

Council Policy Documents

Title	Purpose (Policy/Procedure/Form)	Date Introduced	Last Review	Next Review Date
Access & Equity Policy	Council should be sensitive to cultural aspects and differences in the community to ensure better and more balanced services for their whole community.	28-Aug-2006	1-Dec-2011	30-Jun-2026
Advisory Committee and Reference Group Policy	Provides guidance on the operation of Advisory Committees and Reference Groups who assist the delivery of Council's strategic priorities.	12-Dec-2022	1-Sep-2023	1-Feb-2025
Affordable Housing Policy	To guide decision making by defining Council's role in relation to affordable housing. The policy includes Council's commitment to increasing the level of affordable housing for moderate income key and essential workers in the WLA & outlines its role in advocating for local, social and affordable housing needs.	8-Oct-2020	12-Nov-2023	30-Apr-2027
Alcohol Free Beverages Policy	WCC serves only alcohol free beverages at public events and launches where children and young people are the target or dominant group	26-Mar-2012	26-Mar-2012	31-Aug-2025
Asbestos Policy	Guidance, awareness and controls for the handling and disposal of asbestos. WCC requires that any works associated with asbestos, irrespective of the quantity, must be undertaken by a licensed removalist. Subject to a number of Legislative Acts.	25-Nov-2013	25-Nov-2013	31-Aug-2025
Assessment of Development Applications	Guidelines for the assessment of Council Development Applications.	30-Jun-1997	4-Jun-2012	31-Aug-2025
Asset Disposal Policy	To clearly define a framework, responsibilities and guidelines for Council Officers to manage the disposal of assets and scrap or surplus materials.	19-Jun-2019	19-Jun-2019	30-Jun-2025
Asset Management Policy	To provide a framework for managing its large portfolio of assets. It identifies parameters to help deliver assets and services that are both cost effective and representative of community need.	30-Jun-2019	1-Jul-2021	30-Jun-2025
Bicycle Parking Spaces - Policy	WCC provides 6 bicycle parking spaces in the basement parking area for use by Councillors and staff.	22-Nov-1999	22-Nov-1999	1-Sep-2025
Bicycle Racks – Provision of	To provide bicycle parking spaces at Victor Street Council Offices.	4-Feb-1980	30-Aug-1993	1-Sep-2025
Boarding House Compliance Policy	To ensure that WCC undertakes its obligations in terms of the Boarding Houses Act 2012 and Regulations 2013. To set guidelines for compliance processes and inspections under the legislation.	14-Oct-2013	14-Oct-2013	25-Aug-2025
Building Certificates Refund of Fees - Policy	When a written request is received for cancellation of a Building Certificate application, assessment of whether a refund of the application fee is applicable will be determined by the Building Surveyor on a discretionary basis using the criteria in the policy.	19-Mar-1990	4-Jun-2012	31-Aug-2025
Bus Shelters Policy	Management of income from bus shelters, where advertisement is permitted, notification of residents, request to supplier	28-Sep-1992	4-Jul-2008	31-Aug-2025
Bushcare Programme Policy (New name 'Bushcare Volunteer Policy')	Provides a framework for managing and promoting the conservation of biodiversity and preservation of bushland owned or managed by Council through a community-based volunteer program.	30-Jan-1995	4-Jun-2012	31-May-2025
Car Share Parking Space Policy 2016	Care sharing is part of an integrated transport system to provide viable vehicle based options that provide flexibility & complement other sustainable means within the area	1-Nov-2016	1-Nov-2016	1-Dec-2025
Cashier's Shortages - Policy	Policy procedural in nature, to ensure cashiers follow a process	14-Oct-1991	4-Jun-2012	31-May-2025
CCTV Network Policy (Public Safety & Security)	To establish protocols for the collection, storage and access to information recorded by Closed Circuit Television Cameras (CCTV) and/ surveillance cameras Council has installed at various locations in the City, Council facilities and Council Rangers body worn cameras. The purpose of maintaining a network of surveillance cameras is to ensure the safety of members of the public, staff and customers using Council's facilities.	10-May-2010	25-Aug-2014	1-Jun-2027
Child Protection	Ensures that Council's education and care services are compliant with NSW Child Protection Legislation, that staff within our Children's Services have a well-developed understanding of the Child Safe Standards; and ensures that staff have a well-developed understanding of the Principles for Child Safe Organisations.	4-Jan-2020	1-Dec-2022	30-Jun-2026
Code of Conduct 2020 WCC	Meet the requirements of the Model Code of Conduct 2020 set by State Gov.	11-Jun-2019	28-Nov-2022	1-Jun-2025
Code of Meeting Practice	Meet the requirements of the Model Code of Meeting Practice 2020 set by State Gov.	11-Jun-2019	29-Jan-2024	24-Feb-2025
Commission Sales People for Charities – Chatswood Town Centre - Policy	Management of charitable collections within the Chatswood District Centre.	1-Dec-1986	10-Jun-2008	31-Aug-2025
Communications Policy	To ensure WCC is transparent, fair, consistent and timely in the way it communicates with the media, stakeholders and the community.	23-Feb-2009	25-Aug-2014	1-Dec-2025

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Community Copying Service - Policy	Management of service to community & other non-profit groups associated with the City through membership of, or service to, residents. Charges for service are assessed annually on the basis of cost-recovery.	15-Jun-1982	4-Jun-2012	30-Jun-2025
Community Engagement Policy	To ensure equitable opportunity for potential hirers to achieve the CSP 2028 outcome 2.7 Promote accessible services for the community by providing a system to allocate hire and concessional rates for Council owned facilities.	1-Jun-2016	22-May-2023	28-Apr-2025
