

# STRATEGIC COMMUNITY PLAN 2021 - 2031



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## Acknowledgement of Country

Ngalla City of Bayswater kaatanginy baalapa Noongar Boodja baaranginy, Wadjuk moort Noongar moort, boordiar's koora koora, boordiar's ye yay ba boordiar's boordawyn wah.

*The City of Bayswater acknowledges the Traditional Custodians of the land, the Whadjuk people of the Noongar Nation, and pays its respects to elders past, present and emerging.*

## Accessibility

This publication is available in alternative formats, including hard copy in large print or standard print, electronic format, audio, and Braille.

This publication can be found on the City's website and can be made available in languages other than English upon request.

可根据要求以其他格式和语言提供此信息。

Queste informazioni sono disponibili in altri formati e lingue su richiesta.

Chúng tôi có thể cung cấp thông tin này bằng những dạng và ngôn ngữ khác khi được yêu cầu.

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## CITY OF BAYSWATER RECONCILIATION ACTION PLAN

Council adopted the City's inaugural 'Reflect' reconciliation Action Plan in September 2019.

We are now developing our 'Innovate Reconciliation Action Plan 2021– 2023' in consultation with our community to continue to support the national reconciliation movement and contribute to advancing the five elements of reconciliation:

- Race relations
- Equality
- Institutional integrity
- Historical acceptance
- Unity.

Our reconciliation journey over the next ten years will see us progress our Reconciliation Action Plans from Reflect to Innovate, then into Stretch and Elevate.





# OUR THANKS TO YOU ALL

This Strategic Community Plan would not have been possible without the invaluable contribution of our community.

We thank you for the passion you feel for this beautiful City and for the compassion you feel for each other. Ours is a community with heart and that has never been more evident than now.

We thank you for the time invested in creating your vision for the future. Your contributions were considered, sincere, heartfelt and inspiring.

We thank you for trusting us to bring your vision to life; and we thank you for working with us to strengthen the bonds of our community.

This document reflects you. It describes what you value, what you want to achieve and how you want to live. Most importantly, it ensures it is your voice that truly shapes our City.

Thank you.

# MAYOR'S MESSAGE

## Welcome to the City of Bayswater Strategic Community Plan 2021 - 2031.

Our Strategic Community Plan is the most important piece of documentation we have. It represents a true collaboration between community and Council and guides every action we take.

Most importantly, it ensures the decisions made reflect the wishes of those who live here. It helps us understand what is important to you, how you want the City to look and what you want us to achieve.

As part of the process, we worked closely with you - our community - to learn how you want to shape the City. Through a series of engagement activities and visioning exercises, we were able to identify themes and list the priorities you hold.

In these pages, you will see your aspirations for our community's future reflected in the themes and strategies we have created. These will help us protect our environment, encourage strong and inclusive communities, support vibrant town centres, and make the City a connected, accessible and welcoming destination in the heart of the inner east.

I want to emphasise our commitment - that of my fellow councillors and myself - to achieving the vision laid out by our community. It is our job and our privilege to act on your behalf, champion your views and work closely with you as we move into the future.

Your collective voice is guiding us to be 'An inclusive community building a sustainable and thriving City.'

We are inspired by this - and we will achieve it together.

**Mayor Cr Dan Bull**



**YOUR COLLECTIVE  
VOICE IS GUIDING  
US TO BE  
'AN INCLUSIVE  
COMMUNITY  
BUILDING A  
SUSTAINABLE AND  
THRIVING CITY.'**



# ELECTED MEMBERS



## West Ward



**Mayor**  
**Cr Dan Bull**  
Term expires 2023  
dan.bull  
@bayswater.wa.gov.au

## North Ward



**Deputy Mayor**  
**Cr Filomena Piffaretti**  
Term expires 2021  
filomena.piffaretti  
@bayswater.wa.gov.au

## Central Ward



**Cr Barry McKenna**  
*Freeman of the City*  
Term expires 2021  
barry.mckenna  
@bayswater.wa.gov.au

## South Ward



**Cr Catherine Ehrhardt**  
Term expires 2023  
catherine.ehrhardt  
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**Cr Lorna Clarke**  
Term expires 2021  
lorna.clarke  
@bayswater.wa.gov.au



