crane Monthly Fee – Slewing over Council property WITHOUT Work Zone			No	\$4,026.00
9.24	Application Fee - LG Act Section 608 (2)				
9.24	Type A - Fence type		L	No	\$303.85
9.24	Type B and Overhead type		L	No	\$608.00
9.24	Occupancy Fee - LG Act Section 608 (2)				
9.24	Type A without traffic barrier				
9.24	High Risk - Linear metre / p.a (pro rata)		R	No	\$598.00
9.24	Low Risk - Linear metre / p.a (pro rata)		R	No	\$449.00
9.24	Type B without site sheds				
9.24	High Risk - Linear metre / p.a (pro rata)		R	No	\$826.00
9.24	Low Risk - Linear metre / p.a (pro rata)		R	No	\$598.00
9.24	Type B with single storey site sheds				
9.24	High Risk - Linear metre / p.a (pro rata)		R	No	\$1,496.00
9.24	Low Risk - Linear metre / p.a (pro rata)		R	No	\$797.00

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
9.24	Type B with double storey site sheds				
9.24	High Risk - Linear metre / p.a (pro rata)		R	No	\$2,051.00
9.24	Low Risk - Linear metre / p.a (pro rata)		R	No	\$1,581.00
9.25	STAMPING ADDITIONAL PLANS & SPECIFICATIONS - LG ACT SECTION 608 (2) PER SET		H & I	No	\$27.00
9.26	SUBMISSION OF AMENDED PLANS - PRIOR TO DETERMINATION OF DA				
9.26	Estimated values of works \$100k - \$1m			No	\$165.00
9.26	Estimated values of works > \$1m to \$5m			No	\$275.00
9.26	Estimated values of works > \$5m to \$10m			No	\$550.05
9.26	Estimated values of works > \$10m			No	\$1,095.00
9.27	SUPPLY OF INFORMATION - LG ACT SECTION 608 (2)				
9.27	Information in relation to Development Applications and Consents and Construction Certificates - EP&A Reg Cl. 268				Note
9.27	Lists of approvals - per month	RC210	I	No	\$46.00
9.27	Lists of approvals - yearly subscription	RC210	I	No	\$405.00
9.28	SALE OF ENVIRONMENTAL IMPACT STATEMENTS - EP&A REG CL. 75 AND CL. 236	RC143	M	No	\$25.75
9.29	DEVELOPMENT APPLICATION PRE-LODGE MENT CONSULTATION (AMENDED)				
9.29	Dwelling house, alterations and additions to domestic dwelling and change of use for retail, commercial and industrial		J	Yes	\$325.00
9.29	Dual occupancy		J	Yes	\$805.00
9.29	Multi-unit dwellings, commercial (outside Parramatta CBD) and child care centre		J	Yes	\$1,620.00
9.29	Residential flat building, industrial and commercial (within Parramatta CBD)		J	Yes	\$3,625.60
9.29	Additional meeting - 25% of original fee paid			Yes	25% of original fee paid (+ GST)
9.30	WORK ZONES	RC487	R		
9.30	Application Fee (non-refundable; processing time: 6-8 weeks)		R	No	\$1,415.00
9.30	Urgency fee for Works Zone approval within 3 weeks (in addition to application fee)		R	No	\$710.00
9.30	Weekly kerbside charge per metre length of 'Works Zone' or temporary 'No Parking' & 'No Stopping' associated with construction on narrow roads				Note
9.30	* CBD		R	No	\$65.00
9.30	* North Parramatta, South Parramatta & Epping		R	No	\$43.00
9.30	* All other areas		R	No	\$14.50
9.30	Amendment of existing work zone fee		R	No	\$610.00
9.31	ROAD/FOOTPATH OCCUPANCY	RC486	R		
9.31	Application Fee (non-refundable; processing time: generally 2 days)		R	No	\$72.00
9.31	Urgency fee for Road Occupancy approval within 24 hours (in addition to application fee)		R	No	\$72.00
9.31	Daily fee per metre length of road / footpath / car park within metered parking area affected by occupancy for full footpath and /or full / partial kerbside lane occupancy (in addition to application fee)				Note
9.31	* CBD		R	No	\$11.00
9.31	* North Parramatta, South Parramatta & Epping		R	No	\$7.00
9.31	Full Road Closure Fee outside metered parking area (in addition to application fee)		R	No	\$284.00
9.31	CRANE OPERATIONS (Over 30 Tonnes) - Involving temporary partial road occupancy (additional to 9.27 and 9.28) per travel lane per day	RC486	R		
9.31	Within metered parking area		R	No	\$710.00
9.31	Outside metered parking area		R	No	\$355.00
9.31	Concrete Boom pumps - involving temporary partial road occupancy (additional to 9.27 and 9.28) per travel lane per day	RC486	R		
9.31	Within metered parking area			No	\$285.00
9.31	Outside metered parking area			No	\$71.00
9.32	BUILDING WASTE CONTAINERS	RC486			
9.32	Under 10m3 per container				
9.32	* Application fee (includes one day or part thereof usage fee)		R	No	\$35.00
9.32	* Additional fee for each additional day or part thereof		R	No	\$35.00
9.32	Over 10m3 per container per day or part thereof				
9.32	* Application fee (includes one day or part thereof usage fee)		R	No	\$62.00
9.32	* Additional fee for each additional day or part thereof		R	No	\$62.00
9.32	Urgency fee for Waste Container approval within 24 hours (in addition to the above fee)		R	No	\$35.50
9.33	RESIDENT PARKING PERMIT				
9.33	Purchase and renewal fee - ordinary		H	No	\$15.00
9.33	Purchase and renewal fee - full pensioners, full time students, and unemployed		F	No	\$7.50
9.33	Replacement Parking Permit - ordinary		H	No	\$7.70
9.33	Replacement Parking Permit - full pensioners, full time students, and unemployed		F	No	\$3.80
9.34	TRANSFERRABLE RESIDENT VISITORS PARKING PERMIT				
9.34	Purchase and renewal fee - ordinary		H	No	\$15.00

