

# Uniquely Nedlands



City of Nedlands

Annual Report 2017-2018



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# Message from the Mayor

**Max Hipkins, Mayor**

Another financial year has come and gone and, as we move from one to the next, it's an opportunity to look back on our successes while reflecting on any challenges. Council is constantly working to meet the needs of its community and I am pleased to present the annual report for 2017-18.

There are many vast aspects of our City... roads and reserves, Nedlands Community Care, Point Resolution Child Care, Nedlands and Mt Claremont Libraries and the Tresillian Arts Centre, to name but a few. There is a true wealth of services and I strongly believe we offer residents and businesses good value for money.

With a population of more than 21,000 residents, we are continuing to build and improve our roads, footpaths and sporting pavilions and deliver a wide range of services to cater for our diverse community – from young children to teenagers, young adults, seniors and families.

During 2017-18, Council adopted its 10-year financial plan, a document that sets out the City's plans and strategies for the future. Some of the initiatives included Local Planning Scheme No. 3, underground power, business improvement initiatives and income generation (working with neighbouring councils by providing services through the City of Nedlands' building services team).

Financial progress is monitored regularly to give us a good indication of how we are travelling and to ensure our various business units are on target. Elected members and staff work together to produce the best

possible result for the community. Our positive record of achievement to date is due to a continued dedication to working together so all can take pride in the past while looking to the future.

Some of the highlights of 2017-18 included:

- A record 169 entries in the Emerge: Youth Art Awards, organised by the Nedlands Youth Advisory Council.
- City of Nedlands Rangers were named the 2017 Ranger Team of the Year – the second time they have won the award.
- The first master plan for Allen Park in Swanbourne was finally adopted.
- Record-breaking crowds at our 21st annual Summer Concerts series.
- The return of Splashfest after it was unfortunately cancelled due to bad weather the year before.
- The first Give A Little, Change A Lot Volunteering Expo in May, presented by the Nedlands Volunteer Resource Centre.
- Official naming of the Jo Wheatley All Abilities Play Space, a project finally realised after the initial proposal was made seven years ago.
- The decision to proceed with a Safe Active Street, through the City, from Claremont to UWA.
- Selection of a preferred tenderer for the redevelopment of the Tawarri site.



Official naming of the Jo Wheatley All Abilities Play Space

In the coming financial year, we will be investing in a range of projects that will enhance our City's appeal to residents, businesses and visitors alike.

After extensive community consultation, the City reviewed its Strategic Community Plan to map out a vision for the next 10 years, outlining how it can continue to "be an environmentally-sensitive, beautiful and inclusive place" in the document Nedlands 2028.

In October, we welcomed two new councillors into the fold: Andrew Mangano and Cilla de Lacy. Councillors Bill Hassell, Nikola Horley, Kerry Smyth, Ben Hodsdon and Gordon Hay were also re-elected for another four-year term.

In the coming financial year, we will be investing in a range of projects that will enhance our City's appeal to residents, businesses and visitors alike, regardless of age, lifestyle or background. These projects include further work on the Jo Wheatley All Abilities Play Space, redeveloping the adjacent Tawarri site and managing the installation of the Safe Active Street, funded by the Department of Transport, to provide children with a safer route for cycling to school. In addition, the City's Roland Leach Poetry Prize, a biennial poetry competition now in its seventh year, will take place and, hopefully, the City's new Local Planning Scheme No. 3 will be finalised.

The City's priorities will continue to renew community assets and infrastructure over the next decade. We will

also continue to progress the roll-out of underground power across the remainder of the City, invest in sport and recreation and manage parking. A continued focus will ensure the quality of our environment is protected through sustainable building, appropriate urban development and retention of bushland areas. The provision of bikeways and off-road trails will be part of a comprehensive western suburbs network, linking Nedlands with adjoining local governments.

Chief Executive Officer Greg Trevaskis announced his intention to retire at the end of 2018 and a recruitment search has begun in earnest. I would like to thank him for the great work he has done for the City over the past six years; strengths we will continue to build on.

As always, the City of Nedlands continues to consider its vision, values, aspirations and priorities while also considering the challenge of balancing community aspirations, service delivery levels, priorities and affordability. This allows us to form a clear direction to deliver the best results for our community.

In closing, I thank the elected members, the executive group, other members of staff, our volunteers and the community that is Nedlands for the achievements made throughout the year to ensure our City continues to be the place of choice to live, work and visit.

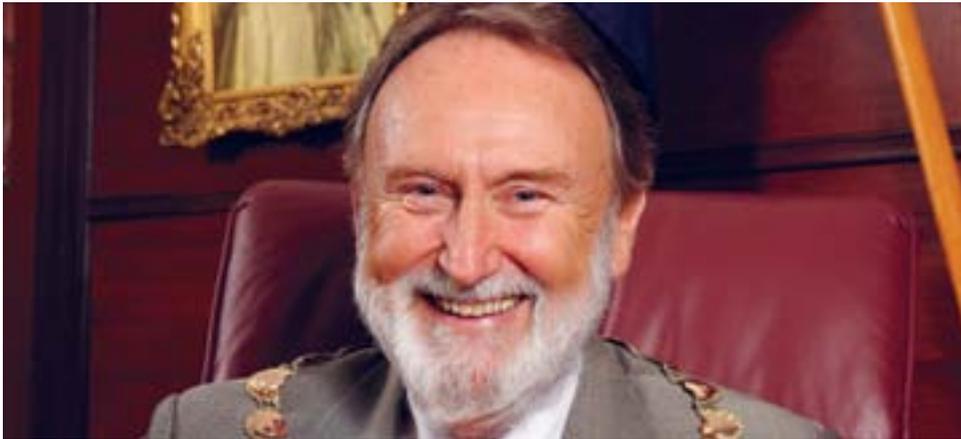
# Your Council

City of Nedlands 2017–2018

Cr Max Hipkins, Mayor			
Dalkeith	Coastal Districts	Hollywood	Melvista
Cr Bill Hassell AM (Deputy Mayor)	Cr Nikola Horley	Cr Cilla de Lacy	Cr Gordon Hay
Cr Ian Argyle	Cr Leo McManus	Cr Ben Hodsdon	Cr Toni James
Cr Andrew Mangano	Cr Kerry Smyth	Cr John Wetherall Cr Robert Binks (term ended October 2017)	Cr Nigel Shaw

Mayor, Councillors and City's executive staff members. Absent: Crs Smyth, Horley, McManus, Shaw and de Lacy.





Cr Max Hipkins  
Mayor



Cr Bill Hassell AM  
Deputy Mayor  
Dalkeith Ward



Cr Nikola Horley  
Coastal Districts Ward



Cr Cilla de Lacy  
Hollywood Ward



Cr Gordon Hay  
Melvista Ward



Cr Ian Argyle  
Dalkeith Ward



Cr Leo McManus  
Coastal Districts Ward



Cr Ben Hodsdon  
Hollywood Ward



Cr Toni James  
Melvista Ward



Cr Andrew Mangano  
Dalkeith Ward



Cr Kerry Smyth  
Coastal Districts Ward



Cr John Wetherall  
Hollywood Ward



Cr Nigel Shaw  
Melvista Ward



# CEO Report

**Greg Trevaskis, Chief Executive Officer**

This will be my last annual report for the City of Nedlands, as I will be retiring in December 2018 after completing six very enjoyable and productive years with the City.

The past 12 months have involved some major undertakings that will benefit the City well into the future. Elected members and planning staff have been meeting on a regular basis and have received significant community comment on the development of the City's proposed Local Planning Scheme No. 3. The new scheme will, in the main, reflect the existing residential nature of our City, along with new opportunities for development at key locations. This has been a thankless task but so important for setting good planning principles. It will assist the City in its efforts to plan for development incorporating new standards without detracting from the amenity and enviable lifestyle that Nedlands residents enjoy – now and in years to come. Draft LPS3 is due for final consideration by Council in August 2018 before referral to the WA Planning Commission.

At Council's May meeting, the City's 2018-2028 Strategic Community Plan (known as Nedlands 2028) was adopted, along with a 10-year financial plan. It provides the framework for delivering key priorities, essential services, capital works and operational needs over the next decade. The number one priority for Council is the delivery of underground power, which will see the completion of the entire network no later than 2030. It's an ambitious target that requires careful planning, ongoing community consultation,

responsible financial management and State Government support. The installation of underground power in West Hollywood has already begun and planning for remaining areas is now under way.

Other achievements worthy of mention include the opening of the Jo Wheatley All Abilities Place during the latter part of 2017-18. The \$3 million project has been an outstanding success, thanks to fundraising from the Rotary Clubs of Nedlands, Subiaco and West Perth and support and funding from the City. This state-of-the-art facility has already proven to be enormously popular with children and families. Congratulations to Rotary, landscape architect Fiona Robbé, councillors, City staff, contractors and the donors who gave so generously towards this great project.

The City has also completed the Allen Park Master Plan, JC Smith Pavilion renovations at Melvista Oval, further improvements at David Cruickshank Reserve and the Beaton Park river wall restoration (while also creating beach access). That's not to mention the continuation of the City's capital works upgrades to roads, paths, drainage and parks across our local government district.

I would like to thank my Executive Management Team for its professionalism, enthusiasm, technical abilities and advice to myself, Council and the community. All are outstanding servants who work hard for the benefit of the Nedlands community and show great leadership to staff and the broader local government industry.



The City's Executive Management Team

Mayor Max Hipkins and all councillors have been particularly busy in 2017-18, due to numerous additional workshops, community engagement sessions and public meetings relating to draft LPS3, the Allen Park Master Plan and underground power. I am impressed with their dedication and the hard work they undertake to ensure Council decisions are based on good research while acting in the best interests of the community and working cooperatively with City administration. In my opinion, the Nedlands elected body demonstrates excellent leadership, remains respectful of other views/opinions and acts responsibly in line with its obligation to maintain good governance.

On a sadder note, former councillor Simon Joseph Porter passed away in November 2017. Joe, as he was known to all in Council, was a bright spark who brought energy, humour and insightful debate into the chamber. The City is much poorer for his

passing and we are grateful for the contribution he made to Nedlands during his period as a Dalkeith Ward councillor. Also, Dr Vincent Cusack, the former WESROC project officer, passed away in August 2017. Vincent worked with the western suburbs councils in the field of environmental management.

I take great pride and satisfaction in the job we have all done for City of Nedlands residents and ratepayers over the past 12 months and I am sure the City will continue to work together in 2018-19 – and beyond – to deliver services valued by our community, in the most effective way possible. The City of Nedlands has my very best wishes for the future, along with my heartfelt appreciation for the support given to me as CEO for the past six years. And finally, to all members of staff, it has been an honour to work with you. Thank you for your encouragement and assistance, which has made my job so pleasurable and rewarding.



The number one priority for Council is the delivery of underground power, which will see the completion of the entire network no later than 2030. It's an ambitious target that requires careful planning, ongoing community consultation, responsible financial management and State Government support.

