

ANNUAL REPORT

PENRITH

2019-20

THE OUR PEOPLE SECTION
PROVIDES A SNAPSHOT OF
OUR GREATEST RESOURCE,
OUR AMAZING EMPLOYEES.

OUR PEOPLE

PENRITH
CITY COUNCIL

penrith.city

OUR LEADERSHIP TEAM

Council's Leadership team throughout 2019-20 was made up of:



Warwick Winn - General Manager

(August 2018 – present)

Responsibilities: Day to day policy and strategic management, and management of operations such as financial, assets, human resources, communications, governance, in line with current Council plans.

Qualifications:

- Advanced Diploma of Management (PLS Performance Group)
- Master of Environmental and Local Government Law (Macquarie University)
- Post Graduate Diploma of Town and Country Planning (Leeds Metropolitan University)
- Advanced Diploma of Environment and Development (Open University, England)
- Bachelor of Arts majoring in Organisational Psychology (University of Canterbury, New Zealand)

Stephen Britten - Chief Governance Officer

(December 2008 – present)

Responsibilities: Governance and Legal Services. This area primarily works with internal customers and looks after meeting practice, code of conduct, risk management, internal audit, legal services and records management.

Qualifications:

- Bachelor of Science (Macquarie University)
- Bachelor of Law (University of Sydney)
- Master of Business Administration (Southern Cross University and University of New England)
- Solicitor of the Supreme Court of New South Wales

Andrew Moore Director - Corporate Services

(June 2016 – present)

Responsibilities: The Corporate Services Directorate includes Business Transformation, Communications, Financial Services, Information and Communications Technology, and Property Development. This Directorate looks after business improvement, corporate communications and organisational events, Council planning and reporting, financial planning, budgeting, and property management and investment.

Qualifications:

- Master of Professional Accounting (University of Western Sydney)
- Bachelor of Commerce (University of Western Sydney)
- Certified Practising Accountant

Brian Steffen Director - City Services

(March 2016 – present)

Responsibilities: The City Services Directorate includes Asset Management, Community Facilities and Recreation, Design and Projects, Waste and Resource Recovery, City Presentation, and Penrith Aquatic and Leisure Centres (Ripples). This Directorate looks after the use and management of Council's assets, including planning, acquisition, construction, renewal, maintenance and disposal, along with our waste and recycling operations.

Qualifications:

- Master of Management (Macquarie University)
- Certificate IV in Carbon Management (Carbon Training International)

Kylie Powell Director - City Futures

(February 2017 – present)

Responsibilities: The City Futures Directorate includes City Strategy, City Planning, City Activation, Community and Place, and City Economy and Marketing. This Directorate is focussed on helping create local jobs, creating great public spaces and planning for the growth of the City.

Qualifications:

- Bachelor of Arts majoring in Welfare Studies (University of Western Sydney)
- Master of Urban and Regional Planning (University of Sydney)

Sandy Davies Director - Community and People

(June 2016 – present)

Responsibilities: The Community and People Directorate includes Children's Services, People and Culture, Customer Experience and Library Services. This Directorate looks after our customer experience, human resources and safety, libraries and child care centres.

Qualifications:

- Master of Commerce (University of Western Sydney)
- Master of Management (Macquarie University)
- Strategic Leadership (Melbourne Business School)

Wayne Mitchell Director - Development and Regulatory Services

(December 2008 - present)

