



Uniquely Nedlands

Annual Report 2016-2017

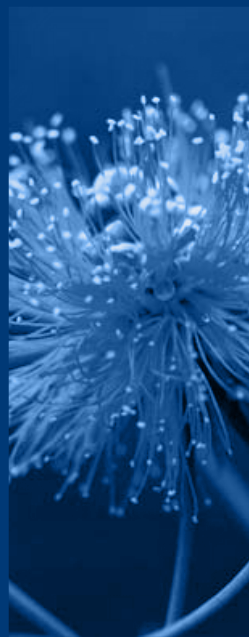


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Message from the Mayor

Max Hipkins, Mayor

Another financial year has passed and the City of Nedlands has continued to show its strength through diversity of function, facilities, people and culture. Our City offers a unique urban setting, combining attractive heritage places with modern facilities and an intense urban culture that blends arts, education, recreation, sport and social activities.

As always, the past financial year proved to be another extremely busy, yet challenging and rewarding one for the City of Nedlands – witness the success of our Anzac Day ceremony, biennial Roland Leach Poetry Prize, Emerge: Youth Art Awards, Summer Concerts, Allen Park Lower Pavilion upgrade and the ground-breaking ceremony for the All Abilities Play Space.

The 2016-17 financial year started with the City of Nedlands having reduced boundaries, after part of the University of WA and QEII Medical Centre were transferred from us and given to the City of Perth. This was a result of the-then Liberal State Government passing the City of Perth Act, which enabled the boundary changes.

Much work was done over the past year to prepare Local Planning Scheme No. 3 for submission to the State Government. I would like to give a special mention to those who helped with last-minute changes and additions at the Special Council Meeting on 13 December 2016. As of 30 June, 2017, the City was still awaiting the WA Planning Commission to approve the scheme.

The City progressed the Nedlands (West Hollywood) Underground Power project throughout 2016-17, after investing time in its design, costings, surveys and results. The City funded the detailed design and cost estimate and almost 68% of respondents voted in favour to proceed. Western Power is currently finalising the contract details. The Council is exploring low-cost LED technology used for the street lights, including smart controls, in 2017-18.

New technology used to recover and recycle bulk verge rubbish streams has put the City a significant step closer towards achieving the State Government's target of diverting 65% of all waste from landfill by 2020. Under new bulk collection and disposal arrangements introduced in 2016-17, 748 tonnes of hard waste and 722 tonnes of green waste was collected from City verges in four weeks – resulting in a 92% recovery rate from landfill.

In coordination with WESROC, the City is assisting research projects to better understand and replenish the aquifers beneath the Leighton Peninsula. These include a project that will identify connections between the shallow aquifer to the Leederville and Yarragadee confined aquifers below, as well as the potential re-charge of aquifers using recycled waste water. These projects, which began as investigations to future-proof water supplies for the City's parks, should increase our ability to adapt to climate change.



All Abilities Play Space ground-breaking ceremony

Another financial year has passed and the City of Nedlands has continued to show its strength through diversity of function, facilities, people and culture.

The City was re-endorsed as a Waterwise council, thanks to our water-saving efforts over the past year and ongoing commitment to sustainable water management, both within council operations and across the community.

In October 2016, the City – in partnership with the Swanbourne Coastal Alliance – received \$21,538 through the WA Planning Commission's Coastwest Grants Program to restore degraded areas of the coastal dune system. Weed control and stabilisation work was undertaken between November and May and 4,000 local provenance seedlings were planted in June.

A limestone rock revetment wall and landscaping now stretches from the Sunset Foreshore on Iris Avenue to the Tawarri Function Centre. Stage one of the \$1.2 million restoration project by the City and Department of Parks and Wildlife will prevent subsidence that commonly occurs near waterways.

The City of Nedlands now contracts services to other local governments, allowing the City to employ in-house specialist staff, which results in better economies of scale. The City has maintained its commitment to keeping the community safe with ongoing relevant swimming pool sampling and food inspections as required.

And in response to car parking pressures stemming from UWA, QEII Medical Centre and commuters from the northern suburbs going to Perth, the City is progressively extending timed street parking after consultation with adjoining residents.

The \$1.2 million refurbished Allen Park Lower Pavilion in Swanbourne opened in December (on budget), an achievement that involved great cooperation from council officers, Swanbourne Tigers Junior Football, Swanbourne Cricket Club and Department of Sport and Recreation. The upgrade included the construction of new change rooms, an umpires' room, accommodation for female players, a universal access toilet and shower facility, new kitchen with kiosk facility, a new roof, additional storage, a refurbished hall with air-conditioning and a covered outdoor viewing area.

Work on the All Abilities Play Space on the Nedlands Swan River foreshore began in early 2017. Six years in the making, the \$4 million community-driven project will provide an innovative state-of-the-art facility regardless of age or ability. In April, we had a record-breaking 500 people attend the Anzac Day ceremony at Birdwood Parade, doubling the number from previous years.

A strong commitment to community consultation through Your Voice has given me an in-depth view of our City's needs and we are now in a strong position to further progress and capitalise on numerous opportunities. Our vision for Nedlands is a city that is vibrant, prosperous, safe and family-friendly – and we will continue to listen and work to satisfy the needs of the community.

Your Council

City of Nedlands 2016 – 2017

Cr Max Hipkins, Mayor

Dalkeith	Coastal Districts	Hollywood	Melvista
Cr Bill Hassell AM (Deputy Mayor)	Cr Nikola Horley	Cr Ben Hodsdon	Cr Gordon Hay
Cr Ian Argyle	Cr Leo McManus	Cr Robert Binks	Cr Toni James
Cr Joe Porter (Retired 1 Feb 2017)	Cr Kerry Smyth	Cr John Wetherall	Cr Nigel Shaw

Mayor, Councillors and City's Executive staff members. Absent Cr Horley and Cr McManus





Cr Max Hipkins
Mayor



Cr Bill Hassell AM
Deputy Mayor
Dalkeith Ward



Cr Nikola Horley
Coastal Districts Ward



Cr Ben Hodsdon
Hollywood Ward



Cr Gordon Hay
Melvista Ward



Cr Ian Argyle
Dalkeith Ward



Cr Leo McManus
Coastal Districts Ward



Cr Robert Binks
Hollywood Ward



Cr Toni James
Melvista Ward



Cr Joe Porter
Dalkeith Ward
(Retired 1 Feb 2017)



Cr Kerry Smyth
Coastal Districts Ward



Cr John Wetherall
Hollywood Ward



Cr Nigel Shaw
Melvista Ward



CEO Report

Greg Trevaskis, Chief Executive Officer

This year has been a good one for the City with a continued focus on delivering the outcomes of the 2013-23 Strategic Community Plan.

Our emphasis continues to be on maximising the benefits of every dollar we spend, achieving operational efficiencies and consolidating initiatives from previous years. In particular, we have made significant in-roads in the delivery of contemporary office solutions. We have rolled out Sharepoint 365 to a large part of the organisation, which allows us to place all our corporate knowledge in one place. As this project has progressed, we have been able to identify opportunities for process improvements in how we conduct our business. This has the advantage of not only maximising efficiencies but it also provides opportunities for innovation and staff development.

Streamlining our systems and processes has meant that some of the functions traditionally managed by a separate team are now able to be performed at an individual level. One such function is record-keeping – the Sharepoint 365 implementation has effectively meant that each staff member is responsible for their own record-keeping. This meant that during the year we had to make the very difficult decision to close down our records department and offer redundancies to two of our staff members. While this was a difficult decision to make, I am confident it was in the best interests of the City and demonstrated our commitment to the ongoing management of our spend. I would like to acknowledge the contribution staff members Karen Haughey and

Adie Baldie made during their combined 24 years at the City and wish them well in the future.

During 2016-17, we built upon our 10-Year Financial Plan, which guides our evaluation of major projects and operational initiatives. The plan is the stepping stone to securing our future and building on our financial sustainability – while continuing to invest in our infrastructure and serve our community. It is within this context we:

- Delivered more than \$12.1 million in capital projects
- Maintained staff levels
- Achieved savings in operational costs of more than \$1 million
- Remained strong with key financial ratios, representing financial discipline
- Realised an overall operating outcome with a surplus of \$489,000.

A key component of the 10-Year Financial Plan was the development of a Five-Year Capital Works Program, concentrated on establishing the average condition of City assets to be at an acceptable condition rating within a defined time horizon.

During the year we, realised savings in several operational areas such as waste management, insurance premiums (about 30% compared to the previous year) and ICT (Information and Communications Technology) projects.

Overall, our operational spend in 2016-17 was approximately \$1 million lower than budget, despite increases in non-discretionary expenditure. This can be attributed to a culture within the City of seeking innovation and efficient ways to conduct our business.

This year we also undertook improvements to our customer service delivery with increased emphasis on providing a top-quality service to our ratepayers and those we do business with. We refurbished our customer service centre to a contemporary bright open space, which includes a break-out office so ratepayers can meet with our planning and building staff in a quiet, private space. We implemented new systems and processes that allow us to track and manage incoming calls and contacts, which helps with peak times and rostering this area appropriately.