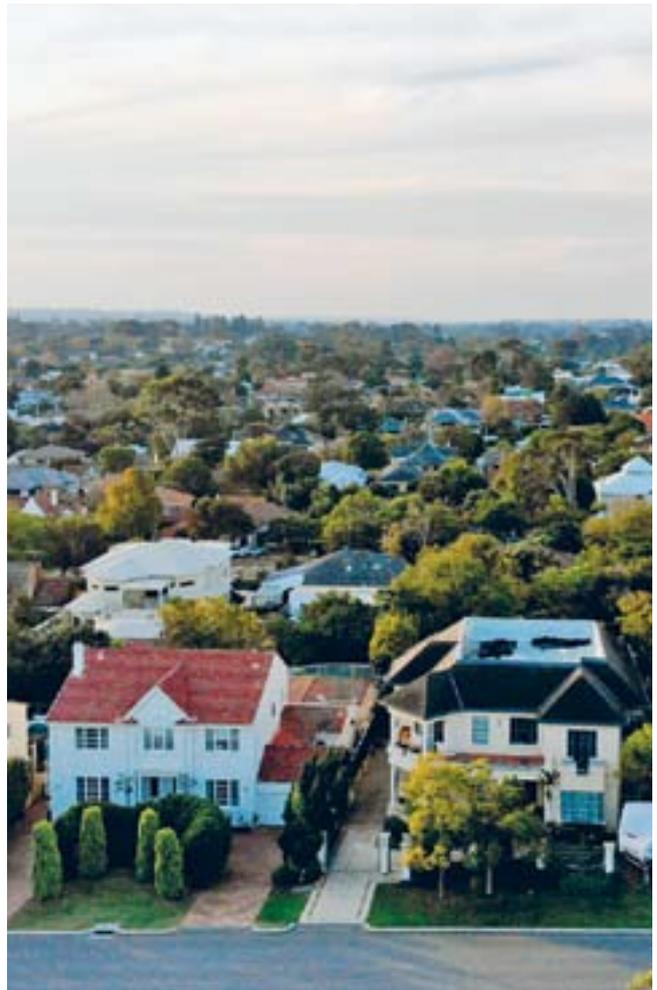
What makes Nedlands what it is?

# Uniquely Nedlands



The City of Nedlands is an environmentally-sensitive, beautiful and inclusive place where a diverse community of people can live through different ages and stages of their lives. Residents and visitors enjoy easy access to community hubs where mixes of parks, shops, community and sporting facilities bring people together, strengthening local relationships.





The City of Nedlands is dedicated to providing value-for-money and quality services to its community while being committed to maintaining the unique character of Nedlands – the beautiful parks and gardens, tree-lined streets and bushland.

Our focus is well-maintained urban infrastructure (roads, cycle-paths, parks, community and sporting facilities), nurturing our natural environment, supporting City events, arts and cultural activities and facilitating social programs to create an active, safe, and inclusive community. This enables lively community hubs where people can come together and interact.

We strive for our City to be easy to get around by preferred mode of travel – whether car, public transport, cycle or foot – and for it to be an active, safe, inclusive community enjoying a high standard of local services and facilities.

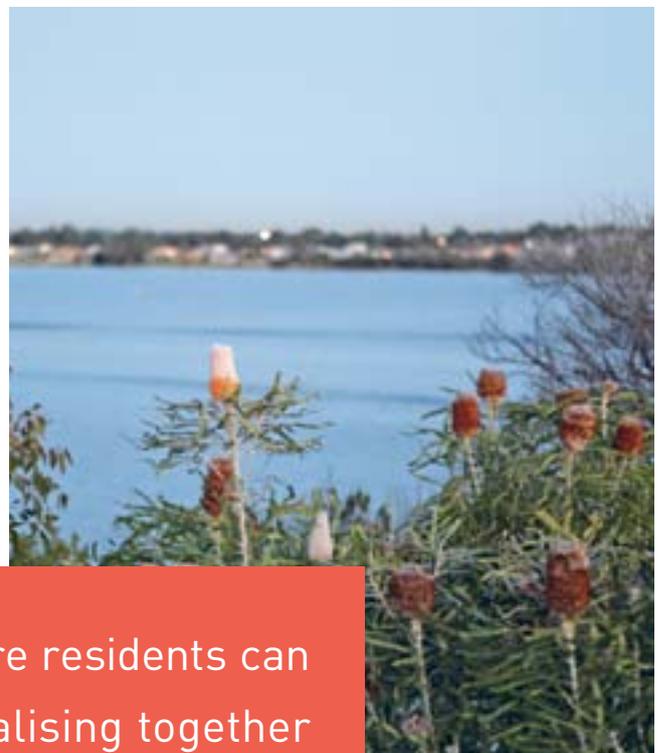
The City is dedicated to serving the needs of the community and is committed to continuously improving its standards by understanding the community's views, needs and aspirations to achieve the desired results, while balancing social, economic and environmental aspirations.



Opportunities are available for the community to participate in the City's activities and decision-making, from being active on committees and advisory groups that range from sustainability to arts, governance, youth and accessibility, to participating in community engagement activities and voting in Council elections.

To achieve this, we value:

- Accountability, by conducting our business and all our services in an open, transparent and financially responsible manner.
- Partnerships, by working together for the benefit of the community.
- Fairness, by providing consistent, fair and unbiased treatment for the whole community.



A harmonious community where residents can enjoy living, working and socialising together remains the key goal for the City of Nedlands.

# Integrated Strategic Planning



Following extensive community consultation, Council adopted the 2013-2023 Strategic Community Plan at its meeting on 11 December 2012, which came into effect from 1 July 2013.

The 10-year Strategic Community Plan identified community infrastructure, such as roads and community facilities, were in urgent need of repair and renewal and would require investment over the next 10 years. Therefore, much of the plan was focused on the City's infrastructure.

The 2017-18 financial year saw the continued priority of renewing infrastructure across the City, including more than 5km of roads renewed, the installation of 64 new drainage pits, more than 1km of footpaths renewed and nearly 1km of new footpaths constructed. The percentage of road network in good condition has increased over the past five years with the current average condition rated at 8.12 (good condition) – the aim is for an eventual target of 8.5 within the next decade. There are currently 69.5 per cent of roads rated as good or better, 21.5 per cent rated as satisfactory and only nine per cent rated poor.

In response to the City's strategic and corporate business planning, a 10-Year Financial Plan was

approved by the Council which is supported by the Five-Year Capital Works Program. Although there has been significant work across the City, there are still instances where assets are in poor condition. The development of the initial Five-Year Capital Works Program was based on programs that would provide for all City assets to be at an average condition rating of acceptable in the near future.

The Council endorsed a new Strategic Community Plan for 2018-2028 on 22 May 2018, which will come into effect on 1 July 2018. New targets will be developed from this date.

The City has completed its fifth year of implementing the capital works targets. The following table and comments demonstrate the City's progress in achieving the targets.

The targets for new building projects, greenways, tree plantings, river wall repairs, drainage pits and new footpaths were all achieved for the five-year target. The remaining targets were progressed but fell short of being achieved due to their ambitious nature. In addition, the targets in the new program have been reduced due to the overall condition rating being better than originally estimated.

## Capital Works targets and achievements

Description	Five-Year Capital Works Program goals	2017-18 end-of-year goals	2017-18 goals achieved	Five-year goals achieved
New building projects finished	David Cruickshank completed	JC Smith Pavilion upgrade	Completed	Allen Park Lower Pavilion completed
Square metres of natural areas path renewed	Renew 2,285m <sup>2</sup>	600m <sup>2</sup>	590m <sup>2</sup>	1,955m <sup>2</sup>
Square metres of greenway planted <sup>1</sup>	Plant 5,860m <sup>2</sup>	1800m <sup>2</sup>	0m <sup>2</sup>	8,200m <sup>2</sup>
Number of trees planted	2,050 street/reserve trees	500	643	2,854
Metres of river wall repaired <sup>2</sup>	281m	350m	348.1m	467.2m
Square metres of car park new or upgraded <sup>3</sup>	Upgrade or build 13,240m <sup>2</sup>	4,000m <sup>2</sup>	4,844m <sup>2</sup>	10,158m <sup>2</sup>
Number of bus shelters upgraded <sup>4</sup>	16	2	2	11
Number of pits installed	100	50	64	274
Metres of footpath renewed	Renew 12,793m	1,700m	1,083m	6,626m
Metres of new footpath <sup>5</sup>	Build 1,223m	700m	770m	1,240m
Number of Black Spot projects completed <sup>6</sup>	8	2	2	7
Kilometres of road renewed	34.31km	5.2km	5.2km	20.84km

### Notes

<sup>1</sup> The development of a greenway at Point Resolution was delayed in the 2017-18 financial year due to finalisation of the Point Resolution Master Plan. These works (along with an additional section of greenway) are scheduled for completion in the 2018-19 financial year.

<sup>2</sup> The section of Nedlands foreshore between Tawarri Reception Centre and the Perth Flying Squadron Yacht Club was completed.

<sup>3</sup> 2,244m<sup>2</sup> at Hollywood Bowling Club and 2,600m<sup>2</sup> at Jo Wheatley All Abilities Play Space, Beaton Park.

<sup>4</sup> The tender for the replacement of all advertising bus shelters (19) will be awarded in 2018-19.

<sup>5</sup> Footpaths are less than expected due to the delay in funding from Main Roads WA for Stirling Highway.

<sup>6</sup> Two Black Spot projects continued from the previous financial year: completion of the Railway Road and Guger Street intersection with Loch Street and the Underwood-Brockway-Brookdale intersection.



River wall

## Underground power

One of the priorities in the 2013-2023 Strategic Community Plan was to progress the installation of underground power for the remainder of the City. The total number of lots is 7,952 and, of these, 5,491 (69.1 per cent) have been completed. Works are currently being undertaken on 754 lots (9.5 per cent), leaving 1,707 (21.4 per cent) to receive underground power.

A survey in January-February 2018 asked property owners for their views on the importance of installing underground power and their willingness to pay for a connection.

Underground power was rated as important to 51 per cent of residents with 75 per cent of survey respondents indicating that instalments were their preferred method of payment.

The City then received a detailed design estimate from Western Power. The model was a 50-50 share basis between the City and project land-owners, which included the recovery of the design cost while excluding the Western Power contribution.

The cost of the project was less than anticipated because Western Power agreed to subsidise the project cost more than originally proposed, due to a change in policy. There was a significant level of existing underground connections within the project area. The City was able to coordinate additional properties in the Claremont triangle, Alfred Road and Alderbury Street with projects in adjacent local governments.

In April 2018, work on underground power began in the West Hollywood area, the Claremont triangle and Alfred Road, continuing into 2018-19.

## River wall and beach access at Beaton Park

Stage two of the river wall restoration project at the Nedlands foreshore continued with repairs made to the worst sections of the wall from the Sunset Foreshore (Iris Avenue) to the Perth Flying Squadron Yacht Club groyne. This was done to coincide with the construction of the Jo Wheatley All Abilities Play Space.

The \$1.2 million project was a partnership between the City of Nedlands and the Department of Biodiversity, Conservation and Attractions' Riverbank Program, which supports the protection and enhancement of the Swan and Canning River foreshores.

It involved building a new rock revetment wall, landscape softening, reticulation and lighting adjustments over a 300m section of the river, as well as adding an accessible walkway to the beach to complement the new play space.

The rock revetment wall provides a cost-effective, low maintenance and sustainable environment to protect and enhance the river foreshore for future generations. It was chosen after being used successfully in various high-wave impact locations along the Swan River, particularly in South Perth and near the Narrows Bridge.

A total of 467.2m of river wall has now been replaced – and approximately 300m more is planned between the Nedlands Yacht Club and JoJo's Jetty in 2018-19.

## Jo Wheatley All Abilities Play Space

Phase one of the All Abilities Play Space on the Nedlands foreshore – including the main playground area – officially opened with a new name on 8 June 2018. The City, Rotary and the major sponsor formally opened the facility at Beaton Park near the Swan River, unveiling it as the Jo Wheatley All Abilities Play Space.

Initiated by Rotary seven years ago, the Jo Wheatley All Abilities Play Space was the result of a collaboration between the City of Nedlands and the Rotary Clubs of Nedlands, Subiaco and West Perth with other partners including Inclusion WA, COLAB, Wood & Grieve Engineers, Lotterywest and Department of Communities – Disability Services.