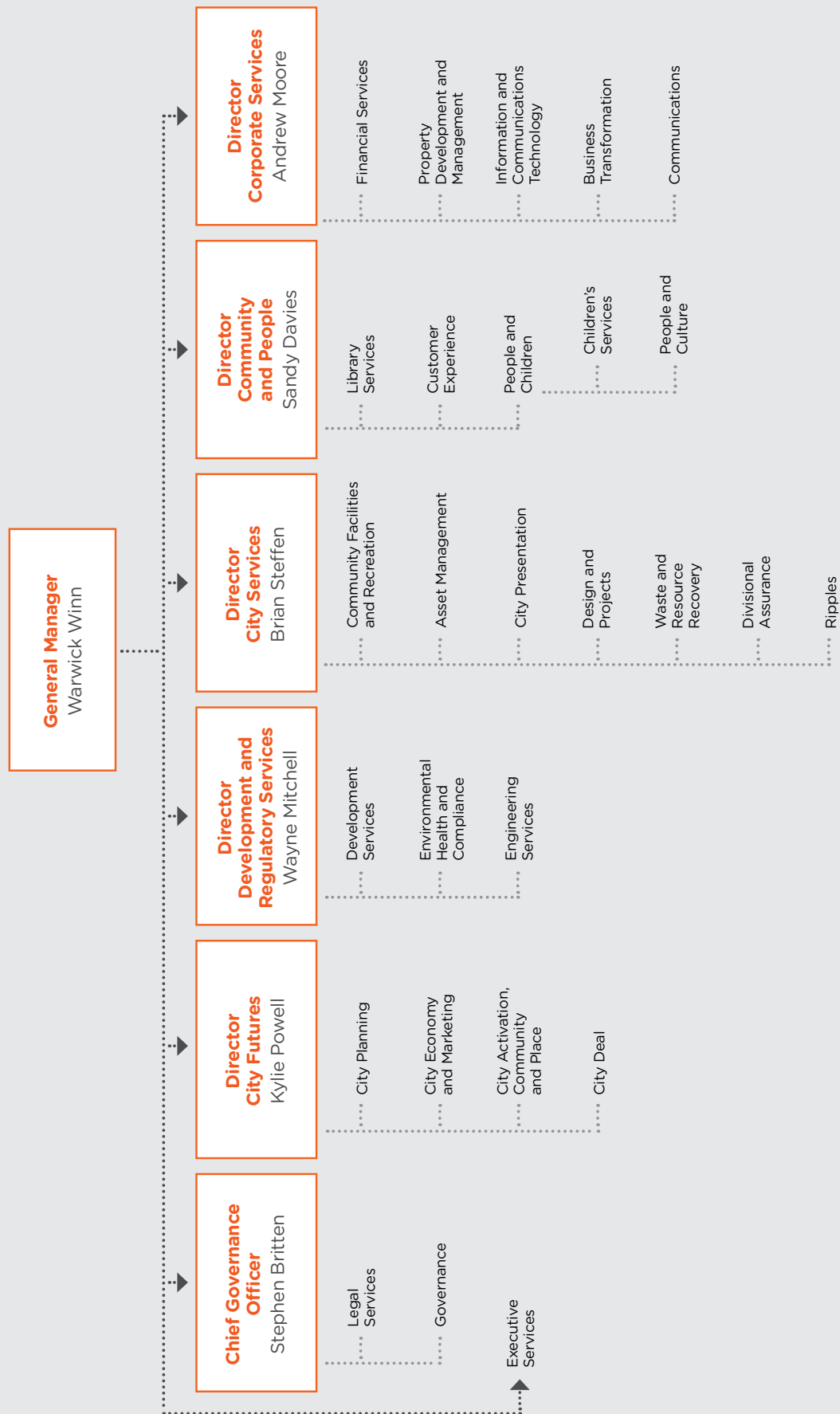
Responsibilities: The Development and Regulatory Services Directorate includes Development Services, Engineering Services and Environmental Health and Compliance. This Directorate looks after the regulation of development across the City, including approvals and compliance, along with our Rangers.

Qualifications:

- Bachelor of Applied Science (Environmental Health) (Hawkesbury Agricultural College)

OUR ORGANISATIONAL STRUCTURE (AS AT 30 JUNE 2020)

Including 2019-20 Operational plan Functions



Our Entities

Council also supports two trading entities – Penrith Performing and Visual Arts and Penrith Whitewater Stadium. The workforce data in this report excludes the workforce of Council’s entities. Staff from Penrith Aquatic and Leisure transitioned to Council in 2019-20 and are included in the data.

Our People and Culture

At Penrith City Council, we’re passionate about people; in our community and in our workplace.

