



KIAMA MUNICIPAL COUNCIL  
your council, your community

Information Guide **2020**

Prepared in accordance with Section 20 of the *NSW Government Information (Public Access) Act 2009*

This guide is required under Part 3 Division 2 of the GIPA Act. The guide describes:

- Council's structure and functions
- how these functions affect the community and
- the type of information held by Council and how the information is available.

This document was reviewed in January 2020 and previously adopted in November 2017.

Enquiries may be made to:

**Post**

General Manager  
Kiama Municipal Council  
PO Box 75  
Kiama NSW 2533

**Telephone**

+61 (02) 4232 0444

**Facsimile**

+61 (02) 4232 0555

**Online**

Email: [council@kiama.nsw.gov.au](mailto:council@kiama.nsw.gov.au)

Website: [www.kiama.nsw.gov.au](http://www.kiama.nsw.gov.au)

**Disclaimer:** *Kiama Municipal Council has strived to ensure all information contained in this guide is accurate. However, we will not accept any responsibility for any inaccuracy or misrepresentation contained in the publication, or accept any legal liability in regards to its use.*



# Contents

<b>How to contact Council.....</b>	<b>5</b>	4.3 How Council communicates.....	21
<b>Our Municipality .....</b>	<b>6</b>	4.3.1 Residents newsletter.....	21
<b>1. Structure and functions of Council.....</b>	<b>8</b>	4.3.2 Advertising.....	21
1.1 Elected Council.....	8	4.3.3 Online.....	21
1.2 Management of Council .....	8	<b>5. How to access Council information .....</b>	<b>22</b>
1.3 Functions.....	8	5.1 Open Access Information.....	22
1.4 Major Plans and Initiatives.....	9	5.1.1 Information about Council.....	22
1.5 Rates.....	10	5.1.2 Plans and policies.....	23
1.6 Electoral Enrolment.....	10	5.1.3 Information about Development Applications.....	23
<b>2. Organisational structure and resources ...</b>	<b>11</b>	5.1.4 Approvals   Orders   other documents.....	23
2.1 Corporate and Commercial Directorate .....	12	5.2 Proactive release information.....	23
2.2 Environmental Directorate.....	13	5.3 Informal release of information.....	24
2.3 Blue Haven Directorate.....	15	5.4 Formal release of information .....	24
2.4 Engineering and Works Directorate .....	16	5.5 Copyright.....	24
2.5 Office of the General Manager.....	17	5.6 Fees and Charges .....	24
2.6 Public Officer and Governance.....	18	5.6 Justices of the Peace.....	25
<b>3. Effect of Council's functions on members of the public.....</b>	<b>19</b>	<b>6. Promotion of open government, open data and public participation.....</b>	<b>26</b>
<b>4. How Council engages with the public.....</b>	<b>20</b>	6.1 Open Government .....	26
4.1 Council and Committee Meetings.....	20	6.2 Open Data .....	26
4.2 Participation in Council decision making .....	20	6.3 Public participation .....	26
4.2.2 Other methods of participation.....	20	6.4 Information and Privacy Commission GIPA Dashboard.....	26
4.2.3 Written submissions.....	20		
4.2.4 Disclosure of Political Donations.....	21		
4.2.5 Confidential matters.....	21		
4.2.6 Contacting residents and ratepayers involved.....	21		





COUNCIL CHAMBERS

Administration Centre



# How to contact Council

## Address all correspondence to:

### Post

General Manager  
Kiama Municipal Council  
PO Box 75  
Kiama NSW 2533

### Telephone

+61 (02) 4232 0444

### Facsimile


+61 (02) 4232 0555

### Online

Email: [council@kiama.nsw.gov.au](mailto:council@kiama.nsw.gov.au)

Website: [www.kiama.nsw.gov.au](http://www.kiama.nsw.gov.au)

 [Kiama Municipal Council](https://www.facebook.com/KiamaMunicipalCouncil)

 [@KiamaCouncil](https://twitter.com/KiamaCouncil)

### Office hours

Our Administration Building located at 11 Manning Street  
Kiama is open 8.45 am to 4.15 pm Monday to Friday  
(excluding public holidays)

### Contact information:

Kiama Library	(02) 4233 1133
Kiama Family History Centre	(02) 4233 1122
Ranger Services	0409 917 092
Dog Pound	(02) 4237 5623
Works Depot	(02) 4232 0500
Purchasing Officer/ Store	(02) 4232 0510
Minnamurra Recycling Facility	(02) 4237 5148
Kiama Leisure Centre	(02) 4232 1877
Old Fire Station Community Arts Centre	(02) 4232 0444
Joyce Wheatley Community Centre (Hindmarsh Park)	(02) 4203 4055
Youth Centre (Hindmarsh Park)	(02) 4233 1276
The Pavilion Kiama	(02) 4232 1419

### After hours emergency contact

Roads and parks	0417 686 477
Ranger Services	0409 917 092

### Blue Haven

Aged Care Facility	(02) 4203 4055
Independent Living Units Manager	(02) 4203 4055
General Enquiries	(02) 4203 4055

### Public Officer

Phone: (02) 4232 0444

Email: [publicofficer@kiama.nsw.gov.au](mailto:publicofficer@kiama.nsw.gov.au)

Council's public officer can assist in gaining access to  
Council's documents and can assist in reviewing complaints  
against Council



# Our Municipality

**Council  
established** 1859

**Population** 23,006  
(2018 ABS statistics)

**Area** 259 km<sup>2</sup>

**Full time  
employees** 257

**Boundaries:**

Tasman Sea, City of Shellharbour, City of Shoalhaven and Shire of Wingecarribee

**Major towns and villages:**

- Minnamurra
- Kiama Downs
- Kiama
- Jamberoo
- Gerringong
- Gerroa



[Wingecarribee LGA](#)

[Shellharbour LGA](#)



**Longitude 150° east, Latitude -34° 40 south**

The Municipality of Kiama is located on the south coast of New South Wales between Shellharbour, Shoalhaven and Wingecarribee Local Government Areas.

Kiama is close to the major city centres of Wollongong and Nowra and is just 90 minutes to Sydney.

Our area takes in beaches, rainforests, mountains, escarpment, and rural landscapes. Our main towns are Kiama, Gerringong, Gerroa, Jamberoo, Kiama Downs and Minnamurra and each has a distinct character. The Municipality is a popular tourist destination and provides many artistic, sporting, social and business opportunities for you to become involved in the community.

