

Annual Report 2018-2019



City of Nedlands

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Uniquely
Nedlands



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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 2018-19.

The City provides a true wealth of services and I strongly believe we offer our residents and businesses good value for money. There are many aspects of our City, from roads, reserves and playgrounds to Libraries and Community Centres. Our events remain an exciting part of our annual calendar, from Summer Concerts to Splashfest, Emerge Youth Art Awards and many more.

With a population of more than 22,000 residents, we are continuing to build and improve our roads, footpaths and sporting pavilions while delivering a wide range of services to cater for our diverse community – from young children to teenagers, young adults, seniors and families.

During 2018-19, Council continued to deliver against its 10-Year Financial Plan, a document that sets out the City's plans and strategies for the future.

A number of large-scale projects have been completed over the past year, including the final stage of the river wall at Beaton Park, the finishing touches on the Jo Wheatley All Abilities Play Space and continuing our work on the proposed development of the Tawarri site. Several footpaths have been replaced across the City, the West

Hollywood Underground Power Project was finalised and came in under budget, and a new roundabout was constructed on Smyth Road to improve safety and ease traffic congestion. More recently, landscaping work and the commissioning of public art has been underway for a new park on St Johns Wood Boulevard, Mt Claremont. This will soon be a vibrant neighbourhood park for the local community to enjoy.

Local Planning Scheme No.3 came into effect in April, marking a significant change across the zoning, land use permissions and development standards for the City.

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 we can all take pride in our accomplishments while looking to the future ahead.

In the coming financial year, we will be investing in works that will enhance our City's appeal to residents, businesses and visitors alike, regardless of age, lifestyle or background. Included in our plans for 2019-20 are a range of projects which reflect the priorities of our community, including the redevelopment of the Tawarri site, the Safe Active Streets project funded by the Department of Transport, design of underground power for the remaining lots in the City and upgrades to our parks and reserves.



We are continuing to build and improve our roads, footpaths and parks while delivering a wide range of services to cater for our diverse community.

The City will continue to renew community assets and infrastructure over the next decade, invest in sport and recreation and manage parking. The budget for 2019-20 includes funds to undertake a Strategic Recreation Plan to establish the local community's current and future needs for sporting and recreational facilities, infrastructure and services.

We are also making a conscious effort to increase our tree canopy to combat rising urban heat. I am pleased to say that over the past five years we have achieved a net increase in the number of established trees in road reserves.

A continued focus on sustainable building, appropriate urban development and retention of bushland areas will ensure the quality of our environment is protected. The provision of bikeways and off-road trails will soon be part of a comprehensive western suburbs network, linking Nedlands with adjoining local governments.

During 2018-19 we also farewelled our CEO of seven years; Greg Trevaskis and welcomed our new CEO, Mark Goodlet. I would like to place on record my appreciation of Greg Trevaskis and his great work in managing the affairs of the City. I look forward to this continuing through the leadership of Mark Goodlet.

As always, the City of Nedlands continues to consider its vision, values, aspirations and priorities while also accounting for 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 team, City staff and volunteers, 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 2018-2019

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 Nigel Shaw

Mayor, Councillors and City's executive staff members.





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



Message from the CEO

Mark Goodlet, Chief Executive Officer

This is my first annual report as CEO of the City of Nedlands and I'm pleased to have the opportunity to report on a productive and successful year.

The Council has reinforced its desire to fulfil the priorities of the Strategic Community Plan, particularly the underground power program. Throughout the coming year, we will continue this initiative on the back of the highly successful project recently completed in partnership with Western Power. The works budget has been finalised, yielding a refund to residents and lower repayments for those on a payment plan. Once the defects liability period is complete in the first half of 2020, and any outstanding works are done, further refunds are expected to flow through to residents.

The City of Nedlands is leading the way with power-saving light emitting diode (LED) streetlight technology which requires less maintenance than traditional streetlights. Lights send messages when there is a fault, eliminating the need for physical inspections. This was the first partnership between Local Government and Western Power to deliver the technology and program,

which is now starting to be rolled out across the Perth metropolitan area.

Throughout the reporting period, I have continued to meet with clubs and groups supported by the City. I believe it is important to see and hear their stories, especially as they embody the connectedness and community spirit of the City. Each group is unique, but all can benefit through the master planning process which is a successful model for establishing how public open spaces will be used, preserved and developed for the highest overall benefit of residents and groups. The City will continue to use this model for other locations, as facilities come to the end of their useful lives and demands on the ovals need to be re-evaluated.

During 2018-19 Council undertook a broad look at sport and recreation, both formal and informal, and has initiated a study to establish how well the demands for sport and recreation in the community are aligning with the facilities and public open space available. This is an important issue, as last year, the competing demand for public open space led to community conflict. The sport and recreation

The City's Executive Management Team



Peter Mickleson
Director of Planning
& Development



Lorraine Driscoll
Director of Corporate
& Strategy



Jim Duff
Director of Technical
Services

study being carried out this financial year will aim to give the Council a better understanding of the relative needs of sporting groups and others, so it is better placed to decide on actions that achieve outcomes with the highest overall benefit for the community.

Recently, the planning landscape for the City changed. During the reporting period, there was a challenging time in which the Council found its voice and concerns being ignored at State Government level. The goal posts for density were shifted and a lack of State Government engagement meant some loss of control of the Council's intentions, along with a decrease of planning opportunities for the City. Nevertheless, the outcome has been a new Local Planning Scheme No. 3 resulting in zoning density increases for less than eight per cent of City properties, albeit some very significant changes to those affected along the main transport corridors and in the Waratah Avenue commercial area and immediate surrounds. Over 92 per cent of properties have retained pre-existing zoning densities. The City is working hard to adjust its policies and to work on the affected areas to bring about the best physical outcomes for the community, under the

parameters of the new Scheme and the new regulatory environment.

Council has also indicated it is keen for the City to continue managing roads and open spaces at a high standard, while keeping rates restrained. The City will achieve this by working with the community to gauge alignment between the various services and levels of services provided, and the affordability of those services. Economic and value-driven delivery models will continue to be explored for these products and services, as an ongoing journey. Where technological improvements can add value, the City will explore options in a manner that is more about financial responsibility than prematurely adopting unproven technologies.

The Strategic Community Plan speaks of preserving all that is good about Nedlands – its leafy environment and quality public land. The new Urban Forest Strategy is one way we will achieve this. I will listen to the community and work with Council, using efficient and effective strategy, management and practice, to make character retention and community infrastructure, high priorities befitting a liveable and thriving City.





Uniquely **Nedlands**

The City of Nedlands is an environmentally-sensitive, picturesque and inclusive location where its diverse community of people can live through different ages and stages of their lives. There is easy access to community hubs where 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 natural 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 by understanding the community's views, needs and aspirations to achieve the desired results, while balancing social, economic and environmental aspirations.

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 a better community
- Fairness, by providing consistent, fair and unbiased treatment for the whole community.

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 arts to governance, youth and accessibility, to participating in community engagement activities, voting in Council elections, and even nominating to become a Councillor.



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



Integrated Strategic Planning

The previous 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 significant investment over the next 10 years. Therefore, infrastructure has continued as the central theme for the new plan.

The 2018-19 financial year saw the continued priority of renewing infrastructure across the City, including more than three kilometres of roads renewed, the installation of 53 new drainage pits, more than two kilometres of new and renewed footpaths constructed. The percentage of road network in good condition has increased over the past five years. The aim is for an eventual target of 8.5 per

cent 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 that is acceptable in the near future.



City Infrastructure Capital Works Program Goals and Achievements

Description	5-year Capital Works Program Goals	2018-19 end-of-year Goals	2018-19 Actual Achieved
Square metres of natural areas paths renewed ¹	2,285m ²	457m ²	900m ²
Square metres of greenway planted ²	5,860m ²	1,172m ²	1,700m ²
Number of street/reserve trees planted	2,050	410	547
Metres of river wall repaired	281m	56m	230m
Square metres of car park new or upgraded ³	13,240m ²	2,648m ²	2,068m ²
Number of bus shelters upgraded ⁴	16	3	2
Number of drainage pits installed	100	20	53
Metres of footpath renewed	12,793m ²	2,558m ²	3,200m ²
Metres of new footpath	1,223m ²	245m ²	417m ²
Number of Black Spot projects completed	8	2	1
Kilometres of road renewed	34.31km	6.86km	3.2km

Notes

¹ Construction of footpaths at the Hollywood Reserve

² Point Resolution Reserve greenway development

³ Maisonettes property, Stirling Highway was carried forward to 2019-20

⁴ PTA funding contribution limited to two bus shelters per year subject to bus alighting numbers.