The state-of-the-art playground – the first of its kind on this scale in WA – features modern, high-quality play equipment purpose-designed for people of all ages and people with disability. Features include a sensory walkway, flying fox, active climbing, decks and slide, active swinging, accessible picnic areas, a community garden and kitchen, an informal sports and

games area, exercise equipment, ramps and relaxation areas, parking (including ACROD bays), accessible toilets and nature, music, sand and water play areas.

Covering 10,000m<sup>2</sup>, the new facility was carefully built around and under existing trees and designed by award-winning landscape architect Fiona Robbé, who is part of an international group developing standards for inclusive playgrounds. There is wheelchair access throughout the playground, as well as perimeter fencing that was requested by parents of children with disability.

A potential family fun day is being planned for March 2019 to further celebrate bringing people of all ages together through play. Work is continuing on phase two of the project with Rotary raising funds for new toilet facilities.

### **Enviro-scape master plans**

The City implemented enviro-scape master plans for Carrington Park, David Cruickshank Reserve and Point Resolution Reserve – the first of 67 parks to undergo this process.

Enviro-scape master plans coordinate the future development of each park. They consider water quality and conservation (hydro-zoning and eco-zoning), the natural and built environment and climate change, along with accessibility, amenity, community use and ensuring the precinct is fit for purpose. The plans aim to ensure community needs are served at the most economic whole-of-life cost.

Works at David Cruickshank Reserve included the installation of a new reticulation system, new footpath network, replacement of cricket nets and various other improvements. Following community engagement, works at Carrington Park began in June 2018 focusing on drainage and landscaping. A new path network will be installed around Point Resolution Reserve, to be followed by an irrigation upgrade in 2018-19 and other works in future years.

### **Draft Local Planning Scheme No. 3**

Towards the end of 2017, the City of Nedlands called for comment on its draft Local Planning Scheme No. 3 over a four-month period. The draft LPS3 was adopted at a special council meeting on 13 December 2016 and sent to the WA Planning Commission for permission to advertise, which then required the City to make a number of unexpected modifications. After making the modifications, the City was given WAPC consent to advertise draft LPS3 for public comment.

People were encouraged to visit Your Voice Nedlands to view the scheme text, search for their properties

using interactive online mapping and make a submission. Six open days were held during February and March 2018, giving people an opportunity to view the draft LPS3 and ask City planners any questions. The City's planners and community engagement team also fielded numerous phone enquiries during the comment period, along with people visiting the administration building in person.

The City undertook comprehensive communications, including:

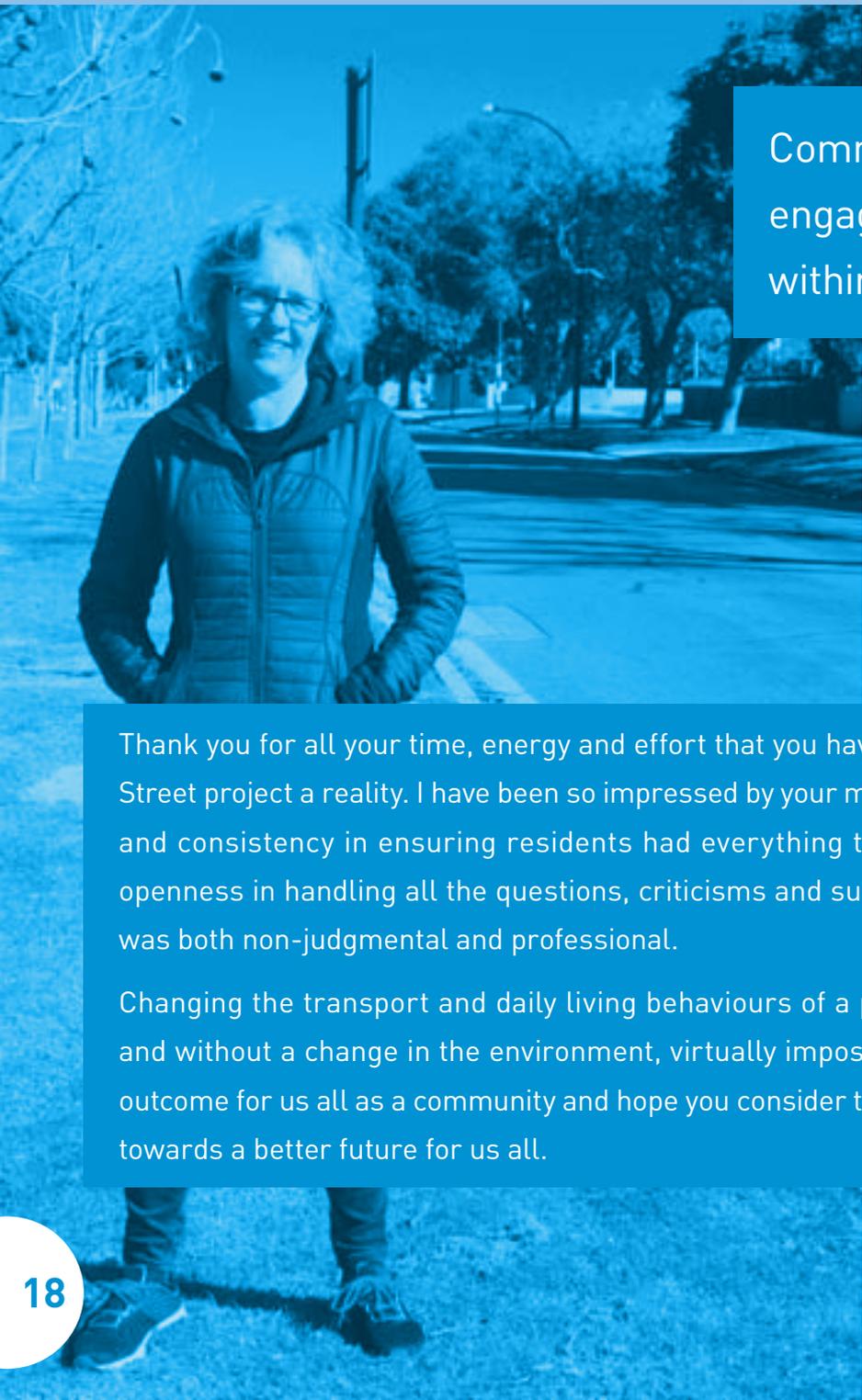
- A direct mail-out of the draft LPS3 – open for comment letter and Your Voice user guide to 10,386 landowners and residents, 86 community groups and 39 agencies.
- Eight advertisements in the POST newspaper (including the monthly Nedlands News update).
- Ten concrete stickers, taking in Waratah Avenue, Broadway, Hampden Road, Kirwan Street, Asquith Street, Kirkwood Deli, Chelsea Village and the Captain Stirling IGA.
- Posters on all City noticeboards.
- Library displays with relevant documents and material.
- A banner facing Stirling Highway outside Nedlands Library.
- An open letter from the Mayor to all recipients of the original direct mail-out.
- Mayor's message – two-page A3 spread in the POST newspaper.
- Twenty-two posts on the City's Facebook and Twitter accounts.
- Email signature on all staff emails.
- Banner on the front page of the City's website with a direct link to Your Voice Nedlands.
- Three media releases and one media brief.
- Twenty-seven articles in the media (print, electronic and online).

Most people accessed the engagement page by directly typing "Your Voice Nedlands" into their address bar or accessed the site via the City's website (77 per cent). A further 18 per cent used search engines.

During the engagement period, there were 8,091 visitors to Your Voice Nedlands who collectively viewed 22,930 pages. More than 5,000 visitors viewed at least one page with 3,125 people viewing more than one page, downloading documents, visiting the frequently asked questions and reading the newsfeeds and other information available.

More than 1,000 submissions were received during the engagement period, which were to be summarised and presented to Council in the new financial year.

# Community Engagement



Community and stakeholder engagement is a core activity within the City of Nedlands.

It is intrinsic to Council providing good governance and strong leadership and ensures the community is consulted about its needs and concerns, as part of the City's decision-making processes. This puts the City in a better position to deliver more effective outcomes to guide its priorities into the future.

Thank you for all your time, energy and effort that you have put into making this Safe Active Street project a reality. I have been so impressed by your methodical approach, thoroughness and consistency in ensuring residents had everything they needed to be informed. Your openness in handling all the questions, criticisms and suggestions throughout the process was both non-judgmental and professional.

Changing the transport and daily living behaviours of a population is incredibly difficult – and without a change in the environment, virtually impossible. I believe it was a wonderful outcome for us all as a community and hope you consider that you have taken a visionary step towards a better future for us all.

**Jane Leaversuch**

The City acknowledges that successful engagement with its community increases their participation in activities and decisions that affect them. At the same time, the City aims to deliver activities in a manner that best meets people's expectations.

## Key initiatives

The City undertook more than 100 engagement projects in 2017-18 and achieved a participant membership of about 1,600 people through its online engagement hub Your Voice Nedlands.

There were about 25,000 visits to the site with people viewing more than 67,000 pages. Consultation involved a range of tools that enabled people to seek information and provide feedback.

Surveys and submissions were the most popular tools with 2,310 contributions to 176 surveys for a range of projects, along with 226 feedback items for 76 projects. The community sourced information by downloading about 250 separate documents (8,380 downloads in total), key decision dates, photos and frequently asked questions. About 3,160 visitors to the site read 648 newsfeeds. The City also provided information sessions, public open days and direct mail-outs to inform – and invite – community participation in projects.

Overall, the best performing projects were:

- Draft Local Planning Scheme No. 3
- Allen Park Master Plan
- Safe Active Street
- Carrington Park Enviro-scape Master Plan
- Underground power
- Stay Updated/Community Updates

Your Voice Nedlands was continually developed and promoted across the community, using traditional methods of communications while increasing use of social media, such as Facebook and Twitter. Eight e-newsletters were produced for registered participants.

The City's participation for "engaged", "informed" and "aware" compares favourably with other WA councils. The City achieved an engaged result of nine per cent to 30 June 2018 with aware visitors at 40 per cent and informed visitors at 51 per cent. It is noted the industry average for Australia is four per cent for engaged visits.



Engagement in action



Allen Park engagement



# City Infrastructure

## Overview

The City's infrastructure predominantly consists of roads, footpaths, drainage and city buildings – but also includes assets as diverse as river walls, park furniture, signage and depots.

The planning process for the 2023 Strategic Community Plan identified the City's infrastructure was at a stage in its life cycle where significant investment was required. This was a major financial driver for the 10-year plan. To prioritise the infrastructure improvements, a five-year rolling capital works program was developed. This plan is supported by the City's 10-year financial plan, approved by the Council in May 2018.

Major priorities for the City have been the Stirling Highway streetscape, JC Smith Pavilion, river wall rehabilitation with rock revetment and the completion of phase one works at the Jo Wheatley All Abilities Play Space.

The City is also working towards an average road network condition target of 8.5 (good condition) over the next five years. The average condition rating is currently 8.12, which has improved significantly in the past four years.

Improving building infrastructure throughout the City was also a key priority. Following on from Allen Park Pavilion in 2016-17, a full interior renovation of JC Smith Pavilion was completed. The works included a new storage room for furniture, complete kitchen replacement, automated access, new aluminium entry doors and tiling for the changerooms and painting. The John Leckie Pavilion is another popular sporting facility that received a fresh coat of paint, as well as additional handrails to the standing area overlooking the oval.

### Road resurfacing and rehabilitation

Nearly 5.2km of the City's roads were renewed during the year, representing approximately three per cent of the total road network (159km). This work improves amenity and road safety. It also included the installation of soak wells to reduce the impact of potential flooding and to replenish the groundwater system. The following roads were rehabilitated:

- Adams Road
- Bee Eater Lane
- Birkdale Street
- Browne Avenue
- Dalkeith Road
- Gunn Street
- Iris Avenue
- Shann Street
- Brockway Road and Underwood Avenue intersection
- Loch Street, Gugerri and Railway Road intersection
- Brockway (Underwood Avenue to Lemnos Street).