The word 'Kiama' is believed to be derived from the Aboriginal word '*Kiarama-a*'. Some sources say it means 'where the sea makes a noise' and that this refers to Kiama Blowhole.



# 1. Structure and functions of Council

Kiama Municipal Council is an elected body whose powers are derived from the *Local Government Act 1993*.

Council administers functions under a wide range of legislation with an annual operating budget of over \$57 million and control of resources valued at over \$406 million.

## 1.1 Elected Council

The role of a [Councillor](#) as a member of the governing body of the Council is:

- to provide a civic leadership role in guiding the development of the Community Strategic Plan and to be responsible for monitoring the implementation of Council's Delivery Program
- to direct and control the affairs of the Council in accordance with the *Local Government Act 1993*
- to participate in the optimum allocation of Council's resources for the benefit of the area
- to play a key role in the creation and review of Council's policies and objectives and criteria relating to the exercise of Council's regulatory functions and
- to review the performance of Council, its delivery of services, Delivery Program and revenue policies.

The role of a Councillor as an elected representative of the community is:

- to represent the interest of the residents and ratepayers
- to provide leadership and guidance to the community and
- to facilitate communication between the community and Council.

The role of the Mayor is:

- to preside at meetings of the Council
- to carry out the civic and ceremonial functions of the Mayoral office
- to exercise, in cases of necessity, the policy-making functions of the governing body of the Council between meetings of the Council and
- to perform any other functions the Council determines.



The Council generally meets from 5pm on the third Tuesday of each month at the Council Chambers, 11 Manning Street Kiama. Details of Council meetings can be found on the [Your Council](#) page of our website or from our Customer Service Centre by calling (02) 4232 0444.

## 1.2 Management of Council

Council operations are managed by the General Manager, who:

- acts as the primary link between Councillors and the organisation
- provides assistance to Councillors
- provides leadership to staff to enable the achievement of the objectives in the Community Strategic Plan
- oversees the financial management of Council
- communicates Council's policies to the community
- appoints and manages Council employees in accordance with relevant legislation, industrial instruments and policy and
- ensures compliance with the [Local Government Act 1993](#) and other relevant legislation.



### 1.3 Functions

Under the [Local Government Act 1993](#), Council's functions can be grouped as follows:

#### [Service:](#)

- provision of community health, recreation, education and information services
- environmental protection
- waste removal and disposal
- land and property, industry and tourism development and assistance
- civil infrastructure planning
- civil infrastructure maintenance and construction.

#### [Regulatory:](#)

- approvals
- orders
- building certificates.

#### [Ancillary:](#)

- resumption of land
- powers of entry and inspection.

#### [Revenue:](#)

- rates
- charges
- fees
- borrowings
- investments.

#### [Administrative:](#)

- employment of staff
- management plans
- financial reporting
- annual reports.

#### [Enforcement:](#)

- proceedings for breaches of the Local Government Act and Regulations and other Acts and Regulations
- prosecution of offences
- recovery of rates and charges.

#### [Relevant legislation:](#)

In addition to the Local Government Act, Council has powers under a number of other Acts including:

- Coastal Protection Act 1979
- Community Land Development Act 1989
- Companion Animals Act 1998
- Contaminated Land Management Act 1997
- Conveyancing Act 1919
- Environmental Planning and Assessment Act 1979
- Fire and Rescue NSW Act 1989
- Fluoridation of Public Water Supplies Act 1957
- Food Act 1989
- Government Information (Public Access) Act 2009 (GIPA)
- Heritage Act 1977
- Impounding Act 1993
- Library Act 1939
- Privacy and Personal Information Protection Act 1998 (PPIP)
- Protection of the Environment Operations Act 1997
- Public Health Act 2010
- Public Interest Disclosure Act 1994
- Recreation Vehicles Act 1983
- Roads Act 1993
- State Emergency and Rescue Management Act 1989
- State Emergency Service Act 1989
- Swimming Pools Act 1992
- Unclaimed Money Act 1995.





## 1.4 Major Plans and Initiatives

Our [Community Strategic Plan 2017-2027](#) (CSP) is our overall 10 year plan for the Municipality and it is based around four major goals.



A healthy, safe and inclusive community



Well planned and managed spaces, places and environment



A diverse, thriving economy



Responsible civic leadership that is transparent, innovative and accessible

Then there is our [Delivery Program 2017-21](#).

The Delivery Program is our 'action plan'. The Delivery Program turns our Community Strategic Plan objectives into actual projects, planning documents, tasks and events – using resources available through our Resourcing Strategy 2017-21 (which includes our [Long Term Financial Plan](#), [Asset Management Strategy and Workforce Management Plan](#)).

All the plans, projects, activities, events and funding allocations that Council conducts are linked to our Delivery Plan. It is our key accountability tool for each four-year term of Council. Councillors and Council staff use the Delivery Plan as a central reference point for decision-making and performance monitoring.

It is also a key reporting document for our community to monitor how Council is performing over its four-year term.

Lastly, our Operational Plan flows directly from the Delivery Program. The Operational Plan outlines in detail the specific activities and services Council will undertake during each financial year.

## 1.5 Rates

Rates paid by property owners are one source of income for Council.

Your rates contribute to the creation of new amenities, maintenance of existing facilities, protection of the environment and improved waste disposal services.

Rates can be paid in full each year by 31 August or by quarterly instalments which are due on the last day of August, November, February and May each year.

Overdue rates instalments are charged 7.5% interest per annum calculated daily.

### Pensioner concession:

If you are a pensioner, you may be eligible for a concession on your rates.

To request one, complete the application form available on [Council's website](#), from Council's Administration Building or by phoning Customer Services on (02) 4232 0444.

For more information on further Council assistance that can be provided to approved pensioner ratepayers, please contact our Customer Services team.

## 1.6 Electoral Enrolment

The [Australian Electoral Commission](#) (AEC) maintains the Electoral Roll. Residents new to the area or who have moved house should complete an Electoral Enrolment Form to change their address and forward it to the AEC as soon as possible. The AEC website also has online options to enrol, update or change your details.



## 2. Organisational structure and resources

Council has approximately 300 full-time and part-time employees with casual and seasonal workers increasing this number at times. They are organised into departments as shown below.