Community Facilities Hire Policy	To ensure equitable opportunity for potential hirers to achieve the CSP 2028 outcome 2.7 Promote accessible services for the community by providing a system to allocate hire and concessional rates for Council owned facilities.	28-Sep-2015	11-Nov-2019	30-Jun-2025
Community Gardens Policy		22-Feb-2010	10-Feb-2020	10-Feb-2020
Community Use of Sports Facilities Policy	Council is focussed on community sport at a local and district level. This focus guides Council decisions for the provision and level of public sporting facilities and their use by the community.	27-Mar-2023	27-Mar-2023	23-Mar-2027
Company Searches for Property Development - Policy	Prior to Council entering commercial negotiations/arrangements with private companies for projects that exceed \$5m, Australian Securities and Investment Commission (ASIC) searches will be carried out on the companies. The information will be made available to Councillors prior to any decision.	22-Jun-2009	22-Jun-2009	31-May-2025
Complaint Management Policy	Provide a clear and transparent means for the management of complaints. Provide high quality service to the community, encourage customer feedback to assist with continuous improvement.	1-Jul-2019	25-Mar-2024	1-Dec-2026
Complaint Management Procedure	To support the Complaint Management Policy	1-Jul-2019	25-Mar-2024	1-Dec-2026
Compliance and Enforcement Policy	Provides a guide to officers responsible for unlawful activity compliance and enforcement to ensure that investigations are undertaken in a manner that is lawful, accountable and transparent, consistent, proportional and timely. This Policy also addresses the resource limitations in Council's enforcement activities and how such resources are to be utilised. The policy also outlines for the community how reports alleging unlawful activity will be dealt with by Council, how Council treats the confidentiality of people who report alleged unlawful activity, what Council expects from people who report allegations of unlawful activity and the process for complaints about Council's enforcement action. This Policy also sets out the role of Councillors in compliance and enforcement.	12-Aug-2024	12-Aug-2024	31-May-2027
Compliance and Enforcement Procedure	The Compliance and Enforcement Policy and this Procedure provides a guide to officers responsible for unlawful activity compliance and enforcement to ensure the investigations are undertaken in a manner that is lawful, accountable and transparent, consistent, proportional and timely. This policy also addresses the resource limitations on Council's enforcement activities and how such resources are to be utilised. The Policy and Procedure also outlines for the community how reports alleging unlawful activity will be dealt with by Council, how Council treats the confidentiality of people who report alleged unlawful activity, what Council expects from people who report allegations of unlawful activity and the process for complaints about Council's enforcement action.	12-Aug-2024	12-Aug-2024	31-May-2027
Consultative Committee Protocols - Policy	To establish Committee's by a resolution of Council when it considered a matter would benefit by initiating & facilitating dialogue between parties affected by a particular issue. Important that Council makes clear why the committee is being established, parties are invited to participate & what it hopes will be achieved by the committee.	24-Oct-2025	24-Oct-2005	1-Apr-2025
Contaminated Lands Management Policy	Provides a framework for dealing with contamination issues as they arise in planning, development assessment and administrative roles, & ensures that Council carries out its legal responsibilities in the management of contaminated land.	9-Jun-2020	9-Jun-2020	1-Aug-2025
Council – Council owned Land Owners Consent DA's Policy	Floor Space Bonus under SREP 5 - Policy outlines principles that apply in relation to accepting offers for the provision of community space in exchange for floor spaces bonuses under SREP 5 - Chatswood Town Centre or under a Voluntary Planning Agreement	16-Jun-1994	4-Jun-2012	25-Aug-2025
Council Documents – for Review/ Amendment Policy	Council documents that have been subject to review and amendment, any proposed alterations must be highlighted to enable such text to be easily identified from the original version when document is submitted to Council.	19-Aug-1996	25-Aug-2014	30-Apr-2025
Council Flyers (copies of) - Policy	That, where information is distributed to residents relating to Council projects, a copy of same be provided to Councillors.	25-Sep-1995	25-Aug-2017	31-Aug-2025
Council Inspections Delegation of Authority & Procedure	In accordance with Section 377 of the Local Government Act 1993, Council delegate authority to the Inspection Committee to determine applications on-site subject to procedures.	2-May-1996	25-Aug-2014	30-Apr-2025
Debt Recovery	Ensures effective control over debts owed to Council. Helpful to ratepayers and debtors suffering genuine financial hardship. Fulfills the statutory requirements of the LG Act Act with respect to the recovery of rates and other debts.	4-Nov-2002	4-Nov-2002	31-May-2025

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Debt Recovery & Financial Hardship Policy	Provides a framework for actively managing the level of outstanding debt to Council. It includes Council's commitment to work with our ratepayers to prevent financial hardship in the payment of annual rates and charges.	1-Nov-2013	1-Jan-2020	31-May-2025
Delegation to the General Manager	Instrument of delegation to the General Manager as approved by Council.	27-Mar-2023	27-Mar-2023	28-Apr-2025
Design Excellence Policy	Ensure Council achieves the highest level of development for Willoughby by considering design excellence as part of the planning review and approval process.	9-Dec-2019	9-Dec-2019	25-Aug-2025
Design Excellence Guidelines	These guidelines support Willoughby City Council's Design Excellence Policy and ensure we meet requirements in our Planning Strategy and Willoughby Local Environment Plan.	9-Dec-2019	9-Dec-2019	31-Aug-2025
