

Positively

PENRITH

# LONDONDERRY READY



## Acknowledgement of Country

We acknowledge and pay respect to the Darug and Gundungurra people who are the Traditional Owners in which Penrith Local Government Area is situated.

We also pay our respect to elders past, present and emerging, and to the First Nations people living in our community today.



Jannawi Dance Clan.  
Image credit: 7 Chair's Photography







## A note from the contributors

This booklet was created with expertise from across Penrith City Council, Emergency Services, First Nations Traditional Owners and knowledge holders, and feedback from community leaders.

## Would you like this information in another language?

**Free Interpreter:** Call via TIS National on 131 450

**Free National Relay Service:** Call between 9am and 4pm Monday to Friday and provide our phone number 02 4732 7513

**Voice relay:** Call 1300 555 727

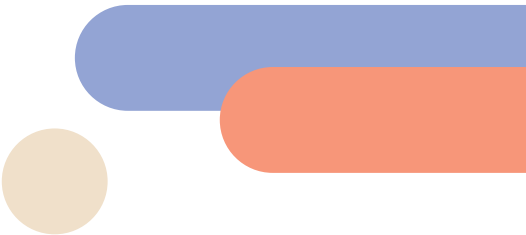
**TTY:** Call 133 677

**SMS relay:** Call 0423 677 767



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## Introduction

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Londonderry, which is part of the Cumberland Plain Woodland, is home to a resilient community. Over recent years, the Londonderry community has supported each other through the challenges of the Black Summer bushfires, Covid-19 and multiple flood events.

In 2022, residents told Council that they were interested in learning more about land management for flood mitigation, risk factors for floods and bushfire and disaster preparedness.

Recent natural disasters demonstrate the importance of Caring for Country and personal preparedness for natural disasters. Throughout the year, Council has worked with local organisations, Traditional Owners and Darug Burubiranggal knowledge holders to manage the natural environment. This work includes monitoring and protecting native species, mitigating the environmental impact of future disasters and restoration after natural disasters.

The community may continue to face natural disasters that create financial stress, and effect health and wellbeing. It is important to build resilience, prepare your family and your home, and continue to support the community to be prepared for natural disasters.

This booklet responds to these areas of interest. It is an invitation to learn more about the ways Council and local organisations manage the local environment and how your family can be prepared for future natural disasters.

## Caring for Country in Londonderry

The following pages share First Nations knowledge and land management practices to *Care for Country*. Council has worked with Traditional Owners and First Nations community on this content. We invite you to consider the importance of caring for local land and waterways as part of disaster preparedness and recovery.

### What is caring for Country?

*Ngurra (Country)* is a term used by the Darug and Gundungurra peoples, as well as many other First Nations peoples, to describe the deep connection between the land, waters, sky, people, animals, and plants.

*Caring for Ngurra* holds great significance for First Nations people in Penrith. Passed through generations, Caring for Country supports environmental, cultural and social wellbeing.

First Nations people know that if the environment we live in is healthy and balanced, people can live well and thrive. Sustainable practices, ensure Country remains healthy and balanced for generations to come.



Nations in Cultural Exchange project  
celebration Kingswood Park, February 2021.  
Image Credit: Jordan Wheatley

## Managing fire risk

Fire plays a significant role in everyday life for First Nations people. Cultural burning refers to the use of fire for various purposes, such as:

- Ceremony
- Protection of significant sites
- Regeneration of land for food, medicine and resources
- Improving plant health and habitat protection for local animals
- Managing health and balance of Country.

Different to the 'back burning' practice for hazard reduction, cultural burns focus on regenerating plants. The fire is kept at a lower temperature and is more contained.

Traditional fire practices and an understanding of Country are used to create fire buffers. Like a mosaic, patches of land are managed differently, so that some areas will be newly burnt, and others may be regrowing. Cultural burns follow the seasons to sustainably clear debris, leaf litter and overgrowth.

Under the guidance of Traditional Owners, trained First Nations people manage cultural burns in Londonderry. These cultural burns reduce fire risk to homes and wildlife.

## Managing local waterways

Waterways such as Nepean River and Rickabys Creek hold immense cultural significance for First Nations people. There are creation stories that tell the physical, cultural, economic and ceremonial relationship with place.

Londonderry's waterways provide habitats for platypus and eels. We want to make sure the natural environment is balanced and these species are protected.

Traditional practices are used to maintain water quality. Woody debris is when broken logs and bark are strategically placed in the river system to manage the environment's natural balance. This practice is even more important after a flood when excess water and debris change the local conditions.