All other projects exceed goals except for the Black Spot Funding where one project was not progressed but is scheduled for future years and the renewal of roads has reduced due to condition of roads.



Highlights

Keeping Nedlands cool and shady

Urban Forest Strategic Plan 2018-2023

An urban forest is a collection of green spaces growing within an urban area, on both public and private land, and provides a range of benefits that enrich the quality of urban life. Most importantly it provides shade which significantly reduces surface temperature.

One way that an urban forest is measured is the size of the tree canopy cover which includes the branches and leaves of a tree, not the number of trees. For an individual tree canopy to be included in the statistics it must exceed three metres in diameter. Parks Services officers are currently caring for 22,400 trees throughout the City.

The City of Nedlands is home to some of the most prestigious bushland in the metropolitan area and we pride ourselves on the care and maintenance of these unique assets.

The Urban Forest Strategic Plan is a five-year planning process designed to be reviewed annually. By the year 2023, we aim to have increased the City's urban canopy by 10 per cent towards the eventual target of 20 per cent.

In doing so, we undertake to:

- Replace all deceased public trees (road reserves and public open space)
- Provide street trees to all residents and ratepayers requesting them
- Provide infill street trees to all road rehabilitation projects
- Deliver on greenway and bushland management plans, and
- Progress with the development of Enviro-scape Master Plans for all public parks and reserves.

In the 2018-19 financial year, the City's Parks Services officers planted 547 trees at a cost of \$113,383, putting us on target to meet our objectives. The officers regularly analyse the health and condition of all public trees and assess and record this information for planning purposes. Of the 547 trees planted this year, only 30 trees did not survive. This represents a very high success rate of 94.5 per cent.

Watching your step

Keeping your City's roads and pathways safe

Maintaining and building infrastructure including roads and footpaths, is a priority for the City of Nedlands with every effort being made to ensure the safety and comfort of residents and visitors.

During the year in review, more than 3.2kms of road resurfacing and rehabilitation was completed along with 3,615 m² of new and repaired footpaths.

The City has progressed its annual footpath improvement plan by upgrading several footpaths from concrete slabs to insitu concrete and constructing a new footpath along Beatrice Road between Adelma Road and Wattle Avenue.

Underground power

Working towards underground power for all residents

The City continued to install underground power across the City with the completion of the West Hollywood area in January 2019, under budget and ahead of schedule. This landmark project was the first customer-funded joint projects between the City and Western Power and has been heralded as a great success.

Two other projects, Claremont Triangle and Alfred Road (Town of Claremont project) and Alderbury Street, Floreat (Town of Cambridge project) includes residents within the City. These progressed during the year and when completed, 78.5 per cent of the City will have underground power installed.

The City will continue to progress investigations to connect the remaining residents (1,707) to underground power in the East Hollywood, Floreat and Mt Claremont areas. To commence the investigations, Council at its meeting in February approved for Administration to set aside \$220,000 in the 2019-20 budget for the detailed design for these properties.

As a result of the excellent working partnership and sound project management skills between the City, Western Power and contractors on the West Hollywood Underground Power project, savings were realised. As a result, Nedlands ratepayers within the area of the West Hollywood Underground Power Project will have approximately \$250,000 distributed as a refund in the form of a reduced bill with their 2019-20 rates notice.

Another \$250,000 will be transferred back into the underground power reserve fund. Normal practice with projects of this size is that an amount is withheld to manage any defects that may occur within the defect liability period of 52 weeks post-project completion date. This means, if no issues arise during the defect liability period, further refunds may be passed on in early-mid 2020.

Changes to Local Planning Scheme No. 3

Creating a vibrant, contemporary Nedlands

Local Planning Scheme No. 3 was published in the Government Gazette on Tuesday, 30 April 2019 – a step that completes the approval process.

The changes to zoning, land use permissions, density codes and development standards for the City of Nedlands will allow residents and others to create a Nedlands for the future. Increased and improved amenities and a diverse range of accommodation options will be built to suit residents at all stages of life from young first-home owners through to empty nesters.

The approval of LPS3 will enable the City to commence developing its planning framework of policies and procedures. The City is busy preparing a local planning framework which includes a complete revision of Local Planning Policies, Local Precinct Plans, a Town Centre Precinct Plan and associated localised planning controls which work with the provision of the new LPS3, and the State Planning Policies suite of Design WA.

Some of the projects that are currently being worked on include:

- Nedlands Town Centre Precinct Planning Policy
- Waratah Village Precinct Planning Policy
- Broadway Precinct Policy
- Laneways Policy
- Waste Management Policy
- Special Purpose Dwellings Policy
- Transition Zone Medium Density Design Guidelines.

Following gazettal of the scheme, it is important for the City and the community to work together to develop the localised planning controls, in context with new zoning and new provisions for design through state planning policy.

We believe that through community engagement, we can set the vision for the development of the local area, in context with the provisions which have been established by the State Government.

We will assist the community in understanding these changes and opportunities through community engagement, thereby keeping ratepayers and residents well-informed every step of the way.

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.

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

Key initiatives

The City undertook over 90 engagement projects in 2018-19 and achieved a participant membership of approximately 2,300 people through its online engagement hub, Your Voice Nedlands. This equates to approximately 11 per cent of the population (at 2016 Census).

There were approximately 30,000 visits to the website with people viewing more than 78,000 pages. Consultation involved online and traditional methods that enable people to learn more, seek information and provide feedback.

Surveys and submissions were the most popular tools with 5,540 contributions to 333 surveys for a range of projects, along with 152 feedback items for 90 individual projects and updates. The community sourced information by downloading 393 separate documents (7,580 downloads in total) along with key decision dates, photos and frequently asked questions. 3,780 visitors to the site read 922 newsfeeds. The City also provided information sessions, public open days, and direct mail-outs to inform and invite community participation in projects.

Overall, the projects attracting the highest participation were:

- Mt Claremont Oval – Proposal from Westside Wolves
- Public Open Space Strategy
- Draft Local Planning Scheme No. 3
- Quintilian Road Traffic Management Proposal
- 2019 Library User Survey
- Asquith Street – Mt Claremont Shopping Village Parking
- Development Applications
- Underground Power
- Stay Updated/Community Updates.

New initiatives included the introduction of a dedicated engagement site for all development applications and planning policies, along with dedicated engagement sites for any development application requiring approval from the State Government’s Joint Development Assessment Panel (JDAP).

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. Regular email newsletters were also produced for registered participants.

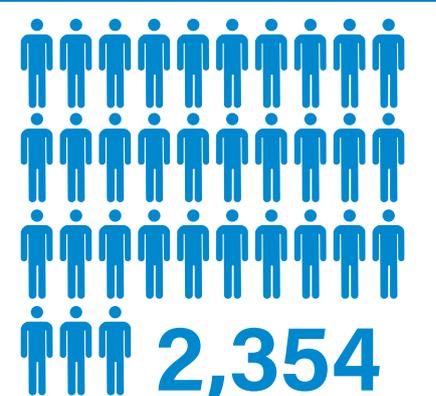
Consultation involved a range of online and traditional methods that enable people to learn more, seek information and provide feedback.

Your Voice Nedlands



Your Voice Nedlands

30,938 visits



visitors who actively participated in engagement activity



9,468

informed visitors who visited a page or several pages

21,643

aware visitors who visited a page or project page

City Infrastructure

The City's infrastructure predominantly consists of roads, footpaths, drainage, community facilities, and includes a diverse range of assets civic buildings, river walls, park furniture and signage.



The planning process for the 2028 Strategic Community Plan identified that the City's infrastructure requires ongoing investment to maintain the infrastructure at an acceptable level and provide services to the community.

To prioritise the infrastructure improvements, a five-year rolling capital works program was developed. The City is on track to complete the majority of the works programmed for 2018-19. This plan aligns with the City's 10-year financial plan, approved by Council in May 2018. A summary of priorities follows:

Underground power

Underground Power for the West Hollywood Area was completed on 29 January 2019. The project was the first customer-funded joint project between the City of Nedlands and Western Power and was deemed a huge success. This project came in under budget and ahead of schedule. A total of 598 properties will receive a refund following final reconciliation of the project.

Building works

The building maintenance capital works schedule featured a number of upgrades and various enhancements to public and community buildings.

Projects undertaken during the year included:

- John XXIII Avenue: enhancements to improve operational efficiency and create resource sharing opportunities at the works depot
- Broome Street Works Depot: replacement of a demountable office with a fit-for-purpose built structure
- City of Nedlands Administration Building: replacement of external eaves including asbestos removal and painting
- Dalkeith Hall: installation of heating and cooling.
- College Park Community Centre: complete renovation to the building including asbestos removal
- JC Smith Pavilion: replacement of the roof including removal of all asbestos
- City Wide Building Security: upgrade of security to various buildings from key access to electronic swipe card system
- Jo Wheatley All Abilities Play Space: construction of changing places accessible toilet.



