City of
Melville

Your guide to **what you pay** and the A-Z of **what you get**

2011 - 2012

Message from the Mayor

It gives me great pleasure to present a summary of the 2011/2012 City of Melville Budget. The 2011/2012 Budget has been prepared after careful consideration of the strategic, asset management, community and operational needs of the City.

Significant challenges were experienced in preparing the 2011/2012 Budget due to major cost increases faced in electricity (up to 29.8 per cent), gas and fuel costs along with increases in insurance costs in response to the high claims experienced in the industry due to natural disasters throughout Australia. In addition to this, the tight labour market in Western Australia has placed pressure on the cost of labour whether employed directly by the City or reflected in pricing from contractors.

In spite of these significant cost increases, the increase for the average residential ratepayer is $53 per annum or $1.02 a week. Increases in income from other sources, along with productivity improvements, have helped this result to be achieved. We believe that this increase is lower than those being adopted by other comparable Cities.

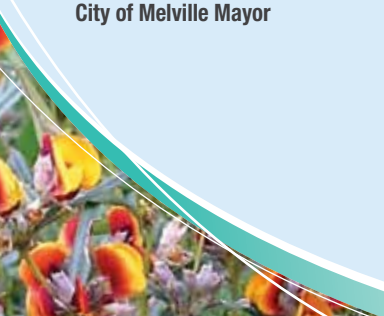
The 2011/2012 Budget maintains the City's commitment to deliver more than 200 different products and services to its community. The ongoing challenge for the City is to ensure rates are kept as low as possible, while maintaining this high level of service delivery for residents.

The amount of total capital expenditure actually funded from your rates income is $16.5 million. Total rates income is $49.3 million of which a healthy 33.4 per cent is used to fund capital expenditure.

Detailed budget documentation is available at the City of Melville Civic Centre, all City of Melville libraries, or online at **www.melvillecity.com.au**. I wish you a very happy and safe new financial year.

R A Aubrey

Russell Aubrey
City of Melville Mayor



Pay Your Rates Early to Win!

Pay your rates in full on or before the early payment date: 8 August 2011 and you could have the chance to win one of the following prizes:

Westpac

Pay your rates by the early payment date and you will automatically go into the draw to win a Westpac $3,000 Bonus Saver Account.

PLUS

Pay your rates by the early payment date, complete and return the entry form on your rate notice to any of the sponsor locations listed below, or any City of Melville location including the civic centre, libraries, recreation centres and community centres by 20 August 2011, for your chance to win one of these four great prizes!

Stockland Bull Creek Shopping Centre

$500 Shopping Spree

Cnr South St and Benningfield Rd, Bull Creek.

www.stockland.com.au/bullcreek

Stockland

Le Beau Day Spa

Couples Spa Pamper Package, valued at $500.

75 Gilbertson Rd, Kardinya.

www.day-spa-perth.com.au

Le Beau Day Spa

Matters of Taste Cooking School

Five Cooking Classes, valued at $600.

103 Harris St, Bicton.

www.mattersoftaste.com.au

MATTERS of TASTE COOKING SCHOOL

City of Melville Lifestyle Services

3 Month Premier Club Gym Memberships for You and a Friend, valued at $736.

Melville Aquatic Fitness Centre, Marmion St, Booragoon.

Melville Recreation Centre, Cnr Canning Hwy and Stock Rd, Melville.

www.melvillecity.com.au/recreation

City of Melville Lifestyle Services

To find out more about this year's rates promotion, call 1300 635 845 or visit **www.melvillecity.com.au/rates**.

* Conditions of entry: You must pay your rates in full by or on 8 August 2011 to be eligible. Entry forms must be submitted by 20 August 2011. The prize winners will be drawn at the City of Melville Civic Centre on 22 August 2011 and winners will be notified by phone. Prizes can be won by residential ratepayers only. Elected Members and staff of the City of Melville are ineligible to win prizes as a sole or part owner of any property.

Gross Rental Values – Revaluation

To calculate rates charges the Gross Rental Value (GRV) of properties is multiplied by a rate in the dollar set by Council. The GRV is the yearly income the property would be expected to generate if rented. This valuation is provided by the Valuer Generals Office and updated every three years. The 2011/2012 Rates are based on new valuations which have resulted in some significant increases in GRV across the City. On average the GRV of residential properties has increased thirty percent and commercial properties an average of twenty percent.

Rates and Charges

The amount estimated to be raised from general rates in 2011/2012 is $49.34 million compared to the forecast $46.88 million in 2010/2011. The resulting increase in total rate revenue is 4.3 per cent for residential properties and 8.65 per cent for commercial properties due to the application of new Gross Rental Values (GRV's) as advised by the Valuer General and differential rating. The overall increase in rate revenue is 5.25 per cent. If the rates in the dollar had remained the same as they were in 2010/2011 and were applied to the new values then the rate yield (the total amount of rates raised by the City) would have been $59.5 million, an increase of $12.9 million or 27.7 per cent. As an increase in rate revenue of this size is not required to fund the operations of the City, reductions to the rates in the dollar have been made accordingly.

Specific rates and service charges are as follows:

Improved Residential Land	**2011/12**	**2010/11**
Rate in the dollar of GRV	4.8455 cents	6.1195 cents
Minimum rates	$625.50	$600.00
Unimproved Residential Land		
Rate in the dollar of GRV	6.10665 cents	4.8956 cents
Minimum rates	$625.50	$610.00
All Commercial/Industrial Land		
Rate in the dollar of GRV	5.572325 cents	6.4255 cents
Minimum Rates	$720.00	$630.00
Specified Area Rate for properties falling within the boundaries of the Attadale South Underground Power Project - Rate in dollar of GRV	3.72 cents	13.30 cents

South Attadale Underground Power Scheme Service Charges

Properties included in the South Attadale Underground Power Scheme shall be charged in accordance with the following scale of fees in conjunction with the Specified Area Rate detailed previously. This service charge will be levied on properties which require a new connection to be installed.