## 2.1 Corporate and Commercial Directorate

The Corporate and Commercial Directorate covers a diverse portfolio of activities and a wide range of programs to enhance the quality of life of residents through a range of functions.

**Customer Services** assists customers with a range of functions and enquiries.

**Corporate Services** manages Council's administrative and financial affairs including accounting, records management, rating and Council's investment portfolio.

**Information Technology** manages Council's information technology, including electronic, phone and geographic information systems.

**Holiday Parks** are an important commercial activity for Council and attract tourists to the area. Kiama Council operates five holiday parks in the Municipality.



### Kiama Harbour Cabins

*Luxurious, fully furnished one, two and three bedroom cabins overlooking Kiama Harbour.*

**Location:** Blowhole Point Road, Kiama  
**Phone:** (02) 4232 2707  
**Freecall:** 1800 823 824  
**Fax:** (02) 4232 4290  
**Email:** [blowhole@kiamacoast.com.au](mailto:blowhole@kiamacoast.com.au)

### Surf Beach Holiday Park

*A variety of superior and luxury cabins, van and tent sites overlooking Kiama's Surf Beach.*

**Location:** Bourroul Street, Kiama  
**Phone:** (02) 4232 1791  
**Freecall:** 1800 222 334  
**Fax:** (02) 4232 4295  
**Email:** [surf@kiamacoast.com.au](mailto:surf@kiamacoast.com.au)

### Kendalls on the Beach Holiday Park

*Luxury cabins, two-storey villas, caravan and tent sites.*

**Location:** Bonaira Street, Kiama  
**Phone:** (02) 4232 1790  
**Freecall:** 1800 111 224  
**Fax:** (02) 4232 4122  
**Email:** [kendalls@kiamacoast.com.au](mailto:kendalls@kiamacoast.com.au)

### Werri Beach Holiday Park

*A variety of luxury beachside or spa cabins, caravan and tent sites. Located a short distance from Gerringong township.*

**Location:** Corner Bridges Road and Pacific Avenue, Werri Beach  
**Phone:** (02) 4234 1285  
**Freecall:** 1800 655 819  
**Fax:** (02) 4234 3634  
**Email:** [werri@kiamacoast.com.au](mailto:werri@kiamacoast.com.au)

### Seven Mile Beach Holiday Park

*Luxury cabins, caravan and tent sites, as well as unique 'Surf Shaks' and 'Safari Tents'.*

**Location:** 200 Crooked River Road, Gerroa  
**Phone:** (02) 4234 1340  
**Freecall:** 1800 666 665  
**Fax:** (02) 4234 3650  
**Email:** [sevenmile@kiamacoast.com.au](mailto:sevenmile@kiamacoast.com.au)

**Kiama Leisure Centre** is a multi-functional facility that commercially operates a sports and leisure facility for all age groups and fitness levels.

Leisure Centre facilities include:

- gym facilities and supervision
- aerobic classes and boot camps
- aqua aerobics
- active over 50's
- 25 and 15 metre indoor heated pools
- spa and sauna
- swim school/ swim coaching
- baby, kinder gym, gymnastics and Kids Korner
- basketball and other indoor sport facilities
- pilates and yoga
- pool parties and gym fun parties
- public lap swimming lane availability
- accessibility pool chair and change room.



### [Kiama Leisure Centre](#)

**Location:** 1 Havilah Place, Kiama  
**Open:** Monday to Thursday  
– 5.45am to 9.00pm  
Friday – 5.45am to 7.00pm (pool)  
Friday – 5.45am to 8.00pm (gym)  
Saturday – 7.00am to 5.30pm  
Sunday – 9.00am to 5.30pm  
Public Holidays – 9.00am to 4.00pm  
Christmas Eve and New Years' Eve  
– Closes 4.00pm  
**Closed:** Good Friday, ANZAC Day  
and Christmas Day

### [Jamberoo Pool](#)

**Location:** Behind the Jamberoo IGA  
in Allowrie Street, Jamberoo  
**Open:** Open during 'open season'  
– dates and times are available by  
contacting Kiama Leisure Centre  
on (02) 4232 1877

[Economic Development](#) implements strategies to promote economic growth within the Municipality in accordance with Council's development plans.



Council's Economic Development Unit is the first port of call for anyone considering investing, doing business or hosting an event in the Municipality. Whether starting up business, relocating an established business, looking to buy a business in the area, or just wanting advice on how to expand. Council's Economic Development Unit can help with:

- advice for permit applications and preparing a Development Application
- selecting suitable business sites/properties
- government funding advice
- hosting your conference or event in our Municipality.

The [Kiama Small Business Forum](#) provides free regular networking and training opportunities for local business operators.

[Kiama and District Chamber of Commerce](#) also provide networking opportunities for its members, as well as representing local business in local, state and federal government matters and providing a united business presence in the region.

[Kiama Community College](#) also offers a variety of workplace and business courses.

The [NSW Department of Industry](#) website provides information on starting, running and growing a business in NSW.

**Property Management** is responsible for the management and control of Council's property assets. Including leases and licences, road closures, strategic property management and community lands management.

## **2.2 Environmental Directorate**

The Environmental Services Directorate is responsible for ensuring optimum use of land and physical resources throughout the area for the benefit of the community.

It aims to achieve quality land use in both the built and natural environments, reflecting the values of the community while encouraging innovation and environmentally sustainable development.

[Development Assessment](#) administers town planning instruments, oversees conformance to building standards and regulates building and development through its [Local Environmental Plan](#), [Development Control Plan](#) and other documents.

[Strategic Planning](#) recommends long-term planning strategies to Council, reflecting the needs of the community.

**Environment** manages a wide range of issues associated with the environment. Any grant funding Council receives for environment related projects and programs are also managed by this section.

[Fire Permits](#) are under the Environmental division. Council has a No Burn Policy within the Kiama Municipality. The burning of rubbish and vegetation is prohibited in all urban (residential) and rural (residential) areas of the Kiama Municipality and penalties apply. An application to burn piles of vegetation will only be considered if it relates to a property that performs rural activities. Approval is subject to an inspection by a Council officer who will assess the material being burnt and the impact it may have on local air quality.



You are also required to notify and seek approval from the [NSW Rural Fire Service](#) Illawarra Control Centre on (02) 4230 8200.

[Rangers](#) educate the community on various compliance issues and enforce compliance with regulations.