**Cr Stephanie Gray**  
Term expires 2021  
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**Cr Sally Palmer**  
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**Cr Elli Petersen-Pik**  
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**Cr Giorgia Johnson**  
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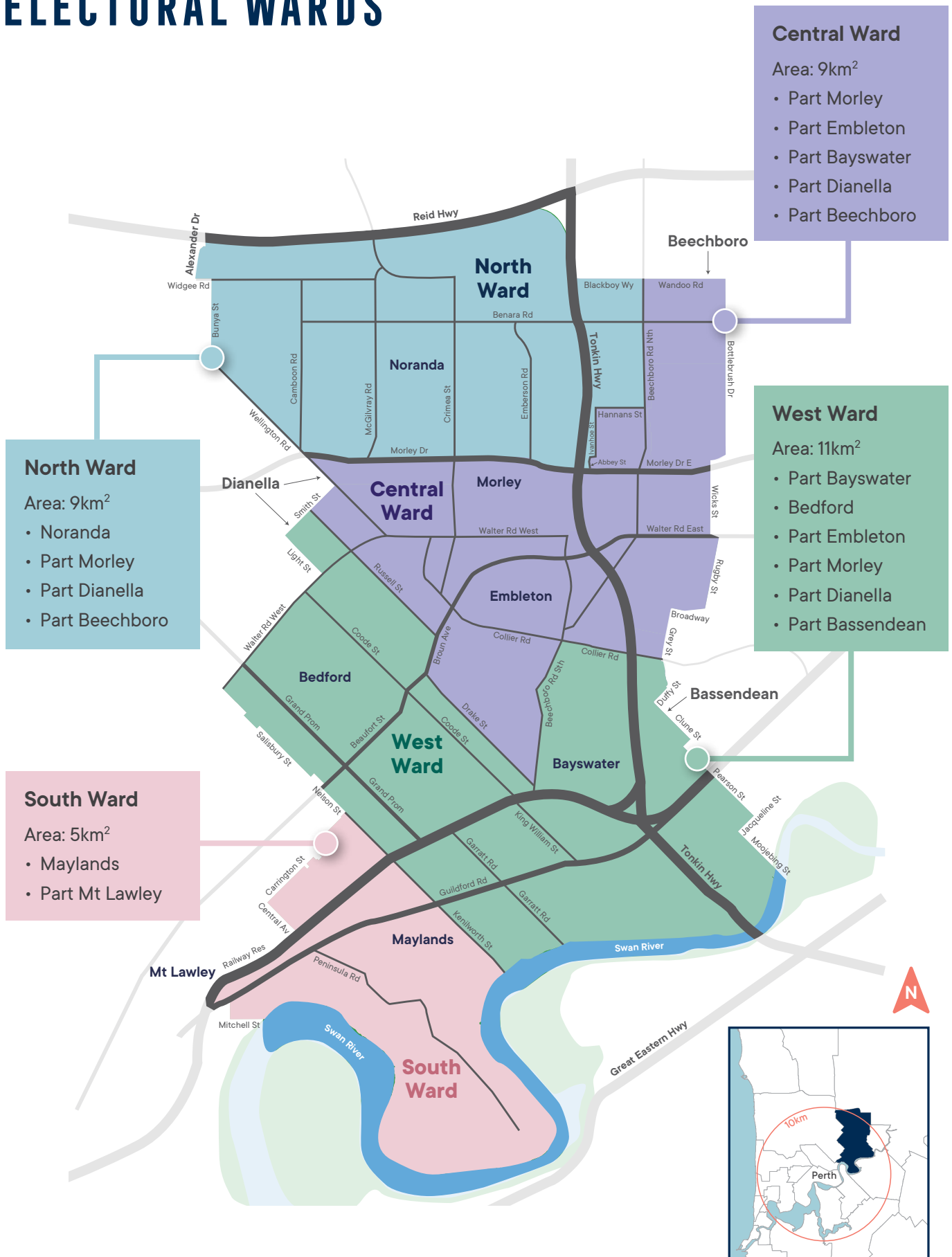


**Cr Michelle Sutherland**  
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**Cr Steven Ostaszewskyj**  
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# ELECTORAL WARDS



# INTEGRATED PLANNING AND REPORTING

Integrated planning and reporting gives local governments a framework for establishing the priorities and aspirations of their community, and linking this to financial capacity and practical service delivery.

This framework is required by all local government authorities to ensure the objectives delivered are based on a community-established vision for the future.

The City's integrated planning and reporting process includes the development of a:

- Strategic Community Plan that clearly links the community's aspirations and vision with Council's strategies.
- Corporate Business Plan that integrates resourcing plans and specific Council plans with the Strategic Community Plan.

The City has a number of supporting strategies and plans that, among other things, document its financial, asset, and workforce considerations. These ensure we can achieve the priorities identified in the Strategic Community Plan.

A full list of these is available in our Corporate Business Plan or on our website [bayswater.wa.gov.au](https://bayswater.wa.gov.au).

## All work together to achieve the community's vision.

**10  
YEAR**

**Strategic  
Community Plan**  
The community's  
vision and priorities.

**4  
YEAR**

**Corporate  
Business Plan**  
How the City will  
work towards the  
vision.

**Long Term Financial Plan**  
The financial projections  
for the City (10+ years).

**1  
YEAR**

**Annual Budget**  
City's budget  
for the year.

**Annual Report**  
A detailed report on City's  
performance for the  
previous year.

**Community Reporting**  
Regular, accessible reporting  
to the community on how  
the City is working towards  
the community's vision.