Community and stakeholder engagement is extremely important to the City and guides us in delivering initiatives and setting priorities for the delivery of projects. In 2016-17, we undertook 80 engagement projects – a significant increase from 50 in the previous year. Our online engagement hub Your Voice continues to be a major resource for our ratepayers and we received just under 8,000 visits this year. An independent community engagement company has rated our online engagement as within the top three in WA, when compared to other local government organisations. This is something we are extremely proud of because we are being compared with local governments significantly larger than the City of Nedlands.

Earlier this year, we sought expressions of interest (EOI) for the development of the Tawarri site, a beautiful part of the City located at 120 Esplanade in Dalkeith. This area shares boundaries with the Sunset foreshore, which includes the heritage-listed Sunset Hospital. The site sits alongside Beaton Park, the location of the All Abilities Play Space which began construction in 2017.

The City, through its EOI process, proposed the Tawarri site be redeveloped to incorporate quality facilities that would be open and accessible to the public and enhance public enjoyment of the reserve. Future developments of the Tawarri site would need to complement the Swan River and surrounding features and landscape, including the All Abilities Play Space. We were pleased to receive four quality submissions as a result of this process and will continue the evaluation during the forthcoming year.

Further in this report you will read about the new Local Planning Strategy and Local Planning Scheme, which were the main focus for the strategic planning team for a large part of the year. This involved a significant amount of work and I am confident both reflect the needs and wants of our community. The strategy was adopted by Council and, at the time of writing, we are awaiting approval from the Western Australian Planning Commission.

Much has been in the media during the year about the closure of Hackett Hall, a community-based facility in Lawler Park. The City made the decision to temporarily close the 1960s hall due to the structural integrity of the building, after safety issues were identified in an independent structural report. As a result of the closure, community group Playlovers – long-term users who have leased the hall since 2009 – had to look for alternative premises. This was a challenging situation for all involved and the City worked closely with the group to identify alternative venue options. However, given their specific requirements, an alternative venue was not able to be sourced. The City continues to work through the structural concerns and future plans for the building and local area.

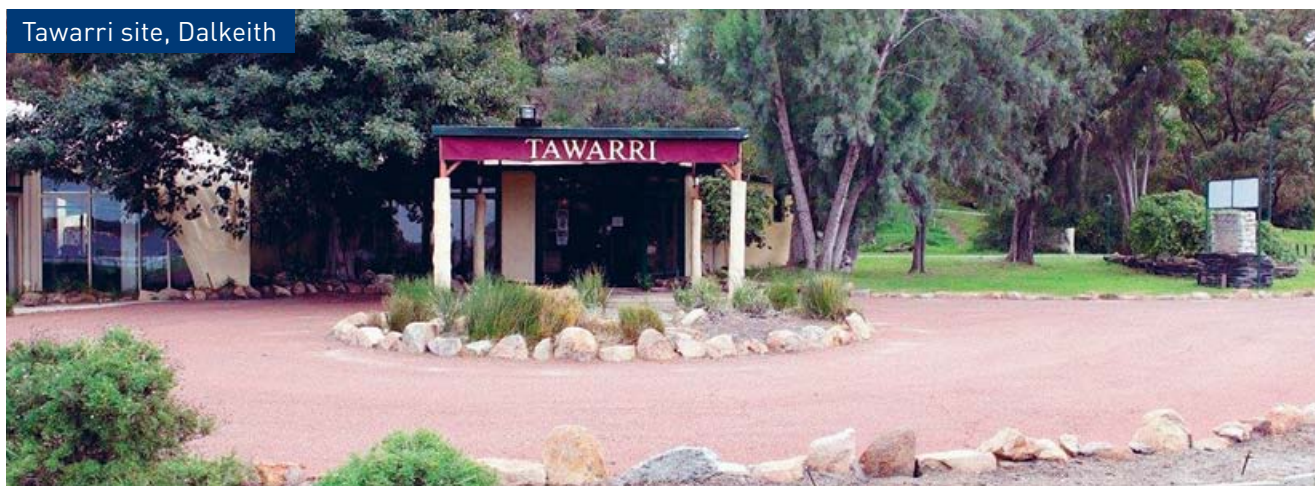
An Enterprise Bargaining Agreement was due for renewal during the year and we began the process to have a new four-year agreement in place to start in 2017-18. A stable environment enabled good discussions and a smooth transition to new instruments of employment, which provides certainty to all parties.

Our employment practices place an emphasis on steady training and development of staff. Where there is turnover, the City attracts a high volume of applicants and, importantly, high-calibre employees. The remuneration strategy is to reward staff in an appropriate manner, consistent with economic and business conditions and the local government market for similar councils.

On a sadder note, former City of Nedlands Senior Communications Officer Michelle Newton lost her battle with a long-term illness during the year. Michelle was a very popular staff member and will be greatly missed by everyone at the City.

As always, I am most grateful for the ongoing support I receive in my role from Mayor Max Hipkins, Councillors, City employees and my executive team. It is a group effort and we all strive to make improvements for the well-being and advancement of the City of Nedlands.

Tawarri site, Dalkeith



What makes Nedlands what it is?

Uniquely Nedlands



A harmonious community where residents can enjoy living, working and socialising together – that is the key goal for the City of Nedlands. It is committed to providing value-for-money and quality services to the community, including easy access to excellent health and educational facilities.





It goes without question that Nedlands is a beautiful place... and the City strives to maintain this unique character through its picturesque parks and gardens and undulating tree-lined streets and bushland areas.

Delivering high standard quality infrastructure, services and activities to the community is of great importance to the City, as well as enabling lively community hubs where people can come together and interact. An active, safe, and inclusive community can be achieved through well-maintained urban infrastructure (roads, cycle paths, parks, and community and sporting facilities), nurturing the natural environment, facilitating social programs and supporting City events, arts and cultural activities.

The City is dedicated to achieving this by serving the needs of the community while continuously improving its standards. This is done by understanding the community's views, needs and aspirations and then working to attain the desired results. At the same time, social, economic and environmental aspirations are all balanced accordingly.



There are many opportunities for the community to take part in the City's activities and decision-making, whether it's being active on committees and advisory groups (ranging from sustainability, arts and governance to youth and accessibility) or participating in community engagement activities and voting in Council elections.

To achieve this, we value:

- Accountability, by conducting business and all 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.



It goes without question that Nedlands is a beautiful place... and the City strives to maintain this unique character.



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 1 July 2013.

The 10-year Strategic Community Plan identified that 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 is focused on the City's infrastructure.

The 2016-17 financial year saw the substantial renewal of infrastructure throughout the City, including more than 7km of road renewed, 104 new drainage pits installed, more than 2km of footpaths renewed and nearly 1km of new footpaths constructed. The percentage of road network in good condition has increased over the past four years and now has an average condition rating of 8.1 (fair condition) with a target to reach a rating of 8.5 (good condition) over the next decade.

In hand with the City's strategic and corporate business planning, a Five-Year Capital Works Program was developed. 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 the average condition of all City assets to be at an acceptable condition rating in the future.

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

Capital Works targets and achievements

Description	Corporate Business Plan (CBP) four-year target	2015-2016 completed	2016-2017 end of year goals	2016-2017 goals achieved	Four-year goals achieved
New building projects finished	David Cruickshank completed	Completed	Allen Park Lower Pavilion completed	Allen Park Lower Pavilion completed	David Cruickshank and Allen Park Lower Pavilion completed
Square metres of natural areas path renewed ¹	Renew 2,285m ²	1,365m ²	0m ²	0m ²	1,365m ²
Square metres of greenway planted	Plant 5,860m ²	4,650m ²	1,100m ²	3,350m ²	8,200m ²
Number of trees planted ²	2,050 street/reserve trees	1,535	500	676	2,211
Metres of river wall repaired ³	281m	0m	100m	100m	100m
Square metres of carpark new or upgraded ⁴	Upgrade or build 13,240m ²	5,244m ²	400m ²	2,116m ²	6,313m ²
Number of bus shelters upgraded ⁵	16	7	2	2	9
Number of pits installed	100	106	30	104	210
Metres of footpath renewed ⁶	Renew 12,793m	4,198m	500m	2,116m	6,313m
Metres of new footpath ⁶	Build 1,223m	380m	80m	89.5m	469.5m
Number of Black Spot projects completed ⁷	8	5	2	0	5
Kilometres of road renewed ⁸	34.31km	8.46km	6.82km	7.18km	15.64km

Notes

¹ Less natural area pathways have been upgraded due to changing priorities.

² Additional capital projects were undertaken over the four-year period and funding was able to go further than originally expected.

³ The remaining 180m of the Nedlands foreshore river wall construction will be undertaken in January 2018.

⁴ 4,000m² of new or upgraded car parks is programmed for 2017-18

⁵ The tender for the replacement of all advertising bus shelters (19) will be awarded in 2017-18.

⁶ Replacement of, and new, footpaths have an increased emphasis in the latest forward Five-Year Capital Works Program, starting in the 2017-18 financial year.