# Key points

Installation of underground power began in the West Hollywood area, Alfred Road and Mt Claremont triangle

5.2km

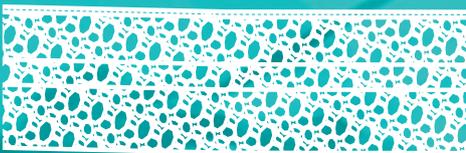
Road resurfacing and rehabilitation completed



2,272m<sup>2</sup>

New and rehabilitated footpaths installed

River wall rehabilitation at Beaton Park



64

New soak wells to improve drainage and storm water



Jo Wheatley All Abilities Play Space completed in 2018



New car park at Beaton Park

## Drainage improvements and storm water management

The Swan River gross pollutant-trapping program continued during the year which, when fully implemented, will result in all gross pollutants within the City's drainage system being captured before they can enter the Swan River.

The installation of soak wells in road pavements are important for replenishing groundwater at its source and to protect the road pavement against water ingress. These continued to be a focus with 64 new units (635m<sup>3</sup> of soak well capacity) installed across the City.

Major drainage projects included improvements to drainage in the Strickland Street catchment and installation of gross pollutant traps in Waratah Place.

## Footpath improvement and rehabilitation

The City progressed its annual footpath improvement and replacement plan by upgrading various footpaths from concrete slabs to in situ concrete. New footpaths were constructed around the Jo Wheatley All Abilities Play Space at Beaton Park.

Footpath rehabilitation projects included:

- Princess Road: slab removal and replacement of concrete pavement
- Stirling Highway: slab removal and replacement with brick paving
- Leon Road: slab removal and replacement with concrete pavement

Another 755m<sup>2</sup> of slab paths were replaced during major maintenance programs as follows:

- 286m of The Avenue (430m<sup>2</sup>)
- 142-144 Waratah Avenue (93m<sup>2</sup>)
- 21-23 Zamia Street (116m<sup>2</sup>)
- 73-75 Alfred Road (51m<sup>2</sup>)
- Narla Road school crossing (65m<sup>2</sup>)

A further 469m<sup>2</sup> of minor footpath repairs were also undertaken across the City.



River wall

## Car parks

A new 32-bay car park (including eight ACROD bays) was constructed at Beaton Park to service the new Jo Wheatley All Abilities Play Space.

An upgrade of the Hollywood Bowling Club car park included 2,244m<sup>2</sup> of new asphalt surface and the installation of new drainage. This project was funded directly from parking lease payments made by Hollywood Private Hospital.

## River wall

The City secured funding from the Swan River Trust (now part of the Department of Biodiversity, Conservation and Attractions) in 2016-17 and continued remediation works along the section of wall west of Beaton Park. This work began in February 2018 and involved 348.1m of rock revetment with 125m of limestone wall with a beach access ramp.

## Underground power

The City began the contracts for three projects in the 2017-18 financial year: West Hollywood, the Mt Claremont triangle and Alderbury Street, Floreat. The three projects will result in a further 754 properties with underground power installed by the end of 2019-20.

Construction works at West Hollywood began in April 2018 and were approximately 18 per cent complete at the end of June 2018. All project works are expected to be completed by June 2019. A feature of these projects is the installation of LED lighting with smart-control capability, which is expected to reduce overall costs of street lighting in the longer term.

## Black Spot program

The Black Spot program is a government-funded initiative that improves the safety of roads with a proven crash history or are at elevated risk locations. In 2017-18, the City's Black Spot program progressed with the completion of pedestrian safety initiatives at the Railway Road-Gugeri Street-Loch Street intersection and an upgrade to the intersection at Brockway Road, Brookdale Street and Underwood Avenue.

## Building works

The building maintenance capital works schedule featured a significant upgrade to a sporting pavilion and various enhancements to public and community welfare buildings.

The following projects were undertaken during the year:

- JC Smith Pavilion: full interior refurbishment
- John Leckie Pavilion: exterior re-paint and additional handrailing
- Mt Claremont Library: carpet and service desk replacement
- Hollywood Bowling Club: solar panel installation
- Mt Claremont toilets: decommissioned and refurbished into new storage areas
- Tresillian Arts Centre: LED lighting replacement and room upgrades
- Nedlands Community Care: patio extension and handrails
- Nedlands Library: new sliding entry doors and study area furniture replacement
- Allen Park Pavilion: installation of electronic scoreboard
- Jo Wheatley All Abilities Play Space: CCTV installation.

## Jo Wheatley All Abilities Play Space

Construction of phase one of the Jo Wheatley All Abilities Play Space at Beaton Park was completed in June 2018. The 10,000m<sup>2</sup> (1ha) playground is purpose-designed to cater for all ages, people with disability and their families. Phase two works, which will complete the project, are currently being planned with the construction of a new public ablution block. This will include a "Changing Places" accessible toilet, the next part of the project to start in the new financial year.

Jo Wheatley All Abilities Play Space



**\$3.19m**

total spend on road infrastructure

**\$2.09m**

total spend on road rehabilitation projects

**\$1.04m**

total spend on footpath rehabilitation projects

**\$0.72m**

total spend on drainage rehabilitation projects

**\$2.14m**

total spend on building maintenance and upgrades



Achieved an average road network condition rating of 8.12 with a target of 8.5 in the next decade



**1,642m<sup>2</sup>**

footpaths renewed

**630m<sup>2</sup>**

new footpaths constructed

## What is unique about the City of Nedlands' natural environment?

Each year, the City puts on the Natural Area Friends Group appreciation event, a way of saying thank you for the many hours we spend caring for our local patches of bushland. It brings the City's bushland groups together and we can catch up on news across town, enabling us to share our treasures. This year, we had an expert guide from Birdlife WA lead us on a walk to search for variegated fairywrens known to inhabit Allen Park. It was a glorious autumn morning, followed by a delicious morning tea and, thankfully, we did find some wrens flitting busily between the bushes.

Lesley Shaw,  
President,  
Friends  
of Allen Park  
Bushland Group



# Natural Environment

# Key points

135

verge development applications assessed



439

monthly maintenance programs of parks completed



24,000

native seedlings were planted in the City's natural areas and greenways

31

projects relating to capital improvement of parks completed



643

trees planted in streets and parks

David Cruickshank Enviro-scape Master Plan and major works completed

Point Resolution Enviro-scape Master Plan completed

Carrington Park Enviro-scape Master Plan completed and works scheduled

Large greening and planting projects at Point Resolution and Swanbourne coastal dunes



Mt Claremont path upgrade

### Overview

The 2013-2023 Strategic Community Plan process identified that the City prides itself on its great natural environment and protection of biodiversity, along with placing an importance on the City's green spaces (parks and gardens, reserves and sports fields).

The City works in partnership with local bush care groups and sporting and recreation clubs to restore and protect the City's natural areas and green spaces.

Activities include continued upgrades to sporting and recreational facilities and maintenance to parks and reserves. In bushland, the City continues to address erosion, environmental weeds, plant diseases, feral animals and fire management.

By protecting and maintaining its natural environment, the City's urban forest of gardens, streets and parks will be green and healthy. These green spaces serve as hubs for people to come together.

### Parks Services

Enviro-scape master plans are being developed for each of the City's 67 parks over the coming years. David Cruickshank Reserve was the first to undergo this strategic operational process. Works included the installation of a new reticulation system, new footpath network and various other improvements.

The master planning process considers current and prospective constraints and opportunities, water quality and conservation and the natural and built environment, along with accessibility, amenity, community use and ensuring the precinct is fit for purpose. Each plan is developed with the aim of ensuring that community needs are served at the most economic whole-of-life cost. The City began work on developing master plans for several sites during 2017-18 to deliver the program's key objectives.

Renewal of park assets continued with the completion of 31 capital improvement projects, in accordance with the Five-Year Forward Works Plan.

The City started and completed construction of phase one works for the Jo Wheatley All Abilities Play Space at Beaton Park. Phase one works included fencing, entrances, play equipment, landscaping, reticulation and visitor facilities. Re-location of the foreshore path was also completed to complement the new play facilities and river wall infrastructure.



Point Resolution stabilisation

### Environmental conservation

Greenways and bushland areas continued to be maintained – native vegetation was planted to improve biodiversity and also allow for the migration of wildlife throughout the City. Large-scale greening projects included native plantings at Point Resolution Reserve and Swanbourne coastal dunes.

At Point Resolution Reserve, about 4,500 seedlings were planted as part of a joint project between the City of Nedlands and Department of Biodiversity, Conservation and Attractions with support from the Friends of Point Resolution. The joint project also stabilised another section of Swan River foreshore with the installation of brush walling to protect existing vegetation and new seedlings. The works will protect the river reserve from exposure to high-energy waves and natural erosion processes.

A further 4,000 local provenance plant species were installed along the Swanbourne dunes with funding from the Western Australian Planning Commission's Coastwest Grants program. The Swanbourne Coastal Alliance community group partnered with the City to deliver the project.

## Key initiatives

### Parks Services

- A reticulation system servicing Beaton Park and the new Jo Wheatley All Abilities Play Space.
- Security lighting at Brockman Reserve.
- Bollard fencing at Charles Court Reserve, Hamilton Park, Peace Memorial Rose Garden and Daran Park.
- New rugby goals at Charles Court Reserve.
- Refurbishment of tennis courts, fitness equipment and the basketball half-court at College Park.
- Reticulation system, footpaths and landscaping at David Cruickshank Reserve.
- Refurbishment of cricket practice nets at David Cruickshank Reserve.
- Replacement of barbecues at Dot Bennett Park.
- Landscaping and refurbishment of garden beds, bore and bore pump at Lesley Graham Reserve.
- Refurbishment of the basketball half-court at Mt Claremont Community Centre.
- Garden bed refurbishment at Peace Memorial Rose Garden.
- Installation of new bore and bore pump at Sunset Foreshore.
- Heritage gazebo refurbished at Shirley Fyfe Park.

### Environmental conservation

- Upgraded pathways at Mt Claremont Oval Reserve.
- Vehicle access and pedestrian gate at Shenton Bushland.
- Natural areas volunteer appreciation event in conjunction with Friends of Allen Park.
- Bushcare programs with community groups, local school groups and Conservation Volunteers Australia.
- Fire management program in bushland areas, including grass tree burning across 1ha of Shenton Bushland.
- Erosion control at Watkins Road (river end), Point Resolution Reserve, Birdwood Parade Reserve, Mt Claremont Oval Reserve and Swanbourne dunes.
- Feral animal control, including feral bees, foxes, cats and rainbow lorikeets.
- Annual environmental weed control.

# Health and Compliance

## Key points

City of Nedlands Ranger Services awarded WA Ranger Team of the Year in September 2017.



Consumed

**682,015kL**

of groundwater for all parks

**27,285kL**

under the Department of Water and Environmental Regulation abstraction allocation

**3**

High priority enviro-scape master plans completed: Carrington Park, Point Resolution Reserve and David Cruickshank Reserve.

### Lost Dog – Perth Flying Squadron Yacht Club

I would like to thank your organisation, particularly Ranger Gerard Cole, for his courteous manner in receiving my message, finding the dog and returning him to my house in Cottesloe.

**Colin Keevil and Roy**



## Overview

### Environmental Health

The City is routinely involved in many aspects of public health to ensure community safety in public facilities, including public pools, public buildings and via the ocean monitoring program.

Environmental health activities included responding to noise and other nuisance complaints on behalf of residents. Routine surveillance and audits of City food premises and temporary events (including the Mt Claremont Farmers Market) were also undertaken throughout 2017-18.

Health Services managed two significant asbestos site investigations and management projects throughout the year.

A successful mosquito trapping and identification program was planned and implemented, which included trapping, treatment and investigation of mosquito-borne disease notifications.