THE STRATEGIC COMMUNITY PLAN WILL  
CLEARLY LINK THE COMMUNITY'S ASPIRATIONS  
AND VISION WITH THE COUNCIL'S STRATEGIES.









# THIS IS YOUR HOME

The City of Bayswater is home to a culturally diverse and vibrant community set against the backdrop of four thriving town centres, over 380 hectares of green open space and a 10 kilometre stretch of the Swan River.

Just 8 kilometres from the Perth CBD, the City is governed by a progressive Council who listen to its community.

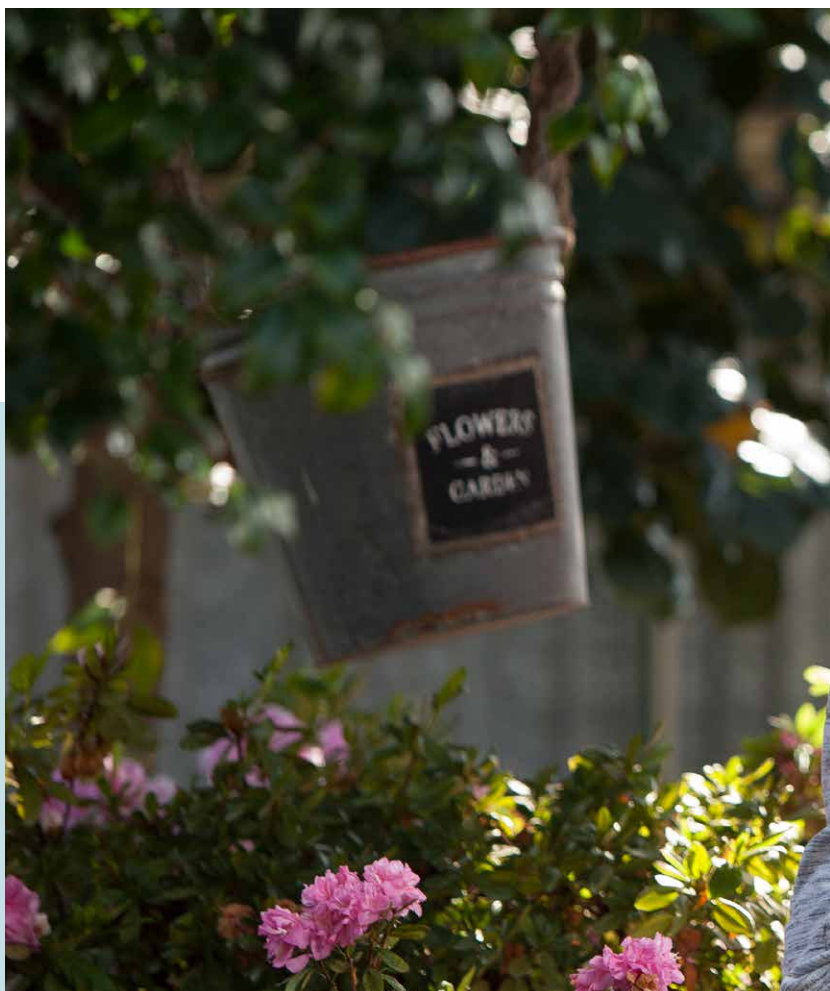
We place importance on sustainability and the environment, improving the amenity of town centres, engaging with the community, and creating the opportunity for people to make the most of living in this inner city location.

The City has built a reputation on providing services our community value. We operate three libraries, two community centres, have three recreation centres and support over 200 local sporting clubs. We maintain 177 parks, ovals and open spaces, 123 playgrounds, and manage a local road network that spans 360 kilometres.



THIS IS YOUR  
NEIGHBOURHOOD AND  
YOUR COMMUNITY.

THE CITY OF BAYSWATER  
IS YOUR HOME.



Our community is multicultural and inclusive. Our population is incredibly diverse and nearly half of us were born overseas. We are the third most culturally and linguistically diverse local government area in Western Australia; and we proudly celebrate all who call the City home.

More than a third of our households include a person living with a disability, and this is a driving force for making our City more accessible for all.

Over the next ten years, we expect to see our community grow to more than 72,000 people. If we look even further ahead, our community will likely reach 100,000 people by 2050. This will bring with it more diversity, more opportunities and more development.

This development will include both urban infill, with the State Government setting us a target of creating a minimum of 15,800 new dwellings by 2050; as well as infrastructure works. This will increase the number of businesses and local employment, giving us even more opportunity to not just live, shop and socialise locally, but to work here as well.

As a community, we are particularly passionate about the environment; and we have made a name for ourselves with a number of industry leading and award winning projects. We dedicate time and resources to addressing water quality, protecting our wetlands and planting trees to address our declining tree canopy.

