

Agenda

2019 ANNUAL GENERAL MEETING

10 December 2019

Notice of Meeting

In accordance with section 5.28 of the *Local Government Act 1995* the 2019 Annual General Meeting of Electors will take place in the Embleton Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on Tuesday, 10 December, 2019 commencing at **6:30pm**.

Yours sincerely



ANDREW BRIEN
CHIEF EXECUTIVE OFFICER

3 December 2019



Meeting Procedures

1. All Council meeting are open to the public, except for matters dealt with under 'Confidential Items'.
2. Members of the public who are unfamiliar with meeting proceedings are invited to seek advice prior to the meeting from a City Staff Member.
3. Members of the public may ask a question during 'Public Question Time'.
4. Meeting procedures are in accordance with the City's Standing Orders Local Law 2018.
5. To facilitate smooth running of the meeting, silence is to be observed in the public gallery at all times, except for 'Public Question Time'.
6. This meeting will be audio recorded in accordance with the resolution of Council of 17 May 2016.
7. Persons are not permitted to record (visual or audio) at the Council meeting without prior approval of the Council.
8. In the event of an emergency, please follow the instructions of City of Bayswater Staff.

City of Bayswater

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Morley WA 6062

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Council Chambers

Seating Plan



Andrew Brien
CEO



Cr Dan Bull
Mayor



Cr Giorgia Johnson



Cr Barry McKenna



Des Abel, DCD



Cr Lorna Clarke



Cr Steven Ostaszewskyj



Doug Pearson, DWI

Agendas
and Minutes
Officer



Cr Elli Petersen-Pik



Cr Sally Palmer



David Nicholson, DCS



Cr Catherine Ehrhardt



Cr Stephanie Gray



Cr Michelle Sutherland



Cr Filomena Piffaretti
Deputy Mayor

Press

Gallery

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AGENDA

In accordance with section 5.27 of the *Local Government Act 1995* and subsidiary legislation, the Annual General Meeting of Electors is to be held once every financial year to consider the contents of the City's Annual Report for the previous year, and to consider any other general business.

1. OFFICIAL OPENING

Cr Dan Bull, Mayor, will preside at the Annual General Meeting of Electors in accordance with section 5.30 of the *Local Government Act 1995*.

2. ACKNOWLEDGEMENT OF COUNTRY

3. ATTENDANCE

Members

West Ward

Cr Dan Bull, Mayor (Chairperson)
Cr Lorna Clarke
Cr Giorgia Johnson

Central Ward

Cr Barry McKenna
Cr Steven Ostaszewskyj
Cr Sally Palmer

North Ward

Cr Stephanie Gray
Cr Filomena Piffaretti, Deputy Mayor
Cr Michelle Sutherland

South Ward

Cr Catherine Ehrhardt
Cr Elli Petersen-Pik

Officers

Mr Andrew Brien	Chief Executive Officer
Mr Doug Pearson	Director Works and Infrastructure
Mr Des Abel	Director Community and Development
Mr David Nicholson	Director Corporate and Strategy
Mr Mark Thornber	Senior Governance Advisor
Ms Fiona MacDonald	Governance and Risk Support Officer
Ms Carol Newport	PA/Director Corporate and Strategy

Observers

Press -
Public -

3.1 Apologies**3.2 Approved Leave of Absence****4. LOCAL PUBLIC NOTICE OF AGM AND ANNUAL REPORT**

As required under Section 5.29 of the *Local Government Act 1995*, local public notice (**Attachment 1**) is required for the Annual General Meeting of Electors and availability of the Annual Report. Public Notice appeared in the following local newspapers and on local notice boards:

City of Bayswater

(Notice Board, Civic Centre)

Thursday, 21 November 2019**City of Bayswater**

(Maylands, Bayswater and Morley Libraries)
(The RISE Notice Board)
(City of Bayswater Website)
(City of Bayswater Social Media)

Thursday, 21 November 2019**Eastern Reporter**

(Public Notices Section)

Thursday, 21 November 2019

In accordance with section 5.29 of the *Local Government Act 1995*, at least 14 days local public notice was given of the date, time, and purpose of the Annual General Meeting.

There is a separate requirement under Section 5.55 of the Act for the CEO to give local public notice of the availability of the annual report after it has been accepted by the local government, and that information was included in the local public notice of the Annual General Meeting.