Road resurfacing and rehabilitation

Nearly 3.2kms of the City's roads were renewed during the year, representing approximately two per cent of the total road network (159km). This work improves amenity and road safety. It also included the installation of soakwells to reduce the impact of potential flooding and to replenish the groundwater system. The following roads were rehabilitated:

- Brockway Road (Stubbs Terrace to Alfred Road)
- Camelia Avenue (Mimosa Avenue to Pine Tree Lane)
- Goldsmith Road (Sherwood Road to Stone Road)
- Iolanthe Street (Greenville Street to Jameson Street)
- Heritage Lane
- Kathryn Crescent
- Leura Street
- Marlin Court
- Minora Road (Hynes Road to Victoria Avenue)
- Nandina Avenue
- Riverview Court
- John XXIII Avenue
- Smyth Road/Monash Avenue Intersection
- Underwood Avenue.



Safe Active Streets Program construction

Footpaths

The City progressed its annual footpath improvement and replacement plan by upgrading various footpaths from concrete slabs to insitu concrete. A new footpath was constructed along Beatrice Road between Adelma Road and Wattle Avenue.

Rehabilitation of the following sections of the footpaths along Stirling Highway was completed:

- Meriwa Street to Clifton Street
- Florence Road to Mountjoy Road
- Baird Avenue to Boronia Avenue
- Thomas Street to Bruce Street.

Riverwall

230 metres of the river wall was constructed from the Tawarri Reception Centre to the Nedlands Yacht Club. These works included rehabilitation and stabilisation works, new paths and the development of a new beach access which also connects the beach to the Jo Wheatley All Abilities Play Space.

Car parks

The Broadway foreshore carpark was resurfaced which included 1,568m² of new asphalt surface. The project incorporated improvements to the existing drainage system providing additional storage through swales.

A new 18 bay car park was constructed on the corner of Asquith Street and Rochdale Road to address parking shortages. This included 500m² of new asphalt and landscaping of the remaining park space.



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 it enters the Swan River.

The installation of soakwells 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 53 new units (251m³ of soakwell capacity) installed across the City.

Major drainage projects included the underground drainage system in Carrington Park and drainage improvements to the Broadway Foreshore car park. An additional 400m³ of storage has been provided by these two major projects in addition to the soakwells installed.

Planning and Engagement

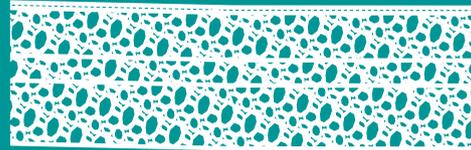
Significant work has been undertaken in planning and engagement of upcoming major projects including:

- Safe Active Street project along Elizabeth Street and Jenkins Avenue will commence with stage one in Elizabeth Street from Broadway in the later part of 2019
- Mt Claremont Shopping Village parking, improvements will continue. There are plans to progress with the development and improvement of existing park facilities at 25 Strickland Street and the Cottesloe Golf Course, subject to approval in future budgets
- Waratah Avenue Place Making Strategy: improvements to pedestrian access and safety, landscaping, street lighting, footpath and road improvements (including a roundabout at Alexander Street)
- A shared pathway on Brockway Road from Underwood Avenue to Quintilian Road
- Planning and application of funding for the replacement river wall between Nedlands Yacht Club and Jo-Jo's Jetty. Construction for the section from Nedlands Yacht Club to the exercise equipment at Bessell Avenue is planned for 2019-20.

The City is working towards an average road network condition target of 8.50 (good condition) over the next five years.

2,068m² of new or renewed carparks

230m of renewed riverwall



Extra **400m³** of underground drainage storage



53 soakwells installed

3,200m² footpaths renewed

417m² new footpaths constructed



Natural Environment

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).



Key points

37

Parks capital improvement projects completed



469

Monthly parks maintenance programs completed



547

Trees planted in streets and parks

119

Verge development applications assessed

Development of public open space at St Johns Wood Boulevard, Mt Claremont

Completion of last stage of the Jo Wheatley All Abilities Play Space

Jones Park Enviro-scape Master Plan completed and major works commenced



The City is working in partnership with local bush care groups and sporting and recreation clubs to restore and protect its 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.

The City's activities continue to underpin the Urban Forest Strategy by protecting and maintaining the natural environment, gardens, streets and parks. These green spaces serve as hubs for the community to use and enjoy.

Parks Services

Council adopted the City of Nedlands Urban Forest Strategy 2018-2023 in November 2018. The strategy along with the development of Enviro-scape Master Plans for each of the 67 parks, are key strategic documents underpinning the Nedlands 2018-2028 Strategic Community Plan. The objective is to ensure individual parks and precincts are fit-for-purpose and meet the communities needs at the most economic whole-of-life cost.

The most recent Enviro-scape Master Plan project works completed during 2018-19 were the development of the public open space (POS) at St Johns Wood Boulevard in Mt Claremont and the upgrading of Carrington Park in Nedlands.

The St Johns Wood Boulevard POS project transformed a previously barren tract of open space into a sympathetically designed parkland with the playground to follow in 2019-20. Carrington Park was upgraded to provide stormwater detention below the park and to improve park facilities in general. Major works also commenced at Jones Park, Swanbourne which included upgrading of irrigation, new garden kerbing and completing a missing link in a footpath. All enviro-scape master plans adopt the principles of water conservation, accessibility, sustainable amenity and supporting natural diversity.

The completion of capital improvement projects across 37 parks continued to renew parks assets in accordance with the endorsed Five-Year Capital Works Program.

The objective of program is to provide and maintain safe, functional and engaging parks facilities.

The final stage of the Jo Wheatley All Abilities Play Space was completed which included construction of accessible toilet facilities. The play space has won several state and national awards since completion.

The City planted 547 trees throughout the City. The City has now planted over 3,400 new trees in the last five years which is in excess of the target set in 2013 of 2,050 trees.

Environmental Conservation

To restore and protect the City's natural areas, the City works in partnership with local bush care groups, state government funding bodies and volunteers.

Greenways and bushland areas continued to be maintained – local provenance species were planted to improve biodiversity, conserve existing plant communities and allow for the migration of wildlife throughout the City. Large-scale greening projects included native plantings along the Swan River foreshore, Swanbourne coastal dunes and the railway reserve.

At Point Resolution Reserve, approximately 4,000 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 6,000 local provenance plant species were planted 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.

5,700 seedlings were also planted along the railway reserve to extend the greenway along Stubbs Terrace and Railway Road.

Parks Services

- Completion of the last stage of the Jo Wheatley All Abilities Play Space
- Upgrade of path lighting at Allen Park heritage precinct and Birdwood Parade Reserve
- Replacement of drinking fountains at Brockman Reserve, College Park
- Completion of Carrington Park Enviro-scape Master Plan works
- Completion of St Johns Wood Boulevard Public Open Space Enviro-scape Master Plan works
- Commenced major works associated with Jones Park Enviro-scape Master Plan
- Upgrade of tennis court lighting at College Park
- Renovation of lower irrigation lake at Daran Park
- New bore and associated infrastructure at Harris Park
- Upgrading of paths at Hollywood Reserve
- Replacement of pine bollards with recycled plastic bollards at Melvista Park
- New path network and bushland conservation works at Point Resolution Reserve.

Environmental Conservation

- Coastwest and Riverbank grant projects undertaken in conjunction with state government funding bodies
- Bushcare programs with community groups, local school groups and Conservation Volunteers Australia
- Erosion control at Point Resolution Reserve, Birdwood Parade Reserve, Swanbourne Estate and Swanbourne dunes
- Feral animal control, including feral bees, foxes, cats and birds
- Quendas (native marsupials) were released at Shenton Bushland in conjunction with the Department of Biodiversity Conservation and Attractions.

23,000



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

2,800m²



of the railway reserve greenway extended along Stubbs Terrace and Railway Road

1,400m²



Natural area pathways upgraded at Hollywood Reserve



Health and Compliance



Overview

Environmental Health

The City is routinely involved in many aspects of preventative public health to ensure community safety is maintained through surveillance activities, including:

- Food premises
- Public buildings
- Public swimming pool and ocean monitoring
- Skin penetration premises.

Investigations were undertaken on a range of resident concerns throughout 2018-19, including issues related to environmental noise, asbestos, animals, pests and general nuisances. Numerous temporary events were assessed, approved and inspected throughout the year, including the Mount Claremont Farmers Market.