Residents may see large woody debris in river systems and feel that this is a sign of neglect and needs to be cleaned up. Rather, organisations such as Local Land Services and local Traditional Owner groups are working together to monitor the amount of debris in the water. This important work delivers benefits to people and place today. Take a closer look next time you see debris in the river – you might spot a platypus.

## Protecting native species

Understanding the animals and plants that call Londonderry home is an important part of Caring for Country. Throughout the year, the plant species tell First Nations peoples when it's time to plant seeds, maintain or burn. When planted in open areas, some native plants have a fire-retardant effect. Other plants retain water and thrive in the wetter season.

Learning what healthy Country looks like means we can look out for endangered native species. We want to protect them.

Take a closer look when you're on a bushwalk and see how many species of native flora and fauna you can identify that grow near you.

## Species that hold cultural significance in Londonderry include:



### Eastern Grey Kangaroo

*Scientific name:*  
*Macropus giganteus*

A totem of the Buruberongal people, a Darug Clan Group that calls Londonderry home.

Eastern Grey Kangaroo.  
Image credit: Pen\_ash on Unsplash



### Scribbly Gum

*Botanical name:*  
*Eucalyptus racemosa*

This plant's growth stage indicates the seasonal shifts.

Scribbly gum.  
Image credit: PCC Bushcare Team

## Endangered species in Londonderry includes:



### Nodding Geebung

*Botanical name:*  
*Persoonia nutans*

Nodding Geebung.

Image credit: PCC Bushcare Team



### Parrot Pea

*Botanical name:*  
*Dillwynia tenuifolia*

*Dillwynia tenuifolia*.

Image credit: PCC Bushcare Team



### Cumberland Plain Land Snail

*Scientific name:*  
*Meridolum corneovirens*

Cumberland Plain Land Snail.

Image credit: PCC Bushcare team

## Using native ingredients in cooking

Native plants are rich in nutrients and a tasty addition to recipes. Ingredients like lemon myrtle and hibiscus can be used in pancakes, tea and homemade lemonade. To find out more about native ingredients, visit Council's nursery or Muru Mittagarr.



**Other common native species in Londonderry and the Cumberland Plain Woodland include:**



**Kangaroo Grass**

*Botanical name:*  
*Themeda triandra*

Lady Beetle on Kangaroo Grass.  
Image credit: Jesse Cass



**Grey box**

*Botanical name:*  
*Eucalyptus molucana*

Grey box.  
Image credit: PCC Bushcare team



**Native Sasperilla**

*Botanical name:*  
*Hardenbergia violacea*

Native Sasperilla.  
Image credit: PCC Bushcare Team



**Forest Red Gum**

*Botanical name:*  
*Eucalyptus tereticornis*

Forest Red Gum.  
Image credit: PCC Bushcare Team

## In your community

The community can learn more about First Nations land management practice through local organisations and knowledge holders, such as **Muru Mittigar**, **Firesticks Alliance** and **Local Land Services**. You can find out more about their programs and how to get involved on their websites. Council's Bushcare team is also a valuable source of information.

### Local Land Services

Coordinated by state government agency, **Local Land Services Greater Sydney**, projects in Londonderry are supporting the Darug Traditional Owners to implement land management practices, such as cultural burns.

Cultural burns are regularly attended by fire authorities, such as Rural Fire Service NSW and Fire and Rescue NSW, Traditional Owners with a cultural obligation

to manage Country and community members connecting to their cultural heritage.

### Local Bushcare volunteers

Bushcare volunteers support Council with the conservation of our environment and its species. From the 1990's, Penrith City Council, residents and Bushcare volunteers, have been active in restoring and managing the bushland in and around Londonderry.

Through funded programs, there are efforts to manage excess water flow and protect our environment. For example, removing harmful plants and preventing pest animal species from invading our water bodies and surrounding landscape.

You can read more about how to become a volunteer and get involved with local projects by visiting **[penrithcity.nsw.gov.au/waste-environment/environment/environment/bushland](https://penrithcity.nsw.gov.au/waste-environment/environment/environment/bushland)**



Cultural burn.  
Image credit: David Jones/  
Conservation Volunteers Australia

## Preparing people for emergencies

Floods, storms and bushfires can occur within the Penrith area with some suburbs, including Londonderry, more at risk.

Usually, suburbs are more likely to experience natural disasters if they are located near a waterway, on a floodplain (flat area of land

next to a river or stream), or close to bushland. These features are all present in Londonderry.

