

Community Annual Report



2021-2022
Part A



City of
Melville

Acknowledgement of Country

We acknowledge the Bibbulmun people as the Traditional Owners of the land on which our City stands today and pay our respects to the Whadjuk people and Elders both past and present.

Nyungar Statement

City of Melville nagolik Bibbulmen Nyungar ally-maga milgebar gardukung naga boordjar-il narnga allidja yugow yeye wer ali kaanya Whadjack Nyungar wer netingar quadja wer burdik.

Marie Taylor, Whaduck Balardong Nyungar Birdiyia

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Part B

The 2021-2022 Community Annual Report Part B (Financial Report) is available online at www.melvillecity.com.au/annualreport

MESSAGE FROM THE MAYOR

At the City of Melville we have an ongoing commitment to engage with our community to achieve our vision of an inclusive, vibrant and sustainable future. Our residents' annual rates payments contribute significantly towards this vision, in many ways, making our City a great place to live, work and play, not just today, but also into the future.

Even though the COVID-19 pandemic continued to have a significant impact on services, supplies and resources in 2021-2022, we delivered a number of key projects across our 18 suburbs.

Our capital works program covered 144 essential community infrastructure projects including \$8.7m for works on City-owned buildings, \$7.9m for improving roads, \$9.2m for park streetscapes structures, \$1.7m for irrigation, \$2.9m for drainage and \$776k for environmental and foreshore facilities.

We completed several major redevelopment projects including the Shirley Strickland Reserve upgrade, Tompkins Park redevelopment and the majority of the Bob Gordon Reserve Premier Playspace. We also improved other public outdoor spaces around the City including Ken Douglas Reserve, Emily Main Park and Phil Ward Park.

This year we allocated \$2.8m for playgrounds to improve outdoor spaces for our younger residents. We also replaced shade over four playgrounds, undertook landscaping, improved lighting and replaced park furniture and structures like benches, shelters, drinking fountains and footpaths.

We continued to contribute towards a Clean and Green City by progressing work on our Urban Forest Strategy, Natural Areas Asset Management and Foreshore Restoration Strategy. We increased the number of trees planted in the City and gave away 5,850 free native plants to residents and local schools in our annual native plant giveaway. We also progressed a smart LED streetlight replacement program, which if successful, will have the potential to reduce our greenhouse gas emissions by 65% compared to

standard streetlights, and major energy savings of 40% to 50%. Our Food Organics and Garden Organics (FOGO) service has now been delivered to 98% of our residents, with the remaining high-density areas and retirement villages being added to the schedule for 2022-2023.

Following a declaration from Council in June 2021, we strengthened our commitment to achieving net zero emissions operationally by 2030 and across our local government area by December 2050. We recognise we won't be able to do this alone and we have several initiatives in place so that we can work together for a net zero City.

With a key focus on the Growth and Prosperity of our community, a review is underway for the Canning Bridge Activity Centre Plan and the draft Kardinya Activity Centre Plan was assessed. Both will contribute to the City evolving into exciting, liveable and well-connected places.

Following our biggest ever community engagement program which was conducted in 2021, we completed the Attadale Alfred Cove Foreshore Master Plan. The Master Plan is a vision for the area over the next 20 years and responds to what the community value the most about the area.

We progressed a number of sporting infrastructure upgrades to support Healthy Lifestyles and ensure we have fit-for-purpose, accessible and inclusive sports and recreation facilities for our community. This also included progress in upgrading the change room facilities and installing floodlighting across a number of our reserves.

As part of our Healthy Melville Plan 2019-2023, we continued to work on our goals to create a Healthy Melville including programs that encourage healthier eating and increased physical activity to improve individual health outcomes.

We implemented key initiatives to continue making sure our community feel Safe and Secure. We supported our local Neighbourhood Watch Committee and our Community Safety Service to work closely with our community and other safety

stakeholders. We also implemented important safety initiatives, programs and awareness campaigns to keep our community informed and connected to services and resources.

This year we also secured funding from the WA Police Community Crime Prevention Fund to deliver youth outreach programs to reduce anti-social behaviour and connect at-risk young people to support services. As part of our commitment to becoming a Child Safe Organisation, we prioritise the wellbeing and safety of children and young people.

Over 65,000 people attended major events around our City this year. Thousands of people participated in our public programs and visited our gallery at Goolugatup Heathcote and Yagan Mia Wireless Hill Museum. We hosted artists, musicians and authors in our City-owned buildings and delivered classes and workshops for diverse groups in our community which creates an engaging Sense of Community. We installed several public artworks, sculptural works and murals across the City including Perth's largest road mural along Riseley Street.

We continued to support First Nations projects and host events like our Songs for Freedom concert, Nyin, Ni, Koorliny (Sit, Listen, Walk) and Koolangka Waabiny, a new Noongar language storytime program for toddlers and their families.

Through Book Week and our school holiday programs, we continued to connect with, and provide opportunities for children to be creative with art, and their families at home and at school.

Our community centres continued to provide space for people to connect and contribute to our community and our libraries also continued to offer essential services and adapt to the needs of our residents like delivering library resources to vulnerable members of our community.

Work continued to improve our roads, cycling and walking infrastructure as well as provide more public transport options. We are committed to showcasing alternative transport to cars to ensure our City offers Sustainable and Connected Transport for everyone who travels through our City.

The Deep Water Point Parking Management

Strategy was completed and implemented which will help ease parking pressure at the popular riverside site. We introduced paid parking with the first two hours free and improved access to carparking.

We also completed an important Black Spot project and have secured over \$2m dollars in Black Spot funding for 2022-2023.

Our new Walk and Ride Plan was developed with input from the local community and key stakeholders. The plan provides a clear vision for walking and riding facilities within the City and we will commence implementation in 2022-2023.

In everything we do we focus on our vision, mission and values across the City, always with our residents in mind and I thank our elected members, CEO and staff for all of their work in progressing our key projects and priorities to achieve our community's aspirations.

Following the local government elections in October 2021, we welcomed three new Council members Jane Edinger, Clive Ross and Jennifer Spanbroek. We bid farewell to two of Melville's longest serving Councillors, June Barton and Clive Robartson, who both retired after 70 years of combined service to the community. I would like to thank them for their significant dedication to our City.

Hon. George Gear JP
City of Melville Mayor



City of Melville Mayor the Hon. George Gear JP

MESSAGE FROM THE CEO

This year we continued working on the City's strategic direction to better understand the services and facilities we will need to deliver to meet the future needs of our community.

The 2021-2022 budget looked quite different to previous years, with a stronger focus on sustainability. We allocated \$41.7m to capital works and \$6m to a project to upgrade our 9,000 streetlights to smart LED lights that will significantly reduce operating costs and carbon emissions.

In 2021, we participated in the State Government's Small Business Friendly Approvals Program, which aims to reduce red tape for our local businesses when obtaining business licences and trading permits.

We also established our transformational agenda, which clearly identifies our key organisational projects and priorities. Our Transformational Program will future-proof our business by ensuring we take the steps we need through smarter tools, better information, improved processes, enhanced customer experience and more sustainable practices.

With a customer centric focus, we developed a model for our new Customer First Approach. This approach focuses on what our customers need and how they want to interact with us in keeping with the work we did through phase one of the Small Business Friendly Approvals Program. We also developed a Digital Strategy to ensure the way we use technology contributes to delivering better more accessible services to our residents.

We developed a Brand Narrative this year which provides us with a clear communications framework and then used this to create a refreshed visual brand identity that is more modern, vibrant and flexible, reflecting our diverse community, services and workforce.

Our state border reopened for the first time in two years and we had a comprehensive COVID-19 Response Plan in place to minimise the risk of exposure to the virus. Our focus remained our people and this meant providing healthy and safe spaces for our staff and community.

All of our work is delivered with our community at the forefront of what we do and we could not achieve sustainable outcomes without the ongoing commitment of our staff and passion from our community. I also acknowledge the work and partnership of our state and federal government, our local community groups, businesses and agencies, and our incredible volunteers. Together we make great things happen and are able to deliver services, programs and facilities for our residents and ratepayers.

































Marten Tieleman
Chief Executive Officer



City of Melville Chief Executive Officer Marten Tieleman

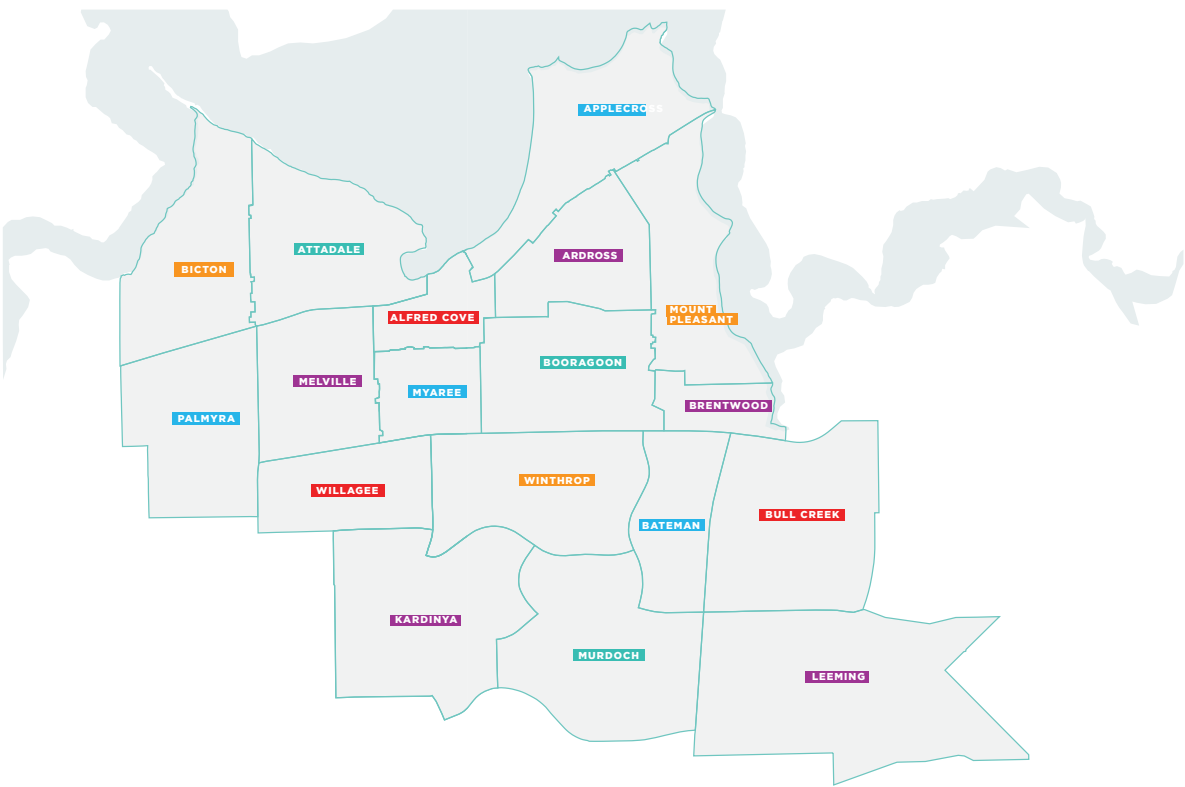


Fast Facts

 Land area 53km²	 Mortgage 34%	 Local jobs 44,571
 Foreshore 18km	 Renting 18%	 Unemployment 6.8%
 Bushland 2.81ha	 Residents (as at 30 June 2021) 106,845	 Primary schools 24
 Public open space 861ha	 Population density 2,014 ppsq	 Preschools 21
 Parks and reserves 205	 Median age 42	 Secondary schools 9
 Street trees 40,000 (approximately)	 Residents with a university qualification 33%	 1 TAFE and 1 university
 Footpaths 496km	 Residents born overseas 34%	 Aged persons' housing estates 15
 Roads 560km	 Residents identifying as First Nations Peoples 0.9%	 Waste diverted from landfill 30,926t
 Residential properties 42,460	 Residents working locally 26%	 Detached housing 74%
 Median house valuation \$767,868	 Registered businesses 10,151	 Medium and high density housing 26%
 No mortgage 40%	 Gross Regional Product \$6.45 billion	

City Suburbs

There are 18 suburbs in the City of Melville: Alfred Cove, Applecross, Ardross, Attadale, Bateman, Bicton, Booragoon, Brentwood, Bull Creek, Kardinya, Leeming, Melville, Mount Pleasant, Murdoch, Myaree, Palmyra, Willagee and Winthrop.



