

Community Annual Report



2022-2023
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 2022-2023 Community Annual Report Part B (Financial Report) is available online at www.melvillecity.com.au/annualreport

MESSAGE FROM THE MAYOR

This year saw our City emerge from the COVID-19 pandemic with renewed optimism and vigour, ignited by the stimulus budget Council delivered in 2021-22. It was encouraging for me as Mayor, and for my fellow elected members, to see how our community is now more resilient, connected, and vibrant than before.

We have continued to make great progress in implementing our Strategic Community Plan 2020-30 and Corporate Business Plan 2020-24, which were developed in consultation with our community. Guided by local needs and values and a myriad of engagement activities in various forms, we have put in place the strategies that deliver what we know is important to you.

Our community survey in 2022 proved what we have always known: that the City of Melville is a desirable and sought-after location, and one that local residents regard with pride. The results reaffirmed that our natural environment and public open spaces are key to the quality of life here. Our leafy green suburbs and tree canopy are under threat due to the climate emergency, and in response the City has formed its Climate Action Reference Group. Guided by these passionate and dedicated community members, the City is already hard at work developing a plan that will deliver carbon-neutral City operations by December 2030, and preserve the natural environment of our lush, urban oasis for future generations.

To help build our green canopy, in 2022-2023 we continued to increase our tree planting numbers. This year we planted more than 36,000 seedlings, more than 1,800 mature stock and almost 4,000 trees in our public spaces. This commitment recognises the significant value of trees and other vegetation in contributing towards a Clean and Green City, while giving us much-needed shade and providing habitat for local native fauna.

As well as our local parks and open spaces, our built facilities offer safe and inclusive hubs where people can be active. Based on our understanding of community needs, and the principle of equity, we are continually reviewing

the services we offer so that everyone in the City of Melville can access healthy movement. As well as the thousands of community members we see out walking, cycling, sailing and swimming, our people are more active than ever in organised sports and fitness. Almost 10,000 of you have registered to play in a local sports team in our parks and reserves, and our local LeisureFit centres now have more than 4,000 members and offer a wider range of classes to meet your interests and individual needs, with almost 900,000 individual visits over the year.

For the first time, and as part of our Disability Access and Inclusion Plan, we have developed our 'Rolling Forward' wheeled sports initiative, which is already proving popular with our residents of all abilities and shows our commitment to compassionate leadership driven by innovation.

We know that the pandemic had a profound impact on our community's mental health, and that the effects for some in our community – especially for our most vulnerable – have been long-lasting. With this in mind, we have invested in proactive programs to spark conversations and create, enhance and foster places where people can connect and reflect, including new public art installations and upgraded facilities.

As we confront modern challenges, it is equally important that our City reflects its ancient and contemporary history. Our landscape reflects and celebrates its original place and, guided by our Stretch Reconciliation Action Plan, our events share ancient and modern stories of the Whadjuk people of the Noongar nation. This rests comfortably alongside community spaces that bear the names of key local people who have given much to enrich our community in modern times. We draw strength and richness from this diversity. A brilliant example of this expression has come from our award-winning play space at Bob Gordon Reserve, which references the iconic UFO house. This mid-20th century architectural marvel was well known across Perth. Following an investment of \$4 million, a new generation of children can enjoy a space that is 'out of this world', while their parents and grandparents are reconnected to an expression of built form from the past.



City of Melville Mayor the Hon. George Gear JP

Safety and security are key to our enjoyment of life in our suburbs. We work on this priority in partnership with WA Police, with our Rangers and Community Safety Service (CSS) at the front lines of community safety. With the community's help and our partnerships with other agencies and community groups such as Neighbourhood Watch, we continue to reduce crime and prevent injuries and road crashes ensuring that our local spaces and places are safe for everyone.

We know that a sense of community connectedness is key to belonging. Our cultural industries and events are thriving. This year, thousands of people visited and enjoyed our galleries and museums, with our Melville Open Studios and Art Awards attracting more artists and enthusiasts than ever before. In 2022-23, the City hosted events that drew in more than 65,000 people, including Melville Midwinter, Songs For Freedom, Goolugatup Sounds, Tender is the Night, Groove Music, Melville Summer Music and the Jacaranda Festival, now in its 21st year. Across the six Noongar seasons, from the heat of Birak (first Summer in December and January) to the cool and wet of Makuru (June and July) and throughout the year, there was something for everyone to enjoy.

Local and small businesses are our City's commercial heart, and we are partnering with them to foster networking, reduce red tape when engaging with the City, and tackle local issues. We provided significant funding to businesses and organisations through a range of initiatives,

including our sixth round of Project Robin Hood, which provided \$100,000 for the community to design, develop, vote and deliver on projects independently of the City and drew votes from thousands of locals.

We have invested heavily this year in the critical services and infrastructure that keep our City well-maintained and connected. Our capital works expenditure was worth \$47.8 million and included optimising key road networks, providing better public transport, cycling and walking infrastructure, and showcasing alternative transport to cars to ensure our City offers sustainable and connected transport for everyone who lives in, travels in and visits the City. This includes smart approaches to traffic management, parking and developing a City-wide bike plan.

Reflecting on a busy and impressive year of achievement, I know this result would not have been possible without a concerted effort from our entire team. I congratulate our Council, CEO and staff for all they have achieved this year and how they have represented and served our community. Thank you to you all, and I look forward to what the City will provide for our community in 2023-24. It's an exciting time to be part of our diverse, inclusive, prosperous and thriving community.

Hon. George Gear JP
City of Melville Mayor

MESSAGE FROM THE CEO

In 2022-23, the City of Melville completed our third year of implementing our strategic direction through the Corporate Business Plan, which is inspired and informed by our community's needs.

Our approach has applied sustainability – viewed in its broadest sense considering social, economic and environmental outcomes – to everything we do, finding efficiencies in how we work, working collaboratively with our partners to share expertise, costs and resources, and fine-tuning our programs to deliver on what our residents, property and business owners value most.

The pandemic showed us how resilient the people of the City of Melville are and demonstrated their compassionate nature. We have reflected this generosity of spirit by investing in a broad suite of projects, programs and services that our community enjoys in greater numbers than ever before.

Our values of integrity, excellence, caring and participation are the lens through which we measure our performance, and I am pleased that this discipline has shown strong results in the way we work, as much as what we work on. I am particularly proud of the rigour we have applied to our approach to customer service, making your interactions with us quicker, simpler and easier.

As a City, we have heard you through our extensive engagement, which has captured hundreds of thousands of interactions, community survey responses and deep-dive conversations, which allow us to reflect on the priorities that matter to you and represent and consider those in our decision making and day-to-day business.

Our Reconciliation Action Plan is well advanced, now at the 'stretch' level, which is evident not just symbolically in the names of our places and facilities, but in guiding our choices in events, arts, culture and activities as well as our procurement and recruitment.



City of Melville Chief Executive Officer Marten Tieleman

Our passion for driving healthy lifestyles has seen a shift to ensure residents of all ages and abilities can access opportunities that benefit their wellbeing.

Our leafy green suburbs and tree canopy are under threat due to the climate emergency. In response the City completed a comprehensive climate vulnerability, risk & opportunity assessment to plan for future impacts. The community, including the Climate Action Reference Group, had input into the Corporate & Community Climate Action Plan to become carbon-neutral as an organisation by December 2030 and achieve net zero across the City by 2050, helping preserve the natural environment for future generations.

Delivering results like these is only possible through conversation, collaboration and partnership, and I, together with our Elected Members and staff, acknowledge our State and Federal governments, our local State and Federal members, our many communities, sporting, cultural, environmental and not-for-profit partners and agencies and our incredible volunteers. Together, we achieve important positive outcomes for our community.


































Thank you of course to our residents, ratepayers and businesses who make the Melville community what it is - an enviable place to live, raise a family, run a business, recreate, and to enjoy all the attractions we have to offer.

Marten Tieleman
Chief Executive Officer



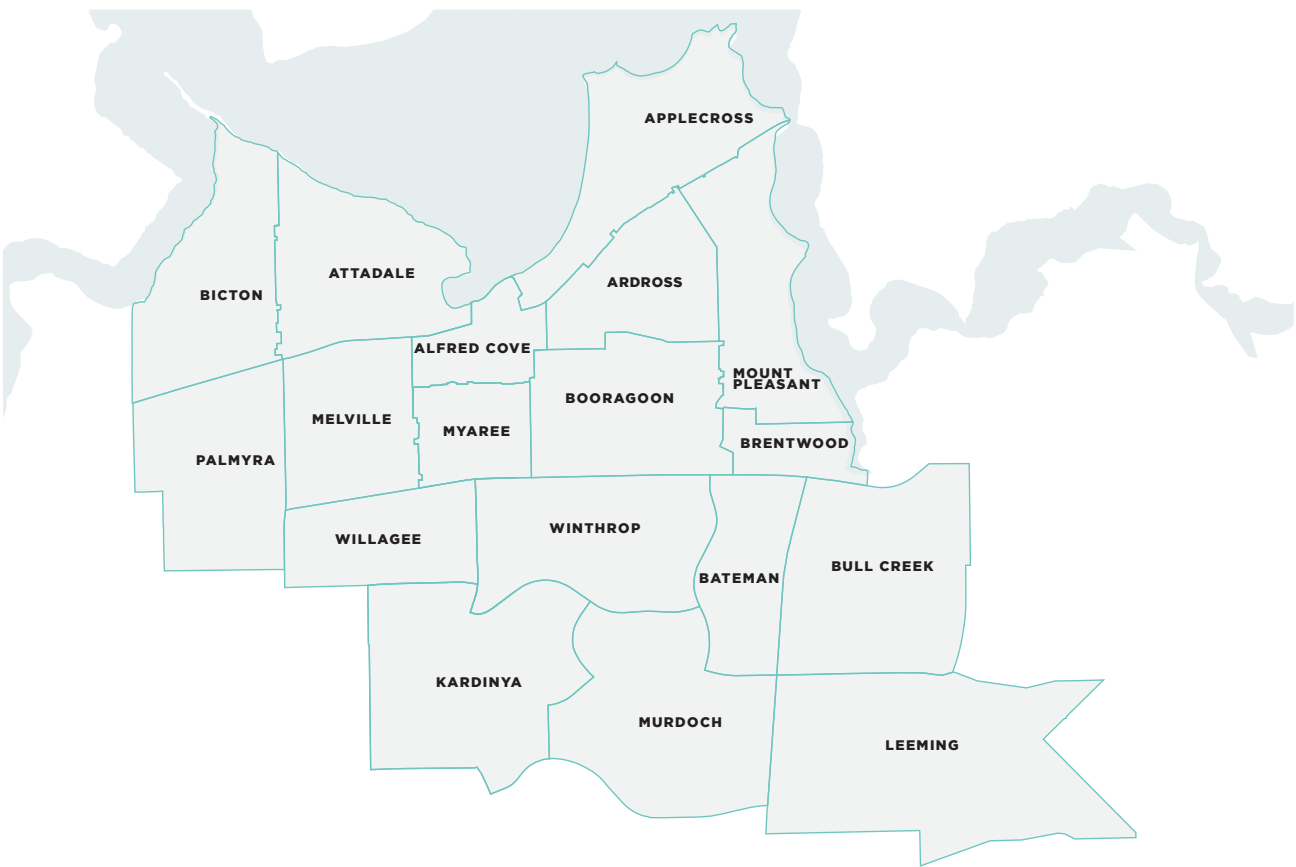
Caption
Mingle at Moreau Mews

Fast Facts

 <div>Land area 53km²</div>	 <div>No mortgage 39.7% (increase from 38%)</div>	 <div>Gross Regional Product \$7.123 billion (up from \$6.45 billion, an increase of \$673m)</div>
 <div>Foreshore 18km</div>	 <div>Mortgage 34% (up from 32%)</div>	 <div>Local jobs 50,829 (up from 44,571 - an increase of 6,258)</div>
 <div>Bushland 281ha</div>	 <div>Renting 26%</div>	 <div>Unemployment 7.7% (up from 6.8%, an increase of 0.9%)</div>
 <div>Public open space 861ha</div>	 <div>Residents 107,311 (was 103,581, up 3,730)</div>	 <div>Primary schools 24</div>
 <div>Parks and reserves 205</div>	 <div>Population density 2,023 ppsq km</div>	 <div>Preschools 21</div>
 <div>Street trees 44,000 (approximately)</div>	 <div>Median age 42</div>	 <div>Secondary schools 9</div>
 <div>Paths 501km</div>	 <div>Residents with a university qualification 38.4% (up from 33%, an increase of 5.4%)</div>	 <div>1 TAFE and 1 university</div>
 <div>Roads 503km (including 15km of resurfacing)</div>	 <div>Residents born overseas 34.5% (up 0.5% - diversity increasing)</div>	 <div>Aged persons' housing estates 15</div>
 <div>Residential properties 42,341</div>	 <div>Residents identifying as First Nations Peoples 0.9%</div>	 <div>Waste diverted from landfill 39,770t (was 30,926t, up 8,844 t)</div>
 <div>Median house sale price \$1.005m</div>	 <div>Residents working locally 28%</div>	 <div>Detached housing 74%</div>
 <div>Median house valuation \$767,868</div>	 <div>Registered businesses 10,608</div>	 <div>Medium and high density housing 25.8%</div>

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 Suburb

Suburb	Population	Sales growth	Median sales price	Rental growth	Median rental price (3br)
Alfred Cove	2,550	1.9%	\$945k	40%	\$700 p/w
Applecross	6,887	9.9%	\$1.91m	1.4%	\$750p/w
Ardross	4,232	-11.5%	\$1.04m	23.1%	\$950p/w
Attadale	6,335	-4.2%	\$1.48m	-3.2%	\$750p/w
Bateman	3,717	5.6%	\$925k	32.0%	\$627p/w
Bicton	6,573	0.0%	\$1.3m	2.6%	\$590p/w
Booragoon	5,532	10.8%	\$1.13m	-2.6%	\$560p/w
Brentwood	2,064	-1.6%	\$793k	9.1%	\$600p/w
Bull Creek	7,746	-2.0%	\$838k	13.6%	\$625p/w
Kardinya	8,730	3.2%	\$748k	17.4%	\$622p/w
Leeming	10,730	4.3%	\$850k	0.5%	\$625p/w
Melville	5,695	4.4%	\$940k	20.6%	\$750p/w
Mount Pleasant	6,684	-3.1%	\$1.35m	16.5%	\$757p/w
Murdoch	3,524	23.7%	\$949k	10.2%	\$595p/w
Myaree	1,945	-0.7%	\$820k	27.0%	\$635p/w
Palmyra	6,950	4.2%	\$805k	9.1%	\$600p/w
Willagee	4,872	12.5%	\$740k	1.9%	\$550p/w
Winthrop	5,907	25.3%	\$1.25m	29.1%	\$820p/w
City of Melville average figures		4.59%	\$1.005m	13.9%	\$634.77

data sourced from REIWA reiwa.com.au

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.