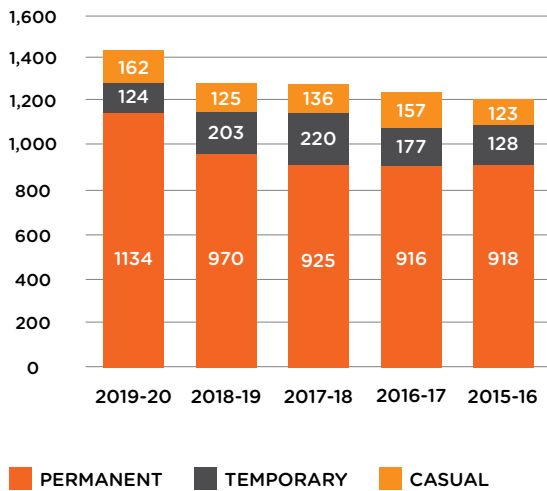
We consider our employees to be our most valuable asset because without capable and committed employees, we couldn’t deliver the extensive range of services to our community that we do. Although we value the time they spend with us, we also understand that work is just one part of their life, so we’re there to support them in the moments that matter in all areas of their lives.

As one of Penrith’s largest employers, it is important to us that we are considered an employer of choice. By providing a supportive and positive work environment, offering rewarding opportunities and career development and supporting a healthy work/life balance, we ensure our people can be their best selves every day.

We have a total of 1,411 employees in full-time, part-time, permanent, temporary and casual positions, with nine employees holding multiple employments across Council. Council is one of the largest local government providers of Children’s Services in NSW and has over 412 employees across more than 44 services. We also have over 266 employees responsible for the construction and maintenance of the City’s assets and infrastructure such as roads, drains and parks, with the remainder of our workforce carrying out a range of professional and administrative duties. A small snapshot of our diverse workforce includes engineers, planners, labourers, mechanics, early childhood educators, enforcement officers, administrators, accountants, librarians and human resource professionals.



Our Employee Headcount



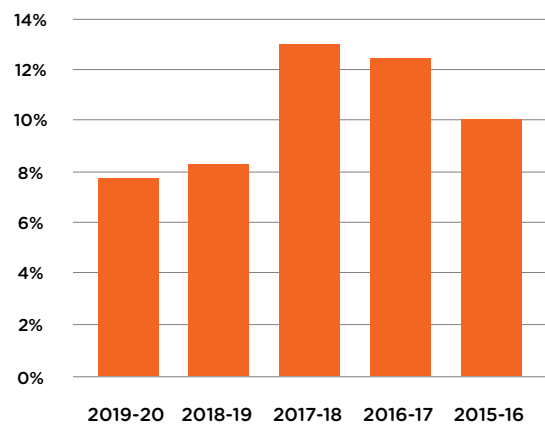
Note: Includes nine employees who are employed under multiple categories.

In 2019-20, Penrith Aquatic and Leisure (Ripples Penrith and Ripples St Marys) transitioned from being a Council-owned entity to being part of the overall organisation. This transition accounts for most of the growth in employee numbers for this year.

Our Employee Turnover

Tracking employee turnover is critical in helping Council determine our ability to retain skilled and experienced employees, as well as a good measure of employee satisfaction. In 2019-20, Council's permanent turnover was 7.58%, the lowest it has been for the past 5 years. This is most likely due to a combination of increased employee satisfaction created by updated policies, benefits and a review of the salary structure, and a greater desire for job security due to COVID-19.

Our Turnover % for Permanent Employees

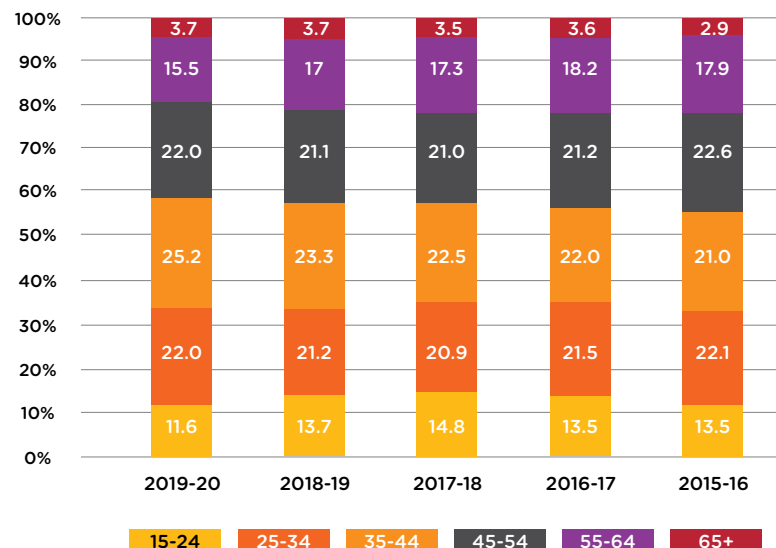


Our Age Profile

An ongoing trend in the workplace is that of an ageing workforce. In addition, the retirement age is also changing. Council has continued to maintain consistent age percentage profiles across its workforce for several years now as demonstrated in the following graph.