Organisation History

The City of Melville was established as a Roads Board on 5 June 1901 and became a Shire in 1961, a Town in 1962, and a City in 1968. In 1913, the Melville Roads Board's Council Chambers were built on the corner of Stock Road and Canning Highway, Palmyra. The City of Melville Civic Centre on Almondbury Road in Booragoon was officially opened on 1 May 1968.



Tree Planting at Wireless Hill 1982 with Bob Tiedale, Councillor Gilbert Ewers, Eric Smith and Councillor Harry Stickland. (Melville Photograph Collection P1081.1.8)

Our Vision

Engaging with our diverse community to achieve an inclusive, vibrant and sustainable future

The City of Melville’s purpose is set out in Section 1.3(3) of the *Local Government Act 1995* (WA):

‘In carrying out its functions, a local government is to use its best endeavours to meet the needs of current and future generations [in its district] through an integration of environmental protection, social advancement and economic prosperity.’

OUR MISSION

To provide good governance and quality services for the City of Melville community.

OUR VALUES (EPIC)

Our values guide our behaviour in everything we do.

Excellence

Striving for the best possible outcomes

Participation

Involving, collaborating and partnering

Integrity

Acting with honesty, openness and good intent

Caring

Demonstrating empathy, kindness and genuine concern

OUR APPROACH

To put the customer at the centre of everything we do.



Melville Midwinter, Dyoondalup Point Walter

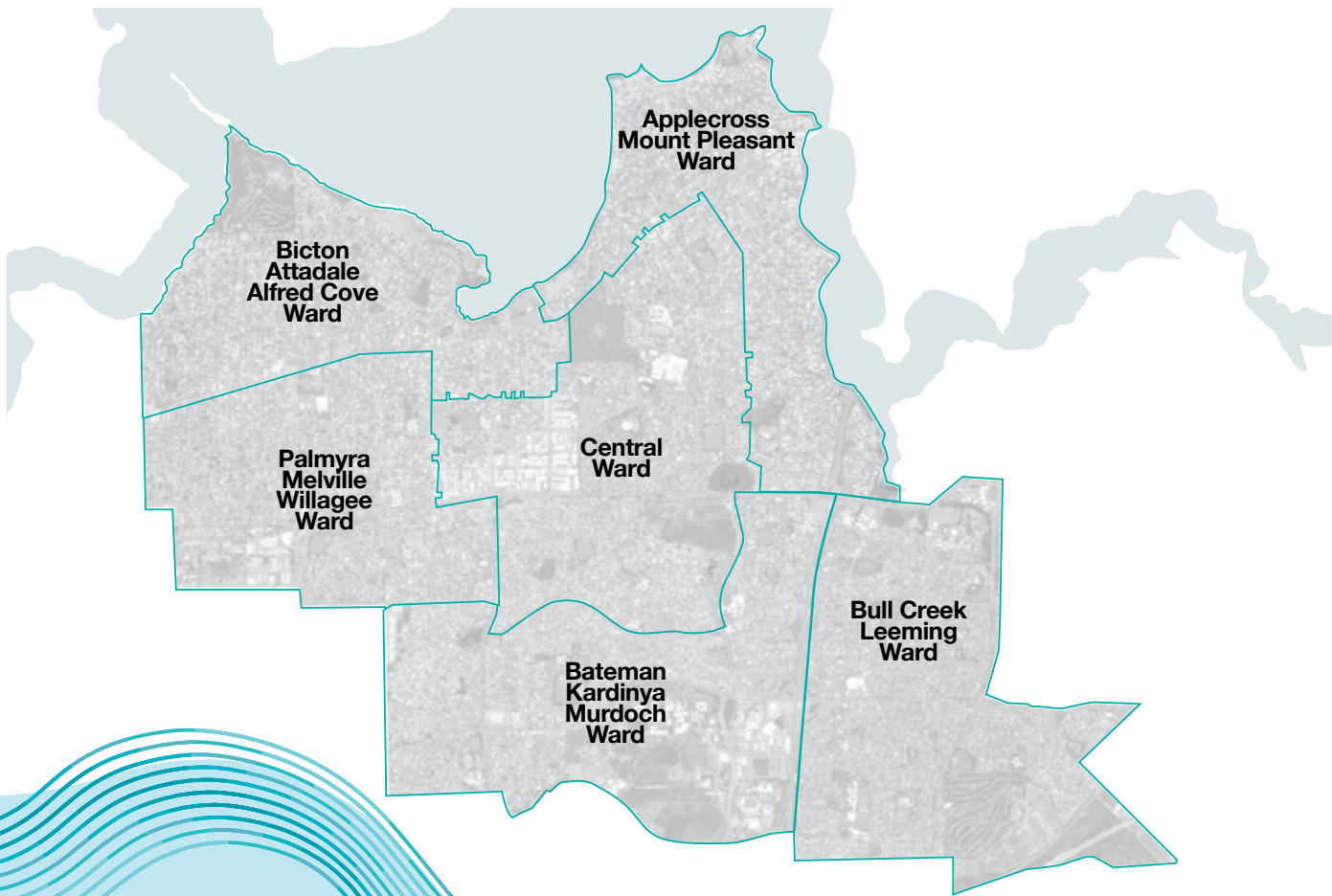
About Council

The City of Melville Council consists of a Mayor and 12 Councillors/Elected Members, including the Deputy Mayor, who represent the community in one of the six wards shown below. The community elects the Mayor and Councillors for four-year terms, with a half-Council election every two years. Elected Members elect the Deputy Mayor each year. The Mayor speaks on behalf of the City and liaises with the Chief Executive Officer on the affairs and performance of the organisation.

COUNCIL MEETINGS

The Council operates on an Agenda Briefing Forum/Ordinary Meeting of Council structure to conduct its meetings. The Agenda Briefing Forum is for Elected Members and interested residents to become more informed on matters prior to formal consideration and decision at the Ordinary Meeting of Council. The forums encourage dialogue between Elected Members, officers and members of the public and allow Elected Members to gain insight and understanding of issues prior to presentation at the Ordinary Meetings of the Council.

Agenda Briefing Forums are generally held on the second Tuesday of each month and the Ordinary Meetings of the Council are generally held on the third Tuesday of each month. Please note, no meeting was held in January 2022.



ABOUT THE GOVERNANCE COMMITTEE AND FMARCC

Elected Members are also involved in the Governance Committee and the Financial Management, Audit, Risk and Compliance Committee (FMARCC). The Governance Committee is a non-statutory committee that provides guidance and assistance to the Council on matters of corporate governance in order to promote excellence in governance within our City. The Governance Committee meets on an as needs basis and met four times in 2021-2022 to consider the:

- Chief Executive Officer Performance Review
- CEO Performance Framework

The FMARCC is an audit committee that assists Council in carrying out its responsibilities with regard to risk management, internal control, legislative compliance, and internal and external audit reporting.

The FMARCC met four times in 2021-2022 and discussed and received the following reports:

- | | |
|---|---|
| ▪ Annual Financial Report 2020-2021 | ▪ ICT Cyber Security |
| ▪ Annual Review of the Four-Year Internal Audit Plan and Annual Audit Committee Work Plan | ▪ Insurance and Risk Management |
| ▪ Audit Committee Self Evaluation - Internal Audit Report | ▪ Internal Audit Activity Report |
| ▪ Auditor General Cyber Security Report | ▪ Legal Status |
| ▪ Controls Over Purchasing Cards - Internal Audit Report | ▪ Project Overspend Analysis - Internal Audit Report |
| ▪ Community Annual Report 2020-2021 Part A | ▪ Payment Card Industry Data Security Standard Compliance - Internal Audit Report |
| ▪ Compliance Audit Return 2021 and an internal Audit Report on the Return | ▪ Records Management - Internal Audit Report |
| ▪ Financial Management Review | ▪ Safety, Health, Environment and Quality Management System - External Audit |
| ▪ Freedom of Information Activities | ▪ Status of Council Resolutions Implemented - Internal Audit Report. |
| ▪ Governance and Compliance Activities | |

Elected Members



Mayor
the Hon. George Gear JP
Term of office expires
October 2023

Applecross–Mount Pleasant Ward



Cr Clive Ross
Term of office expires
October 2025



Cr Nicholas Pazolli
Term of office expires
October 2023

Bateman–Kardinya–Murdoch Ward



Cr Nicole Robins
Term of office expires
October 2025



Cr Duncan Macphail
Term of office expires
October 2023

Bicton–Attadale–Alfred Cove Ward



Cr Jane Edinger
Term of office expires
October 2025



Cr Glynis Barber
Term of office expires
October 2023

Bull Creek–Leeming Ward



Cr Jennifer Spanbroek
Term of office expires
October 2025



Cr Matthew Woodall
Term of office expires
October 2023

Central Ward



Cr Katy Mair
Term of office expires
October 2025



Cr Margaret Sandford
Term of office expires
October 2023

Palmyra–Melville–Willagee Ward



Cr Karen Wheatland
Term of office expires
October 2025



Cr Tomas Fitzgerald
Term of office expires
October 2023

For more information and contact details of Elected Members, visit www.melvillecity.com.au/electedmembers

Elected Members' Attendance

	Ordinary Meeting of Council	Special Meeting of Council	Agenda Briefing Forum	Annual General Meeting of Electors	FMARCC Committee*	Governance Committee**
Total meetings held	11	6	11	1	4	4
Mayor Gear	11	5	10	1	3 of 4	3 of 4
Cr Barber	11	5	10	1	N/A (1)	1 of 3
Cr Barton	3 of 4	1 of 1	3 of 4	N/A	N/A	1 of 1
Cr Fitzgerald	11	5	11	1	3 of 4	4 of 4
Cr Kepert	4 of 4	0 of 1	4 of 4	N/A	N/A	1 of 1
Cr Macphail	11	4	10	1	1 of 4	1 of 1
Cr Mair	11	5	11	1	3 of 4	N/A (4)
Cr Pazolli	11	6	11	1	4	1 N/A (3)
Cr Robartson	3 of 4	1 of 1	3 of 4	N/A	N/A	1 of 1
Cr Robins	11	4	10	1	N/A (2)	2 of 4
Cr Sandford	11	5	11	1	N/A (1)	4 of 4
Cr Wheatland	10	6	9	1	N/A	1 of 3
Cr Woodall	9	6	10	1	3 of 4	N/A (1)
Cr Ross	7 of 7	5 of 5	7 of 7	1	N/A	3 of 3
Cr Spanbroek	7 of 7	5 of 5	7 of 7	1	N/A (1)	3 of 3
Cr Edinger	7 of 7	4 of 5	7 of 7	1	3 of 3	N/A (3)

N/A – where an Elected Member was not a member of a committee. Where a number is shown in brackets after a N/A, that means the Elected Member attended as an observer.

*** Financial Management, Audit, Risk and Compliance Committee Members (FMARCC)**
External Member Mr Lindsay Hay (since December 2018)

From October 2021
Mayor the Hon. George Gear JP, Cr Nicholas Pazolli, Cr Jane Edinger, Cr Matthew Woodall, Cr Katy Mair, Cr Tomas Fitzgerald, Cr Duncan Macphail

Up to October 2021
Mayor the Hon. George Gear JP, Cr June Barton, Cr Tomas Fitzgerald, Cr Steve Kepert, Cr Nicholas Pazolli, Cr Clive Robartson, Cr Nicole Robins, Cr Margaret Sandford

***** Deputy Mayor**
Cr June Barton – Deputy Mayor from November 2020 to October 2021
Cr Tomas Fitzgerald – Deputy Mayor November 2021 to October 2022

Our Leadership Team



Marten Tieleman
Chief Executive Officer

Bruce Taylor
Manager Governance and Property
Tom Griffiths
Director South West Group
Joanna Arbel
Manager Marketing and Communications



Mick McCarthy
Director Technical Services

Jeff Bird
Manager Natural Areas and Parks
Kimberly Brosztl
Manager Engineering
Paul Molony
Manager Resource Recovery and Waste
Mario Murphy
Manager City Buildings



Steve Cope
Director Urban Planning

Gavin Ponton
Manager Strategic Planning
Peter Prendergast
Manager Statutory Planning
Patrick Hughes
Acting Manager Building and Environmental Health



Christine Young
Director Community Development

Todd Cahoon
Manager Healthy Melville
Leanne Hartill
Manager Neighbourhood Development
Leeann Reid
Manager Cultural Services
Brodie Dawkins
Manager Neighbourhood Amenity

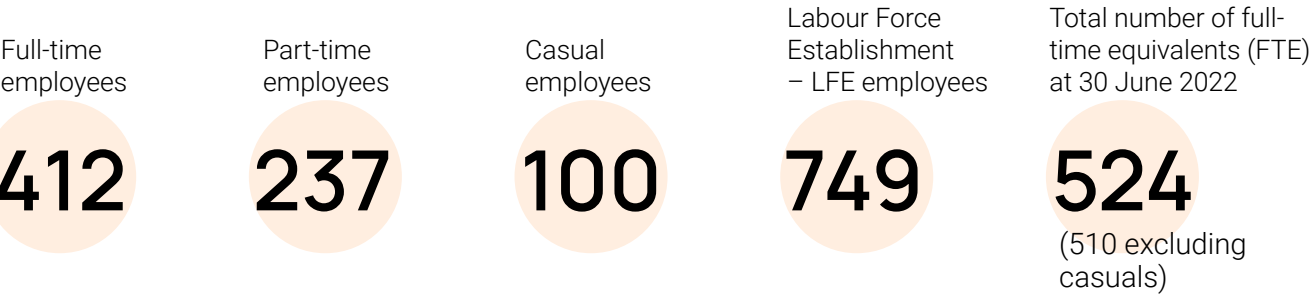


Alan Ferris
Director Corporate Services

Malcolm Duncan
Manager Information and Communication Technology
Llewellyn Rogers
Manager Organisational Development
Debbie Whyte
Manager Financial Services

Our People

Employees (total number of employees on the payroll system as at 30 June 2022)



Employee remuneration details

Number of employees of the Council entitled to an annual salary of \$100,000 or more in 2021-2022.