### Ranger Services

The City's Ranger Services enforce local parking laws, undertake bushfire risk mitigation, dog and cat control and licensing and is the after-hours emergency contact for the City.

A focus on the control of parking continued throughout the year with regular patrols, including schools and commercial areas, and public facilities such as Hollywood Hospital and University of WA precincts.

### Sustainability

#### Water conservation

The City is a Water Corporation-endorsed waterwise council, committed to improving water efficiency and contributing to improved water quality throughout the City's operations. The City's licence with the Department of Water and Environmental Regulation (DWER) allows the City to abstract 709,300 kilolitres of groundwater per annum. Water efficiency is achieved by undertaking regular reviews on water use and identifying tools and techniques to improve water conservation.

The City has embarked on developing enviro-scape master plans for parks and reserves, which consider the natural and built environment and water quality and conservation, along with accessibility, amenity and community use. Once plans are implemented, it is anticipated water and energy savings will be achieved through sustainable design and infrastructure upgrades.

#### Electricity consumption

The electricity consumption for 2017-18 was 4,287GJ (1,185,534kWh). This is an increase of 19GJ as compared to 2016-17.



WA Ranger Team of the Year



### WESROC Feral Animal Control Project

The City of Nedlands, on behalf of WESROC (Western Suburbs Regional Organisation of Councils), undertook feral animal control at Shenton Park Bushland, Hollywood Reserve, North Swanbourne Reserve, Swanbourne Beach and Beaton Park through the WESROC Feral Animal Control Project. This project was funded through the Natural Resource Management Office.

The control program resulted in two foxes and six cats captured within the City's reserves. Five were domestic cats and one was feral.



### Western Central Local Emergency Management

City Rangers were involved in the Western Central Local Emergency Management Committee in 2017-18. The committee undertakes planning for emergencies and local government recovery with other western suburbs councils, as well as agencies such as the Red Cross, WA Police and Department of Fire and Emergency Services. The City also reviewed its Local Emergency Recovery Plan which outlines arrangements for effectively managing recovery at a local level, including accountability and responsibility.

### Key initiatives

- City of Nedlands Ranger Services were awarded WA Ranger Team of the Year – for the second time – in September 2017.
- Improvements were made to mobile application technology for issuing infringement notices.
- The Pets at the Park event attracted more than 600 people to Claremont Park on 18 March 2018. The day provided an opportunity to promote responsible dog ownership and for local residents to speak to Rangers.
- Ongoing management of two significant asbestos site investigation projects throughout the year.
- A successful mosquito trapping, identification treatment and investigation program.
- Continuing health surveillance activities, including the Mt Claremont Farmers Markets.
- Investigation and resolution of contentious and complex environmental noise issues.
- Consumed 682,015kL of groundwater for all parks – 27,285kL under the DWER abstraction allocation.
- Water quality management improved through new monthly monitoring and reporting of groundwater quality in six production bores. This was done by recording the static water level below the ground surface, total dissolvable salts in parts per million and acidity levels. The results were shared with UWA for further analysis.



**209** Food premises inspections

**64** Public building inspections

**3,030** Native Plant Subsidy Scheme plants sold



 **51** Noise complaints/investigations

  
Groundwater savings

Scheme water consumption – rose by

**38** Dog attacks investigated



**3.84%**  
(27,285kL)

**4%**  
(1,058kL)

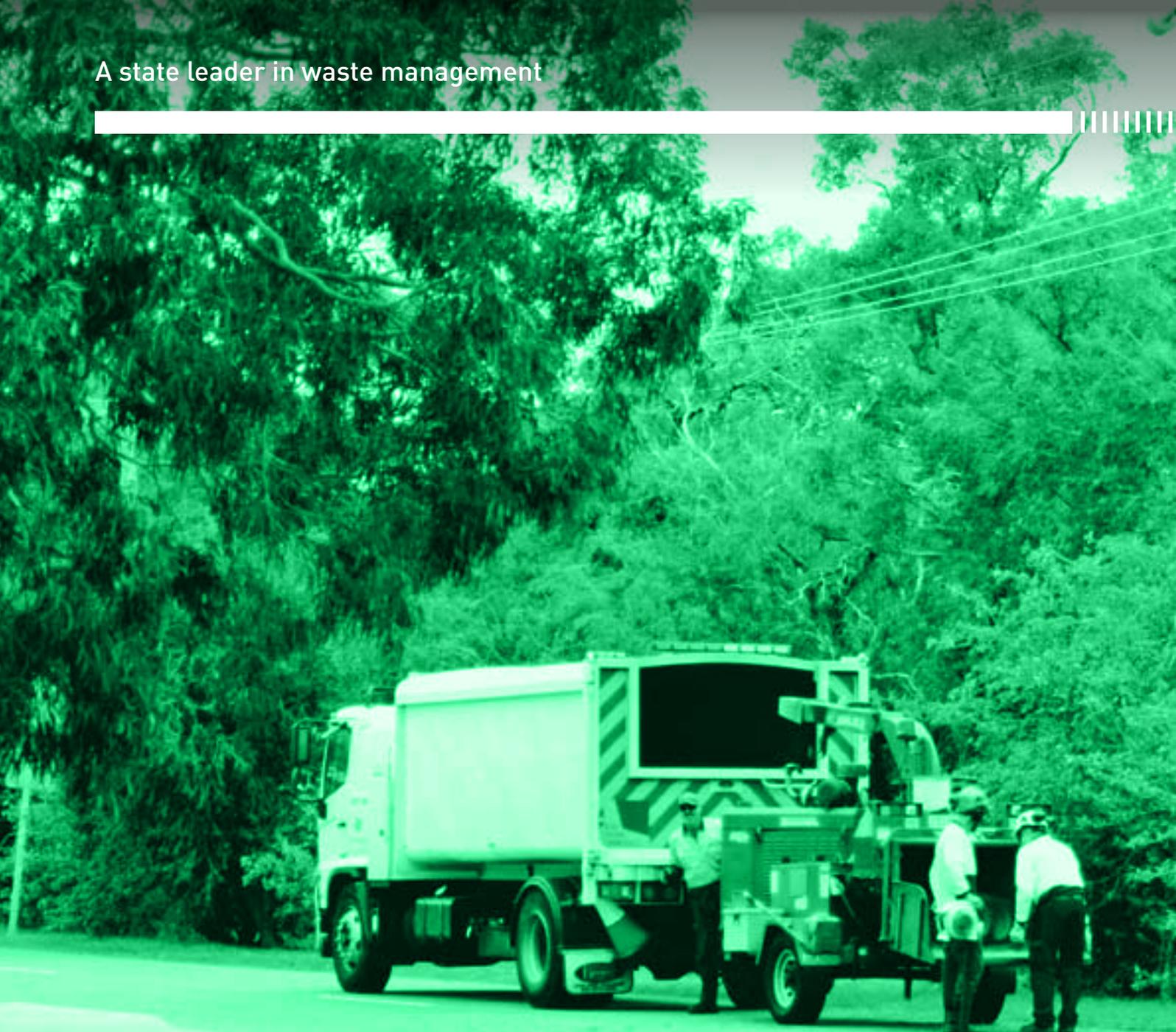
less than the City's allocation

compared to 2016–17

 **4,532** Total parking infringements issued

 Electricity consumption – increased by  
**19GJ** (0.004%)  
compared to 2016–17

 **385** Total warnings issued for parking



# Waste Services

# Key points



The City is a leading metropolitan local government using a three-bin system and verge collection with a diversion rate of

**53%**

More than

**80%**

of residents use standard bin service (120L rubbish bin). The remaining residents utilise the upgrade service (240L rubbish bin) or super service (two 240L rubbish bins).

**22%**

of residents use the complimentary second recycle bin.

**10**

upgrades of recycling stations in parks and reserves



Robyn Brown and Chaminda Mendis with Nedlands Primary School students Emma, Matilda and Riley



## Overview

The City plans to achieve the State Government's target of diverting 65 per cent of waste from landfill by 2020 through initiatives outlined in the Waste Minimisation Strategy and Action Plan 2017 to 2020, adopted by Council in 2017.

The City of Nedlands is one of the top performers among local governments in WA in achieving high diversion rates, low waste costs and strong customer satisfaction levels. In the past financial year, the City achieved an overall 53 per cent diversion rate from landfill – this means more than 50 per cent of the City's waste was either recycled, reused or recovered.

About 8,000 dwellings use the three-bin kerbside collection system for general, green and recycling collection services. In addition, 906 commercial waste services and 687 commercial recycling services are included in the City's kerbside collection system.

About 8,000 dwellings use the three-bin kerbside collection system for general, green and recycling collection services. In addition, 906 commercial waste services and 687 commercial recycling services are included in the City's kerbside collection system.

The City also provides two combined residential bulk verge collections each year consisting of hard waste, green waste, e-waste and mattresses.

More than 22 per cent of residents are using the complimentary second recycle bin option. However, this service will be reviewed in 2018-19 due to high contamination rates (24 per cent).

In 2017-18, the City collected 11,677 tonnes of waste, 3,404 tonnes of green waste and 2,795 tonnes of recyclable material from the kerbside collections and bulk waste streams. More than 53 per cent of combined waste was diverted from landfill to be recovered, reused or recycled. This was a slight drop in performance (one per cent) – however, this was predominantly due to lack of certainty in the recycling sector with overseas markets restricting the imports of recyclables. The City's contractors, SUEZ, advised only two per cent of recyclables collected from the City of Nedlands were affected.

In accordance with industry best practice – and to achieve the most cost-effective outcomes for ratepayers – the City continued to work with the community to encourage positive attitudes and behaviour towards minimising waste, maximising recycling and reducing the amount of waste going to landfill.



Hollywood Primary School students get into the spirit of Clean Up Australia Day

In its efforts to improve waste diversion and achieve the 65 per cent target by 2020, the City (with community support) will focus on:

- Exploring the practicality of co-mingling food scraps with green waste.
- Combinations of waste bins and collection processes.
- Recycling construction and demolition waste.
- Working with schools through education and information.
- Reducing the amount of illegal dumping.
- Researching new technologies that could produce energy from waste.
- Enhancing management of commercial waste.

### Graffiti and vandalism

The City maintains 48-hour graffiti removal from public spaces. The City’s graffiti and vandalism contract ensures all graffiti is removed within 48 hours of being reported. The City also passes on the reports to the central police database. Historically, prompt removal has proven to be the most effective deterrent. This service is available free of charge in almost all cases and community satisfaction rating in this area remains high.

## Key initiatives

- Implemented a new verge collection and recycling contract. This realised a 91 per cent recovery from verge collections (5 per cent overall), compared to the previous best of 51 per cent (2.5 per cent overall).
- A school waste education program for all primary schools was put into practice.



**11,677** tonnes of domestic waste collected

**2,770** tonnes of recyclables diverted from landfill

**25** tonnes of e-waste and mattresses diverted from landfill

**3,404** tonnes of green waste diverted from landfill

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# Built Environment



# Key points



• **514** in City of Nedlands

• **290** in Town of Claremont

- Private building certification initiated
- Traineeship program initiated for building surveyors
- Local Planning Strategy endorsed
- Community engagement completed on draft Local Planning Scheme No. 3



pool barrier inspections conducted – 1,495 in the City of Nedlands and 205 in the Town of Claremont

### Overview

The City formulates, administers and enforces rules and regulations for its built environment.

Responsibilities include land-use planning, development approvals and compliance, heritage and managing the leasing of City assets, as well as building and swimming pool control and compliance.

These activities ensure the City continues to develop and thrive in pursuit of its vision of being an environmentally-sensitive, beautiful and inclusive place. High-quality built environments are healthy, have character and charm, enhance community connections and protect amenity.