Compliance and enforcement activities were undertaken in relation to non-compliant food premises, on a proportionate and risk-based approach through the year.

Ranger Services

The City's Ranger Services enforce local parking laws, undertake bushfire risk mitigation, dog and cat control/licensing and is the after-hours emergency contact for the City. City Rangers focus on proactive amenity improvement and local law enforcement.

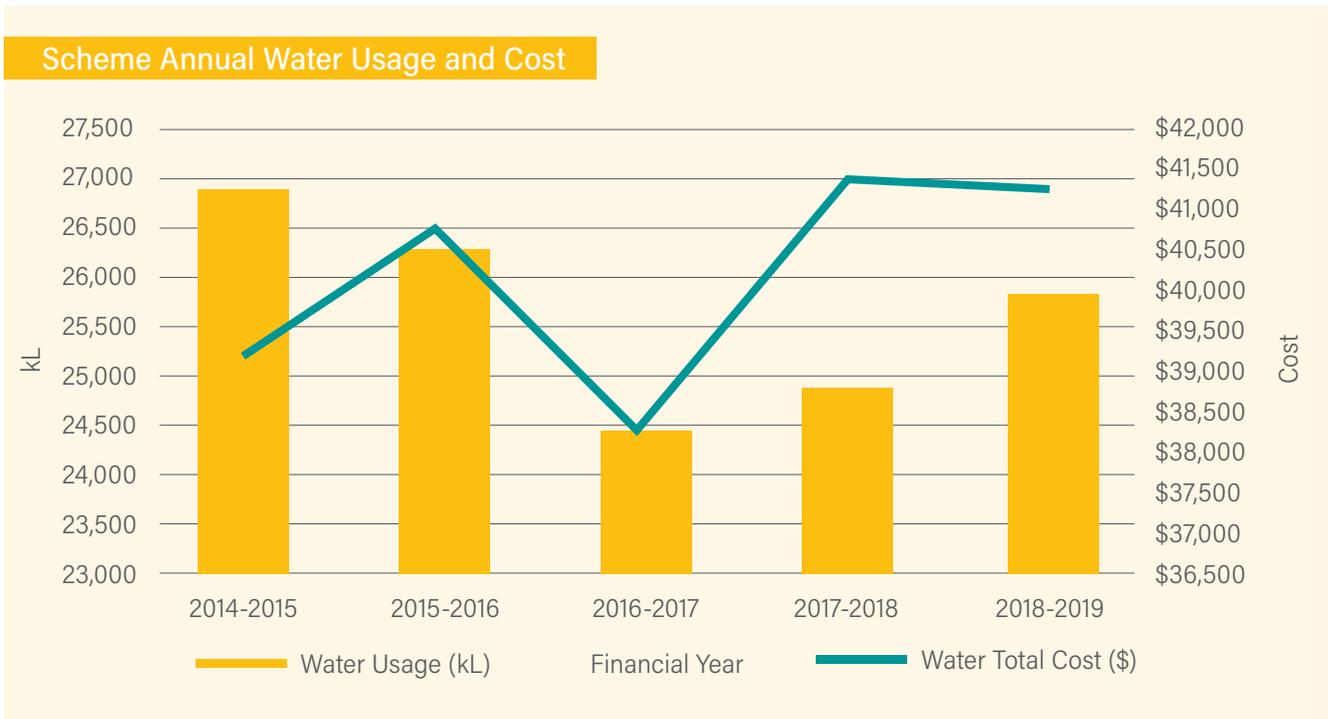
Sustainability

Water Conservation

The City is a Water Corporation endorsed Waterwise local government, committed to improving water efficiency and contributing to improved water quality throughout the City's operations. The City's bore water allocation with the Department of Water and Environmental Regulation (DWER) allows the City to source 709,300 kilolitres of groundwater per annum for 58 parks covering approximately 100 hectares of irrigated land.

The City's usage for the 2018-19 financial year was 703,081 kilolitres, 6,219 kilolitres (0.9 per cent) below the allocation. Water efficiency is achieved by undertaking regular reviews on usage, and identifying tools and techniques to improve conservation. The City has continued developing Enviro-scape Master Plans for parks and reserves to conserve and improve water quality. It is anticipated that water and energy savings will be achieved and improved through sustainable design and infrastructure upgrades.

Scheme water usage for 2018-19 increased slightly, primarily due to implementing a tree planting program in many streets to improve the City's tree canopy coverage. Scheme water was used as the best available option in all these instances. Due to the dry year (rainfall wise), existing small parks, verges and roundabouts on scheme water also used a small percentage more.



Electricity Consumption

The electricity consumption for 2018-19 was 1,285,612kWh which is a 35,601kWh decrease from 2017-18 (1,321,221kWh). This represents a saving of \$29,646. The steady general decrease in usage since 2014 can be attributed to upgrades, usage patterns and public education over the last five years.

Electricity consumption patterns are as follows:

- 2017/18 to 2018/19 was a decrease of 64 GJ or a one per cent reduction
- 2016/17 to 2018/19 was a decrease of 305 GJ or a six per cent reduction.

The City of Nedlands has embraced the development of LED technology which will see the manufacture of Mercury-based lighting become obsolete by December 2020.

Following the improvements in LED technology, the City of Nedlands has undertaken to upgrade street lighting to LED which includes electronic metering. To date, nine per cent of the City's street lighting has been changed (199 lights). A further 30 lights are planned to change by December 2019.

The reduced energy usage of 83 per cent will offer savings, and a cost recovery for initial implementation will take three years. The anticipated sustainable outcome from the implementation of LED lighting is an energy saving of 85 per cent between the 125W MV and the 20W LED. The removal of this hazardous waste from future waste streams is a positive outcome.

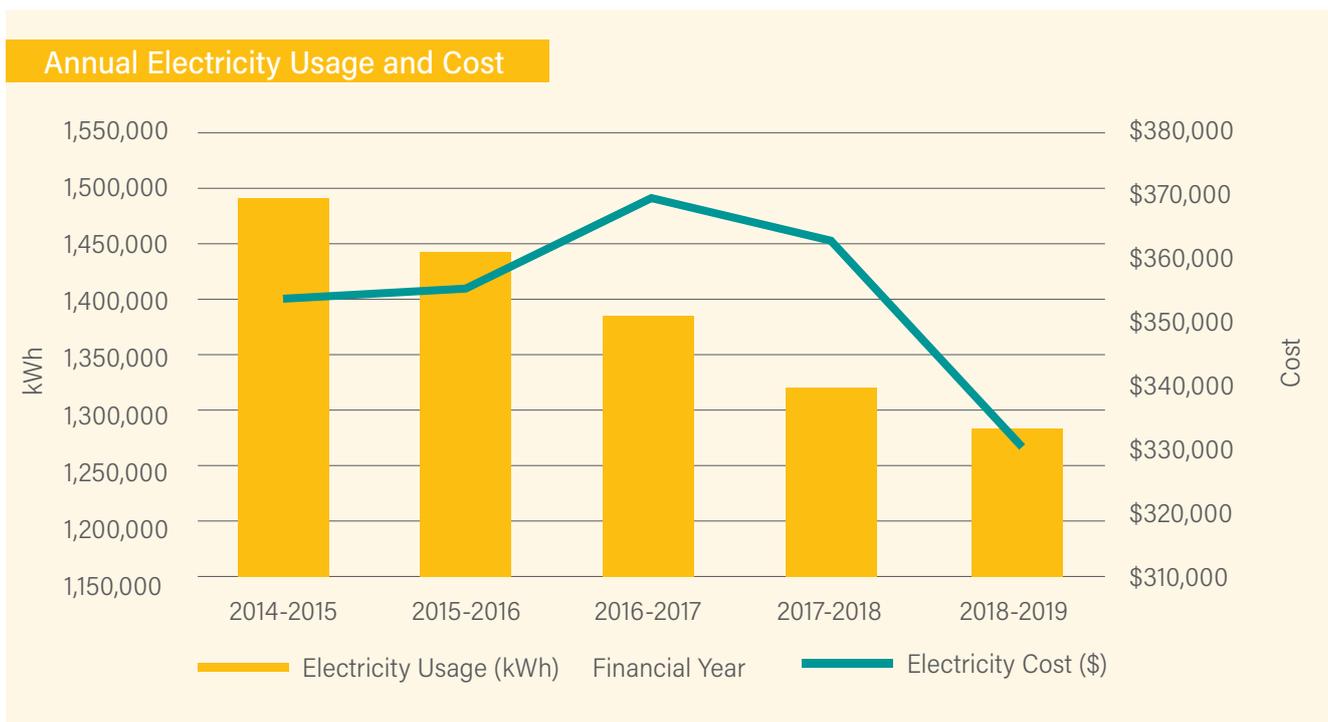
WESROC Projects

As lead council for Western Suburbs Regional Organisation of Councils (WESROC), the City undertook a range of environmental projects as follows:

- Native Plant Subsidy Scheme
- Groundwater aquifer recharge
- Whadjuk Trails
- Greening the Transit Reserve
- Feral animal control
- Urban Forest Plan
- Greening Plan.