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
9.34	Purchase and renewal fee - full pensioners, full time students, and unemployed		F	No	\$7.50
9.34	Replacement Parking Permit - ordinary		H	No	\$7.70
9.34	Replacement Parking Permit - full pensioners, full time students, and unemployed		F	No	\$3.80
9.35	BUSINESS PARKING PERMIT				
9.35	Purchase and renewal fee		H	No	\$40.00
9.35	Replacement Parking Permit		H	No	\$40.00
9.36	ON-STREET AND OFF-STREET CAR SHARE SPACES IN THE PARRAMATTA CBD CORE				
9.36	Initial Application Fee*			No	\$4,410.00
9.36	Annual (Renewal) Application Fee*			No	\$4,410.00
9.36	Replacement Parking Permit Application Fee			No	\$76.00
9.36	On-street and off-street car share spaces outside the Parramatta CBD Core**			No	
9.36	Initial Application Fee*			No	\$385.00
9.36	Annual (Renewal) Fee*		H	No	\$154.00
9.36	Replacement Parking Permit Application Fee			No	\$76.00
9.36	*plus Annual usage fee per car share space where it replaces a metered parking car space			No	\$2,318.00
9.36	** The Parramatta CBD core is defined as the area bounded by Victoria Road, Wilde Avenue, Parramatta River, Macarthur Street, Harris Street, Parkes Street, Great Western Highway, Pitt Street, Macquarie Street and O'Connell Street.			No	Note
9.37	PARKING SIGNS (INCLUDING TEMPORARY BUS ZONES)				
9.37	Installation - per sign		H	Yes	\$65.70
9.37	Installation - per sign and post		H	Yes	\$245.50
9.37	Maintenance or removal - per sign		H	Yes	\$65.50
9.37	Maintenance or removal - per sign and post		H	Yes	\$245.50
9.37	Relocation - per sign and post		H	Yes	\$245.50
9.38	OVERSIZE VEHICLE ACCESS ON LOCAL ROAD				
9.38	Permit Fee as set by National Heavy Vehicle Regulator	RC621	M	No	\$73.00
9.39	LINEMARKING OF DRIVEWAYS				
9.39	Installation per driveway (for first driveway)		H	Yes	\$280.00
9.39	Installation per driveway (for second or more driveways)		H	Yes	\$195.00
9.40	DIRECTIONAL/COMMUNITY SIGNS				
9.40	Installation - sign only		I	Yes	\$440.00
9.40	Installation - sign and post		I	Yes	\$660.00
9.40	Purchase of Signage:- Confined space		I	Yes	\$34.80
9.40	Purchase of Signage:- OSD identification		I	Yes	\$15.80
9.40	Purchase of Signage:- Flood Warning Sign		I	Yes	\$64.20
9.40	Banner Poles - Hire - Per Week/Per Pair			No	\$119.90
9.40	Banner Poles - Install & Remove Banner - Per banner			No	\$233.00
9.41	HOARDINGS BONDS AND BANK GUARANTEES				
9.41	Footpath damage deposit per street frontage				
9.41	Class "A " Hoardings bonds				
9.41	Non CBD Area per street frontage			No	\$2,652.00
9.41	Parramatta CBD area per street frontage			No	\$5,304.00
9.41	Class "B " Hoardings bonds				
9.41	Non CBD Area per street frontage			No	\$5,304.00
9.41	Parramatta CBD area per street frontage			No	\$10,609.00
9.42	STREET TREE AND FURNITURE BONDS				
9.42	Street tree bond (per street tree) - For all works valued over \$250,000. This bond is not applicable to fit-outs.			No	\$2,060.00
9.42	Street furniture per item - For all works valued over \$250,000. This bond is not applicable to fit-outs.			No	\$2,060.00
9.43	DEVELOPMENT SITES BONDS AND BANK GUARANTEES				
9.43	Class 1 and Class 10 structures for works valued \$25,000 to \$1,000,000			No	\$2,575.00
9.43	Works valued over \$1,000,000			No	\$5,150.00
9.43	Residential Commercial Class 2 to 9 for works valued \$25,000 to \$250,000			No	\$5,150.00
9.43	Works valued over \$250,000 to \$1,000,000			No	\$10,300.00
9.43	Works valued over \$1,000,000			No	\$25,750.00
9.43	Note: A fee under clause 136M of the regulation to inspect the site for any damage will be deducted from the bond			No	\$206.00
9.44	DEVELOPMENT APPLICATION 3D CAD MODELLING FEES				
9.44	Development Applications Requiring 3D Models - Initial data extraction			No	\$638.00
9.44	3D development application - Lodgement Fee			No	\$422.00
9.44	Resubmission of a 3D file - Amendment Fee			No	\$422.00
9.44	Access to City Model for Commercial Photography - Fee Per Hour			No	\$108.00