In addition to this, the advertisement appeared on the City of Bayswater website, The RISE public notice board, Civic Centre notice board and the notice board at the Maylands, Bayswater and Morley libraries.

5. CONSIDERATION OF THE 2018/19 ANNUAL REPORT

The 2018/2019 Annual Report is subject to being adopted by Council at its meeting held on 3 December 2019 and is available from the City's website www.bayswater.wa.gov.au

Additional copies of the 2018/19 Annual Report will be available at the meeting.

Attachment 2: Annual Report 2018/2019

6. OTHER GENERAL BUSINESS

Consistent with section 5.27 (3) of the *Local Government Act (1995)* and regulation 15 of the *Local Government (Administration) Regulations 1996*,

(a) Electors are invited to raise motions in writing prior to the meeting; and

(b) Motions at the meeting from the floor.

7. CLOSURE

ANNUAL ELECTORS MEETING PROCEDURES

Prepare Annual Report

The Act requires that the Local Government is to prepare an Annual Report (section 5.53), accept the Annual Report (Section 5.54), advertise its availability to the public (section 5.55) and hold an Annual General Meeting of Electors within 56 days of accepting the Annual Report (section 5.27).

Matters for discussion at the AGM of Electors

In accordance with section 5.27(3) - *Local Government Act 1995 and regulation 15 of the Local Government (Administration) Regulations 1996* - the matters to be discussed at the Annual General Meeting of Electors are firstly the contents of the Annual Report for the previous financial year and then any other general business.

Mayor to Preside at the AGM of Electors

Section 5.30 - *Local Government Act 1995* stipulates that the Mayor (or if not available the Deputy Mayor) is to preside at the Electors meeting.

Voting at the AGM of Electors

Regulation 17 of the Local Government (Administration) Regulations 1996, outlines the voting provisions at an electors meeting, being:

- Each Elector at the meeting is entitled to one vote on each matter to be decided, but does not have to vote;
- All decisions are to be made by a "Simple Majority" vote; and
- Voting is to be conducted so that no voter's vote is secret.

Procedure at the AGM of Electors

Regulation 18 of the Local Government (Administration) Regulations, states that the procedure at an AGM of Electors is to be determined by the person presiding (Mayor or Deputy Mayor) at the meeting.

Decisions made at an Electors AGM

In accordance with section 5.33 of the *Local Government Act 1995* all decisions made at an AGM of Electors meeting are to be considered at the next Ordinary Meeting of Council or, if that is not practicable -

- At the first Ordinary Meeting of Council after that meeting or
- At a Special Meeting called for that purpose.

If at a meeting of the Council a Local Government makes a decision in response to a decision made at an AGM of Electors meeting, the reasons for the decision are to be recorded in the minutes of the Council meeting.

Definition of Elector

An elector is defined under the *Local Government Act (1995)* as a person who is eligible to vote in an election of the City of Bayswater.

Speaking at Electors Meeting

When addressing the meeting, please use the public microphone and state your name and address for minute taking purposes.

Attachment 1

Annual General Meeting of Electors

The City of Bayswater is pleased to invite local residents, ratepayers and business owners to attend its Annual General Meeting of Electors. The purpose of the meeting is to present the City's 2018/19 Annual Report and allow the community to have their say on local issues.

The Annual Report provides a snapshot of some of the key projects and initiatives undertaken by the City during the 2018/19 financial year.

The Annual General Meeting of Electors will commence with a pre-meeting at 5.30pm on Tuesday 10 December 2019 to be held in the Embleton Room at the City of Bayswater Civic Centre, 61 Broun Avenue Morley, where Electors can meet the City's Councillors and Management Team to ask questions in a less formal environment. This meeting will be followed by the formal Annual General Meeting commencing at 6.30pm in the Embleton Room.

Light refreshments will be provided. The Agenda and Annual Report will be available online at www.bayswater.wa.gov.au from Tuesday 3 December 2019. For more information contact the City's Senior Governance Advisor on 9272 0614.

ANDREW BRIEN
CHIEF EXECUTIVE OFFICER



City of
Bayswater

Annual Report

2018/19



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.

Where to get a copy

A copy of the 2018/19 Annual Report can be downloaded from the City of Bayswater website.