Western Central Local Emergency Management

City Rangers were involved in the Western Central Local Emergency Management Committee in 2018-19. The committee undertakes planning for emergencies and recovery with other western suburbs local governments 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

- Rangers are now wearing body worn cameras to record interactions with the public in the course of their duties. These cameras can promote public reassurance, prevent harm and deter people from anti-social behaviour.
- The City has been working with the Department of Primary Industry and Regional Development to install Beach Emergency Number (BEN) signs along Swanbourne Beach. These unique BEN codes provide specific location information, vital when emergency services are deployed in the event of a shark sighting, attack or other beach emergency.
- The City has been working with neighbouring WESROC local governments to establish a mosquito trapping, monitoring and identification program called a Contiguous Local Authorities Group (CLAG). The CLAG enables a regional based coordinated approach to mosquito identification and control and also allows access to Department of Health funding and training initiatives.
- A new, free, online "Foodsafe" food handler training initiative was launched for food handlers. This program provides education and training on key aspects of food safety and handling.

Free

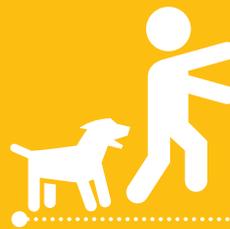
online "Foodsafe" food handler training course

Health and Compliance

378 Food premises inspections

58 Public building inspections

47 Noise complaints/ investigations



52 Dog attacks investigated

4,341 Total parking infringements issued



331 Total warnings issued for parking

17,972 Native Plant Subsidy Scheme plants sold



208



Inspections of public aquatic facilities

Groundwater savings

0.9%
(703,081kL)

less than the City's allocation

Scheme water consumption - rose by

4%
(989kL)

compared to 2017-18



Electricity consumption - decreased by

64GJ (1%)

compared to 2017-18

Waste Services

The City plans to achieve the State Government's target of diverting 65 per cent of waste from landfill by 2030 through initiatives outlined in the Waste Minimisation Strategy and Action Plan 2017-2020.



Key points

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

54%



More than

80%

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

More than 20%

of residents are using the complimentary second recycle bin option.



432

tonnes

less waste was collected in comparison to last financial year which resulted in decreased tonnage to landfill and cost savings in disposal fees.

Despite an increased landfill levy, waste charges have been maintained at the same level since 2013 due to financial efficiency gains in the contract and tender process.

Seeking ratepayers support and collaboration to reduce usage of single use plastic as it cannot be recycled.



Overview

The City aims to achieve the State Government's target of diverting 65 per cent of waste from landfill by 2030 through initiatives outlined in the Waste Minimisation Strategy and Action Plan 2017-2020.

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. The City achieved an overall 54 per cent diversion rate from landfill – this means 54 per cent of the City's waste was either recycled, reused or recovered.

About 8,200 dwellings use the three-bin kerbside collection system for general, green and recycling collection services. In addition, 707 commercial waste services and 884 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, metals, e-waste and mattresses.

In 2018-19, the City collected 11,240 tonnes of waste, 3,410 tonnes of green waste and 2,611 tonnes of recyclable material from the kerbside collections and bulk waste streams including household hazardous waste. The total of combined waste diverted from landfill was 54 per cent either recovered, reused or recycled. In comparison to 2017-18, 53 per cent diversion rate, the one per cent increase in recovery was predominantly due to residents producing less waste.



In its efforts to improve waste diversion and achieve the 65 per cent target by 2030 and beyond, the City (with community support) will explore possible consideration of inclusion of food waste into the existing residential kerbside greenwaste bin, otherwise known as Food Organics, Garden Organics (FOGO). The implementation of the service will be explored if significant improvements and financial savings can be achieved, especially associated with landfill levy charges.

Plastics in our waterways poses ingestion and entanglement risks to marine life. Changing habits to avoid using single use plastic bags is a great way to start reducing the amount of plastic entering the City.

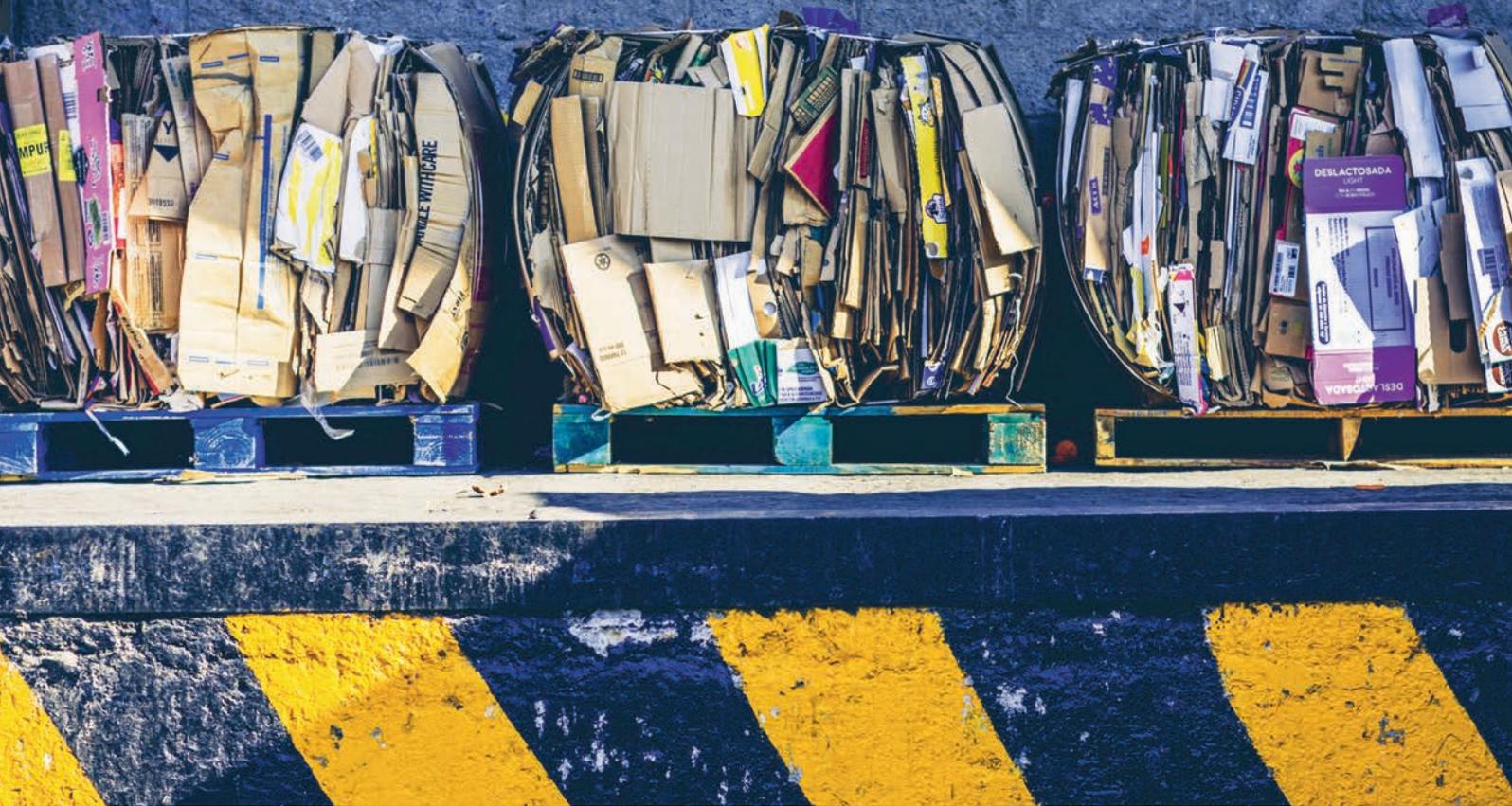
Our approach is to implement effective environmental management practices that consider the most cost-effective outcomes for ratepayers while also diverting the maximum percentage of waste away from landfill.

Graffiti and vandalism

The City maintains 48-hour graffiti removal from public spaces. The City's graffiti and vandalism policy 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.



Waste education workshops with Dalkeith Primary students



Key initiatives



Completed a feasibility study report on potential introduction of a FOGO service for the City's residents including how to integrate a FOGO service using the current infrastructure.

Completed residential waste audit on the City's Kerbside waste collection services (3 bin system).



The City delivered the waste education program to over 650 primary school students.