The City also offers contract services (building permit approvals, swimming pool inspections and building compliance) to other local governments to assist with their building functions.

#### Strategic planning

A new Local Planning Strategy and draft Local Planning Scheme were the focus for the year. The draft Local Planning Strategy (a high-level comprehensive planning framework for the City) was given final endorsement by the Western Australian Planning Commission (WAPC) in September 2017. This was followed by permission from the WAPC in November 2017 to advertise draft Local Planning Scheme No. 3.

The City undertook extensive consultation on draft Local Planning Scheme No. 3 from December 2017 to March 2018, receiving more than 1,000 submissions. All issues raised were collated and the key ones were distilled from the submissions. The Council deliberated on recommended modifications to draft Local Planning Scheme No. 3, to address the issues raised, early in the 2018-19 financial year.



#### Statutory planning

Processing development applications to ensure timeframes were met and the community was consulted in decision-making when necessary was the focus for the year. During the reporting period, 322 applications were determined by the City. Of those, 249 were determined under delegation, 33 were determined by Council and the remaining 29 were either cancelled or determined by the WAPC. Of the 249 determined under delegation by staff, all but two were within the required 60 or 90-day statutory timeframes.

In addition, the “deemed-to-comply” check service – where applicants can, early on in their development process, request the City to check their development plans for compliance with the Residential Design Codes – has continued to prove popular. There was a significant increase in the number of checks requested and this may, in part, be due to the quick processing times (consistently less than 10 days). This allows applicants to quickly and efficiently sort out any issues before committing to the development or building processes.

Development compliance also formed a significant part of statutory planning resources in 2017-18. Complaints were mostly generated by neighbours concerned with buildings being constructed or potential unauthorised uses carried out on neighbouring properties.



## Building and compliance

The City focused on processing building permits efficiently, undertaking building control compliance activities, inspecting swimming pools and managing the leasing of City assets.

An upgrade and implementation of a new swimming pool register computer system was undertaken to improve efficiency and processes.

A review and implementation of building compliance procedures was undertaken and completed during the year and a new building surveyor traineeship program has been initiated with final requirements to be completed in 2018-19.

The building department has extended its shared services and continues to offer contract services to other local governments to assist with building control functions such as building permit approvals, swimming pool inspections and building compliance.

## Key initiatives

### Building and compliance

- Instigated private certification
- Completed a compliance review
- Upgraded swimming pool register and processes
- Initiated traineeship program for building surveyors

### Planning

- Endorsement of Local Planning Strategy
- Consultation on draft Local Planning Scheme No. 3

**100%** of building applications processed within 10 or 25-day statutory timeframe

**99%** of development applications processed within 60 or 90-day statutory timeframes

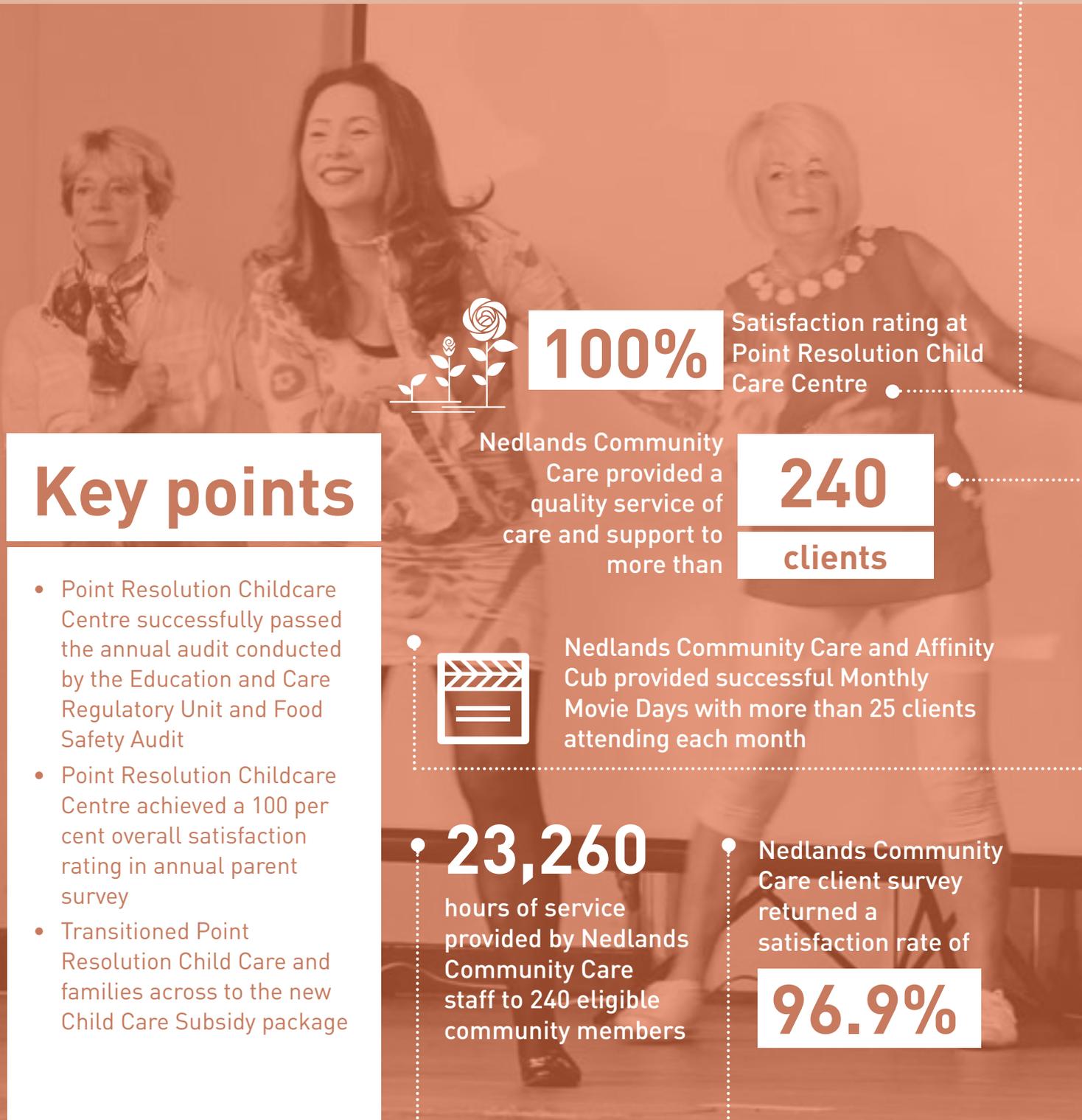
**61** deemed-to-comply requests received



 **100%** of deemed-to-comply requests approved within 10 days



# Community Services



**100%**

Satisfaction rating at Point Resolution Child Care Centre

## Key points

- Point Resolution Childcare Centre successfully passed the annual audit conducted by the Education and Care Regulatory Unit and Food Safety Audit
- Point Resolution Childcare Centre achieved a 100 per cent overall satisfaction rating in annual parent survey
- Transitioned Point Resolution Child Care and families across to the new Child Care Subsidy package

Nedlands Community Care provided a quality service of care and support to more than

**240**

**clients**



Nedlands Community Care and Affinity Cub provided successful Monthly Movie Days with more than 25 clients attending each month

**23,260**

hours of service provided by Nedlands Community Care staff to 240 eligible community members

Nedlands Community Care client survey returned a satisfaction rate of

**96.9%**

I wish to draw attention to the services at Nedlands Library and what an asset Jade is – she works in a positive, thoughtful and very kind way. I would like to thank Jade for her kindness, expert advice and support in regard to my email difficulties and problems with my gmail account.

Jade showed great knowledge, advice, patience and support while my email address would not accept my password. Jade is knowledgeable in relation to computers and offers great support to people using the library.



**Fiona Clarke**

## Overview

### Aged care services – Nedlands Community Care (NCC)

Home and Community Care (HACC) services are provided by Nedlands Community Care (NCC), jointly funded by the WA Department of Health and City of Nedlands. NCC provides services to assist eligible residents to remain living in their own homes for as long as safely possible. Many elderly residents have limited contact with people outside their home. NCC provides the support and social interaction needed for their wellbeing.

Services provided include:

- In-home support for personal care, medication prompting, wellbeing checks, light domestic and laundry assistance, shopping and bill-paying support.
- Garden maintenance.
- Transport to medical appointments and local shopping centres, assisted by volunteers.
- The Waratah Club, which provides activities and meals as well as outings and events.
- Social support activities that include group bus outings around Perth, social get-together programs, a dinner club, book clubs, movie days and computer classes.

### Positive ageing program

The Affinity Club, the City’s positive ageing program, is for over-55s and those not yet ready for NCC services. The Affinity Club promotes a can-do attitude to life. It was formed to offer health-enhancing activities that are stimulating and encourage community interactions at a nominal cost. Activities are open to all seniors and are held at NCC and Dalkeith Hall.

Weekly activities include:

Walking groups	Canasta
Table tennis	Latino Moves
Yoga for seniors	Chair pilates
Pilates for seniors	Cooking demonstrations
Zumba Gold	Musical Mondays
Line dancing	Computer Support Cafe
Mah-jong	

Monthly activities include outings to the local cinema, followed by a meal and attending educational talks with afternoon tea included. There have been seasonal outings to a Swan Valley winery, Heath Ledger Theatre and a mini-cruise on the Swan River. Community events included a high tea with 7th Heaven in October and the Biggest Morning Tea in May. Seniors are invited to try any activity at any time.

In the 2017 Customer Satisfaction Survey, Affinity Club members remarked on ‘the friendly attitude of the members and staff’. One of the members appreciated “...the huge welcome which is always given when you walk in. For we folk who live alone, it is often the first welcome of the day – lovely”.



### Point Resolution Child Care Centre (PRCC)

In 2017-18, the centre continued to operate at a level that maintained and continued its rating that exceeded National Quality Standards and National Regulations, obtained in the previous financial year. The centre upheld a reputation as a trusted provider of high quality care and education in a fun and stimulating environment for children aged up to six years. PRCC was responsible for more than 120 children each week.

The centre continues to ensure the care each child receives is an extension of the care they receive at home. The open-planned room creates an atmosphere for the children to socialise with their siblings and friends, which generates strong bonds and reinforces family connectedness and social development for the children.

With a focus on the Early Years Learning Framework, the program provides a range of experiences that help children grow socially, emotionally, physically and mentally, while being cared for and nurtured in a safe environment.

PRCC has also liaised with local primary schools to ensure the centre provides opportunities that allow children the best start to formal schooling. This also creates connections with the wider community.

A trial program of providing lunches to children was undertaken from April to June. Following the success of the trial, the program has now been approved to be implemented in the next financial year.



Betty Payton and Marion Wood

### Library services

The City has two libraries: Nedlands Library on Stirling Highway and Mt Claremont Library on Montgomery Avenue. Membership stands at 13,113 members – 84 per cent are residents.

The library collection includes a variety of books, magazines, talking books, DVDs, CDs, local history and electronic content (e-books, eAudiobooks and e-magazines). Over the past year, 17,084 eAudiobooks were downloaded and listened to by library members. This is an increase of 4,602 downloads compared to last year.

In June 2018, Mt Claremont Library was closed for re-carpeting. Library staff took this opportunity to create a welcoming sitting area and a new Young Adult Nook. A new front desk was also installed. This has created a fresh feel for the library.



Library bus

## Key initiatives

### Aged care services

- Preparing clients for the upcoming changes to aged care from 1 July 2018.
- Preparing for the transition of Home and Community Care funding from a State to Federal level from 1 July 2018.
- Achieved 100 per cent overall satisfaction rate in annual parent survey.
- Community members and families attended events including a Meet and Greet Picnic, Mother's Day, Father's Day and Grandparents Day.
- Hosted a range of events including storytime visits from the local library, mobile animal farms, a fire engine visit from the local fire department and nature play.
- Worked with the City's Parks staff and local Bunnings store to select and plant safe native flora and herbs in the centre's garden area.
- Held intergenerational activities with City of Nedlands seniors attending Nedlands Community Care.
- Engaged children in recycling processes with the assistance of the City's Waste Minimisation Coordinator.
- Fostered strong partnerships and supported families with agencies such as Ngala and Telethon Speech and Hearing.