- Service Charge, single residential property: $650.00
- Service Charge, multi unit property up to 4 units: $650.00
- Service Charge, multi unit property, 5 to 15 units: $325.00
- Service Charge, multi unit property 16 or more units: $162.50
- Service Modification Charge, single residential property: $325.00
- Service Modification Charge, multi unit property up to 4 units: $325.00
- Service Modification Charge, multi unit property, 5 to 15 units: $162.50
- Service Modification Charge, multi unit property 16 or more units: $81.25

	2011/12	**2010/11**
Property Surveillance and Security Service Charge	$48.50	$48.50

Other levies and charges appearing on Rate Notices

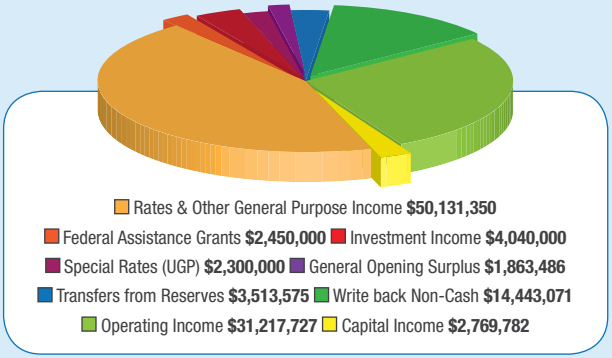
Waste	$374.00	$360.00
Waste (Eligible Pensioners Net of $40.00 concession)	$334.00	$320.00
Swimming Pool Inspection Fee	$27.00	$25.60

For details of other City of Melville fees and charges that may be applied please refer to the Schedule of Fees and Charges, a copy of which can be found on the City's website at **www.melvillecity.com.au**.

State Government Emergency Services Levy

In the May 2011 State Government Budget it was announced that the State Government's Emergency Services Levy (ESL), which is used to fund the State Fire and Emergency Services Agency (FESA), will be 1.14 cents in the $ of GRV compared to 1.45 cents in the previous year. This decrease in the rate in the dollar is offset by an average total increase in the GRV of 28.3 per cent following the 2011 property revaluation. This levy is a State Government charge and is required to be collected on behalf of FESA by all Western Australian Local Government Authorities. The overall amount of levy that will be raised from City of Melville property owners and remitted to FESA, will be approximately $10.08 million. This is $180,000 (1.79 per cent) higher than the actual amount raised in 2010 /2011.

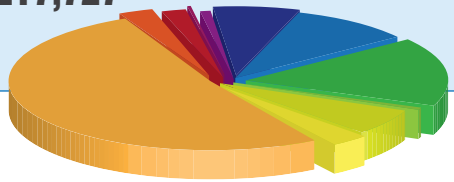
Where does the money come from?



2011/2012 Operating Income

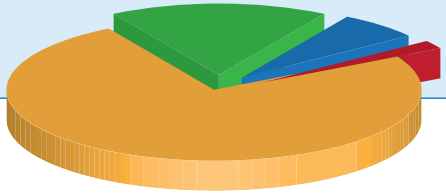
In 2011/2012, the City of Melville will generate $31.22 million in operating revenue other than rates.

$31,217,727



Waste Services **$16,330,110** Other Operating Revenue **$866,934**
Self Supporting Loans **$543,790** Grants - Operating **$129,990**
Subsidies, Donations & Contributions **$57,622** Planning & Building Services **$2,122,100**
Security, Rangers & Compliance **$3,069,325** Recreation Services **$5,061,229**
Health Services **$185,360** Lease Management **$1,902,643**
Parks & Works **$948,624**

Where does the money go?

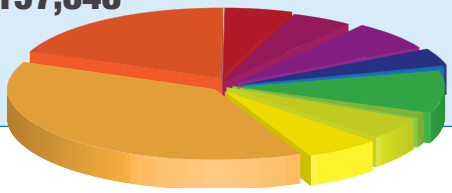


Operating Expenditure **$84,157,848**
Capital Expenditure **$19,326,717** Transfers to Reserves **$6,944,426**
UGP [Underground Power] Cash Calls **$2,300,000**

2011/2012 Operating Expenditure

The breakdown of the City of Melville's operating expenditure for the 2011/2012 financial year is shown below.

$84,157,848



Technical Services **$32,060,121** Waste Services **$15,886,880**
Planning & Building Services **$4,586,011**
Neighbourhood Amenity **$3,853,488** Governance **$5,788,529**
Customer & Corporate Services **$3,174,194** Self Supporting Loans **$543,790**
Recreation Services **$8,078,172** Health Services **$1,237,380**
Library Services **$4,108,822** Community Development **$4,840,461**

What are my payment options?

Pensioner Rates

If you hold a current seniors/pensioners or other rate concession card you may be eligible for a concessional rebate on your rates.

Payment by instalments

Payment is available by an instalment plan made up of four instalments and incurs an administration fee of $16.00 per annum, plus interest at a nominal 4 per cent per annum.

Payment by Direct Debit

A Direct Debit facility is available. This allows you to make arrangements for an automatic periodic deduction from your bank account.

Interest

Payment by instalments will incur a nominal interest charge of four per cent. Late payment penalty interest will be levied at the statutory maximum rate of 11 per cent where payment in full or the first instalment is not received within 35 days of the specified date, or if any subsequent instalments are not paid by the respective due dates.

Where property owners have made arrangements to pay underground power and streetscape service charges or specified rates over the three year payment period that is offered for these types of charges, an interest rate of 5.5 per cent will be charged. Amounts outstanding after three years will be charged at the late payment penalty interest rate.

Recovery action for unpaid rates and charges will be placed in the hands of the City of Melville appointed debt collection contractors and the costs recovered from defaulting ratepayers. A Legal Action Administration fee of $100.00 will be levied on overdue accounts that require debt recovery action through the courts.

Payment Difficulties

Should you be experiencing financial difficulties, alternative payment arrangements of your rates may be made with the City of Melville by contacting our friendly Revenue Team on phone 9364 0114 or by email **melinfo@melville.wa.gov.au**

We strongly encourage those who have difficulties in meeting their payments to make contact with our Revenue Team as early as possible.

The City of Melville also provides a financial counselling service. This service is available from 9.30am to 1.00pm Monday, Tuesday, Wednesday and Friday by calling 9364 0661.

Notes

Loan Indebtedness

The total principal amount owing by the City of Melville

at 30 June 2011 is forecast to be $4,017,488

at 30 June 2012 is forecast to be $3,733,923

This amount is directly related to self supporting loans to various community groups and the cost of servicing the debt is wholly met by these groups. The City of Melville is effectively the guarantor for these loans.

As a member of the Southern Metropolitan Regional Council (SMRC), the City of Melville acts as a guarantor in respect of part of the loan liability of the SMRC. At 30 June 2011 this amounts to $16,135,127 ($17,713,020 as at 30 June 2010).