Salary range	Number of employees
\$100,000-\$109,999	37
\$110,000-\$119,999	44
\$120,000-\$129,999	5
\$130,000-\$139,999	5
\$140,000-\$149,999	8
\$150,000-\$159,999	0
\$160,000-\$169,999	5
\$170,000-\$179,999	2
\$180,000-\$189,999	11
\$190,000-\$199,999	3
\$200,000-\$209,999	1
\$210,000-\$219,999	1
\$220,000-\$229,999	0
\$230,000-\$239,999	0
\$240,000-\$249,999	4
\$250,000-\$259,999	0
\$260,000-\$269,999	0
\$270,000-\$279,999	0
\$280,000-\$289,999	0
\$290,000-\$299,999	0
\$300,000-\$309,000	0
\$310,000-\$319,000	1
\$320,000-\$329,000	0
\$330,000-\$339,000	0
\$340,000-\$349,000	0
\$350,000-\$359,000	0

The Chief Executive Officer was paid \$316,105.68 in 2021-2022.

Achieving our Vision

STRATEGIC COMMUNITY PLAN AND CORPORATE BUSINESS PLAN

Our Strategic Community Plan and Corporate Business Plan together form a plan for the future of our City.



Our Strategic Community Plan is our highest-level strategic document, and sets out our community's aspirations, priorities and vision for the future. It helps us understand what matters most to our community and guides the way we plan for the future and deliver services and facilities. To see our community's aspirations, go to page 20.

The Strategic Community Plan is a living document and is regularly reviewed and updated to reflect changing community priorities, with a major review every four years. The last major review took place in June 2020 and resulted in our *Strategic Community Plan 2020-2030*. There were no changes to the community's aspirations from our last major review in 2016.

Our Corporate Business Plan is Council's response to the Strategic Community Plan and outlines our strategic direction for the next four years. It is designed to align with the community's aspirations, as documented in the Strategic Community Plan, by identifying key priorities critical to achieving the aspirations. It also integrates with a range of other key plans to inform our annual budget. To see our key priorities, go to page 22.

The Corporate Business Plan is broadly reviewed every year with a major review every two years. The last major review was in June 2020, at the same time as the review of the Strategic Community Plan, and resulted in the development of our *Corporate Business Plan 2020-2024* and six new key priorities. Our Corporate Business Plan also outlines our vision, mission and values, which guide the City and Council's decisions and how we interact with the community. To see our vision, mission and values, go to page 10.

Both plans are informed and influenced by external factors, such as megatrends and federal and state government legislation, policies, plans and projects. They are also aligned to the UN Sustainable Development Goals (SDGs).

We report back to the community on our progress against the Strategic Community Plan and Corporate Business Plan in this Annual Report.

COMMUNITY OUTCOME REPORTING

To better track our progress in achieving our community's aspirations, we have created online dashboards that outline our goals for each aspiration and the indicators we use to track our performance.

These dashboards are updated on a yearly basis and help inform the services and facilities we provide and the priority of projects.

COMMUNITY WELLBEING SURVEY

Our Strategic Community Plan informs our bi-annual Community Wellbeing Survey, which measures our community's perception of their quality of life (wellbeing). Our last community wellbeing survey took place in March 2021, with 93 per cent of residents reporting having a positive quality of life.

In this survey, we asked residents to rank their aspirations in order of priority. In 2021, our community ranked Safe and Secure as the top priority, followed by Clean and Green, Healthy Lifestyles, Sustainable and Connected Transport, Sense of Community and then Growth and Prosperity. This represents a minor shift since the last survey in 2019.

Access the dashboards at www.melvillecity.com.au/outcomereporting
Access the full survey results at www.melvillecity.com.au/wellbeingsurveys

Our Community's Aspirations

Clean and Green



Clean and well-maintained parks, reserves, natural areas and public open spaces where everyone can socialise, be active and be safe.

Goals

- Greening the City
- Reduce carbon emissions
- Sustainable energy management
- Sustainable waste management
- Sustainable water management
- Promoting sustainable environment.



Growth and Prosperity



Encourage development of small businesses in our suburbs and local communities.

Goals

- Achieve economic resilience
- Local job opportunities for locals
- Location of choice for a diverse range of businesses.



Healthy Lifestyles



Opportunities for healthy activities both indoors and out and about in local parks and suburbs walking, running, cycling and exercising individually or in groups.

Goals

- A safe and healthy urban environment
- Healthy eating
- Increase physical activity
- Mentally healthy community
- Reduce alcohol and other drug use.



Safe and Secure



People feel safe and secure at all times wherever they are and whatever they are doing.

Goals

- Being prepared for an emergency
- People feel safe and secure in all places at all times
- Reduce business crime
- Reduce household crime
- Reduce preventable injuries
- Reduce transport crashes
- Safe and secure places and environments.



Sense of Community



A range of local community services, events and cultural activities throughout the year for people to get to know one another and do things together.

Goals

- Lifelong learning and creativity
- Sense of identity through collective memory
- Participation and inclusion
- Place activation and liveability
- Social connectedness and belonging.



Sustainable and Connected Transport



Better public transport, cycling and walking infrastructure and responsive traffic management.

Goals

- Appropriate infrastructure
- Prioritising urban development near transport nodes and in activity centres
- Balancing transport priorities
- Choice and use of transport options
- Ease of movement.



For further information on the community's aspirations, read our *Strategic Community Plan 2020-2030* on our website: www.melvillecity.com.au/strategiccommunityplan

Our Key Priorities and Strategies

Priority 1 Ensure the improvement and sustainability of our environment

Key Strategies

- Invest strategically in local infrastructure and built environments that support physical activity and healthy lifestyles.
- Increase advocacy and partnerships for identified needs relating to community health, safety and security.
- Empower inclusive participation and support for sports and community groups.
- Support national, state and community efforts to assist people in need.

Priority 2 Improve the approach for diverse and sustainable urban development and infrastructure

Key Strategies

- Implement innovative, efficient and appropriate initiatives that support community centred infrastructure with integrated transport solutions.
- Enhance amenity and vibrancy through placemaking and creating well designed and attractive public spaces.
- Optimise the capability and liveability of activity centres with consideration to the expectations of our community.
- Enhance regulatory and approval frameworks to ensure sustainable building infrastructure.

Priority 3 Empower the voices of our diverse community by strengthening engagement

Key Strategies

- Increase co-design approaches that engage stakeholders in upfront designs and support issue resolution activities.
- Improve the mechanisms to make information flow easier to access and share, including optimising digital communications.
- Improve engagement with the business community.
- Enhance opportunities for civic engagement and building community capacity.
- Strengthen online service delivery and respond to the digital divide by supporting improvements in digital literacy.

Priority 4 Support healthy lifestyles and wellbeing

Key Strategies

- Invest strategically in local infrastructure and built environments that support physical activity and healthy lifestyles.
- Increase advocacy and partnerships for identified needs relating to community health, safety and security.
- Empower inclusive participation and support for sports and community groups.
- Support National, State and community efforts to assist people in need.

Priority 5 Ensure long term financial sustainability

Key Strategies

- Undertake efficiency improvements to maximise cost effectiveness.
- Advocate at National and State levels to maximise funding.
- Identify opportunities for appropriate alternative revenue streams.

Priority 6 Encourage local economic development

Key Strategies

- Encourage opportunities for increased private sector commercial and residential development in strategic locations.
- Support opportunities for not-for-profit and social enterprise.

For further information on our key priorities, read our *Corporate Business Plan 2020-2024* on our website: www.melvillecity.com.au/corporatebusinessplan

Our Role in Achieving our Community's Aspirations

As a local government we play a key role in achieving our community's aspirations and our vision of an inclusive, vibrant and sustainable future.

Although we are ideally placed to understand and respond to the changing needs of our community, we understand that some areas are outside our direct control or expertise and we need to work with and have the commitment and actions of others, such as state and federal governments, business, community organisations and residents.

We aim to be agile and regularly track our progress in achieving our community's aspirations to see if we need to refocus and realign the roles we play and services and facilities we provide.

Different roles we play



Regulator

we have a statutory obligation to regulate a specific area of activity.



Monitor

we gather information and check progress over time.



Facilitator

we bring together and encourage others to achieve goals.



Advocate

we promote the interests of our community to other decision-making organisations, such as state and federal governments.



Funder

we provide funding to others to provide services and facilities.



Partner

we work collaboratively with others to deliver services and facilities.



Provider

we are responsible for service and facility delivery.



Melville Summer Music Festival,
Yagan Mia Wireless Hill

Our Services and Facilities

The services and facilities we provide help achieve our community's aspirations as outlined in our Strategic Community Plan 2020-2030 and are informed by our key priorities in our Corporate Business Plan 2020-2024.

To ensure our services and facilities continue to meet community needs and expectations, we review and benchmark them on a regular basis through our biennial Community and Business Scorecard surveys, and through program-specific evaluation and consultation.

We also conduct regular public benefit testing, value for money auditing and look for efficiencies and cost savings to ensure our services and facilities are an economic, efficient and effective use of ratepayer money. We try not to inappropriately duplicate any state, federal or private services or facilities.

Although what we provide responds to the needs of our community, we are also required to provide certain services or facilities under state legislation.



Clean & Green

- Air quality monitoring
- Environmental subsidies and rebates
- E-waste, recycling and hazardous household waste drop-off days
- Foreshore management and restoration
- Landscape design and construction
- Litter and illegal dumping management
- Maintenance of natural areas and parks
- Piney Lakes Environmental Education Centre programs
- Priority bin service and bin hire options
- Public bin collections
- Stormwater construction, maintenance and management
- Streetscape design and maintenance
- Urban forest management
- Verge collections
- Waste, recycling and FOGO collection and management



Growth & Prosperity

- Activity centre planning
- Building renewal projects
- Business events, activities and online business hub
- Business Foundations
- Commercial recreation applications and permits
- Facility and venue hire
- Friendship programs / Sister Cities
- Grants and funding
- Library education programs
- Local development plans
- Major projects
- Melville Cockburn Chamber of Commerce
- Planning and building services
- Project Robin Hood
- Public art in developments
- Small Business Friendly Local Government Initiative
- Strategic urban planning
- Subdivision clearance requests and referrals
- Town team facilitation
- Underground power facilitation



Healthy Lifestyles

- Activelink
- Community centres
- Contaminated site monitoring
- Environmental health services
- Food safety inspections
- Free Active in the Park exercise classes
- Health services
- Kidsport
- LeisureFit Centres and programs
- Leisure planning
- Liquor licensing
- Mosquito management
- Noise control
- Playgrounds
- Rat bait program
- Youth Drop-In service
- Youth Sport Scholarships



Safe & Secure

- Animal and feral wildlife control
- Business safety resources
- Community safety education, programs and resources
- Community Safety Service (CSS)
- Constable Care performances for primary schools
- Crime prevention
- Cyber/online safety programs
- Dog and cat control
- Emergency management
- Fire breaks
- Graffiti removal
- Holiday watch patrols and home safety programs
- Parking management
- PHAZE urban art programs
- Pool applications and fencing requirements
- Ranger services
- State Emergency Service (SES)
- Street lighting
- Vandalism and abandoned vehicle response