Council's successful traineeship program continues to attract the younger demographic, while options such as phased-in retirement encourage employees to prolong their careers with Council.

Our % Age Profile for Permanent and Temporary Staff

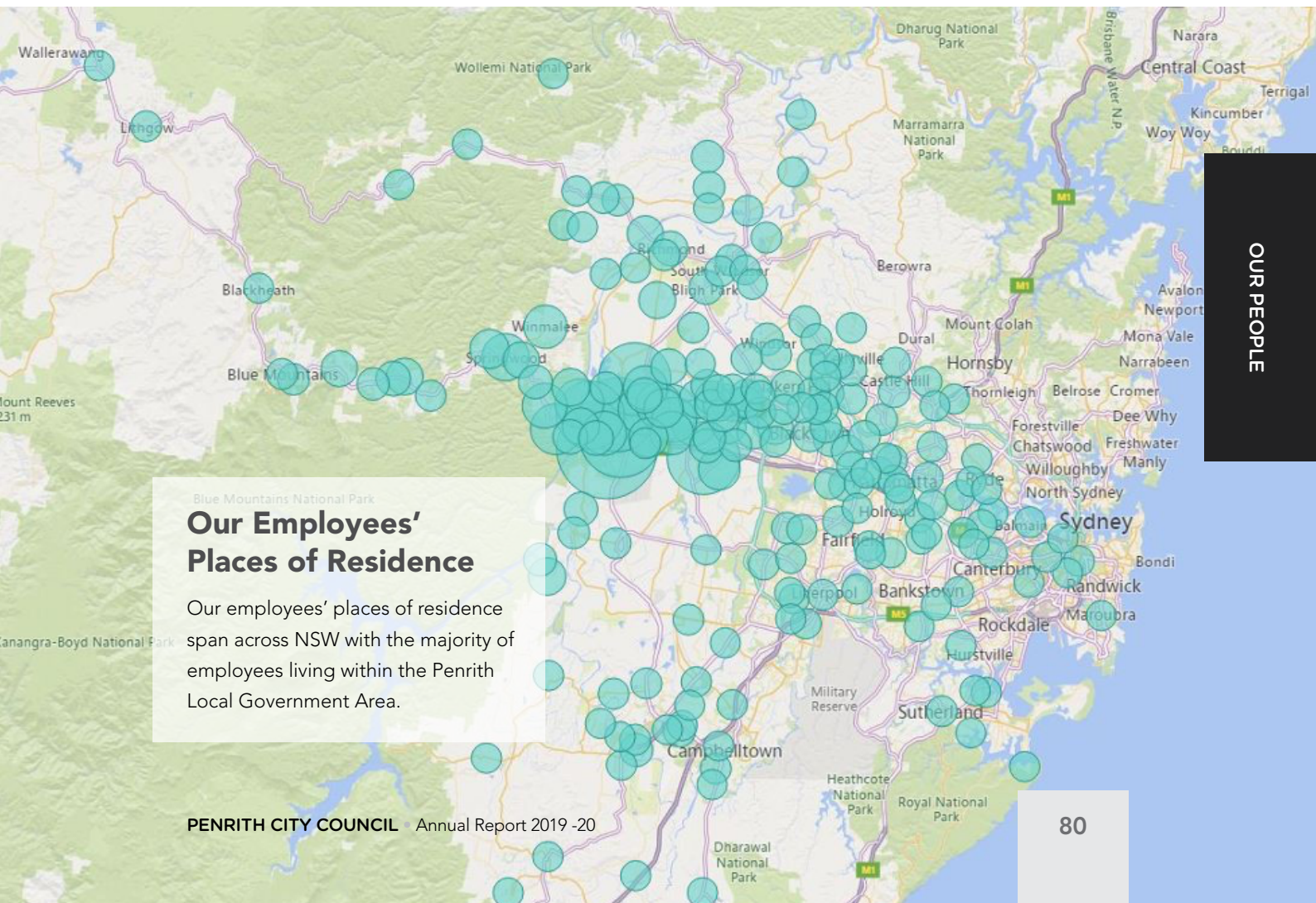
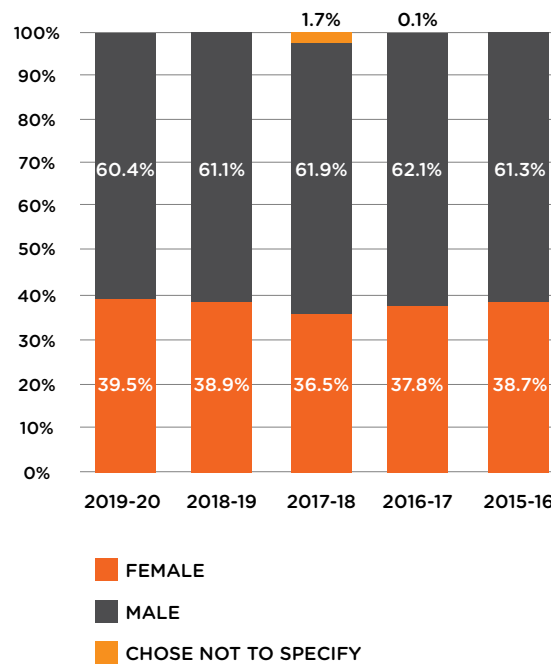