Objects and Reasons for Rates

The overall objective of the rates and charges in the 2011/2012 Budget is to provide for the net funding requirements of the City of Melville's various programs as outlined in the annual budget.

The change in the GRV's means that a comparison of the Rate in the $ from 10/11 and 11/12 is not meaningful. However, the rates yield for 2011/2012 reflects a 4.3 per cent increase in the rate yield from residential improved properties. Growth in the number of rateable properties has ensured that the rate increase for each ratepayer has been kept to a minimum. A differential rate has also been applied to commercial properties. Full details of the objects and reasons for rates may be found on the City's website www.melvillecity.com.au.

Rates, Charges and Discounts

All Improved Residential Land

Incorporates General Residential, Duplex, Multi-Unit, Strata properties and Homeswest properties.

Rates in the dollar on Gross Rental Values with a minimum rate of $625.50 ($600.00 in 2010/2011) per lot, location or other piece of land

2011/2012	2010/2011
4.8455 cents	6.1195 cents

All Commercial/Industrial Land

The differential rate in the dollar and minimum rate for all commercial/industrial land is equal to that set for Residential Improved land plus 15 per cent. Commercial premises generate higher volumes of pedestrian and traffic movements than residential properties and this results in increased road and streetscapes maintenance requirements, increased litter collection and disposal, additional on-street parking needs and the requirement to install additional traffic treatments.

Rates in the dollar on Gross Rental Values with a minimum rate of $720.00 ($630.00 in 2010/2011) per lot, location or other piece of land

2011/2012	2010/2011
5.572325 cents	6.4255 cents

Unimproved Residential Land

The differential rate in the dollar for unimproved residential land is 26 per cent higher than the rate in the dollar for improved residential land. The positive differential rate is proposed in order to offset the impact of the 2011 Gross Rental Valuations which, following changes to the Valuation of Land Regulations, have seen a significant decrease in the GRV's assigned to residential unimproved land by the Valuer General's Office. The differential rate will ensure that the benefits of the decreased GRV's are passed on to the owners of Residential Unimproved Land, while maintaining an acceptable level of contribution toward the provision of Council's goods and services.

Rates in the dollar on Gross Rental Values with a minimum rate of $625.50 ($610.00 in 2010/2011) per lot, location or other piece of land

2011/12	2010/11
6.10665 cents	4.8956 cents

Waste Charges

Residential Properties

Includes a weekly kerbside domestic waste collection, fortnightly recycling collection of a City of Melville approved bin and four verge waste collections

	2011/12	2010/11
Annual charge per service	$374.00	$360.00
Eligible pensioners	$334.00	$320.00

Note: A concession of $40.00 applies to pensioners who are eligible for the 50 per cent pensioner rebate on their rates provided that payment is made in full by 30 June 2012.

Commercial and Non Rateable Properties

Commercial and Non-rateable properties provided with waste service

2011/12	2010/11
$500.00	$488.25

Includes one standard removal and disposal of one City of Melville approved waste bin per week.

Swimming Pool Inspection Fee

State Government legislation requires that all private swimming pool enclosures be inspected at least every four years.

	2011/2012	2010/2011
Service fee per annum (inclusive of GST) for each registered pool enclosure	$27.00	$25.60

This annual fee is set so as to recover the cost of all inspections over a four-year inspection cycle. If the fee remained constant at this level over four years, the total inspection cost per pool would be $108.00 for the four years.

Where does the money go?

1	Waste	18.80%
2	Road Works	2.01%
3	Infrastructure	12.00%
4	Parks, Streetscapes & Environmental	23.80%
5	Corporate Governance	10.84%
6	Public Health	1.46%

7	Community Development	5.61%
8	Customer Administration	1.42%
9	Library	4.84%
10	Planning & Building	5.21%
11	Rangers & Security	4.45%
12	Recreation	9.56%

A - Z

City of Melville Services

We provide more than 200 products and services that all contribute towards making the City of Melville a safer and more desirable place to live.

These products and services are provided to you as a result of your annual rates bill for around the same price as your annual water and sewerage bill.

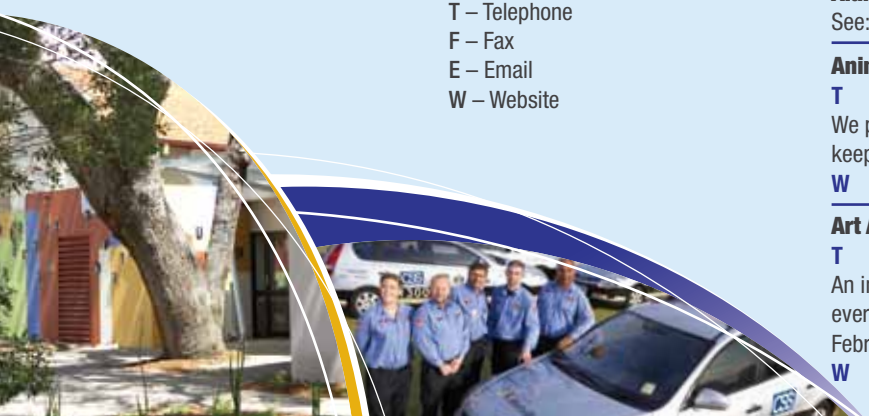
As one of Western Australia's largest local governments, we strive to provide these services at a consistently high standard, for the ease and convenience of you, our residents.

The majority of the 200 products and services we provide are externally focussed and are visible to the community. However, there are also a number of services, that support the delivery of these externally focussed services, that all come together to help us run an efficient and effective local government for the benefit of the community.

To help you gain a better understanding of the broad range of products and services delivered by the City, and to make it easier for you to find contact details for them, we have compiled this A-Z services directory to list those products and services that we thought may be of most interest to you.