Sense of Community

- Art Awards
- Art exhibitions
- Capacity development for community organisations and not-for-profits
- Citizenship ceremonies
- Communications and stakeholder engagement
- Community centres
- Disability access and inclusion planning and activity
- Events, grants and funding
- Financial counselling
- Kids and early years services
- Libraries
- Melville Age Friendly Accessible Businesses network
- Museums and local history
- Place activation and town team facilitation
- Pop-up community services
- Public art
- Reconciliation activity
- Programs and activities for younger and older people



Sustainable & Connected Transport

- Advocate for high-quality transport options at state and federal levels
- Advocate for Black Spot funding for priority areas
- Bus shelters
- Bike paths construction and maintenance
- Crossover construction
- Footpath construction and maintenance
- Parking management
- Road construction and maintenance including stormwater systems
- Road safety programs
- Public access way maintenance
- Traffic management upgrades
- Road safety upgrades
- TravelSmart programs

Community and Business Scorecards

The results from the 2022 Community and Business Scorecards will be published in 2022-23. To access the scorecards, visit www.melvillecity.com.au/scorecards

A Year in Review 2021-2022



Key Priorities Update

Our *Corporate Business Plan 2020-2024* outlines six key priorities that are crucial in achieving our community's aspirations

Priority	Key strategies	Status as at 30 June 2022
Priority 1 Ensure the improvement and sustainability of our environment	Protect and improve our natural assets to enhance our environment.	<ul style="list-style-type: none">▪ Biodiversity restoration through seed collection, revegetation, dieback management, feral animal control, water quality monitoring, bushfire mitigation and flora and fauna surveys.▪ Weed control of approximately 200 hectares.▪ Fence installation at Wal Hughes Reserve.▪ Continued water quality projects at Frederick Baldwin Park and Marmion Reserve.
	Utilise technological opportunities to efficiently enhance the sustainability of the environment through monitoring and reporting.	<ul style="list-style-type: none">▪ Used photo-monitoring app to monitor project sites.▪ Provided all crews with iPads, access to photo-monitoring app and GIS software.▪ Installed water quality monitors at Frederick Baldwin Park for ongoing monitoring in partnership with Murdoch University.
	Advocate and utilise national and state level policies to protect and enhance the biodiversity of our environment and natural assets.	<ul style="list-style-type: none">▪ Mapped the threatened ecological communities.▪ Point Walter Mountain Bike project will be designed to ensure enhancement of threatened ecological community.▪ Ensuring requirements of the new <i>Aboriginal Cultural Heritage Act 2021</i> are met during foreshore erosion projects.▪ Participating in the WALGA Urban Forest Working Group.

Priority	Key strategies	Status as at 30 June 2022
Priority 2 Improve the approach for diverse and sustainable urban development and infrastructure	Implement innovative, efficient and appropriate initiatives that support community centred infrastructure with integrated transport solutions.	<ul style="list-style-type: none">▪ Safe Active Street on Links Road, Collier Street, Millington Street and Hope Road completed.
	Enhance amenity and vibrancy through placemaking and creating well-designed and attractive public spaces.	<ul style="list-style-type: none">▪ Staff and centre users moved back into newly renovated Willagee and Bull Creek Community Centres.▪ Continued implementing attractive, well-designed places in City centres including Canning Bridge and Riseley Street.▪ Prepared concepts for streets within Canning Bridge Activity Centre and Riseley Activity Centre, part of the working groups for activity centres.▪ Projects implemented and being designed using permeable paving.
	Optimise the capability and liveability of activity centres with consideration to the expectations of our community.	<ul style="list-style-type: none">▪ Continued planning for and review of our Activity Centre Plans.▪ Continued review of the Canning Bridge Activity Centre Plan.▪ Assessed the Activity Centre Plan for Kardinya.
	Enhance regulatory and approval frameworks to ensure sustainable building infrastructure.	<ul style="list-style-type: none">▪ New and existing Activity Centre Plans include provisions for enhancing sustainable development. Roll-out of the new R-Codes ensured improvements to the sustainability of residential development.

Priority	Key strategies	Status as at 30 June 2022
Priority 3 Empower the voices of our diverse community by strengthening engagement	Increase co-design approaches that engage stakeholders in upfront designs and support issue resolution activities.	<ul style="list-style-type: none">My Way program co-designed with community members.Stakeholder Engagement Strategy Community Feedback Panel assisted in identifying stakeholders and the best methodology to communicate and engage.The Access Advisory Panel provided input into the design of the engagement and communication plan.
	Improve the mechanisms to make information flow easier to access and share, including optimising digital communications.	<ul style="list-style-type: none">Introduced engagement snapshots for all public engagements.Introduced tabled submission reports for formal public consultations for transparency and consistency.Began a project to review and update all content on the website.Began a project to establish a community reference group for website content and usability.Continued to make improvements to our website to improve the user experience.Continued to enhance our social media content.
	Improve engagement with the business community.	<ul style="list-style-type: none">Held annual flagship Business after Hours event in partnership with the Chamber of Commerce.Economic Development Strategy Working Group commenced meeting. The group included local business, Chamber of Commerce and Town Team representatives.
	Enhance opportunities for civic engagement and building community capacity.	<ul style="list-style-type: none">Established Youth Steering Group for oversight of the Directions from Young People strategy.
	Strengthen online service delivery and respond to the digital divide by supporting improvements in digital literacy.	<ul style="list-style-type: none">Libraries continued to offer digital training to residents, including online safety.Introduced lending of iPads and other digital devices at libraries.

Priority	Key strategies	Status as at 30 June 2022
Priority 4 Support healthy lifestyles and wellbeing	Invest strategically in local infrastructure and built environments that support physical activity and healthy lifestyles.	<ul style="list-style-type: none">Completion of the \$9m Shirley Strickland Reserve Redevelopment.Development of a Tennis Strategy, a first for a WA Local Government.Completion and adoption of the Webber Reserve Master Plan.
	Increase advocacy and partnerships for identified needs relating to community health, safety and security.	<ul style="list-style-type: none">Reviewed the 2017-2021 Safer Melville Plan and continued development of the 2023-2027 Safer Melville Plan.Collaboration with the WA Department of Health Dietitian to pilot a healthy lifestyle program for the community that encourages healthy eating and increased physical activity.Participated in the Alliance Against Depression stakeholder group to create a whole of community approach to destigmatising depression and raising awareness of depression.Completion of community sport and recreation projects funded by election promises and managed by the City.
	Empower inclusive participation and support for sports and community groups.	<ul style="list-style-type: none">Conducted an extensive community and stakeholder survey to assess the need for exercise programs catering for people with chronic disease.Completion of several change room upgrades at reserves across the City promoting non gender specific access for increased female participation in sport.Free Active in the Park classes continued outdoors throughout winter to help reduce the chance of infection from COVID-19.Approved 31 Friendly Neighbourhood Grants.Expansion of Teen Fit Program and Youth Fit Program to provide fitness opportunities for young people outside of organised club sports.
	Support National, State and community efforts to assist people in need.	<ul style="list-style-type: none">Delivered a youth event series of 10 pop-up activation activities across the City, including wheeled play, Parkour, DJ workshops, mindfulness and gaming workshops and activities, funded by WA Police.Relaunched the Memory Café at Westfield Booragoon.Increased access to the Age Friendly Melville Assistance Fund to a further 93 local residents.

Priority	Key strategies	Status as at 30 June 2022
Priority 5 Ensure long term financial sustainability	Undertake efficiency improvements to maximise cost effectiveness.	<ul style="list-style-type: none">Further develop and deploy our digital strategy that will improve the customer experience and deliver operational savings from reduced staff time.
	Advocate at national and state levels to maximise funding.	<ul style="list-style-type: none">Continued to apply for funding at both national and state levels. In 2021-2022, we received:<ul style="list-style-type: none">Federal funding for roads maintenance through the Roads to Recovery program.Federal funding for roads and community infrastructure through the Local Roads and Community Infrastructure Program.State funding for local infrastructure projects from the Department of Local Government, Sport and Cultural Industries.
	Identify opportunities for appropriate alternative revenue streams.	<ul style="list-style-type: none">Undertook further work on the review of our Long Term Financial Plan, which will inform the extent to which alternative revenue sources are required for financial sustainability.

Priority	Key strategies	Status as at 30 June 2022
Priority 6 Encourage local economic development	Encourage opportunities for increased private sector commercial and residential development in strategic locations.	<ul style="list-style-type: none">Commenced preparing an Economic Development Strategy.The Prosperity Plan included a focus on growth and opportunities in the strategic centres.Implementation of the City's Local Planning Strategy continued to encourage strategically located development in centres and along transport corridors.
	Support opportunities for not-for-profit and social enterprise.	<ul style="list-style-type: none">Approved 68 My Community Grants, most of which were from not-for-profit organisations.Staff delivered two capacity building workshops for not-for-profit organisations and community groups.Collaborated with local not-for-profits, including Lily Gresle, Melville's Young Citizen of the Year and founder of How to be Well, delivering activities during Youth Week with a focus on mental health wellbeing.Continued to host the Melville Age Seniors Network, creating space for local service providers to share knowledge and experience.Hosted Inclusion Solutions delivery of a social inclusion forum, supporting attendees to learn more about inclusion initiatives within their community.

OUR FUTURE PRIORITIES

The six key priorities outlined above will remain our focus for 2022-2023.

Key Items of Capital Expenditure

In 2021-2022, \$42.3m was incurred as capital expenditure.

Key items of capital expenditure included:

- **\$9.2m** for park streetscapes structures, including \$6.1m for Shirley Strickland Reserve upgrade and \$411k for Bicton Quarantine Steps and Walls.
- **\$8.7m** for works on City-owned buildings, including \$1.6m for the Tompkins Park Redevelopment, \$938k for Atwell House Ceramics Studio and \$1.4m for the purchase of property for a Men's Shed.
- **\$7.9m** for roads, including \$688k for Le Souef Drive (North Lake Road-Clews Street), \$607k for Norma Road/Canning Highway and \$552k for Riseley Street (Karoonda Road-Leach Highway).
- **\$3.5m** for replacement of plant and equipment.
- **\$2.9m** for drainage, including \$610k for gully and infiltration systems and \$282k for Queens Road drainage works.
- **\$2.8m** for playgrounds, including \$2.4m for Bob Gordon Reserve Premier Playspace.
- **\$2.8m** for paths, including \$418k for Jeff Joseph Reserve Shared Path and \$276k for Murdoch Drive Shared Path.
- **\$1.7m** for irrigation, including \$593k for Point Walter Golf Course irrigation works.
- **\$1.5m** for furniture and equipment, including IT hardware and software.
- **\$776k** for environmental and foreshore facilities, including \$433k for Rookwood Jetty.
- **\$501k** for lighting, including \$240k for Active Reserve Floodlighting.

Our 2021-2022 capital works program was partly funded by state and federal government funding programs, including the Local Roads and Community Infrastructure Program and Roads to Recovery Program.



Clean and Green

Clean and well-maintained parks, reserves, natural areas and public open spaces where everyone can socialise, be active and be safe.



GOALS

- Greening the City
- Reduce carbon emissions
- Sustainable energy management
- Sustainable waste management
- Sustainable water management
- Promoting sustainable environment

HIGHLIGHTS

Planted more than **43,801** tube stock in our natural areas, **6,630** sedges along the foreshore and wetland areas and **2,214** trees were planted in our public spaces.

Gave away **5,850** free native plants to residents and local schools in our annual native plant giveaway.

Held more than **102** sustainability workshops for **2,899** participants at our Piney Lakes Environmental Education Centre.

Diverted **67%** of waste from landfill across all our waste streams, including residential and commercial waste collections, bulk verge collections and public drop-off days.

Collected a total of **40,086** tonnes of residential waste and recycling comprising **20,919** tonnes of Food Organics and Garden Organics (FOGO) waste, **9,769** tonnes of general waste and **9,397** tonnes of recycling.

Collected **2,380** tonnes of commercial waste and **430** tonnes of commercial recycling.

Collected **2,503** tonnes of bulk verge waste, with **931** tonnes diverted from landfill. Also collected **180** tonnes of whitegoods, **0.45** tonnes of E-Waste, **3,259** tonnes of garden organics, and **4,491** mattresses (112 tonnes) during bulk verge collections.

Collected **522** tonnes of waste from street and park bins, and supplied more than **3.12** million doggie waste bags.

Responded to **11,488** waste-related requests.

Recycled **24.69** tonnes of E-Waste through our E-Waste and recycling drop-off days.

Conducted **858** general waste bin audits, with **780** successful and **78** unsuccessful.

Avoided **35,061** tonnes of greenhouse gas emissions through landfill diversion rates.