Display of Publicity Banners - Policy	Council permits the display of publicity banners and flags at approved locations in the City.	14-Aug-2000	16-Jan-2008	31-Aug-2025
Dividing Fences Act – Council Responsibilities - Policy	Council will bear half the replacement cost of adjoining fences when it is legally obliged to do so under the Dividing Fences Act. 2. That Council will arrange to repair any fence when that fence has been damaged by Council's employees or acts associated with Council-sponsored activity. 3. That Council will not contribute to repair or replacement of fencing where it is not legally obliged to do so, except in circumstances set out in (2) above.	18-Apr-1988	4-Jun-2012	31-Aug-25
Endorsement of Community Projects and Events - Policy	This Policy establishes guidelines to be considered if Council is asked to endorse or support events or other community activities.	12-Sep-2006	10-Jun-2008	26-May-2025
Endorsement of Local Community Organisations	Endorsement of local community organisations is to be bestowed only by resolution of Council & to be considered only on formal application to Council by the community organisations (s) concerned.	8-May-2000	10-Jun-2008	30-Jun-2025
Expenditure Recommendation Register	This Policy provides that any recommendation from any Committee of Council which requires expenditure of any money whatsoever shall include a Financial Impact Statement. The Financial Impact Statement must specify whether the money is budgeted for and whether, in the officer's opinion, there is any merit in the proposed recommendation.	13-Jun-1995	25-Aug-2014	1-Apr-2025
Fees for Development Applications – Heritage Controls - Policy	This Policy provides that where Development & Construction Certificate Applications requiring payment of fees and charges are submitted to Council in respect of properties subject to Heritage Controls, as imposed by the Heritage Act, fee relief be granted in the form of waiving of same, subject to the applicants being required to pay for the neighbour notification, appropriate deposits and applicable premiums, levies and contributions in force from time-to-time.	7-Jun-1993	7-Apr-2008	31-Aug-2025
Festivals & Events Policy	To provide a consistent framework for managing or removing unauthorised encroachments on Council managed land.	21-Mar-2011	16-Jan-2018	26-May-2025
Financial Hardship Policy	Provides financial assistance to ratepayers experiencing genuine financial hardship with the payment of annual rates and charges. Provides a decision-making framework for the assessment of financial hardship applications. Fulfill the statutory requirements of the LG Act with respect to the recovery of rates debts.	18-Nov-2013	18-Nov-2013	31-May-2025
Fire Safety Policy	To ensure fire safety compliance in Class 2-9 buildings within the WLGA (excludes Class 1 single dwelling buildings and Class 10 minor structures as defined by the Building Code of Australia) so as to prevent fire, suppress fire, prevent spread of fire, promote the safety of persons in the event of fire and ensure the maintenance and use of premises do not constitute a fire hazard. • To ensure that WCC undertakes its legal obligations as required by the EP&A Act 1979. To set guidelines for fire safety inspections and detail provisions for enforcement. To ensure maintenance of Electronic register for annual fire safety statements.	25-Jun-2007	3-Nov-2014	31-Aug-2025
Floor Space Bonus under SREP 5 – Chatswood Town Centre or under a Voluntary Planning Agreement - Policy	Floor Space Bonus under SREP 5 - Policy outlines principles that apply in relation to accepting offers for the provision of community space in exchange for floor spaces bonuses under SREP 5 - Chatswood Town Centre or under a Voluntary Planning Agreement	4-Jul-1988	4-Jun-2012	31-Aug-2025
Footway Merchandise Display Policy	To enhance the aesthetic & cultural diversity of merchandising. Establishes criteria for controlling how merchandise can be displayed. Displays should not cause inconvenience or disruption to pedestrian circulation or to adjoining businesses or nearby residential areas or cause public offence.	24-Apr-1995	25-Apr-1995	31-Aug-2025
Footway Restaurant Policy	To encourage, where appropriate & control the establishment of footway restaurants. Sets out standards and guidelines for restaurants whilst maintaining pedestrian amenity.	8-Mar-2004	8-Mar-2004	31-Aug-2025
Fraud and Corruption Prevention Policy	Outlines WCC commitment to the prevention, deterrence, detection and investigation of all forms of fraud and corrupt conduct. It ensures the appropriate mechanisms are in place to protect the integrity, security and reputation of Council.	8-Apr-2019	1-Aug-2024	1-Aug-2026

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Fraud and Corruption Prevention Plan	This Fraud and Corruption Prevention Plan outlines Council's approach towards the control of fraud and corruption at a strategic, tactical and operational level. This approach ensures that Council has corporate ownership of fraud and corruption control. Council's commitment to preventing fraudulent or corrupt activity, and avoiding or managing conflicts of interests, will be demonstrated through the implementation of the measures and behaviours identified in this document.	8-Apr-2019	1-Jun-2022	1-Aug-2026
Graffiti Management Policy	Provide a clear framework within which Council systematically manage and responds to graffiti within the WLGA. Outlines the management & abatement of graffiti in relation to Council owned & private property.	8-Jun-2005	27-Jun-2005	31-Aug-2025
Grants and Awards for the Community Policy	To provide an overarching framework for awarding and managing Willoughby City Council's Grants and Awards for the Community Program, ensuring recognition and purposeful and effective distribution of funding to not for profit community and sporting organisations, individuals, small businesses, social enterprises and performing arts organisations.	15-Jun-2021	15-Jun-2021	1-Jun-2025