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Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
9.44	1. The development application 3D data extraction fee is paid once only. This is to cover data extraction time and supply of a specified section of the model and any file translation necessary. 2. The development application lodgement fee is paid once only. This is to cover manipulation of the proposed development application file within the model and presentation of the contextual model, overlaying of DCP requirements etc. 3. The amendment fee is paid every time significant changes are made to the building envelope, which require resubmission of a 3D file.				Note
9.45	CITY SIGNIFICANT DEVELOPMENT				
9.45	Fee for appointment of external consultants for City Significant development applications			No	Full Cost Recovery
10	CITY STRATEGY				
10.1	AMENDMENT OF AN ENVIRONMENTAL PLANNING INSTRUMENT				
10.1a	Preliminary Planning Proposal - with limited studies to test key issues - including report to Council			No	\$13,790.00
10.1b	Outside CBD, identified growth precinct or major centres - Minor Planning Proposals - involving minor changes to zoning to adopt adjoining zoning, minor changes to other planning controls or additional permitted use which does not involve significant intensification of the land use - as determined by Director Strategic Outcomes and Development			No	\$13,790.00
10.1c	Outside CBD, identified growth precinct or major centres - involving change to zoning and / or development controls of low complexity (lower density proposals)			No	\$26,522.50
10.1d	Outside CBD, identified growth precinct or major centres - Complex Planning Proposal - involving change to zoning and / or development controls high complexity (significant increase in density / intensification of land use)			No	\$53,045.00
10.1e	Inside CBD, identified growth precinct, or major centres - Granville, Camellia, Epping, Carter Street, Westmead, Telopea, Wentworth Point and other precincts as determined by Director Strategic Outcomes and Development - where PP is consistent with identified strategic framework			No	\$53,045.00
10.1f	Inside CBD, identified growth precinct, or major centres - Granville, Camellia, Epping, Carter Street, Westmead, Telopea, Wentworth Point and other precincts as determined by Director Strategic Outcomes and Development - where PP seeks variation from identified strategic framework			No	\$95,480.00
10.1g	Any site greater than 2 hectares involving complex proposal with change in zoning and detailed urban design and urban capability assessment			No	\$95,480.00
10.1h	Peer review consultant studies commissioned by Council to assist with assessment of planning proposal				Cost recovery of consultant's fee above \$10,000
10.1i	Public Hearing (if necessary) – cost recovery to Council	RC720			Full Cost Recovery
10.1j	Review of additional studies required by Gateway Determination and prepared by applicant – 10% of category fee or cost recovery to Council, whichever is higher	RC720			10% of planning proposal fee
10.1k	Preparation of Structure Plan or Significant Site/Precinct Specific DCP prepared by Council - Cost Recovery to Council	RC720		No	Full Cost Recovery
10.1l	Assessment of Structure Plan or Significant Site/Precinct Specific DCP prepared by Applicant - Cost Recovery to Council	RC720		No	Full Cost Recovery
10.1m	Planning Proposal Refund - if withdrawn prior to Local Planning Panel or Council report to request a gateway determination	RC720	L	No	50% of Fee paid
10.1n	Planning Proposal Refunds - if Council resolves not to proceed to request a gateway determination and Applicant chooses not to lodge a Pre-Gateway Review	RC720	L	No	25% of Fee paid
10.2	SALE OF PLANS & POLICIES- LG Act Section 608 (2)				
10.2	All plans for sale are available for download from Council's website				Note
10.2	Electronic copy of of any Local Environmental Planning Instruments and Maps, Development Control Plans, Contribution Plans or any other City Strategy Plan or Policy			No	\$53.00
10.2	Hardcopy copy of of any Local Environmental Planning Instruments and Maps, Development Control Plans, Contribution Plans or any other City Strategy Plan or Policy to be charged at the following rates per page			No	
10.2	A4 Black & White			No	\$0.15
10.2	A3 Black & White			No	\$0.30
10.2	A4 Colour			No	\$1.05
10.2	A3 Colour			No	\$1.55
10.2	Any other size			No	Full Cost Recovery
10.3	DEVELOPMENT CONTROL PLAN/MASTERPLAN APPLICATIONS				
10.3	Assessment of Master Plan (small sites)		L	No	\$14,240.00
10.3	Assessment of Development Control Plan (small sites)		L	No	\$7,120.00
10.4	VOLUNTARY PLANNING AGREEMENTS & OTHER PUBLIC DOMAIN ASSETS				
10.4	Negotiation, preparation and execution of planning agreement, or deed of variation of planning agreement, or deed of novation			No	Full Cost Recovery
10.4	Participation in design process as required including meetings and design review			No	Full Cost Recovery
10.4	Approval of detailed design plans and specifications (including CC if relevant)			No	Full Cost Recovery