With the help of our community, we are steadily increasing our tree canopy. We plant approximately 50,000 native seedlings and more than 2,000 semi mature trees annually; and through our partnership with Environment House, we provide thousands of native shrubs for our residents to plant at home.

The new Food Organics Garden Organics (FOGO) waste management system will launch in early 2021 and will build on our existing three-bin system by including food scraps, pet waste and some paper in your green-top bin. We are serious about reducing waste and educating our residents with at home and in school programs.

We respect and value the important role older members of our community play, and we work with the City's youth to keep them engaged and encourage





their participation in decision-making processes. We make it a priority to ensure the people who live here have every opportunity to make their voice heard.

We are a community who cares. We look after each other and volunteer our time to help others. City volunteers alone provide over 6,000 hours of time annually to support our community programs. We value the contribution of our volunteers and provide grants to support community-led initiatives and not-for-profit organisations.

We host events to bring people together, including Carols by Candlelight, Jazz in the Park, and the Noranda Markets. With approximately 20,000 people attending these events annually, they are a big part of our identity as a community that likes to celebrate together and connect with one another.

We are rapidly gaining a reputation as a foodie mecca with a plethora of small bars, cafes and restaurants. These complement Coventry Village, a growers market and a number of specialist grocers, wine shops and delis.

We boast more than 142 cafés, restaurants and bars; and look forward to welcoming even more as infrastructure is built to support the development of the Bayswater train station. This station is set to become one of the busiest in Perth, and the surrounding area will benefit from a revitalised and pedestrian friendly retail strip with dining options and office space.

Creativity is a way of life in our City and many artists choose to make their home here. Maylands is renowned as an artistic hotspot and by supporting the local arts community, we have seen public art pop up across the suburbs, creating a vibrant and engaging canvas for our City. From the art walk through the Progress Street precinct in Morley, to the art trail and street games in Maylands, our artistic heart is on display for all.

**This is your neighbourhood and your community.  
The City of Bayswater is your home.**

# YOUR CITY AT A GLANCE





# COMMUNITY



## Your City

Spread across 10 suburbs just 8 kilometres from the Perth CBD, we have four town centres and 380 hectares of green open space.



## Family friendly

Families make up 73% of our total population; and half of our community is aged between 25 and 60 years old.



## Inclusive neighbourhoods

Our population is diverse and nearly half of us (46%) were born overseas. We are the third most culturally and linguistically diverse local government area in Western Australia.



## Growing population

In 2016, the City had 66,050 community members. Over the next 10 years, our community is predicted to reach 72,000.



## Community focused

16.5% of our community volunteer and give more than 6,000 hours of their time to Council run programs each year.



## Increasingly connected and accessible

Construction of train stations in Bayswater, Morley and Noranda as part of the Metronet project will make the City even more accessible.



# ENVIRONMENT AND LIVEABILITY



## A sustainable future

By 2031, the City's corporate operations will use 100% renewable energy. Our goal is to be carbon neutral by 2040.



## Canopy commitment

With approximately 50,000 trees and shrubs planted each year, we are working hard to increase our tree canopy.



## Ecological significance

We have a number of ecologically valuable landmarks, including Eric Singleton Bird Sanctuary, and Lightning Swamp - one of the best areas of remnant bushland in the metropolitan area.



## Preservation and protection

Wetland rehabilitation, the creation of living streams and stormwater management are high on our list of priorities.



## Waste reduction is a way of life

The FOGO system was introduced early in 2021 and our home composting and school recycling programs are going strong. The City is supporting EMRC to establish a dedicated FOGO processing facility for use in the future.



## Environmental champions

Our dedicated residents attend community-planting days and plant tens of thousands of trees and shrubs to support biodiversity and reduce the urban heat island effect.



# VIBRANCY



## We love the great outdoors

86% of residential properties are within 300 metres of public open space and the City maintains 177 parks, ovals and open spaces.



## Celebrate together

Almost 20,000 community members come together annually to celebrate events and festivals.



## Artistic and talented

Creativity is a way of life. From the artistic hub of Maylands to the art trail of murals in Morley, our City is rich with artistic talent.



## Booming local economy

With over 23,000 local jobs, small and medium businesses help build the character of our City.



## Active and social

We are a connected community with three libraries, three recreation centres, two community centres and in excess of 200 community and sporting clubs.



## Foodie mecca

Lonely Planet has listed Maylands as one of the coolest neighbourhoods in Australia because of its eclectic mix of bars, restaurants and cafes.