Council administers the [NSW Companion Animal Act 1998](#). All companion animals are required to be listed on the NSW Companion Animals register. Penalty notices can be issued if you don't comply with the Companion Animals Act.

Regulations under the Act also cover microchipping, lifetime registration and changing owner or contact information. Registering a pet is a two-step process. Dogs and cats must be: microchipped from 12 weeks of age and registered by six months of age. It is also important that change of address and contact details are current for all pets on the register. To identify, register or change details visit [NSW Pet Registry](#), attend Council's administration centre or call the Customer Services team on (02) 4232 0444.

For urgent matters such as dog attacks or straying cattle contact Council's Ranger Services on 0409 917 092 or [Kiama Police Station](#) on (02) 4232 1444. For any animal related enquiries or complaints contact the Customer Services team on (02) 4232 0444.

Straying pets will be impounded. Animals without a microchip are held for seven days, animals with a microchip are held for 14 days. There may be an administration change for the release of animals. Unclaimed animals are taken to the RSPCA or euthanised.

Kiama Council offers nine [Dog off-leash areas](#) with three of these providing designated dog swimming areas. Dog off-leash area booklets are available on Council's website or at the Administration Centre. Penalty infringement

notices may be issued if conditions of use are not complied with.

Cats must be registered on the NSW Companion Animals Register. Cat controls exist to prevent them from becoming feral and to protect native wildlife. Cat trapping campaigns take place in residential and bush areas if there is evidence that feral cats are threatening native wildlife or causing a nuisance. For this reason, it is important that cats are permanently identified by microchip and registered with Council. It is recommended that cats wear collars with an identification tag to ensure they can be returned to owners if trapped.

#### [Animal Shelter and Pound](#)

**Location:** 466 Riverside Drive, Minnamurra  
**Open:** Strictly by appointment between 7.30am to 4.30pm  
**Phone:** (02) 4237 5623 or 0409 917 092

Parking restrictions exist for road safety reasons and to ensure drivers and other road users share roadside parking safely during busy times. Illegal parking can be dangerous and causes inconvenience for other motorists and pedestrians. Illegally parking in clearways, bus zones, footpaths, school zones and disabled person parking may result in an infringement fine issued by Council or NSW Police. A Kiama Town Centre Parking Map is located on Council's website, by visiting the Administration Centre or by contacting the Customer Services team on (02) 4232 0444.

[SENTRAL Youth Services](#) provides a safe and supervised place for young people aged 12-24 years old. Professional Youth Workers offer a range of educational and recreational programs and activities including counselling, women's and men's groups, barista training and cooking workshops and movie and band nights.

Youth Workers aim to assist young people with their educational, employment and recreational needs. They offer a referral service to appropriate specialists and community services.

**Location:** Hindmarsh Park, Kiama  
**Opening:** Tuesday to Saturday  
– 9.00am to 5.30pm  
**Phone:** (02) 4233 1276



The **Community and Cultural Development** team assists the community to celebrate community, culture and diversity. The team includes Health Promotion, Community Development, Cultural Development, Aboriginal Liaison, and Youth Services sector support.

Council's Aboriginal Liaison Officer works to ensure equity of access to our facilities and services for Aboriginal and Torres Strait people living in the Municipality. Council's liaison officer:

- provides information, advice and guidance on issues relevant to Aboriginal and Torres Strait Islander people living in the Municipality
- assists Council to identify the needs of the Aboriginal and Torres Strait residents
- develops policies and practices in response to Aboriginal and Torres Strait Islander issues.

**Library Services** provides a wide range of resources, including both traditional print and electronic formats, and reader services to people of all age groups within the community. Library membership is free to all residents of the Municipality.



Library services include:

- a home library service, deliveries and pick-up service for eligible residents who are unable to get to the library
- public use computers connected to the National Broadband Network
- baby story times and school holiday activities
- printing, photocopying and scanning
- computer training
- local history and newspaper collections
- reference and research information (online databases)
- e-book and downloadable audio titles that library members can access from the library website

#### **Kiama Library**

**Location:** Railway Parade, Kiama  
**Open:** Monday – 9.30am to 5.30pm  
 Tuesday – 9.30am to 8.00pm  
 Wednesday to Friday – 9.30am to 5.30pm  
 Saturday – 9.30am to 2.00pm  
**Phone:** (02) 4233 1133  
**Fax:** (02) 4232 7071  
**SMS:** 0438 658 591  
**Email:** [library@kiama.nsw.gov.au](mailto:library@kiama.nsw.gov.au)

#### **Gerringong Library**

**Location:** Gerringong Town Hall, Fern Street, Gerringong  
**Open:** Tuesday – 9.30am to 12.00pm  
 Thursday – 9.30am to 12.00pm and 1.30pm to 4.30pm  
**Phone:** (02) 4234 2302

**Family History Centre** is a highly respected genealogical centre that provides support to people conducting family history research. The Family History Centre is located on Railway Parade, Kiama.

## **2.3 Blue Haven Directorate**

The **Blue Haven** Directorate oversees a continuum of aged care accommodation and services and a wide range of disability services. While accommodation is only available in the Kiama Municipality, most of the services are available to people across the Illawarra and Shoalhaven.



**Blue Haven Terralong and Bonaira** Council owns and manages 203 Independent Living Units (ILU's) at Blue Haven Terralong and 59 ILU's at Blue Haven Bonaira.

**Blue Haven Home** Council owns and manages Blue Haven Home which accommodates 134 residents, including two dementia specific houses.



**Blue Haven Community** provides a suite of services to support people who are frail aged and their carers. Many of these services assist people who would otherwise be unable to live independently in their own homes. These services include:

- in home respite
- domestic assistance
- home maintenance
- social support
- personal care
- centre based day care – Seaside Group
- carer support group.

**Blue Haven Disability Services** provides support and services for people with a disability and their carers. Blue Haven is registered as an approved provider under the National Disability Insurance Scheme (NDIS).

**Kiama Community Transport** provides a door-to-door transport service or taxi vouchers to assist clients living in the Kiama Municipality to remain independent in their own home. This services provides transport for:

- non-urgent medical appointments
- shopping
- library visits
- community adult day care groups
- special events.

Blue Haven is supported in its activities by a large number of volunteers who give generously of their time and skills. Volunteers are active both in the community programs and the home.