For more information on the City's products and services or to view an online version of this brochure, please visit **www.melvillecity.com.au/a-z.**

Key:
T – Telephone
F – Fax
E – Email
W – Website



A

Abandoned Vehicles
T 1300 635 845
Report an abandoned vehicle.
E rangers@melville.wa.gov.au
W www.melvillecity.com.au/rangers

Access and Inclusion
T 1300 635 845
We provide and facilitate support and advocacy for residents who require assistance with access and inclusion. We also provide a range of our publications and information in alternative formats on request.
F (08) 9364 0285
W www.melvillecity.com.au/access
National Relay Service (hearing/speech impaired)
T 133 677 (TTY) 1300 555 727 (speech relay)
W www.relayservice.com.au

Activelink
T 9364 0655
Available to residents who have a disability, are Indigenous or from culturally and linguistically diverse backgrounds who are experiencing barriers to participation in sport or recreational activities.
E activelink@melville.wa.gov.au

After Hours Customer Service
T 1300 635 845

Air Quality Management
The City of Melville provide information and investigations relating to wood smoke, odour, tobacco smoke, air handling systems and mould.
W www.melvillecity.com.au/healthservices

Alarm Response
See: Community Safety Service (CSS)

Animal Control
T 1300 635 845
We provide information and certain investigations relating to the keeping of animals and pest control.
W www.melvillecity.com.au/healthservices

Art Awards
T 1300 635 845
An impressive collection of almost 300 artworks is showcased every year to the public. Entries for the Art Awards are called for in February each year.
W www.melvillecity.com.au/arts

Art Collection
T 1300 635 845
The City supports local and Western Australian artists by acquiring artworks for its art collection. These works are housed on the second floor of the City of Melville Civic Centre, 10 Almondbury Road, Booragoon and can be viewed Monday to Friday from 8.30am to 5.00pm. The City's art collection can be also viewed online.
W www.melvillecity.com.au/arts

Art Exhibitions
See: Museums and Galleries

B

Better Beginnings Literacy Program
See: Libraries

Bins and Bin Hire
See: Waste Collection

Black and Grey Water System Approval
T 1300 635 845
Contact us for more information, criteria or an application pack for approval of black and grey water systems.
F (08) 9364 0285
W www.melvillecity.com.au/greywater

Building Applications and Approvals
T 1300 635 845
We can help you to track your planning and building application with our easy online Customer Service Centre.
W www.melvillecity.com.au/customerservice
W www.melvillecity.com.au/planningandbuilding

Building Approval and Classification Certificates
See: Building Control (below)

Building Control
T 1300 635 845
Contact our Building Services Team for more information on building controls.
F (08) 9364 0285

Building Maintenance
T 1300 635 845
Building maintenance requests for City of Melville buildings, including community centres, libraries and public toilets, can also be notified online via our Customer Service Centre.
W www.melvillecity.com.au/customerservice

C

Careers
See: Job Vacancies

Car Parks
See: Parking

Chaplaincy Service
We support YouthCARE's Chaplaincy in State Schools program which sees chaplains placed within public schools in the City of Melville. To find out more contact YouthCARE or your local school.
W www.youthcare.org.au

Children's Programs
T 1300 635 845
We offer a number of children's programs through our libraries and recreation centres including Storytime, Book Week activities and holiday programs. To find out more contact your local library or recreation centre.
See: Libraries, Recreation Centres

Citizenship Ceremonies
T 1300 635 845
We hold monthly Citizenship Ceremonies for all eligible residents.
W www.melvillecity.com.au/citizenship

Civil Construction and Maintenance
See: Works

Communications
T 1300 635 845
Contact us for copies of the community newsletter *Mosaic* or other City of Melville publications.
E marketing@melville.wa.gov.au

Community Art
T 1300 635 845
Find out about the range of community art projects that we offer to give you the opportunity to get involved.
W www.melvillecity.com.au/arts

Community Centres
Our Community Centres aim to become community hubs, promoting a sense of belonging and community spirit. Our centres connect the community by offering a variety of vibrant, inclusive, community based activities and programs.

Bull Creek Community Centre
T 9364 0148
F (08) 9364 0285
W www.melvillecity.com.au/bullcreekcommunitycentre
A Leichhardt Street, Bull Creek WA 6149

Willagee Community Centre
T 9364 0848
F (08) 9364 0285
W www.melvillecity.com.au/willageecommunitycentre
A Cnr Archibald Street and Winnacott Street, Willagee WA 6156

Community Engagement
T 1300 635 845
Community Engagement aims to involve the community in decision making processes which are critical to the successful development and deployment of our policies and decisions.
W www.melvillecity.com.au/werelistening
W http://werelisteningmelville.com.au

Community First International (previously HAAC Services)
T 9591 5500
Community First International provides support to people whose age, cultural background or disability means they need assistance. The range of programs includes culturally specific group activities and Meals on Wheels.
E info@cfi.net.au
F (08) 9591 5588
W www.cfi.net.au

Community Information Centre
T 9364 9083
You can find a range of information and a Justice of the Peace (JP) service at the Community Information Centre. The JP Service operates Monday to Friday from 10.00am to 1.00pm.
A Shop 91 Garden City Shopping Centre, Riseley Street, Booragoon WA 6154

Community Partnership Funding
T 1300 635 845
The Community Partnership Funding program offers different levels of funding throughout the year for programs, events and activities that benefit the City of Melville community.
F (08) 9364 0285
W www.melvillecity.com.au/grants

Community Planning Scheme
See: Local Planning Scheme

Community Recreation
T 1300 635 845
We liaise with over 120 community sport and recreation groups and clubs within the City of Melville to ensure our top class facilities and services allow residents and the community to participate in community recreation.
E community.recreation@melville.wa.gov.au
W www.melvillecity.com.au/communityrecreation

Community Safety Service (CSS)
T 1300 653 643
The Community Safety Service (CSS) is a highly visible patrol service that acts as extra eyes and ears for the community and the police. You can contact us 24-hours a day, seven days a week for advice and assistance.
E security@melville.wa.gov.au
W www.melvillecity.com.au/safermelville

Community Transport
T 1300 635 845
We can provide information for residents on transport through Melville Cares, Volunteer Task Force and Volunteer Home Support, and Hospital transport through Royal Perth Volunteer Transport. Community Groups can book City of Melville Community buses through Melville Cares.
See: Community First International

Complaints, Compliments and Suggestions
T 1300 635 845
Complaints, compliments and suggestions can be dealt with quickly and efficiently through our Online Customer Service Centre or by contacting our Customer Service Team.
W www.melvillecity.com.au/customerservice

Computer Classes
T 9364 0848
Willagee Community Centre has beginners, intermediate and advanced classes as well as digital camera classes. Contact the Willagee Community Centre for more information.
Also see: Senior Citizen Centres – Southern Districts Senior Citizens Centre

Contaminated Site Monitoring
See: Health Services

Council/Committee Meetings
See: Meetings

Councillors
See: Elected Members

Court and Room Hire
See: Recreation Centres

Crèche Services
We have Crèche facilities available at Melville Recreation Centre and Melville Aquatic Fitness Centre. Contact us for more information and opening hours.
W www.melvillecity.com.au/creche