If you would like to get a copy of our Annual Report in an alternative format, we have a number of hard copies available at the City's Civic Centre; as well as the Bayswater, Maylands and Morley libraries.

To have a plain text document emailed to you, please contact us at mail@bayswater.wa.gov.au or call us on 9272 0622.

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Our City

In the bustling heart of the inner east, 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.

The City of Bayswater has built a reputation on the delivery of services that our community value. We operate three libraries, three recreation centres and support over 120 local sporting clubs through the provision of club rooms and facilities. We maintain 189 parks, ovals and open spaces, and manage a local road network that spans 360 kilometres.

We manage parking, promote responsible pet ownership and ensure the City is bushfire ready. We understand our residents want to feel safe and have invested heavily in a network of CCTV cameras to complement our regular security patrol service.

We are particularly passionate about the environment, dedicating time and resources to addressing water quality, protecting our wetlands and planting over 1,500 trees to address our declining tree canopy. An early adopter of the three-bin system, we are serious about reducing waste and educating our residents about how they can contribute.

The fabric of our community lies with the respect we show our residents - helping them create connections with others, celebrating our diversity, and providing support and care for those who need it the most.

The foundation for this is our commitment to community engagement. We ask and listen to what our community wants, then work closely with them to provide the services they need.

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 prioritise the health of young children and their parents, and will continue to operate five child health centres, immunisation clinics and conduct health inspections at local eateries.

Our multiculturalism is something we are proud to celebrate and promote through art, festivals and community events. The City's first Reconciliation Action Plan has been completed, and we will work with community groups to foster an inclusive City for all.

We will continue to host community events that bring people together. We will deliver a streamlined community grants program that supports environmental and community initiatives brought forward by the hardworking volunteers who give up their time to make our City a better place to live, work and visit.

We are committed to strengthening our strategic planning framework to better manage growth and ensure the delivery of well-designed buildings. This will complement the success we continue to achieve through the activation of our major town centres of Bayswater, Morley, Maylands and Noranda.

Message from the Mayor

To be added in final copy

Include photo and signature of Mayor

Message from the CEO

The 2018/19 Financial Year has seen the City focus squarely on building an industry leading local government by capitalising on the strengths of the organisation, working closely with our community and further streamlining operations.

This is evidenced by the significant number of accolades the City has received, both from the local government sector and industry associations. With recognition for community consultation, the internal SEED review, our geospatial portal, and numerous awards for our Bayswater Brook Catchment Management project; the City has firmly established itself as a local government to watch, with innovative projects, expert staff and industry leading initiatives.

A significant milestone for the City over this period was the aged care divestment of Mertome Retirement Village to Hall & Prior in April 2019. Given the changing regulatory environment in the aged care sector, it was considered Hall & Prior is best placed to meet the needs of the residents both now and in the future. The City will continue to monitor the progress of the refurbishment of the facility and is committed to the welfare of the residents.

I would like to acknowledge Carissa Bywater, who was with the City for six years as Director Corporate and Strategy. Carissa was instrumental in establishing the Participatory Budgeting project, and the development of the City's new website. Carissa also had the significant task of managing the transition of the City owned Mertome Retirement Village to Hall & Prior. Her time with the City was full of achievements and her contribution was substantial.

The year ahead will provide many new challenges, with changes to legislation and an ongoing review of services to reduce red tape; along with improved governance, discretionary disclosures and reporting.

The cost of service provision will be high on the agenda, and the City will step up and do all we can to deliver the services our community values, while ensuring financial stability for the future.

We will see a shift in focus for the strategic advocacy of major projects - this will enable us to provide more for our community and ensure the City keeps moving from strength to strength.

I extend my appreciation and recognition to all City staff for their invaluable contribution. Without the support and dedication of a professional, passionate and community focused workforce, we would not have been able to achieve all we have over the past year.

I recognise the efforts of the Executive Leadership and Management teams, who unwaveringly provide a professional and compassionate service to the community and support for staff.

Include signature here

Andrew Brien
Chief Executive Officer
City of Bayswater

Include photo of CEO

Elected representatives

Cr Dan Bull

Mayor

West Ward

Cr Chris Cornish

Deputy Mayor

Central Ward

Cr Barry Mckenna

Freeman of the City

Central Ward

Cr Sally Palmer

Central Ward

Cr Stephanie Gray

North Ward

Cr Filomena Piffaretti

North Ward

Cr Michelle Sutherland

North Ward

Cr Catherine Ehrhardt

South Ward

Cr Elli Petersen-Pik

South Ward

Cr Lorna Clarke

West Ward

Cr Giorgia Johnson

West Ward

Images of all Cr's along with electoral ward map image.