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Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
10.4	Inspections & Reporting (including defects)			No	Full Cost Recovery
10.4	Issue of certificate of practical completion			No	Full Cost Recovery
10.4	Issue of occupation certificate (if relevant)			No	Full Cost Recovery
10.4	Contract administration			No	Full Cost Recovery
10.4	Enforcement of planning agreement			No	Full Cost Recovery
10.4	Registration of planning agreement to title			No	Full Cost Recovery
10.4	Release and discharge of planning agreement from title			No	Full Cost Recovery
10.4	Registration and withdrawal of caveats			No	Full Cost Recovery
10.4	Registration and variation (or removal) of easement or covenants or Other instruments to land title			No	Full Cost Recovery
10.4	Advertising costs relating to the exhibition of the planning agreement or deed of variation of planning agreement(Unless advertised concurrently with Development Application, Modification Application or Planning Proposal)	RC720	L	No	\$1,256.60
10.5	DESIGN COMPETITIONS	RC709	L	No	All out of pocket expenses but no less than \$8000 (ex GST) per submission (minimum of 3 submissions)
10.6	PLANNING PROPOSALS & DEVELOPMENT APPLICATIONS REQUIRING 3D CAD MODELLING				
10.6	Initial data extraction			No	\$595.00
10.6	Lodgement Fee			No	\$455.00
10.6	Re-Submission Fee			No	\$330.00
10.6	1. The 3D data extraction fee is paid once. This is to cover data extraction time and supply of a specified section of the model and any file translation necessary. 2. The initial lodgement fee is paid once. This is to cover manipulation of the proposed application file within the model and presentation of the contextual model. 3. The re-submission fee is paid every time any changes are made to the building envelope which require resubmission of a 3D file.				Note
10.7	PLANNING PROPOSALS & DEVELOPMENT APPLICATIONS REQUIRING PHYSICAL MODEL				
10.7	Handling Fee			No	\$106.00
10.7	Planning or Development Enquiry:-Inquiries requiring less than 2 hours to prepare response			No	No Fee
10.7	Planning or Development Enquiry:-Where response required in excess of 2 hours response time a charge per hour will apply for every hour beyond 2 hours			No	\$54.00
11	REGULATORY SERVICES				
11.1	REGULATED PREMISES - PUBLIC HEALTH - FOOD				
11.1	1. Permanent Premises				
11.1	a.Inclusive of two inspection fees charged at first inspection with first review inspection uncharged				Note
11.1	Category 1				
11.1	Major venues/function centres and premises with more than 6 food/beverage service areas		C	No	\$731.30
11.1	Category 2				
11.1	Supermarkets, hotels/motels/clubs, Liquor Licensed outlets with between 3 & 6 food/beverage service areas		C	No	\$543.85
11.1	Category 3				
11.1	Liquor Licensed outlets. Café/Restaurants/Nightclubs up to 3 food/beverage service areas		C	No	\$298.70
11.1	Category 4				
11.1	Cafes, Restaurants (other than liquor licensed), Takeaway outlets Bakery, Fish, Catered Canteen (including schools) food factories - small processing areas, other places of food production)		C	No	\$223.50
11.1	Category 5				
11.1	Premises where only packaged foods sold and no processing undertaken (convenience stores, service stations, fruit and vegetable stores)		C	No	\$143.15
11.1	b. Re-inspection fee - Applicable where required fee charged according to category of premises				
11.1	Category 1		C	No	\$731.30
11.1	Category 2		C	No	\$543.85
11.1	Category 3		C	No	\$298.70
11.1	Category 4		C	No	\$223.50
11.1	Category 5		C	No	\$143.15
11.1	c. Compliance Inspection fee - Applicable where required fee charged according to category of premises				
11.1	Category 1			No	\$731.30
11.1	Category 2			No	\$543.85