⁷ One Black Spot project is progressing at the Railway Road and Gugerri Street intersection with Loch Street and two further projects programmed for the 2018-19 financial year.

⁸ Kilometres of roads renewed: administration has reviewed the life-cycle of the road asset and established a program to have the average condition of the road network to be at a "good" condition by 2030. The average condition is currently rated as "fair".



Park amenities

Allen Park redevelopment

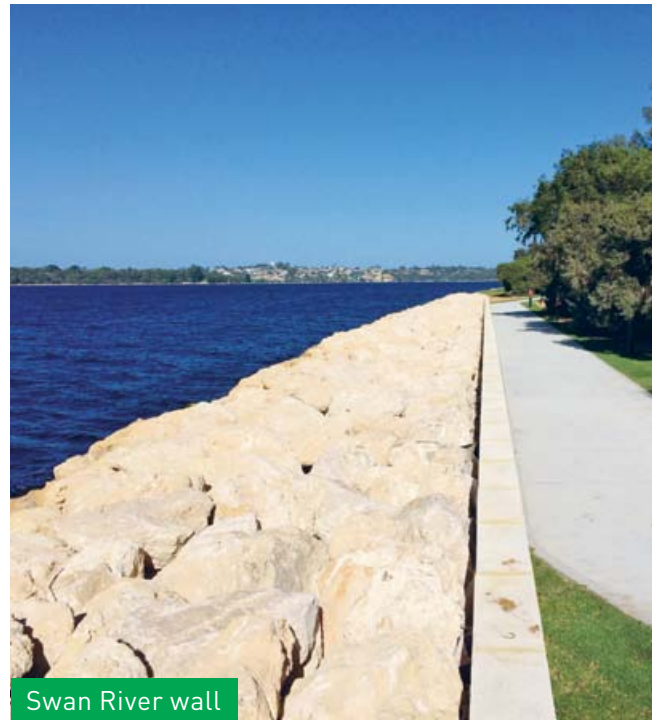
The City of Nedlands celebrated the official opening of its new \$1.2m multi-functional pavilion in Swanbourne during December 2016. The refurbished building was completed with the cooperation of long-term tenants – the Swanbourne Tigers Junior Football and Swanbourne Cricket Club – and is available for a wide range of community and sporting groups, events, meetings and activities.

The need for refurbishment was identified in both the City's Strategic Community Plan and Strategic Recreational Plan as one of five facilities marked as a priority for development. Originally built in 1963, the condition of the building had declined over the past 10 years, along with its use by community members.

The upgrade included the construction of new change rooms and an umpires' room, a universal access toilet and shower facility, kitchen with kiosk facility, new roof, additional storage and a refurbished hall with air-conditioning and covered outdoor viewing area.

The project was jointly funded with the City contributing \$910,000 from held reserve funds. The City also received a \$190,000 grant from the Department of Sport and Recreation's Community Sporting and Recreation Facilities fund. An additional \$100,000 was raised by the Swanbourne Tigers Junior Football Club and Swanbourne Cricket Club.

A sinking fund of \$28,000 per annum has been set aside to keep the new facility in first-class condition, in an ongoing partnership between Council and the junior football and cricket clubs.



Swan River wall

The Council's Strategic Plan had an original target of improving the facilities in 2019-2020. However, due to the decline in the building's condition and use, a plan to investigate an upgrade (rather than a new facility) to deliver better amenities was developed.

Progressing the importance of Allen Park to the community continued and ABV Leisure Consultancy was appointed to develop a master plan with residents and park users for the future management of the reserve.

The master plan process considers existing conservation efforts and heritage of the area, matched with the park's links to nearby beaches and its regional role as a central sporting facility in the western suburbs. The process will investigate the optimal mix of various sports at the reserve, along with the established environmental area, while balancing access to the community for casual and passive recreation purposes. This project is continuing into the 2017-18 financial year.

Nedlands foreshore

Three major projects began during the year – the construction of a new river wall between Iris Avenue and Perth Flying Squadron Yacht Club, All Abilities Play Space and the Tawarri Reception Centre redevelopment.

The City of Nedlands and Department of Parks and Wildlife started a \$1.2 million restoration project on the river wall in January 2017. Stage two will begin in January 2018, complementing the All Abilities Play Space.

The construction of a rock revetment wall was the preferred option because it provided a cost-effective, low-maintenance approach to protect and enhance the river foreshore for future generations.

While the river wall works were being undertaken, planning for the \$4 million community-driven All Abilities Play Space project at Beaton Park progressed. The park will provide an innovative state-of-the-art play facility for everyone – the largest of its kind in WA – regardless of age or ability.

The large-scale, purpose-designed project was initiated by the Rotary Clubs of Nedlands, Subiaco and West Perth with the City of Nedlands providing the site and managing construction.

Project partners also include Inclusion WA, Australia's Bridge, Lotterywest, Disability Services Commission, WA Local Government Association, Wood and Grieve Engineers, Cardno and community members, as well as private individuals who have made generous donations towards construction, inspired by the project's inclusive aims.

Award-winning landscape architect Fiona Robbé, who is part of an international group developing standards for inclusive playgrounds, designed the play space after intensive consultation with local user groups.

Some of the features will 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.

The Nedlands foreshore is also home to the Tawarri Reception Centre, built in 1957, which is approaching the end of a 21-year lease (on 30 June 2018) and the end of its functional life.

Council publicly called for expressions of interests in a land lease – submissions ranged from proposals to use the hot water under the site to create a health spa, complemented by food and beverage services, through to a replacement function centre offering a wider range of facilities.

From these submissions, tenders will be sought during the 2017-18 financial year to secure detailed proposals.

Road network improvements

The City of Nedlands' road network is one of the oldest networks in the metropolitan area with evidence of many hand-built roads from the 1800s.

Since the Council adopted the Strategic Community Plan in 2013, there has been a significant effort made

to improve the average condition of the 159km network. In the 2016-17 financial year, the City rehabilitated 7.184km of road pavement (new kerbing, drainage, asphalt surface) – the largest program ever attempted by the City in any one year and more than double the performance of the previous three years collectively.

City staff and contractors completed 21 of the 22 programmed projects within the year, representing 4.5% of the total road network.

The road network also includes laneways, which are dedicated road reserves. Council adopted a new policy in April 2017 that allows for the construction to a minimum paved and drained standard of the 10.57km of part paved or un-paved laneways in the City.

The City conducted a trial of the construction method for a recycled asphalt pavement laneway in Laxum Lane, Nedlands, in May 2017 which proved successful.

Enviro-scape master planning for the City's parks

Preparing enviro-scape master plans for the 67 parks in the City began in the 2016-17 financial year with the development of a plan for David Cruickshank Reserve.

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 plan developed aims to ensure that community needs are served at the most economic whole-of-life cost.

Age and condition of the assets, along with the initiatives identified for David Cruickshank (and other plans), will be delivered and funded over the long term through current and the forward Five-Year Capital Works Program.

2017-2027 Strategic Community Plan and Long-Term Financial Management Plan

A review of the Strategic Community Plan, to look ahead 10 years from 2017 to 2027, will be progressed in the 2017-18 financial year. A key component will be the Long-Term Financial Plan. These plans will continue to secure the City's long-term future, further build on the City's financial sustainability and provide for continuing investment in infrastructure while remaining relevant to the City of Nedlands community.

Community Engagement

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

It is intrinsic to Council to provide good governance and strong leadership to ensure 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 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.

Carrington Park



Allen Park engagement



Key initiatives

The City undertook more than 80 engagement projects in 2016-17.

There were about 7,800 visits to the online engagement hub Your Voice Nedlands with people viewing 21,000 pages. Consultation involved a range of tools that enabled people to provide information and seek feedback.

Surveys and submissions were the most popular tools with 505 completed for a variety of projects. The community sourced information by downloading documentation (1,898 downloads), key decision dates and frequently asked questions. The City also provided information sessions, public open days and direct mail-outs to inform – and invite – community participation in projects.

Overall, the top performing projects were:

- Underground power (West Hollywood)
- Local Planning Strategy
- Proposed Laws and Amendments
- Stay Updated/Community Updates.

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

The financial year also focused on further improving governance around community engagement – in particular, strategy development and procedures, templates and guidelines.

The City's participation for "engaged, informed and aware" compares favourably with other WA councils. The City achieved an engaged result of 11% to 30 June 2017 with aware visitors at 31% and informed visitors at 58%. It is noted the industry average for Australia is 4% for engaged visits.



City Infrastructure

Overview

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

The 2023 Strategic Community Planning process identified that 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 Strategic Community Plan.

The City is on track to complete most of the works identified in previous plans. The City also developed a new Five-Year Capital Works Program, which was approved by Council as part of the budget process. Major priorities for the City have been the Stirling Highway streetscape project (awarded in 2016-17 to be delivered in 2017-18), Allen Park Pavilion refurbishment, river wall rehabilitation with rock revetment and the start of works on the 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 8.1, which has improved significantly in the past four years.