# CITY INFRASTRUCTURE AND FUTURE PROJECTS

## Existing infrastructure

### Recreation

- 1 Noranda Sporting Complex
- 2 Morley Sport and Recreation Centre
- 3 Bayswater Waves
- 4 Embleton Golf Course
- 5 The RISE
- 6 Maylands Peninsula Golf Course
- 7 Bayswater Community Centre
- 8 Morley Community Centre
- 9 Lightning Park

### Major shopping centres

- 9 Hawaiian's Noranda
- 10 Beechboro Central Shopping Centre
- 11 Coventry Village
- 12 Galleria Shopping Centre

### Libraries

- 13 Morley Library
- 14 Bayswater Library
- 15 Maylands Library

### Train stations

- 16 Mt Lawley Train Station
- 17 Maylands Train Station
- 18 Meltham Train Station
- 19 Bayswater Train Station

### Transport links

- Perth - Midland train line

## Planned projects

### Future Projects

- A Noranda Train Station\*
- B Morley Sport and Recreation Centre upgrade
- C Galleria Shopping Centre redevelopment
- D Morley Train Station\*
- E Bayswater Waves staged redevelopment
- F John Forrest Secondary College redevelopment\*
- G Bayswater Station and precinct redevelopment\*
- H Meltham and surrounds precinct revitalisation
- I Tonkin Highway widening\*
- J Proposed Brickworks redevelopment
- K Maylands Waterlands redevelopment
- L Skate park

### Transport links

- Forrestfield-Airport Link
- Morley - Ellenbrook train line

\*indicates State Government project



# SHAPING BAYSIE

## DEVELOPING A STRATEGIC COMMUNITY PLAN TOGETHER

The Strategic Community Plan is the City of Bayswater's most important planning document.

This year, we asked our community to 'shape the future of Baysie' by participating in a major visioning exercise to help us create our new Strategic Community Plan.

The document captures the City's vision, priorities and aspirations for the next ten years, as outlined by the community. The plan is required under the *Local Government Act 1995* and is reviewed every four years to ensure it still meets the community's needs.

A Strategic Community Plan is not something we can create in isolation. It tells the story of a community from their point of view - and it is important they guide this document.

Our community embraced the opportunity to be involved and were an intrinsic part of the process. Their input formed the single most significant contribution to the strategic direction of the City.

During the initial stage of consultation, we asked community members questions to help us gain an insight into their priorities and aspirations. These questions were as broad as "What does being part of the Bayswater community mean to you?" and as specific as "What would you like us to do over the next ten years to improve the City of Bayswater?"

The answers we received helped us better understand what our community love about living in the City, as well as what progress they would like to see and what opportunities they want created.

We collected feedback through a number of channels to give people as many opportunities to be involved as possible. This feedback was collected via the City's Engage Bayswater portal, Instagram, pop-ups at community events and prominent locations across the City, and via comment cards placed at local libraries.

Ideas were also workshopped with the City's Youth Advisory Council and at local schools; and the City's Age Friendly Ambassadors were involved during a later stage of consultation.

The City received feedback that fell under three broad themes:



### COMMUNITY



### ENVIRONMENT AND LIVEABILITY



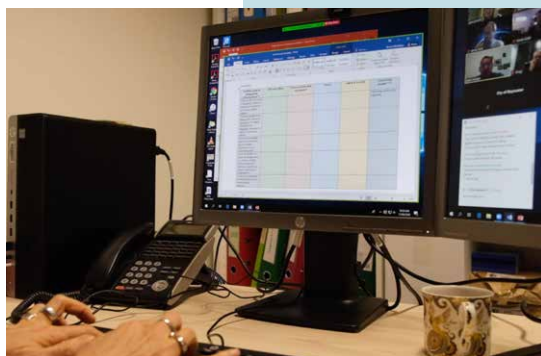
### VIBRANCY

Within each of these themes, a number of goals were identified.

The next phase of consultation involved asking the community to identify and prioritise strategies to respond to the themes and goals. Significantly, this phase coincided with the outbreak of the global pandemic, COVID-19.

The restrictions put in place to protect our community from the virus meant we had to adapt our engagement activities to be effective in a more remote environment. Even though we were socially distanced, it was important for our community to stay connected and participate. Consequently, we developed a 'Shape Baysie conversation kit'. This enabled people to complete this stage of consultation at home or online.





Workshops were initially held online using Zoom, but as Western Australia moved into its recovery phase and restrictions were eased, we were able to host them in person.

During this phase, a deeper level of engagement was achieved and we were able to identify even more priority areas. Leadership and Governance emerged as an overarching theme; with the City's commitment to communicating clearly, providing good customer service, meaningful engagement, and planning and delivering projects in a sustainable way being identified by the community as fundamental to its operations.

We were also able to draw from recent community engagement initiatives including the Participatory Budgeting project, and the Environment and Liveability Framework to gain further insight from the community.

It was important the Strategic Community Plan considered the changes taking place across the metropolitan area that would have a significant impact on the local area, and the community's response to these.

A number of State government road and rail projects are in the planning stage, with new train stations scheduled for construction in Bayswater, Morley and Noranda as part of the Metronet project.

The State government continues to focus on increasing density around transport nodes and activity centres, with new dwellings resulting in an increased number of people moving to the City of Bayswater to live.