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
11.1	Category 3			No	\$298.70
11.1	Category 4			No	\$223.50
11.1	Category 5			No	\$143.15
11.1	Registered charity or non-profit community service organisation		A		No Fee
11.1	2. Mobile Food Vendors				
11.1	a). Annually renewable registration & inspection, 1 review included, charge per vehicle:				
11.1	Category (1) Ice Cream/soft serve and/or potentially hazardous ready-to-eat products		C	No	\$287.35
11.1	Category (2) Packaged food/drink products only, where no direct handling or processing of food undertaken		C	No	\$181.30
11.1	b. Re-inspection fee - Applicable where >1 review inspection has been conducted				
11.1	Category (1) Ice Cream/soft serve and/or heated products		C	No	\$287.35
11.1	Category (2) Packaged food/drink products only, where no direct handling or processing of food undertaken		C	No	\$181.30
11.1	3. Royal Easter Show			No	
11.1	High or Medium Risk Food Outlets/Food Van/Permanent Site/Mobile Vendor			No	\$525.30
11.1	Low Risk Food Outlets/Food Van/Permanent Site/Mobile Vendor			No	\$116.40
11.1	Food Sample Outlets			No	\$226.60
11.1	Re-Inspection as a Result of Unclean Premises			No	\$113.30
11.1	4. Temporary Food Stalls				
11.1	Daily inspection fee applicable for each event				Note
11.1	Category (1) Commercial operation		C	No	\$101.95
11.1	Category (2) Registered charity or non-profit community service organisation		A	No	No Fee
11.1	Annual (financial year) registration of temporary food stall (Inclusive of all food inspection fees)				Note
11.1	Category (1) Commercial operation		C	No	\$231.75
11.1	Category (2) Registered charity or non-profit community service organisation		A	No	No Fee
11.1	5. Food Premises - Annual Administration Fee - High & Medium Risk Businesses Only as Per NSW Food Authority Categories:				
11.1	(Small-sized) - 5 or less equivalent full time food handlers selling high risk food but no direct food handling required (eg. packaged only)			No	\$257.50
11.1	(Medium-sized) - 6-50 equivalent full time food handlers			No	\$618.00
11.1	(Large-sized) - 51 or more equivalent full time food handlers			No	\$2,575.00
11.1	School Canteen (run by P & C - not for profit)				No Fee
11.1	Administration fee accompanying service of improvement notice (subject to Food Act amendment)		M	No	\$339.90
11.2	REGULATED PREMISES - PUBLIC HEALTH (OTHER)				
11.2	a. Initial inspection and 1 review inspection within financial year - Legionella control (Cooling towers), Mortuaries, Barber, Hairdressing, Beauty Treatment, Body piercing & Tattoo Premises				Note
11.2	Cooling Towers and Warm Water Systems				
11.2	First Unit		C	No	\$303.85
11.2	Each Additional Unit		C	No	\$303.85
11.2	Warm Water Premises -			No	\$664.35
11.2	- Each re-inspection (per hour + 1/2 hour or part thereof <1 hour)			No	\$138.00
11.2	High risk skin penetration premises & mortuaries				
11.2	Inspection fee (Inclusive of 1 review inspection)		C	No	\$303.85
11.2	Barbers, Hairdressing activity only				
11.2	Inspection fee (Inclusive of 1 review inspection)		C	No	\$162.75
11.2	Improvement Notices and Prohibition Orders Under Public Health Regulation 2012				
11.2	Containing a regulated system (cooling tower/warm water system)			No	\$576.80
11.2	Any other premises (skin penetration, public swimming pool,)			No	\$278.10
11.2	Public and Semi-Public Swimming Pools				
11.2	- Outdoor & indoor swimming pools (First Pool)		C	No	\$276.05
11.2	- Spa Pools (First Spa)		C	No	\$276.05
11.2	- Pools/Spas (Each Additional Pool/Spa)		C	No	\$59.75
11.2	- Bacteriological assessment fee (taken if chemical parameters have failed)		C	No	Full Cost Recovery
11.2	- Mandatory inspection Swimming Pool fencing Section 22B (2) (tourist accommodation and buildings with more than 2 dwellings) - Includes First Inspection + Reinspection		C	No	\$257.50
11.2	Boarding House inspection		C	No	\$283.25
11.2	Public Health Regulation Notification Fee (regulated system/s, public pool/spa, skin penetration premises)			No	\$103.00
11.2	Reinspection Fee for Prohibition Order under the Public Health Regulation (per hour, maximum charge of 2 hours)			No	\$257.50
11.2	6. Onsite Sewage Management Applications				
11.2	Application to Install an On-site sewage management system - 1-10 Equivalent Persons (Includes 2 inspection fees & approval to operate fee)			No	\$331.65
11.2	Application to Install an On-site sewage management system - >10 Equivalent Persons (Includes 2 inspections & approval to operate)			No	\$662.30
11.2	Application to Install an On-site sewage management system - Non Residential			No	\$966.15