Cr's attendance at meetings will be included in designed copy

Executive Leadership team

Chief Executive Officer (*include photo*)

Andrew Brien

- Elected Member support
- Organisational oversight
- Advocacy
- Policy review and development

High Commendation – IPAA Achievement Awards – Leader of the Year in Local Government.

Winner – LG Honour Awards – Excellence in Service Delivery – SEED.

Winner – Australian Business Awards – Change management - SEED.

Finalist – IPAA Achievement Awards – Best Practice in Public Sector Evaluation – SEED.

Director Corporate and Strategy (*include photo*)

Carissa Bywater (resigned in June 2019)

- Governance
- People, Culture and Safety
- Financial Services
- Information Services
- Organisational Strategy
- Marketing and Communications
- Community Engagement.

Director Community and Development (*include photo*)

Des Abel

- Community Development
- Environmental Health
- Strategic Planning and Place
- Development Approvals
- Library and Customer Services
- Rangers and Security
- Recreation.

Director Works and Infrastructure (*include photo*)

Doug Pearson

- Infrastructure Assets and Mapping Services
- Engineering Services
- Engineering Works
- Sustainability and Environment
- Building Works
- Parks and Gardens
- Project Services.

Organisational structure

Org chart graphic

Year in review

Infographic

- 66,060 residents
- 10 kilometres of river
- 364 kilometres of roads
- 350 kilometres of footpaths
- 380 hectares of green space
- 189 parks and reserves
- 120 sport clubs
- 16,775 tonnes of waste collected
- 4,951 tonnes of waste recycled
- 4,700 tonnes of green waste converted to soil improver
- 9,216 Facebook fans
- 12 awards won
- 611 employees
- 1,500 trees planted
- 68,000 native seedlings and shrubs planted
- 150 hectares of environmental sites managed
- 87 community bus trips
- 650 members at our community centres
- 17 community events attended by 20,000 people
- 6 citizenship ceremonies
- 360 new citizens
- 5 playgrounds redeveloped
- 70 volunteers
- 304,700 visitors to three libraries
- 6,437 dogs registered
- 2,592 cats registered
- 74,489 swimming lessons taught
- 2,379 vaccinations given

Corporate and Strategy**Governance**

Areas of responsibility

The City's Governance team manage annual and primary returns and related party disclosures, maintenance of registers, compliance and audits, local law and policy reviews, election support, oversight of minutes and agendas, Freedom of Information requests, procurement, tendering and contract management, insurance matters, risk management, and the City's Business Continuity Plan.

Major projects

During 2018/19, the team continued developing the City's risk management framework. This included a review of the risk appetite statement and risk assurance reporting. They also started work on the City's Business Continuity Plan, which will ensure the City is prepared to continue core operations in the event of a crisis.

The team also market tested the City's insurance portfolio. This resulted in a recommendation that Council stay with Local Government Insurance Services (LGIS).

People, Culture and Safety

Areas of responsibility

The City's People, Culture and Safety team are responsible for all human resources. This includes recruitment, performance management, training, workplace culture, payroll, employee relations, and safety management.

Major projects

The team completed negotiations for replacement Enterprise Bargaining Agreements for both the inside and outside staff. This process included consultation with staff and resulted in a three year agreement being put in place for both workforces.

As part of an organisational commitment to learning and development, the City's management team completed a Graduate Diploma in Management and Leadership. This was carried out over 16 months and has enhanced the quality of leadership at the City.

The performance review process was moved online for staff with computer access. This will give our employees and leaders the ability to review progress against goals and development activity throughout the year.

Financial Services

Areas of responsibility

The City's Financial Services team is responsible for managing the accounting requirements, rating services, aged person's homes, and financial audits for the City.

Major projects

During 2018/19, the team implemented a new chart of accounts. This upgraded model is designed to improve record keeping and reporting; and allows for efficient tracking of investments, trust and reserve funds.

A series of management reports and a new statutory monthly financial reporting format was introduced. This will make it easier for managers at the City to monitor their budgets through the year.