Main Roads have also planned improvements to the Tonkin Highway corridor in an effort to reduce travel times and improve the connectivity of the State's road network.

The community overwhelmingly indicated they felt positive about the opportunities these changes presented and were keen for the City to embrace them. This sentiment is reflected in the plan's goals and strategies, and the City will continue to advocate on behalf of its community to ensure decisions made at a State level consider the local context.

Community feedback from all stages of the engagement process was considered and culminated in a new vision for the City. This vision drew from the collective voice of those who live in the City and establishes a clear direction for us all.

#### **We are:**

**'An inclusive community building a sustainable and thriving City.'**

The draft Strategic Community Plan was advertised for public comment during the final stage of consultation, and it was circulated to everyone who participated so they could see how their feedback will be used to 'Shape Baysie'. (Draft to be approved by Council prior to advertising.)

The plan captures the priority areas the City will focus on over the next ten years, and will inform the decisions made by elected members. It will be used by the City's administration as the blueprint for the work they undertake on behalf of the community.

What we have achieved is a Strategic Community Plan created by the community, for the community – and we could not be more proud.

# OUR VISION

## AN INCLUSIVE COMMUNITY BUILDING A SUSTAINABLE AND THRIVING CITY.

By 2031, the City of Bayswater will be a thriving, sustainable and sought-after location for residents and businesses.

With carefully planned developments to preserve the heritage and character of the area, we will have successfully increased density and created local jobs.

Our vibrant and pedestrian friendly town centres are connected with sound public transport options, cycleways and shaded footpaths. We have created truly inclusive neighbourhoods where people of all ages and abilities can gather, experience and live.

Our suburbs are unified by a strong sense of community that celebrates our multicultural society, rich in artistic talent. Our town centres are brimming with activity, filled with people enjoying street art, attending festivals or making the most of the many bars, restaurants and cafes. The area is teeming with quality outdoor spaces, encouraging us to make the most of this garden city oasis.

The City will be renowned for environmental sustainability and preservation. Development is no longer separate from green strategies - they work in harmony to build our climate change resilience, while protecting our biodiversity. Links between the natural and built environment are clear and indivisible.

The City of Bayswater is a destination. It is not an area people pass through - it is somewhere people want to live, visit, linger and enjoy.














# THEMES AND GOALS

Community input was grouped under the themes of community, environment and liveability, and vibrancy. Under each theme, a number of goals were identified.

Leadership and governance emerged as an overarching theme which outlines the City's commitment to open communication, meaningful engagement, customer service and delivering projects in a sustainable way.

 <b>COMMUNITY</b>	 <b>ENVIRONMENT AND LIVEABILITY</b>	 <b>VIBRANCY</b>
GOALS	GOALS	GOALS
C1 Create safe and inviting places for people to come together.	E1 Maintain the identity and heritage of our neighbourhoods while supporting an increase in high quality density around transport nodes.	V1 Plan for increased business opportunities around transport nodes.
C2 Celebrate multiculturalism, arts and culture by supporting local events and initiatives.	E2 Remain focused on greening the City's suburbs and streetscapes and increasing the tree canopy.	V2 Encourage economic development across the City, and provide increased opportunities for people to live and work locally by facilitating new investment in the City.
C3 Maximise the use of the City's facilities and parks by all sections of the community.	E3 Improve the City's walking and cycling network and create safer streets.	V3 Activate the City's town and neighbourhood centres.
C4 Empower the community by helping them develop social connections.	E4 Lessen the City's impact on the environment through its buildings, infrastructure, services and targets such as zero emissions by 2040, and empower the community to live sustainably.	V4 Support businesses across the City to grow and thrive.
E5 Protect and enhance the City's natural environment and biodiversity, and encourage the community to participate in its protection.		

 <p><b>Engage the community in a meaningful way.</b></p> <p>Provide opportunities for the community to have their say and consider their views when making decisions.</p>	 <p><b>Plan and deliver projects and services in a sustainable way.</b></p> <p>Work together to deliver the best outcomes for the community by managing our resources in a financially responsible way.</p>	 <p><b>Provide good customer service.</b></p> <p>Respond to the needs of our community in a respectful and timely way.</p>	 <p><b>Communicate in a clear and transparent way.</b></p> <p>Provide the community with useful information about Council's policies, services and events and advise the community of engagement outcomes.</p>
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## LEADERSHIP AND GOVERNANCE



# STRATEGIES

The strategies collectively contribute to achieving the goals identified under the themes of community, environment and liveability, and vibrancy.