Reduced our emissions by **450** tonnes this year through solar panels on our facilities.

Continued to support and work collaboratively with **21** Friends groups and **23** local schools.

Responded to **103** complaints regarding dust, smoke and odours.

Responded to **972** calls about illegal dumping.

Supported the 2021 Garage Sale Trail, in which more than **5,070** residents participated.

KEY PROJECTS AND ACHIEVEMENTS

The preservation and enhancement of our natural areas, parks, reserves and public open spaces is extremely important to us and our community. Our responsibility to protect these natural areas for our community now and for future generations is one we take seriously.

In demonstrating our environment and sustainability leadership we are continually looking at international best practice methods and solutions to reduce our carbon footprint through reducing greenhouse gas emissions, delivering sustainable waste management and reducing energy and water consumption.

In recognition of the significant value of trees, we continued implementing our Urban Forest Strategy Part A. This year, we continued to increase tree planting numbers, completed a tree canopy flyover and hosted education programs for our community. We also continued to offer street trees to our residents, and received 356 requests this year. During winter, we provided native plants to 21 Friends groups and 23 schools.

To help protect our natural environment and improve water quality in our wetlands, we purchased a water quality meter to conduct in-house monitoring, which gives us a real-time view and allows us to take immediate action if necessary. As part of our partnership with Murdoch University, we are installing monitors at Frederick Baldwin Park for the ongoing monitoring of water quality.

As part of the Foreshore Restoration Strategy, we undertook significant revegetation and



Buds and Blooms group listening to a story about a waste truck read by Waste Education officer Leah Adams

Playing in the garden at Piney Lakes Environmental Education Centre



stabilisation work at various foreshore sites during winter, involving the planting of 6,630 sedges in our foreshore and wetland reserves to improve water quality. The Melville Beach Road project received \$100k in funding and we received a Coastwest grant to revegetate areas along the Bicton Foreshore. We also received funding from Fremantle Ports Authority for Piney Lakes Pollinator Garden and an Urban Forest Grant of \$24k.

As part of our ongoing Natural Areas Asset Management Plan, we updated the South-East, Eastern Reserves and Point Heathcote management plans, which included flora and fauna surveys. We also mapped out the threatened ecological communities at John Connell Reserve.

Our whole-of-park renewal program to improve the quality of our public outdoor spaces continued this year. We completed works at Ken Douglas Reserve, Emily Main Park and Phil Ward Park. We also created longer term budgets for park assets across the City to ensure renewal of these assets is undertaken.

This year we erected shade over four playgrounds, carried out landscaping, and replaced light poles and lighting around the city. We replaced other park furniture and

structures, which included benches, shelters, drinking fountains and footpaths. We resurfaced the Kardinya Netball courts, and updated the irrigation system at Point Walter Golf Course. We also introduced WA's first compostable Doggie Dunny waste bins for two of the City's dog-friendly parks to further minimise waste and divert compostable products from landfill.

Our FOGO service has now been delivered to 98% of the City's residents, with the remaining high density areas and retirement villages being added to the schedule for 2022-2023. In March 2022, our landfill diversion rate reached 74%, the highest across all the waste streams since the FOGO rollout in 2019. The diversion rate stayed above 72% for the months of April and May 2022, exceeding the State Government's waste strategy target of 70% by 2025 and we are on track to meet the target of 75% by 2030.

To provide residents with more options to recycle and dispose of items that cannot go into any of their three household bins, we expanded our 'Beyond the Bin' projects to assist residents with minimising their waste. This meant increasing collections and expanding on allowable items for the e-waste and recycling drop off days.

More than 5,070 residents participated in the 2021 Garage Sale Trail with an estimated 31,314

The annual Garage Sale Trail, supporting residents to buy second hand and reduce waste to landfill



kilograms of items being reused rather than sent to landfill. Our residents achieved the highest number of sales in the state and fifth in the country.

In 2021, the City won the National Boosting Productivity through Infrastructure Award at the

Local Government Awards for our Smart City, Smart Grid project. The project was recognised for being able to effectively monitor, manage, and control our facilities in a sustainable manner that drives productivity.

Year ahead – key initiatives

- Foreshore Restoration Projects in Bicton and Applecross
- Point Walter Mountain Bike Trail design and construction
- Bushfire Risk Management Plan finalisation and implementation
- Transformational projects to mitigate and adapt to climate change
- Detailed design for Webber Reserve
- John Connell Reserve Master Plan
- Urban Forest Strategic Plan review
- Piney Lakes Fenced Dog Play Park construction
- Piney Lakes Sensory Playground Stage 2 Renewal
- Irrigation system renewal and upgrades
- Introduction of a commercial FOGO service
- Verge waste service review
- Increasing residents’ ‘Beyond the Bin’ alternatives
- Waste Strategy 2030 education and engagement activities
- Repair Lab and upcycling workshops
- Increase number of Doggie Dunny waste bins and additional locations
- Implementation of the Sustainable Events Package
- Climate Action planning
- Renewable energy projects
- Vulnerability risks and opportunities assessment
- Infrastructure projects to help various aspects of Climate Action
- Business series for Climate Action Economy



Veggie beds filled with FOGO derived soil at Kulungah Myah Family Centre

Growth and Prosperity

Encourage development of small businesses in our suburbs and local communities.



GROWTH AND PROSPERITY

GOALS

- Achieve economic resilience
- Local job opportunities for locals
- Location of choice for a diverse range of businesses

HIGHLIGHTS

- Dealt with **1,300** development applications, with a total construction value of approximately **\$241 million**.
- Referred **14** development applications to the Metro Inner-South Joint Development Panel, with a total construction value of approximately **\$394 million**.
- Completed **144** capital works projects, with **39** still in progress at 30 June 2022.
- Processed **128** stallholder, trader and al fresco dining permits.
- Issued **15** commercial recreation permits.
- Issued **2,162** building permits.
- Dealt with **178** building compliance matters.
- Progressed **1** underground power project.

KEY PROJECTS AND ACHIEVEMENTS

We continued to place a strong focus on attracting and encouraging local businesses to grow and prosper within our City, as we recognise their importance in creating local jobs, providing essential goods and services and helping create attractive, liveable communities. Central to this objective is the roll-out of the Small Business Friendly Approval Program. The program has seen improved processes, enhanced online forms and initiation of recruitment for a new Economic Development team.

To ensure our activity centres evolve into exciting, liveable and well-connected places, we continued planning and reviewing our Activity Centre Plans throughout the year. The review of the Canning Bridge Activity Centre Plan continued, and we also assessed the draft Kardinya Park Activity Centre which included comprehensive community consultation with residents, and negotiations with the applicant and the Western Australian Planning Commission (WAPC).

The State Government has set us an infill target of 18,500 new dwellings between 2010 and 2050. Since 2010, approximately 2,600 new dwellings have been constructed, representing 14% progress towards the 2050 target. Opportunities for more housing in our activity centres and along key transport



Cafes at Applecross Village

corridors will see additional dwellings completed as we move towards 2050.

We completed our Report of Review of Local Planning Scheme No. 6 (LPS6), which was ultimately supported by WAPC. The Report of Review is a health check on whether the City's Local Planning Strategy and Local Planning Scheme are operating as intended. The recommendations in our report will now guide a more comprehensive Scheme review process going forward.

As part of our planning and building services, this year we introduced a new process for how we deal with planning and building compliance enquiries and complaints. Our community can now lodge an enquiry or complaint using the application form on our website and access other useful information online. This new process allows our Customer Services Officers to better support our residents with their enquiries.

Year ahead – key initiatives

- New building permit application online proposal.
- New internal building permit application process proposal.
- Urban Planning organisation structure consultation with Glen Flood Group Consulting.
- Work with the Council on how best to develop the City’s landholdings.
- Progress the draft Place and Economic Development Strategy.
- Progress the formal review of Local Planning Scheme No. 6 (LPS6).
- Help facilitate the review of the Canning Bridge Activity Centre Plan.
- Continue roll out of Activity Centre Plans.
- Continue roll out of the Small Business Friendly Approvals Program.

Strolling through Canning Bridge



Enjoying the Riseley Centre parklet

Healthy Lifestyles

Opportunities for healthy activities both indoors and out and about in local parks and suburbs walking, running, cycling and exercising individually or in groups.



GOALS

- A safe and healthy urban environment
- Healthy eating
- Increase physical activity
- Mentally healthy community
- Reduce alcohol and other drug use

HIGHLIGHTS

9,834 registered team players played sport in our parks and reserves.

Our LeisureFit Centres had 3,807 members (excluding juniors).

Our LeisureFit Centres recorded 1,171,866 attendances.

Held 134 free fitness classes through our Active in the Park program.

Completed 2 playground renewals.

Conducted 34 audits of light industrial premises to check for potential groundwater contamination.

Completed 867 food premises inspections, with 544 of 'Scores on the Doors' participants scoring three stars or more for food safety.

Inspected 31 beauty and hairdressing businesses to check they are clean, well-maintained and comply with relevant legislation.

Completed 82 inspections of public buildings to ensure they are safe for our community to use.

Responded to 805 complaints about noise.

Completed 30 audits of public swimming pools.

34,586 rounds of golf were played at Point Walter Golf Course.

Awarded 19 Youth Sports Scholarships, providing recipients with a free one-year membership to our LeisureFit Centres.

Provided 20 Youth Sport Grants throughout the year.

KEY PROJECTS AND ACHIEVEMENTS

As a local government we play a key role in keeping our community mentally and physically healthy, through providing places and spaces for our community to exercise and keep active, and by helping raise awareness within our community of the importance of keeping active, eating healthily, taking care of your mental health, and reducing drug, tobacco and alcohol consumption.

Following the completion of our Active Reserves Infrastructure Strategy (ARIS), we progressed a number of sporting infrastructure upgrades to ensure we have fit-for-purpose, accessible and inclusive sports and recreation facilities for our community.

After extensive collaboration with our local stakeholders and the community, we completed the Attadale Alfred Cove Foreshore Master Plan (AACFMP). The Master Plan is a vision for the area and assists in guiding future investments and support for decision making processes over the next 20 years. The City was acknowledged for the AACFMP when we won the Parks and Leisure Australia (WA) Strategic and Master Planning Award in May 2022.

The Shirley Strickland Reserve redevelopment was completed with a budget of \$9 million. The reserve now includes a new pavilion, sports field lighting, a softball back net, a synthetic

cricket wicket, accessibility-compliant fitness paths, a new nature play space, outdoor exercise equipment, a refurbished memorial plaque and new memorial tree, barbecues, seating and a half-court basketball court.

Stage one of the Tompkins Park refurbishments was completed. This included the replacement of the concourse on the northern side of the function centre, upgrades to the function room and change rooms and provision of an access ramp to improve access and inclusion.

We made progress in upgrading the change room facilities at Winthrop Reserve, Len Shearer Reserve, Marmion Reserve, Melville Reserve and John Connell Reserve. We also installed floodlighting at Webber Reserve and Winthrop Reserve. We replaced the Rookwood Street Jetty and the stairs and walkway at Bicton Quarantine Park.

We received a \$250,000 grant from the Community Sporting and Recreation Facilities Fund (CSRFF) to upgrade the change room at Marmion Reserve. The CSRFF also provided funding support for the Blue Gum Park Tennis Club, Melville Palmyra Tennis Club and Melville City Hockey Club.

We also developed the City's Tennis Strategy, a first in WA and will finalise the strategy in



Bronwyn Slater (element), Kale Brooks (Tredwell), Janine Ahola and Myles Bovell (City of Melville) with the Parks and Leisure Australia (WA) Strategic and Master Planning Award



New playground at Shirley Strickland Reserve

2022-2023. A key component in the development of the strategy was to investigate issues and opportunities facing tennis at a local level, using the knowledge and resources of local clubs, members and people who play or participate in tennis.

Following Council’s acknowledgement of the Attadale Alfred Cove Foreshore Master Plan in March 2022, the City is investigating the potential relocation of the Attadale Netball Club to Dyoondalup Point Walter. This includes options for redeveloping the existing grass tennis courts to hard-floor multi-use courts so they can be used by multiple sporting groups.

As part of our Healthy Melville Plan 2019-2023, we continued to work on our goals to create a Healthy Melville. This included piloting the My Way Healthy Lifestyle Program in consultation with WA Department of Health to help residents of all ages develop lifelong eating and exercise habits to achieve a healthier, more active lifestyle.

We also extended our free Active in the Park classes to encourage increased community participation in exercise programs and reduce barriers to participation.

