



The Plan

Working together for a better future

COMMUNITY STRATEGIC PLAN 2022 - 2032



georgesriver.nsw.gov.au



Acknowledgement of Country

Georges River Council acknowledges that the Bidjigal people of the Eora Nation are the traditional inhabitants and custodians of all the land, water and sky in which the Georges River region is situated.

Council recognises Aboriginal and Torres Strait Islander people as integral to the Georges River community and highly values their social and cultural contribution. Georges River Council pays respect to Elders past, present and emerging.

Georges River Council is committed to showing respect for Aboriginal people as Australia's first peoples. Council has adopted the practice of acknowledging the Traditional Custodians of Country at events, ceremonies, meetings and functions.





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Mayor's Foreword



The last few years have highlighted the importance of local communities, of liveable neighbourhoods and good local services and facilities. Happily, our area is rich in so many ways, with an abundance of natural environments including unique bushland and spectacular waterways and rich with a culturally diverse community and lifestyles.

The review of our Community Strategic Plan 2018 – 2028 has resulted in *The Plan 2022 – 2032*, which takes into account the feedback and input of our community, as well as the challenges which have become the “new normal”.

These challenges we face are not able to be overcome by Council on its own. It relies on working together with partners including all levels of government, our community, businesses and non-government organisations including sporting and service groups. To work together we need to have the same agenda and this community strategic plan, *The Plan (Community Strategic Plan) 2022 – 2032*, clearly sets out that agenda for a resilient, liveable and connected Georges River for the future.

A handwritten signature in black ink, reading "Nick Katris". The signature is stylized and cursive.

Nick Katris
Mayor



Acting General Manager's Message



So much has been achieved from our last Community Strategic Plan 2018 – 2028, and this updated Plan builds on those achievements. There have been many new challenges faced since 2018 and our community has proven to be very resilient in the face of these challenges.

Challenges, which include the COVID-19 pandemic and natural disasters affecting our area such as flooding, underscore the importance of long term planning. Our community has demonstrated its resilience backed by a supply of local amenities for everything from working from home to outdoor recreation and walkability. This resilience is born in working together for a better future – which Council adopted as it's call to action in the development of this community strategic plan: *The Plan 2022 – 2032*.

Our area has proven to be highly liveable, even during the COVID lockdown period, with much of our area achieving a 30 minute city, where essential services and facilities are within a 30 minute commute. However, our area is not only important to our local lifestyle, but our strategic centres of Hurstville and Kogarah make us vital to Sydney's future.

It is my job to ensure that Georges River Council as an organisation is able to meet the needs of our residents, businesses and visitors and fulfill its broader role within Sydney.

I look forward to working with the community to deliver the goals and strategies in *The Plan (Community Strategic Plan) 2022 – 2032*.

A handwritten signature in black ink, appearing to read 'David Tuxford'.

David Tuxford
Acting General Manager

Community Vision Statement

Naturally connected to place, community and Country.

About the plan

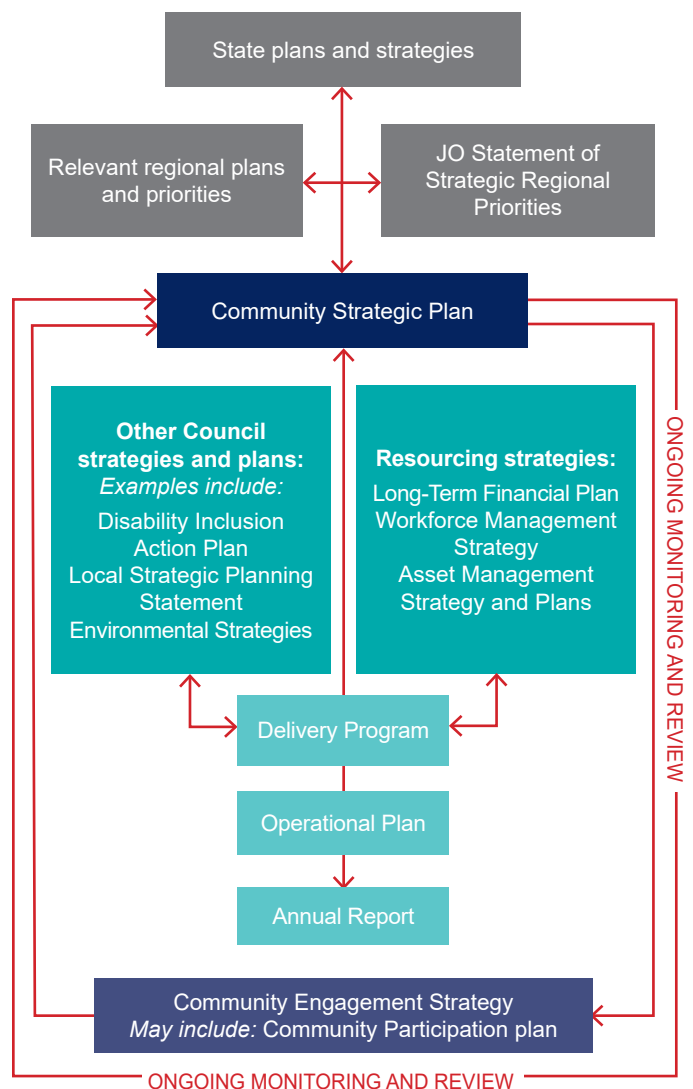
The Plan 2022 - 2032 is our second community strategic plan. This revised community strategic plan progresses and extends the previous community strategic plan, bringing on board new and previous community feedback and aspirations and taking account of the challenges that now confront not just Georges River Council, but also NSW, Australia and indeed, the world.