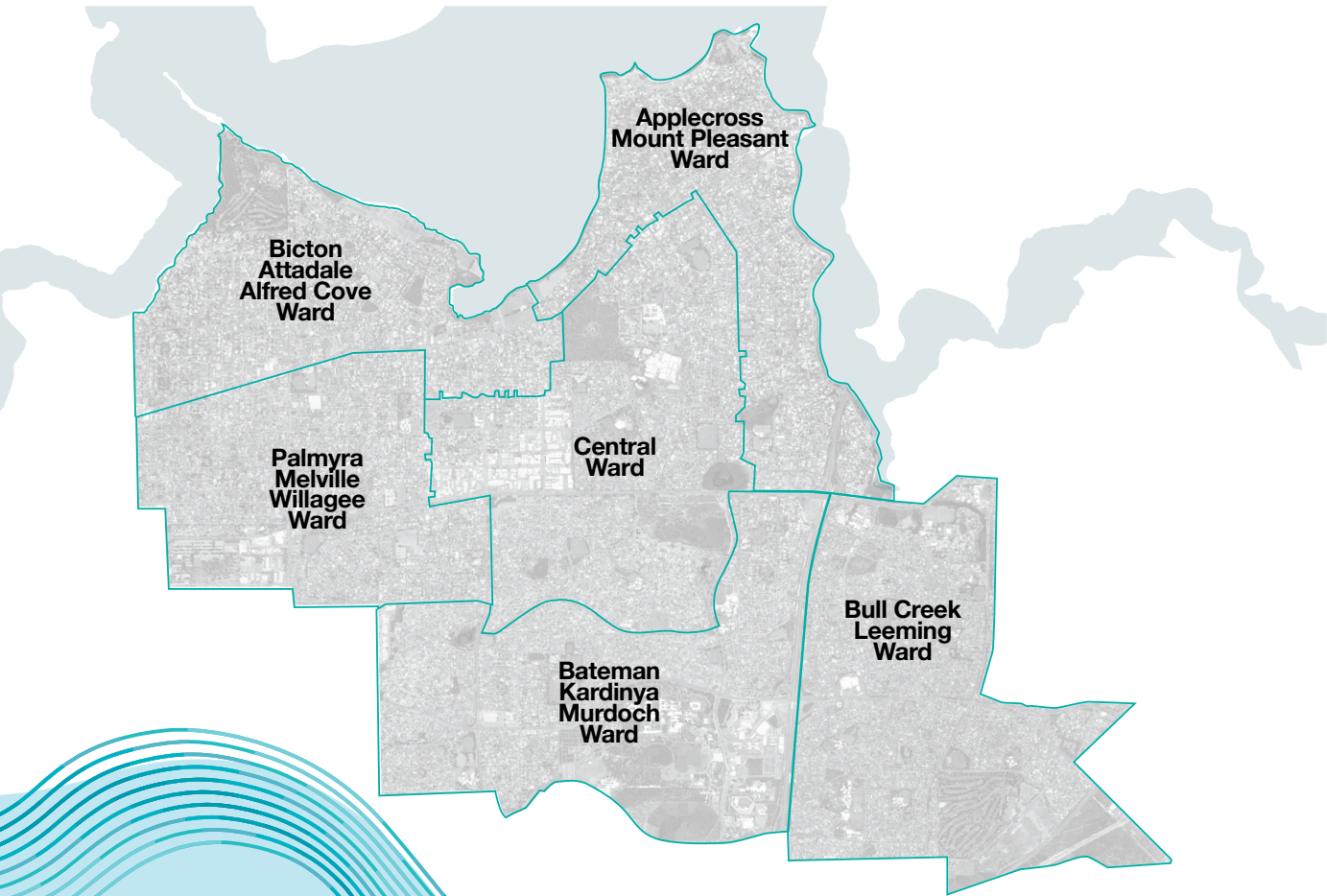
About Council

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 2023.



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 five times in 2022–2023 to consider the following matters:

- Chief Executive Officer performance review
- CEO performance framework
- CEO contract
- Application of compliance and enforcement policy
- Establishment of a Behaviour Complaints Committee
- Adoption of New Policy CP-118 Code of Conduct Behaviour Complaints Committee
- Operational Policy OP-027 Code of Conduct (Employees)

The FMARCC is an audit committee that assists the Council in carrying out its responsibilities regarding risk management, internal control, legislative compliance, and internal and external audit reporting. The FMARCC met four times in 2022–2023 and discussed and received the following reports:

- Internal audit report – status of Council resolutions implemented
- Internal audit report – working with children checks
- Governance and compliance activities update
- Legal status report update
- Insurance and risk management report
- Freedom of information activities update
- City of Melville Annual Financial Report 2021–2022
- City of Melville Community Annual Report 2021–2022
- Internal audit report – staff exit controls
- Internal audit activity report
- Freedom of information process review and improvement report
- ICT cyber security activity report
- Summary report on 2022 external audit of safety, health, environment and quality management system
- Compliance audit return 2022
- Internal audit report – Compliance Audit Return 2022
- Internal audit report – grants administration
- Annual review of the four-year internal audit plan and the annual Audit Committee work plan
- Audit Report
- Payment Card Industry Data Security Standard Compliance - Internal Audit Report
- Records Management - Internal Audit Report
- Safety, Health, Environment and Quality Management System - External Audit
- Status of Council Resolutions Implemented - Internal Audit Report

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	5	11	1	4	5
Mayor G Gear	9	5	9	1	3	4
Cr N Pazolli	11	5	11	1	4	N/A (4)
Cr M Woodall	9	3	7	0	3	N/A (1)
Cr D Macphail	9	5	9	1	3	N/A (2)
Cr K Mair	10	5	9	1	3	N/A (4)
Cr K Wheatland	8	5	8	0	N/A	3
Cr N Robins	11	5	10	1	N/A (1)	4
Cr T Fitzgerald	11	5	10	1	2	5
Cr M Sandford	11	5	10	1	N/A	5
Cr G Barber	9	5	10	1	N/A	4
Cr C Ross	9	4	9	1	N/A	5
Cr J Edinger	11	4	11	1	4	N/A (4)
Cr J Spanbroek	11	5	10	1	N/A (2)	5
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 (FMARCC) Members**
External Member Mr Lindsay Hay (since December 2018).

Mayor the Hon. George Gear JP, Cr Tomas Fitzgerald, Cr Jane Edinger, Cr Duncan Macphail, Cr Katy Mair, Cr Nicholas Pazolli (Presiding Member), Cr Woodall.

**** Governance Committee Members**
Mayor the Hon. George Gear JP, Cr Tomas Fitzgerald (Presiding Member), Cr Clive Ross, Cr Glynis Barber, Cr Jennifer Spanbroek, Cr Margaret Sandford, Cr Karen Wheatland, Cr Nicole Robins.

***** Deputy Mayor**
Cr Tomas Fitzgerald – Deputy Mayor November 2021 to present.

Our Leadership Team



Marten Tieleman
Chief Executive Officer

Bruce Taylor
Chief of Staff
Joanna Arbel
Executive Manager Corporate Strategy and Communications

Vacant
Director Corporate Services
Malcolm Duncan
Chief Information Officer
Debbie Whyte
Manager Financial Services
Llewellyn Rogers
Head of People & Culture
Corrine Newman
Head of Governance



Peter Varelis
Director Planning
Gavin Ponton
Manager Strategic Planning
Peter Prendergast
Manager Statutory Planning

Patrick Hughes
Manager Building and Environmental Health



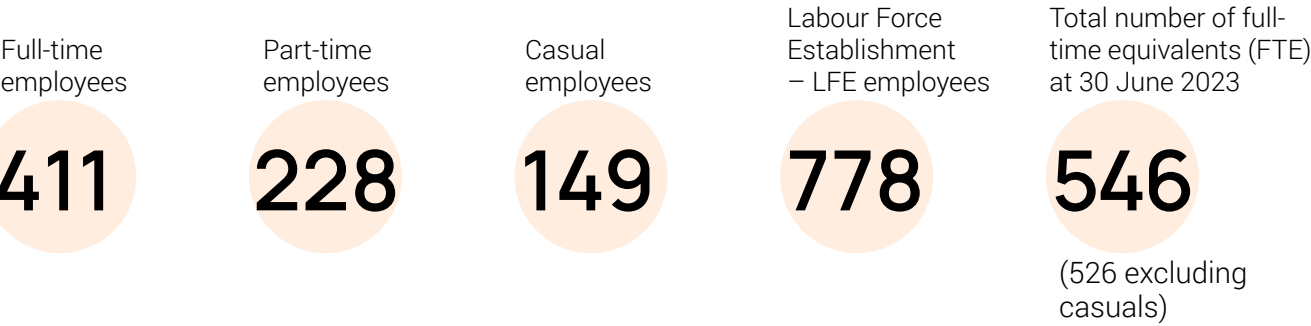
Gail Bowman
Director Community Development
Todd Cahoon
Manager Healthy Melville
Leanne Hartill
Manager Neighbourhood Development
Leeann Reid
Manager Cultural Services
Brodie Dawkins
Manager Community Safety



Mick McCarthy
Director Environment & Infrastructure
Jeff Bird
Manager Natural Areas and Parks
Kimberly Brosztl
Manager Engineering
Paul Molony
Manager Resource Recovery and Waste
Mario Murphy
Manager City Buildings

Our People

Employees (total number of employees on the payroll system as at 30 June 2023)



Employee remuneration details

Number of employees of the Council entitled to an annual salary of \$100,000 or more in 2022-2023.

Salary range	Number of employees
\$100,000-\$109,999	33
\$110,000-\$119,999	51
\$120,000-\$129,999	5
\$130,000-\$139,999	2
\$140,000-\$149,999	5
\$150,000-\$159,999	
\$160,000-\$169,999	2
\$170,000-\$179,999	
\$180,000-\$189,999	1
\$190,000-\$199,999	14
\$200,000-\$209,999	1
\$210,000-\$219,999	
\$220,000-\$229,999	1
\$230,000-\$239,999	
\$240,000-\$249,999	3
\$250,000-\$259,999	
\$260,000-\$269,999	
\$270,000-\$279,999	
\$280,000-\$289,999	
\$290,000-\$299,999	
\$300,000-\$309,000	
\$310,000-\$319,000	1
\$320,000-\$329,000	
\$330,000-\$339,000	
\$340,000-\$349,000	
\$350,000-\$359,000	

The Chief Executive Officer was paid \$316,105.68 in 2022-2023

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

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

The Strategic Community Plan is a living document and 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 new 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 the 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 them. It also integrates with various other key plans to inform our annual budget. To see our key priorities, go to page 22.

The Corporate Business Plan is broadly reviewed yearly, 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 new *Corporate Business Plan 2020-2024* and six new key priorities. Our latest Corporate Business Plan also introduces our new 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 11.

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.

Dashboards are available on our website at www.melvillecity.com.au/outcomereporting

MARKYT® COMMUNITY AND BUSINESS SCORECARD

The MARKYT® Community and Business Scorecards help measure community and business satisfaction with the products and services we offer. This provides us with key feedback on our services, infrastructure, and facilities so we can identify areas we are performing well in and areas for improvement.