We all have a role to play to prepare for and stay safe during a natural disaster.

## What you can do

When natural disasters happen, it is important to be prepared. To keep yourself and your community safe you should:

1. **Know your risk** for flood and fire.
2. **Keep informed** when there is an emergency alert.
3. **Prepare** your family, your home and your property.
4. **Follow instructions** of emergency services during an emergency.



## Know your risk

### Floods

During heavy rain, areas that are downhill or closer to a waterway are at higher risk of flooding.

Even after the rain has stopped and if your property does not flood, there is still a risk that local roads may be impacted and unsafe to travel on.

### Bushfires

Bushfire or grass fires can happen at any time, but the risk is higher during the warmer, drier months. Bushfires can also change direction quickly.

### Storms

Storms include heavy rain, hail, lightning, and strong winds. Storms can impact your property by damaging roofs, outdoor furniture, equipment and cars, as well as bringing down trees, branches, and powerlines.

Storms happen everywhere. It is important to assess your property to see what might be impacted by a storm.





## Keep informed

It is important to keep informed leading up to, during and after a disaster or emergency. This includes knowing what information you need to know and where to find the information you need.

### Disaster Dashboard

Penrith's **Disaster Dashboard** provides real-time information from emergency services during a natural disaster. The dashboard shows up-to-date information such as road closures in the area, dam levels, health information, and fire and flood incidents. The dashboard also provides Get Ready information and resources so that you can keep informed.



### Australian Fire Danger Ratings

Keeping a check on the Fire Danger Ratings can help you to understand the weather conditions, the level of danger to your safety and when you need to be ready to act or leave your property.



### Key to Fire Danger Ratings

	<b>NO RATING</b>	No rating issued
	<b>MODERATE</b>	Plan and prepare
	<b>HIGH</b>	Be ready to act
	<b>EXTREME</b>	Take action now to protect your life and property
	<b>CATASTROPHIC</b>	For your survival, leave bush fire risk areas



**Total Fire Ban** – There is total fire ban in place



## The Australian Warning System

The Australian Warning System is in place to keep you informed leading up to and during an emergency such as a fire, flood, storm and extreme heat. The warning system has three levels:

**Advice (yellow)** – An incident has started. There is no immediate danger. Stay up to date in case the situation changes.



**Watch and Act (orange)** – There is a heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family.



**Emergency Warning (red)**  
– You may be in danger and need to act immediately. Any delay now puts your life at risk.



Watch the video introducing the **Australian Warning System**.





## Important sites

Leading up to and during a disaster or emergency, it is important to keep informed by monitoring sites for updates and information. Important sites include:

### Bureau of Meteorology NSW weather warnings



### NSW State Emergency Service (SES)



### NSW Rural Fire Service



### Live Traffic NSW



### WaterNSW



### Fire and Rescue NSW



### Endeavour Energy Power Outages



### Hazards Near Me App



### ABC Radio

702 AM or download the **ABC Listen app** to stay connected in an emergency





## Get prepared

A disaster or an emergency can happen at any time.  
Are you prepared for a disaster?

### Take the quiz

Find out how prepared you are by taking the **Disaster Preparedness Quiz**.



### Make a plan

Ensuring that you are prepared in the event of an emergency means making an emergency plan for you, your household and your pets so that you know exactly what you will do, where you will go and when.

The Red Cross has prepared some **easy-to-use resources** that you can print off and download.



Create your emergency plan now by downloading the **Red Cross Redi Plan**, or create and keep your emergency plan on your phone or device with the **Get Prepared App**. The Get Prepared App is a simple and effective tool to plan for emergencies.



If you are only at risk of bushfire, complete the **RFS Bushfire Survival Plan** in four simple steps.



## Pack a go bag

When an emergency happens, you may need to leave your home quickly. Having a bag of essential items packed and ready to go for yourself, your family and your pets is a must. Your go bag should be stored in an easily accessible place.

Go to **Council's emergency ready webpage** to download a go bag checklist.



## Evacuation

Floods and bushfire can happen with little notice. It is important to know when to leave, where you will go and what evacuation route you need to use to get there.

The Bureau of Meteorology, the NSW SES and the NSW RFS will issue official warnings and advice leading up to and during a flood or bushfire. If you receive an emergency warning to evacuate, it is vital that you leave for your safety.

Be prepared and know your evacuation plan. During evacuation, signs will be provided on the roads to give direction for drivers.