## 2.4 Engineering and Works Directorate

The main function of the Engineering and Works Directorate is to construct, maintain and improve the infrastructure within the Municipality.

**Construction Division** is responsible for the delivery of Council's Capital Works and Capital Renewal Program for all asset groups including buildings, roads, footpaths, drainage and bridges.

**Maintenance Division** is responsible for the maintenance of a range of Council's infrastructure including buildings, bus shelters, cemeteries, playgrounds, signage and drainage.

**Parks Division** is responsible for the development and maintenance of public open space facilities including parks and reserves, playing fields, public gardens, bushland reserves, saltwater pools and boat ramps.

**Design and Development** section is responsible



for the survey and design of Council's Public Works including roads, sub-divisions, traffic facilities, bridges, cycleways, drainage and public buildings. This section also assesses Development Applications from an engineering and landscape perspective and manages the tendering and contract administration for Council's major construction projects. This section is also responsible for the administration of the Local Traffic Committee and Road Safety Committee.

**Depot Operations** is responsible for the management of Council's motor vehicle and plant fleet, workshop activities and procurement, including store and supplies.

**Strategic Asset Management** is responsible for planning for the maintenance and renewal of all Council's infrastructure asset classes.

**Waste Services** is responsible for the collection and disposal of waste from urban households within the Municipality. This includes garbage, recycling and food/ garden organics. It is also responsible for the waste servicing of public reserves and commercial premises. Other duties include the cleaning of public streets, buildings, amenities and the management of the Minnamurra Waste Facility in accordance with regulatory requirements.

The Kiama Municipality has 10 urban waste zones. The kerbside waste service for households in the urban area is: red lid garbage bin serviced fortnightly, yellow lid recycling bin serviced weekly and green lid food/organics bin.

Kiama Municipality has two rural waste zones with collections on either Tuesdays or Wednesdays. The Rural Waste Service provides a fortnightly garbage and fortnightly recycling service on alternate weeks. Rural residents are able to participate in the Household Bulky Waste Drop-Off event held in September each year.



For more information refer to the [Waste and Recycling Calendar](#) for the correct zone, request a copy of the calendar by phoning the Customer Services team on (02) 4232 0444 or view details on Council's website.

The calendar provides comprehensive information on scheduled waste service days, waste events, what can and cannot be accepted in kerbside garbage, recycling and food/organics bins, and an A-Z of waste to see how to recycle or dispose of unwanted items responsibly.

The [Household Bulky Waste Drop-Off](#) is held in September and March each financial year to properties that receive an urban or rural waste service. Materials received at this event are sorted to either be recycled or repurposed where possible. Bookings are essential and dates are listed on the waste calendar or refer to Council's website or by phoning the Customer Services team on (02) 4232 0444.

#### [Minnamurra Community Recycling Centre](#)

**Location:** 466 Riverside Drive, Minnamurra

**Open:** Monday to Saturday  
– 8.00am to 4.00pm

**Closed:** Christmas Day, Boxing Day,  
New Year's Day and Good Friday

**Phone:** (02) 4237 5148

**Fax:** (02) 4237 5149

**Engineering Administration** is responsible for booking of public reserves, cemetery management and project cost management.

**Emergency Services** is responsible for the administration of the Illawarra Local Emergency Management Committee and Emergency Planning and response.

[Trees and vegetation](#) fall under the Engineering and Works division.

Council ensures the protection, preservation, management and enhancement of the environmental amenity, special landscape characteristics, unique vegetation qualities and ecological values of the Kiama Local Government Area. A tree management application must be submitted to Council for most tree works (pruning and removal) on private property.

## 2.5 Office of the General Manager

**Office of the General Manager** All four Directorates report to the Office of the General Manager as does Communications, Governance and Corporate Planning, Human Resources, the Internal Auditor and Tourism and Events.

**Human Resources** manages employment related issues, payroll, risk management, worker's compensation and work health and safety matters.

**Corporate Planning** oversees the preparation and reporting of the Integrated Plans required under the *Local Government Act 1993*, including the Community Strategic Plan, Delivery Program and Operational Plan and ensures they are fully integrated into Council operations and decision making processes. Ensures Council's corporate governance framework remains up-to-date and compliant.

**Tourism and Events** Destination Kiama is the tourism and events body focused on sustainably achieving economic and social benefits for our Municipality via:

- marketing and promoting the Kiama area
- destination and experience development
- destination and major events
- the operation of The Pavilion
- industry development
- community and industry engagement including regular Tourism After Hours events
- the operation of the accredited Kiama Visitors Information Centre 364 days a year
- strategic partnerships.

Local businesses and events interested in supporting tourism are invited to partner with Destination Kiama via an annual membership.





[The Pavilion, Kiama](#) is a multi-purpose function and events centre that offers a unique experience. The venue occupies a picturesque coastal location on the headland overlooking Norfolk Pines and Kiama's Surf Beach.

With extensive elevated glass balcony space and waterfront views, the venue is the right choice for your conference, wedding, community or corporate event, engagement, christening, celebration of life, formal, concert, exhibition or special event. All meeting rooms receive natural light and are equipped with air-conditioning and block-out curtains. From small break-out rooms to large meeting areas, our professional event coordinators will ensure everything needed for an event is available and the event runs effortlessly.

**Communications** lead Council's engagement with internal and external stakeholders through comprehensive digital programs, media relations and publications.

## 2.6 Public Officer and Governance

Council has appointed a Public Officer in accordance with the *Local Government Act 1993*. The Public Officer can assist the public gaining access to government information.

As Council's Right to Information Officer, the Public Officer is responsible for determining requests for access to information or the amendment of records kept by Council.

The Public Officer also oversees [Council's Code of Conduct](#) to ensure full compliance and coordinates investigation of any complaints of misconduct.

Details about how to access Council information are also available on the website and in Section 5 of this Information Guide.

The Governance team is led by the Public Officer and provides governance advice and support across the organisation. This includes advice and training on [GIPA compliance](#), privacy and other corporate governance matters.

The Governance team assists the Public Officer to respond to requests for information under the GIPA Act, subpoenas and other legal requests.

The Governance team contributes to the development and review of Council's Corporate governance framework, policies and protocols and maintains a policy register. The team also maintains Council's legislative compliance database to ensure that Council is kept up to date with legislative changes.