Grant Application - Members of staff & their families - Policy	Restricts staff from applying for personal grant funding under Council programs. If family members of staff apply for a Council grant the relationship needs to be noted in the report and the staff member is not to be involved in any assessment of the grant.	25-Aug-2008	25-Aug-2008	30-Aug-2025
House Property Numbering Policy	The application of house/unit numbers can be a contentious issue & to avoid this the following Policy/Guidelines cover all development situations in WCC.	27-Nov-2000	25-Aug-2014	30-Jun-2025
Humanitarian Response Policy	To assist needy communities, both locally and overseas, to recover from the effects of both man-made and natural disasters through effective, co-ordinated and timely humanitarian response.	27-Mar-2006	10-Jun-2008	30-Aug-2025
Informal Planning Meetings - Policy	This Policy provides a mechanism for applicants and correspondents to meet in a facilitated, non-adversarial meeting to discuss issues, examine options and explore avenues for achieving mutually agreed solutions.	12-Apr-1999	4-Jun-2012	31-Aug-2025
Inter-Allotment Drainage - Policy	This policy outlines issues regarding Inter-Allotment Drainage.	24-Jul-1989	7-Apr-2008	31-Aug-2025
Investment Policy	Meet the requirements set by State Government.	14-Dec-2020	14-Dec-2020	31-May-2025
Kerb Crossings Policy	Encourages kerb crossings to be constructed so as to maximize porous surfaces (e.g. grassed strips between paved tracks, use of porous paving materials).	14-Mar-1994	7-Apr-2008	31-Aug-25
Laneway Access Policy for Commercial Properties	Council supports in principle the desirability in appropriate locations of providing rear lane access to commercial properties which allow for better servicing, parking of business owners' vehicles and disabled persons parking. Such access also maintains pedestrian amenity without vehicle crossings on the primary road frontages.	28-Apr-2003	7-Apr-2008	1-Dec-2025
Laneway Naming Policy	Ensures compliance with the regulations listed in the Roads Act Section 162 and the guidelines set by NSW Geographical Names Board. Ensures Laneway and Footway/Pathway naming is standardised and that the process is transparent and easy to understand for regulatory bodies and members of the community.	14-May-2007	7-Apr-2008	1-Jul-2025
Lease of Tennis Courts Policy	Lease terms and conditions.	23-Nov-1998	28-May-2012	28-Dec-2025
Lease of Unused Public Road Policy	Permits the private use of portions of unused public road by adjoining property owners on a uniform basis. Ensures the sound economic management of portions of public road and gives Councillors, Officers and the public appropriate guidelines for the lease of portions of public road for private use.	24-Nov-2003	7-Apr-2008	31-Aug-2025
Library Collection Development Policy (updated to Collection Development Guidelines (December 2024))	This Policy outlines how the library service identifies, selects and manages print, non-print and digital resources to meet the changing needs of the Willoughby community. Associated Procedures on Intranet.	20-Nov-2019	20-Nov-2019	10-Dec-2028
Local Government Filming Protocol	This filming protocol has been developed by the Department of Local Government, with the goals of supporting the screen industry and meeting the needs of the local community.	2-Jan-2009	2-Jan-2009	1-Dec-2025
Long Stay Employee Parking Policy	Policy aims to effectively manage the future growing demand for journeys-to-work in the Willoughby LGA and the associated demand for street parking. Strategies will include the introduction of designated long-stay parking areas and low-rate daily street parking fees to encourage employees to either car share or use alternative and more sustainable modes of transport.	28-Nov-2016	28-Jul-2017	1-Dec-2025
Mayor and Councillors Expenses & Facilities Policy	Meet the requirements set by State Gov.	1-Feb-2007	22-Aug-2022	24-Feb-2025

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Media Policy	Provides a framework to assist council when dealing with the media and to ensure that media engagement by Councillors and staff is consistent, accurate and professional and enhances the council's reputation. It also sets standards of conduct for all council officials who are required to interact with media in their official capacity. This policy has been developed in line with the Office of Local Government (OLG) Model Media Policy.	31-May-2024	31-May-2024	31-May-2027
Mediation in Approval Process (by an External Mediator)	Identifies opportunities where the use of mediation carried out by an external mediator may be beneficial to the approvals process.	12-Apr-1999	4-Jun-2012	1-Aug-2025
Motorcycle Parking Provisions pg. 66-67	Aims to support growth in journeys by motorcycle and/or scooters by providing fair and equitable access to street parking which reflects the lower environmental impact these vehicles place on Willoughby LGA in comparison to private cars.	28-Nov-2016	28-Jul-2017	1-Dec-2025
Naming of Walkways in the City Policy	To be consistent with the NSW Geographical Names Board – Guidelines for the determination of place names and relevant Council policies. Recommendations and requests for naming public places or structures within the City are subject to community consultation and Council endorsement.	7-Jun-2010	4-Jun-2012	30-Jun-2025
Nuclear Free Council Policy	For WCC to be free from any nuclear activity including the transportation of nuclear material, (except in direct and exclusive association with a hospital or medical facility), to ensure the health, safety and welfare of its residents protects private and public land from an increased probability of being flooded due to upstream development placing greater pressure on Council's drainage infrastructure.	12-Aug-2002	12-Aug-2002	1-Apr-2025