The results are then compared to previous years and other local governments in WA to understand how we are performing over time and in comparison to other local governments.

The survey is conducted every two years, and in 2022-23, our 'Overall Performance Index Score' was 76 – the second highest in WA and ten points above the industry average. The overall performance index score is a combined measure of the City of Melville as a place to live and the Council as a governing organisation.

- Areas in which we performed particularly well were:
- Melville as a place to live
 - waste collection services
 - sport, recreation and library services.

- Our most improved areas were:
- sustainability/climate action
 - waste collection
 - library services.

- Areas we need to focus on and improve included:
- planning and building approvals
 - Council leadership
 - advocacy and lobbying.

Read the full report and results at www.melvillecity.com.au/scorecards

Community Wellbeing Survey

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

The next Community Wellbeing Survey will take place at the end of 2023.

The 2021 survey results are available 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

You can also track our progress in achieving the community's aspirations through our outcomes dashboards on our website: www.melvillecity.com.au/outcomereporting

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.



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
- Creche services and kids' programs
- 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 Program
- 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
- 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 planning
- Senior services
- Youth services



Sustainable & Connected Transport

- Advocate for high-quality transport options at State and Commonwealth 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

To measure community and business satisfaction with our products and services, we commission Community and Business Scorecards. Our last scorecards were done in 2022 with our community scoring us the highest for libraries, FOGO waste collections and our foreshore.

To access the scorecards, visit www.melvillecity.com.au/scorecards

A Year in Review 2022-2023

Djilba

AUGUST-SEPTEMBER
SEASON OF CONCEPTION

Mixture of wet days with increasing number of clear, cold nights and pleasant warm days

SEPTEMBER 2022 Youth Sports Scholarship

Awarded 15 young athletes a Youth Sports Scholarship comprising a free one-year membership to Leisurefit Recreation Centres, helping them to achieve their sporting goals.



OCTOBER 2022 Climate Action Reference Group launched

24 community members join the City's first Climate Action Reference Group as part of our commitment to becoming a carbon neutral organisation by 2030 and achieving net zero across the City by 2050 to combat climate change.



NOVEMBER 2022 Melville Age Friendly and Accessible Business Awards (MAFAB)

The Awards recognise businesses who provide positive experiences for people living with a disability or other accessibility requirements. First Prize was awarded to The Barber Shop in Alfred Cove.



DECEMBER 2022 Melville Theatre Company

The Melville Theatre Company will make a return later in 2023 to the Main Hall after 35 years, following a \$1.1 million refurbishment.



JANUARY 2023 Community Citizen of the Year Awards

Mayor announced winners at the Australia Day Breakfast Event: Irina Bradley (Citizen), Jack Anderson (Young), Lawrie Carr (Senior) and The Volunteers of Bottle Top Hill (Group).



AUGUST 2022 Melville Cockburn Chamber of Commerce (MCCC)

Local businesses shared and discussed ideas on how to fight climate change with City Councillors and staff at the MCCC's Business After Hours networking event, an important forum to connect with and support our local business communities.



SEPTEMBER 2022 Karlap Ceramics Studio opens

Melville's first custom-built community ceramic and arts studio Karlap Ceramics Studio opens to the community, thanks to a \$1.2m investment from the City.



NOVEMBER 2022 Tender is the Night returns for its second season of concerts

Goolugatup Heathcote hosts a series of intimate, one-of-a-kind concerts.



Kambarang

SECOND SPRING OCTOBER-NOVEMBER
SEASON OF BIRTH

Longer dry periods

NOVEMBER 2022 New murals at Canning Bridge

Five local artists were commissioned to create new murals near Canning Bridge to inspire our community.



Birak

FIRST SUMMER
DECEMBER-JANUARY

Season of the young
Dry and hot
Burning time

MARCH 2023 Songs for Freedom

Hosted an open-air event at Dyoondalup Point Walter, celebrating the music, people, and country of the Pilbara.



AUGUST 2022 Aged care sign language interpreters introduced at seniors' forum

Auslan interpreters were included for the first time at the South of the River Forum as part of the City's commitment to making its services and events accessible for the community.



SEPTEMBER 2022 Digital Art Prize

Selected by public vote, Amalia Lindo takes out the City's Digital Art Prize, a biennial national award for digital art, for her work *Two Marionettes Collide*.

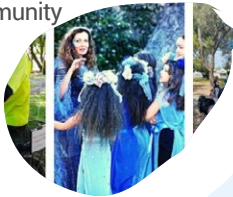


NOVEMBER 2022 Piney Lakes paw-some play park opens

Community members celebrated the city's first off-leash fenced dog play park at Piney Lakes Reserve.

JUNE 2023 Project Robin Hood

Six community-driven projects share in a pool of \$95,000 as voted by more than 1,400 community members.



JUNE 2023 Upgrade to changerooms supports female participation in sport

Completion of female-friendly changerooms thanks to a \$1.2 million upgrade to John Connell Reserve changerooms.



JUNE 2023 Melville Parks and leisure projects celebrated at state awards

The Shirley Strickland Reserve Redevelopment and the City's work with ArborCarbon win at the at the Parks & Leisure Australia (WA)'s Regional Awards of Excellence.



MAY 2023 Save The Black Cockatoos

The City partners with Murdoch University to protect endangered black cockatoos through the 'Keep Carnaby's Flying - Ngoolarks Forever' program.



Bunuru

SECOND SUMMER
FEBRUARY-MARCH

Season of adolescence
Hottest part of the year

MARCH 2023 Mental Health Mural Project

More than 50 young people joined artists to paint two murals in the City of Melville to help stimulate important conversations about mental health.



JUNE 2023 Council adopts the 2023-2024 Budget, with \$59m earmarked for important community infrastructure.



Makuru

WINTER
JUNE-JULY

Season of fertility
Coldest and wettest season of the year
More frequent gales and storms



MAY 2023 Leading waterwise council

The City achieves a Gold waterwise endorsement from the Water Corporation.

JUNE 2023 Bob Gordon Playspace wins Architecture Award

The space-themed playspace wins the Australian Institute of Landscape Architects WA's Landscape Architecture Award for Play Spaces.



JUNE 2023 Pre-booked verge collection system to be introduced

The City announces move to pre-booked verge collection system for bulk waste and garden organics.



JUNE 2023 Solar-powered, cashless parking machines introduced

The cashless machines will reduce the need for cash collections, minimising emissions and also paper waste for motorists who use the EasyPark app.



MAY 2023 Major milestone for Goolugatup Lowerlands

The City reveals plans to transform the Goolugatup Lowerlands into a community, recreation, and natural space.



MAY 2023 Goolugatup Sounds showcases talent

Goolugatup Heathcote Gallery hosts the best of live and touring talent.



MAY 2023 WA's largest woodturning facility

New state-of-the-art multi-use facility at the Kardinya Lesser Hall, now home to the Melville Branch of the Woodturners Association of Western Australia (WAWA).



APRIL 2023 Radio Revolution at Wireless Hill

Wireless Hill Museum opens its exhibition 'Solid State: A Revolution in Radios'.



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 2023
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">▪ Foreshore restoration projects at Heathcote, Melville Beach Road and Bicton foreshore continued.▪ Launched the Keep Carnaby's Flying – Ngoolarks Forever habitat restoration project, in partnership with Murdoch University.▪ Continued implementing annual natural area maintenance programs (weeds, dieback, feral animals, bushfire risk management).▪ Piney Lakes Environmental Education Centre (PLEEC) continued to deliver community environmental education programs and is progressing towards becoming a Climate and Environment Innovation Hub.▪ Environmental Friends Group carried out ground restoration works and associated environmental projects.▪ Completed a comprehensive, science-based risk and vulnerability assessment for the City, identifying opportunities to mitigate and adapt to climate change and increase resilience.
	Utilise technological opportunities to efficiently enhance the sustainability of the environment through monitoring and reporting.	<ul style="list-style-type: none">▪ Implemented aerial monitoring of trees in Applecross for Polyphagous shot-hole borer (PSHB), rather than visual inspection only.▪ A strategy to improve technology and placemaking at PLEEC is being implemented.▪ Commissioning of the Smart City Dashboard Application, that allows live monitoring of utility consumption and carbon emission across the City's largest emitting facilities.▪ Utilisation of electronic reporting across reserve and streetscape teams.
	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">▪ We became a member of WALGA tree group.▪ Completed community consultation on cat management.▪ Further Riverbank and Urban Forest grant applications made to the Department of Biodiversity, Conservation and Attractions (DBCA) for matching funding for foreshore projects.▪ Department of Fire and Emergency Services (DFES) funding sought and received for bushfire risk mitigation works.

Priority	Key strategies	Status as at 30 June 2023
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">▪ Travel smart solutions have been encouraged for local schools.▪ Implemented the use of electric bikes for short work-related travel for staff.▪ Undertook a whole of staff travel survey to better understand the commuting methods of staff.▪ Continued focus of development in strategically located activity centres with strong public transport links.
	Enhance amenity and vibrancy through placemaking and creating well-designed and attractive public spaces.	<ul style="list-style-type: none">▪ Promotion of implementing attractive, well-designed places in centres including Ogilvie Road in Canning Bridge and Riseley Precinct in Ardross.▪ Plans for public realm improvements continue to be refined in conjunction with the community.▪ Work progressed on the renewal of the Blue Gum Community Centre. Architects were contracted to develop detailed designs.▪ Launched Canning Bridge Place Grants and awarded more than \$90,000 to nine applicants.
	Optimise the capability and liveability of activity centres with consideration to the expectations of our community.	<ul style="list-style-type: none">▪ Activity centres form the heart of our communities. Activity Centre Plans provide the master plan to ensure these centres evolve into exciting, liveable and well-connected places. Planning and review of our activity centre plans continued throughout 2022-2023. Reviews of the Canning Bridge Activity Centre Plan and the Kardinya Activity Centre Plan have been undertaken.▪ Continued to support the Willagee Pop-Up Support program at the Willagee Hub. The service offers mobile human services including the Freo Street Doctor, Moorditj Djena and Mobile Foodbank, all arriving on Monday mornings. At the same time the City's financial counsellor offered emergency assistance from the Willagee Community Centre.
	Enhance regulatory and approval frameworks to ensure sustainable building infrastructure.	<ul style="list-style-type: none">▪ New and existing activity centre plans include provisions aimed at enhancing sustainable development. The roll out of the new R-Codes throughout 2022-2023 also ensured improvements to the sustainability of residential development. The review of Local Planning Scheme 6 (LPS6) is also an effective tool that is aiming to set development standards to help tackle climate change and make sure new developments contribute to, rather than threaten, the existing natural environment.

Priority	Key strategies	Status as at 30 June 2023
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">▪ Kearns Crescent streetscape upgrade workshops.▪ Tompkins Park playground and exercise equipment renewal.▪ Beasley Park playground renewal.▪ Bicton Substation playground renewal and park upgrade.
	Improve the mechanisms to make information flow easier to access and share, including optimising digital communications.	<ul style="list-style-type: none">▪ Standardised the use of QR codes for engagement promotional material.▪ We continued to issue engagement updates from Melville Talks to page followers on key project milestones and outcomes.▪ Established a new monthly eNews targeted at youth.
	Improve engagement with the business community.	<ul style="list-style-type: none">▪ Kearns Crescent Streetscape Upgrade engagement with local businesses, including establishment of an engagement business pool.
	Enhance opportunities for civic engagement and building community capacity.	<ul style="list-style-type: none">▪ Project Robin Hood round six.▪ Better Together Melville – Access and Inclusion Plan engagement opportunities.▪ Establishment of the Climate Action Reference Group.
	Strengthen online service delivery and respond to the digital divide by supporting improvements in digital literacy.	<ul style="list-style-type: none">▪ Increased budget allocation to keep up with the increasing demand for resources in e-formats.▪ Choice Online and Comics Plus were new e-platforms acquired to increase the diversity of resources available to library members.

Priority	Key strategies	Status as at 30 June 2023
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">▪ 2023–2027 Safer Melville Plan has been endorsed and is being implemented.
	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.▪ Completed an extensive community and stakeholder survey to help inform the City's first Wheeled Sports Plan to inform infrastructure needs to create a safe, inclusive and sustainable future for wheeled sports in the City for the next 20 years.▪ 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 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">▪ Ongoing participation in the Child Safe Community of Practice facilitated by Western Australia Local Government Association (WALGA) and the Department of Local Government, Sport and Cultural Industries (DLGSC) to build capacity of the Local Government Authority (LGA) sector in embedding National Principles for Child Safe Organisations.▪ Participated in the development of the South Metropolitan Regional Homelessness and Housing Plan facilitated by Imagined Futures.

Priority	Key strategies	Status as at 30 June 2023
Priority 5 Ensure long term financial sustainability	Undertake efficiency improvements to maximise cost effectiveness.	<ul style="list-style-type: none">Work continued to further develop and deploy a 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">Submitted applications for the 2024-2025 MRRG and Blackspot funding program.
	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.