2,594

tonnes of recyclables diverted from landfill



17

tonnes of e-waste and mattresses diverted from landfill

3,410

tonnes of green waste diverted from landfill

11,240

tonnes of domestic waste collected

Built Environment

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.





Key points

- Gazettal of Local Planning Scheme No.3 in April 2019
- Gazettal of new SPP7.3 Residential Design Codes
- New Local Planning Policy for Exempt Development and Consultation for Planning Proposals
- Public Open Space Strategy community and stakeholder engagement
- New Local Planning Policies for Signs, Heritage, SAT Procedures, Fees and Charges (Waiving Fees), Planning, Compliance and Childcare Centres.

Strategic planning

The delivery of modifications requested by the Minister for Planning and Lands for Local Planning Scheme No.3 (LPS3) dominated the early part of 2019. This followed from previous months, the forwarding of the advertised version and modified LPS3 content to the WAPC in the second half of 2018. With the Minister adopting the Scheme and it being gazetted in April 2019, the City is now operating with a new planning scheme.

The City is busy developing the strategic and statutory framework to accommodate additional population and development in accordance with the LPS3 which includes precinct plans. These will provide further guidance for the City, the development industry and the local community on the development in key precincts within the City.

A Public Open Space (POS) Strategy is currently being developed. This follows an extensive engagement process which involved a community survey, open day events and specific public open space audits around the City. The City will continue to develop this strategy into the latter part of 2019 and will aim to finalise the strategy in the first quarter of 2020.

As part of implementing a new Local Planning Scheme, the City has revised its operational Local Planning Policy Framework and has introduced new policies in a wide range of areas including Parking, Heritage, Fees and Charges, Residential Built Form, Signage and many more. The City is modernising its policy framework to fit with the City's new Scheme and has involved the Community throughout the policy review process. Looking forward, the City is aiming to formulate an integrated transport strategy in 2020 which includes a car parking plan, active transportation and bike planning.

Built Environment

Statutory planning

Statutory Planning continues to innovate its assessment procedures and methods with the introduction of the new Local Planning Scheme, the 2019 State Planning Policy (SPP7.3), Residential Design Codes (Volume one and two). Processing of development applications and subdivision referrals remain a focus and a priority. Engaging, informing and involving the community in decisions relating to planning and development is also a focus.

Preliminary planning advice is being offered for assessments prior to development applications being lodged. With the introduction of Design WA, R-Codes (Volume 2) there is a greater emphasis on pre-lodgement advice being provided to inform the lodgement of complex development applications.

The City is also continuing to offer the “deemed-to-comply” check service for applicants wishing to receive confirmation of whether a proposal requires or does not require development approval. This remains a popular service.

During the reporting period 243 applications were determined by the City. Of those, 182 were determined under delegation and 42 were determined by Council. 17 were cancelled and the remaining 2 determined by the WAPC. Of the 182 determined applications under delegation by staff, all but one was determined within the required 60 or 90-day statutory timeframes.

Development compliance also formed a significant part of statutory planning resources in 2018-19, with complaints typically generated from neighbours concerned with unauthorised buildings or land uses. Complaints regarding traffic management around construction sites has also taken a considerable amount of time from statutory planning this year.



Building and compliance

Technological upgrades were completed this year, making the pool inspection program now fully electronic. Inspection reports are now being instantly emailed to owners during the inspection rather than relying on paper copies left at the property.

This year, the City also asked owners to be present during all pool inspections which improved communications and issues were able to be explained straight away.

The City has finalised its traineeship program for budding building surveyors and is looking forward to employing and training a new cadet to bring into the industry. This is something that is currently, crucially lacking for the industry.

This year the City saw the conclusion of its building permit and compliance shared service agreement with the Town of Claremont which has operated for the last four years with great success for both Councils. The City will continue to provide their pool inspection program.

The City also will be continuing its shared services with the Shire of Peppermint Grove providing building certification and advice as needed.

Key initiatives

Building and compliance

- Instigated new paperless pool inspections completing the pool program technology upgrade process
- Concluded a building permit shared service agreement with the Town of Claremont
- Continued the pool inspection shared service agreement with Town of Claremont
- Continued the building permit certification service agreement with the Shire of Peppermint Grove
- Finalised the cadet training program for new building surveyors.

Planning

- Administration and delivery of assessments in accordance with the City's new Local Planning Scheme No.3
- Consultation on the Draft Public Open Space Strategy
- Training and mentoring program, two student planners, one progressing to full time employment at the City and another employed by another local government
- Development of new local planning policy regarding consultation of planning applications, heritage, signs, exempt development, State Administrative Tribunal (SAT) appeals procedures, planning compliance, car parking, childcare centres and residential development.



99%

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



1,882

pool barrier inspections conducted
- 1,499 in the City of Nedlands and 383 in the Town of Claremont



99%

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



760

building applications approved

522 in the City of Nedlands and 238 in the Town of Claremont



Community **Services**

- Mt Claremont Community "hive" opened to provide more activities to members of the community from children to seniors, through library, aged care and positive ageing programs
- 235 Affinity Club Members (membership increased by 57% from previous year)
- 802 events provided at Nedlands and Mt Claremont libraries with 6,655 people attending
- 94,706 visits to Nedlands and Mt Claremont libraries
- High satisfactory rate for all services provided

Overview

Aged care services – Nedlands Community Care (NCC)

The Commonwealth Home Support Programme (CHSP) services are provided through Nedlands Community Care (NCC), jointly funded by the Australian Government's 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 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
- The Waratah Club providing activities, exercise classes and meals as well as outings and events
- Social support activities including 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 promotes a can-do attitude to life. It offers stimulating, health-enhancing activities to encourage community interactions, at a nominal cost. Activities are held at NCC, Dalkeith Hall and at The Hive (Mt Claremont Community Centre).

Weekly activities include:

- | | | |
|-----------------------|-----------------|--------------------------|
| • Walking groups | • Line dancing | • Chair Zumba |
| • Table tennis | • Mah-jong | • Cooking Demonstrations |
| • Yoga for seniors | • Canasta | • Sing with us |
| • Pilates for seniors | • Chair Pilates | • Computer Support Cafe |
| • Zumba Gold | • Chair Yoga | |

Monthly activities include outings to the local cinema followed by a meal, Laughter Yoga and attending educational talks with afternoon tea included. There have been seasonal outings such as Christmas Shopping to the new DFO shopping Centre and a Friendship Day lunch at the Swan Valley French Patisserie. Community events were also held such as a High Tea with a show in October, Melbourne Cup Lunch in November, Christmas Party Sing-a-long, Chinese New Year lunch, a Mother's Day High Tea and the Biggest Morning Tea in May. Seniors are invited to try any activity at any time.

Customer Satisfaction Survey comments provided feedback indicating activities are always well organised, staff and helpers are welcoming, listen to any queries and there are opportunities for everyone to take part in different activities.



"I enjoy working with the Nedlands Council doing the bus run to the Nedlands Libraries on a Monday. It is well organised and the folk we pick up and get to know enjoy the service (and the chat and the cup of tea!) I find it very satisfying and it is a valuable service to our Nedlands community."

Peter Freitag,
Books on Wheels
Volunteer

Community Services

Point Resolution Child Care Centre (PRCC)

In 2018-19, the centre continued to operate at a level that maintained its rating of exceeding National Quality Standards and National Regulations. 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 cared 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 (mixed age groups) 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 and physically, 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. Following the success of the lunch trial, all children's meals are now provided at the centre.



Library services

The City has two libraries: Nedlands Library on Stirling Highway and Mt Claremont Library on Montgomery Avenue. There are 8,257 members and 93 per cent are residents.

The library collection includes a variety of books, magazines, talking books, DVDs, CDs, local history and electronic content (eBooks, eAudiobooks and eMagazines). Over the past year, 22,343 eAudiobooks were downloaded and listened to by library members. This is an increase of 5,259 downloads compared to last year. There were 17,703 eBook downloads. This is an increase of 3,342 compared to last year.

For the 2018 Roland Leach Poetry Prize we had 1,123 poems from 967 poets, our largest number of entries to date.

A successful library volunteer recognition sundowner was held in March 2019 in appreciation for the fabulous volunteers who assist in the Libraries to provide the community.