On-Site Stormwater Detention	WCC protects private and public land from an increased probability of being flooded due to upstream development placing greater pressure on Council's drainage infrastructure.	27-Aug-1995	7-Apr-2008	31-Aug-2025
Parking Fees and Chargers Policy: page 70-72	To manage demand for street parking through adjusting parking rates to optimize the operation of Council's limited street parking spaces.	28-Nov-2016	28-Jul-2017	1-Dec-2025
Parking Provisions for Trades People and Care Workers 69-70	To make available a Trade worker Permit for those who are working as trades people at a property located within a residents' permit parking area, short-stay time restricted parking areas or adjacent to short-stay ticket parking bays.	28-Nov-2016	28-Jul-2017	1-Dec-2025
Pensioner Concession Policy	Provides eligible pensioners with the statutory pensioner concession relating to Rates and Charges under the provisions of Section 575 of the Local Government Act 1993.	1-Jun-2012	18-Jan-2018	31-May-2025
Petitions Policy	Regarding the acceptance of petitions.	24-May-1993	8-May-2017	1-Jun-2025
Petty Cash Policy	Limits expenditure of Petty Cash.	8-Aug-1988	4-Jun-2012	31-May-2025
Privacy Management Plan - Policy	The Privacy and Personal Information Protection Act 1998 (the "PIIPA") requires councils to have a Privacy Management Plan outlining their policies and practices to ensure compliance with the requirements of that Act and the Health Records and Information Privacy Act 2002 (the HRIPA). The plan informs the community about how their personal information will be used, stored and accessed after it is collected by the Council. It also informs Council staff of their obligations in relation to handling personal information and when they can and cannot disclose, use or collect it.	1-Aug-2005	25-Aug-2014	1-Nov-2025
Procedures for the administration of the Model Code of Conduct for Local Councils in NSW	Procedures are prescribed for the purposes of the administration of the Model Code of Conduct for Local Councils in NSW ("the Model Code").	14-Sep-2020	28-Nov-2022	1-Jun-2025
Procurement Policy	To ensure that any processes and procedures developed will be structured to balance efficiency with the need for transparency and probity in a tiered process, accounting for all levels of expenditure and providing a capacity for staff to make sustainable and wise decisions ensuring value for money.	11-Jun-2019	11-Jun-2019	1-May-2025
Progress Associations Policy – Meeting Venues	The Progress Associations (including the Federation of Progress Associations) currently use a Council facility. There is no charge for the facility to hold their regular meetings.	17-Feb-1997	10-Jun-2008	30-Jun-2025
Property Maintenance – Leased Premises Policy	The repair of dwellings which are the subject of tenancies should be considered in the light of the rental return having regard to the lessor's primary responsibility to maintain existing/essential facilities, as opposed to capital work improvements and the economical viability of maintaining a dwelling for rental purposes .	9-Feb-1990	30-Aug-1993	31-Aug-2025
Property Numbering and Place Naming	To be consistent with the NSW Address Policy 2019, Geographical Names Board Guidelines, Roads Act and LG Act 1993.	27-Nov-2000	25-Aug-2014	30-Jun-2025
Public Art Policy	To provide a framework for the acquisition, assessment, development and management of public art in WCC in accordance with community needs and best practice. Enables Council to develop, facilitate & support an ongoing program of temporary and permanent public art for the City which is integrated with the area's unique character & cultural heritage.	23-Mar-2009	4-Jun-2012	1-Jun-2025

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Public Domain Memorial & Local Site Acknowledgement Policy	To provide a consistent approach to dealing with requests for memorial plaques in parks, reserves and public open spaces in the Willoughby local area.	12-Nov-2007	7-Apr-2008	28-Dec-2025
Public Interest Disclosure Policy	Supports Council's Code of Conduct and the Public Interest Disclosures Act, to meet the Australian Standard AS8004 relating to Whistle-blower Protection Programs.	25-Sep-2023	25-Sep-2023	1-Sep-2027
Public Interests Disclosures Procedure	Outlines how a Public Official can make a Public Interest Disclosure in accordance with the PID Act 2022 and Council PID Policy. Explains how reports will be received, assessed and managed by Council.	9-Sep-2013	25-Sep-2023	1-Sep-2027
Rates Administration 2020	Provides a decision making framework in the application of rating provisions that fulfill statutory requirements with respect to the levying of rates & charges.	28-Sep-2015	1-Oct-2020	31-May-2025
Rates Administration Policy 2015	Fulfills the statutory requirements of the Local Government Act 1993 with respect to the levying rates and charges. Provides a decision making framework in the application of the rating provisions of the Local Government Act 1993 and Regulations.	1-Sep-2015	1-Sep-2015	31-May-2025
Rates Policy	Outlines ratepayers who can defer their rates and charges against their estate. Authorises General Manager to make arrangements with ratepayers who are experiencing difficulties paying rates through a suitable repayment schedule.	9-Jun-1998	9-Jun-1998	31-May-2025
Recycling Receptacles in Public Places - Policy	To control and regulate the location and management of recycling receptacles in public places within the City of Willoughby. Note the only receptacle it refers to is Clothing Bins, title is misleading.	26-Feb-1996	10-Jun-2008	31-Aug-2025
Refunds – Holiday Activity Centre's - Policy	Details under which circumstances advance payments for Children's Holiday Activity Centre bookings will not be refunded.	10-Jun-1986	4-Jun-2012	31-May-2025
Resident Permit Parking Policy	Enhance residential amenity, provide equitable access to on street parking in residential areas, support the regional transport objectives & strategies aimed at encouraging the use of public transport, ensure compliance with Division 1 of Part 6 of the Road Transport (Safety and Traffic Management) Regulation 1999.	28-Nov-2016	28-Jul-2017	1-Dec-2025