We saw an increase in the number of LeisureFit members during the state’s highest number of COVID-19 cases. This was a result of our continued work to deliver our services, increase the number of wellness classes offered and good social media advertising. The mandatory COVID-19 vaccination policy resulted in a rise in cancellations, but we expect to see previous membership numbers return next financial year.

The City introduced a new swimming pool inspector process and reviewed the pool inspection statistics. This process included allocating city areas to specific swimming pool inspectors, which resulted in more swimming pool inspections being carried out throughout the City.

Year ahead – key initiatives

- Change room upgrades at Winthrop, Marmion, John Connell and Melville Reserves.
- Complete the South East Playspace at Bob Gordon Reserve.
- Complete installation of Bill Ellson floodlighting towers.
- Complete the Tennis Strategy.
- Construct extension to Melville Woodturners Facility.
- Major refurbishment works at the Civic Centre Main Hall.
- Commence major refurbishment works at LeisureFit Booragoon.
- LeisureFit aquatic area renovations.
- Replace the Mount Henry Jetty.
- Refurbishment works at Heathcote Precinct.
- Refurbish Mount Pleasant Bowling Club.
- Refurbishment works to accommodate access and inclusion upgrades at a number of City buildings.
- Installation of solar systems at a number of City buildings.
- Construction of a mountain bike trail at Dyoondalup Point Walter.
- Develop John Connell Reserve Master Plan.
- Develop Bill Ellson Master Plan.
- Develop Rolling Forward - Our Wheeled Sports Strategy.
- Webber Reserve design development following the Master Plan.
- Continue to remove asbestos from numerous buildings across the City.



Mountain biking at Dyoondalup Point Walter

Safe and Secure

People feel safe and secure at all times wherever they are and whatever they are doing.



SAFE AND SECURE

GOALS

- Being prepared for an emergency
- People feel safe and secure in all places at all times
- Reduce business crime
- Reduce household crime
- Reduce preventable injuries
- Reduce transport crashes
- Safe and secure places and environments

HIGHLIGHTS

We completed **1,241** graffiti removals.

Our Community Safety Service (CSS) conducted **44,697** targeted patrols based on information from the community or police.

CSS also conducted **23,714** checks of **582** properties through holiday watch patrols, and dealt with **4** issues found during these patrols.

CSS responded to **12** calls from police for assistance. They also provided police with **287** intelligence reports, dealt with **3,898** maintenance issues and assisted with **23** jobs regarding missing persons.

Rangers responded to **6,432** requests throughout the year. This included **1,610** for illegally parked vehicles, **436** for abandoned vehicles, **972** for illegal dumping and **339** for barking dogs.

We provided funding for **34** Constable Care performances at **14** schools.

We reunited **59** lost dogs and **11** cats with their owners.

KEY PROJECTS AND ACHIEVEMENTS

Safety and security is a top priority for our community and we play an active role in reducing crime, preventing injuries and road crashes within our City, and ensuring our places and spaces are safe for everyone. We work closely with other authorities, such as the police, as they play such a significant role in helping create a City that is safe and secure.

Under our 2017-2021 Safer Melville Plan, we implemented a number of initiatives to keep Melville safe. We continued to work closely with and support our local Neighbourhood Watch Committee, which hosted 15 information stalls at various events and shopping centres throughout the year.

PHAZE urban art painting program, Booragoon

Our Community Safety Service (CSS) plays a key role in our community safety endeavours and, using intelligence from the police and our own community, CSS conducted a total of 44,697 patrols throughout the year. This included 32,392 hot spot patrols at problem areas, 12,305 extra patrols and deploying the CSS trailer to 17 locations around the City. Our CSS also continued their holiday watch patrols, and this year 23,714 holiday watch patrols were conducted for 582 properties, with four related incidents. Patrols reported 1,241 incidences of graffiti during the year.

We worked with artists to design and install mural artworks in locations across the City, which resulted in a decrease in graffiti vandalism at these hotspot locations. Our Graffiti Management Team engaged local artist Shavaurn Hanson to install a mural artwork to deter further graffiti vandalism in Dick Piercy Park. The artwork is an abstract, colourful design on and around the hit-up wall, which now has an anti-graffiti coating to protect the artwork and allow easy removal of tagging.

Other initiatives implemented as part of the Safer Melville Plan included reviewing the home safety checklist, which is now available online and in hard copy. We also delivered an awareness campaign around removing valuables from vehicles, and conducted a retail theft prevention literature review with plans for a state-wide approach to retail theft.

We continued to deliver local awareness campaigns about the importance of women's safety and equality. In December 2021, we supported the state Government's 16 Days in WA to Stop Violence Against Women campaign and in March 2022, we hosted an awareness campaign for International Women's Day to raise awareness of gender bias and equality.

We supported Willagee Library with their student programs and services by providing funding to the Department of Education for the Willagee Student Support Officer. This



role works with young people and hosts an after-school homework club to support students and improve school attendance strategies.

This year we secured \$12,456 of funding from the WA Police Community Crime Prevention Fund to deliver youth outreach programs. Our programs aimed to reduce anti-social behaviour and connect at-risk young people to support services. Throughout the year, we held at least one youth event every month including DJ clinics, mountain bike drop-in sessions and skateboard, scooter and BMX coaching sessions. These events aimed to promote safety for young people in accessing community spaces.

As part of our commitment to becoming a Child Safe Organisation, we acknowledged the wellbeing and safety of children and young people as a priority and at the centre of the work we all do.

Some of our actions included, introducing our internal working group to the 10 National Principles for Child Safe Organisations, and participating in policy co-design processes with other local government agencies.

Our Youth Trailer full of games and sports equipment for events



Year ahead – key initiatives

- Review the 2017-2021 Safer Melville Plan and develop the 2023-2027 Safer Melville Plan.
- Review the City's local emergency management arrangements.
- Implement the 2022-2026 Cat Management Plan.



PHAZE urban art painting program, Booragoon

Sense of Community

A range of local community services, events and cultural activities throughout the year for people to get to know one another and do things together.



GOALS

- Lifelong learning and creativity
- Participation and inclusion
- Place activation and liveability
- Sense of identity through collective memory
- Social connectedness and belonging

HIGHLIGHTS

- Installed **12** new public artworks, all funded through our Percent for Art Scheme.
- Over **65,000** people attended arts and cultural events presented by the City.
- Hosted **115,416** attendees at programs, workshops and activities across the four City-run community centres.
- Completed **65** upgrade and renewal projects and **3,906** maintenance requests across City-owned properties.
- Held **10** citizenship ceremonies for **738** conferees.
- Provided support to more than **184** older residents through our Age Friendly Assistance Fund.
- Held **25** events and initiatives for seniors, with around **800** people attending across all events.
- Partnered with Melville Cares to provide a community bus service, which provided transport to **1,722** people during the year.
- Provided financial support to **159** members of the community through ActiveLink vouchers.
- Saw **734** attendances at our Youth Drop-In service.
- Had **147** participants in our PHAZE urban art program
- Presented **4** Auspire Community Citizen of the Year Awards, which recognise individuals and organisations who make a positive difference through volunteering.
- The Melville Volunteer Resource Centre connected **1,791** people to volunteer positions and organisations, supported **103** volunteers within our City and supported **100** volunteer organisations with volunteer recruitment.
- Our customer relations team answered an average of **5,740** calls, **1,491** emails, **354** live chat enquiries and **932** online requests each month.
- Approved **68** applications for My Community Grants.

- Completed community engagement on **47** projects, and sent **43,386** direct emails to residents and ratepayers with engagement updates or asking them to participate. In all we received **19,728** contributions for community engagement projects this year.
- 122,624** people visited our online engagement platform, Melville Talks, an increase of **28.75%** from the previous year.
- Our libraries loaned **945,726** physical items and **172,745** digital items to more than **35,000** members.
- Our libraries had more than **484,838** visits, with **4,770** children attending Storytime, **5,823** babies attending Baby Rhyme Time, and **6,024** people attending adult events and programs.
- Our financial counselling service helped **447** residents throughout the year.

Melville Midwinter, Dyoondalup Point Walter



Jorja Woods, Youth Engagement Officer



As part of National Reconciliation Week, we hosted Nyin, Ni, Koorliny (Sit, Listen, Walk) at Dyoondalup Point Walter, with over 150 community members. We also launched Koolangka Waabiny at AH Bracks Library + Creative Space. Koolangka Waabiny is a new storytime program that introduces Noongar language, stories and culture to children aged under five and their families. The sessions are facilitated by Rickeeta Walley and celebrate Noongar storytelling and culture in an accessible setting that engages children and families in creative activities.

This year, more than 250 young people took part in our school holiday programs that featured visual artists, writers, poets and illustrators. A highlight from the program included children creating their own kites inspired by the work of Amy Perejuan-Capone, walking through the bush with Nandi Chinna and writing poetry reflecting on what they had seen, heard and felt, and designing and painting their own skateboards with artist Nelson Mondlane.

Our ART BOX program provided opportunities for children and families to get creative at home during the April school holidays with an ART BOX delivered straight to their doorstep. ART BOX features creative activities designed by WA artists, is designed for school age children, and includes all the materials needed to complete all the activities.

This year we offered our Book Week activities as school incursions, which attracted more than 1,130 students. We visited Banksia Park Primary School, Booragoon Primary School, Brentwood Primary School, Leeming Primary School and Palmyra Primary School. We delivered 27 sessions featuring authors, illustrators and writers directly engaging with students from year 1 to 6.

KEY PROJECTS AND ACHIEVEMENTS

A sense of community is extremely important as it unites us, helps us feel connected to each other, and gives us a sense of belonging. We play a key role in helping build a sense of community in our City by offering a diverse range of services and organising events and activities that bring people together.

We delivered a number of successful activities in the City as part of our Creative Melville Cultural Plan 2018-2022 and we continued to deliver on our Public Arts Strategy and Masterplan. This year, over 65,000 people attended events across the City including Melville Midwinter, Songs For Freedom, Goolugatup Sounds, Tender is the Night, Groove Music, Melville Summer Music and the Jacaranda Festival.

This year, we welcomed six new tenants to Goolugatup Heathcote. We also had 6,318 visitors through the gallery, 32 artists exhibited their works and 38 musicians performed on site. We hosted painting workshops, candle and pottery-making workshops, and art classes and workshops for for diverse groups.

As part of our art program, we installed three public artworks across Myaree, Ardross and Applecross. The works ranged in value from \$60,000 to \$300,000. We also installed three sculptural works at the newly developed Shirley Strickland Reserve.

Through various collaborations, 13 murals were completed in the City, with two murals in local parks and a major mural by artist Jack Brommell painted on a wall of the Bull Creek Library. We also commissioned local artist Jenessa King to design a mural for Emily Main Park. The Canning Bridge precinct now has four new murals, with the major commission of Perth's largest road mural along Riseley Street. To continue activating the Canning Bridge area, we also launched the Weekender Art Shows at Canning Bridge Community Space for low-cost, short-term exhibitions to support emerging and hobby artists.

A total of 8,219 people visited Wireless Hill Museum (Yagan Mia Wireless Hill) to view our exhibitions and participate in our public programs and events this year. In October, we hosted the annual Melville Art Awards. We received 342 entries for the Awards and the exhibition attracted 2,820 people.

The City partnered with Fremantle Biennale to bring two public art projects to Melville. Over 16,000 people attended Moombaki at Attadale Reserve, a drone light show depicting First Nations stories of place and Commonwealth of New Bayswater, an immersive installation on the Bicton Foreshore.

In December 2021, we hosted the Freedom: Stories of Skate Culture WA exhibition after extensive consultation with the local skating community. It featured local stories, legendary skateboarders and iconic skate decks on display, all complemented by a temporary outdoor skate park and public program.

In early 2022, we launched Number Please! A History of Telephones in WA, an exhibition in partnership with the Historic Telephones Society of WA. The exhibition won a national award at the annual Museums Australasia Multimedia and Publication Design Awards, which were presented at the Australian Museum and Gallery (AMAGA) Conference held in Perth in June.

We supported First Nations young people to record sounds at Dyoondalup Point Walter and develop digital illustrations inspired by WA animals. The illustrations and sounds were combined and animated into a short film shown to a crowd of thousands at our Songs for Freedom concert. The concert also featured artist Sharyn Egan, who created woven stars that were hung from the trees at the event. Noongar artist Kerry Stack designed a beautiful sand artwork in front of the Songs for Freedom stage and Marie Taylor and her daughter shared stories about Dyoondalup Point Walter.