If you are having difficulty accessing Council information or would like to apply to have an incorrect record changed, you must make a written application to the Public Officer in the first instance [publicofficer@kiama.nsw.gov.au](mailto:publicofficer@kiama.nsw.gov.au) or (02) 4232 0444.



### 3. Effect of Council's functions on members of the public

As a service organisation, most of Council's activities impact directly on the public.

Council provides **services and facilities** to the public including in-home support, libraries, halls, community centres, recreation facilities, parks, footpaths, cycleways, beach lifeguards, removal of garbage, roads and other infrastructure.



Council also performs a range of **regulatory functions** to ensure compliance with relevant legislation and guidelines. For example, placing restrictions on developments and buildings to ensure that they meet certain requirements and ensuring compliance with health and safety regulations. Council aims to ensure that members of the public are aware of, and comply with, such regulations.

From time-to-time Council also performs **ancillary functions** such as resuming land or entering onto private property. These functions affect only those people concerned.

Council's **revenue functions** include obtaining monies from rates and other charges paid by members of the public.

Council's **administrative functions** do not always directly affect the public, but they have an indirect impact in the provision of goods and services.

**Enforcement functions** only affect those members of the public who are in breach of Regulations or legislation, for example non-payment of rates/charges, unregistered dogs, illegal dumping or parking offences.

Council's **community planning and development functions** include advocating and planning for the needs of our community such as developing partnerships participating in regional, state or commonwealth working parties and developing, reviewing and implementing our own [Community Strategic Plan](#).

We also provide support to community and sporting organisations through provision of grants, training and/ or information

Council also promotes participation in local cultural events such as NAIDOC Week, Youth Week, and other events organised in the Municipality.



## 4. How Council engages with the public

### 4.1 Council and Committee Meetings

Council Meetings take place on the third Tuesday of each month starting at 5pm. Details of meeting dates and venues are listed on [Council's website](#) or are available from the Customer Service Centre by calling (02) 4232 0444.



Council Meetings are webcast so that residents or members of the public are able to watch the meetings via Council's website. To do so, visit the [Your Council-Meetings & Committees](#) page of our website.

Council's comprehensive meeting agendas called [Business Papers](#) are made available to the public on the Thursday before the meeting, excluding items that are to be addressed in a confidential session. Business Papers are available from Council's website or call our Customer Service Centre.

[Minutes](#) of Council meetings are also available on Council's website or call our Customer Service Centre.

Meetings are generally open to the public except where Council or a Committee meets in a Confidential Session.

Council's [Public Access Meetings](#) take place from 5pm on the Monday prior to the Council Meeting. Community members may register to address Council on an item listed on the Business Paper, or residents and ratepayers may prefer to approach individual Councillor's directly if they have a matter they wish Council to consider. Public Access meetings are also webcast via Council's website.

Many of [Council's committees](#) include

considerable community and group representation. Council reviews membership of its committees at least after each Council election. Details are available from our website or by calling the Customer Service Centre.

Councillor contact details are available from our website or by calling the Customer Service Centre.

### 4.2 Participation in Council decision making

#### 4.2.1 Addresses to Council

Council encourages members of the public to participate in the decision making process by addressing Council at Public Access Meetings about items of business scheduled for consideration at a formal Council Meeting.

Our [Code of Meeting Practice](#) details the procedures to be followed to register and make a public address to Council. Council's Policy on Public Access is available on our website or by calling the Customer Service Centre.

Nominated candidates for election to Federal, State or Local Government are prohibited from addressing the Council via this means.

#### 4.2.2 Other methods of participation

Community members are encouraged to participate in a range of discussions during the development of policies, plans and strategies.

Opportunities for input may include submissions, focus groups, surveys, public meetings or online forums.

Council actively engages with the community through social media. Members of the public can go to Council's [Facebook](#) page or via [Twitter](#) to start a conversation, ask a question or raise an issue.

#### 4.2.3 Written submissions

Council may invite written submissions in response to particular matters. Please note that all submissions may be made publicly available. If you do not want any part of the submission or your personal details released, because of copyright or other cogent reasons, please indicate this clearly in your submission together with an explanation.

The personal details of anyone making a submission about a development matter may be withheld at their request, subject to the provisions of the Environmental Planning and Assessment Act.

#### **4.2.4 Disclosure of Political Donations**

If you wish to address Council or make a submission on a development application, [Local Environmental Plan](#) (LEP) and/ or [Development Control Plan](#) (DCP) you must publicly disclose any donations or gifts you have given that are relevant to the proposal. This is a requirement of the NSW Government to improve transparency of the planning system.

The disclosure requirements apply at the time the application is lodged with Council. It applies to individuals or entities lodging submissions in objection to, or support of, the proposal. Compliance with this requirement is the responsibility of the individual.

Political Donations and Gifts Disclosure Statements are required by law. All Political Donations and Gifts Disclosure Statements are public documents and the information in them may be made available to members of the public and government agencies.

[Political Donation Disclosure Forms](#) are available on Council's website or by calling the Customer Service Centre and completed forms must be submitted to the General Manager before commencement of the meeting at which the item is to be considered.

#### **4.2.5 Confidential matters**

Kiama Council is committed to, and has fostered, the practice of open government, but some matters are sensitive in nature and must be dealt with in Closed Session in accordance with the Local Government Act. These include:

- personnel matters about individual employees
- matters of personal hardship of any resident or ratepayer
- information that would, if disclosed, confer a commercial advantage to a person with whom Council is conducting, or proposes to conduct business
- commercial information of a confidential nature that would, if disclosed:
  - prejudice the commercial position of the person who supplied it
  - confer a commercial advantage on a competitor of the Council
  - reveal a trade secret
- information that would, if disclosed, prejudice the maintenance of law

- matters affecting the security of Council, Councillors, Council staff or Council property
- advice about litigation, or advice that would otherwise be covered on the ground of legal professional privilege
- information concerning the nature and location of a place or an item of Aboriginal significance on community land.

Reports, correspondence or documentation about confidential matters will be withheld from public and press access.

In such cases, the General Manager will report the resolutions made in Closed Session to the Open Council Meeting, for inclusion in the Minutes.

#### **4.2.6 Contacting residents and ratepayers involved**

Council makes every effort to inform people with a direct involvement in a matter, when the matter is to be considered by the Council and advise them of their right to peruse the meeting agenda, attend the meeting and apply to address the Council.