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
11.2	Application to amend or alter an On-site sewage management system			No	\$185.40
11.2	On-site Sewage Management System- Inspection Fee/hour (minimum 1/2 hour)			No	\$169.95
11.2	Approval to Operate an On-site Sewage Management System (includes 1 inspection)			No	\$121.55
11.2	Pre-Purchase Inspection of an On-site Sewage Management System			No	\$169.95
11.2	7. Other Event:				
11.2	Other event inspection fees each event (e.g. Tattoo Expo, temporary skin penetration stall)			No	\$101.95
11.2	Addition inspection / re-inspection fee*			No	\$101.95
11.2	8. Environmental / Protection of the Environment Operations Act:				
11.2	Clean-up Notice / Prevention Notice / Administration Fee			No	\$550.00
11.2	Cost Recovery Notice Fee			No	Total costs including staff time, contractors, resources and administrative expenses
11.2	Application to Operate On-site Sewage Management System (including one inspection)			No	\$124.65
11.2	Inspection Fee			No	\$137.00
11.2	Fee - Install a manufactured home, moveable dwelling or associated structure on land			No	\$104.00 and DA Fee
11.3	REGULATORY CONTROL				
11.3	Annual Fire Safety Statements - EP&A Reg Cl. 177(1)				
11.3	Registration by Council - LG Act Section 608 (2)		L	No	\$185.00
11.3	Late fee			No	\$100 for first month, \$200 for 2nd month and so on up to a maximum of 5 months
11.3	Annual Fire Safety Statement - Request to stay penalty infringement notice			No	\$398.00
11.3	Fire safety Inspection				
11.3	Inspection fee for failure to comply with Order for fire audit for the 1st hour and report		C	Yes	\$341.95
11.3	Additional time billed at 15 minute intervals pro rata		C	Yes	\$177.15
11.3	Extension to approved DA working hours				
11.3	Application/Emergency notification fee (non refundable)			Yes	\$500.00
11.3	Processing /administration fee for all applications			Yes	\$2,000.00
11.3	Graffiti Removal:				
11.3	Graffiti Removal (Using Chemical) - per Sq. metre			Yes	\$42.20
11.3	Graffiti Removal (Using Paint Over) - per Sq. metre			Yes	\$28.80
11.3	Graffiti Removal Flat Hourly Rate - per hour			Yes	\$160.70
11.4	SWIMMING POOLS SAFETY				
11.4	Swimming Pools Act Certificates - for pool barrier requirements				
11.4	Application of Exemption - Section 22 - Swimming Pools Reg Cl. 13			No	\$262.65
11.4	Application for inspection and Certificate of Compliance - Section 22C&D - Swimming Pools Reg Cl. 18A First inspection + Reinspection (If follow-up inspection not required, \$100 will be refunded)			No	\$250.00
11.4	Swimming Pool Re-inspection Fee			No	\$100.00
11.4	Swimming School Safety - Resuscitation Posters			Yes	Full Cost Recovery
11.4	Private Swimming Pools:				
11.4	Application for Exemption under S.22 of the Swimming Pools Act 1992 (cl 13 Swimming Pool Regulation 2008)			No	\$76.20
11.4	Certificate of Compliance under S.24 of the Swimming Pools Act 1992 (cl 17 Swimming Pool Regulation 2008)				Note
11.4	Inspection of Private Swimming Pools and Pool Fencing (Compliance inspections under the Swimming Pools Act — including certification of compliance)			No	\$150.00
11.4	Re-inspection of Private swimming pool and pool fencing			No	\$100.00
11.4	Registration of private swimming pools (Section 30B (2)(b) of the Swimming Pools Act)			Yes	\$10.00
11.5	ABANDONED VEHICLES - REMOVAL AND STORAGE				
11.5	Standard fee to be paid by the owner of an abandoned vehicle prior to the release of the vehicle		I	No	Full Cost Recovery
11.5	(a) Light Vehicles				
11.5	Fee for administration, advertising, seizure, taking charges, towing costs and release fee - maximum			No	Full Cost Recovery
11.5	Storage charges per day			No	Full Cost Recovery
11.5	(b) Heavy Vehicles				
11.5	Fee for administration, advertising, seizure, taking charges, towing costs and release fee - maximum			No	Full Cost Recovery
11.5	Storage charges per day			No	Full Cost Recovery
11.5	ABANDONED VEHICLES:				
11.5	· Daily Storage Charge			No	Full Cost Recovery

