Organisational Structure – Services by Service Unit
Structure Effective 1 July 2019

Note:
This organisational structure shows the Directorates and Service Units together with a dot point synopsis of functions for each Service unit. The latter does NOT directly align with work groups / sections / teams.

Lord Mayor / Council

Chief Executive Officer

Service Units

Service Elements

Governance
- Corporate Finance & Accounting
- Business Finance
- Annual Reports
- Rates & Revenue
- Supply Services
- Financial Reporting
- External Audit
- Council Services
- Risk Management & Audit
- Insurance & Claims
- Records & Information Management
- Emergency Management
- Contracts Management
- Legal Services (incl. access to information and governance)
- Development Assessment
- Building Assessment
- Heritage
- Urban Planning
- Environmental Health
- Food Services
- Planning Investigations (incl Fire Safety)
- Business Support
- Transport
- Traffic
- Parking Operations
- Rectors

Legal
- Financial, Legal & Governance
- Legal Services
- Council Services
- Risk Management
- Insurance
- Contracts
- Legal

Regulatory Planning & Assessment
- Development Assessment
- Building Assessment
- Heritage
- Urban Planning
- Environmental Health
- Food Services
- Planning Investigations
- Fire Safety
- Business Support

Transport & Compliance
- Transport
- Traffic
- Parking Operations
- Rectors

Information Technology (Chief Information Officer)
- ICT Support Services
- IT Project Office
- Network Infrastructure Services
- Software & Systems
- Geospatial Information Services (GIS)
- Corporate Communications
- Community Consultation
- Marketing & Business Sponsorships
- Social Media
- Internet/Intranet
- Media
- Graphic Design
- Major Events
- Tourism

Finance (Chief Financial Officer)
- Corporate Finance
- Accounting
- Business Finance
- Partnering
- Rates & Revenue
- Supply Services
- Financial Reporting
- External Audit

Organisational Development
- Workforce Planning
- Organisational Change Development
- Diversity & Inclusion
- Corporate Social Responsibility & Volunteering
- Rewards & Recognition
- Corporate Communications
- Community Consultation
- Marketing & Business Sponsorships
- Social Media
- Internet/Intranet
- Media
- Graphic Design
- Major Events
- Tourism

HR Operations
- HR Business Partnering
- Employment Relations
- Recruitment
- HRIS (Systems)
- HR Reporting & Analytics

WH & Injury Management
- Corporate Planning
- Open Space & Asset Service Planning
- City Revitalisation
- Community Planning
- Development
- Economic Development
- Grants
- Government Relations
- Smart City
- Organisational Strategy & Performance

Training & Learning
- Professional Development
- Training Management
- Training & Development Programs
- Apprentices, Trainees, Undergraduates and Graduates

Organisational, Development
- Workforce Planning
- Organisational Change Development
- Diversity & Inclusion
- Corporate Social Responsibility & Volunteering
- Rewards & Recognition

People & Culture
- Workforce Planning
- Organisational Change Development
- Diversity & Inclusion
- Corporate Social Responsibility & Volunteering
- Rewards & Recognition

City Wide Services
- Art Gallery
- Newcastle Art Gallery
- Civic Theatre & Playhouse
- Civic Digest
- Newcastle Venues
- Food and Beverage
- Newcastle Stop
- Ticketing Services
- Commissions

Civic Services
- Libraries & Learning
- CN Libraries
- Beresfield Childcare Centre
- Customer Service
- Digital Print Services
- Customer Experience
- Digital Print Services

Waste Services
- Parks & Recreation
- Aquatic Services
- Bushland Services
- Landfill Operations
- Resource Recovery
- Waste & Commercial Collections
- Waste Education

Customer Experience
- Customer Service
- Digital Print Services

Infrastructure & Property
- Depot Operations
- Fleet Management
- Depot Administration
- Workshop
- Plant Board and Depot Enquiries

Depot Operations
- Civil Construction
- LATM
- Local/Classified Roads
- Road Maintenance
- Signs and Lines
- City Greening (incl arboriculture)
- RMS Contracts
- Property Services
- Civic Cleaning
- City Presentation
- Building Trades (incl graffiti removal)
- Commissions
- Community Halls
- Administrative Building Services

Civil Construction & Maintenance
- Civil Construction
- LATM
- Local/Classified Roads
- Road Maintenance
- Signs and Lines
- City Greening (incl arboriculture)
- RMS Contracts
- Property Services
- Civic Cleaning
- City Presentation
- Building Trades

Assets & Projects
- Asset Management
- Survey
- Program & Project Management

Property & Facilities
- Payroll Services
- Payroll Analytics
- Payroll

Parks & Recreation
- Aquatic Services
- Bushland Services (incl Blackbutt Reserve)
- Landfill Operations
- Resource Recovery
- Waste & Commercial Collections
- Waste Education

Note:
The Manager Legal will report directly to the CEO when conducting investigations into serious fraud and corruption or when performing the role of the:- Complaints Coordinator
- Disclosure Coordinator
- Privacy Contact Officer
- Public Officer

The latter does NOT directly align with work groups / sections / teams.