Children enjoying our Summer Music Festival series

Priority	Key strategies	Status as at 30 June 2023
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">Further investigation of economic development opportunities to promote the City and support the work of local businesses. This Prosperity Plan includes a focus on growth and opportunities in the City's strategic centres.Implementation of the City's Local Planning Strategy also continues to encourage growth, services, jobs and vibrancy in strategically located centres. We continued to progress our Small Business Friendly Approvals with 86% of reform tasks started and they are 83% completed.
	Support opportunities for not-for-profit and social enterprise.	<ul style="list-style-type: none">Approved 68 My Community Grants.Staff delivered two capacity-building workshops for not-for-profit organisations and community groups.Collaborated with local not-for-profit organisations, including Lily Gresle, Melville's Young Citizen of the Year and founder of How to be Well who delivered mental health and wellbeing activities during Youth Week.Continued to host the Melville Age Friendly Accessible Business Network, creating space for local service providers to share knowledge and experience.Hosted Inclusion Solutions delivery of a social inclusion forum, enabling attendees to learn more about inclusion initiatives within their community.The Neighbourhoods team provided capacity-building training on governance for not-for-profit organisations based in or servicing the City of Melville. The team also supported community organisations individually with incorporation requirements, events and grants.Hosted the Cockburn, Melville, Fremantle, Youth Interagency Network, facilitating sharing of initiatives focused on the experience of young people across the region.

OUR FUTURE PRIORITIES

The six key priorities outlined above will remain our focus for 2023-2024

Key Items of Capital Expenditure

In 2022-2023, \$37m was incurred in investment activities. Key items of capital expenditure included:

- **\$11m** for works on City-owned buildings including \$1.4m for Melville Woodturners Building Extension, \$1.5m for Winthrop Park Changeroom Upgrade, \$1.3m for John Connell Changeroom Upgrade Stage 2, \$1.3m for Marmion Reserve Changeroom Upgrade, \$754k for internal works at the Operations Centre and \$626k for the refurbishment of the Civic Centre Main Hall.
- **\$9m** for roads including \$610k for Archibald Street - Winnacott to Wheyland, \$605k for Riseley Street - Almondbury to Marmion and \$500k for Point Walter Road/ Canning Highway intersection.
- **\$3m** for parks streetscapes including \$668k for Urban Forest and \$293k for Goolugatup Heathcote Lowerlands Development.
- **\$2.6m** for playgrounds including \$1.5m for the new playspace - Bob Gordon Reserve.
- **\$2m** for drainage including \$390k for pipe relining and \$155k for drainage improvements at Matheson Road.
- **\$2m** for paths including \$558k for the Murdoch Drive Shared Path Construction Stage 4.
- **\$1.2m** for lighting including \$344k for floodlighting at Winnacott Reserve and \$214k for lighting pole renewals.
- **\$1m** for irrigation.
- **\$1m** for environmental upgrades including \$850k for foreshore restoration.
- **\$326k** for foreshore facilities.
- **\$1m** for furniture and equipment, including IT hardware and software.
- **\$2.8m** for plant and equipment including fleet.

Our 2022-2023 capital works program was partly funded by government funding programs, including the Roads to Recovery Program and Main Roads Regional Grants Program and the CSRFF program.

Bob Gordon Reserve Premier Playspace



Clean and Green

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



CLEAN AND GREEN

GOALS

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

HIGHLIGHTS

Planted more than **36,000** native sedges and seedlings in the natural areas, and **4,000** trees in our parks, streetscapes and natural areas.

Gave away **10,580** free native plants to residents and local schools in our annual native plant giveaway.

Held more than **134** sustainability workshops for **3,622** participants at our Piney Lakes Environmental Education Centre.

Diverted **66.70%** 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 **38,793** tonnes (**1,293** less than last year) of residential waste and recycling, comprising **19,986** tonnes of food and garden organics (FOGO) waste, **10,088** tonnes of general waste and **8,718** tonnes of recycling.

Collected **1,833** tonnes of commercial waste (**547** less than last year) and **377** tonnes of commercial recycling.

Collected **2,268** tonnes of bulk verge waste (**236** less than last year), with **890** tonnes diverted from landfill. Also collected **9.38** tonnes of whitegoods, **0.31** tonnes of e-waste, **2,858** tonnes of garden organics, and **86** tonnes of mattresses during bulk verge collection.

Collected **402** tonnes (**120** tonnes less than last year) of waste from street and park bins and supplied more than **3.98** million doggie waste bags (**860,000** more than last year).

Responded to **10,351** waste-related requests (down **1,137** on last year).

Recycled **21** tonnes of e-waste through our e-waste and recycling drop-off days.

Conducted **835** general waste bin audits, resulting in **791** (up **11**) successful and **44** unsuccessful (down **34** on last year) audits.

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

Reduced our Scope 1 & 2 carbon emissions by **281 tCO2-e** down to **5,676 tCO2-e** (down from **5,957 tCO2-e** last year).

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

Responded to **127** complaints regarding dust, smoke and odours.

Responded to **977** calls about illegal dumping.

Supported the 2022 Garage Sale Trail, in which more than **11,955** residents participated (more than double last year's **5,070**).

Installed **135 kW** of solar PV at four facilities which will generate around **215 MWh** of

renewable energy and saved an estimated **110** tonnes of CO2-e per annum over the 2022-23 period.

Retained our recognition as a Gold Waterwise Council from the Water Corporation.

Recertification of the COM Environmental Management System.

KEY PROJECTS AND ACHIEVEMENTS

Since declaring a climate emergency in July 2021, the City has taken various steps to address climate change and is working to become a carbon neutral organisation by December 2030, and achieve net zero carbon emissions across our local government area by December 2050.

To ensure our climate action efforts are based on community feedback, we established a Climate Action Reference Group (CARG) which consists of 24 community members, who met seven times since established in November 2022, to discuss climate risk, energy, water, waste and the circular economy, transport, greening the

cities, diet, and the built environment.

The CARG will be vital in helping to inform our Community Climate Action Plan which will be completed in 2024. This follows on from our Corporate Climate Action Plan which sets out a roadmap for reducing the organisation's carbon footprint and was endorsed by Council in July 2023. Both plans are informed by a comprehensive, science-based risk and vulnerability assessment completed for the City this year, highlighting the adaptation and mitigation opportunities for the City and the community.



Our first free tree giveaway - greening the City one tree at a time.

Our waste wise Melville team leading our war on waste



In 2022-2023 we introduced our first ever carbon budget and we reduced Scope 1 and Scope 2 carbon emissions by 281 tonnes of CO₂e, bringing our total carbon emissions for 2022-2023 to 5,676 tonnes of CO₂e. Carbon emissions and reduction figures for the previous financial year (2021-2022) have been recalculated due to improved accounting and boundary calculation, reducing Scope 1 and Scope 2 emissions from 8,109 to 5,957 tonnes of CO₂e for 2021-2022.

This year the City integrated sustainability considerations into our procurement process, ensuring that environmentally friendly and local goods and services are considered in our tender processes. The City also entered into an aggregate purchase of energy agreement for three years through WALGA for 100% green power for City sites that use more than 50MWh of power each year.

We know that our parks, reserves, and public spaces are key components that go into making the City of Melville the green and inviting urban oasis that residents and visitors of all ages enjoy. We remain firmly committed to the sustainable management of these natural areas for our

community now and for future generations, and continue to invest in managing our green assets.

We continued implementing our high-level natural area asset management plans for Piney Lakes, Wireless Hill and Quenda Reserves, and good progress was made in implementing the City's Public Open Spaces Strategy, funding for which has been allocated and embedded into our Long-Term Financial Plan.

We took decisive action to offset the immediate effects from the growing instability of our weather and river conditions, with emergency works completed on Bicton Foreshore and new revetment works were completed at the Goolugatup Heathcote Lowerlands, to help combat erosion.

Our commitment to monitoring and improving the quality of our local waterways and wetlands was prioritised with water quality improvement plans underway at 14 sites across the Bull Creek catchment and ongoing revegetation of our wetlands continued.

We continued to focus on our iconic river foreshore and launched a tendering process to find a contractor for works at Melville Beach Road and Goolugatup Heathcote West. Progress was made on the City's Public Open Space Audit and various asset management plans were reviewed.

Cementing our focus on the importance of trees, we celebrated the WA Tree Festival, which was a great success this year across the City, with numerous events held at the Piney Lakes Environmental Education Centre and enjoyed by enthusiastic tree lovers from across our City and beyond.

Our 3-Bin FOGO service celebrated its 4th birthday this year. Since the 3-Bin FOGO rollout commenced, an impressive 79,941 tonnes of organic material has been collected and diverted from landfill. The year-end diversion from landfill rate has dropped slightly (by 0.03% to 66.45%) compared to last year. This is due to a reduction in garden organic tonnages and recycling collected, which could be attributed to the uptake in containers for change and a downturn in green waste collection uptake.

We are still on track to meet the State Government's Waste Strategy target of 75% diversion from landfill by 2030, and to assist with this, the Council unanimously voted for the introduction of a pre-booked verge collection service to commence early 2024.

'Beyond the Bin' projects assisted residents with minimising their waste with more options to

recycle and dispose of items that cannot go into any of their three household bins. These projects included e-waste drop-off days with almost 22 tonnes collected, a successful pre-loved clothing market and 73 workshops and events held over the year that attracted nearly 6,000 attendees.

Eight of the City's 14 domestic side-loading waste collection trucks have moved to the Euro 6 emission standard Volvo trucks, with the remaining six collection trucks transitioning in the coming financial year. These trucks lifted an estimated 4,461,000 domestic bins.

With our focus on sustainability, it was very pleasing to see more than double last year's residents participate in the 2022 Garage Sale Trail, with more than 11,000 sellers and buyers taking part. Our residents achieved some of the highest numbers of sales in WA and across Australia, showing our residents' commitment to re-using, upcycling, and resisting the lure of fast fashion.

The City won:

- Best Use of Technology Award at the Parks and Leisure Australia (WA) for aerial monitoring of trees in Applecross.
- Highly Commended Playspace under \$500k at the Parks and Leisure Australia (WA) for the Davis Lawlor Park extension.
- Best Landscape Architecture Award from the Australian Institute of Landscape Architects (WA) for the UFO-themed Bob Gordon Playspace.



City officer takes the new ebike for a spin

Year ahead – key initiatives

- Better Bins grant funding expenditure for a residential engagement project to assist with waste minimisation and ‘beyond the bin’ alternatives to landfill.
- New FOGO service being rolled out to include all high-density residential properties throughout the City.
- New pre-booked verge collection booking service beginning in early 2024.
- Final vehicles in the City’s waste collection fleet will be updated with the latest Euro 6 Volvo side loaders.
- Procurement of new verge collection trucks to increase efficiencies and environmental controls.
- Ongoing investigations into alternative fuel technologies for future fleet vehicles.
- Waste Strategy 2030 education and engagement activities continue.
- Examination of new and alternative energy generation sources for City buildings and vehicles.
- Infrastructure projects, business connections, and networks to be re-imagined to focus on taking Climate Action.
- Reposition Piney Lakes Environmental Education Centre as a Climate and Environmental Innovation Hub and Destination.
- Continue implementing foreshore projects from the City’s Foreshore Restoration Strategy and the Attadale Alfred Cove Foreshore Masterplan.
- Construction of a mountain biking facility at Point Walter.
- Community Climate Action Plan development in conjunction with the Climate Action Reference Group and other community engagement activities (schools, business, youth, First Nations, general community).
- Pilot community grants for climate change initiatives.
- Undertake actions from Corporate Climate Action Plan as endorsed by Council in July 2023: Ten themed areas for 110 actions = 61 current actions, 49 new actions.
- Murdoch University Zero Emissions Buildings renewable energy project.
- Wastewise Melville staff training program in conjunction with Plastic Oceans Australia to educate and empower staff to reduce waste in the workplace.
- Ongoing partnership with Murdoch University to track and improve renewable energy, energy efficiency, water efficiency and air quality across the City.

Key Performance Indicators

We evaluate our performance in several different ways, some of which are listed below.



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 **1,171** development applications, with a total construction value of approximately **\$281 million** (up **\$40 million** on the previous year).
- Referred **9** development applications to the Metro Inner-South Joint Development Panel, with a total construction value of approximately **\$157 million**.
- Completed **86** capital works projects.
- Processed **87** stallholder, trader and alfresco dining permits.
- Issued **15** commercial recreation permits.
- Issued **2,366** building permits (up by **204** on last year).
- Dealt with **203** building compliance matters (up **25** on last year).
- Progressed one underground power project.

KEY PROJECTS AND ACHIEVEMENTS

This year we continued a strong focus on attracting and encouraging local businesses to grow and prosper within our City, recognising their importance in creating local jobs, providing essential goods and services and helping create attractive, liveable communities. This is particularly important as our City and our region and state continue to grow strongly.

We continue to do our part in making it easy for local businesses to spark and thrive, which includes our Small Business Friendly Approval Program that is delivering on simpler processes, less red tape and enhanced online forms.

This year we commenced 86% of reforms of the Small Business Friendly Approvals Program with an average progression completion rate of 83%. This includes the simplification of standard business application forms, improved information sharing across the organisation, and fast-tracked permit process for alfresco dining.