It represents our community’s ambitions and expectations for our area for the next ten years. It is part of the Integrated Planning and Reporting (IP&R) framework that all councils must adhere to under the Local Government Act (1993).

The Plan 2022 – 2032 is resourced and implemented by a number of supporting documents including:

- The annual Operational Plan
- The four-year Delivery Program
- A Resourcing Strategy which includes:
 - Long Term Financial Plan – a 10-year plan that outlines the financial capacity to deliver the objectives of The Plan 2022 – 2032.
 - Asset Management Plan – sets out the current condition and requirements for each key asset category to ensure the maintenance and renewal of all Georges River’s assets.
 - Workforce Strategy – ensures that we are resourced with a workforce that has the capacity, capability and culture to achieve the goals outlined in The Plan 2022 – 2032.
 - Digital Resource Management Plan - outlines Council’s commitment to utilising the best digital framework possible to enable responsive and timely services and information.

The Integrated Planning and Reporting framework is best described in the following diagram from the NSW Office of Local Government.



How will we know if we are making progress towards the The Plan 2022-2032

We have included measures of success, with baseline figures where they are available. Council will report on these in the End of Term Report, at the end of this Council term in 2025.

We are taking into account all the other strategies and plans which Council has developed and we are also cognisant of NSW Government and Australian Government priorities and programs.



Updating The Plan 2022 – 2032 with our community

The Plan 2022 – 2032 has been revised by building on previous plans and strategies. Many thousands of local residents, businesses, visitors, children and those with an interest in our area have provided their feedback during consultations to develop these strategies.

What we already knew from previous strategies:

You told us that you value:

- Our diverse culture and strong social services.
- Our varied and productive economy.
- Our green open spaces, sporting facilities and our river.
- Facilities to meet the needs of a growing population.
- Our convenient location and transport.
- Efficient operating models that focus on service maintenance across the broad range of Council services

Specific community engagement was undertaken to identify and review the main priorities and aspirations (derived from existing strategies) for the future of the Georges River Local Government Area for *The Plan 2022 – 2032*:

- Information about the community engagement for the Plan 2022 achieved a potential reach of over 777,600 contacts.
- These contacts were across more than 90 activities and events.
- Due to COVID-19, the intended face to face engagement was cancelled as the Georges River community was under lockdown and considered an 'area of concern'.
- Engagement methods included an online survey, webinars, residents' letters or emailed feedback, government and neighbouring council workshop and children's input through Council's Early Learning Centres.
- Engagement succeeded in giving 709 people direct input on the priorities for our area.



What you told us

There was a consistency of feedback across the various engagement methods.

The key priorities of our community for the future of the Georges River Local Government Area include **planting trees** and **greening our area**, including **greening our town centres**.

Our community appreciate and want **more** and **upgraded open space and parks** and want **safe cycling** and **walkability**. Residents want to protect the **Georges River area heritage** and **history**. They want to **activate our town centres** and **provide jobs for local people** and want to continue to enjoy **local festivals and events** and have access to **community support**.

There is a shift to **stay local**, due to the COVID-19 pandemic, and our community anticipates that this shift will be on-going. They want to continue to **use local parks** and **shop locally** and **work from home at least part time**.

It signals a possible renaissance for our local centres and continued high use of our parks and open space.

There is strong support for the provision of **library services in the western part of the local government area**, and people of all ages, including children, support and want to continue to enjoy **local library services**.

Residents want **good governance** and **financial efficiency from Council**.

Images: Opposite page: Little Lunar Night Market 2022.
This page: Story time at Kogarah Library



Social Justice Principles

Our community want everyone to have an equal opportunity in life and the ability to achieve their potential. The review of *The Plan 2022 – 2032* has drawn on the social justice principles of **equity, access, participation and rights**:

- Equity is about fairness in decision-making and resource allocation, particularly for those in need. The Local Government Act 1993 states that councils must adhere to sound financial management including the consideration of financial impact on future generations when making policy decisions.
- Access means that all people have fair access to services, resources and opportunities to improve their quality of life.
- Participation gives everyone the opportunity to genuinely participate in decisions that affect their lives.
- Rights ensures that people have access to basic human rights, liberties and entitlements such as the right for people to have a say in the affairs that concern them.