Improving building infrastructure throughout the City was also a key priority. Following on from the new Adam Armstrong Pavilion at David Cruickshank Reserve, the City has upgraded the Allen Park Pavilion with new changerooms, new storage rooms, an upgraded kitchen and main function area, as well as adding new toilet facilities and a veranda extension to the building.

Road resurfacing and rehabilitation

Nearly 7.2km of the City's roads were renewed during the year, representing more than 4.5% of the total road network (159km).

The aim was to improve amenity, reduce the impact of potential flooding and improve road safety by installing roadside soak wells, which also replenish the groundwater system. The following roads were rehabilitated during the year:

- Gallop Road (Wavell Road to Bruce Street)
- Watkins Road (Victoria Avenue to end of cul-de-sac)
- Asquith Street (Mayfair Street to Rochdale Road)
- Broome Street (Carrington Street to cemetery entrance)
- Loftus Street (Carrington Street to Government Road)
- Kitchener Street (Verdun Street to Aberdare Road)
- Circe Circle (north) (intersection of School Road)
- Swansea Street (Jameson Street to Greenville Street)
- Boronia Avenue (Karella Street to Stirling Highway)
- Adelma Place (Jutland Parade to end of cul-de-sac)
- Edward Street (Bruce Street to Broadway)
- Leon Road (Victoria Avenue to Alexander Road)
- Hillway (Bruce Street to Broadway)
- Taylor Road (Princess Road to Stirling Highway)
- Nardina Crescent (Wavell Road and Viking Road)
- Lyons Street (Clement Street and North Street)
- School Road (Genesta Crescent to Circe Circle)
- Alfred Road Intersection with Nidjalla Road (traffic flow modification)
- Princess Road (Bruce Street to Broadway)
- Waroonga Road (Princess Road to Jenkins Road)
- Rockton Road (Princess Road to Stirling Highway)

Concerned about the sap leaking from the massive marri tree on our front verge, I emailed the council and got a prompt response from Andrew Dickson with an interim report on the possible reasons for this and an assurance that an arborist would examine the tree. The arborist rang me, explaining the cause of this, which is affecting other marri trees in the city (which may or not be fatal) and the actions to be taken to try to preserve the tree. Please pass on my thanks. Credit where credit is due.



Colin Latchem

Key points

The City is on track to complete works identified at this stage of the 10-Year Forward Works Plan

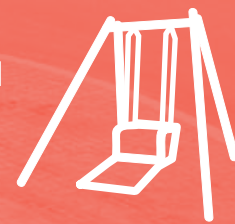
Stirling Highway streetscape project upgrades



Allen Park Pavilion refurbishment with new changerooms, toilets, storage rooms, upgraded kitchen and main function area and veranda extension

River wall rehabilitation with rock revetment wall

Work started on the All Abilities Play Space



10,000m²



Progressing new model for funding underground power



Stirling Highway

Drainage improvements and storm water management

Soak wells are important to protect road pavements against water ingress and to replenish the ground water at its source. These installations continued to be a focus with 104 new units (635m³ of soak well capacity) installed throughout the City, as part of road rehabilitation and drainage works.

Major projects included improving drainage in Strickland Street and providing gross pollutant traps in Waratah Place. The Swan River gross pollutant-trapping program will eventually result in all gross pollutants within the City's drainage system being captured before entering the Swan River.

Footpath improvement and rehabilitation

The City progressed its annual footpath improvement and replacement plan by completing the link of the section opposite Monash Avenue in Smyth Road to Loch Street from Railway Road, through to Carrington Street and the School Sports Circuit link at Challenge Stadium.

A total of 2,115m of footpath was renewed and 89m of new footpaths were constructed during the year.

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 2016-17, the City's Black Spot program progressed with the completion of pedestrian safety initiatives at the Railway Road-Gugeri Street-Loch Street intersection. This was a project built in coordination with the Town of Claremont using a \$461,000 grant from the Federal Government's Black Spot Program.

The City of Nedlands and Town of Cambridge also received a \$580,000 road improvement grant to upgrade the intersection at Brockway Road, Brookdale Street and Underwood Avenue.

The project will increase safety and reduce congestion and the overall number and severity of crashes. Pedestrian and cyclist facilities were improved, along with improving visibility, due to an upgrade to street lighting and an LED technology upgrade of the traffic signals.

I'd like to commend all your team working on the Kitchener Street road works. Your contractors carried out their work in a pleasant and professional manner. They kept us informed, making it easier for planning our daily commutes. Please pass on my thanks.

Vicki Stoddart

Key initiatives

Nedlands Foreshore River Wall

With a staged budget of \$1.2 million, the City of Nedlands and Department of Parks and Wildlife began a restoration project on the Nedlands foreshore river wall between Iris Avenue and the Perth Flying Squadron Yacht Club. More than 100m of restoration and landscaping works were completed from the Sunset Foreshore (near Iris Avenue) to the Tawarri Function Centre.

A deteriorated and aging concrete slab wall and capping was removed and replaced with limestone rock revetment. The introduction of rock revetment was a long-term design solution to provide strong and long-lasting protection against erosion by way of natural energy dissipation from the river currents and boat wash, as well as being aesthetically pleasing.

The project aims to provide a cost-effective, low-maintenance and sustainable environment to protect and enhance the river foreshore for future generations.

Planning for the second stage has begun for the next section (from Tawarri Reception Centre to the Perth Flying Squadron Yacht Club groyne), which will be constructed in January 2018 in conjunction with the All Abilities Play Space project.

Building works

The building maintenance capital works schedule included all project sizes, from minor upgrades and refurbishments to new construction.

The following projects were undertaken during the year:

- Council Administration (refurbishment of reception, meeting rooms and some office space, construction of new toilet facilities, covered areas, storage and security and car park upgrades)
- Council Works Depot (continuation of security fence replacement and signs, upgrade of office facilities)
- Nedlands Community Care (replacement of lights and fixtures using LEDs, upgrade to kitchen and toilet facilities)
- Point Resolution Childcare Centre (improvements to lighting, children's area, reception, kitchen, staff and office facilities)
- Nedlands Library (roof and gutter replacement, upgrade to staff areas)
- Mt Claremont Community Centre (restoring previous cafe for public use)
- CCTV equipment upgrades at numerous facilities across the City.
- Reconstruction and extension to Allen Park Pavilion.

All Abilities Play Space

Work on the All Abilities Play Space at Beaton Park has begun. A 10,000m² (1 hectare) playground will take advantage of the natural environment and Swan River. It is purpose-designed to cater for all ages, people with disability and their families to play together with everyone being engaged in the specialised equipment.

The first stage of this multi-staged project was to relocate the sewerage pump station and power supply to the site, which has been completed. Purchase of the play space equipment is progressing.

Underground power

The City progressed the potential provision of underground power with a project within the West Hollywood area, in partnership with Western Power.

Initially, a survey was undertaken with property owners during January-February to determine their views on the importance of installing underground power, along with their willingness to pay for the connection.

A second survey was undertaken, following the receipt of the detailed design estimate from Western Power, because the cost of the project had reduced from the previous survey due to an increased subsidy from Western Power. There was also a significant level of existing underground connection within the project area.

This project will continue into the 2017-18 financial year and has the potential to become a new model for delivering underground power to the rest of the City.

\$7.56m

total spend on road rehabilitation projects

\$0.43m

total spend on footpath rehabilitation projects

\$0.57m

total spend on drainage rehab projects

\$2.76m

total spend on building maintenance and upgrades

104

new soak wells installed



Achieved an average road network condition rating of 8.1 with a target of 8.5 in the next decade

Approximately

7.2km

of roads renewed



2,115m

footpaths renewed

89m

of new footpaths constructed

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

For more than 20 years, the City of Nedlands has strongly supported the Friends of Hollywood Reserve in their endeavour to maintain and improve this bush reserve. This support has been through the provision of native seedlings annually for planting by the friends and Hollywood Primary School students, as well as the guidance and assistance by the City's bushcare officers Vicki Shannon and Ken Okamitsu. Both are hands-on mentors.

We thank the City of Nedlands on the behalf of the many residents who pass through daily and enjoy the reserve's plant and animal life.

Friends of
Hollywood Reserve

Natural Environment

Key points

Enviro-scape master plans progressing for all **67** parks in the City



408 parks maintenance programs completed



24,000

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

18

parks capital improvement projects completed

Tender to construct All Abilities Play Space at Beaton Park awarded and construction began in the second half of 2016-17

Greenway expansion with the planting of native vegetation in the railway reserve, Point Resolution and Swanbourne coastal dunes



676

street trees planted



143

nature strip development applications assessed



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. Our 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 process.

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 will be developed with the aim of ensuring that community needs are served at the most economic whole-of-life cost.

The renewal of park assets continued with the completion of 18 capital improvement projects, in accordance with the Five-Year Capital Works Program.

The City secured development approvals and awarded the construction tender for phase one works of the All Abilities Play Space at Beaton Park. Phase one works include fencing, entrances, purchase and installation of the play equipment, landscaping and visitor facilities. Stages one and two of the four-stage project are anticipated to be delivered during the 2017-18 financial year.