From the 2022 MARKYT Business Scorecard survey, the City of Melville was recognised as the Local Government leader in WA for overall business performance, scoring considerably higher than industry average.



We are taking a smart, strategic approach to developing activity centre hubs within the City of Melville, and helping them to evolve into exciting, liveable and well-connected places. Key to this approach is the City's activity centre plans, which are being implemented to good effect, including in the key growth areas of Canning Bridge and Kardinya Park. This is in addition to priority plans for the Melville City Centre (covering Booragoon and the City's heart), the Melville District Centre, the Murdoch Specialised Activity Centre and Riseley Activity Centre, as well as a new structure plan that charts the future vision for the growth area of Willagee.

Signalling the desirability of the City of Melville as a place to live, the State Government has set us an infill target of 18,500 new dwellings between 2010 and 2050. Driven by strong growth in property values, since 2010 approximately 1,700 new dwellings have been constructed, representing 9% progress towards the 2050 target, with many more new construction plans in development and under discussion with Council.

The review of the Local Planning Scheme No. 6 continued. The first step, a report reviewing the operation of the existing Scheme, has been

supported by the Western Australian Planning Commission (WAPC). Preliminary public consultation has been undertaken and input from stakeholders will continue to guide the review process.

The City completed reviews of multiple local planning policies to ensure they are consistent with the state planning framework and continue to deliver positive outcomes. As part of this review process the Local Planning Policy 1.22 Construction Management Plans were adopted.

The new systems and processes we introduced last year to streamline planning and building services are already taking effect, making it easier and faster for us to help the community with planning and building compliance enquiries. The total value of development applications lodged with the City in 2022-23 increased by \$40 million from 2021-22, and hundreds more building permits were issued over the same period. We also saw a pleasing increase in compliance matters being resolved. We're focused on leading in sustainable development, having progressed an underground power project in Kardinya to completion this year, and having approved a development application that garnered a five-star green rating.

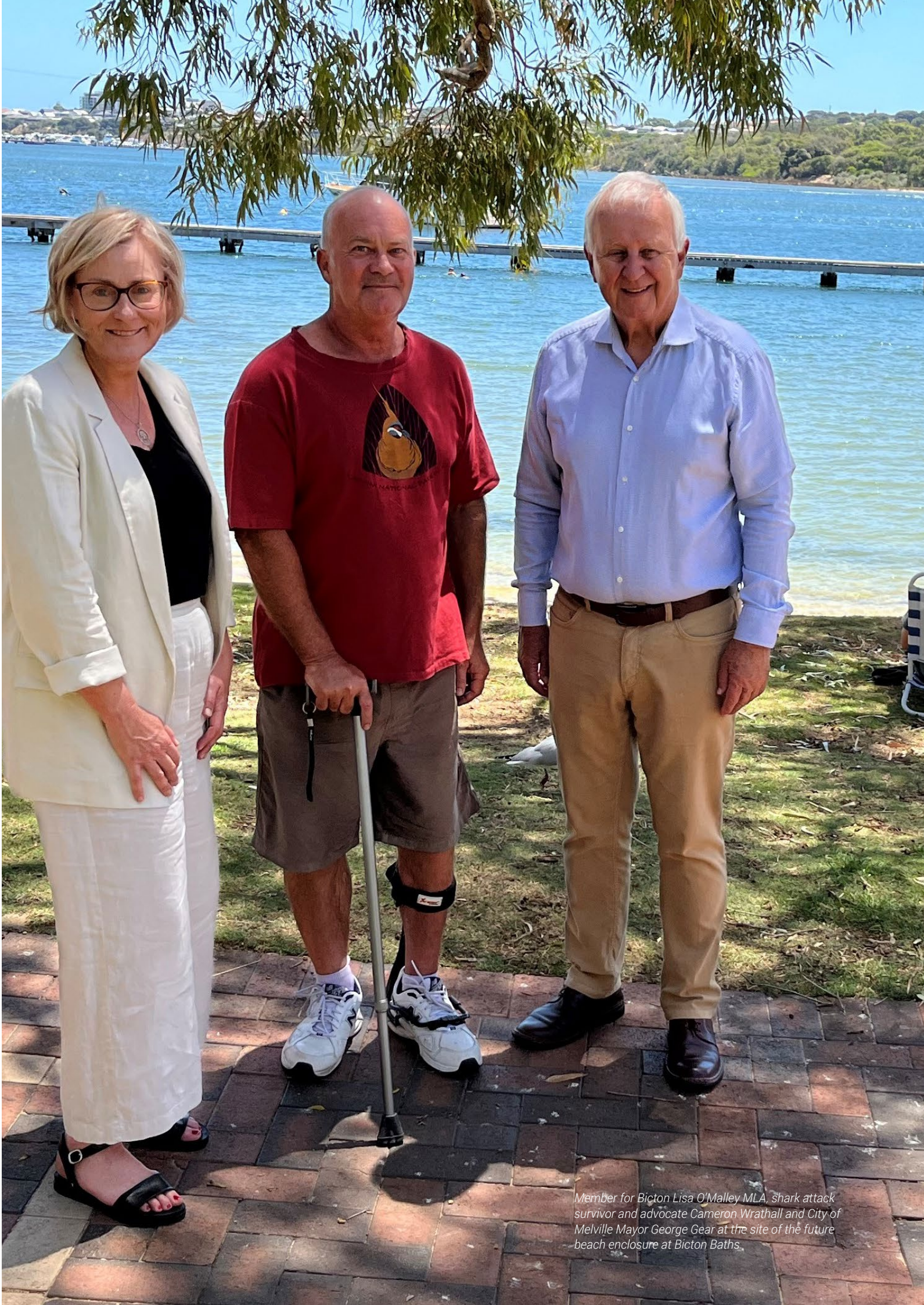
Key Performance Indicators

We evaluate our performance in several different ways, some of which are listed below.



Year ahead – key initiatives

- Continue with the formal review of Local Planning Scheme No. 6.
- Help facilitate the finalisation of the review of the Canning Bridge Activity Centre Plan.
- Continue roll out of activity centre plans (Petra Street, Bull Creek) – dependent on Council priority.
- Work on how best to develop the City’s landholdings.
- Continue our focus on building and rolling out our business-friendly approach - strengthening access for businesses to grants for innovation and growth.
- Continue the review of various local planning policies.
- Commence expressions of interest process for the Design Review Panel.
- Progress updates to the planning related website content and planning procedures to ensure these are aligned with the City’s Customer First Approach.
- Develop an improved mechanism for customers to provide feedback on the planning process.



Member for Bicton Lisa O'Malley MLA, shark attack survivor and advocate Cameron Wrathall and City of Melville Mayor George Gear at the site of the future beach enclosure at Bicton Baths.

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

9,725 registered team players played sport in our parks and reserves.

Our LeisureFit centres had 4,398 members (excluding juniors); up 591 new members from last year.

Our LeisureFit centres recorded 894,069 attendances.

Held 134 free fitness classes through our Active in the Park program with the addition of 42 new classes this year.

Completed 2 playground renewals.

Completed 945 food premises inspections (up 78 from last year), with 96% of businesses scoring 3+ stars.

Inspected 62 beauty and hairdressing businesses to check they are clean, well-maintained and comply with relevant legislation, twice last year's numbers following the implementation of a new system.

Completed 49 inspections of public buildings to ensure they are safe for our community to use.

Responded to 738 complaints about noise (67 fewer complaints than last year).

Completed 20 audits of public swimming pools.

42,221 rounds of golf were played at Point Walter Golf Course – (up 7,635 from last year).

Awarded 15 Youth Sports Scholarships, providing recipients with a free one-year membership to our LeisureFit Centres.

Provided 77 Youth Sport Grants throughout the year, (up 57 from last year).

KEY PROJECTS AND ACHIEVEMENTS

As a local government, we know how important it is to provide the services and facilities that ensure our residents stay fit, healthy, and connected. During 2022-2023, we have continued to invest in a broad suite of facilities, programs and activities that will ensure City of Melville residents enjoy a high-quality standard of living with access to amenities that are enviable in their range, diversity and accessible to all. In the 2022 MARKYT Community Scorecard, the City of Melville was benchmarked as the top local Government in WA for access to health and community services.

We strategically invested in community wellbeing by bolstering local infrastructure and building environments that support physical activity and healthy lifestyles. Rather than assuming we knew what our community wanted, we asked what was important to them, with engagement that led to informed decisions, including upgrades to changerooms at John Connell Reserve and for the Kardinya Sports Association.

Redevelopments are now complete at Marmion Reserve and Winthrop Park, while new floodlights are making it easier and safer to use our facilities at Bill Ellson Reserve, Winnacott Reserve, Beazley Park, and the Peter Ellis and Karoonda Reserve hard courts, with a concept plan and budget approval now in place for the Dyoondalup Point Walter multi-use courts. This is sound preparation work for implementing our Tennis Strategy, which is now complete.

Just as staying healthy and active is important, equally, we value inclusion and diversity as guiding principles for wellbeing. With this in mind, we progressed on 'Rolling Forward', our Wheeled Sports Plan. Eleven engagement sessions were held during the year for 212 participants, with their feedback used to help inform the draft Plan.

Work progressed on the John Connell Reserve Master Plan to create a community-informed future vision of our largest public open space at 122 hectares. Facilitated by independent consultants Element, we worked collaboratively with key stakeholders, including the Cities of Canning and Cockburn, the John Connell Collective (a group of diverse community members and sporting groups), local residents and people who use the reserve. We sought extensive community feedback to help inform a visioning and values proposition for the site which will now be used to create concept plans for further community engagement in the 2023-2024 financial year.

In response to community needs, we increased the number of diverse fitness programs for older adults and varied mobility levels at our LeisureFit centres. Our two centres recorded record levels of participation this year; our new DanceFit programs added a fun new way to move that is appealing to young people, and we have appointed a Fitness Programs Team Leader focused on program development for older adults, and specialist needs populations (such as people with low mobility).



Residents enjoying an Active in the Park yoga session

We completed the planning and design phase of the LeisureFit Booragoon pools refurbishment project, which will see it transformed into a modern, contemporary, and accessible new swimming facility. The project involves a major refurbishment of the leisure pool, 50-metre pool, changing facilities and replacement of the air conditioning and ventilation systems. Construction will commence in 2023-2024.

We have added a seated exercise class to the City's Active in the Park program (now open all year round), and these measures have been rewarded with higher than ever levels of participation. Acknowledging how important it is to stay active throughout life's journey, this year we delivered a physiotherapist-led program to help people manage chronic disease and injury and encourage active lifestyles.

We have enhanced our focus on the importance of mental health as a key aspect of wellness. We recently commissioned a mural project that included the facilitation of mental health art workshops and the installation of two large

murals by young people in conjunction with local artists. Free online suicide prevention training was also made available to the community, and the My Way healthy lifestyle program is now helping residents of all ages develop good eating and exercise habits.

Good lifestyle habits begin with our young people, which is why we continue to empower inclusive participation and support for sports and community groups, including through the provision of Youth Sports Scholarships, awarded to 15 talented youngsters this year.

While all these investments are important and valued by the community, we work hard to ensure this is done by sharing the financial load, which is why we secured State and Federal funding to support key initiatives, including: Marmion Reserve, the Blue Gum Park Tennis Club, Melville Palmyra Tennis Club, Melville City Hockey Club and through the Suicide Prevention Grant West Australian Primary Health Alliance.

Key Performance Indicators

We evaluate our performance in several different ways, some of which are listed below.



Year ahead – key initiatives

- Complete the John Connell Reserve Master Plan.
- Complete the Rolling Forward – Our Wheeled Sports Plan.
- Start Bill Ellson Reserve Master Plan.
- Design Len Shearer Reserve club and change room redevelopment.
- Construction to start at Melville Reserve Redevelopment.
- Install floodlighting at Beazley Park.
- Construction of a new building at Southside BMX Club.
- Design of Trevor Gribble Reserve changeroom upgrade.
- Design of Karoonda Reserve changerooms upgrade.
- Host Youth Sports Scholarship 2024.
- Review of Healthy Melville Plan 2019-2023.
- Complete Healthy Lifestyle Survey for Residents.
- Host café facilities at LeisureFit Melville/AH Bracks Library and LeisureFit Booragoon.
- Review LeisureFit Booragoon operations during major pools refurbishment.
- Implement falls prevention initiative.



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 **1,225** graffiti removals.

Our Community Safety Service (CSS) conducted **38,378** targeted patrols based on information from the community or police (**6,319** fewer reports than last year).

CSS conducted **36,953** (**13,239** more than last year) checks through Holiday Watch Patrols.

CSS responded to **24** calls from police for assistance. They also provided police with **472** (**185** more than last year) intelligence reports, managed **3,898** maintenance issues and assisted with **26** jobs regarding missing persons.

Rangers responded to **2,192** (compared with **6,432** last year) requests throughout the year. This included **1,505** (down **105**) for illegally parked vehicles, **335** (down **101**) for abandoned vehicles, **972** for illegal dumping and **350** for barking dogs.