Six pillars to shape our future

Our consultation and review process confirmed and refined the six themes that shape our future plan – we call these six 'pillars' as they underpin all our future work.

Our six pillars are:

1. Our community
2. Our green environment
3. Our economy
4. Our built environment
5. Our place in Sydney
6. Our governance



About the Georges River area

Located in Sydney’s south, the Georges River Local Government Area consists of 38 square kilometres, and includes the suburbs of: Allawah, Beverly Hills, Beverley Park, Blakehurst, Carlton, Carss Park, Connells Point, Hurstville, Kingsgrove, Kogarah, Kogarah Bay, Lugarno, Mortdale, Narwee, Oatley, Peakhurst Heights, Peakhurst, Penshurst, Riverwood, Sans Souci and South Hurstville.

The Georges River area offers extraordinary lifestyle benefits, from the waterways of the Georges River to remnant bush, tidal baths and open spaces such as Carss Bush Park, Oatley Park and sporting facilities such as Jubilee Stadium, Gannons Park, Hurstville Oval and Olds Park. The St George Illawarra Dragons are the local Rugby League team and the Sydney Football Club have adopted Jubilee Oval as a major venue, so there is plenty of high level football action for all to enjoy.

Aboriginal people cared for the land for many millennia, and the world now lives in Georges River in that people from all over the world call Georges River home.



Some **ninety-nine different nationalities** are represented in Georges River, and **45% of our residents were born overseas.**



Our diversity is highly valued in our community and **54% of our residents speak a language other than English at home** (compared to 36% in Greater Sydney).

The Bidjigal people of the Eora Nation are the traditional inhabitants and custodians of all the land, water and sky in which the Georges River region is situated.



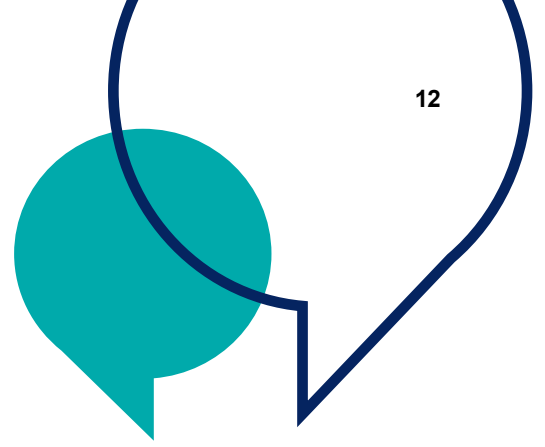
The Australian Bureau of Statistics Estimated Resident Population (ERP) official 2020 population figure for Georges River Local Government Area was **160,272 people living in over 53,000 dwellings.**

Our centres offer a unique array of dining and shopping experiences. You can 'eat the world' in Georges River, from exceptional Chinese eateries to Nepalese and Greek influenced dining experiences to the now famous Australia-wide local cinnamon scrolls.

The Georges River area has homes of all sizes and types to offer unmatched quality of life and affordability. Majestic waterfront properties to convenient, centrally located apartments near transport and eat streets are all available. The area offers a unique quality of life regardless of age, family circumstances or life stage in a safe, welcoming and friendly environment.

Our major centres include Kogarah, a major medical hub with St George Hospital, a major teaching hospital and trauma centre for the southern part of NSW and substantial medical research facilities including the only Microbiome Research Centre in Australia. Hurstville is the retail and civic centre of our area, providing a wide variety of shopping and dining experiences and services including Council and NSW Government service centres.





Wards and Councillors

Blakehurst Ward



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Councillor Natalie Mort
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Councillor Benjamin Wang
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Kogarah Bay Ward



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Mortdale Ward



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Pillar 1: Our community

The Georges River LGA offers a diversity of people, places, events and lifestyle options. With nearly half our population born overseas, our links to the cultures of the world are very immediate.

Our community wants to celebrate and honour its heritage and history, while creating a sense of local belonging. Our rich cultural heritage is conveyed in the food that we share, in the traditions that we bring and in the way we can live together in harmony. This diversity brings a vibrancy of culture, arts and creativity and generates wellbeing where there are strong connections across diverse groups.

We want social equity, a 'fair go for all' and this is supported by the services and facilities people need to enjoy a supported life and to feel a sense of belonging. Our community hubs and libraries provide such spaces. Our residents want a safe and healthy community, where there is care and protection for all, but in particular for children.

Strengthening connections across our community is important to build trust and cohesion. For example, events such as Little Lunar celebrate Lunar New Year and bring alive these cultural traditions in a very Australian way, with street food stalls and entertainment in an atmosphere of celebration in the heart of Hurstville.