Our Gender Profile

Council's commitment to Gender Equity is supported by a Bronze Award in the 50:50 Vision and a Silver Award accreditation. Council has a Gender Equity Steering Committee and a Gender Equity Project team that delivers initiatives such as parental leave events, supporting employees to apply for salary progression, International Men and Women's Day events that include external speakers, empowering workshops and mentoring opportunities such as speed dating initiatives and promoting men's and women's health through events like Movember. These initiatives and actions are identified through a Gender Equity Action Plan that is updated every four years through a series of facilitated staff forums to identify ongoing areas for improvements. The Gender Equity teams are committed to supporting the organisation and its employees to achieve gender equality in the workplace.

Council's gender profile is approximately 60.41% male, 39.51% female in 2019-20.

Our Gender Profile for Permanent and Temporary Staff

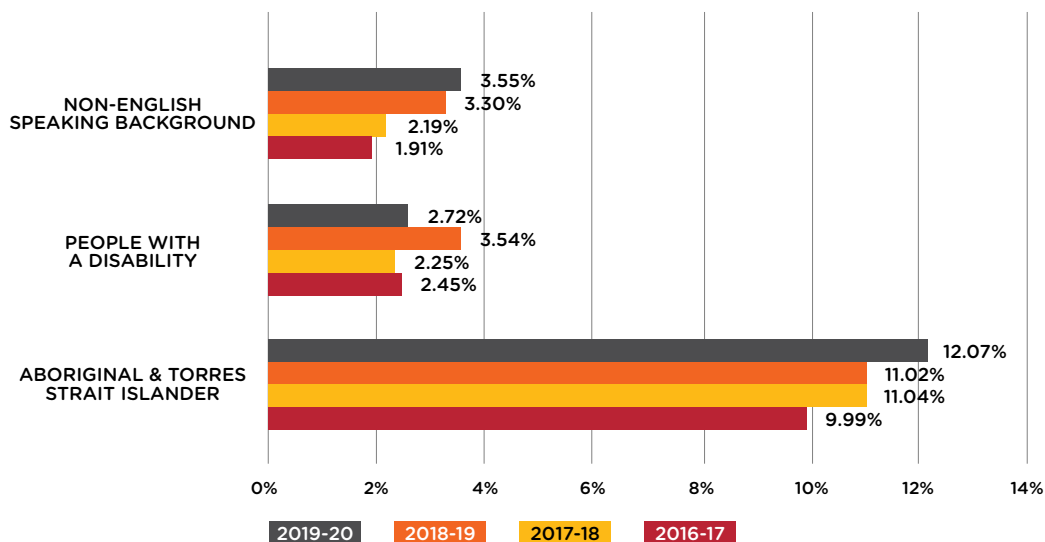


Our Diversity

Council is committed to attracting and retaining a diverse workforce by ensuring all employees are provided equal access to opportunities including training, development and progression. We actively work to provide a workplace free of discrimination, through our values, education and training programs. Council continues to offer dedicated positions for people of Aboriginal and Torres Strait Islander background and people with a disability through our annual traineeship program.