Melville Recreation Centre
T 9364 0808
A Cnr Stock Road and Canning Highway, Melville WA 6156

Melville Aquatic and Fitness Centre
T 9364 0823
A Marmion Street, Booragoon WA 6156

Crime Prevention
See: Community Safety Service (CSS), Safer Melville

Crossover Construction
See: Works

Customer Enquiries
T 1300 635 845
Call us or visit our Online Customer Service Centre for all general enquiries or if you are unsure of which service to call.
E melinfo@melville.wa.gov.au
W www.melvillecity.com.au/customerservice

D

Demolition Licences
See: Building Control

Disability Access and Inclusion Planning
See: Access and Inclusion

Dogs
T 1300 635 845
Contact us to find out everything you need-to-know about dogs in the City of Melville including restricted areas, registrations, dog attacks and barking dogs.
E rangers@melville.wa.gov.au
W www.melvillecity.com.au/yourdog

Dog Pound
T 9364 0760
Find out about lost or abandoned dogs currently located in the pound.
W www.melvillecity.com.au/lostdogs
A 13 Bramanti Road, Murdoch WA 6150

Drainage Maintenance
See: Works

E

Ecological Sustainability
T 1300 635 845
Ecological sustainability is about achieving economic, social and cultural growth without irreversibly exhausting the ecological systems supporting that growth. Contact us or visit our website to find out more about our sustainability efforts.
W www.melvillecity.com.au/environment

Elected Members
T 1300 635 845
Want to get in touch with your local Councillor or another Elected Member? We can help.
W www.melvillecity.com.au/electedmembers

Elections
T 1300 635 845
Local government elections are held every two years on the third Saturday of October.
Residents eligible to vote in State elections will be included in the Residents Roll for Local Government Elections. Owners and occupiers should make an application to be included on the roll by contacting the Governance section.
W www.melvillecity.com.au/elections

Emergency Relief and Counselling
T 1300 635 845
A Financial Counsellor is available to advise and if eligible, provide emergency relief for City of Melville residents. Contact us for more information or to make an appointment.

Emergency Management
T 1300 635 845
The Emergency Management Act empowers local government to make emergency management arrangements on behalf of the community.

Employment
See: Job Vacancies

ENews
T 1300 635 845
If you want to stay in touch with the City's latest new and events, make sure you subscribe to eNews, sent out fortnightly.
W www.melvillecity. com.au/enews

Engineering and Design Services
T 1300 635 845
Contact our Engineering and Design Team to enquire about pavement management, urban and environmental drain design, strategic transport management, blackspot funding and playground audits.
F (08) 9364 0285

English Classes
T 1300 635 845
Three different classes offered to migrants. Weekly classes to suit all levels: Beginner, Intermediate Conversation and Grammar.
W www.melvillecity.com.au/socialenglish

Environmental Education Programs
See: Piney Lakes Environmental Education Centre

Environmental Health
See: Health Services

Environmental Services
T 1300 635 845
Our Environmental Services Team has the role of managing ecological sustainability and natural resource management. This includes responsibility for bush, wetland and foreshore areas covering aspects such as, weed control, trees, biodiversity and feral wildlife control.
F (08) 9364 0285
W www.melvillecity.com.au/environment

Events
T 1300 635 845
We have a range of events happening in the City of Melville each month. View a list of City of Melville and community events on our website or in the calendar of events in community magazine *Mosaic*.
W www.melvillecity.com.au/events

Event Bookings
T 1300 635 845
Find out about event bookings for parks, public buildings and active reserves throughout the city.
W www.melvillecity.com.au/customerservice

F

Facilities
T 1300 635 845
We have a range of facilities for hire throughout our recreation centres, libraries, Piney Lakes Environmental Education Centre, community centres and the Civic Centre to fit your purpose.
See: Libraries, Piney Lakes Environmental Education Centre, Recreation Centres, Community Services

Fencing Applications
See: Building Control

Feral Wildlife Control
See: Environmental Services

Fines
See: Ranger Services

Food Safety
T 1300 635 845
We aim to ensure the health and safety of residents by managing hygiene standards of food handlers within the City by conducting food hygiene audits, sampling programs, safety and hygiene education and new premise approvals.
F (08) 9364 0285
W www.melvillecity.com.au/foodsafety

Foreign Language Resource and Learning Centre
T 9364 0150
We have a range of foreign language resources including books and audio at our Bull Creek Library, as well as some additional resources at a number of our other libraries. Contact us to find out more.
E bullcreek.library@melville.wa.gov.au
A 24 Leichhardt Street, Bull Creek WA 6149

Foreshore Rehabilitation
See: Environmental Services

Freedom of Information
T 1300 635 845
You have a right to access information held by the council under the Freedom of Information Act. You can find out more about the Act on our website.
W www.melvillecity.com.au/foi

Friends of Groups (Environmental)
T 1300 635 845
We have more than 100 volunteers from the local area who work in collaboration with us to help undertake work in the City's lovely bushland, wetland and river foreshore reserves. Visit our website to find out more.
W www.melvillecity.com.au/environment

Friendship Programs/Sister Cities
T 1300 635 845
We have formal friendship arrangements with the Shire of Quairading (WA), City of Takarazuka (Japan) and Lete Foho and Hatolia in East Timor. Visit our website to find out more.
W www.melvillecity.com.au/friendshipprograms

G

Graffiti Removal Hotline
T 1800 626 119 (Free Call)
We remove all reported graffiti from public and private property in line with State Government removal charters. You can report any graffiti in your area online or on our graffiti hotline.
W www.melvillecity.com.au/customerservice
W www.melvillecity.com.au/graffiti

Grants
T 1300 635 845
We offer a number of grants that aim to encourage and develop local community projects, to support community groups that make a positive contribution to community and cultural life in the City of Melville.
W www.melvillecity.com.au/grants

Grey Water
See: Black and Grey Water System Approvals

Group Fitness Programs
T 9364 0800
The City of Melville's group fitness and wellness programs run at each of our recreation centres and offer over 150 classes a week across our recreation facilities, including the well known Les Mills classes.
W www.melvillecity.com.au/groupfitness
See: Recreation Centres

Gymbakids
T 9364 0808
Gymbakids is an award winning movement program for young children aged six months to four years of age offered at Melville Recreation Centre.
E melrec@melville.wa.gov.au
W www.melvillecity.com.au/gymbakids
A Cnr Canning Highway and Stock Road, Melville WA 6156