Our goals and how we'll get there

Goals	Strategies
1.1 Our community is socially and culturally connected and we strive for social equity.	1.1.1 Initiate, facilitate and support inclusive and accessible events that meet community aspirations and connect people, communities and diverse groups.
	1.1.2 Foster and support programs and installations such as Art Trails and Public Art that celebrate diversity, our multicultural community, supports innovation and creativity and contributes to the creative economy.
	1.1.3 Develop, support and promote programs, services and activities that foster social support, participation and wellbeing for our diverse community regardless of age, gender, physical or mental ability, sexual orientation or cultural or religious background.
	1.1.4 Provide high quality, affordable education, care and protection for children across Council's Early Learning Centres.
1.2 Diverse, vibrant community hubs and facilities are connected, well maintained and have equitable access.	1.2.1 Develop our library services to provide for inclusive hubs, spaces and services, collections, programs and facilities.
	1.2.2 Provide a range of affordable and accessible facilities and community hubs for community-based activities.
	1.2.3 Encourage and promote the arts and creativity through Council's cultural facilities including Hurstville Museum and Gallery, Hurstville Entertainment Centre and Carss Park Artists Cottage.
1.3 The community is safe and healthy.	1.3.1 Implement actions to maintain and promote the community safety of our area.
	1.3.2 Conduct regulatory functions in accordance with legislative requirements.
1.4 Georges River area heritage and history is protected.	1.4.1 Encourage and promote heritage and history through collections, programs, heritage trails and protection policies.



How will we measure our progress

	Baseline
Resident satisfaction with the quality of life in our local government area	83%
Resident sense of living in a community	64%
Perceptions of safety	86%
Proportion of residents who agree that arts, entertainment and culture are well catered for in the local government area.	49%
Residents' satisfaction with heritage conservation	54%

Working together for a better future

We need our entire community to build connections and create a sense of belonging. Some ways to do this are:

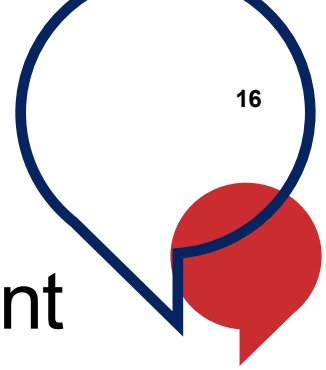
- Attending community events where you can meet new people and reconnect with neighbours and friends.
- Igniting your creativity through inspiration from exhibitions or creating and making your own works.
- Actively getting to know and look out for your neighbours. This was particularly important during the COVID-19 lockdown period.
- Joining a local community organisation.
- Participating in Council’s advisory and reference groups.
- Investigating the Historical Markers in our area.

Find out more

More information is available from the following documents on Council’s website:

- Events Strategy 2018 – 2020
- Hurstville Heart of the City Place Strategy
- Create Georges River Cultural Strategy
- Council Early Learning Services Strategy 2021 – 2031
- Disability Inclusion Action Plan 2017 – 2021
- Libraries 2030
- Georges River Council Cultural Infrastructure Needs Assessment
- Interim Community Property Strategy 2020 – 2023
- Open Space, Recreation and Community Facilities Strategy 2019 - 2036





Pillar 2: Our green environment

Our local environment creates wellbeing for our planet and our people, however, climate is already disrupted and we are already dealing with the consequences. We have to adapt to the new reality that extreme weather events are the ‘new normal’. This means being prepared and resilient and for us all to do our bit to reduce emissions.

Likewise, waste has become an unnecessary burden for the environment and the six R's: rethink, refuse, reduce, reuse, repair and lastly recycle everything that can be recycled, should be our guiding principles. This will help

protect our waterways to be cleaner and make them more enjoyable to use.

Our community want a greener urban environment. The major way to do this is planting new trees and shrubs and stop cutting down mature trees, as these have often taken many decades to grow and are hard to replace. Protecting and valuing our precious biodiversity including endemic flora and fauna is also critical.

It is not too late to act, but we all have to act now and decisively as maintaining the status quo and doing what we have always done is simply not enough.

Our goals and how we'll get there

Goals	Strategies
2.1 Our environmentally sustainable practices inspire us all to protect and nurture the natural environment.	2.1.1 Prepare the Georges River area to be resilient in addressing climate change and reducing energy and water usage.
	2.1.2 Ensure waste is managed as a resource with minimal impacts from its disposal.
	2.1.3 Prepare for natural disasters such as bushfires and extreme weather events.
2.2 Our waterways are healthy and accessible.	2.2.1 Protect the Georges River and waterways to be clean and naturalised.
	2.2.2 Maintain and Implement strategies to provide access to our waterways.
2.3 Greening, canopy cover and bushland and biodiversity preservation are maximised.	2.3.1 Increase and promote our tree canopy, shrubs and bushland coverage.
	2.3.2 Protect and reinstate our biodiversity, including endemic flora and fauna.