Collecting data around workplace diversity was previously optional for employees through the onboarding process, therefore the below statistics may be impacted by people choosing not to answer these questions.

Our Diversity Groups as a % of FTE



Our Recruitment and Retention

It is critical that we seek and engage highly experienced and motivated employees so we can continue to successfully deliver outcomes to our community.

This year we undertook 253 recruitment campaigns, including external and internal rounds, and received 7,231 applications in total. The average time to recruit was 60 days, an increase of approximately 20 days per recruitment round. This was heavily impacted by COVID-19 where there was a

temporary pause on recruitment, as well as the recent implementation of a robust background checking procedure which ensures that Council is hiring the most suitable employees for our teams.

Council's online onboarding system allows employees to understand a range of benefits, policies and procedures at Council before commencing their employment, and supports their learning and introduction to the business during their first months of employment.

Our Salary and Policy Review

Over the last 12 months, we have reviewed our People and Culture policies through extensive consultation. These programs and initiatives continue to engage and support our workforce. The changes to policies have introduced a range of new and exciting initiatives and opportunities for employees.

Some of these include:

- Additional parental leave
- Grandparents leave
- Health and wellbeing leave
- Community volunteer leave
- Increased financial assistance for study
- Increased flexibility to support a healthy work/life balance.

Our holistic policy review was supported by a comprehensive review of Council's salary administration structure, which resulted in a simplified structure and ensured our employees were remunerated at market rates. This change, implemented on 1 July 2019, has resulted in overall increased employee engagement, and addressed one of the main outcomes of our 2017 Employee Engagement Survey.

Our Learning and Development

At Council, it is important that we continue to support and invest in our employees to develop their skills and knowledge. We provide a range of opportunities including face-to-face learning, eLearning modules, education assistance and support to attend external training, continuing professional development and conferences.

This year, Council launched a Towards Zero: Violence, Bullying and Harassment education program. This program provides People Leaders and employees with a thorough understanding of Council's zero tolerance policy to bullying, harassment and violence (including domestic and family violence). Currently 84% of our People Leaders have attended this training. Council's Towards Zero: Violence, Bullying & Harassment education program for employees has been piloted and will be deployed virtually throughout September – December 2020.

We also adopted the Office of Local Government's Model Code of Conduct (Code). In order to educate and refresh People Leaders and employees on the requirements and standards of behaviour within the Code, we facilitated a number of instructor-led training sessions for employees and developed an eLearning module to reinforce the key aspects. Currently, 97.3% of Council employees have completed Code of Conduct training.

Council has also expanded the Learning and Development eLearning offering by developing eLearning modules in collaboration with subject matter experts. Some of the mandatory modules rolled out in 2019-20 are Information Management, Code of Conduct, Cyber Security Awareness, Disability Confidence and Asbestos Awareness.

We also commenced our in-house developed and facilitated Leadership Development Program at Ripples Aquatic and Recreation Centre, Dive In. This program has a contemporary focus on leadership skills and is delivered via online webinars, learning journals, online collaboration forums and workplace experience plans, to help participants translate workshop learnings to their workplace.





Our Educational Assistance Program

Council has recently implemented a contemporary Professional Development Policy to support employees interested in undertaking further study. This program provides financial assistance and leave options to employees undertaking further study. Over the 2019-20 financial year, Council supported employees through Masters and Undergraduate Degrees, Diplomas, Certificates, a CPA Program and a Doctorate. Our employees study across a number of vocations including Early Childhood Teaching, Business Administration, Work Health & Safety, Information Technology, Marketing, Urban Management & Planning, Town Planning, Information Studies, Civil Engineering, Recordkeeping and Applied Policy.