For further information:

View the SES **evacuation route for flood events**



Know the location of your nearest **Neighbourhood Safer Place**



In the event of a bushfire, the safest option is to leave early. If it is too late or unsafe to leave the area you can make your way, if safe to do so, to a Neighbourhood Safer Place.

Neighbourhood Safer Places are a list of places that you can go to as a last resort during a bushfire emergency, if all other options in your bushfire plan cannot be put into action safely.



## Follow instructions

You may be told to evacuate if you or your home are at risk of flood, fire or other hazards, or if you are likely to be isolated.

Conditions on local roads and evacuation routes can change. This makes it unsafe to stay or for emergency services to provide assistance.

Evacuation orders can be issued by the NSW State Emergency Service (SES), NSW Rural Fire Service (RFS), NSW Police and NSW Fire and Rescue.

Stay informed about hazards in your area with the **Hazards Near Me app**.

Keep an eye out for flood or fire warnings by checking the **NSW SES** or **RFS website**, their social media platforms, and tuning into your local **ABC radio station**.

In an emergency, you might receive a text message from emergency services, or even a door knock if time allows.

Always heed the advice of emergency services and prioritise the safety of yourself and your family.

If you spot a hazard, or feel you are at risk and haven't received guidance, don't wait for instructions. Evacuate immediately and report the hazard by calling triple zero.

You are being told to leave because it is unsafe for you to stay. Follow the instructions of emergency services and protect yourself, and your loved ones from harm.

If you don't follow instructions or evacuate when notified you endanger yourself and others and can make it difficult for emergency services to assist you.



## Support is available



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Emergency support services are here to guide you. Get in touch with them for information and support. These services can help you make a plan or if you need assistance during a natural disaster.


If someone needs urgent medical help, or your life or property is threatened, contact triple zero (000) first.

# Emergency Services and Emergency Preparedness Contact List

Service	Type of service	How the service can help you prepare	Contact details
<b>NSW State and Emergency Service (SES)</b>	<p>SES can assist with:</p> <ul style="list-style-type: none"> <li>• Floods</li> <li>• Storms</li> </ul>	<p>SES can assist with:</p> <ul style="list-style-type: none"> <li>• Understanding the 'SES Rural Properties FloodSafe Guide'</li> <li>• Using <b>HazardWatch</b> for live updates and <b>warnings</b> for your area</li> <li>• Creating an Emergency Plan for your home or business</li> <li>• Creating an <b>Animal Emergency Plan</b></li> <li>• Tips to prepare your property for an emergency</li> </ul>	<p><b>Contact 000 for all emergencies.</b></p> <p>For more information, call NSW SES on <b>132 500</b> or visit <b><a href="https://ses.nsw.gov.au">ses.nsw.gov.au</a></b></p> 
<b>NSW Rural Fire Service (RFS)</b>	<p>RFS can assist with:</p> <ul style="list-style-type: none"> <li>• All fires within Rural Fire District</li> </ul> <p>Includes:</p> <ul style="list-style-type: none"> <li>• house/structure, car fires, motor vehicle accident, bush/grass fires</li> </ul>	<p>The RFS can assist with:</p> <ul style="list-style-type: none"> <li>• Using the Hazards Near Me app</li> <li>• A <b>Bush Fire Survival Plan</b></li> <li>• Advice on how to prepare your home for bushfires</li> <li>• Keeping up to date with all <b>bushfire information numbers, websites and apps</b></li> <li>• Advice on safer burning</li> <li>• Advice on hazard reduction on private land</li> <li>• Advice on emergency bushfire information and alert levels</li> <li>• Advice on fire safety for your pets</li> </ul>	<p><b>Contact 000 for all emergencies.</b></p> <p>For information on bushfires, call the Bush Fire Information Line 1800 NSW RFS <b>(1800 679 737)</b> or <b><a href="https://rfs.nsw.gov.au">rfs.nsw.gov.au</a></b></p> 