- |     |                                                                                                                                                                                                  |                |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| S1  | Become more pedestrian friendly with accessibility for all.                                                                                                                                      | C3 E3 V3       |
| S2  | Facilitate welcoming, engaging and multicultural events; and support community groups.                                                                                                           | C2 C4 V3       |
| S3  | Create local spaces to bring people together, with a focus on each suburb.                                                                                                                       | C1 C2 C3 C4 V3 |
| S4  | Maximise the use of existing facilities and provide multi-age and multicultural recreational opportunities for our diverse population.                                                           | C2 C3          |
| S5  | Integrated planning for parks that takes safety, lighting and multi-generational use into consideration.                                                                                         | C1 C3          |
| S6  | Focus on safety and security.                                                                                                                                                                    | C1 E3          |
| S7  | Support culture and the arts with events using local spaces.                                                                                                                                     | C2 C3          |
| S8  | Plan infrastructure to support commercial and industrial growth, and improve amenity.                                                                                                            | E3 E4 V1       |
| S9  | Encourage sustainability and sustainable lifestyles with a focus on waste reduction, carbon reduction, education and the maintenance of assets.                                                  | E4 E5          |
| S10 | Green our suburbs and restore the natural environment and biodiversity, while balancing density and built form.                                                                                  | E2 E4 E5       |
| S11 | Support affordable housing and address homelessness.                                                                                                                                             | C4 E1          |
| S12 | Plan for multi-purpose/mixed use development around public transport links (including day time and night time use), and leverage opportunities created by the new links to and from the airport. | E1 V1 V2 V4    |
| S13 | Support economic growth and investment, and encourage commercial precinct and town centre activation.                                                                                            | V1 V2 V3 V4    |
| S14 | Strengthen social interaction, connectedness and build the capacity of the community.                                                                                                            | C3 C4          |
| S15 | Make the most of the river and accessibility to the river.                                                                                                                                       | E2 E3 E5       |
| S16 | Support technological advancements that improve the experience of the community.                                                                                                                 | C4 V3          |
| S17 | Progress the City's journey of Reconciliation.                                                                                                                                                   | C2             |




**Actions associated with these strategies are contained in the City's Corporate Business Plan 2021–2025. These strategies are not ranked in order of performance or priority.**

# SUCCESS MEASURES

Accountability is one of the City's core values. The measures below measure how successful we are in achieving our community's vision for the future.

## PERFORMANCE MEASURES

To track our progress, we have developed a number of performance measures:

 <b>COMMUNITY</b>	 <b>ENVIRONMENT AND LIVEABILITY</b>	 <b>VIBRANCY</b>
The overall community satisfaction with the City as a place to live.	The community satisfaction with streetscapes and building design and scale.	The number of businesses operating in the City and the number of employment opportunities.
The community satisfaction with facilities and services for older adults.	The community satisfaction with footpaths and cycleways.	The average commuting distance to work.
The provision of an annual grant program to support community groups to lead community events and initiatives.	The amount of general waste to landfill (number of tonnes per year).*	The community satisfaction with the City's vibrant and active town centres.
The number of City-led community programs connecting people to opportunities to participate.	The percentage of renewable energy used for corporate operations.	The number of events and initiatives focused on town centres.
The number of hours the City's volunteers contribute.	The undertaking of projects that support river and foreshore health.	
The number of people attending City-led events.	The number of plants planted in natural areas (bushlands, wetlands, river foreshore).	
The number of visits to City-run recreation centres and libraries.	Increase tree canopy, working towards Council's aspirational target of 20% cover.	
The delivery of coordinated public/play space development.		

\*The City has developed a waste plan that aligns with the State Waste Strategy, which has targets in relation to waste diversion from landfill.

For more information, please refer to the City's website  
[bayswater.wa.gov.au](https://bayswater.wa.gov.au)



## TRACKING THE CITY'S PROGRESS

**The City will clearly report the progress made towards achieving the vision and goals of the community.**

### Formal reporting

This includes:

- Audit and Risk Management Committee – reports are provided to the committee, updating them on the progress being made.
- Annual Report – a yearly public report of operations and performance.

### Community reporting

This includes:

- The City's website.
- Periodic updates in the *Bayswater Beat* community newsletter.

## HOW THE CITY MANAGES RISK

### Strategic Risk Management

Events sometimes arise that impact the City's ability to achieve the goals and strategies outlined in the Strategic Community Plan.

The City has an integrated risk management framework, based on best practice standards, to manage risks and ensure the quality of the City's services to the community are not adversely affected.

The City adopts a three lines of defence model in order to receive assurance on risk from all sources, both internal and external.

In practice, this means operational management is responsible for risks that occur in the City's project areas; strategic oversight of risk and compliance occurs at the Committee and Council level; and independent external assurance is provided by the City's internal audit function.

# SERVICES WE PROVIDE

The City's reputation is built on providing the services our community values.

## Aged persons accommodation

Manage the operation of three retirement villages and two residential care facilities.



## Aquatic facilities

Managing and maintaining Bayswater Waves and Maylands Waterland.

## Building approvals and works

Building applications, swimming pool inspections and the administration of building works.