Statistics

17,200 hours of service provided by Nedlands Community Care staff to 220 eligible community members

100 percent of Affinity Club members surveyed would recommend a friend to join

Monthly average of 592 people attending Positive Ageing activities

235 Affinity Club Members (membership increased by 57% from previous year)

17 weekly classes and three-monthly activities to choose from for Affinity Club members within Dalkeith Hall, NCC and The Hive

Three new activities were introduced last year: Sing with us, Pilates with props and Movie and Pizza

802 events provided at Nedlands and Mt Claremont Libraries with 6,655 people attending

94,706 visits to Nedlands and Mt Claremont Libraries

97 per cent satisfaction rate for library events

100 per cent satisfaction rating achieved in Point Resolution Child Care Centre parent survey



22,343

downloads of library eAudiobooks

17,703

downloads of library eBooks

390,667

library transactions (includes loans, returns, reservations and renewals – increase of 36,943 from last year)

Key initiatives

Aged Care

- A variety of exercise classes successfully implemented at NCC to improve the overall wellbeing of clients and community members
- HACC funding limited to under 65's from the 1 July and funding provided by the WA Department of Health until transitioning clients over to the National Disability Insurance Scheme (NDIS)
- Commonwealth Home Support Funding started 1 July 2019 and Home and Community Care (HACC) changed to CHSP
- All Aged Care referrals now done through My Aged Care, an Australian Government web portal.

Positive Ageing

- Launched 'Sing with Us' which is a choir for all singing abilities and has been very popular amongst members
- Seated Exercises such as 'Chair Yoga', 'Chair Pilates' and 'Chair Zumba' have encouraged members to continue being active and social
- Due to their popularity, activities like Zumba Gold and Table Tennis are now available twice a week
- Introduced Movie and Pizza activities at NCC. Seasonal movies were shown such as Australiana movies ("Tracks) and Art movies such as "Loving Vincent". Movies generated interesting discussions and members enjoyed a social lunch
- New "Pilates with props" started in February. Using balls, weights and elastic bands, members were able to enjoy another dimension of Pilates
- New themed events were introduced: "Friendship day lunch" and "Mother's Day High tea with a movie" with both events well received.

Child Care

- Engaged children in sustainable practices including recycling. The children learnt how to be "waste warriors", originally inspired by the program being run at Dalkeith Primary Kindergarten, children recognise that everyone is responsible for reducing waste on a daily basis
- Liaising with the parents and enquiring about sustainable practices at home. Around 22 per cent of families reported to be engaging in approximately 25 sustainable practices in total and most of them related to reducing waste in some way. Families also indicated that they would like to learn more about sustainable practices
- Committed to supporting children, staff and families develop knowledge and respect towards Aboriginal and Torres Strait Islander history and culture.

The children participated in a range of hands-on learning experiences during Reconciliation Week and NAIDOC Week to explore real Aboriginal artefacts in a respectful way. The children used real clap sticks during their routine 'Acknowledgement of Country', as well as nestling their baby dolls in coolamons. Building knowledge, understanding and respect for Aboriginal and Torres Strait Islander history and culture is an ongoing journey for children, staff and families at PRCC

- PRCC successfully passed all audits conducted by the Education and Care Regulatory Unit and all Food Safety audits
- Implemented the revised National Quality Standards to the centre's program, documentation and policies
- Provided staff training and participation in forums for professional discussion, strengthening their capacity to deliver inspiring and engaging programs
- Community members and families attended events including a Meet and Greet Picnic, Mother's Day, Father's Day and Grandparent's Day
- Hosted a range of events including Storytime visits from the local library, mobile animal farms and an artist from Tresillian Arts Centre
- Worked with the local Bunnings Store to select and plant safe native flora and herbs in the centre's garden area
- Fostered strong partnerships and supported families with agencies such as Communicare, Telethon Speech and Hearing and local support services and specialists from the community.

Library

- Introduced Xpress Reads collection – one-week loan with no reservations and no renewals on some popular titles
- 2018 Roland Leach Poetry Prize – 1,123 entries from 112 from schools across the state – highest participation!
- The library's events at the Community Hive (since set up in November 2018), have been Spanish and German conversation groups, Kids' Chess Club, Tween Book Club, Inquisitive Little Minds (STEM base program for three to five year old children) and author talks
- Mt Claremont Library opening hours were extended in November 2018. The library is now open on Wednesdays and has a Baby Rhyme Time session on Wednesday mornings
- A weekly Mt Claremont Library Justice of the Peace signing service started in May 2019
- 114 book club sets have been hired in 2018-19.



Community Development

Throughout 2018-19, the City continued to work in partnership with the local community to celebrate and strengthen local relationships by providing a wide range of events in the following areas:

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

A major focus has continued on upgrading community facilities as these hubs strengthen local connections and help build a sense of local community.



Sport and recreation

The City works in close partnership with 34 local sporting clubs who offer the community a wide range of sporting options. Bookings for facilities are 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 facilities to meet the needs of the clubs, community and sporting codes.

Community events

Council-provided events

More than 8,400 people attended the City's major community events, including:

- Four Summer Concerts in the Park
- Party in the Park, to celebrate the City's 60th Anniversary
- Two Nedlands "Going Places" tours
- Anzac Day ceremony
- Remembrance Day ceremony
- Three citizenship ceremonies.

Externally-provided events

An increasing number of people and organisations provided events in the City's parks and reserves. These externally-provided events included corporate, community-based and private events. Larger-scale events included the Up All Night Charity Walk by Ronald McDonald House Charities and the Hawaiian Walk for Woman's Cancer. Smaller-scale private events included wedding ceremonies and birthday parties.

Key Points

- A record 7,500 people attend Summer Concerts in the Park
- Council land used for an increasing number of events organised by the community (176 in 2018-19 compared to 157 in 2017-18)
- Record number of courses, studio artists and exhibition income at Tresillian Arts Centre
- Volunteers donate \$667,520 worth of time to extend Council services
- Jo Wheatly All Abilities Play Space generates positive user feedback.

The City approved 176 externally-provided events in 2018-19, up by 19 compared to the previous financial year. The community is organising an increasing number of its own events which results in a wide range of events being available. The City works with these groups to aim to ensure safety, compatibility with other activities to maximise positive impact.

It is pleasing to see the continued growth in events organised by the community, while attendance at Council-provided events also continues to grow. The City is truly a community that likes to celebrate!



Emerge Youth Art Awards

"Nedlands RSL Sub-Branch has enjoyed the ongoing support of the City of Nedlands for a number of years. This has allowed the conduct of the important community observances of ANZAC Day and Remembrance Day as joint activities of the City and the Sub-Branch. City support has allowed the Sub-Branch to grow and continue to commemorate and honour our veterans through – in particular – active involvement with local Primary Schools."

Barry Nunn, Nedlands RSL



Community Development



Youth Development

Youth Advisory Council

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

Emerge Youth Art Awards

Since 2013, the annual Emerge: Youth Art Awards Exhibition has showcased the artwork of local young artists. The August 2018 exhibition attracted 101 entries from young people aged 12 - 25 years.

Youth Grants

Twelve local young people each received a \$250 grant from Council's Youth Grants Fund. The fund recognises and encourages socially positive initiatives that contribute to the community and support local young people in their development. Examples include participating in an Aboriginal Studies course in Broome with Fair Game Australia and travel to Naples, Italy to represent Australia at the World University Games in water polo.

The City also provided a grant of \$12,500 to the Shenton Christian Council to assist with the cost of providing chaplaincy services in local schools administered by YouthCARE. Local schools providing chaplaincy services include Shenton College, Swanbourne Primary, Mt Claremont Primary and Shenton College Centre for the Deaf.

Splashfest

Splashfest is an annual water-based event for children, young people and families held in March on Swanbourne Oval. The community event involves 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. The free event attracted over 2,000 people.

Volunteer services

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

- referred 150 volunteers to roles in community organisations
- engaged 160 volunteers in roles within services provided by the City.

Volunteers in community organisations

Many of the 150 volunteers referred to community organisations went on to play a key role in those organisations, contributing to a more resilient and inclusive community. Many community organisations depended on volunteers to deliver their services and meet community needs.

Volunteers in Council-provided programs

The 160 volunteers who worked within the City of Nedlands programs gave their valued time to extend many of the services being delivered by the City. These included volunteering in:

- the Mt Claremont and Nedlands libraries
- Nedlands Community Care
- providing community transport
- assisting with bush care
- 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 16,000 volunteer hours per year.

According to the Australian Bureau of Statistics (May 2017 to 2018), the work of an average volunteer is valued at \$41.72 per hour. Therefore the 16,000 hours contributed by volunteers working in Council-provided programs in the 2018-19 financial year represents \$667,520 in donated benefit to the City.

Local businesses

The City of Nedlands hosted two Business Sundowners to provide local business owners, City staff and Councillors an opportunity to network together. The events were well-supported by local businesses 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. Tresillian's customers were highly satisfied with the services they received, expressing a satisfaction rating of 95 per cent across the financial year. Access has been improved, with new ACROD parking and more parking bays for members.