Service	Type of service	How the service can help you prepare	Contact details
<b>Red Cross</b>	Red Cross can assist with: <ul style="list-style-type: none"> <li>• Family preparedness</li> <li>• Mental health support</li> </ul>	Red Cross can assist with: <ul style="list-style-type: none"> <li>• Using the <b>Get Prepared App</b> to make an emergency plan</li> <li>• Building a <b>survival kit</b></li> <li>• Practical tips to help you <b>cope, clean up and repair damage</b> after a disaster</li> <li>• Information on <b>maintaining wellbeing and coping with long-term stress</b></li> </ul>	<p><b>Contact 000 for all emergencies.</b></p> <p>For more information, call the customer care team on <b>1800 733 276</b> or visit <b>redcross.org.au</b></p> 
<b>Nepean and Blue Mountains Local Health District (NBMLHD)</b>	NBMLHD can assist with: <ul style="list-style-type: none"> <li>• Mental health support for youth, adults and families</li> </ul>	NBMLHD can assist with providing: <ul style="list-style-type: none"> <li>• Support for individuals and communities affected by bushfires, flooding and other natural disasters</li> <li>• Support for anxiety disorders</li> <li>• Support to families and carers</li> <li>• Mental health assessments and referral options</li> </ul>	<p><b>Contact 000 for all emergencies.</b></p> <p>To access the Mental Health Disaster Recovery team, call <b>0429 011 134</b>.</p> <p>For more information or urgent care, call the Mental Health Line on <b>1800 011 511</b> or visit <b>nsw.gov.au/health/nbmlhd/services/mental-health</b></p> 

Service	Type of service	How the service can help you prepare	Contact details
<b>Agriculture and Animal Services Functional Area</b> (AASFA)	<p>AASFA can assist with:</p> <ul style="list-style-type: none"> <li>• Animal emergency support</li> </ul>	<p>AASFA can assist with:</p> <ul style="list-style-type: none"> <li>• Providing emergency support to animal owners including veterinary assistance, emergency fodder and stock water, livestock management advice and animal evacuation</li> </ul>	<p>For emergency assistance with animals, call the AASFA on <b>1800 814 647</b></p> 

<b>NSW Rural Assistance Authority</b> (RAA)	<p>The RAA can assist with:</p> <ul style="list-style-type: none"> <li>• Financial support during an emergency</li> </ul>	<p>The RAA can assist with:</p> <ul style="list-style-type: none"> <li>• Tailored access to financial assistance for regional and rural businesses and communities</li> <li>• Accessing loans, grants, rebates and subsidies to primary producers, small business operators and not-for-profit organisations</li> </ul>	<p>For more information call <b>1800 678 593</b> or visit <b>raa.nsw.gov.au</b></p> 
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# Quick reference resource guide

Services provide a range of resources to support community and household preparedness. For the latest information, check out brochures and information available online.

## SES Flood Resources

The SES provide resources to assist you in planning and preparing your household and keeping you and your animals safe in the event of a flood. For further information:

### Keeping animals safe brochure



### Flash Floodsafe Guide



### Flood awareness in the Hawkesbury Nepean



### Rural Properties FloodSafe Guide



## SES Storm Resources

Prepare your home for severe storms. The SES provide resources and guides on how to stay stormsafe. For further information:

### Preparing your home



### Stormsafe Guide for rental properties



### Stormsafe Guide



### Stormsafe Guide for units and apartments





## SES Resources In Language

The NSW SES provide emergency information and **resources in your language**.



## NSW Rural Fire Service

We've compiled some of NSW RFS' resources on how to plan and prepare for a bushfire:

### Plan and prepare



### Resources compiled by RFS



### Prepare your home for bushfire factsheet



### AIDER Program to reduce bushfire hazards



### Translated factsheets

including information on preparing your home and pets in your language



## Endeavour Energy

During natural disasters, like bushfires and floods, power outages can last longer than a day. While power is typically restored within hours, it is good practice to be prepared for a prolonged period without power.

**Endeavour Energy** has information and resources on bushfire, storm and flood safety and electrical safety at home.



They also have information on how you can check for **power outages**.



## Get Ready NSW

The **Get Ready NSW website** provides information and resources to help you to better prepare for natural disasters and emergencies including bushfire, storms and floods.



## ABC Emergency Information

The **ABC Emergency website** provides information on planning for an emergency.



## NSW Health

**NSW Health information** in preparing for emergencies



## National Auslan Communications for Emergencies

**Information for Deaf, Deafblind, and hard of hearing people** about natural hazards.



## Physical Disability Council of NSW

### I'M OK Be Emergency Ready

Emergency ready information for people with disability.



## Planning for the future

The community of Londonderry has been affected by numerous floods in recent years.

It can be hard at times to understand all the jargon and the different government stakeholders and projects underway.

This section provides information on two projects happening now, which community members of Londonderry can have a say about.