Our libraries continued to improve services, adapting to the needs of our community and responding to the COVID-19 pandemic. We expanded our home delivery service to deliver library resources to vulnerable members of our community. We also introduced the lending of iPads, robotics, tech devices and laptops for use within our libraries. We installed new and improved self-checkout kiosks and our staff provided support to approximately 800 residents to access the ServiceWA mobile application. We also continued delivering other events, including Authors in Conversation, Poetry after Dark, Art for Adults and the Science @ the library and Music @ the library series.

Our community centres continued to provide a third space for people to connect with others, learn new skills and contribute to their community through volunteering. Highlights for this year were the Music and Memories program

at Blue Gum Community Centre, providing a safe and engaging activity for people with dementia and their carers, and the Aboriginal Art Program at Willagee Community Centre, with First Nations artists developing skills and connecting with one another over art. In addition, participants enjoyed participating in mahjong, arts, sewing, patchwork, table tennis, writing and IT training.

As part of our continuous improvement in customer service, we launched our Customer First Approach to ensure all our decisions, services and processes are tailored with the customer in mind. Our approach to service improvement will be reviewed in 2025. We also introduced new Customer Satisfaction Kiosks at the Civic Centre to capture customer feedback after they interact with our staff at the front counter. The average score provided by 1,260 customers was 4.8 out of 5.

Willagee Library Officer Zoe with Lulu at front desk



To improve efficiency, we also introduced a phone call-back feature for customers waiting in the phone queue, reducing wait times. Our Customer Relations Team was able to respond to 80% of incoming calls within 30 seconds.

We reviewed the design of our community engagement strategies, including guidance on when to invite our community to come to us and when we should consider face-to-face engagement. Our strategies include various options for community engagement to increase our presence in the community. This year our engagement strategies prompted a 33% increase

in visits to Melville Talks (our online engagement hub) and a 28% increase in Melville Talks eNews subscribers. These improvements were achieved by promoting engagement activities on social media and ensuring all engagements were included in our monthly eNews distribution.

Year ahead – key initiatives

- Detailed design for Blue Gum Community Centre renewal.
- Launch new 'Create' stream in My Community Grants.
- Launch Youth Steering Group to assist with Directions from Young People - Youth Strategy 2022–2025.
- Relaunch the Youth Development Fund.
- Deliver our Vision from the Heart for Melville and renew our Stretch Reconciliation Action Plan.
- Renew our (Disability) Access and Inclusion Plan.
- Launch Accessible Business recognition campaign.
- Review our Engagement policy and strategy.
- Complaints Handling Framework report recommendations.
- Develop a brand guide to include our City's brand narrative, personality and visual identity.
- Continue to focus on putting our customers first.
- Further design development work on the new Library and Cultural Centre.
- Launch and celebration of the Noongar Place Names Melville Project.
- Melville Summer Music will expand to include more dates and new venues.
- Inaugural presentation of Melville Storylines, celebrating storytelling in all its forms.

Sustainable and Connected Transport

Better public transport, cycling and walking infrastructure and responsive traffic management.



GOALS

- Appropriate infrastructure
- Balancing transport priorities
- Choice and use of transport options
- Prioritising urban development near transport nodes and in activity centres
- Ease of movement

HIGHLIGHTS

- Inspected **6,298** stormwater drainage pits and pipes and cleaned **4,578**.
- Swept and maintained **560km** of road, and **496km** of footpaths.
- Maintained **10** jetties, **4** boardwalks, and **5** boat ramps.
- Resurfaced **7.9km** of road.
- Completed **4.8km** of new and renewed footpaths.

KEY PROJECTS AND ACHIEVEMENTS

Working towards sustainable and connected transport, we are focused on optimising key road networks, providing better public transport and cycling and walking infrastructure, and showcasing alternative transport to cars.

Major capital works projects (both new and renewal projects) were completed under very difficult circumstances, given the COVID-19 pandemic's impact on supplies and resources. The Kardinya South Underground power project progressed towards practical completion. We also completed phase one of the Mount Pleasant Drainage gully infill program.

We used \$405,000 of grant funding to complete a Black Spot project at the intersection of Canning Highway, Dunkley Road and Norma Road. We've also secured more than \$2 million dollars in Black Spot funding for 2022-2023.

Road traffic in the City



The Deep Water Point Parking management strategy was completed and recommendations were implemented and programmed. In March 2022, we introduced paid parking with the first two hours free. Other recommendations from the strategy, including improving access for people living with a disability and the transition of the loading zone to both a loading zone and pick-up/drop-off bay, will be progressively implemented over a three-year period. The new parking management plan will help ease parking pressure at the popular riverside site.

As part of the implementation of our Bike Plan 2012, we commenced the Murdoch Drive shared path between Farrington Road and Discovery Drive. We also completed a draft of the new Walk and Ride Plan, which was developed with input from the local community and key stakeholders. The strategy aims to provide a clear vision for walking and riding facilities within the City.

Year ahead – key initiatives

- Continue capital works program.
- Finalise and implement a Walk and Ride Plan.
- Develop a Road Safety Management Plan.

Disability Access and Inclusion Plan (DAIP)

Our Disability Access and Inclusion Plan (DAIP) 2017-2022 outlines a broad range of strategies and actions to ensure people with disability have the same access to our services, events, facilities and information as other people, and that they are able to participate in community engagement and decision-making. Having a DAIP is a requirement of the Disability Services Act 1993 (WA) and each year we report to the Department of Communities on how our plan is progressing.

KEY ACHIEVEMENTS

- Continued making improvements to City-owned buildings to enhance accessibility. This program of improvements is informed by access audits and has a budget of \$4 million over a five-year period to ensure our community facilities meet current standards and community expectations for accessibility. Key projects progressed this year include:
 - Detailed planning for accessibility upgrades to Mount Pleasant Bowling Club, including the construction of a Universal Access Toilet
 - Implementation of works to the heritage-listed Tivoli Theatre
 - Upgrades to Waylen Bay Sea Scout Hall, including the provision of a Universal Access Toilet.
- Implemented major projects that deliver significant improvements to accessibility at our outdoor sporting reserves, including Webber Reserve, Shirley Strickland Reserve and Pavilion, and Tompkins Park.
- Continued the Home Delivery Library Service, which was expanded in response to COVID-19. This service is available to residents over 65 years old, and people with health conditions, a disability or who are otherwise at greater risk.
- Expanded the range of resources available through our eLibrary. Electronic resources such as books, audiobooks, magazines and newspapers are becoming increasingly popular and enhance access to reading and other material for people with disability.
- Developed an Easy Read How to Contact Us brochure to provide information on how people can contact us and access our services. They are particularly helpful for people with lower literacy skills or for whom English is not their first language.
- Continued to facilitate the Access Advisory Panel to ensure all accessibility requirements are considered and a universal design approach is taken to major industry and City led developments.
- Facilitated programs to support carers of people living with dementia, including Dementia and Your Caring Role and EDIE Interactive Workshop.

Artists Bruno Booth and Ailsa Waddell with Curator Jana Braddock at the opening of Bruno and Ailsa's solo shows at Goolugatup Heathcote



- Partnered with Leeming Senior High School Education Support Centre to provide workplace learning opportunities for students with disability.
- Planned the delivery of tailored exercise programs and lessons for people with lower levels of fitness, mobility restrictions, chronic illness or specific learning needs.
- Hosted and promoted exhibitions at Goolugatup Heathcote by artists who identify as having disability and explore themes related to their lived experience.
- Expanded the events at which an Auslan interpreter is provided as standard. We also identified funding to enable an interpreter to be available at our ongoing South of the River Forums.
- Purchased a portable access ramp to improve wheelchair access to the stage at any outdoor performances that we present.
- Improved access to aquatic activities at LeisureFit Booragoon with the purchase of a new pool hoist to assist people with mobility restrictions as they enter and exit the pool.

In 2022-2023 we will undertake a full review of our approach to access and inclusion and will develop a new plan to guide our work over the coming five years. It is anticipated the new plan will be finalised by mid to late 2023.

For more information and to view a copy of our Disability Access and Inclusion Plan 2017-2022, visit www.melvillecity.com.au/DAIP

Stretch Reconciliation Action Plan (RAP)

We have an ongoing commitment to reconciliation and truth-telling. We are proud that the City was the first Western Australian Local Government Authority to commence a formal reconciliation journey, and the first to progress to a Stretch Reconciliation Action Plan (RAP).

KEY ACHIEVEMENTS

The following is a summary of this year's key achievements and initiatives as part of our Stretch RAP 2017-2021:

- Employed 20 Aboriginal staff in positions with the City.
- Coordinated morning tea with Gather Foods where our staff tasted some local foods from Country.
- Hosted Let's Talk About Racism workshops in partnership with the City of Cockburn to empower staff to support First Nations workmates impacted by racism.
- Presented a Let's Talk About Racism Workshop at the Western Australian Local Government Association (WALGA) Conference.
- Almost 100 people attended the Cultural Learning Strategy Training by Wisdom In Your Life by Storm. This training was made up of staff, community members and local residents.
- Undertook cultural awareness training with Danny Ford at Goolugatup/Heathcote, with 20 staff participating.
- Commenced the Noongar Place Names Project in partnership with Community Arts Network and Moodjar Consultancy. As part of this project, we will acknowledge shared meanings and Aboriginal location names for relevant sites, parks and roads in the City.
- Coordinated metro and regional Aboriginal engagement networking meetings with Alina Hobson from WALGA and Shahna Rind from the Department of Communities.
- Hosted an Aboriginal art program with Aboriginal artist Rohin Kickett at Willagee Community Centre. This program led to some participants submitting their artwork in the City of Melville Art Awards.

Koolangka Waabiny, our Noongar language storytime program at AH Bracks Library + Creative Space



- Juluwarlu Artists Group moved to Goolugatup/Heathcote, increasing the representation of Aboriginal tenants supported by the City.
- Hosted three dedicated Traditional Owners workshops for the Goolugatup Lowerlands project.
- Worked with youth from Willagee Library to create content for Songs for Freedom, including animations with Noongar artist Tyrown Waigana and a sound project involving a road trip to Djoondalup, gathering sound recordings and then remixing them into tracks with producer Michael Gunson.
- Hosted seven events during National Reconciliation Week 2022, including Nyin, Ni, Koorliny at Dyoondalup Point Walter. We also launched the Reconciliation in Conversation series and Koolangka Waabiny (Noongar language storytime) at AH Bracks Library + Creative Space.
- Established a monthly artist in residence program with children at Willagee Library, including artists Nelson Mondlane and Nathan Hoyle.

For more information and to read our Stretch Reconciliation Action Plan 2017-2021, visit www.melvillecity.com.au/RAP

Business Excellence

Business excellence underpins everything we do as an organisation and ensures we are centred on improving community outcomes and organisational performance.



We strive for business excellence through a culture of continuous improvement, by identifying efficiencies and measuring the effectiveness of our service delivery through the application and evaluation against the Australian Business Excellence Framework.

We have committed to the Sustainable Development Goals (SDGs) which were developed by the United Nations to provide a global roadmap for countries to work toward a better world for current and future generations. These international, interconnected goals promote prosperity while protecting the planet, and work towards a more sustainable future. Through our Corporate Business Plan, we have adopted the SDGs as a framework for reference for our planning, benchmarking and sustainability reporting and we continue to work and partner with all stakeholders, to contribute to the realisation of these goals.



Malcolm Duncan (City of Melville), Jag Walia (City of Melville), Dr. Chris Lund (Murdoch University), Deanne Wynn (City of Melville), Dr. Ali Aref (Murdoch University), Dr. Gloria Rupf (Murdoch University), Mun Cheong (City of Melville), Om Dubey (Arnowa), Ehsan Razavi (Murdoch University), the Smart City, Smart Grid project team.

This year, we established a number of key transformational projects including a Digital Strategy, net zero climate targets for both our organisation and our community, a Customer First Approach and a focus on economic development. All of these projects will change the way we work and ensure we take the steps we need to continue to deliver our services into the middle of the century in a way that is both sustainable and intergenerational.

We've also been working on our service catalogues, workforce strategies and workforce

plans as part of our transformational journey across every area of the organisation, which will help us better plan for the skills, capability and capacity for what we need now and what we will need in the future.

Our Transform Melville agenda is and will challenge everything that we do, requiring us to change the way we think, design and deliver all of our key projects.

The nine principles of business excellence

- | | | |
|---|---|---|
| Clear direction and mutually agreed plans | Innovation and learning influences agility and responsiveness | Sustainable performance should deliver value for all stakeholders |
| Understanding what customers and other stakeholders value | Effective use of facts, data and knowledge for informed decision making | Leaders determine the culture and value system of the organisation. |
| Outcomes are improved when you work on the system and its processes | Variation impacts predictability, profitability and performance | |
| Engage people's enthusiasm | | |

Asset Management and Financial Management ratios

The key organisational performance indicators outlined below are an additional level of measurement at a more operational level, ensuring we are benchmarking our performance against previous performance and industry standards.