How will we measure our progress

	Baseline
Council operations greenhouse gas emissions	36% reduction
Proportion of all waste diverted from landfill to at least 70%	50%*
Health rating of Georges River	Good overall estuary
Local tree canopy	38% tree cover including mangroves
Resident satisfaction with the quality and quantity of open spaces	59%

*excluding mattress recovery tonnages

Working together for a better future

We need our entire community to protect and nurture our natural environment. Some ways to do this are:

- Being aware of and responsible for your individual and household contribution to emissions and waste and taking the waste reduction challenge.
- Preparing for natural disasters such as extreme weather events and bushfires (if you are in a bushfire zone).
- Joining a local bushcare group.
- Checking Council's website for "Our Top Tips for Sustainable Living".
- Protecting tree canopies and shrubs and greening your own home.
- Actively being aware of and protecting our biodiversity and avoiding the use of pesticides.

Find out more

More information is available from the following documents on Council's website:

- Georges River 2050 Leading for Change
- Collaboration Area Kogarah Place Strategy, January 2020
- Waste Management Strategy 2021 - 2040
- Georges River Foreshore Access and Improvement Plan, March 2021
- Georges River Council Tree Management Policy, April 2019





Pillar 3: Our economy

Our local economy has stayed strong, even through the recent challenges of COVID-19. Some businesses have been impacted, but many others have thrived as people stayed local and spent their money within our area.

There is a shift to stay local, due to the COVID-19 pandemic, and our community anticipates that this shift will be on-going. Our community wants to continue to shop locally and work from home at least part time. The loss of full time commuter workers to the central business districts of Sydney and Parramatta have been to the gain of our local centres, where people now go to get that morning coffee, and can duck into the shops to get their essentials. This renaissance for our local centres signals a growth in local jobs and local businesses, including our night time

economy centres of Hurstville, Kogarah and Beverly Hills. Kogarah was particularly important during the COVID-19 pandemic, providing health services to southern Sydney and the State.

Our residents and businesses want our town centres to be green, clean, vibrant and to have good amenities to be well functioning and attractive. The 30 minute city is already a reality for many parts of Georges River located along the T4 and T8 railway lines, and the challenge is to make it a reality for our whole area.

Our employment lands must be protected from rezoning as the importance of local industry is becoming obvious with supply chain issues affecting not just our local economy, but the national economy.

Our goals and how we'll get there

Goals	Strategies
3.1 Local jobs and local businesses are supported to grow	3.1.1 Support local businesses to help protect jobs and create employment opportunities.
	3.1.2 Encourage the Night Time Economy, particularly in Hurstville, Beverly Hills and Kogarah, to grow.
	3.1.3 Target economic development in key locations and sectors within the LGA.
3.2 Our town centres are green, clean, vibrant and activated and have good amenities.	3.2.1 Provide regular maintenance and cleansing of town centres and public toilets.
	3.2.2 Encourage and support targeted, place-based events and activities to activate town centres.
	3.2.3 Implement greening and planting strategies in town centres.
	3.2.4 Protect employment growth and services during land rezoning processes.
3.3 Georges River is a 30 minute city	3.3.1 Advocate to the NSW Government to support Georges River as a 30 minute city.



How will we measure our progress

	Baseline
Proportion of local jobs for local residents	37% (2016)
20,000 jobs in Hurstville strategic centre by 2036	11,600 (2016)*
20,500 jobs in Kogarah strategic centre by 2036	11,800 (2016)*
No net decrease in commercial, retail and industrial zoned / employment land capacity	115.56h employment lands/ retail and industrial

*Greater Sydney Commission targets

Working together for a better future

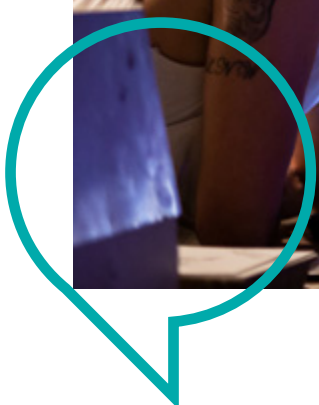
We need our entire community to support our local economy. Some ways to do this are:

- Supporting 'buy local, stay local'- shop and eat out locally.
- Working from home at least a few days every week and enjoying your local businesses and community.
- Thinking about starting your own local business.
- Joining Georges River Business to network if you have a local business.
- Reading the Georges River Night Time Economy Study.
- Working with Council on potentials for night time activation.
- Including live music and other cultural expression in your business activities.
- Working with Council to update the Georges River Economic Development Strategy,

Find out more

More information is available from the following documents on Council's website:

- Georges River 2050 Leading for Change
- Georges River LSPS 2040. Local Strategic Planning Statement. February 2020
- Local Strategic Planning Statement 2040- Implementation Plan. Implementation, Monitoring and Reporting
- Georges River Council Economic Development Strategy.
- Georges River: Places for working, business and lifestyle 2018 - 2022
- Georges River Council Night Time Economy Study
- Georges River Innovation Strategy
- Georges River Council Smart Places Roadmap
- Kogarah Health Education and Innovation Precinct
- Investment Attraction, Vision and Strategy
- Hurstville Heart of the City. Place Strategy
- Collaboration Area Kogarah Place Strategy, January 2020
- Draft Mortdale Local Centre Master Plan. Urban Design Report. July 2021



Pillar 4: Our built environment

Our population is expected to grow to 185,000 people by 2036 and the NSW Government sets targets to increase the number of homes in our area to accommodate these extra people. We want to retain the distinctive mix of urban and suburban feel of our city where people can explore the green areas or vibrant, busy cultural heart of Hurstville or the bustling health and education hub of Kogarah or the village feel of our suburbs.

