



City of Bayswater Restructure Frequently Asked Questions



1. What does the restructure involve?

The restructure means that from 1 July 2018 the organisation will be streamlined from the original four Directorates to three Directorates.

2. What are the benefits of the new structure?

The new structure streamlines the City and is intended to position the organisation to make it more accountable and better able to provide its services to our customers more effectively and efficiently.

3. Does the restructure mean that services to ratepayers and residents have been reduced or cut?

No. Services have not been reduced or cut. The purpose of the restructure is to streamline the City, make it more agile, and enable the organisation to better deliver services to our customers in an even more efficient and effective way.

4. What are the three new Directorates called?

- Works and Infrastructure
- Community and Development
- Corporate and Strategy

5. Have staff numbers been cut as a result of the restructure?

No. However, the vacant position of Director Community Services will not now be filled.

6. Is the restructure just a cost cutting exercise?

No. The idea is to bring services that share similar characteristics, interests and goals together in a way that they can support each other in a synergistic way. This means they will be better positioned to deliver high quality and responsive services to our customers now and into the future.

7. Will it take longer to respond to my letters, phone calls and emails now there are only three Directorates instead of four?

No. The service standards set out in our Customer Service Charter will not be affected by the restructure. A copy of the Customer Service Charter can be viewed in the publications section of the City's website: www.bayswater.wa.gov.au.

8. Who are the new Directors?

- Doug Pearson - Director Works and Infrastructure
- Des Abel - Director Community and Development
- Carissa Bywater - Director Corporate and Strategy

9. How do I find out what services are covered by each of the new Directorates?

For more information about the restructure and for a downloadable copy of the new organisational structure chart visit the City's website - www.bayswater.wa.gov.au - or you can call City of Bayswater customer services on (08) 9272 0622.

Works and Infrastructure Division	Corporate and Strategy Division	Community and Development Division
Engineering Services (Transport, Road Works, Drainage, Engineering Design, Waste)	Financial Services (Financial Reporting, Rates, Accounts Payable and Receivables)	Community Development (Community Development, Events, Volunteers, Seniors' Centres, Club Development)
Engineering Works (Infrastructure Assets, Engineering Capital Projects, Depot Store, Fleet Management)	People, Culture and Safety (Human Resources, Health and Safety, Payroll, Learning and Development)	Strategic Planning and Place (Place Management, Strategic Town Planning, City Property and Land Management, Leasing)
Building Works (Maintenance of City's Buildings and Assets, Building Renovations, Construction, Street Lighting)	Information Services (Information Technology, Information Management, Records Management)	Development Approvals (Planning and Building Approvals, Development Compliance, Swimming Pool Compliance)
Project Services (Sporting Reserve and Leisure Assets + Infrastructure Planning, Golf Course Contract Management)	Governance (Risk Management, Procurement, Audit, Governance Insurance)	Environmental Health (Health Standards, Pest Control, Food Control, Emergency Management, Waste Education, Immunisation Clinics)
Infrastructure and Asset Mapping Services (Spatial Services, Infrastructure Asset Services, Land and Tenure Management, GPS Fleet Systems)	Organisational Strategy (Corporate Performance Reporting, Organisational Development, Organisational Strategy, Business Improvement)	Library and Customer Services (Library Services, Customer Service)
Sustainability and Environment (Natural and Urban Environment, Sustainability)	Marketing and Communications (Media and Communications, Marketing and Graphic Design, Advocacy and Award Submissions, Community Engagement)	Recreation (Public Recreation Services, Reserve and Hall Hire, Morley Sport and Recreation Centre Management)
Parks and Gardens (Parks and Reserves, Urban Trees, Developed Green Spaces)	Strategic Planning and Projects (Review of IPRF associated Strategies and Plans, Review of Strategic Plans and Projects)	Rangers and Security (Security, Rangers Services, Parking Management)