Gym Facilities
See: Recreation Centres

H

Hairdressing Establishment Assessment
We provide information, process applications and conduct assessments relating to hairdressing establishments.
W www.melvillecity.com.au/healthservices

Hazardous Materials
See: Health Services

Health Clubs
See: Recreation Centres

Health Services
T 1300 635 845
The City of Melville provide Health Services that cover the assessment, correction, control and prevention of environmental factors that can adversely affect health and also considers ways to improve human health to ensure a cleaner and safer City.
W www.melvillecity.com.au/healthservices

Health and Wellbeing
T 1300 635 845
There are lots of opportunities to enhance your health and wellbeing within the City of Melville. You can read more about our services and information to support a healthy lifestyle online.
W www.melvillecity.com.au/community/health-well-being

Hearing Impaired
See: Access and Inclusion

Holiday Watch Service
See: Community Safety Service (CSS)

Home Occupation Applications
See: Planning Services

I

Illegal Dumping
See: Ranger Services

Illegal Structure Investigation
See: Planning Services

Immunisations
The City of Melville conducts a monthly childhood immunisation program and an annual senior flu vaccination program for the prevention of communicable diseases.
W www.melvillecity.com.au/healthservices

Insurance Claims
T 1300 635 845
If you have an insurance claim that involves the City of Melville or are enquiring about making a claim our Risk Services team can help.

J

Job Vacancies
T 1300 635 845
The City of Melville is a vibrant and dynamic organisation dedicated to employing the best people to ensure synergy, growth and excellence in everything we do. You can view our current employment opportunities online.
F (08) 9364 0285
E jobs@melville.wa.gov.au
W www.melvillecity.com.au/jobs

L

Landscape Construction
See: Parks and Gardens

Learn to Swim Programs
T 9364 0823
We offer a large range of swimming programs at Melville Aquatic Fitness Centre for infants through to advanced swimmers.
We also offer specialist programs for adults and children with special needs.
E swimschool@melville.wa.gov.au
W www.melvillecity.com.au/recreation
A Marmion Street, Booragoon WA 6156

Leisure Centres
See: Recreation Centres

Libraries

AH Bracks Library
T 9364 0115
F (08) 9364 0285
E ahbracks@melville.wa.gov.au
W www.melvillecity.com.au/libraries
A Cnr Canning Highway and Stock Road, Melville WA 6156

Bull Creek Library
T 9364 0150
F (08) 9364 0285
E bullcreek.library@melville.wa.gov.au
W www.melvillecity.com.au/libraries
A 24 Leichhardt Street, Bull Creek WA 6149

Canning Bridge Library Lounge
T 9364 0121
F (08) 9364 0285
E canningbridge.library@melville.wa.gov.au
W www.melvillecity.com.au/libraries
A 2 Kintail Road, Applecross WA 6153

Civic Square Library
T 9364 0138
F (08) 9364 0285
W www.melvillecity.com.au/libraries
A Almondbury Road, Booragoon WA 6154

Willagee Library
T 9364 0170
F (08) 9364 0285
E willagee.library@melville.wa.gov.au
W www.melvillecity.com.au/libraries
A Winnacott Street, Willagee WA 6156

Lifestyle Servics
See: Recreation Centres

Liquor Licensing
See: Health Services, Planning Services

Littering
See: Ranger Services

Local History
T 1300 635 845
We provide a local history service for anyone wanting to find out more about the history of the City of Melville.
F (08) 9364 0285
E localhistory@melville.wa.gov.au
W www.melvillecity.com.au/museumsandlocalhistory

Local Planning Scheme
T 1300 635 845
The Local Planning Scheme, also known as the Community Planning Scheme No.5, aims to improve the living standards, welfare and quality of life of residents within the City of Melville. A full copy of the scheme text and zoning information is available online.
W www.melvillecity.com.au/cps

M

Meals on Wheels
See: Community First International

Meetings
T 1300 635 845
Members of the public are welcome to attend the Ordinary Meeting of Council, the Agenda Briefing Forum and any Special Meeting of Council. The Ordinary Meeting of Council is held on the third Tuesday of each month apart from January and the Agenda Briefing Forum occurs on the first Tuesday of each month apart from January.
W www.melvillecity.com.au/councilmeetings

Melville Cockburn Chamber of Commerce
The Melville Cockburn Chamber of Commerce is a business-to-business organisation dedicated to the service, support and growth of local businesses by providing a resource and vehicle for local companies to build mutually beneficial networking relationships.
E info@mccc.org.au
W www.mccc.org.au

Melville Volunteer Resource Centre
T 9364 0153
A central point for volunteering enquiries from potential volunteers and a support resource for over 150 community organisations in the City of Melville that involve volunteers.
E volunteering@melville.wa.gov.au
W www.melvillecity.com.au/volunteering
F (08) 9364 0285
A Piney Lakes Environmental Education Centre, Leach Hwy, Winthrop WA 6150

Midge and Mosquito Management
See: Health Services

Museums and Galleries
We have a number of museum sites which promote education, enjoyment and community participation and play an important role in maintaining collections that record the history and culture of Melville. The Heathcote and Wireless Hill heritage sites also have natural, indigenous and built heritage significance.

Heathcote Museum and Gallery
T 9364 5666
E heathcote.cso@melville.wa.gov.au
W www.melvillecity.com.au/heathcote
A Swan House, Heathcote Cultural Centre, Duncraig Road, Applecross WA 6153

Melville Discovery Centre
T 9364 0158
E melvillediscoverycentre@melville.wa.gov.au
W www.melvillecity.com.au/mdc
A City of Melville Civic Centre foyer, 10 Almondbury Road, Booragoon WA 6154

Wireless Hill Telecommunications Museum
T 9364 0158
E wireless.hill@melville.wa.gov.au
W www.melvillecity.com.au/wirelesshillmuseum
A Telefunken Drive (extending from Almondbury Road), Ardross WA

N

Neighbourhood Development
T 1300 635 845
Our Neighbourhood Development Team aims to build a sense of community spirit where people feel a part of their neighbourhood. To find out more about your neighbourhood, visit our website.
W www.melvillecity.com.au

Neighbourhood Watch
T 1300 635 845
The City of Melville supports a very active Neighbourhood Watch group run by committed local volunteers, aimed at promoting safety and reducing preventable crime in the community.
W www.melvillecity.com.au/nhw