Our residents benefit from quality, affordable and diverse housing options and proximity to the CBD and major centres by public transport for employment. We want increased

walkability and cyclability from our homes to our centres and villages and for recreation and entertainment.

Our parks and open space provide a variety of active and passive recreation opportunities that give access for everyone and for a variety of recreation pursuits, including non-traditional sports such as skateboarding and off-road biking.

Our Council-led development and assets from roads to community halls and facilities, are of benefit and accessible to the whole community to enjoy their pursuits and live a rich and healthy lifestyle.

Our goals and how we'll get there

Goals	Strategies
4.1 4.1 New development should make Georges River more liveable, vibrant and sustainable.	4.1.1 Prepare Development Control Plans and Master Plans to guide liveable development and amenity.
	4.1.2 Undertake rigorous assessment of development applications (DAs) by Council staff, local planning panel and Sydney South Planning Panel.
4.2 Affordable and quality housing options are available.	4.2.1 Develop policies that encourage a greater supply of housing diversity and choice.
	4.2.2 Ensure quality design and sustainability principles underpin the provision of all housing.
4.3 There are a range of transport options and increased walkability and cycling to connect people, goods and businesses.	4.3.1 Provide expert advice and lobby the State Government to provide and improve public transport options such as train and bus services.
	4.3.2 Plan for, improve and maintain safe and connected footpaths and cycleways.
4.4 Everyone has access to quality parks and open space and active and passive recreation facilities	4.4.1 Ensure public parks and open space and Council buildings are accessible, well maintained and managed.
	4.4.2 Plan and provide active and passive recreation including skate parks, aquatic facilities and off road biking opportunities.
	4.4.3 Review Plans of Management for all open space in the LGA.
4.5 Council-led development and assets provide quality, long term benefits to everyone.	4.5.1 Provide new and upgraded community assets and services to the LGA.



How will we measure our progress

	Baseline
Resident satisfaction with well planned and well managed development	37%
Approved additional 5,000 dwellings between 2022 – 2025	5,000 increase in dwellings
Resident satisfaction with NSW Government public transport	78%
Resident satisfaction with the condition of local roads, footpaths and cycleways	82%
Resident satisfaction with the provision of parks, playgrounds, reserves and sporting fields	93%
Cost (proportion) to bring Council’s assets to their agreed standard	4.54%

Working together for a better future

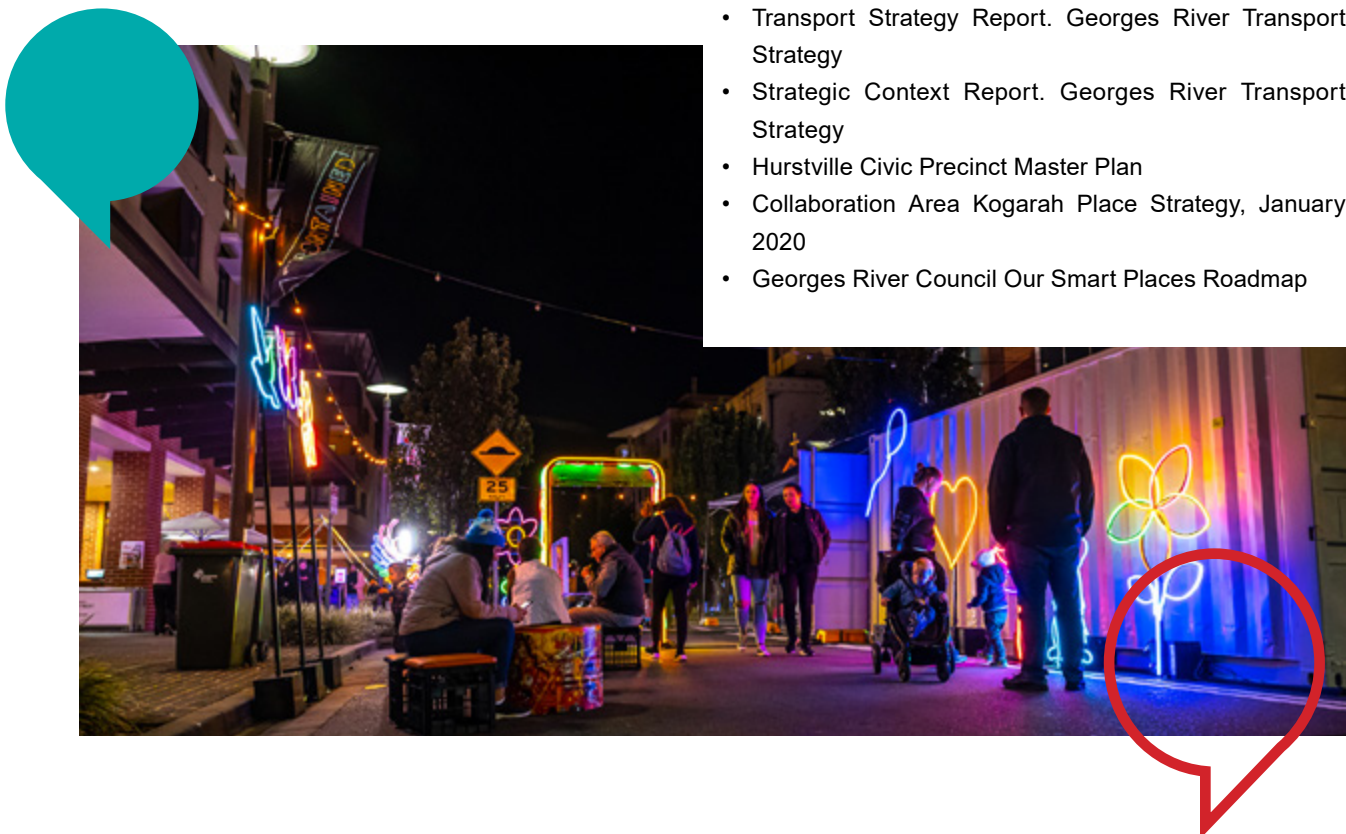
We need our entire community to ensure that we have quality and well planned development, parks, open space and facilities. Some ways to do this are:

- Being aware of and involved with planning and development strategies that are incorporated into the Local Environmental Plan and planning policies.
- Checking out our network of walking and cycling paths and using them for more trips as well as recreation.
- Taking advantage of our accessible public transport network.
- Getting involved in our many formal and in-formal sport and recreation offerings.

Find out more

More information is available from the following documents on Council’s website:

- Georges River Local Environmental Plan (LEP) 2021
- Georges River 2050 Leading for Change
- Georges River LSPS 2040. Local Strategic Planning Statement. February 2020
- Local Strategic Planning Statement 2040 - Implementation Plan. Implementation, Monitoring and Reporting
- Libraries 2030
- Open Space, Recreation and Community Facilities Strategy 2019 – 2036
- Interim Community Property Strategy 2020 – 2023
- Transport Strategy Report. Georges River Transport Strategy
- Strategic Context Report. Georges River Transport Strategy
- Hurstville Civic Precinct Master Plan
- Collaboration Area Kogarah Place Strategy, January 2020
- Georges River Council Our Smart Places Roadmap



Pillar 5: Our place in Sydney

The Georges River local government area and our strategic location close to the Sydney CBD, located within the Southern Aerotropolis and with our strategic centres of Hurstville and Kogarah, make us vital to Sydney’s future.

Council is leading for change by identifying and promoting priorities and opportunities on behalf of our community. Our passion for issues impacting our community and Greater Sydney is the driving force behind our advocacy.

Council will show leadership and innovation in cultivating solutions to emerging trends that will improve Greater

Sydney and the Georges River Local Government Area (LGA).

We will commit to collaboration, partnerships and sharing our resources to provide great outcomes for our community, in particular, in working with other spheres of government, to improve services and facilities in our area and to improve the customer experience for our residents and visitors.

We will build a unique brand to showcase our area and enhance our metropolitan position as a destination for people and business, with our Discover, Visit and Invest Strategy.

Our goals and how we’ll get there

Goals	Strategies
5.1 Leadership focuses on innovation and improving the customer experience.	5.1.1 Promote Georges River as a place for innovation and collaboration and a desirable location for government and private investment.
	5.1.2 Provide positive experiences across all customer interactions for our community and visitors.
5.2 The three spheres of government work together to improve services and facilities in our area.	5.2.1 Advocate to all levels of government to ensure critical infrastructure accompanies residential and employment growth.
	5.2.2 Investigate the opportunities for government land and shared facilities being used for open space and other uses e.g. schools and health.
5.3 Georges River is known for being environmentally and culturally rich and enhances its metropolitan position as a destination for people and business.	5.3.1 Demonstrate our environmental and cultural riches through policies, programs and projects to showcase and immerse our residents and visitors in our lifestyle.