The City attained the capability to deliver superior sports turf surfaces, following the acquisition of a new tractor dedicated to fine turf mowing. This followed a business case presentation demonstrating the benefits of providing improved services in this area of operations.



Environmental conservation

Greenways continued to be expanded with native vegetation planted to improve biodiversity, also allowing for the migration of wildlife throughout the City. Projects included native plantings in the railway reserve, Point Resolution and Swanbourne coastal dunes.

The City completed stage four of a project to create a green corridor along the rail reserve by planting 3,600 local provenance waterwise shrubs and ground covers.

At Point Resolution Reserve, about 6,000 seedlings were planted as part of a joint project between the City of Nedlands and Department of Parks and Wildlife with support from the Friends of Point Resolution.

A further 4,000 local provenance plant species were planted along the Swanbourne dunes with funding from the Coastwest Grants program. The Swanbourne Coastal Alliance community group partnered with the City to deliver the project.

Key initiatives

Parks Services

- Replacing overhead security lighting at Brockman Reserve.
- Replacing pump irrigation control cabinet and renewing and re-locating synthetic cricket wicket at David Cruickshank Reserve.
- Renewing gardens at Dot Bennett Park.
- Installing weather station linked to the City's irrigation central control system at Allen Park and Lawler Park.
- Re-lining the top irrigation lake on Montgomery Avenue, Mt Claremont.
- Replacing a section of dilapidated fencing on Nedlands Library grounds.
- Renewing two garden beds at Peace Memorial Rose Garden
- Upgrading playground at St Peters Square Gardens and play equipment at Leura Park.
- Installing greenway planting along a railway corridor section on Stubbs Terrace, Shenton Park.
- Refurbishing limestone and brick wall at The Marlows, Mt Claremont.
- Replacing irrigation control cabinet at Hollywood Reserve.
- Refurbishing section of river wall at Sunset Foreshore.
- Installing vertical garden and security lights at the City's Administration Building.

Environmental conservation

- Installing a bush garden at Hollywood Reserve to showcase bush tucker plants while allowing people to experience the bushland in its natural setting.
- Upgraded signs and bench seating at Hollywood Reserve.
- Installing cliff risk signs at Bishop Road Reserve, Adelma Place, Iris Avenue, Birdwood Parade, Point Resolution Reserve and Sunset Foreshore, in accordance with relevant Australian Standards and the National Aquatic and Recreational Signage Manual.
- Natural Areas Volunteer Appreciation Event held in conjunction with the Swanbourne Coastal Alliance to celebrate its 10-year anniversary.
- Ongoing bush care programs undertaken with community groups, local school groups and Conservation Volunteers Australia.
- Ongoing fire management program in bushland areas.
- Feral animal control, including feral bees, foxes, cats and rainbow lorikeets.
- Ongoing environmental weed control.

Health and Compliance



Key points

Extensive asbestos decontamination works have continued across multiple projects to address historic issues within Allen Park, Swanbourne and Shenton Reserve

Regular patrols of schools, commercial areas, and public facilities such as the Hollywood Hospital and UWA precincts

Scheme water consumption dropped by

1,312kL

compared to the previous year

Electricity consumption reduced by

38,533kW/h

A native fauna survey in Shenton Park and bushland identified feral cats were the primary predator

Cats registered

228



Overview

Environmental Health

The City is routinely involved in many aspects of public health to ensure community safety in public facilities.

This includes undertaking inspections and licensing of local events, food premises, public buildings, public aquatic facilities, hairdressing establishments and pest control to ensure all facilities comply with the *Health Act 1911*, the new *Public Health Act 2016* and *Australia New Zealand Food Standards Code*.

Environmental health activities also include responding to noise and other nuisance complaints on behalf of residents.

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 the Hollywood Hospital and UWA precincts.

In compliance with the *Cat Act 2011*, there were 228 cat registrations within the City. Since the legislation was adopted, work has been undertaken to ensure residents are informed of their responsibilities and are assisted in complying with the necessary requirements.

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. This 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

An increase in electricity consumption in the 2015-16 financial year was attributed to a bore working overtime to replenish water levels in the leaking Daran Park lakes. Emergency repair works were undertaken in July 2016 and electricity consumption dropped by 38,533 kW/h as a result.



WESROC Native Fauna and Feral Cat Project

The City of Nedlands, on behalf of WESROC (Western Suburbs Regional Organisation of Councils), undertook a survey in 2015 to ascertain the cause of predation of native fauna in Shenton Park and Swanbourne bushland. The survey identified feral cats as the primary predator in this area.

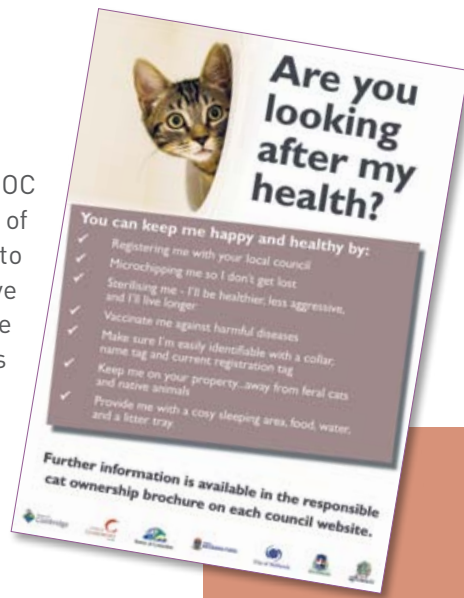
The City of Nedlands led this project on behalf of WESROC and, in 2016, began the Feral Cats Project funded by a \$12,000 State Natural Resource Management Office grant. The City's Ranger Services, in conjunction with WESROC, developed an education campaign to promote responsible cat ownership.

Western Central Local Emergency Management

City Rangers were involved in the Western Central Local Emergency Management Committee in 2016-17. The committee undertakes planning for emergencies and local government recovery with other western suburbs local governments and other agencies, including the Red Cross, WA Police and Department of Fire and Emergency Services.

Key initiatives

- Rangers coordinated the Pets at the Park event with the Towns of Claremont and Mosman Park, attracting 500-600 participants and 28 market stalls.
- Asbestos remediation was again a focus for the City. Extensive decontamination works continued across multiple projects to address historic issues within Allen Park, Swanbourne and Shenton Reserve. The City has also been developing an asbestos management plan for City assets. The Shenton Park and Allen Park plans have been completed.
- In 2016-17, the City was commended by the Water Corporation for efficiencies implemented through irrigation strategies to maximise groundwater use and conservation. Parks and reserves have been maintained to an excellent standard while using 1,254kL less than our allocated 709,300kL of groundwater during the financial year.
- The WESROC Native Plant Subsidy Scheme was a success with residents purchasing more than 2,600 seedlings. The City has achieved more than 23,500 seedling sales through this initiative since 2008.



Public building inspections



11 Food premise infringement notices



189

Public aquatic facilities inspections

33

dog attacks investigated



Total infringements for parking issues

4,192

296



Total warnings issued for parking

2,618

native plant subsidy scheme plants sold



Groundwater savings

1,254kL

less than the City's allocation





I was delighted with the result of the recent verge collection. The contractor, as with the previous verge collection, took considerable care to remove our green waste and ensure the verge was left clean and tidy. Before the day was out, the street sweeper completed the clean-up with meticulous attention to our roadside. The verge collections are an outstanding success. This should not in any way overshadow the weekly bin collection, which is efficiently and cleanly completed every week without fail. The operators display enormous patience and dexterity in working around cars, particularly in front of the shopping areas. As a ratepayer, I am satisfied that we are receiving value for money.



Dr Stephen Davis

Waste Services

Key points

The City is committed to achieving a waste diversion target of

65% by 2020

The City is a leading metropolitan local government using the three-bin system (top 3) and verge collection with a diversion rate of more than

54%

More than

80%

of residents are using the standard bin service (120L rubbish bin), contributing to lower waste generation in the City. The remaining residents utilise the upgrade service (240L rubbish bin) or super service (2 x 240L rubbish bins)

More than

22%

of residents are using the complimentary second recycle bin option



Continuous improvements in the three-bin collection service has seen no increases in the waste service charge to ratepayers for the past four years. Effectively a reduction due to CPI increases.



Overview

The City of Nedlands continues to strive to be one of WA's local governments recognised for resource recovery at the source by achieving high diversion rates and, consequently, a strong customer satisfaction outcome. In the past financial year, the City has achieved a 54% overall diversion rate, the highest so far.

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

In the City of Nedlands, 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 660 commercial recycling services are included in the City's kerbside collection system. The City also provides two combined residential bulk verge collections each year which consist of hard waste, green waste, e-waste and mattresses.

In 2016-17, the City collected 11,738 tonnes of waste, 3,436 tonnes of green waste and 2,873 tonnes of recyclable material from the both kerbside collections and bulk waste streams. 54% of combined waste was diverted from landfill and recovered, reused or recycled. By comparison, in 2015-16 the City's overall diversion was a recovery rate of 49% from landfill.

The difference has been the City's new verge bulk collection and disposal arrangements where collection from City verges was completed in four weeks, providing a 94% recovery rate from landfill.