Re-zoning of Federally-owned Public Land	Council requires that any proposal for the rezoning of land within the Willoughby City Council area contain information enabling Council to assess the matters.	13-Aug-2001	4-Jun-2012	31-Aug-2025
Risk Management Policy	Prevents or minimises risk to Council's resources, including human, environmental, financial, and assets, through the implementing of effective enterprise risk management practices.	1-Oct-2023	23-Oct-2023	1-Apr-2025
Sale of Public Land	Council does not support the outright sale of any public land by any government unless other options have been fully explored & sale provides local as well as general public interest benefits.	25-Jun-2001	25-Aug-2014	31-Aug-2025
Sale or Lease of Council Land Policy	To define the criteria to be considered prior to sale of Council owned land. To define process & procedures required prior to sale of any Council owned land.	25-Jun-2001	25-Aug-2014	30-Jun-2026
Section 356 Donations to Charitable & Community Groups – Policy	Council may by resolution make special donations under Section 356 of the Local Government Act 193 to groups identified in the Policy.	13-Jul-1992	10-Jun-2008	30-Jun-2025
Self-funded retirees Domestic Waste Service - Policy	Provides a form of financial relief for rate paying self-funded retirees within WCC.	1-Apr-2006	24-Apr-2006	31-May-2025
Smoke Free Policy	To take a clear position to prohibit smoking and the use of e-cigarettes within public areas.	28-Jun-2010	4-Jun-2012	31-Aug-2025
Social Media	Provides guidance about the use of social media by employees, contractors and Councillors.	26-Jul-2024	26-Jul-2027	26-Jul-2027
Sponsorship Policy	To provide a framework when seeking sponsorship to fund Council facilities, activities and programs, in an efficient, effective and ethical manner. To ensure that the administration of sponsorship activities follows best practice principles of corporate governance.	16-Dec-1996	4-Jun-2012	23-Jun-2025
Statement of Business Ethics	Business dealings between WCC & the private sector are extensive & have the potential to raise sensitive ethical questions. The statement sets out the ethical behaviour it will guarantee, and expect in return, in any business relationship it enters into. It sets out principles and requirements relating to external organisations, service providers, small businesses and individuals. Also outlines guidelines for staff.	1-Oct-2019	1-Aug-2024	1-Sep-2028
Street Parking and Pathway Use Policy	Provides direction on the application of unique and non-standard street parking and pathway management systems, infrastructure and practices across WCC.	8-Jul-1905	1-Nov-2016	1-Dec-2025

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Street Signs – House Numbering - Policy	To include house numbers on all street signs within the Central Business District, and funds are to be allocated to progressively include such numbers on all street signs throughout the City.	19-Sep-1998	4-Apr-2008	30-Jun-2025
Submission of Application for Demolition of a building - Policy	Applications for demolitions must be accompanied by a DA under normal circumstances. Outlines circumstances when this does not apply.	15-Jun-2004	4-Jun-2012	25-Aug-2025
Swimming Pool Barrier Inspection Policy	The <i>Swimming Pool Act 1992</i> requires Council to develop and adopt a program for the inspection of swimming pools in its area. To fulfil its legal obligations Council is required to inspect swimming pools in accordance with this program.	14-Oct-2013	7-Aug-2017	31-Aug-2025
Tennis Courts – Lighting of - Policy	As a general requirement in respect to the lighting of tennis courts within the City.	6-Dec-1982	4-Jun-2012	28-Dec-2025
Tennis Courts, Northbridge – Hire of - Policy	Courts are to be hired out to as many residents as possible and not to be "locked in" by a particular group.	22-Oct-1981	22-Oct-1981	28-Dec-2025
Transport arrangements for attending Council Events & Activities - Policy	All Council events and activities should consider as a priority access arrangements for people with disabilities. Arrangements should favour transport modes other than private vehicles. Wherever appropriate relevant details regarding access will be provided on all publicity and promotional materials.	1-May-2003	10-Jun-2008	1-Apr-2025
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Urban Tree Management Policy	The policy aims to enhance liveability, connectivity and sustainability. It is the key policy document guiding the development and implementation of other plans and strategies for tree management in Willoughby.	10-Nov-2014	10-Nov-14	31-Aug-2025
Use of Council Sportsgrounds, Parks and Reserves by Commercial Fitness Groups and Personal Trainers (Admin Policy)	Used to effectively manage the use of Community and Crown lands under the care, control and management of Council by commercial fitness groups and personal trainers.	19-Jan-2018	19-Jan-2018	23-Jun-2025
Vegetation Management Policy	Brought together a suite of documents & consolidated various plans, policies and procedures for vegetation protection, management, connectivity and sustainability, in line with changes in legislation.	10-Feb-2020	10-Feb-2020	31-Aug-2025
Vegetation Management Guidelines	The Vegetation Management Guideline provides guidance on the approval processes and requirements involved in the management and clearing of vegetation and provides a guide to the management of both public and private vegetation and the systems and processes required to manage these in the Willoughby LGA.	10-Feb-2020	10-Feb-2020	31-Aug-2025
Ward Councillor Committee - Delegation, Procedures and Inspection Procedures	A policy for certain applications to be determined by the Ward Councillors without the need for the application to be reported to a full meeting of the Council.	22-May-2006	12-Feb-2018	31-Aug-2025