### Positive ageing

- Four new classes were added: canasta, chair pilates, Latino Moves and Musical Mondays.
- Cooking demonstrations by club members and staff were introduced, increasing social contact among members.
- A new social event was added to the community calendar of events: high tea with music from the 50s and 60s. Vintage tea cups were donated by members, making the event even more special.
- The Biggest Morning Tea organised by the Affinity Club raised \$1,300. It was well-attended and was a great opportunity to showcase, as part of the morning's entertainment, line dancing and Zumba Gold class routines.

### Child care services

- PRCC successfully passed an audit conducted by the Education and Care Regulatory Unit.
- Implemented the revised National Quality Standards to the centre's program, documentation and policies.
- Transitioned the centre and families across to the new Child Care Subsidy package.
- Successfully passed the Food Safety Audit.
- Provided staff training and participation in forums for professional discussion, strengthening their capacity to deliver inspiring and engaging programs.

### Library services

- The libraries are now eSmart accredited. eSmart Libraries are a cyber safety framework designed to fully equip libraries, staff and library users with the skills they need for smart, safe and responsible use of digital technology.
- New eResource: Kanopy through the State Library of WA. Thousands of movies are available for streaming.
- New eResource: MyHeritage is a Nedlands subscription for genealogical resources.



96.9% satisfaction rating for Nedlands Community Care

100% overall satisfaction rating with Affinity Club activities

94.75% satisfaction rate for library events

An average of 413 people attending positive ageing activities

492

events provided at Nedlands and Mt Claremont Libraries with 5,423 people attending

8,447

new additions to the libraries in 2017-18

17,084

downloads of library eAudiobooks

96,942

visits to Nedlands and Mt Claremont Libraries

353,724

library transactions (includes loans, returns, reservations and renewals – an increase of 19,364 from last year)

# Community Development



satisfaction with the City achieved from hall users



satisfaction with the City achieved from community groups and organisations



sporting clubs used City reserves



people were welcomed as Australian citizens

## Key points

- Completion of phase one of the Jo Wheatley All Abilities Play Space
- More than 10,000 people attended the City's major events
- 157 externally-provided events were held on City reserves and approved by the City – up 101 from 2016-17
- Seven community grants valued at \$4,271 for local events and street parties
- Sixteen youth grants valued at a total of \$4,000

Tresillian Arts Centre provided



courses with a 94% satisfaction rating

A record



entries in the Emerge: Youth Art Awards



More than



people attended four Summer Concerts in the Park and gave a 94 per cent satisfaction rating



The Rotary Clubs of Nedlands, West Perth and Subiaco have had a wonderful working partnership with the City of Nedlands, resulting in the magnificent Jo Wheatley All Abilities Play Space. This partnership has extended for more than seven years and has involved the Councillors, Executive, Community Development Team and Engineering Team. I have always said the Jo Wheatley All Abilities Play Space project is exactly what an excellent and productive community partnership should look like.

**Angus Buchanan,**  
Rotary (far right)

## Overview

Throughout 2017-18, the City continued to work in partnership with the local community. Celebrating and strengthening local relationships is a key role, undertaken by providing a wide range of events, grants, services and activities in the following areas:

- sport and recreation
- community events
- youth services
- volunteers
- community groups
- local businesses
- disability access and inclusion
- The Tresillian Arts Centre.

In recent years, a major focus has been the continued upgrading of community facilities because these hubs strengthen local connections and help to build a sense of local community.

### Jo Wheatley All Abilities Play Space

In 2017-18, the focus for improved community facilities was developing the Jo Wheatley All Abilities Play Space, a cutting-edge new play facility at Beaton Park, Dalkeith. The soft opening of phase one in June 2018 was the culmination of seven years of work by an extraordinary three-way partnership between community, business and government. The project is an example of what can be achieved when these three sectors work together on a shared vision.

Rotary initiated the project, bringing the idea to the City in August 2011 and offering to raise funds to construct the play space. Despite the global financial crisis at the time making fundraising much more difficult than



anticipated, Rotary was supported from the outset by some committed sponsors, including Vern and Jo Wheatley (after whom the facility is now named) and Lotterywest.

Community organisations such as Inclusion WA and COLAB also provided support with many contractors and consultants such as Wood and Grieve Engineers providing pro bono services. Additionally, many other community members, businesses and organisations supported the project to enable its successful construction.

The project will be completed with the construction of new toilet and change facilities in the 2018-19 financial year, following contributions from the Department of Communities and Disability Services.



Summer Concert in the Park



Emerge: Youth Art Awards

### Sport and recreation

The City works in close partnership with 30 local sporting clubs to offer a wide range of sporting options to the community. Bookings for facility use is coordinated to ensure clubs have prioritised access to the City's seven major sporting reserves. As well as access to reserves, clubs are supported in securing funding to upgrade their facilities to meet the needs of the clubs, community and sporting codes.

### Community events

More than 10,000 people attended the City's major community events, including:

- Four Summer Concerts in the Park (celebrating their 21st anniversary)
- One Nedlands Going Places Tour
- Anzac Day ceremony
- Remembrance Day ceremony
- Three citizenship ceremonies.

As well as the above events provided by the City, an increasing number of people organised their own events in the City's parks and reserves. These externally-provided events included community-based, corporate and private events, such as wedding ceremonies and birthday celebrations.

The City provided approval for 157 local events including large events such as the Cuban Club New Year's Day and The Bloody Long Walk. The City's approval process for these events aims to minimise impacts on the local community.

### Youth development

Since 2013, the annual Emerge: Youth Art Awards exhibition has showcased the art work of young local people. The August 2017 exhibition attracted a record 169 entries with attendees expressing an 86 per cent satisfaction level.

Sixteen young local people each received a \$250 grant from Council's Youth Grants Fund. The fund recognises and encourages initiatives that deliver a wide range of socially-positive activities that help contribute to the community. Examples include participating in the da Vinci Decathlon – National Round and the Special Olympics in Adelaide.

The City also provided a grant of \$12,000 to the Shenton Christian Council to assist with the cost of providing chaplaincy services at local schools.

Splashfest is an annual water-based event for children, young people and families held in March on Swanbourne Reserve. The community event involves many volunteers from the Nedlands Youth Advisory Council, as well as sporting clubs and community groups. Splashfest also showcases a range of performances from talented young musicians and dancers. The event attracted approximately 2,000 people.

The Nedlands Youth Advisory Council (YAC) is a team of young volunteers aged 12-21 who live, work, study or enjoy recreation in the City of Nedlands. The YAC continues to provide input to the youth program and helps to plan and coordinate City of Nedlands' youth events.

## Volunteer services

The City's Volunteer Services matches volunteers with opportunities that suit their interests and availability. The service:

- referred 149 volunteers to roles in community organisations
- engaged 167 volunteers in roles within services provided by the City.

Many of the 149 volunteers who were referred to community organisations went on to play a key role in them, contributing to a more resilient and inclusive community. Many community organisations depended on volunteers to deliver their services and meet community need.

The 167 volunteers who worked within programs and services gave their valued time to extend many of the services being delivered by the City. These included volunteering in:

- the City's libraries
- Nedlands Community Care
- providing community transport
- assisting with bushcare
- serving on many different committees and advisory groups.

Volunteers are important – their work allows the City to extend and enrich its services beyond those provided by staff. On average, each volunteer gives 8.8 hours per month, which is more than 17,000 volunteer hours per year. This represents more than \$500,000 in donated benefit to the City. Volunteers working within City-provided programs contribute a significant benefit to the community, both in terms of enriched services and financially.

## Local businesses

The City of Nedlands hosted a business sundowner to provide local business people, City staff and Councillors an opportunity to network. The event was well-supported by local business people and enjoyed by those who attended.



## Tresillian Arts Centre

The Tresillian Arts Centre continued to provide a wide range of recreational courses, children's school holiday activities, art exhibitions and art studios. Art courses continued to be in strong demand, as well as language and lifestyle courses. Tresillian provided 233 term-based courses for adults in 2017-18 and 32 school holiday courses for children.

Tresillian's reputation as an arts centre is well-established and sufficiently strong to attract City of Nedlands residents and people from other local government areas, including some who travel from the country. At the end of the financial year, Tresillian had 1,119 financial members (including family memberships). Of these, 382 (34 per cent) were City of Nedlands residents and 737 (66 per cent) were non-residents. City residents pay a lower annual membership fee than people from other local government areas.

Tresillian provided seven art studios to six individual artists and one arts organisation (the Printmakers Association of WA).

Tresillian's members were again highly satisfied with the services they received, reporting a satisfaction rating of 94 per cent across the financial year.



## Key initiatives

- Formal opening of the Jo Wheatley All Abilities Play Space in June 2018, after seven years of community consultation, fundraising and design.
- Attendance at the City's Summer Concerts increased to a record 8,500.
- The development of a new five-year Disability Access and Inclusion Plan for the City, aimed at ensuring equal access to all City facilities and events for all community members.

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# Statutory Requirements



Council  
(3)

●..... Number of meetings held

N/A

Elected members not required to attend

## Elected Member Attendance

Elected Member attendance – 1 July 2017 to 30 June 2018

Elected Member	Council (11)	Special Council (1)	Committee [11]	Audit and Risk Committee (5)	Sustainable Nedlands Committee [2]	Arts Committee [4]	CEO Performance Review Committee [2]	CEO Recruitment and Selection Committee [4]
Mayor RMC Hipkins	11	1	10	5	2	4	2	4
Cr IS Argyle	11	1	11	5	N/A	N/A	0	N/A
Cr WRB Hassell	9	1	9	N/A	N/A	3	1	4
Cr GAR Hay	10	1	10	0	N/A	N/A	N/A	N/A
Cr BG Hodsdon	10	0	10	4	N/A	0	N/A	N/A
Cr NBJ Horley	10	1	8	N/A	N/A	N/A	1	N/A
Cr TP James	11	0	8	N/A	N/A	4	1	N/A
Cr LJ McManus	11	1	9	4	N/A	N/A	2	4
Cr NW Shaw	9	1	10	N/A	1	N/A	N/A	3
Cr KA Smyth	11	1	10	N/A	N/A	3	N/A	N/A
Cr JD Wetherall	10	1	10	N/A	N/A	1	1	4
Cr R Binks Term ended October 2017	3	N/A	3	N/A	1	N/A	N/A	N/A
Cr CM de Lacy Elected October 2017	8	1	7	N/A	N/A	N/A	1	N/A
Cr AW Mangano Elected October 2017	8	1	7	1	N/A	N/A	N/A	N/A

## Employee remuneration

In accordance with s.19(b) of the Local Government (Administration) Regulations 1996, the number of City employees entitled to an annual salary of \$100,000 or more are:

Salary range	Number of employees
\$100 000 to \$109 999	4
\$110 000 to \$119 999	0
\$120 000 to \$129 999	4
\$130 000 to \$139 999	7
\$140 000 to \$149 999	0
\$150 000 to \$159 999	0
\$160 000 to \$169 999	0
\$170 000 to \$179 999	1
\$180 000 plus	3

## Record-keeping statement

The City of Nedlands is committed to the reliable and systematic management of government records, in accordance with legislative requirements and best practice standards.

**Record-keeping plan:** The City's current record-keeping plan, RKP2018005, was submitted to the State Records Office in March 2018 and subsequently approved on 23 March 2018. In accordance with the State Records Act 2000, the plan is to be reviewed within the next five years and submitted to the State Records Office by 23 March 2023.