Previously, the service took eight weeks to complete with a 48% recovery rate from landfill. Additionally, this initiative has significantly decreased the opportunity for illegal dumping, which was reflected in reduced tonnages collected – thereby creating a reduced cost for the City.

The new contract has resulted in a decrease of more than 160 tonnes of waste to landfill and a reduction in collection and disposal costs of about \$75,500, compared to the cost of the 2015-16 collection. The service has also reduced the negative impact on the appearance of verges.

In accordance with industry best practice – and to achieve the most cost-effective outcomes for ratepayers – the City continues 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. The message is to encourage waste materials to be thought of in terms of a resource to be recovered, reused and recycled wherever possible.

Graffiti and vandalism

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

- Adoption of the City's Waste Minimisation Strategy and Action Plan 2017-2020
- Implementation of new technology to recover and recycle bulk verge hard waste stream
- Reducing bulk collection timeframes from eight to four weeks
- Green waste bags, worm farms and compost bins provided at discounted rates
- Implementation of dedicated dog waste litter bins at key locations
- 48-hour graffiti removal at public spaces or areas visible from public spaces.

The City's graffiti and vandalism contract ensures all graffiti is removed within 48 hours of being reported.



Graffiti removal

Statistics



11,738 tonnes of domestic waste collected

2,853 tonnes of recyclables diverted from landfill

21 tonnes of e-waste and mattresses diverted from landfill

3,436 tonnes of green waste diverted from landfill



An increase of **5%**

on the City's overall recovery rate through bulk verge collection

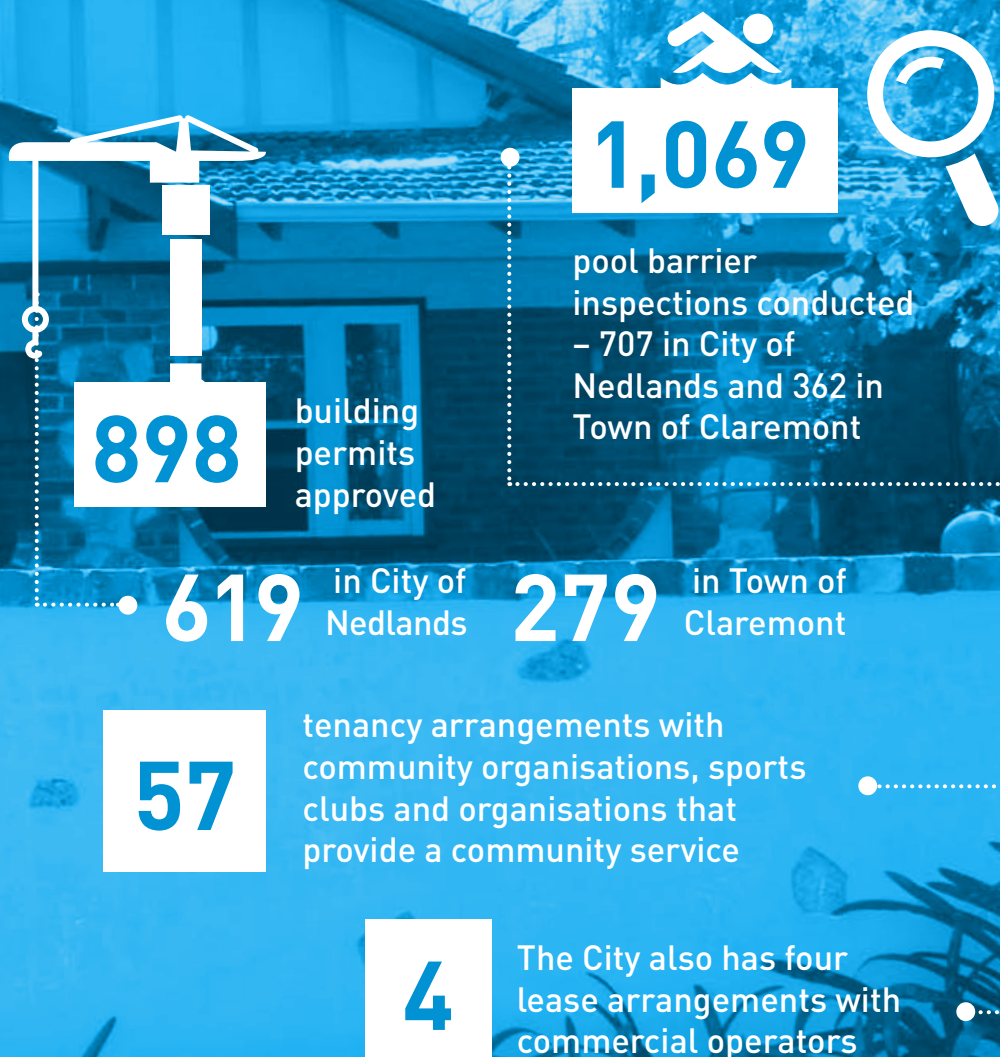
Built Environment

- Progression of new Local Planning Strategy
- Progression of new Local Planning Scheme No. 3
- Development of local development plans and policies for development within the City
- All development applications received by the City were determined within statutory timeframes (more than 50% determined within 20 days)
- Implementation of new permit application computer system
- Contract services offered and undertaken with other local governments

We received a letter of approval for the fencing of our home. May I take this opportunity to say thank you for your patience and your understanding of our situation... we are pleased to see the final result. Our kids are now safe to use the pool and are having some peace as the house is located in a busy corner and in front of a commercial premise.

Taf Berhane

Key points



Overview

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

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

These activities ensure the City continues to develop and thrive in pursuit of its vision of being easy to get around and a great place to do business. 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 councils to assist with their building functions.

Strategic planning

A new Local Planning Strategy and Local Planning Scheme were the main focus for the strategic planning team. Following a comprehensive consultation process, the draft Local Planning Strategy (a high-level comprehensive planning framework for the City) was adopted by Council and sent to the Western Australian Planning Commission (WAPC) for approval in August 2016. This was followed by the draft Local Planning Scheme No. 3, adopted by Council and presented to the WAPC in December 2016 for permission to advertise. The City is awaiting a response from the WAPC for both documents.

While waiting for a response from the WAPC, the City has continued to formulate supporting documents that will make up the remainder of the planning framework. This includes Local Development Plans and Local Planning Policies. Together with the new Local Planning Scheme No. 3, these Local Development Plans and Policies will update the built form controls for all development within the City of Nedlands.



Statutory planning

The statutory planning team focused on processing development applications to ensure timeframes were met and the community was consulted in decision-making when necessary. All development applications were processed within statutory timeframes. Of the 363 development applications the City determined, 100% were determined within the required 60 or 90-day statutory timeframes with more than 50% determined within 20 days – well under the required timeframes.

In addition, the more recently introduced “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 proved popular. There has been a significant increase in the number of checks requested and this may, in part, be due to the quick processing times of these checks, which has consistently been less than 10 days. This allows applicants to quickly and efficiently sort out any issues with their development before committing to the development or building processes.

Development compliance also formed a significant part of the statutory planning team's resources in 2016-17. 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.

The creation and implementation of a new permit application computer system was undertaken to improve efficiency and prepare the City for the acceptance of building permits through electronic lodgment.

As a requirement of the Building Commission, the City must now report on the process and activity of building permits. A new reporting structure has been incorporated into the department's new processing software that will see the City achieve direct reporting to the Commission.

The building department continued to offer contract services to other local governments to assist with some building functions, in the areas of building permit approvals, swimming pool inspections and building compliance.

Key initiatives

Building and compliance

- Creating and implementing new computer system for processing building applications, incorporating new State Government reporting requirements
- Preparing for acceptance of electronic lodgment for building applications

Planning

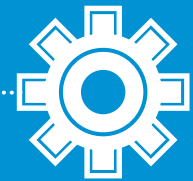
- Draft City of Nedlands Local Planning Strategy
- Draft City of Nedlands Local Planning Scheme No.3

100%

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

100%

development applications processed within 60 or 90-day statutory timeframes



new planning compliance matters completed

78

deemed-to-comply requests received

100%

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



Community Services

Key points

More than

100

people attended the Nedlands Community Care Seniors Expo

New classes, activities and events introduced for positive ageing program

2016 Roland Leach Poetry Prize was held by Nedlands Library

20,490

hours of service provided by Nedlands Community Care staff to 265 eligible community members

Successful audit of childcare services by Childcare Licensing Regulatory Unit

Nedlands Community Care has been our saviour for many years. A sick husband of 92 years of age with dementia and macular degeneration has needed care full time by me, his wife. After a HACC (Home and Community Care) report, we were introduced to all the facilities the centre offered, including lovely bus trips, beautiful meals cooked by such caring staff, trips to the movies and quiz days, as well as lots of help for domestic home visits with our lives taking on a new future. Many new friendships have been made with clients and staff – such an important part of our lives. We thank them so much.