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

We reunited **100%** of lost dogs and cats with their owners or helped them find new homes.

We delivered **52** education and prevention programs.

Our outreach initiatives engaged with more than **22,000** people across the City.

KEY PROJECTS AND ACHIEVEMENTS

Safety and security remain high-order priorities for our community, and we continued to take a collaborative approach to help reduce crime, injury and accident prevention and ensuring safe and accessible spaces and places for everyone. Our collaborative approach sees us working with state government agencies, including WA Police, to combine our efforts, holistically helping create a safe and secure City.

As our Rangers and Community Safety Service (CSS) officers cannot be everywhere at once, we are thankful for the support we receive from residents who are our eyes and ears on the street, including the work done by the volunteers at Neighbourhood Watch. We also know that community safety starts at home and in schools, so we continued our

community outreach programs to educate our young people about stranger danger and informing them about the right way to report something that ‘doesn’t look quite right’ in their neighbourhoods.

Our online reporting tools, supported by our dedicated Customer Relations team, have made it even easier to report incidents on our streets.

Our CSS officers are on the front lines in providing community safety. Deploying local knowledge gathered by the police and from our community, CSS conducted more than 36,000 holiday watch patrols throughout the year, an increase of more than one-third over last year. We know these increased patrols are valued by our residents, especially during holiday periods when incidences of opportunistic crimes typically increase.

Our CSS patrols are already positively impacting our neighbourhoods, with incidences of graffiti reduced and a dramatic drop in requests for assistance for targeted patrols – down more

than 6,000 on the same reporting period last year.

Collaboration with the police and better education and intelligence sharing are having positive impacts locally. Callouts by our Rangers dropped by more than half last year. In 2022-2023, they responded to 1,505 calls about illegally parked vehicles, 335 reports of abandoned vehicles, 972 for illegal dumping and 350 for barking dogs. Increased compliance on these important civic matters means cost savings in staff time that can be invested into more positive areas.

Despite this strong result, we continue to strive for an even safer and more secure City. To do this, we have reviewed our local emergency management arrangements and have implemented several initiatives as part of the 2022-2026 Cat Management Plan. This Plan includes a new partnership for a cat management facility, an improved cat nuisance/trapping process, the development of a resource guide to deter nuisance cats and hosted an



A CSS Officer completing a Holiday Watch request

event where the community could interact with cats from the Cat Haven and learn about responsible cat ownership and the benefits of keeping cats indoors.

Our Rangers did an outstanding job of reuniting lost pets with their owners or helping find them new homes, and the education measures they undertook with our community ensure desexing rates remain high and the impact on native fauna from feral animals continues to reduce.

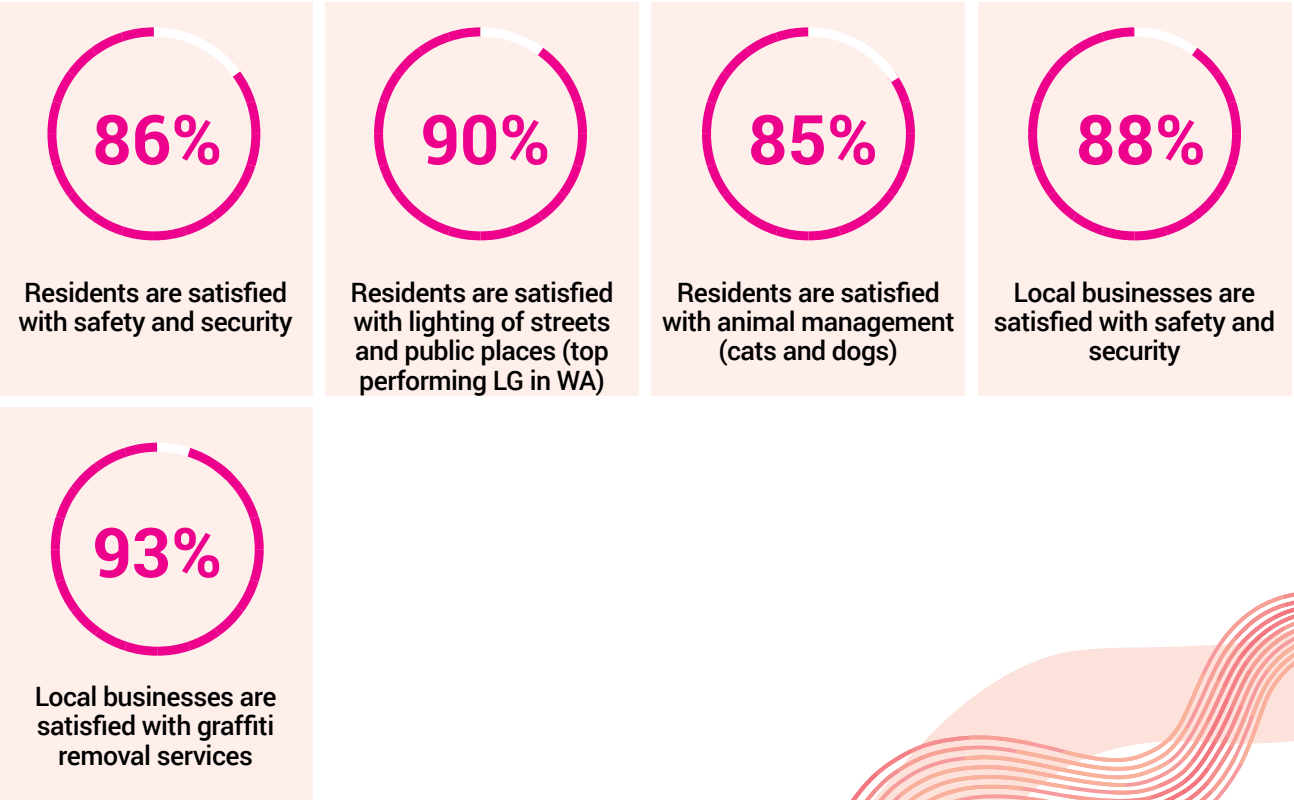
Our important role as community safety educators continued and we delivered a variety of well-attended events on community safety. At the same time, our dedicated Safer Melville eNews and other outreach initiatives reached more than 22,000 people across the City.

Not content with these strong results, we have begun setting new and more ambitious safety targets by reviewing our existing Safer Melville Plan and started the development of a new Plan to cover the years 2023-2027. Stay tuned as we roll out new, informed and locally appropriate measures to ensure the City of Melville remains a harmonious, peaceful and safe community.



Key Performance Indicators

We evaluate our performance in several different ways, some of which are listed below.



Year ahead – key initiatives

- Development of a Cat Local Law.
- Review and implement new Parking Local Law.
- Host several in-person, and digital community safety and ranger related education initiatives for the community on priority issues identified.
- Partner with the First Nations Engagement Team to implement the Koolunga Kaat and Ngany Matter project using grant funding from the Department of Communities.
- Engage with local businesses about their crime and safety concerns.
- Review the City's approach to lighting for community safety purposes.
- Review the City's approach to monitoring technology.
- Review relevant programs to connected neighbours e.g., Friendly Neighbourhoods, Neighbourhood Watch.



Neighbourhood Watch attend cycleway opening of Cranford Avenue in Brentwood

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 **15** new public artworks, all funded through our Percent for Art scheme.
- Acquired **16** new artworks for our public art collection.
- Hosted **127,905** attendees at programs, workshops, and activities across the four City-run community centres.
- Completed **58** upgrade and renewal projects and **3,336** maintenance requests across City-owned properties.
- Held **10** citizenship ceremonies for **405** conferees.
- Provided support to more than **187** older residents through our Age Friendly Assistance Fund.
- Ran **15** programs for seniors, with **1,100** people attending across all events (attendance up **300** from last year).
- Partnered with Melville Cares to provide a community bus service, which provided transport to **1,625** people during the year.
- Provided financial support to **194** members of the community through ActiveLink vouchers (up **35** from last year).
- Welcomed **3,746** attendees at our youth drop-in service (big increase on last year of over **3,000**).
- Enrolled **196** participants in to our PHAZE Urban Art Painting Program (up **49** from last year).
- 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 **1,322** people to volunteer positions and organisations, supported **148** (up **45** from last year) volunteers within our City, and **114** volunteer organisations with volunteer recruitment (up **14** from last year).
- Our customer relations team answered **6,500** calls, **1,400** emails, **172** online chats and **942** online requests on average each month.
- Approved **36** applications for My Community Grants.
- Completed community engagement on **45** projects and sent **23,150** direct emails to residents and ratepayers with engagement updates or asking them to participate.
- In all, we received **14,086** contributions for community engagement projects this year.

- 108,228** people visited our online engagement platform, Melville Talks.
- Our libraries loaned **919,877** physical items and **187,880** e-resources (up **15,135** items from last year) to more than **34,000** members.
- Our libraries had more than **522,523** visitors (up **37,685** visits from last year), with **6,433** (up **1,633** from last year) children attending Storytime, **8,887** (up **3,064** from last year) babies attending Baby Rhyme Time, and **6,000** people attending adult events and programs.
- Our financial counselling service helped **457** residents throughout the year (**ten** more than last year).
- The Customer Relations Team achieved a Customer Effort Score of **1.7**. A monthly average of **1,200** customers answered the one question survey after every transaction over the phone, email and via online chat. **90%** of customers agreed with the statement: 'the City of Melville made it easy for me to raise my issue.' The target score for the City is 3 (lower is better).
- The ratio of complaints to compliments was 1.5:1. This means that for every complaint there was one compliment provided by customers. The target ratio is 3:1.
- Mystery shopper program achieved well above target **80%** scores throughout the year, making the City of Melville the leader in customer service against **80+** other local governments.
- Customer Satisfaction Score was deployed in May 2023. The new smiley face survey invites customers to rate the service provided by the Customer Relations Team at the front counter of the Civic Centre. The average score for the last 2 months of the financial year was 91. (Target is 80 or higher).



Mingle at Moreau Mews

KEY PROJECTS AND ACHIEVEMENTS

We wove a rich tapestry of community enrichment activities in 2022-2023, spanning arts and culture (including public art, literature, performance, and events), music and recognition programs to support the work of volunteers and local voices who add vibrancy and colour to Melville life.

We have shown ourselves to be a caring and inclusive community in many ways. The recipients of our 2023 Auspire Community Citizen of the Year Awards exemplify this approach:

- Irina Bradley – Community Citizen of the Year: Irina was recognised for her work in support of Ukrainians arriving in Perth on humanitarian visas.
- Jack Anderson – Young Citizen of the Year: Jack, aged 21, was lauded for creating 'ThrivEd', a not-for-profit textbook organisation that puts vital resources into the hands of students in need.
- Lawrie Carr – Senior Community Citizen of the Year: Lawrie was recognised for more than 25 years of volunteering with the local Lions Club and as a lifetime blood donor.
- The Volunteers of Bottle Top Hill – Active Citizen of the Year (group or event): The volunteers of Bottle Top Hill received the Active Citizen of the Year (group or event) for putting their care for our environment into action in a fun and inclusive setting.

Community libraries are key hubs that connect people with resources, and we are working hard to make those connections as easy as possible for everyone. The Civic Centre Library's new 'Genrefication Project' means that the Adult Fiction collection is now arranged by genre to increase accessibility of the collection and assist members find the types of books they like to read. Meanwhile, the Willagee Library refurb project is progressing well – building improvements are being developed by Slavin Architects, informed by library staff and the

community, and are set to be completed by mid-2024.

While these improvements are underway at our physical libraries, our online resources are continuing to be increasingly popular with users. This has been demonstrated by the increase of more than 15,000 online items loaned from last financial year.

To promote early literacy development for children aged 0-5 years, grant funding from the State Library of WA has supported the development of 'Sensory Storytime', an inclusive program for children. These sessions are designed primarily to support children with disabilities – available now at AH Bracks Library + Creative Space and to be rolled out to the other branches in 2023-2024.

For the sixth year, the City of Melville hosted Project Robin Hood, a participatory budgeting project that offers a total of \$100,000 for community projects, created, voted and implemented by the community. This year 1,443 votes were counted and the winning projects were:

- The Ardross Play Zone, improving the natural green space at Attadale Primary School.
- An extension of the Rides 4 All, Cycling Without Age program to be more inclusive of people with disability.
- 10,000 Tomatoes, a mobile community seed library which aims to inspire and connect people in the community to grow their own food.
- Willagee Connect, running family friendly community days and a special Christmas lunch.
- Dad's Disco, a fun-filled afternoon of dancing and entertainment for dads and kids.
- Midsummer Night's Dream, Shakespearean workshops, rehearsals, and outdoor performances.

Our community centres provided a welcoming environment for people to learn new skills,

connect and participate in community life. Willagee and Blue Gum Community Centres received a grant over a five year period from the Department of Communities of \$113,000 per year to put towards programs where people can connect with others over mutual interests, contribute assets and skills to their community through volunteering, access support and build connections with the broader community through referrals, and community centre partnerships.

Our Creative Melville Cultural Plan 2018-2022 continued to show our care for creativity by delivering on our Public Arts Strategy and Masterplan. This year, more than 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.