How will we measure our progress

	Baseline
Satisfaction with Council’s customer experience	94%
Media and social media content published	New indicator
Range and number of adopted advocacy projects in Council strategies, policies and programs.	13

Working together for a better future

We need our entire community to be innovative and contribute to our metropolitan position as a destination for people and business. Some ways to do this are:

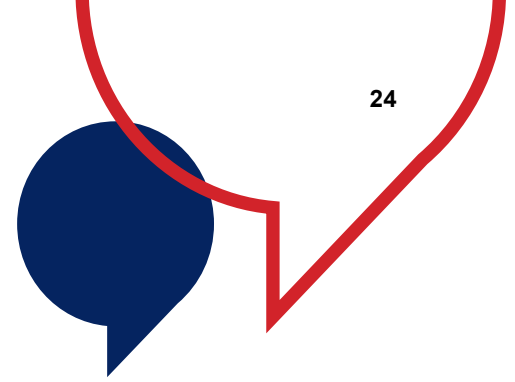
- Providing feedback to Council and local business to ensure the customer experience is improving.
- Supporting advocacy projects to improve services and facilities in the Georges River area.
- Contributing to ideas and innovation whenever possible.
- Becoming a local champion to advocate and share positive stories about the Georges River area.

Find out more

More information is available from the following documents on Council's website:

- Georges River 2050 Leading for Change
- Georges River LSPS 2040. Local Strategic Planning Statement. February 2020
- Local Strategic Planning Statement 2040 - Implementation Plan. Implementation, Monitoring and Reporting
- The Southern Aerotropolis – The Future of Sydney Rediscovered
- River Rail. Kogarah to Parramatta Rail Link. May 2020
- Georges River. Sydney's Connected Community – Advocacy Priorities
- Create Georges River Cultural Strategy
- Georges River Council Economic Development Strategy. Georges River: Places for working, business and lifestyle 2018 – 2022
- Georges River Council Night Time Economy Study
- Georges River Innovation Strategy
- Georges River Council Our Smart Places Roadmap
- Collaboration Area Kogarah Place Strategy, January 2020
- Kogarah Health Education and Innovation Precinct Investment Attraction, Vision and Strategy





Pillar 6: Our governance

We have a highly educated and involved community and it is important for our community to be consulted and engaged on the projects, issues and initiatives which impact on their lives by all levels of government, the private sector and non-government sector.

It is equally important for our community to know and understand why and how decisions by Council are made, and that there is transparency and that information is easy to obtain. Council, both the elected Councillors and all staff, must and should be held to the highest standards of ethical behaviour, as should all leaders, political and in general society, in order to hold leadership positions.

At a time where we are dealing with disinformation and conspiracy theories that are encountered through what has become mainstream media, it is important that Council decisions are based on evidence, and that all decisions consider financial and environmental impacts and the impacts on future generations.

Our Council workforce works for our community to create wellbeing, take up new challenges and make Georges River the exceptional place that it is. We need an inspiring, engaged and diverse workforce that mirrors the diversity of our community to serve our resident’s aspirations, the environment and the geographic area that we all love.

Our goals and how we’ll get there

Goals	Strategies
6.1 Our community’s voice is considered in planning the area’s future.	6.1.1 Commit to consult and engage the community on projects, initiatives and issues which have an impact on their lives.
	6.1.2 Ensure Council’s financial assistance and grants programs are managed effectively.
6.2 Our decisions are based on evidence which considers financial impacts, the environment and impacts on future generations.	6.2.1 Ensure the behaviour and decisions of councillors and staff is professional and ethical.
	6.2.2 Maintain a sustainably strong financial position balanced with demand for essential services and new projects and having regard for Section 8(b)(d) (ii) of the Local Government Act (the current generation funds the cost of its services).
	6.2.3 Undertake effective risk management to manage risks that may arise.
	6.2.4 Ensure procurement policies and practices demonstrate best practice in probity assurance and legislative compliance.
	6.2.5 Undertake effective management of council’s digital framework to enable responsive and timely services and information.
6.3 Our community knows why and how decisions are made.	6.3.1 The community is informed, has access to information and Council reports and reports from other levels of government, institutions and organisations pertaining to Georges River are made public.
6.4 The workforce is inspiring, diverse and engaged.	6.4.1 Implement leading people practices to create a high performing, capable and resilient workforce.



How will we measure our progress

	Baseline
Participants on Your Say Georges River	2,500
Satisfaction with Council’s overall performance	87%
Resident satisfaction with Council’s decision-making in the interest of the community	72%
Percentage of non-confidential reports to Council	93%
Resident satisfaction with the level of communication Council has with the community	85%

Working together for a better future

We need our entire community to be involved in planning the areas future and understanding why and how decisions are made. Some ways to do this are:

- Viewing Council meetings by webcast in real time from the comfort of your home.
- Joining the Your Say Georges River Panel.
- Subscribing to Council’s e-newsletter and staying informed about what’s happening locally.
- Considering a career in local government or becoming a Councillor.

Find out more

More information is available from the following documents on Council’s website:

- Community Engagement Strategy 2028 – 2028
- Community Strategic Plan Engagement Strategy 2021
- Georges River Council Property Asset Strategy and Business Plan 2017
- NSW Office of Local Government
- NSW Local Government Act (1993)
- Georges River Council Customer Service Strategy





Working together for a better future

COMMUNITY STRATEGIC PLAN 2022 - 2032