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
11.5	· Minimum Storage Charge			No	Full Cost Recovery
11.5	· Maximum Storage Charge			No	Full Cost Recovery
11.6	RECREATION EQUIPMENT				
11.6	Impounding Fee		L	No	Full Cost Recovery
11.7	OUTSTANDING NOTICE/ORDERS - 735A LG Act and 121ZP EPA Act		L	No	\$153.46
11.7	Urgency Fee for 24 hr service		I	No	\$156.55
11.8	POEO ACT NOTICE ADMINISTRATION FEE				
11.8	Compliance Cost Notice under the Environmental Planning and Assessment Act – For cost and expenses relating to the preparation or service of a notice of intention to issue an order			No	Investigating officer's hourly rate up to a max of \$500
11.8	Compliance Cost Notice under the Environmental Planning and Assessment Act – For costs and expenses relating to an investigation that leads to the issuing of an Order			No	Investigating officer's hourly rate up to a max of \$1000
11.8	Reinspection of business after Notice/Direction issued			No	\$186.45
11.9	ANIMAL REGISTRATION FEES - Animal Companions Act 1999				
11.9	Microchipping Service (Non Pensioners)			Yes	\$43.00
11.9	Microchipping Service (Pensioners)			Yes	\$31.00
11.9	Registration Fees payable for the registration of a companion animal:				
11.9	(a) for a de sexed animal (except owned by an eligible pensioner)		M	No	\$57.00
11.9	(b) for a de sexed animal owned by an eligible pensioner		M	No	\$24.00
11.9	(c) for an animal that is not desexed (except one kept by a recognised breeder for breeding purposes)		M	No	\$207.00
11.9	(d) for an animal that is not desexed and is kept by a recognised breeder for breeding purposes		M	No	\$57.00
11.9	(e) for an animal (whether desexed or not) kept at the premises of an accredited research establishment under the Animal Research Act 1985 for the purposes of research under that Act.		M	No	\$0.00
11.9	(f) Trained Assistance Animal (required to be microchipped)		M	No	No Fee
11.9	(g) for animal sold by eligible pound/shelter desexed at time of registration		M	No	No Fee
11.9	(h) Dangerous Dog Enclosure Certificate of Compliance		M	No	\$155.00
11.9	Animal holding fee per animal per 24 hour period		C	No	\$17.00
11.10	CAT TRAP HIRE				
11.10	Hire Fee			Yes	\$16.80
11.10	Pensioner Hire Fee			Yes	\$8.35
11.10	Return Deposit			No	\$45.40
11.10	Pensioner Return Deposit			No	\$22.15
11.10	Cat Trap replacement fee			No	\$200.00
11.11	POUND FEES				
11.11	Companion Animals Impounding Fees - Preferred Vet				
11.11	Surrender Dog			No	Full Cost Recovery
11.11	Surrender Cat			No	Full Cost Recovery
11.11	Extra charge for after hours access			No	Actual cost of AH attendance
11.11	Companion Animals Impounding Fees - (Blacktown Pound)				
11.11	Surrender Dog			No	Actual cost
11.11	Surrender Cat			No	Actual cost
11.11	Extra charge for after hours access			No	Actual cost of AH attendance
11.11	Companion Animals - Impounding & Release Fees from approved premises - Vets, etc.				
11.11	Administration & Release Fee			No	\$14.40
11.11	Daily Boarding Charge - Dog up to 20kg			No	\$18.55
11.11	Daily Boarding Charge - Dog over 20kg			No	\$18.55
11.11	Companion Animals - Seizure & Release Fees from Council				
11.11	Administration & Release Fee			No	\$23.70
11.11	Daily Boarding Charge - Dog up to 20kg			No	\$13.40
11.11	Daily Boarding Charge - Dog over 20kg			No	\$18.55
11.11	Daily Boarding Charge - Cat			No	\$13.40
11.11	Pound release per night - Rydalmere Operations Centre Depot		L	No	\$22.65
11.12	IMPOUNDING CHARGE (ANIMALS)				
11.12	HORSES AND CATTLE:				
11.12	· Deterrent Fee (per head)			No	\$15.45
11.12	· Each additional animal			No	\$7.20
11.12	· Driver's allowance (per head/km)			No	Full Cost Recovery
11.12	· Release fee (per head)			No	\$22.65
11.12	· Daily Sustenance fee (per head)			No	\$17.50
11.12	SHEEP:			No	\$14.40
11.12	· Deterrent Fee (1-30 head)			No	\$7.20
11.12	· Driver's allowance (@ head/km)			No	Full Cost Recovery
11.12	· Release Fee (1-30 head)			No	\$22.65
11.12	· Daily Sustenance fee (per head)			No	\$18.55