The Local Government Regulations Amendment (Financial Management and Audit) Regulations 2022 removed the requirement for an annual financial report of the City to include financial ratios and an auditor's opinion on financial ratios, significant adverse trends and indications of non-compliance. These financial ratios are not audited by the WA Auditor General Department (OAG)/KPMG but the information for the calculation is extracted from the audited financial statement for 2021-2022.

Operational KPI	Means of Measurement	Target	Actual	Comments
Area: Asset Management				
Asset Sustainability Ratio (ASR)	Formula: <div>Capital renewal and replacement expenditure</div> <div>Depreciation expense</div>	1.1 Higher is better	1.79	The City is investing in asset renewal/ replacement to the degree that offsets the current consumption of its assets and provides for the effect of inflation.
Asset Consumption Ratio (ACR)	Formula: <div>Depreciated replacement cost of assets</div> <div>Current replacement cost of depreciable assets</div>	0.60 Higher is better	0.54	The City is investing in asset renewal to a level where it is in danger of slipping into a level where it will have difficulty maintaining the "aged" condition of its assets.
Asset Renewal Funding Renewal (ARFR)	Formula: <div>Net present value of planned capital renewals over 10 years</div> <div>Net present value of required capital expenditure over 10 years</div>	0.95 Higher is better	1.00	The City is investing in asset renewal that offsets the current consumption of its assets (1.00) and provides for the effect of inflation.
Area: Financial Management				
Financial Health Score	MyCouncil Financial Health Indicator (FHI)	N/A	86	The City has maintained a healthy Financial Health indicator (FHI) since 2014-2015, the current score for 2021-2022 increased to 86 from 76 for 2020-2021.

Rates Coverage Ratio (RCR) (%)	Formula: <div>Net rate revenue</div> <div>Operating revenue</div>	75% Higher is better	74%	The RCR assesses City's dependence on revenue from rates to fund its annual budgets. Revenue from rates was 74 per cent for 2021-2022.
Current Ratio (%) (Liquidity Ratio)	Formula: <div>Current assets minus restricted current assets</div> <div>Current liabilities minus liabilities associated with restricted assets</div>	1.0 Higher is better	1.09	The City is in a solvent position and has the ability to meet its liabilities (obligations) as and when they fall due out of unrestricted funds.
Debt to Equity Ratio (%)	Formula: <div>Total liabilities</div> <div>Total equity</div>	4% Higher is better	4%	Measures the relative proportion of our equity and debt used to finance our assets. A very small proportion of our assets are funded by debt.
Outstanding Rates (%)	Formula: <div>Rates outstanding</div> <div>Rates collectible</div>	96% Higher is better	96%	We collected 96% of all residential rates, resulting in a 4% remaining unpaid for the 2021-2022 financial year.
Debt Service Cover Ratio (DCR)	Formula: <div>Annual operating surplus before interest and depreciation</div> <div>Principal and interest</div>	5.0 Higher is better	87.88	The City has the ability to pay for its debts when they are due.
Operating Surplus Ratio	Formula: <div>Operating revenue minus operating expenses</div> <div>Own source operating revenue</div>	0.15 Higher is better	0.041	The City is below the target for operating surplus ratio where it is in danger of slipping into a level where it will have difficulty maintaining both operational costs and asset capital funding.
Own Source Revenue Coverage Ratio	Formula: <div>Own source operating revenue</div> <div>Operating expense</div>	0.9 Higher is better	0.99	The City has the ability to cover its own operating expenses from its own source revenue.

Our Measures

KEY PERFORMANCE INDICATORS

The key organisational performance indicators outlined below are an additional level of measurement at a more operational level, ensuring we are benchmarking our performance against previous performance and industry standards.

The Local Government Regulations Amendment (Financial Management and Audit) Regulations 2022 removed the requirement for an annual financial report of the City to include financial ratios and an auditor's opinion on financial ratios, significant adverse trends and indications of non-compliance. These financial ratios are not audited by the WA Auditor General Department (OAG)/KPMG but the information for the calculation is extracted from the audited financial statement for 2021-2022.

Operational KPI	Means of Measurement	Target	Actual	Comments
Area: People Management				
Staff Turnover	Formula: Total number of resignations for the period (ex contracts) Total number of employees at the beginning x 100	12.74%	18.40%	End of Financial year turnover was above target, this has been reflective of workforce demographics in Perth.
Staff Satisfaction	Survey results	n/a	n/a	The staff satisfaction survey was deferred to FY23
Lost Time Injury Frequency Rate (LTIFR)	Formula: Number of lost time incidents for period x 1,000,000 Number of total hours worked for the period	2.37 %	6.68%	We continue to work on reducing lost time injuries through proactive education, training and reporting.
Staff Non-Availability	Formula: Work hours Number of total hours worked for the period	15%	14%	Staff non-availability remains in a healthy range.

Operational KPI	Means of Measurement	Target	Actual	Comments
Area: Environment Management				
Diversion of Waste from Landfill	Percentage of total waste diverted from landfill	N/A	66.74%	Improvement from last financial year which was 66.11%
Energy Efficiency	The City's total energy consumption (GWh)	N/A	5.42GWh	Reduced consumption from previous years.
Water Efficiency	The City's total scheme water consumption (kL)	N/A	101,822 kL	Consumption has increased from previous years.
Operational KPI	Means of Measurement	Target	Actual	Comments
Area: Governance				
Department of Local Government Compliance Audit Score	Audit results	100%	98%	
Audit Plan Implemented	Number of audits	15	15	
Accreditation to International and National Standards	<ul style="list-style-type: none">ISO 9001:2015 Quality Management SystemsISO 14001:2015 Environmental Management SystemsAS/NZS 4801:2001 Occupational Health & Safety Management Systems	Achieve accreditation	Achieve accreditation/certification	Since October 2010 we have maintained externally certified safety, health, environment and quality management systems.

The Local Government Regulations Amendment (Financial Management and Audit) Regulations 2022 removed the requirement for an annual financial report of the City to include financial ratios and an auditor's opinion on financial ratios, significant adverse trends and indications of non-compliance. These financial ratios are not audited by the WA Auditor General Department (OAG)/KPMG but the information for the calculation is extracted from the audited financial statement for 2021-2022.

Enabling Legislation and Regulatory Reporting Requirements

Local government authorities operate in a complex legislative environment. We must adhere to more than 200 Acts and regulations, in addition to numerous standards and legislative guidelines.

Local Government Act 1995 (WA)

As a local government authority, we are required to conduct business in accordance with the *Local Government Act 1995* (WA).

This Community Annual Report Part A, together with the Community Annual Report Part B, complies with the requirements of Section 5.53(1) of the Act to prepare an annual report for each financial year.

Both annual reports can be accessed online at www.melvillecity.com.au/annualreport

Elected Members' conduct

In the financial year ended 30 June 2022, one complaint regarding an Elected Member's conduct under Section 5.121 of the *Local Government Act 1995* (WA) was upheld. The complaint is still awaiting Orders to be determined by the Local Government Standards Panel.

In 2021-2022, **\$5,911.40** (inc GST) was paid to the Local Government Standards Panel to hear complaints against our Elected Members.

Local Government (Financial Management) Regulations 1996 (WA)

We are required to review the appropriateness and effectiveness of our financial management systems and procedures not less than once in every three financial years.

The last review was finalised in July 2022 and the report was tabled at the Financial Management, Audit, Risk and Compliance Committee meeting in August 2022. The next review will be undertaken in March 2025.

State Records Act 2000 (WA)

The *State Records Act 2000* (WA) requires us to produce an annual report, as outlined in our Record Keeping Plan.

Our Record Keeping Plan was first approved by the State Records Commission in July 2004 and a comprehensive five-yearly review was undertaken and completed in April 2020, when it was approved by the State Records Commission.

We continuously review and develop our recordkeeping systems to improve efficiency and reliability and meet new requirements. The core system centralises all corporate documents and increases our efficiency in document retrieval, storage and retention.

As part of the staff induction program, staff are informed of and trained in their record keeping obligations. Training sessions for our electronic document management system are scheduled regularly, and are complemented by work instructions and guidelines. The effectiveness and efficiency of the record keeping program is reviewed and audited annually with evaluation forms completed at the end of each training session by all participants.

Elected Members receive training in their record keeping obligations and the associated process when they commence their term of office. Regular updates are provided to Elected Members through their normal communication channels.

Freedom of Information Act 1992 (WA)

The objectives in Section 3(2) of the *Freedom of Information Act 1992* (WA) create, among other things, a general right of access for residents to state and local government documents. This is a legally enforceable right to access records (which are not otherwise exempt) held by state and local government agencies.

We assist customers in the FOI application process and customers can apply using a preformatted PDF form, or an online form. Where the online form is used, the required payment is included.

Further information can be found at www.melvillecity.com.au/FOI

Freedom of Information activity report

	2021-2022	2020-2021	2019-2020	2018-2019	2017-2018
FOI requests received*	56	59	42	63	53
Average processing time (days)	43	51	46	38.7	26.2
Outcome					
Access in full	3	6	7	15	23
Edited access	37	41	30	30	19
Application withdrawn	2	4	1	2	2
Access deferred	1	0	0	1	0
Access refused**	2	6	2	6	8
Requests in Progress at 30 June	11	12	13	11	0
Total	56	59	54	54	53

*All applications received were for release of non-personal information. No requests received were for release of personal information.

**Please note that if information does not exist, it is deemed to be a refusal in accordance with the Freedom of Information Act 1992 (WA). Legislation requires that all requests are responded to within 45 days.

Food Act 2008 (WA)

The *Food Act 2008* (WA) became effective 23 September 2009 and applies to all food premises within the City, based on the Australian and New Zealand Food Standards Code and a risk assessment approach to food safety. All registered food businesses are given risk classifications (high, medium, and low). The frequency of inspections will vary depending on the individual business risk classification and compliance standards.

Aquatic Facilities Standards

All public swimming pools and spas within the City are inspected regularly. To ensure an adequate safety level for the prevention of infections and disease, water samples are taken to determine water treatment and microbiological quality. Results for the past year indicate a very good standard of water quality in these facilities.

Health (Miscellaneous Provisions) Act 1911 (WA) and Public Health Act 2016 (WA)

The *Public Health Act 2016* (WA) passed through Parliament in 2016 and is being introduced in stages. Regulations under the *Health (Miscellaneous Provisions) Act 1911* (WA) are under review and new regulations under the *Public Health Act 2016* (WA) will be introduced during stage five of implementation of the Act.

Equal Opportunity Act 1984 (WA)

Our equal opportunity management plan and procedures are compliant with, support and adhere to the *Equal Opportunity Act 1984* (WA) to eliminate discrimination and sexual and racial harassment, and to promote equality. There is also an extensive contact and grievance officer network in place throughout the organisation.

Workplace Health and Safety Act 2020 (WA)

Our comprehensive safety system has been accredited against AS/NZS 4801:2001 and is in transition to meet the requirements of the *Workplace Health and Safety Act 2020* (WA) and align to ISO 45001:2018. We pride ourselves on promoting a positive and safe workplace that is free of hazards including psychosocial hazards. We continue to have an extensive safety and health representative network across the organisation.

Review of local laws

Section 3.16 of the *Local Government Act 1995* (WA) requires that local laws of a local government must be reviewed within an eight-year period after their commencement to determine if they should remain unchanged or be repealed (revoked) or amended. We continue to review local laws and recommend amendments as required.

During 2021-2022 we made the:

- *City of Melville Dog Local Law 2021*
- *City of Melville Local Government (Meeting Procedures) Local Law 2022.*

During 2021-2021 we also commenced comprehensive reviews of the requirement for a:

- *City of Melville Cat Local Law*
- *City of Melville Waste Local Law.*

In the coming year, we will continue to consider the amendments to the *Local Government Act 1995* (WA) and continue to review and refine our existing local laws to ensure they address contemporary business and community needs.

Appendix

Glossary

- THE COUNCIL**
In this document, 'the Council' refers to the Mayor and Councillors.
- THE ORGANISATION**
In this document, 'the organisation' refers to the Chief Executive Officer and staff.
- THE CITY OF MELVILLE**
In this document, 'the City of Melville' generally refers to the Council and organisation as a whole i.e. the corporate entity. It may also describe the geographical area of the City.
- THE CITY**
In this document, 'the City' refers to the district, our geographical boundaries or our municipality.



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Website

www.relayservice.com.au

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