### Local Government

#### Rickabys Creek Catchment Flood Study

Penrith City Council is responsible for identifying local needs and concerns around natural disasters. A Flood Risk Management Plan helps us understand existing conditions in a catchment area.

Council is currently conducting the Rickabys Creek Catchment Flood Study.

The Rickabys Creek catchment is bounded by Castlereagh Road in the west, The Driftway in the north and Llandilo Road in the east.

Flooding across the catchment can happen when there is excess water flow, including:

- Streams fill and rise over their banks
- Heavy rain causes water to flow over land without being absorbed
- The underground stormwater pipes can't handle the amount of water flow.

#### Flood Risk Management Planning process:

**Data Collection**

**Flood Study**  
*We are here now*

**Floodplain Risk  
Management Study**

**Floodplain Risk  
Management Plan**

**Implementation of Plan**

Once the draft flood study is prepared, it will be available for public exhibition for the community to have their say.

After the flood study is complete, Council will develop a Flood Risk Management Plan that will help to identify flood risk reduction measures that may reduce the cost of flooding to residents, assist with emergency management and guide future development.

For more information about the flood study, you can contact Council on **(02) 4732 7777** or email **[council@penrith.city](mailto:council@penrith.city)**

## **NSW Government Disaster Adaptation Plan**

The NSW Reconstruction Authority (RA) is developing a high priority, regional Disaster Adaptation Plan (DAP) to reduce flood risk in the Hawkesbury-Nepean Valley, one of the most dangerous floodplains in Australia.

The RA is encouraging people who live, work in or visit the valley to share their experiences and ideas on how to reduce flood risk where we can and adapt where we can't. To have your say visit **[haveyoursay.nsw.gov.au/hnv-disaster-adaptation-plan](https://haveyoursay.nsw.gov.au/hnv-disaster-adaptation-plan)**.

Feedback will be received until 1 November 2024.

For more information about the Hawkesbury-Nepean Disaster Adaptation Plan visit **[nsw.gov.au/reducingrisk/dap](https://nsw.gov.au/reducingrisk/dap)** or email **[HNV\\_DAP@reconstruction.nsw.gov.au](mailto:HNV_DAP@reconstruction.nsw.gov.au)**







## Connecting with Council

There are a few different ways you can get involved in local issues, report concerns or seek information from Council.

Make an enquiry or report a problem using the **online customer portal**.



When you submit an enquiry or raise a request with Penrith City Council, you will usually receive an automated email confirmation outlining an approximate timeframe for completion (e.g. one-five business days).

If the timeframe has passed and you require an update, please call **(02) 4732 7777** or email **[council@penrith.city](mailto:council@penrith.city)**

### Access Council services

Using the **online services portal** you can:



- Pay your rates
- Track a development application
- Make an online application
- Book a waste collection
- Manage animal concerns (e.g. pets and wildlife).



**To have your say  
on projects that  
matter to you,  
check Your Say  
Penrith.**



**Your Say Penrith** offers regular opportunities for residents, local business owners and visitors to have their say on Council strategies, policies and programs. You can sign up and contribute to projects that interest you.

### **Speak to Council**

For further support you can:

- Visit us at the Penrith Civic Centre  
8:30am – 4:00pm weekdays  
601 High St, Penrith NSW 2750
- Visit us at the St Marys Business Office  
9:00am – 12:30pm and 1:30pm – 4:00pm weekdays  
207-209 Queen St, St Marys NSW 2760
- Contact Council  
Phone: (02) 4732 7777  
8:30am – 4:00pm weekdays (excluding public holidays)  
Email: [council@penrith.city](mailto:council@penrith.city)

### **Learn about Council and your representatives**

- The **Mayor and local Councillors** can support you with matters specific to your suburb.



- **State and Federal** Members of Parliament support the community by listening to community members and being a spokesperson for local issues. For more information visit [aph.gov.au/Senators\\_and\\_Members/Members/](http://aph.gov.au/Senators_and_Members/Members/)

### **Tips when contacting your Councillors**

1. **Mention** whether contact with Council staff has already occurred.
2. **Make** sure your enquiry is specific and includes the impact on you and others. Provide as much information as possible to help them understand the matter.
3. **State** the outcome you would like to see.

Did you know Council meetings happen every month and are open to the public? You can learn more by visiting [penrithcity.nsw.gov.au/council/council-business/council-meetings](http://penrithcity.nsw.gov.au/council/council-business/council-meetings)



Did you know there is a Council election happening this year on 14 September. For more information visit [penrith.city/councilelection](http://penrith.city/councilelection)