As well as running popular and well-attended events, the City invested financially in the future viability of its cultural enterprises. A new building extension was delivered for the Melville Woodturners, while new solar panels were installed at community facilities, including Tompkins Park, Bull Creek and Willagee

Community Centres, the Point Walter Golf Course and LeisureFit Booragoon. Much-needed refurbishment and renewal works were made at the front entrances of our Civic and Operations centres, and at the Tivoli Theatre. Improvements were made in many civic facilities to ensure compliance with our Disability Access and Inclusion Plan, making them welcoming spaces for people of all abilities.

Our volunteers help fulfill our city's great sense of community. This year we helped support an additional 45 new volunteers and helped place more than 1,300 people in volunteer positions or organisations. In Melville, it's clear a great place is made by great people. Thank you to all our volunteers!

We undertook extensive community and stakeholder engagement via our Better Together Melville project to create our very first Access and Inclusion Plan, including the recruitment of the Better Together Melville reference group who provided firsthand experiences of their barriers to access and inclusion. This information will be used to inform our Access and Inclusion Plan. Read more about our progress against our Disability, Access and Inclusion Plan on page 66.





Brentwood Primary School year four students took part in Write Club and launched "My Life" at the State Library of WA

We facilitated the Melville Age Friendly Accessible Business Awards, recognising local business success in respecting and including their customers through delivery of great customer service, clear marketing and communication and enhanced accessibility of their business. The 2022 award winners were:

- First Place - The Barber Shop in Alfred Cove
- Second Place - Gelare in Applecross
- Third Place - ID Clothing in Melville

Our Seniors team were successful in obtaining a community engagement grant through Dementia Australia to roll out carer support programs and offer virtual reality training on the experience of people living with dementia to City staff and local businesses. Initiatives such as this assist us to deliver on our commitment as a Dementia Friendly Organisation.

As part of our commitment to creating a City that's inclusive to all ages, we established and facilitated the City's Youth Steering Group, who are nine local young people aged between 17 and 25 who assist us in overseeing the delivery of our Directions from Young People Strategy 2022-2025. This steering group have provided input and feedback on a variety of youth-focused topics, including mental health, volunteering, environmental education, community

engagement projects, programs and activities and commenced planning for youth-led events to be delivered in the 2023-2024 financial year.

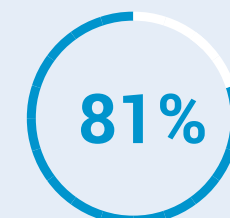
We partnered with Propel Youth Arts to facilitate and curate an art exhibition during National Youth Week 2023 responding to the theme of 'Becoming: with others we dream' at the Canning Bridge Community Space. The exhibition demonstrated the way the City seeks to support young people by providing safe, inclusive and youth-friendly spaces, and making them more visible as active and involved members of our community. The exhibition included works by 16 young artists and saw 65 attendees attend the opening night.

We ran our second iteration of Write Club, a writer-in-residence program with Brentwood Primary School. Author Cristy Burne mentored year four students to develop creative writing pieces in response to the theme "My Life". Each students creations was compiled into a book and provided to them at a special book launch at the State Library of WA.

Find out about our continued commitment to First Nations engagement and progressing our Stretch Reconciliation Action Plan on page 69.

Key Performance Indicators

We evaluate our performance in several different ways, some of which are listed below.



Residents are satisfied with youth services and facilities



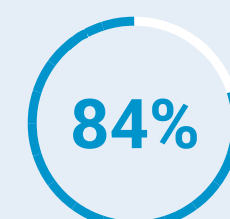
Residents are satisfied with children and family services and facilities



Residents are satisfied with seniors' facilities, services, and care



Residents are satisfied with access and inclusion for people living with a disability



Residents are satisfied with how local Aboriginal history, heritage and people are recognised and respected



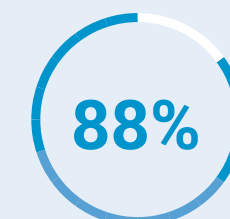
Residents are satisfied with multiculturalism and racial harmony



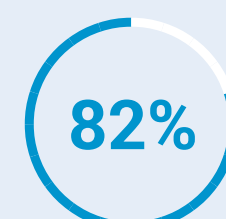
Residents are satisfied with volunteer support and recognition



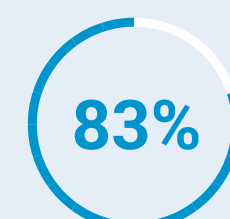
Residents are satisfied with library services



Residents are satisfied with festivals, events, and cultural activities



Residents are satisfied with street artworks and public art



Residents are satisfied with how local history and heritage is preserved and promoted

Year ahead – key initiatives

- Continue implementing our Stretch Reconciliation Action Plan to incorporate Noongar culture into Melville Summer Music and Melville Storylines, celebrating storytelling in all its forms as well as signage and local place names and programming for local culture venues.
- Community Sounding Board – a new and improved version of the Community Feedback Panel to increase opportunities for civic engagement, co-design, and community capacity.
- Review our Disability, Access and Inclusion Plan
- Progress implementation of the National Principles for Child Safe Organisations.
- Re-launch the City's Youth Development Fund.
- Review the City of Melville Strategic Community Plan.
- Undertake a Community Wellbeing Survey.
- Refresh of Melville Talks branding and enhancements to online services (communication).
- Increase in-person engagement activities including outreach programs.
- Willagee Library Refurbishment Project.
- Library 'genrefication' to be extended to junior collection to encourage young readers.
- Mt Henry Jetty replacement.
- Melville Reserve redevelopment.
- Blue Gum Community Centre refurbishment.
- Heathcote Canning House – re-roofing.
- Tompkins Park Redevelopment Stage 3 design.
- Public toilet renewal program.
- My Community Grants will introduce an arts development round as an ongoing fund to nurture the development of local creatives and provide opportunities for the broader community to experience high quality art works and performances.



Melville Arts Awards at Yagan Mia Wireless Hill

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

- One** underground power project completed in Kardinya
- Maintained **15,953** stormwater drainage pits and **361km** of pipes.
- Swept and maintained **503km** of road, and **501km** of paths.
- Maintained **15** riverside facilities including jetties, boardwalks, and boat ramps.
- Resurfaced **15km** of roads (almost double than last year).
- Completed **5km** of new footpaths

KEY PROJECTS AND ACHIEVEMENTS

Keeping our people connected through sustainable and connected transport linkages is essential to improving how people live, work and play in our City. To deliver this, we are optimising key road networks, providing better public transport, investing in better cycling and walking infrastructure, and incentivising the use of non-car transport options. Road safety remains critical and with this in mind, the City's Engineering team secured \$2 million in funding to address safety black spots in Melville.

We are committed to delivering a cohesive vision for the future transport of our City, having completed a major capital works program, and transitioning our asset management system into industry best practice models going forward.

Many major capital works projects (new roads and road renewals and upgrades) were completed successfully in 2022-2023 despite supply chain issues and a tight labour market that both make such projects challenging in the current economic climate.

Progress continues on the implementation of the Deep Water Point Parking Management Strategy, with new cashless parking machines now installed, including some that feature two hours of free parking.



Our focus is also on prioritising sustainable ways of moving through the City and in 2022-2023 we constructed five kilometres of new paths. This included completing the new shared path on Murdoch Drive between Barry Marshall Pde/ Nyarrie Dr and Farrington Road. This project was 50% funded through the Western Australian Bicycle Network Grants Program. Our draft Walk and Ride Plan compliments our existing Bike Plan and was developed with input from the local community and key stakeholders. It aims to improve the ease of travelling through our

City's many attractions on foot or by bicycle. The new Walk and Ride Plan will be going to public comment in 2024.

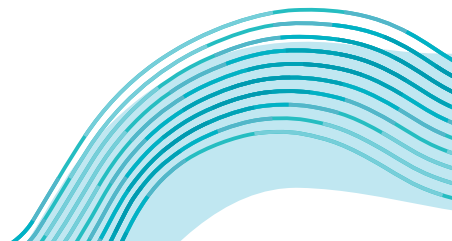
The Derbarl Yerrigan (Swan River) remains at the heart of our City and is essential to the life of local animals and birds, providing stunning recreational and health benefits to our people. This year the City invested in improvements at 15 riverine locations and facilities that make accessing this beautiful feature easier and safer.

Year ahead – key initiative

- Installation of signalised pedestrian crossing across Kintail Road/Canning Beach Road at the intersection with Canning Highway (\$250,000).
- Finalise and commence implementation of our Walk and Ride Plan.
- Develop City of Melville Road Safety Management Plan.
- Conduct a feasibility study to improve the safety and comfort of people walking and riding on the Mt Pleasant foreshore shared path and road carriage ways (The Esplanade and Pulo Road). This project is 50% funded by Department of Transport.
- Complete construction of The Strand road improvement project which includes major road rehabilitation, formalisation of parking, drainage upgrades, installation of water sensitive urban design (including permeable paving) and landscape upgrades.
- Introduction of crumbed rubber in road resurfacing projects where applicable.
- Purchase and operation of in house drain jetting trailer to enhance stormwater maintenance level of service.
- Progress the detailed design and initiate the installation of traffic signals at North Lake Road and Winterfold Road (National Black Spot funded project).

Key Performance Indicators

We evaluate our performance in several different ways, some of which are listed below.



Disability Access and Inclusion Plan (DAIP)

Our Disability Access and Inclusion Plan (DAIP) 2017-2022 outlines the strategies and actions to ensure people with disability have equal access to our services, events, facilities and information. In doing so, we add richness to civic life and fulfil our legal obligations under the *Disability Services Act 1993* (WA), including reporting on our progress.

KEY ACHIEVEMENTS

- **AUSLAN at South of the River Forums.** Aimed at older people in the community, topics included the Upside of Ageing, Sleep and Ageing, the Healing Power of Pets, Transport, The Grand Exit (end of life planning), and Managing Medication. These sessions were well attended, including the deaf community whose needs were prioritised.
- **Workshops for people with disability.** In June 2023 Blue Gum Community Centre partnered with LibertyPlus, a new NDIS supported workshop provider to run school holiday workshops for children aged 7 to 15 years with disabilities, teaching them independence through learning cooking and increasing social connections. Next year the program will expand to include a two-day event to empower women with disabilities.
- **Memory Café.** In partnership with Westfield's Garden City shopping centre, and supported by volunteers from Attitudinal Healing WA, the Memory Café provides a safe, supportive, and inclusive environment for people living with dementia and their carers to share memories and connect.
- **ActiveLink funding for social inclusion.** Since 2006, ActiveLink has been supporting residents from diverse backgrounds struggling to overcome underemployment and low income, and the success of the program is seeing increased participation and more funding now available per participant.
- **Experiential audit of our Melville Summer Music series.** Disability Advocacy Network (YDAN)'s experiential audit of our Melville Summer Music series from March 2023 resulted in helpful suggestions that will make future events more inclusive and enticing for our City's young people.
- **Accessible building improvements.** The City has invested significantly to improve the accessibility of its buildings and spaces over the past five years. \$4 million was committed to a 5-year building accessibility upgrade program across 51 City-owned buildings in 2021 including the Shirley Strickland Sport and Community Pavilion in Ardross, providing new leisure opportunities and increased accessibility thanks to funding from Lotterywest.

Cycling Without Age



- **Access audits actioned.** The City's audit on accessibility has helped to make our facilities more user-friendly for all abilities. New plans are now in place for the Blue Gum Community Hall and for the refurbishment of the Willagee Library, while improvements to the Tivoli building in Applecross, Leeming Heights Community Hall, Kardinya Hall Community Centre, Mandala Community Hall in Bateman and Southern Districts Senior Citizens Centre in Willagee, as well as our own Civic Centre are now complete.
- **Accessible and inclusive information.** Information about our City's activities, events and programs are now easier for everyone to enjoy, including:
 - **Inclusive Melville (AIM) eNewsletter.** This year ten editions were sent to our database of 1,500 subscribers.
- **Quiet hour visits at Goolugatup** Heathcote Museum and Gallery are now available by request.
- **Website improvements for accessibility** a refreshed website was launched in May 2023.
- **Libraries** - our home delivery service was expanded for residents over 65 years, while electronic resources including e-books, audiobooks, magazines and newspapers were made available via the Hoopla platform. Sensorium Storytime sessions held a successful trial and will continue to be delivered on a regular basis.
- **Training was offered to staff** to assist them create inclusive communications for our entire community, including those living with a disability. We also hosted training for staff on increasing awareness of mental health and building resilience in the workplace.

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



First Nations Engagement

As the first Perth council to commence this journey and to reach the 'stretch' level Reconciliation Action Plan, the City of Melville continues to lead the way in First Nations engagement. Since we began in 2017, reconciliation has guided City life, including engagement, our place names and signage, our programming of culture, heritage and events, our approach to youth services and activations plus recruitment and procurement.