Waste Free Events Policy	WCC undertakes to ensure that all public events are planned, promoted and managed as "Waste Free" events	22-Nov-1999	10-Jun-2008	26-May-2025
Willoughby Collection Policy	Provides the guidelines and rationale for the development, management and preservation of The Willoughby Collection. The Collection covers material relating to the Municipality dating from 1865 & the WCC since 1994.	17-Jan-2018	17-Jan-2018	28-Apr-2025

Council Strategy Documents

Title	Strategy Description	Date Introduced	Last Review	Next Review Date (Proposed)
Reserve Action Plan Beverley Blacklock Reserve	Beverley Blacklock Reserve is a long, narrow area of bushland that hugs the south-east corner of the Castlecrag peninsula set on the shores of Middle Harbour.	15-May-2023	15-May-2024	15-May-2028
Affordable Housing Strategy 2020-2026	The Affordable Housing Strategy outlines the vision for affordable housing within the City. The strategy ensures Council's Affordable Housing Program and initiatives are guided by Our Future Willoughby 2028 and the Willoughby Housing Strategy 2036.	1-Jun-2020	1-Jun-2020	31-May-2026
Artarmon Park Reserve Action Plan	Artarmon Park is a small local reserve approximately 2.3 hectares in size that is divided in two by the Gore Hill Freeway.	22-Aug-2022	22-Aug-2022	22-Aug-2027
Artarmon Reserve Action Plan	This reserve Action Plan is to be read in conjunction with the Master Plan for Artarmon Reserve which incorporates the sports field, playground, car parks and shared paths.	22-Aug-2022	22-Aug-2022	22-Aug-2027
Asset Management Strategy	The Asset Management Strategy outlines the strategic context of asset management, the current and future status of asset management and how we can meet our asset management goal, to achieve "core level" of asset management maturity by 2023 and "advanced level" in the longer term.	30-Jun-2025	30-Jun-2025	30-Jun-2029
Castle Cove Park Bushland Reserve Action Plan	Castle Cove Park is a 6.2 hectare multi-functional recreational and bushland reserve located in Castle Cove.	5-Oct-2021	5-Oct-2024	5-Oct-2026
Castlecrag Griffin Reserves Action Plans	Network of Castlecrag Griffin Reserves with linkages and access paths	22-Jul-2024	22-Jul-2024	22-Jul-2029
Castlecrag Northern Escarpment Reserve Action Plan	The Castlecrag Northern Escarpment is a 23.3ha of steeply sloping bushland reserve which rises precipitously from Sugarloaf Bay in Middle Harbour on the Castlecrag Peninsula.	26-Apr-2022	26-Apr-2024	26-Apr-2027
Castlehaven Reserve Action Plan	Castlehaven Reserve is a linear foreshore reserve of natural bushland (2.9 ha) on the southern side of the Castlecrag peninsula.	11-May-2020	11-May-2024	11-May-2025
Clive Park Bushland Reserve Action Plan	Clive Park is a 5.4 hectare foreshore bushland reserve located on Sailors Bay, Middle Harbour	2-Mar-2022	2-Mar-2024	2-Mar-2027
Community Engagement Strategy	Community engagement is the process of involving people in the decisions that affect their lives. This strategy covers how the Council wishes to engage with its local community.	23-May-2023	24-Nov-2024	28-Apr-2025
Community Participation Plan	Sets out how planning authorities will engage with their communities about decision making concerning planning matters such as development applications and planning proposals.	24-Feb-2024	24-Feb-2024	24-Feb-2029
Coolaroo Reserve Action Plan	Coolaroo Reserve is a long and relatively narrow, sheltered area of bushland approximately 2.7ha in size, located within the Lane Cove River catchment.	27-Jul-2020	27-Jul-2024	27-Jul-2025
Customer Experience Strategy 2023-2025	A visual plan outlining our objectives and the associated initiatives that Council will undertake over the next two years to improve customer experience, and how we will measure our performance over time.	1-May-2023	1-May-2023	23-Jun-2023
Delivery Program 2022-2026	The purpose of the Delivery Program is to illustrate what services and projects will be provided during the current Council term, and how these services and projects will be funded.	1-Jul-2022	30-Jun-2025	30-Jun-2025
Digital Strategy	The Strategy provides an agile overarching framework that will guide digital technology investments and implementation both within Council and the Willoughby Local Government Area.	30-Apr-2025	30-April-2025	30-Apr-2027
Market Garden Draft Reserve Action Plan	Market Garden Park is approximately 1.65 hectares in size and includes revegetated bushland, Sailors Bay Creek, parkland and a future community garden located at the top of the Sailors Bay catchment in Willoughby.	22-May-2023	22-May-2024	22-May-2028
Economic Development Strategy	Provides the overarching framework, strategic direction and guiding principles for delivering a City that is prosperous and vibrant	31-Mar-2022	31-Mar-2022	1-Aug-2028
Explosives Reserve & H.C. Press Park Reserve Action Plan	Explosives Reserve and H.C. Press Park comprise of a largely intact 35 hectare area of bushland located in Castle Cove, within the Middle Harbour catchment.	27-Jun-2022	27-Jun-2024	27-Jun-2027
Ferndale Park Reserve Action Plan	Ferndale Park is a long and narrow 9.8 hectare remnant bushland reserve that is surrounded by residential properties, located within the Lane Cove River catchment, Chatswood.	28-Nov-2022	28-Nov-2024	28-Nov-2027
Harold Reid Reserve Action Plan	Harold Reid Reserve is a 42.7ha bushland reserve with large areas of intact remnant vegetation located in Middle Cove.	28-Nov-2022	28-Nov-2024	28-Nov-2027
Library Strategy 2024-2028	Willoughby City Library Strategy 2024 – 2028 outlines the areas of focus for Willoughby City Library over the next four years, taking into account community aspirations, demographic changes and the financial context.	12-Aug-2024	12-Aug-2024	1-Nov-2028

Title	Strategy Description	Date Introduced	Last Review	Next Review Date (Proposed)