Noise Control
T 1300 635 845
Our Health Services Team investigates all neighbourhood noise complaints, including complaints about air conditioners, stereos, swimming pool pumps and building sites.
F (08) 9364 0285
W www.melvillecity.com.au/healthservices

Notifiable Disease Investigations
See: Health Services

O

Operations Centre
T 1300 635 845
F (08) 9364 0285
A 13 Bramanti Road, Murdoch WA 6150

P

Parking
T 1300 635 845
Contact us for parking enquiries including permits, fines and fee paid parking locations within the City of Melville.
F (08) 9364 0285
E rangers@melville.wa.gov.au
W www.melvillecity.com.au/parking

Parks and Gardens
T 1300 635 845
We boast several beautiful parks and gardens suitable for weddings, picnics and other large or small outdoor functions. Some of our larger and better known parks include Heathcote, Point Walter and Piney Lakes Reserve as well as Bicton Quarantine Park. A number of our parks come equipped with a range of facilities including barbecues, children's playgrounds and toilets.
W www.melvillecity.com.au/parks

Personal Training
See: Recreation Centres

Pest Control
See: Animal Control, Health Services

Piney Lakes Environmental Education Centre
T 9364 0790
Piney Lakes Environmental Education Centre is an innovative education centre showcasing the latest in renewable energy technologies and sustainable building design. Set in an urban bushland setting, this building offers a unique opportunity to learn more about the environment and sustainable living.
W www.melvillecity.com.au/pineylakes

Planning Approvals
See: Planning Services (below)

Planning Services
T 1300 635 845
We can help you find out all you need to know about planning and building in the City of Melville including legislation, local laws and regulations, fee's, subdividing and more. You can also track your Planning and Building applications online through our Online Customer Service Centre.
W www.melvillecity.com.au/planning
W www.melvillecity.com.au/customerservice

Pool Applications and Fencing Requirements
See: Building Control

Property Settlement Enquiries
T 1300 635 845
Our Financial Services Team can help you with your property settlement questions and queries.

Public Accessways
See: Planning Services

Public Building Audit, Lodging Houses and Events
We provide information, process applications and conduct routine inspections and assessments of such applications and developments.
W www.melvillecity.com.au/healthservices

Public Liability
See: Insurance Claims

Public Open Space Management
T 1300 635 845
We pride ourselves on our public open spaces and we make every effort to maintain a large number of parks and open space which provide quality recreational and leisure facilities, to the highest standard possible.

Public Swimming Pool Audits
See: Health Services

R

Ranger Services
T 1300 635 845
City of Melville Rangers deal with a variety of issues that occur throughout the City including dog control, parking, littering and off road vehicles.
T 0418 943 219 (After Hours Mobile Service)
F (02) 9364 0285
E rangers@melville.wa.gov.au
W www.melvillecity.com.au/rangers

Rat Bait Program
See: Animal Control

Recreation Centres
T 9364 0800

Melville Aquatic Fitness Centre
T 9364 0823
F (08) 9364 6465
E melaquatic@melville.wa.gov.au
W www.melvillecity.com.au/recreation
A Marmion Street, Booragoon WA 6154

Melville Recreation Centre
T 9364 0808
F (08) 9364 9760
E melrec@melville.wa.gov.au
W www.melvillecity.com.au/recreation
A Cnr Canning Highway and Stock Road, Melville WA 6156

The Rec (formally Leeming Recreation Centre)
T 9313 9700
F (08) 9332 4935
E enquiries@therec.net
W www.therec.net
A 55 Farrington Road, Leeming WA 6149

Reserves
See: Parks and Gardens

Restricted Covenants
See: Planning Services

Roads – Numbering/Renumbering/Naming
T 1300 635 845
See: Planning Services

Roadworks, Construction and Maintenance
T 1300 635 845
Contact us or visit our website to find out what roadworks, construction or maintenance works are currently underway in the City of Melville.
W www.melvillecity.com.au/roadworks

S

Safer Melville
T 1300 635 845
Safer Melville forms part of the *2008 – 2012 Community Safety and Crime Prevention Plan* and brings together a range of different initiatives to help make the City of Melville a safer place to live.
W www.melvillecity.com.au/safermelville

Safety and Security
See: Community Safety Service (CSS)

Scheme Amendments
See: Planning Services

Sculpture Walk
T 1300 635 845
This annual event is comprised of site specific sculptures that are created by local WA artists and placed around parks within the City of Melville for all to enjoy. Sculpture Walk call for entries in December each year.
W www.melvillecity.com.au/arts

Security Patrols
See: Community Safety Service (CSS)

Seniors Assistance Fund
T 1300 635 845
The Seniors Assistance Fund was set up to address gaps in services for seniors living in the City of Melville and offers a choice of short term or one-off support services to seniors living independently or in residential care.
W www.melvillecity.com.au/seniors

Seniors Information Directory
T 1300 635 845
The Seniors Information Directory contains a listing of community resources that may be of benefit to senior members of the community. A copy of the directory can be downloaded from our website.
E seniors@melville.wa.gov.au
W www.melvillecity.com.au/seniors

Senior Citizen Centres

Canning Bridge Senior Citizens Centre
T 9364 3957
A 64 Kishorn Road, Mt Pleasant WA 6153

Southern Districts Senior Citizens Centre
T 9337 3900
A Cnr Archibald Street and North Lake Road, Willagee WA 6156

Stock Road Senior Citizens Centre
T 9339 7878
A Cnr Stock Road and Canning Highway, Palmyra WA 6157

State Emergency Service (SES) – Melville
T 9332 9219
The State Emergency Service (SES) is a voluntary association that provides essential assistance and services to the community in an emergency.
F (08) 9332 9219
W www.ses-wa.asn.au
A 13 Bramanti Road, Murdoch WA 6150

Sign Installation and Maintenance
See: Works

Sign Licences
See: Building Control

Six (6) Educational DVD Resource
T 1300 635 845
Developed as a catalyst to provoke discussion among young men and encourage resiliency building and development of life skills. The cost of the DVD, including teacher notes, is $39.00 plus $3.00 postage.
W www.melvillecity.com.au/six

Skin Penetration Establishments (Tattoo Parlours, Acupuncture)
T 1300 635 845
We provide information, process applications and conduct assessments of applications relating to Skin Penetration Establishments.
W www.melvillecity.com.au/healthservices