Ailsa Farmer, right, with husband Robin

Ailsa Farmer

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 assistance, light gardening maintenance, shopping and paying bills
- Transport to medical appointments and local shopping centres, assisted by a volunteer
- The Waratah Club, which provides activities and meals at the centre, 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 engagement at a nominal cost. Activities are open to all seniors and are held at NCC and Dalkeith Hall.

Weekly activities include:

- Walking groups
- Table tennis
- Yoga for seniors
- Pilates for seniors
- Zumba Gold
- Line dancing
- Mah-jong
- A computer support cafe.

Monthly activities include outings to the local cinema followed by a meal and attending educational talks with afternoon tea included. Seniors are invited to try any activity at any time.

In the 2016 customer satisfaction survey, members felt the "Affinity Club was a valuable asset to the wellbeing of seniors, giving a true sense of community and belonging".



Point Resolution Child Care Centre

Point Resolution Child Care Centre (PRCC)

In 2016-17, 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. With a reputation as a trusted provider of care and education, PRCC was responsible for more than 120 children each week.

PRCC offers a fun and stimulating environment for children aged up to six years, where they can learn and grow during their early years.

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.

Library services

The City has two libraries: Nedlands Library on Stirling Highway and Mt Claremont Library on Montgomery Avenue. Membership stands at 9,759 members and 76% are local residents.

The library collection includes a wide range and variety of books, magazines, talking books, DVDs, CDs, local history and electronic content (eBooks, eAudiobooks and eMagazines). Over the past year, book club sets were loaned and hired out 214 times – 24 more than in the previous year – raising \$6,420 for the Nedlands Library. These sets are available for established book clubs to hire out at \$30 per set of 10 books.

The Local Studies Collection has a new window decal on its archival room. A selection of Local Studies images were carefully selected to represent the City, taking in river boundaries, Stirling Highway and through to the sea. When the City was established, the river was the first communication between the port of Fremantle and capital city of Perth. Stirling Highway is the original Perth-to-Fremantle Road and buildings along the highway reflect the development of the City. The sea also brought the first Europeans to the west coast with Swanbourne Beach one of the first landing sites.

Key initiatives

Aged care services

- Nedlands Community Care held a successful and informative Seniors Expo at Adam Armstrong Pavilion in October with more than 100 community members and other senior groups participating
- Nedlands Community Care received a 99% overall satisfaction rate from its 2016 client survey
- The Nedlands Community Care social group continued its monthly movie get-togethers with more than 35 clients.

Child care services

- Successfully passed audit checks conducted by Childcare Licensing Regulatory Unit
- Funding received from Long Day Care Professional Development Program used to provide staff training and participation in forums for professional discussion, strengthening capacity to deliver inspiring, engaging programs
- Achieved 100 satisfaction rate in annual parent survey
- Community members and families attended events including meet and greet sessions and Mother's Day, Father's Day and Grandparents Day celebrations
- Fostered strong partnerships and supported families with agencies such as Ngala and Telethon Speech and Hearing
- Renovations to PRCC's entry and reception area improved access and created areas to display information, photos and other items.

Positive ageing

- Three new exercise classes were added: tai chi, pilates for seniors and Zumba Gold.
- An iPad for seniors class was introduced, complementing weekly sessions at the computer support cafe where members improve IT skills
- New social events were introduced, including Singing The Musicals, Melbourne Cup, carols around the piano, Pancake Day, St Patrick's Day and Biggest Morning Tea
- A craft class motivated members to share skills with others, inspiring people to help a charity
- More than \$1000 was raised for Cancer Council at the Biggest Morning Tea

Library services

The library service conducted the Roland Leach Poetry Prize in 2016, a biennial competition held since 2005. It aims to promote poetry in the community by recognising and rewarding outstanding original works written by young people in WA.

The library received 1,116 entries from 95 schools across the State. The overall winner was Lewis Orr from Scotch College, a City of Nedlands resident. Poems were judged by professional writer and poet Shane McCauley, who judged the previous five competitions. Patron Roland Leach also continued his support.

Libraries conducted a biennial user survey in June 2017 and 98% of respondents were satisfied with the service overall.

99% satisfaction rating for Nedlands Community Care

Number of Affinity Club members increased by 44.6%

97% satisfaction rating with Affinity Club activities

98% satisfaction rate for library events

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



297

monthly average of people attending positive ageing activities

390

events provided at Nedlands and Mt Claremont Libraries with 4,879 people attending

5,210

new additions to the libraries in 2016-17

214

loans of library book club sets

334,360

library transactions (includes loans, returns, reservations and renewals – increase of 106,062 from last year)

105,331

visits to Nedlands and Mt Claremont Libraries



Key points

101

externally-provided events were held on City reserves and approved by the City, up from 64 in 2015-16

80%

satisfaction with the City achieved from hall users

83%

satisfaction with the City achieved from community groups and organisations

30

sporting clubs used City reserves

Community Development

It's all in the name. We talk a lot, debate a lot and eventually find solutions. Being a part of YAC (Youth Advisory Council) has helped me find my voice and engage with the community, especially due to having such a supportive leader in Community Development Officer (Youth and Children) Mel Dias. Thanks Mel.

Ella Wylynko



More than

3,850

people attended three Summer Concerts in the Park with a 96% satisfaction rating

60

people were welcomed as Australian citizens



75

young people entered the Emerge: Youth Art Awards

Tresillian Arts Centre provided

349

courses with a 95% satisfaction rating

4

community grants, valued at

\$2,233

were provided by Council for local events and street parties



12

youth grants, valued at a total of

\$3,000

were provided to local young people



Launch of the upgrade to David Cruickshank Reserve

Overview

Throughout 2016-17, the City continued to work in partnership with the local community. Celebrating and strengthening local relationships is a key role for Community Development, which is undertaken by providing a wide range of events, grants, services and activities.

A major focus for Community Development was the continued upgrading of community and sporting facilities, given that major hubs are where community connections take place.

Operating on City reserves, 30 local sporting clubs provided a wide choice of sporting options for local community members, contributing to their health and well-being. The City also assisted clubs with securing funds to upgrade their facilities.

The City again prioritised engagement with local young people by providing the Youth Advisory Committee (YAC), youth grants and youth activities.

The City's Volunteer Services made every effort to match volunteers to volunteer roles that suited and interested them. These volunteers worked both within services provided by the City as an organisation and also within the broader community. Encouraging volunteers to work in local community organisations helped to strengthen and support these groups.

The City welcomed new citizens and celebrated and strengthened local relationships at many inclusive community events.

A strong emphasis on art and culture also saw the City continue to provide the Tresillian Arts Centre, as well as the Emerge: Youth Art Awards and associated exhibition.

Community Development provides services that help strengthen the community's capacity to meet its own needs. It works in partnership with the local community in the following areas:

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

Sport and recreation

The City works in partnership with 30 local sporting clubs to offer a wide range of sporting options to the community. Recreation Services ensures that local sporting clubs have orderly and prioritised access to the City's seven major sporting reserves. As well as access to reserves, Recreation Services supports clubs in securing funding to upgrade their facilities so they meet the needs of the community, clubs and sporting codes.

Community events

More than 4,700 people attended the City's major community events, including:

- Three Summer Concerts in the Park
- Two Nedlands Going Places Tours
- The annual Anzac Day ceremony
- A Remembrance Day ceremony
- Two citizenship ceremonies.

An increasing number of people enjoyed the City's beautiful parks and reserves for their event, including those that were community-based, corporate or private (such as wedding ceremonies). The City supported the community to deliver 101 local events provided by other organisations. Examples included the Cuban Club New Year's Day event and Christ Church Run. This figure is a significant increase on 64 events in the previous year, itself a record at the time.

Youth development

Since 2013, the annual Emerge: Youth Art Awards exhibition has showcased the art work of young local people. The August 2016 exhibition attracted 75 entries with attendees expressing an 87% satisfaction level.

Twelve young local people received \$250 grants from Council's Youth Grants Fund. The fund recognises and encourages initiatives that deliver a wide range of socially-positive activities helping to contribute to the community. Examples included participating in the Methodist Ladies' College Vietnam Service Tour and attending the Gothia Cup Soccer Tournament in Sweden.

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.

Unfortunately, Splashfest, the City's annual water-based event for children, young people and families, planned for March 2017, was cancelled due to unseasonal stormy weather.

Volunteer services

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

- 147 volunteers to roles in community organisations
- 160 volunteers to roles within the City of Nedlands as an organisation.

Many of the 147 volunteers referred to community organisations went on to play a key role in those organisations, contributing to a more resilient, inclusive community. Many of these community organisations depended greatly on volunteers to deliver their services and to meet community need.

The 157 active volunteers who worked within City of Nedlands-provided programs gave their valued time to extend many of the services being delivered. This included volunteering in the libraries, community transport and bush care, as well as serving on many different committees and advisory groups.

Local businesses

The City of Nedlands hosted two business sundowners. These give local business people, City staff and Councillors an opportunity to network in a relaxed setting. Both events were well-supported by local business people and enjoyed by those who attended.

Tresillian Arts Centre

Tresillian 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. In total, 349 courses were provided with 2,310 enrolments.