**Information management systems:** The City is continuing a review of its business processes and the various systems used to capture business intelligence across the organisation. The City continues to upgrade its on-premise SharePoint environment to SharePoint Online, along with other Microsoft Office 365 applications to improve business efficiencies.

**Training and awareness:** Record-keeping inductions are held for all new employees on commencement. This includes their record-keeping responsibilities and desktop training using SharePoint.

## Freedom of information

The *Freedom of Information Act 1992* gives the public a right to apply for access to documents held by the City of Nedlands. The City aims to make information available whenever possible, outside the freedom of information process.

The City received nine valid freedom of information applications in 2017-18. All nine were finalised.

The City of Nedlands information statement is available on the City's website at [nedlands.wa.gov.au/access-information](http://nedlands.wa.gov.au/access-information).

# Access and Inclusion

## Disability Access and Inclusion Plan

The City of Nedlands' Disability Access and Inclusion Plan 2013-14 to 2017-18 is a key strategic document, outlining the City's approach to working towards a more accessible and inclusive community.

The City is required by legislation to:

- maintain a Disability Access and Inclusion Plan (DAIP)
- address seven specific outcome areas within the plan
- report to the Department of Communities – Disability Services annually on progress against actions within the plan.

While it is a statutory requirement for the City to maintain and implement a DAIP, direct community benefits also result from the City's commitment to access and inclusion.

The table below indicates the outcome areas where strategies/initiatives were planned, as well as the strategies/initiatives completed for the financial year.

Outcome areas	Number of strategies/ initiatives planned	Number of strategies/ initiatives completed (includes ongoing strategies)
Services and events	14	14
Buildings and other facilities	8	6*
Information	2	1**
Services	2	2
Complaints	0	0
Consultation	3	3
Employment	1	1

Of the total number of strategies to be implemented, three were not completed:

\* Building and other facilities: the strategies upgrading the fitness equipment and softfall on Melvista Oval and upgrading the playground in Hamilton Park have been re-prioritised as a result of the budgeting and asset management processes. Both projects are listed for completion in the 2019-20 and 2020-21 financial years respectively.

\*\* Information: providing an awareness program/annual training for managers and staff on accessible information was not completed, as the Access Working Group will be assisting with testing the website for accessibility during the 2018-19 financial year.

The City progressed the start of a new DAIP for 2018-19 to 2023-24, to be completed in the next financial year.

## Access Working Group

Members of the City's Access Working Group gave voluntary advice on matters related to disability access and inclusion, such as providing input as the City worked to develop its DAIP for 2018-19 to 2023-24.

# Official conduct of Elected Members – complaints register

Section 5.103 of the *Local Government Act 1995* requires that every local government prepare a Code of Conduct to be observed by Elected Members.

## Local Government (Rules of Conduct) Regulations 2007

The City's processes also support managing complaints in relation to the Local Government (Rules of Conduct) Regulations 2007, which deal with:

- Disclosure of confidential information.
- Improper use of the position of Councillor to gain a personal advantage or cause detriment to the local government or others.
- The misuse of local government resources.
- Unauthorised involvement in administration matters.
- Improperly directing, influencing or making offensive or objectionable statements about a local government employee.
- Disclosure of 'impartiality' interests.
- Notifiable and prohibited gifts.

Section 5.121 of the *Local Government Act 1995* requires a local government to maintain a register of complaints that result in an action under s. 5.110(6)(b) or (c) of the same act.

Under section 5.53(2), the annual report is required to disclose the number of complaints received each year.

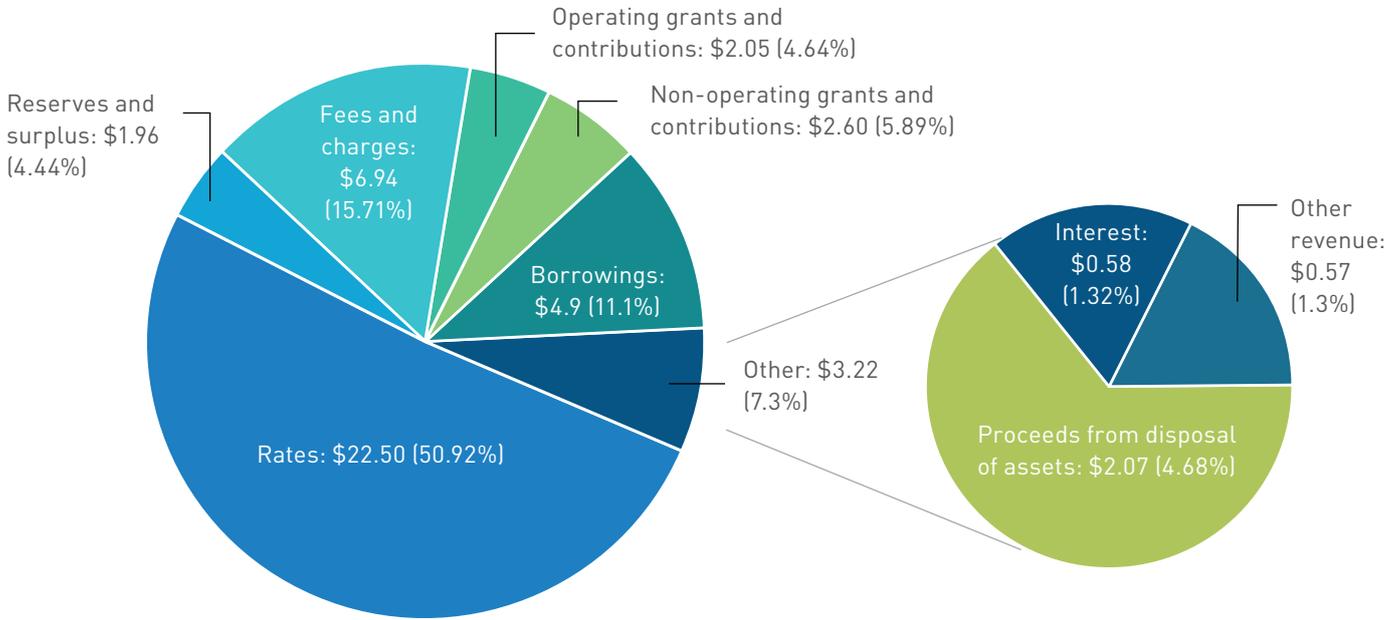
Two complaints were received and reported to the Local Government Standards Panel in 2017-18. Outcomes are yet to be determined.



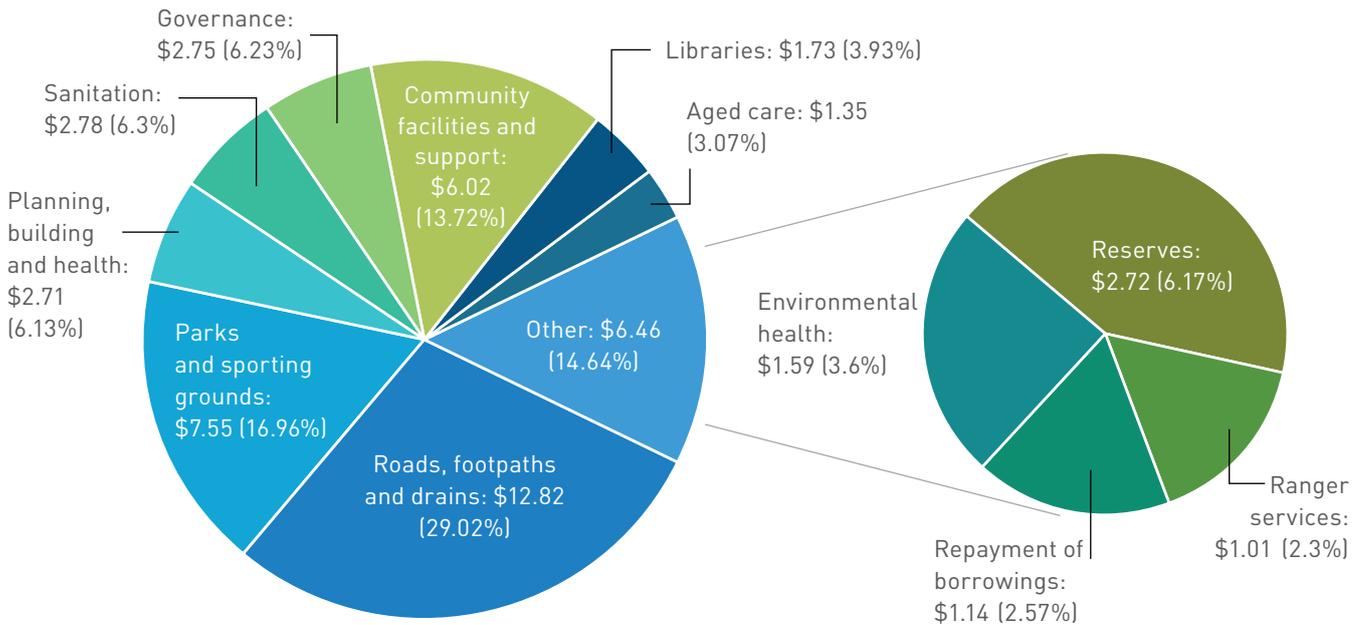


# Financial Highlights 2017–2018

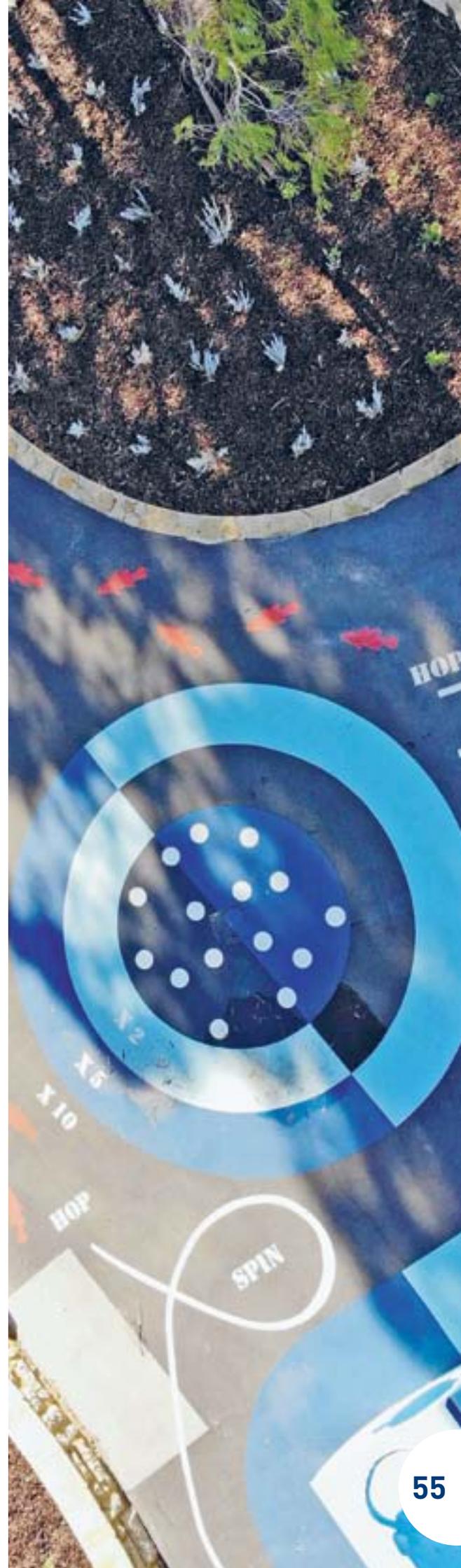
Revenue Source (\$m) – Total \$44.17



Service Expenditure (\$m) – Total \$44.17



## How each \$100 is spent





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