

Group Fact Sheet

Development & Customer Services



Function and Role

The Development & Customer Services Directorate has economic, social and environmental responsibilities and a commitment to providing excellent customer service. Our functional areas are highly sensitive to the external environment including changing legislation, market conditions and emerging technology.

Our aim is to provide quality customer and professional services that respond to key outcomes and priorities in the Council's Community Strategic Plan *Sustainable Blue Mountains 2025*. The Key Directions to which we contribute as outlined in Council's Delivery / Operational Plan include, *Using land, Moving Around, Looking after People and Civic Leadership-Good Governance*.

The following is an overview of the branches / teams that make up the Directorate.

Libraries and Customer Services

The Libraries and Customer Services branch has three key roles:

Customer Services at Katoomba and Springwood

The Customer Services team is Council's gateway to the community. By implementing a quality integrated customer service approach, our aim is to provide a positive experience to every person who walks through our doors or makes telephone contact with Blue Mountains City Council. The Katoomba office also provides agency services for the Roads and Maritime Services (RMS).

Libraries

Blue Mountains City Council provides libraries in 6 locations across the Blue Mountains enabling the community to access a variety of resources and services. The libraries commit to providing a diverse and evolving collection of books, DVDs, CDs, magazines and newspapers plus a comprehensive reference collection. Libraries also offer services such as Book Express Service to railway commuters, local history and family history, and computer and wireless internet access. They also provide a variety of interactive and dynamic activities that promote lifelong learning, social inclusion and the cultural heritage of the locality.

Family Day Care Services

The Family Day Care Service is a licensed provider of a highly regulated service that manages a network of registered educators who provide quality home base care that offers every child (0-12) the benefit of warm personal attention and enriching experiences in an educator's own home. The Service employs staff qualified in children services who ensure that national quality standard assessment and rating processes guide practice, interactions and relationships that enhance children's learning and development and ensure their safety and wellbeing.

Building and Compliance Services

The Building and Compliance branch has three key roles:

Development assessment

A regulatory role that ensures new single dwelling, granny flat and dual occupancy developments meet the planning outcomes and expectations of our community in a bushfire prone and environmentally sensitive area surrounded by a World Heritage National Park. The team also offers and promotes a pre-purchase/pre-lodgement service that identifies issues associated with the development of the land early in the design of the proposal.

Construction services

Council's 'Blue Mountains Building Certifiers' pursue contestable services within the local government area. These services cover the issuing of construction and complying development certificates and a construction inspection service as a Principal Certifying Authority, ensuring that buildings are built in accordance with the development consent, the Building Code of Australia and other relevant standards.

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Regulatory enforcement

The Health and Compliance unit provide an active presence within the community, with an education and enforcement role, on a range of health, safety and environmental matters, to the wider benefit of the community.

The Environmental Ranger team manages animal control, parking, by-law enforcement and responds directly to a number of requests from the community on related matters.

The Development Monitoring team manages land use issues including certification of fire safety measures in buildings and ensuring developments comply with approvals. In addition the team investigates to a range of community concerns such as illegal use, unhealthy untidy premises, overgrown vegetation and pollution.

The Environmental Health team takes a proactive role in food safety, fencing of residential pools, water quality testing of commercial pools, onsite sewerage management, footpath dining approvals and other environmental and safety matters.

Development and Planning Services

The Development and Planning Services branch delivers:

Development Planning

The Development Planning unit provides quality development assessment services for commercial, industrial, multi-residential and subdivision developments that comply with statutory requirements and ensure sustainable outcomes. The team also provides expert services on planning policy and legislation reform and offers and promotes a pre-purchase/pre-lodgement service that identifies issues associated with the development of the land early in the design of the proposal.

Environmental Services

This unit provides specialist environmental and landscaping advice on development applications. The unit is also involved in issuing tree removal permits.

Land Use Planning

The Land Use Planning team manages local environmental planning across the city including strategic analysis and supporting studies. This includes identifying and protecting environmentally sensitive areas and items of cultural significance as well as preparing planning instruments and policy consistent with the social and economic outcomes sought by the Council's Community Strategic Plan.

Business & Systems

Co-ordinating the financial, business and performance monitoring activities of the directorate, this unit takes a proactive role in re-engineering business practices, implementing electronic systems. The team is also responsible for the registration of applications including those issued by private certifiers as well as issuing certificates on outstanding orders and processing of requests for development related information.

Blue Mountains Cultural Centre

The Cultural Centre showcases innovative, diverse, distinctive and creative cultural programs for enjoyment by residents of, and visitors to, the Blue Mountains.

Blue Mountains Theatre and Community Hub

The Blue Mountains Theatre and Community Hub is a new multi-purpose facility built by the Blue Mountains City Council to replace the old Springwood Civic Centre. The Hub incorporates; a 436 seat Theatre; 4 meeting rooms, 2 interview rooms and the Hub facility management office; Offices and working spaces for community service tenants; a Galleria linking the spaces, serving as a foyer for the Blue Mountains Theatre and as a multi-purpose event and activity space. The front desk also functions as a service desk for the Blue Mountains City Council in Springwood; and links to the Springwood Library and the Braemar House community art gallery to create a dynamic cultural and community precinct for Springwood and the wider Blue Mountains.