Our Traineeship Program

Council has run its annual Traineeship program since 2000. This program provides opportunities for people to work full time while studying in a relevant field, and is utilised by people wanting to start their careers, re-enter the workforce or change their career. This year we had 17 Business Administration and 1 ICT trainees, 2 of whom identified as having a disability and 5 of whom identified as Aboriginal or Torres Strait Islander.

The Children's Services department commenced a Diploma in Early Childhood Education and Care traineeship program in 2020. Seventeen employees are currently studying and working to gain their Diploma over a two-year period. The annual Children's Services Certificate III in Early Childhood Education and Care Traineeship Program will commence in the 2020-21 financial year.

Our Work Experience

At Council, we understand the importance of valuable work experience opportunities being available to our community. In 2019-20, Council hosted a number of work experience placements. The most popular areas for placement were in:

- Children's Services studying Early Childhood Education
- City Presentation across areas including Civil Construction, Public Spaces Maintenance, Horticulture and Bushland Management.

Council is currently reviewing our Work Experience program, with enhanced offerings to be rolled out by 2021.

Our Work Health and Safety

Providing a safe workplace is our most important duty as an employer. Council's commitment to safety has been boosted by recently adopting our My Safety Values, ensuring our staff are more aware of safety across the organisation and helping drive our safety culture.

During 2019-20, Council lodged 47 Workers Compensation claims on behalf of our employees. Of these, 29 were recorded as Lost Time Injuries, while the others required medical assistance. Council's Safety Team, along with the WHS Committee, undertake regular safety inspections and audits. In 2019-20, the following audits and inspections were undertaken (COVID-19 impacted these numbers):

- 35 audits across Children's Services
- 50 audits across City Presentation
- 44 Health and Safety Committee Inspections.

Our Wellbeing Initiatives

Each year Council undertakes health and wellbeing initiatives for employees. In 2019-20, Council provided the flu shot to 446 employees and family members. This was an increase of 134 from last year. Council employees have access to the Fitness Passport, as well as opportunities to attend yoga and pilates classes during lunch breaks. Council also provides employees with access to free and confidential counselling services through our Employee Assistance Provider. This service can be accessed by any employee or their family. Over 270 sessions were provided over the 2019-20 period.

The Children's Services department undertook a 100-day step challenge through the Better for Me, Better for You Program in 2019. Employees took a total of 237,811,373 steps, equivalent to 152,199 kilometres, with 68% of participants exceeding 10,000 steps per day. 71% of employees reported they felt they could concentrate better and felt more productive.

During the COVID-19 pandemic, we knew that our people's wellbeing was crucial to how our business units could respond to navigating this changed time. Springing into action, our People and Culture team together with the Mental Health First Aiders, began to develop and circulate resources and information guides including how to embrace working from home, leading a remote team, staying productive and practising self-care. Our Mental Health First Aid team also provide regular updates and tips through our weekly staff bulletin to encourage our people to take care of their wellbeing in this tough time.



Our White Ribbon Accreditation

Council is in the final stages of submitting evidence to become a White Ribbon Accredited workplace by December 2020. The White Ribbon Workplace Accreditation program has guided Council to create a leadership framework, promoting respectful relationships, gender equality and a culture of zero tolerance to violence.

The framework acknowledges anyone can be a victim of violence, while raising awareness on the separate issue of gendered violence, specifically men's violence against women.

Key achievements within the White Ribbon Accreditation framework include:

- development and release of a Domestic and Family Violence Support Statement
- extended domestic and family violence leave provisions
- creation of resources to respond to victims and perpetrators of violence
- assessment and review of domestic and family violence workplace risk assessment and workplace safety plans
- collaboration with external support networks to create education and training programs for People Leaders and staff
- ongoing Council support to the Nepean Domestic Violence Network.

The Towards Zero campaign is part of our journey towards White Ribbon accreditation. Towards Zero provides our employees with information and resources to better understand violence, bullying and harassment, and how to respond to the needs of people experiencing these difficult situations – whether it be themselves, a co-worker or someone in their personal life – asking them to 'Call It, Challenge It, Change It'.

INTERPRETING ASSISTANCE

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

CONTACT	DETAILS
Address	Penrith City Council - Civic Centre 601 High Street, Penrith NSW
Phone	(02) 4732 7777
Email	council@penrith.city