Local Centres Strategy 2036	To promote a network of thriving, attractive and distinctive village centres throughout the Council area. It provides the framework for future planning controls and public domain improvements for eight local centres.	1-Jun-2020	1-Jun-2020	30-Jun-2026
Night Time Economy Strategy 2022-2028	The night-time economy is one part of the overall economy and encompasses the activities that take place once the normal business day comes to an end at 6pm.	1-Jul-2022	30-Sep-2023	1-Aug-2028
North Arm Reserve Action Plan	North Arm Reserve is a long linear bushland reserve 45.9ha in size that follows the northern shoreline of Fig Tree Cove located in Scotts Creek catchment, Castle Cove and Middle Cove.	8-Feb-2021	8-Feb-2025	8-Feb-2026
Operational Plan 2024/25	The Operational Plan details the related annual activities in a one-year plan including how the annual budget funds them.	1-Jul-2024	1-Jun-2024	1-Jun-2025
Our Future Willoughby 2032	Our Future Willoughby 2028 is the community's long-term vision and priorities for the future of the City.	7-Jan-2018	24-Feb-2025	28-Feb-2029
Property Strategy	Property Strategy is to provide Willoughby City Council with a strategic approach to the development and management of our property assets into the future.	31-Jan-2020	31-Jan-2020	31-Jan-2026
Public Spaces & Recreation Strategy	The Willoughby Public Spaces and Recreation Strategy guides the planning, delivery and management of Willoughby City's public space and recreation network for the next ten years.	1-Mar-2024	1-Mar-2024	1-Mar-2028
Reserve Action Plan Broomham, Killingsworth, Forsyth Parks	Broomham Park, also known as The Knoll and formerly as Pudding Hill, is a small but steep 0.5ha bushland reserve.	23-Oct-2023	23-Oct-2024	23-Oct-2028
Reserve Action Plan Flat Rock Gully	Flat Rock Gully (FRG) encompasses a total area of 22.3 ha inclusive of a portion of Bicentennial Reserve. Remnant bushland, approximately 14 ha, occurs within the Flat Rock Creek Catchment Area.	26-Feb-2024	26-Feb-2024	26-Feb-2029
Reserve Action Plan H.D. Robb Reserve	HD Robb Reserve is a linear reserve covering approximately 20.5 ha. The reserve runs east west and is located in the suburb of Castle Cove.	27-May-2024	27-May-2024	27-May-2029
Reserve Action Plan Mowbray Park	Mowbray Park is a long continuous area of remnant bushland located along the Lane Cove River in Lane Cove North.	26-Feb-2024	26-Feb-2024	26-Feb-2029
Reserve Action Plan Northbridge and Elizabeth Park	Northbridge Park is approximately 46 ha of remnant bushland and recreational areas located on the southern side of Northbridge.	28-Oct-2024	28-Oct-2024	28-Oct-2029
Reserve Action Plan O.H Reid Reserve	H. Reid Reserve is a narrow 9.3 ha, irregularly shaped and fragmented area of bushland within the Lane Cove River catchment in Chatswood West.	23-Oct-2023	23-Oct-2024	23-Oct-2028
Reserve Action Plan Blue Gum Park	Blue Gum Reserve is 17ha of bushland located west of the Pacific Highway and north of Fullers Road in Chatswood.	25-Sep-2023	25-Sep-2024	25-Sep-2028
Reserve Action Plan Burrabru and Sugarloaf Point	These reserves are small, relatively natural spaces in a crowded residential area where the built environment is displacing private gardens.	29-Apr-2024	29-Apr-2024	29-Apr-2029
Resilient Willoughby Strategy and Action Plan	The Plan identifies the range of shocks and stresses most likely to impact the people of Willoughby, and proposes a range of actions to help the community overcome them.	18-Oct-2021	18-Oct-2021	18-Oct-2026
Resourcing Strategy 2032	Our Resourcing Strategy supports the Community Strategic Plan and details how we can help achieve these aspirations in terms of time, money, assets and people.	30-Jun-2022	30-Jun-2022	30-Jun-2025
Street parking Strategy	Consistent and transparent decision making to promote the efficient, fair and equitable use of available street parking.	8-Jul-2017	8-Jul-2017	1-Dec-2025
Tennis Court Strategy	Willoughby City's long-term goal is to maintain the current quantity of public tennis courts.	30-Jun-2020	30-Jun-2020	1-Mar-2026
Urban Bushland Plan of Management	The overarching plan for all bushland areas in Willoughby.	1-Jan-2015	1-Jan-2023	1-Jan-2027
Northern Sydney Regional Waste Strategy	A local level Waste Strategy is required	26-Apr-2023	26-Apr-2023	25-Aug-2025
Willis Park Action Plan	Willis Park is a 6.8ha bushland reserve located in Scotts Creek catchment east of Eastern Valley Way and south of Castle Cove Drive in Castle Cove and Middle Cove.	8-Feb-2021	8-Feb-2025	8-Feb-2026
Willoughby Housing Strategy to 2020-2036	The Willoughby Housing Strategy is a step towards a 20 year plan to guide future housing in Willoughby City over this period. The Strategy guides the quantity, location and type of future residential development within Willoughby City and has been developed through community engagement and analysis of various factors that will influence residential development.	1-May-2020	1-May-2020	30-Jun-2026

Title	Strategy Description	Date Introduced	Last Review	Next Review Date (Proposed)
Willoughby Industrial Lands Strategy 2036	The Willoughby Industrial Lands Strategy supports the Sydney Metropolitan planning framework and advocates for retention of the industrial areas for the vitality of the economy and the needs of the local population into the future.	1-Oct-2020	1-Oct-2020	30-Jun-2026
Willoughby Integrated Transport Strategy 2036 (Annotated Final)	This strategy provides the overarching framework for transport planning and initiatives across the Willoughby local government area to 2036.	1-Aug-2020	1-Aug-2020	30-Jun-2026
Willoughby Local Strategic Planning Statement	The Willoughby City Local Strategic Planning Statement (LSPS) sets a 20-year vision with priorities and actions for land-use planning in the Willoughby City Local Government Area. This vision considers the economic and social needs of the Willoughby City community and how they will change in the future, as well as how to protect and improve Willoughby's natural environment.	1-Feb-2020	1-Feb-2020	30-Jun-2027