Social English Classes
See: English Classes

Speech Impaired
See: Access and Inclusion

Sports Club Liaison
See: Community Recreation

Stormwater Management
T 1300 635 845
Everything that enters stormwater drains ends up untreated in our rivers, lakes, estuaries and the ocean. We monitor and try to reduce the pollutants that end up in stormwater as they can have a disastrous impact on all aquatic life and reduce water quality for humans. Visit our website to see how you can help.
W www.melvillecity.com.au/stormwater

Strata Applications
See: Planning Services

Strategic Urban Planning
T 1300 635 845
Our Strategic Urban Planning Team provide advice to Council who set the direction for development and land use of the City, by developing a number of key strategic plans including the Local Planning Scheme. You can find out more about some of our current strategic projects on our website.
W www.melvillecity.com.au/our-future

Street Lighting
T 1800 622 008
Street lighting is provided to the City by Western Power who supply, maintain and upgrade all lights. You can report a faulty street light online or by phoning the number above.
W www.melvillecity.com.au/streetlights
W www.westernpower.com.au

Streetscape Management
T 1300 635 845
Our Parks and Streetscapes Team conduct maintenance on all streetscapes, including non-residential verges, medians and roundabouts, in the City of Melville. You can contact us to report a damaged or vandalised streetscape.

Swim School
See: Learn to Swim Programs

T

Tenders
T 1300 635 845
Visit our website for a list of current tenders.
W www.melvillecity.com.au/tenders

The Gathering Educational DVD Resource
T 1300 635 845
This resource has been created to use with young people (aged 15 to 18) in schools and youth settings, to act as a catalyst to talk to young people about the current teen drinking culture. It is accompanied by teacher notes. Cost is $59.95 plus $3.00 postage.
W www.melvillecity.com.au/thegathering

The Vault - Youth Space
T 1300 635 845
The Vault is available for hire and offers a variety of activities and equipment including internet access, pool table, projector screen, and more. The Melville YAC currently run a number of projects based at The Vault, including monthly music events.
W www.melvillecity.com.au/youth
W www.facebook.com.au/thevaultyouthspace
A City of Melville Civic Centre, Almondbury Road, Booragoon WA 6154

Town Planning Scheme
T 1300 635 845
See: Local Planning Scheme

Traffic Management
T 1300 635 845
Our Engineering and Design Team conduct traffic counts and data collection to ensure they can provide the most relevant traffic planning and management to best suit the community.

Translating and Interpreting Service
T 131 450
City of Melville residents are entitled to this free translating and interpreting service, provided by the Department of Immigration and Citizenship, for people who do not speak English.
W www.melvillecity.com.au/tis

Travelsmart Programs
T 1300 635 845
Find out about our Travelsmart programs and initiatives, which help to promote travel alternatives that are sustainable and healthy to reduce car use throughout the City.
W www.melvillecity.com.au/travelsmart

Trees
T 1300 635 845
Contact us if you would like to request a street tree for your verge or if you would like to request a street tree to be pruned or sprayed.
W www.melvillecity.com.au/custmerservice (online customer service centre)

U

Underground Power Schemes
T 1300 635 845
The City of Melville supports the concept of underground power and has successfully completed underground power projects in a number of areas throughout the City.
F (08) 9364 0285
W www.melvillecity.com.au/undergroundpower

V

Vault
See: The Vault - Youth Space

Verge Collection
T 1300 635 845
You can contact us if you have a query about your roadside whitegoods or green waste verge rubbish collection.
F (08) 9364 0285
E www.melvillecity.com.au/customerservice (online customer service centre)
W www.melvillecity.com.au/waste

Volunteering
See: Melville Volunteer Resource Centre

W

Waste Collection
T 1300 635 845
If your bins have not been emptied or you want to find out more about your green and yellow-top bin, we can help.
F (08) 9364 0285
W www.melvillecity.com.au/customerservice (online customer service centre)
W www.melvillecity.com.au/waste

Water Quality Management
T 1300 635 845
We provide information, undertake water analysis and conduct routine assessments of public swimming pools.
W www.melvillecity.com.au/healthservices

Website
The City's website contains all the latest information for you to access at a time convenient to you.
W www.melvillecity.com.au

Weed Control
Find out more about different type of weeds found in the City of Melville and our weed control measures.
F (08) 9364 0285
W www.melvillecity.com.au/environment/weeds

Works
T 1300 635 845
Our works team are our people on the street constructing and maintaining roads, footpaths, jetties, drains, landscapes and a number of other features of the City of Melville. To make a works request or query visit our Online Customer Service Centre.
W www.melvillecity.com.au/customerservice

Y

YourTutor
YourTutor is a library service that connects you to expert tutors for assistance with homework, assignments, exam preparation and study questions. Aimed at students in years 4 to 12, the service provides real-time, interactive help with Mathematics, various Science subjects and English.
W www.melvillecity.com.au/yourtutor

Youth Advisory Council (YAC)
T 1300 635 845
The Melville Youth Advisory Council (YAC) is a group of local young people aged 12 to 25 who come together each month to discuss issues affecting young people, plan events, and develop their leadership skills.
W www.melvillecity.com.au/youth
W http://tinyurl.com/3ebhr2c (Facebook)

Youth Development Funding
T 1300 635 845
Youth Development Funding offers funding throughout the year for young people who are seeking financial assistance in areas that will benefit their development and consequently the development of the community.
W www.melvillecity.com.au/grants

Youth Services
T 1300 635 845
Our team works hard to provide a range of facilities and programs to cater for the interests of young people in the City.
F (08) 9364 0285
W www.melvillecity.com.au/youth
See: The Vault - Youth Space

Youth Sports Scholarships
See: Grants

Copies of this document are available to people with a disability in an alternative format upon request by phoning 1300 635 845 and quoting the item name.

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General Enquiries:
Tel 1300 635 845
Fax 08 9364 0285
www melvillecity.com.au

Street Address 10 Almondbury Road, Booragoon WA 6154
Po Box Locked Bag 1, Booragoon WA 6954

National Relay Service (hearing/speech impaired)
Tel 133 677 (TTY) 1300 555 727 (speech relay)
www relayservice.com.au

Civic Centre Opening Hours
Monday to Friday, 8.30am to 5.00pm

Make an online request, enquiry or payment at:
www.melvillecity.com.au/customerservice

For rates information visit **www.melvillecity.com.au/rates**

View online community engagement opportunities at
http://werelisteningmelville.com.au

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