FEES & CHARGES 2019/20

Ref No.	Description of Service	Receipt Code	Pricing Policy Category	GST Yes/No	2019/20 Fee/Charge \$ (Incl GST)
11.13	OUTSTANDING NOTICES CERTIFICATE NOXIOUS WEEDS				
11.13	Outstanding Notices Certificate Noxious Weeds (Bio-diveristy)		L	No	\$151.70
11.14	IMPOUNDED ITEMS (OTHER THAN VEHICLES, CLOTHING BINS & SHOPPING TROLLEYS)				
11.14	Fee for Administration, Advertising, Seizure, Taking Charges, Removal Costs and Release Fee - (maximum)				
11.14	Up to 1.2m2			No	\$98.90
11.14	>=1.2m2			No	\$197.75
11.14	Storage charges per day			No	\$10.30
11.14	Legionella Sampling and Assessment			No	Full Cost Recovery
11.14	Fire Safety - Stay of Penalty Infringement Application (Re Annual Fire Safety Statement)			No	Full Cost Recovery



**CITY OF
PARRAMATTA**

CITY OF PARRAMATTA COUNCIL

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To contact the Lord Mayor
follow the link at
cityofparramatta.nsw.gov.au

ARABIC

إذا كنت بحاجة للمساعدة في ترجمة هذه النشرة، اتصل بـ TIS على الرقم 131 450 واطلب منهم الاتصال نيابة عنك بخدمة زبائن باراماتا على الرقم 9806 5050 من الإثنين إلى الجمعة بين الساعة 8:30 صباحاً و 5:00 مساءً.

CHINESE

如果你需要翻译协助阅读这份新闻简报，请联系 TIS，电话131 450，要求他们代表你接通巴拉玛打市议会顾客服务处，电话 9806 5050。顾客服务处的工作时间是每星期一至星期五，上午8:30至下午5:00。

KOREAN

본 소식지와 관련해 통역 지원이 필요하신 경우, TIS (131 450)에 전화하여 Parramatta Customer Service (9806 5050)를 연결해 달라고 요청하시면 됩니다. 업무시간은 월요일에서 금요일, 오전 8시 30분부터 오후 5시까지입니다.

HINDI

यदि आपको यह सूचना-पत्र समझने में सहायता चाहिए तो कृपया TIS को 131 450 पर फ़ोन करें और उनसे कहें कि आपकी तरफ़ से पैरामाटा कस्टमर सर्विस को 9806 5050 पर फ़ोन करें। यह सेवा सोमवार से शुक्रवार, सुबह 8.30 बजे से शाम 5.00 तक उपलब्ध है।

For non-English speakers, phone interpretation services are available by TIS National on **131 450**.