### **4.3 How Council communicates**

#### **4.3.1 Residents newsletter**

Kimunico is our main Council newsletter. A printed version is delivered every quarter to ratepayers and copies are also available at our Administration Building, Kiama Library, Kiama Leisure Centre and [online](#). Our email version is emailed to subscribers each month.

Other email newsletters include:

- Kiama Leisure Centre Learn to Swim program and enrolment information
- Business news
- Kiama Library news and events
- Food safety recalls
- Development Applications on exhibition
- Health and Sustainability newsletter

To subscribe to any of these e-newsletters, visit Council's website and select '[Subscribe to e-news](#)' at the top-right of the home page.

#### **4.3.2 Advertising**

Our fortnightly ad in The Bugle has Council information such as proposed developments, positions vacant, tenders, public notices and Council and public meeting dates and time as needed.

#### **4.3.3 Online**

We are active online and provide regular Council news and event information on our [website](#) and our [Facebook](#) and [Twitter](#) pages.



## 5. How to access Council information

### 5.1 Open Access Information

Under the [Government Information \(Public Access\) Act 2009](#) (GIPA Act) Council is required to make a wide range of information publicly available on its website.

This includes Council's Information Guide (this document), which has been developed in accordance with the provisions of the GIPA Act and to support our Community Strategic Plan Objective 4.0 Responsible Civic Leadership that is Transparent, Innovative and Accessible.

This guide is a valuable tool for citizens to have knowledge of and access to government information that is both current and significant to the formulation of policy and the delivery of programs and services by Kiama Municipal Council.

An [Easy English Version](#) of our Access to Information document is also available on our website.



The information provided in this document promotes open government and accountability which Council supports by the proactive release of Council information and the encouragement for our citizens to engage in public participation and access to information.

As for other councils within NSW, Council is also required to make a wide range of information [publicly available](#). Where possible we do this on our website. If we are currently unable to do so, or if you need more information, you are welcome to contact our Customer Service Centre on (02) 4232 0444 to make alternative arrangements.

#### 5.1.1 Information about Council

The GIPA Act and Regulations require that certain Council information is to be made publicly available for inspection, free of charge.

The public can access these documents on Council's website and at the offices of the Council during ordinary office hours. Copies can be supplied for reasonable copying charges. These documents include:

- [Code of Meeting Practice](#)
- [Code of Conduct for Councillors](#)
- [Code of Conduct for Council Staff, Contractors and Volunteers](#)
- [Code of Conduct for Committee Members, Delegates of Council and Council Advisors](#)
- [Procedures for the Administration of the Code of Conduct](#)
- [Alcohol and Other Drugs Procedure for Councillors](#)
- [Alcohol and Other Drugs Policy](#)
- [Annual Report](#)
- [Annual Financial and Auditors Reports](#)
- [Integrated Plans \(including Community Strategic Plan, Delivery Program, Operational Plan and Resourcing Strategy and reports\)](#)
- Policy concerning the Payment of Expenses incurred by, and the Provision of Facilities to, Councillors
- Annual Reports of Bodies Exercising Functions Delegated by Council
- Any Codes referred to in the Local Government Area
- Returns of the Interest of Councillors, Designated Persons and Delegates (may be viewed, but not copied)
- [Agendas and Business Papers for any meeting of Council or its Committees](#)
- [Minutes of Council Meetings or Committee meetings](#)
- Departmental Representative Reports presented at meetings of Council
- Land Register
- Register of Investments
- Register of Delegations
- General Manager's Delegations
- Delegations to Staff
- Information about Council contained in any document tabled in Parliament by or on behalf of Council
- [Register of Government Contracts](#)
- [Disclosure Log of Formal Access Applications](#)

- [Record of Open Access information that Councils does not make publically available on the basis of overriding public interest against disclosure](#)
- Council's *Complaint Handling Procedures*
- Register of current Declarations of Disclosures of Political donations. (Note: Elections NSW maintain registers of political donations for a range of state agencies, including local government. For more information, contact Elections NSW at [www.elections.nsw.gov.au](http://www.elections.nsw.gov.au) and
- Register of Voting on Planning Matters.

In accordance with the Government Information (Public Access) Act, Council will not generally disclose:

- legal advice
- details that may endanger the health, safety or welfare of others
- certain insurance and Worker's Compensation information
- personal details of individuals and/or
- confidential reports to Council.

### 5.1.2 Plans and policies

Council is required to make its [Plans](#) and [Policies](#) available including:

- local policies adopted by Council concerning approvals and orders
- Community Strategic Plan and supporting documents
- Privacy Management Plan
- Plans of Management for Community Land
- Environmental Planning Instruments, Development Control Plans and Contribution Plans.

### 5.1.3 Information about Development Applications

Council is required to make Development Applications and any associated documents received in relation to a proposed development available, including:

- Home Warranty Insurance documents
- Construction Certificates
- Occupation Certificates
- Structural Certification documents
- Town Planner Reports
- Submissions received on Development Applications
- Heritage Consultant Reports
- Tree Inspection Consultant Reports
- Acoustic Consultant Reports
- Land Contamination Consultant Reports

- Records of decisions on Development
- Applications including decisions on appeals
- Records describing the general nature of documents that Council decides to exclude from public view, including internal specifications and configurations, and commercially sensitive information.

However, the following information is excluded under the GIPA Act:

- the plans and specifications for any residential parts of a proposed building, other than plans that merely show its height and external configuration in relation to the site on which it is proposed to be erected or
- commercial information, if the information would be likely to prejudice the commercial position of the person who supplied it or to reveal a trade secret.

If you would like to access Development Applications or associated documents, please select the link to Councils Online Services at [www.kiama.nsw.gov.au](http://www.kiama.nsw.gov.au). Alternatively, contact Council's Customer Service Centre on (02) 4232 0444 to arrange an appointment.

### 5.1.4 Approvals | Orders | other documents

Council is also required to make available approvals, orders and other documents, including:

- applications for approvals under Part 1 of Chapter 7 of the Local Government Act
- applications for approvals under any other Act and any associated documents received
- records of approvals granted or refused, any variation from Council policies with reasons for the variation, and decisions made on appeals concerning approvals
- Orders given under Part 2 of Chapter 7 of the Local Government Act, and any reasons given under section 136 of the Act
- Orders given under the Authority of any other Act
- records of Building Certificates under the Environmental Planning and Assessment Act 1979
- plans of land proposed to be compulsorily acquired by Council
- Compulsory Acquisition Notices and
- Leases and Licenses for use of Public Land classified as Community Land.