Tresillian users expressed a 95% satisfaction rating with the services they received.

Key initiatives

- A comprehensive upgrade of Allen Park Pavilion was completed, jointly funded by the City, State Government's Department of Sport and Recreation, Swanbourne Tigers Junior Football Club and Swanbourne Cricket Club.
- Dalkeith Tennis Club received a \$49,024 grant from Council and was assisted to receive a matching grant from the Department of Sport and Recreation to upgrade their floodlights, supporting night tennis.
- David Cruickshank Reserve also received a significant upgrade with funds from the City as well as \$70,000 from the Department of Sport and Recreation for irrigation, \$7,320 towards the replacement of cricket practice nets (also from the Department of Sport and Recreation) and a \$5,350 grant from the Federal Government's Stronger Communities Fund.

Volunteers are important to the City. On average, each volunteer gives 8.8 hours per month, which is more than 15,000 volunteer hours per year. This represents more than \$500,000 in donated benefit to the City.



Statutory Requirements



Council
(3) ●.....

Number of meetings held

N/A

Elected members not required to attend

Elected Member Attendance

Elected Member attendance – 1 July 2016 to 30 June 2017

Elected Member	Council (11)	Special Council (4)	Committee [11]	Audit and Risk Committee (3)	Sustainable Nedlands Committee [5]	Arts Committee [2]	CEO Performance Review [1]
Mayor RMC Hipkins	10	3	8	2	4	2	1
Cr KA Smyth	11	4	11	N/A	N/A	N/A	N/A
Cr NBJ Horley	8	3	7	N/A	N/A	N/A	N/A
Cr LJ McManus	11	4	11	3	N/A	N/A	1
Cr IS Argyle	11	4	11	3	N/A	N/A	N/A
Cr SJ Porter	0	0	0	0	N/A	N/A	N/A
Cr BG Hodsdon	8	2	9	1	N/A	2	N/A
Cr TP James	9	4	9	N/A	N/A	1	1
Cr NW Shaw	10	4	8	N/A	3	N/A	N/A
Cr GAR Hay	9	3	9	0	N/A	N/A	N/A
Cr JD Wetherall	10	4	10	N/A	N/A	2	1
Cr RM Binks	9	4	11	N/A	4	N/A	N/A
Cr WRB Hassell	10	4	10	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	0
\$110 000 to \$119 999	0
\$120 000 to \$129 999	6
\$130 000 to \$139 999	5
\$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 completed a Record-Keeping Plan (RKP2010069) Review Report on 15 March 2016, which was presented to the State Records Commission on 12 August 2016.

The report provided evidence of the City's progress towards better practice record-keeping with a commitment to submit an amended plan by 31 December 2017.

Information management systems: The City is currently reviewing 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 11 valid freedom of information applications in 2016-17. Ten were finalised.

The City of Nedlands information statement is available at nedlands.wa.gov.au/access-information.

Disability Access and Inclusion Plan

The City of Nedlands' Disability Access and Inclusion Plan 2013-14 – 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 Disability Services Commission 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.

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	4
Information	2	2
Services	2	2
Complaints	0	0
Consultation	3	3
Employment	1	1

Official conduct – complaints register

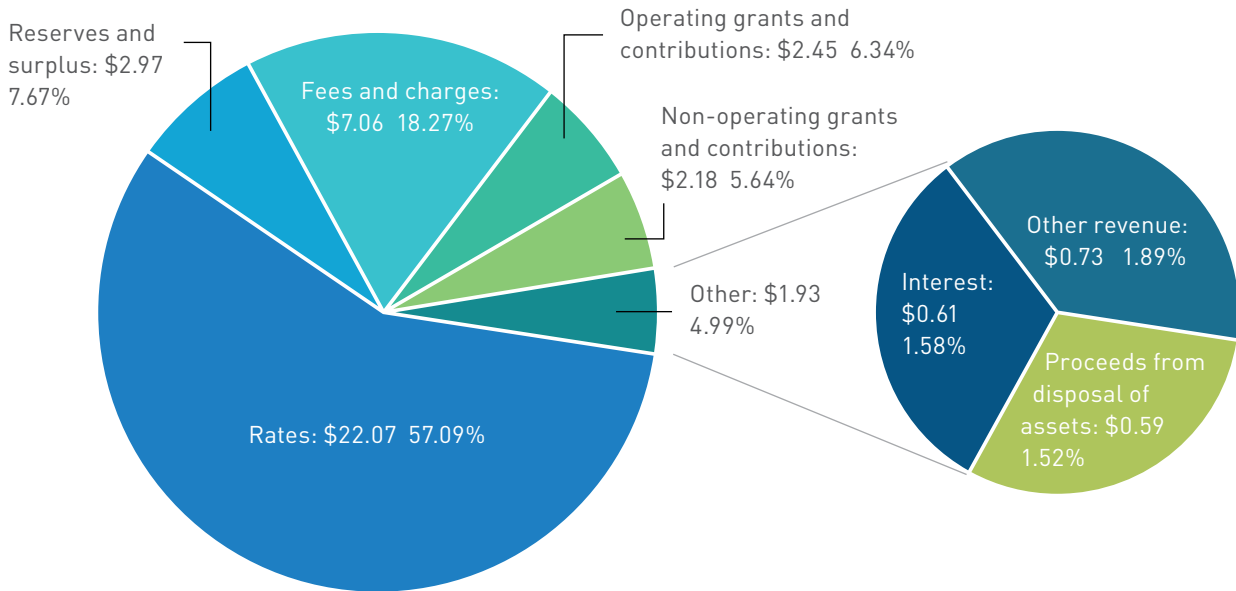
The following is a record of complaints made and referred to the Standards Panel under Section 5.121 of the *Local Government Act 1995*.

Council member complaints can be made in relation to breach of a local law relating to the conduct of meetings, improper disclosure of information, securing personal advantage or disadvantaging others, misuse of resources, involvement in administration, relations with employees, non-disclosure of interest adverse to impartiality and the acceptance of gifts.

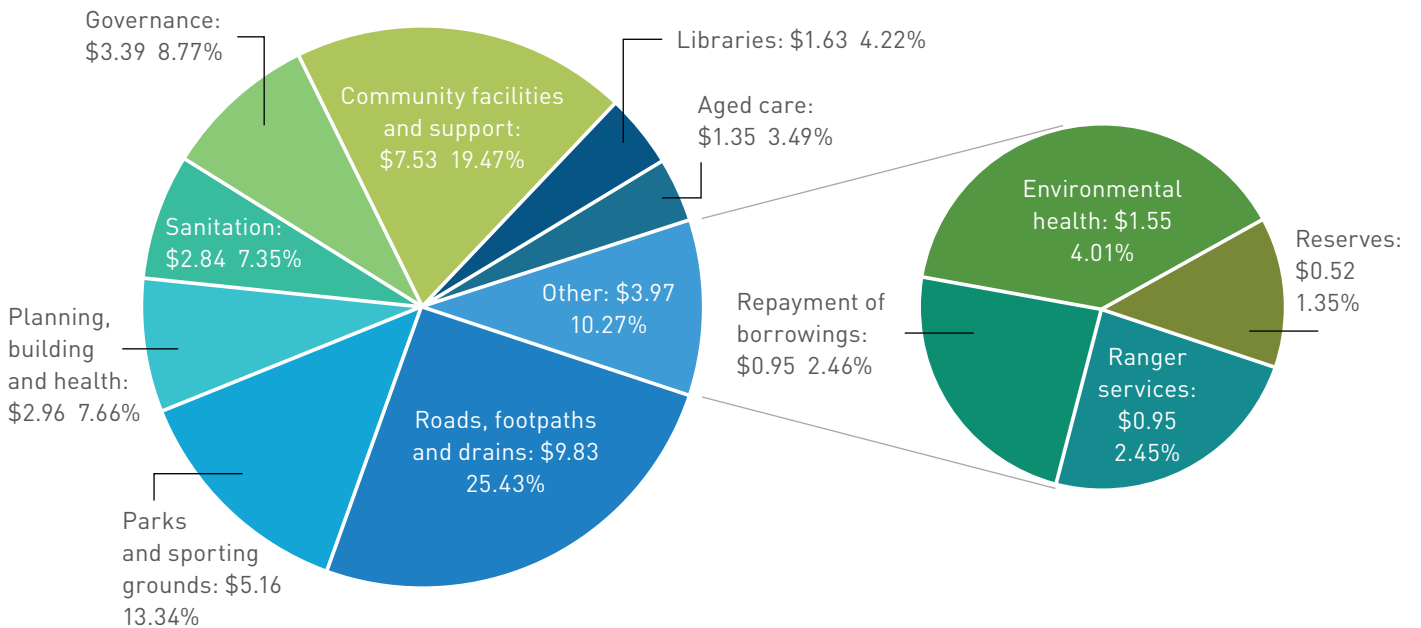
The City did not receive any complaints during the 2016-17 financial year.

Financial Highlights 2016–2017

Revenue Source (\$m) – Total \$38.66



Service Expenditure (\$m) – Total \$38.66



How each \$100 is spent





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