KEY ACHIEVEMENTS

The following is a summary of some of the key achievements and initiatives this year from our Stretch Reconciliation Action Plan (RAP):

- **Access Advisory Panel** - four meetings were held with feedback provided on eight projects relating to City services, developers, city asset upgrades, new facilities, strategies, and parks/reserves with specific input from several major projects in the City, offering valuable enhancements on accessibility.
 - **Better Together Melville Project** - established to assist in the development of the new Access and Inclusion Plan (2023-2028), with more than double the number of applications made for the 15 available positions, reflective of our community's diversity. The group surveyed our residents to identify priority outcome areas for the Plan, rated the City on access and did media outreach, helping to guide our approach for the future.
 - **Actions to recruit staff who are living with a disability, including:**
 - The City of Melville's Diversity, Equity, Inclusion and Belonging Workforce Plan developed a reasonable adjustment policy to help us reach a representation target of 5% of staff living with disability (currently at 3.2%).
 - Founded in 2020, the City's Mental Health Working Group continued to raise awareness of mental health issues and promote strategies to support its workers.
 - Zen Den - a dedicated and private staff health and wellbeing space was established for people to build resilience, manage stress and build cross-team connections.
- Employed 22 Aboriginal staff in positions with the City of Melville, including a strong focus on permanency for First Nations casual workers.
 - Presented Let's Talk About Racism workshops in partnership with the City of Cockburn to empower staff to support First Nations workmates impacted by racism. Over 60 City of Melville staff have now completed the workshop.
 - Engaged with 35 First Nations businesses within the year.
 - Assisted with the facilitation of Cultural Ways of Working Workshops for the Elected Members with First Nations facilitators Anthony Kickett and Marleigh Zada.
 - Engaged with services Social Reinvestment WA, Outcare and Hurtlocker gym to facilitate a 10-week boxing program for First Nations youth. The program was so successful we have now secured another 10-week program for the second half of the year.
 - Growing ongoing connections with WALGA and the support of the Reconciliation Network Group.
 - Hosted Reconciliation WA and other RAP Reconciliation Industry Network Group (RINGS) meetings. These meetings play an integral part of building relationships with other organisations who are striving for true reconciliation.
 - Extended the hours of Willagee Youth Drop-In program to every day and expanded the program to Blue Gum Community Centre for one day a week.
 - Continued to deliver a monthly artist in residence program at Willagee Library, engaging First Nations young people with diverse artists and creatives. This program included a month-long residency with photographer Cole Baxter, who mentored young people through diverse approaches to photography.
 - Hosted a community BBQ at Willagee for the 'Voice to Parliament' with Nolan Hunter, the Head of Engagement at the Uluru Dialogue. Also ran information sessions with From the Heart campaigner, Thomas Mayo.

Next financial year, a full review of our approach to access and inclusion is underway to develop a new plan to guide our work over the coming five years, which is due to be finalised by late 2023.

For more information and to view a copy of our current Disability Access and Inclusion Plan 2017-2022, and to see our evolving Access and Inclusion Plan 2023-2028, visit www.melvillecity.com.au/DAIP

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



- Partnered with BigHart to support the first metropolitan performances of *Punkaliyarra - Sister in Law Dreaming Story*, a project developed by emerging Yindjibarndi Elder Michelle Adams and emerging Ngarluma Elder Lorice Douglas. The start of the *Punkaliyarra* show featured a Welcome to Country, story sharing and gift exchange performance onstage featuring Whadjuk Noongar women Auntie Betty Garlett and Leanne Woods.
- Commissioned Yued Noongar artist Iesha Wyatt to create an artwork for the Stretch Reconciliation Action Plan (RAP). Her *Paving The Way (2022)* piece is based on the significant Aboriginal sites of Melville and is now featured on our work lanyards with shirts to come. It was also used as a featured visual arts entrance piece at 2023 Melville Midwinter, Dyoondalup Point Walter.
- Hosted 11 events for National Reconciliation Week (NRW), including Nyin Ni Koorl at Dyoondalup Point Walter, a series of yarning circles about work for reconciliation across the City, and special NRW Storytime sessions. We also continued to build reconciliation programming through delivery of the bi-monthly Reconciliation in Conversation talk series.
- Hosted community NAIDOC week events at Willagee Community Centre which engaged directly with First Nations community members and First Nations businesses such as 2 Deadly Food and Fitness, Sharon Egan and artist Boox Kid.
- Received \$25,000 from DLGSC for Connection to Country, a program connecting First Nations young people with Country, Elders and artists.

- Received \$10,000 Youth Grant funding from Department of Communities for a pilot program of Koolunga Kaat and Nagany Matter (Children's Head and Body Matter), which will focus on emotional and social wellbeing of First Nations youth.
- Delivered a five-week program of Whadjuk Noongar language classes for City of Melville staff with acclaimed teacher Sharon Gregory. More than 40 staff were involved in this program.
- Consolidated Koolangka Waangkiny (Noongar Language Storytime) into a term-based program.
- Delivered Songs for Freedom in partnership with Big hART and Perth Festival. We also worked with young people at Willagee Library to create content for Songs for Freedom, including animations with Noongar artist Tyrown Waigana and ambient music tracks played before the performance that were developed with producer Jeremy Seegal.
- Presented on the Willagee youth drop-in at the Western Australian Local Government Association (WALGA) conference.
- Phase one of Place Names Melville culminated in the celebration of the first three place names being revealed within the City of Melville – Goolugatup (Heathcote), Willagee and Jenalup (Blackwell Reach).
- More than 15 Noongar community members, including Elders, were engaged through a cultural mapping process inspired by connecting to country through multiple creative expressions.
- *Ngala Bidi Wongi Boodjar* – Our Paths Taking Country exhibition – was the culmination of the first phase of the Place Names Melville project and is just the beginning of this journey. More than 100 people attended the exhibition opening in October 2022. Thanks to the ongoing support from Lotterywest, CAN, and Moodjar Consultancy, the City will continue Place Names Melville until 2024.
- Presented a series of immersive workshops showcasing the stories from and the methodology behind the place naming process. More than 40 people, including members of the Melville community, attended these workshops



- Detailed design process for place-based reconciliation project for culturally significant Goolugatup Lowerlands with steerage from Whadjuk reference group.
- Engaged with 20 Whadjuk Traditional Owners, site informants and Elders as part of the project planning;
- Continuing engagement of two cultural liaisons over the project.
- Delivery of First Nations led programming over two months to engage communities with Goolugatup Lowerlands, build awareness of and celebrate cultural significance, and create opportunities for First Nations communities.
- Delivery of a public program event featuring First Nations performers, smoking ceremony and Welcome to Country, campfire storytelling and food.
- Delivery of two cultural learning opportunities connecting Elders with youth.
- Delivery of City of Melville staff learning sessions.
- Delivery of two public speaker events.
- Delivery of two two-week showcases educating the general public.
- Commencement of the City of Melville's first Aboriginal Ranger Trainee program, participation in SWALSC Metropolitan Noongar Ranger Program Pilot with the City investing in additional trainee positions.
- Delivery of trainee ranger cultural mentoring and professional skills workshop with Elders on Country at Goolugatup Lowerlands in May, with participation from the MNRP Pilot trainee rangers from across the metro area.
- The next stage is to work towards and progress to an 'elevate' level RAP, where we actively champion empowering initiatives and focus on transparency and accountability.

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

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.

Operational KPI	Means of Measurement	Target	Actual	Comments
Area: Asset Management				
Asset Sustainability Ratio (ASR)	Formula: $\frac{\text{Capital renewal and replacement expenditure}}{\text{Depreciation expense}}$	1.1 Higher is better	1.46	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: $\frac{\text{Depreciated replacement cost of assets}}{\text{Current replacement cost of depreciable assets}}$	0.60 Higher is better	0.57	The ratio highlights the aged condition of the City's physical assets. 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 and renewing/ replacing its assets due to higher replacement cost as a result of high inflation.
Asset Renewal Funding Renewal (ARFR)	Formula: $\frac{\text{Net present value of planned capital renewals over 10 years}}{\text{Net present value of required capital expenditure over 10 years}}$	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	87	The City has maintained a healthy Financial Health indicator (FHI) since 2014-2015, the current score for 2022-2023 increased to 87 from 86 for 2021-2022

Rates Coverage Ratio (RCR) (%)	Formula: $\frac{\text{Net rate revenue}}{\text{Operating revenue}}$	75% Higher is better	74%	The RCR assesses the City's dependence on revenue from rates to fund its annual budgets. Revenue from rates was 74 per cent in 2022-2023
Current Ratio (%) (Liquidity Ratio)	Formula: $\frac{\text{Current assets minus restricted current assets}}{\text{Current liabilities minus liabilities associated with restricted assets}}$	1.0 Higher is better	1.10	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: $\frac{\text{Total liabilities}}{\text{Total equity}}$	4% Lower is better	3%	Measures the relative proportion of our equity and debt used to finance our assets. A very small proportion of our assets is funded by debt.
Outstanding Rates (%)	Formula: $\frac{\text{Rates outstanding}}{\text{Rates collectible}}$	96% Higher is better	96.6%	We collected 96% of all residential rates, resulting in 4% remaining unpaid for the 2021-2022 financial year.
Debt Service Cover Ratio (DCR)	Formula: $\frac{\text{Annual operating surplus before interest and depreciation}}{\text{Principal and interest}}$	5.0 Higher is better	68.19	The City has the strong ability to pay for its debts when they are due.
Operating Surplus Ratio	Formula: $\frac{\text{Operating revenue minus operating expenses}}{\text{Own source operating revenue}}$	0.15 Higher is better	0.05	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: $\frac{\text{Own source operating revenue}}{\text{Operating expense}}$	0.9 Higher is better	1.00	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.

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%	14.38%	This year we saw a 4% reduction in staff turnover from the previous financial year. This is still above target and reflective of workforce demographics in Perth.
Staff Satisfaction	Survey results	n/a	n/a	The staff satisfaction survey was deferred to 2024
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 = 922,252	2.37 %	11.93%	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%	13.4%	Staff-non availability remains in a healthy range and is down on last year.

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	66.70%	Slight decrease of 0.04% from previous year.
Energy Efficiency	The City's total energy consumption (GWh)	N/A	5.74GWh	Increase of 0.32GWh from last financial year due to solar PV outages during 2022-2023.
Water Efficiency	The City's total scheme water consumption (kL)	N/A	104,934kL	An increase of just over 3,000kL from 2021-2022.
Operational KPI	Means of Measurement	Target	Actual	Comments
Area: Governance				
Department of Local Government Compliance Audit Score	Audit results	100%	97%	
Audit Plan Implemented	Number of audits	16	16	
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	Recertification	Recertification and migration to ISO 45001:2018 achieved.	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 2022-2023

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 2023, no complaints regarding Elected Members' conduct under Section 5.121 of the *Local Government Act 1995* (WA) were upheld.

In 2022-2023, \$4,311.60 (inc GST) was apportioned to the City for the Local Government Standards Panel to deliberate on 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 April 2022 and the report was tabled at the Financial Management, Audit, Risk and Compliance Committee meeting in May 2022. The next review will be undertaken in early 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 record keeping systems to improve efficiency and reliability and meet new requirements. The current core system centralises all corporate documents and increases our efficiency in document retrieval, storage and retention.

Staff are made aware of and trained in their record keeping responsibilities. 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.

The City is conducting a major update of its information management practices with the forthcoming implementation of a new document management system that will improve the way information is captured, shared, used and managed to improve decision making, which benefits the community and City as a whole.

Freedom of Information Act 1992 (WA)

The objectives under 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 (that 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.

Freedom of Information activity report

	2022-2023	2021-2022	2020-2021	2019-2020	2018-2019
FOI requests received	55*	56	59	42	63
Average processing time (days)	83	43	51	46	38.7
Outcome					
Access in full	2	3	6	7	15
Edited access	37	37	41	30	30
Application withdrawn	5	2	4	1	2
Access deferred	0	1	0	0	1
Access refused**	11	2	6	2	6
Requests in progress at 30 June	1	11	12	13	11
Total	55	56	59	54	54

* Out of the total 55 applications received in 2022-23, nine were applications for personal information. All other applications received were for release of non-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.

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

Food Act 2008 (WA)

The *Food Act 2008* (WA) became effective on 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 and support and adhere to the *Equal Opportunity Act 1984* (WA) to eliminate discrimination, sexual and racial harassment, and to promote equality. An extensive contact and grievance officer network is also in place throughout the organisation.

Workplace Health and Safety Act 2020 (WA)

Our comprehensive safety system has been accredited against ISO 45001:2018 and meets the requirements of the *Workplace Health and Safety Act 2020* (WA). We pride ourselves on promoting a safe workplace where hazards are either eliminated or minimised to as low as reasonably practicable. 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 eight years of 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 2022-2023 we:

- commenced a review of the City of Melville Parking Local Law 2016
- commenced a review of the City of Melville Activities in Thoroughfares, Public Places and Trading Local Law 2014
- commenced a review of the City of Melville by-laws relating to fences
- continued to investigate the scope of a potential Cat Local Law.

In July 2022, the Council also resolved to discontinue the process of making a 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.



Melville Midwinter, Dyoondalup Point Walter



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Booragoon WA 6954



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Website

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(hearing/speech impaired)

Telephone
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1300 555 727 (speech relay)

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