## 5.2 Proactive release information

In addition to the information listed on the previous pages, Council is authorised to make any government information it holds publicly available



unless there is a public interest overriding disclosure.

This is called 'proactive release'. We will review the program for the release of public information every 12 months. An internal review of council information made publicly available was undertaken with the review of this information guide, the next review is due in February 2021.

### 5.3 Informal release of information

Council is authorised to release information it holds in response to an informal request from a member of the public unless there is an overriding public interest against releasing it.

To make an informal request, you should complete an [Informal Request to Access Information](#) form which is available on our website or from the Customer Service Centre, or write to the General Manager requesting the information you require.

There is no application fee for an informal request for information. An Informal Request to Access Information is not reviewable by the NSW Information and Privacy Commission (IPC) or NSW Civil and Administrative Decisions Tribunal (NCAT) and has no statutory timeframe for determination.

### 5.4 Formal release of information

The system for formally releasing information replaces access to information under the repealed Freedom of Information Act. A [Formal Request to Access Information](#) form should be used if information:

- is not available via Proactive or Informal release
- involves a large volume of information, requires extensive research and accordingly will involve an unreasonable amount of time and resources to produce
- contains personal or confidential information about a third party which may require consultation
- is of a sensitive nature that requires careful weighing of the consideration in favour of and against disclosure or
- is for a Development Application prior to 2010.

Anyone who makes a formal access application for Council's information has a legally enforceable right to be provided with access to the information in accordance with the Government Information (Public Access) Act Part 4 (Access Applications) unless there is an overriding public interest against disclosure of the information.

To make an application for *Formal Release of Information*, you should complete a Formal Request to Access Information form which is available on our website or from the Customer Service Centre, or write to the General Manager requesting the information you require, along with the application fee of \$30. An hourly processing fee may also apply.

### 5.5 Copyright

Nothing in the *GIPA Regulations* requires or permits Council to make open access information available in any way that would constitute an infringement of copyright (*Section 6.6 GIPA Act*).

Access to copyright documents will be granted by way of inspection only, unless the copyright owner's written consent is provided. Where authority is unable to be obtained or the copyright owner is not able to be contacted, copies of copyright material will not be provided. These documents include Plans/ Drawings, consultant reports, Statements of Environmental Effects and other miscellaneous reports submitted with a Development Application. (Please note this list is not definitive).

### 5.6 Fees and Charges

The *Government Information (Public Access) Regulation* requires that [Open Access information](#) held by Council is to be made publicly available for inspection, free of charge. The public is entitled to inspect these documents on Council's website (unless there is an unreasonable additional cost to Council to publish these documents on the website) and at the offices of the Council during ordinary office hours or at any other places as determined by the Council. Documents of this type may be inspected by the public free of charge. Copies can be supplied for reasonable copying charges as set out in Council's [Schedule of Fees and Charges](#) unless the document is covered by Copyright (see 5.5 above).

Formal Requests to Access Information require payment of a \$30 application fee. A \$30 hourly processing fee may also apply. Applicants will be advised of the approximate cost and may be required to pay a deposit before the record search is conducted.

Some applicants may be entitled to a 50% reduction in their processing charges if they demonstrate financial hardship or that the information applied for is of special benefit to the public generally.

More information regarding access to Council information can be found on the [NSW Information and Privacy Commission website](#) (IPC). If you have any questions about accessing Council information, please contact Council's Public Officer.

**Phone:** (02) 4232 0444  
**Fax:** (02) 4232 0555  
**Email:** [publicofficer@kiama.nsw.gov.au](mailto:publicofficer@kiama.nsw.gov.au)  
**Mail:** PO Box 75, Kiama NSW 2533  
**In person:** 11 Manning Street, Kiama  
(Monday to Friday – 8.45am to 4.15pm)

## **5.6 Justices of the Peace**

Justice of the Peace services are available after 2.00pm and up until 4.15pm Monday to Friday at Council's Administration Centre. Please call Customer Services on (02) 4232 0444 to ensure a JP will be available on the day.

Alternatively, Kiama Library offers a volunteer JP service every Saturday morning from 9.30am to 12.30pm. This is a free drop-in service, no appointments necessary.

Alternatively, a full register of Justices of the Peace is available from the [NSW Government Justice](#) website.



## 6. Promotion of open government, open data and public participation

### 6.1 Open Government

Open Government involves a tangible and consistent commitment by all levels of government to increase access to information, engage with our community and be accountable. This document serves as a commitment by providing a public resource that informs community members about information that Council holds, our engagement channels and decision-making processes.

### 6.2 Open Data

By releasing open data, Council can empower the community and gain new insights that improve the way we live, work and solve problems together. This document plays an important part in identifying the data held by Council and details the way that we make the data open.

Open data should be both technically available and usable, and have licensing frameworks in place to facilitate its release and use.

Open data principles lead to more responsive and smarter government, and better service delivery. To meet the obligations of the [NSW Open Data Policy](#), Council must manage data as a strategic asset to be:

- Open by default, protected where required
- prioritised, discoverable and usable
- primary and timely
- well managed, trusted and authoritative
- free where appropriate
- subject to public input.

### 6.3 Public participation

This document aims to provide a clear and consistent framework that enables the community to identify information held by Council with certainty and confidence.

### 6.4 Information and Privacy Commission GIPA Dashboard

The Information and Privacy Commission (IPC) provides a dashboard that makes *Government Information (Public Access) Act 2009* (GIPA) data more accessible. The dashboard enables the public and agencies to see how the GIPA is working against the eight key performance measures reported upon each year. These measures can be found on the [IPC's website](#).









#### **Post**

General Manager  
Kiama Municipal Council  
PO Box 75, Kiama NSW 2533

#### **In person**

11 Manning Street, Kiama NSW 2533  
8.45 am to 4.15 pm Monday to Friday  
(excluding public holidays)

#### **Telephone**

+61 (02) 4232 0444

#### **Facsimile**

+61 (02) 4232 0555

#### **Online**

Email: [council@kiama.nsw.gov.au](mailto:council@kiama.nsw.gov.au)

Website: [www.kiama.nsw.gov.au](http://www.kiama.nsw.gov.au)



[Kiama Municipal Council](#)



[KiamaCouncil](#)