Tresillian courses

Art courses continued to be in strong demand, as well as language and lifestyle courses. Tresillian provided 224 term-based courses for adults in the 2018-19 financial year; and 40 school holiday courses for children. As well as an increase in the number of courses on offer, the financial year also saw an increase in the variety of courses. A significant number of courses delivered by new tutors brought fresh skills and creative opportunities to Tresillian's students.

New online booking system

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 people from country areas. To facilitate the process of enrolling in courses, Tresillian introduced an online booking system which allows students to search and book courses online, from the comfort of their own home. This system has been very well received, with more than 65 per cent of our bookings created online in the first term of enrolments. Other more traditional forms of enrolment will continue to be provided while still preferred by some members.

Café

The Tresillian community was sad to farewell the much-loved café operator Carlos Soto after 15 years of providing wonderful coffee, food and music at Tresillian. An event was held to farewell him and wish him the best in his well-deserved retirement. Tresillian now has a new café operator, Nicky Ray, who has already introduced a fresh new look to the café and it is continuing its warm and welcoming hospitality. The café continues to function as the 'heart' of Tresillian and is highly valued by Tresillian's users.

Key initiatives

- Introduced online booking system at Tresillian Arts Centre
- Improved access at Tresillian Arts Centre
- Nedlands Tennis Club received a \$65,603 grant from Council and was supported in its successful application to receive a matching grant from the Department of Local Government, Sport and Cultural Industries, to convert two grass courts to hard courts with LED floodlighting
- The Department of Local Government, Sport and Cultural Industries approved a grant of \$78,227 towards the upgrade of the floodlights on the Allen Park Lower Oval. The City and Swanbourne Tigers Junior Football Club are contributing one third funding each to the project.

Studio Artists

Tresillian leases studios to artists, their creativity helping to provide a vibrant and interesting centre for community members. In the 2018-19 financial year, Tresillian provided eight art studios to seven individual artists and one arts organisation, the Printmakers Association of WA. Our studio artists contribute to Tresillian through teaching, exhibiting their work and their presence as working artists.

Exhibitions

Tresillian's Art Exhibition schedule has been very successful, with record numbers attending the annual Student and Tutor Exhibition in October and record artwork sales across all exhibitions held during the year.

176

externally provided events held on City land, up by 19 from 2017-18 (157)



34 sporting clubs used City reserves



More than 7,500 people attended four Summer Concerts in the Park

grants valued at \$7,745 provided from Council's Community Grants Fund for local events and street parties

11

satisfaction rating by the City's hall users

82%

82%

satisfaction rating by the City's community groups and organisations

satisfaction rating by Summer Concert attendees

87%



121 people were welcomed as Australian citizens

grants valued at a total of \$3,000 provided from Youth Grants Fund

12



101 entries in the Emerge: Youth Art Awards

Tresillian Arts Centre provided 224 courses with a

95%

satisfaction rating

Statutory Requirements



Elected Member Attendance

1 July 2018 – 30 June 2019

Elected Member	Council (11)	Special Council (3)	Committee (11)	Audit and Risk Committee (4)	Arts Committee (6)	CEO Recruitment & Selection Committee (5)	Captain Stirling Hub Committee (3)
Mayor RMC Hipkins	10	3	8	4	6	3	3
Cr IS Argyle	10	3	10	4	N/A	N/A	N/A
Cr WRB Hassell	9	3	9	N/A	5	5	N/A
Cr GAR Hay	10	2	9	3	N/A	N/A	N/A
Cr BG Hodsdon	9	3	9	2	2	N/A	N/A
Cr NBJ Horley	9	2	6	N/A	N/A	N/A	N/A
Cr TP James	10	3	10	N/A	6	N/A	3
Cr LJ McManus	9	1	10	3	N/A	5	1**
Cr NW Shaw	10	3	10	N/A	N/A	4	1
Cr KA Smyth	10	3	9	N/A	5	N/A	N/A
Cr JD Wetherall	11	2	11	N/A	N/A	5	3
Cr CM de Lacy	10	2	10	N/A	N/A	N/A	N/A
Cr AW Mangano	11	3	11	N/A	N/A	N/A	N/A

N/A

Elected members not required to attend

** Attended as an observer

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 12 valid freedom of information applications in 2018-19. Eleven were finalised internally. One was transferred to another agency.

The City of Nedlands information statement is available on the City's website at nedlands.wa.gov.au/access-information.

Official conduct of Elected Members - complaints register

Section 5.103 of the Local Government Act 1995 requires that every local government prepares 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, and
- 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 Local Government Act 1995.

Under section 5.53(2) the Annual Report is required to disclose information regarding complaints.

Two complaints were received and reported to the Local Government Standards Panel in 2017-18. Prior to resulting in any actions, they were appealed and dismissed by the State Administrative Tribunal on 3 July 2019.

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:

Full-time employees

At the 30 June 2019, the City's full-time equivalent employee number was 149.16.

Salary range	Number of employees
\$100,000 to \$109,999	4
\$110,000 to \$119,999	
\$120,000 to \$129,999	
\$130,000 to \$139,999	8
\$140,000 to \$149,999	1
\$150,000 to \$159,000	
\$160,000 to \$169,999	
\$170,000 to \$179,999	
\$180,000-plus	4

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.

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.

Access and Inclusion

Disability Access and Inclusion Plan

The City of Nedlands' Disability Access and Inclusion Plan 2018-19 to 2023-24 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.

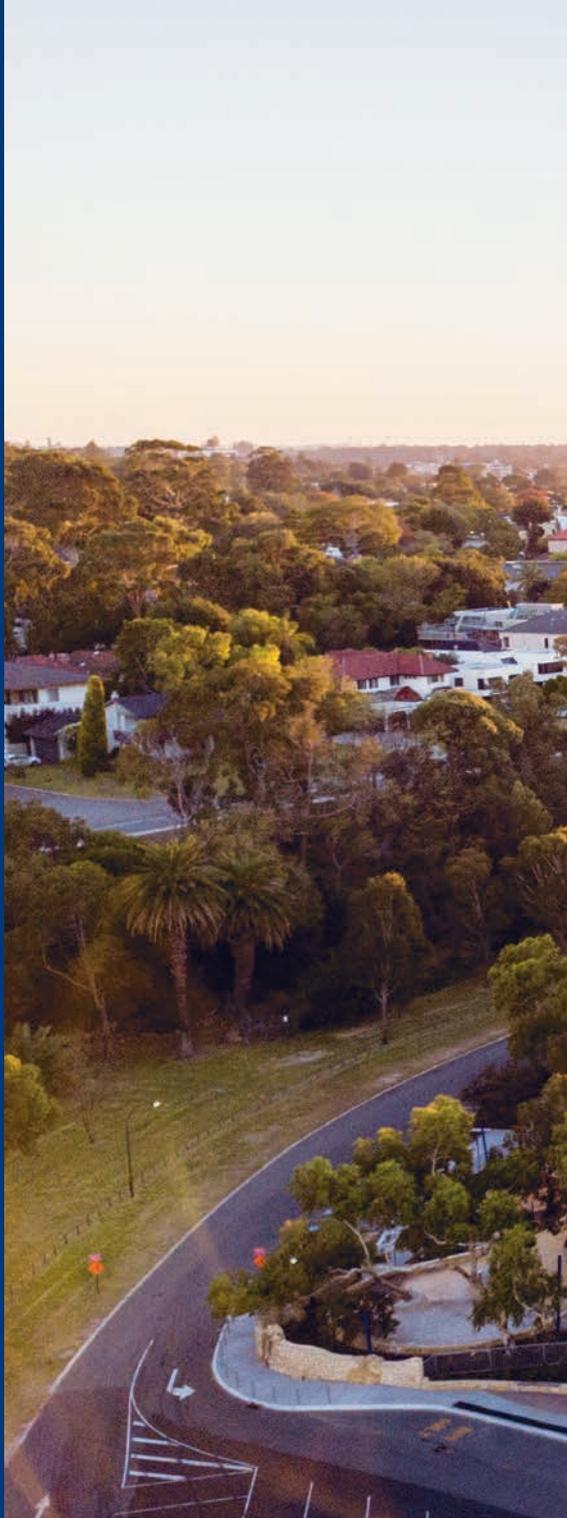
The table below indicates the outcome areas where strategies/initiatives were planned, as well as the strategies/initiatives completed for the financial year.

Outcome areas	Number of strategies/ initiatives planned	Number of strategies/initiatives completed (includes ongoing strategies)
Services and events	15	14
Buildings and Facilities	5	5
Information	6	6
Service from Employees	0	0
Feedback and Complaints	1	0
Public Consultation	3	2
Employment	2	2

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.





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