## Communication and community engagement

Communication and promotion of the many services, projects and initiatives delivered by the City, as well as creating opportunities for the community to have a say.



## Community development

Disability access and inclusion, volunteers, youth services, community training, community bus hire, the City's Reconciliation Action Plan, podiatry services, and two community centres for older adults.



## Community events

Events and occasions to enrich the lives of residents and visitors to the City.



## Community facilities

Spaces for recreation, community groups, clubs and associations, including the Men's Shed, Morley Training Centre, Bayswater and Morley Community Centres and The RISE.

## Community grants

The City provides grants to environmental, sporting and community groups.

## Customer service

Providing service to customers who visit or contact the City.



## Environmental management

Water quality monitoring, community education, events and workshops, riverbank restoration and support for local environmental groups.

## Governance and strategy

Managing the City's finances, performance monitoring, governance, occupational health and safety, compliance and accountability, audit, local government elections, information management, HR, IT, risk, and rates services.





## Heritage

Care for heritage sites within the City.



## Libraries

Operating the City's three library branches, a pop-up library, 24/7 access to e-resources, and the library website.



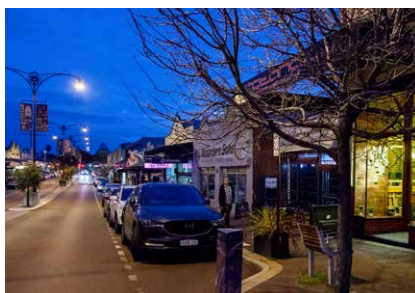
## Parks and recreational facilities

Looking after 177 parks, ovals and open spaces, and 123 playgrounds.



## Place management

The City will continue to fund the activation of its four major town centres with public art, street furniture, festivals, historical walks and streetscape improvements.



## Planning

Planning applications, development compliance, town centre activation, lease administration, and the development of the City's urban strategic plans.



## Public health

Inspections of food premises, water quality testing at public pools, noise control, pest control, emergency management, immunisation clinics and the provision of buildings for child health clinics.



## Rangers and security

Ranger patrols, animal control, operating the pound, fire break inspections, and the 24/7 security patrol service.



## Roads, footpaths and verges

Maintain 360 kilometres of local roads, footpaths, drains, medians, verges and roundabouts across the City; as well as street cleaning, street lighting, street signs, and the City's graffiti program.



## Sporting facilities

The City supports over 120 local sporting clubs by providing clubrooms and facilities.



## Waste and recycling services

Regular bin collection, transfer station operations, waste initiatives, bulk bins and tip passes, white goods pick-ups, waste drop-off points, and waste education programs.







# GET IN TOUCH WITH US

## City of Bayswater Civic Centre

61 Broun Avenue, Morley WA

Opening Hours: 8.30am - 4.30pm (Monday to Friday)

PO Box 467 Morley WA 6943

Phone: (08) 9272 0622 | Email: [mail@bayswater.wa.gov.au](mailto:mail@bayswater.wa.gov.au)

Web: [bayswater.wa.gov.au](http://bayswater.wa.gov.au)

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## Bayswater Library

25 King William Street, Bayswater WA

Phone: (08) 9272 0951 | Email: [baylibrary@bayswater.wa.gov.au](mailto:baylibrary@bayswater.wa.gov.au)

## Maylands Library

The RISE

28 Eighth Avenue, Maylands WA

Phone: (08) 9208 2450 | Email: [maylibrary@bayswater.wa.gov.au](mailto:maylibrary@bayswater.wa.gov.au)

## Morley Library

240 Walter Road West, Morley WA

Phone: (08) 9272 0980 | Email: [morleylibrary@bayswater.wa.gov.au](mailto:morleylibrary@bayswater.wa.gov.au)

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## Bayswater Waves

Cnr Broun Avenue & Priestley Street, Embleton WA

Phone: (08) 9276 6538 | Email: [waves@bayswater.wa.gov.au](mailto:waves@bayswater.wa.gov.au)

Web: [bayswaterrecreation.com.au/waves](http://bayswaterrecreation.com.au/waves)

## The RISE

28 Eighth Avenue, Maylands WA

Phone: (08) 9208 2400 | Email: [rise@bayswater.wa.gov.au](mailto:rise@bayswater.wa.gov.au)

Web: [bayswaterrecreation.com.au/rise](http://bayswaterrecreation.com.au/rise)

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## Bayswater Community Centre

25 King William Street, Bayswater WA

Phone: (08) 9271 5198

## Morley Community Centre

6A Blades Close, Morley WA

Phone: (08) 9276 6108



City of  
**Bayswater**

61 Broun Avenue, Morley WA 6062

Civic Centre Opening Hours: 8.30am - 4.30pm (Monday to Friday)

Mailing address: PO Box 467 Morley WA 6943

P: 9272 0622 | F: 9272 0665 | TTY: 9371 8493

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