The processing of synergy invoices was automated this year. This upgrade resulted in a significant reduction in manual data entry; saving staff time, improving efficiency and ensuring compliance is maintained.

Information Services

Areas of responsibility

The City's Information Services team are responsible for information and communications technology governance, emerging trends and technologies, business systems and applications, infrastructure, information technology (IT) business continuity, IT security, and asset management of the City's IT equipment.

Major projects

This year, the team completed the IT cybersecurity program to ensure all City of Bayswater IT assets are protected from intrusion. This involved working with Deloitte on a cybersecurity assessment, regular penetration testing, internal security asset assessments, vulnerability assessments and payment card assessments.

The team also completed large infrastructure upgrades to keep hardware and networks up-to-date and fit for purpose, ensuring these are reliable and able to support the City in the event of a crisis. This involved replacement of IT equipment across the City, the implementation of disaster recovery off site, an audit of the City's CCTV systems, a directorate alignment program, and replacement of analogue with NBN.

Software systems and enterprise resourcing and planning (ERP) were upgraded. This included the introduction of eproperty services, digitised development applications, redevelopment of planning and development systems, claims insurance processes, and redevelopment of our swimming pool inspection process.

Organisational Strategy

Areas of responsibility

The City's Organisational Strategy team is responsible for the oversight and support of planning and reporting, including the Integrated Planning and Reporting Framework, branch planning and corporate reporting, process mapping, business intelligence and insights, and promoting and supporting efficiency and innovation in the organisation.

Major projects

This year, the team developed an internal corporate reporting system. Designed to improve accountability and communication, this system tracks live updates on projects and reports status information to our leadership team.

The team also introduced process mapping to the organisation. This allows us to record the steps involved with a business process in an easy to view and accessible format. This will improve internal communication, reduce red tape and improve overall efficiency.

Pollinate, the City's first innovation program, was developed this year. This provides structure, education and resources to encourage staff to develop innovative ideas. The program was officially launched in July 2019.

Marketing and Communications

Areas of responsibility

The Marketing and Communications team has grown into a centralised unit responsible for offering media services, communications and publications, design, marketing, and advocacy support to the entire organisation; as well as management of the City's website.

Major Projects

This year, the team developed an Advocacy Strategy to ensure the City is best placed to attract funding for infrastructure projects from different levels of government and private industry, and to influence policy change. The strategy identified the priority areas of environmental sustainability, managing the urban environment, transport, community well-being, and aged care. The Advocacy Strategy, and a process for preparing individual funding requests, was subsequently adopted by Council.

In 2018, the Communications and Marketing unit developed a community newsletter — the Bayswater Beat. This publication ensures information on City events, programs and services is readily available to the public. The newsletter is produced quarterly and delivered to all households.

Community Engagement

Areas of responsibility

The City's Community Engagement team is responsible for designing and managing community engagement activities at the City of Bayswater. This includes management of the City's online engagement portal - Engage Bayswater, as well as training and providing advice to staff and assisting them with community engagement activities. The City's Community Engagement team ensures the community has the opportunity to be involved with projects, initiatives, and Council decisions.

Major Projects

During 2018/19, the team completed the Participatory Budgeting (PB) project - a first for the City and the most comprehensive project of its kind for any metropolitan council in Western Australia. PB involved laying out the City's entire operating budget for feedback from the community. This included a budget allocator tool, which allowed community members to adjust the budget spend, and a representative community panel who deliberated on the budget and provided recommendations to Council.

The Engage Bayswater panel was also established. This is an online panel of volunteer community members who are asked to provide feedback on a series of projects throughout the year. This allows us

to check in with our community regularly, broadening our community engagement reach and helping Council make decisions with confidence.

Community engagement support was provided to the Play Space Strategy, Pat O'Hara Master Plan, Strategic Community Plan minor review, Bedford regeneration project, Meltham surrounds engagement project, and The Platform.

To further educate staff across the organisation, the team established a group of Community Engagement Champions who met six times during 2018/19; and also delivered a short course on community engagement and outrage to 11 staff members from across the organisation.

Awards

- Winner – Planning Institute of Australia – Public Engagement and Community Planning – Building Bayswater.
- Finalist - IPAA Achievement Awards - Best practice in collaboration with non-government agency – Building Bayswater in collaboration with Shape Urban.
- Finalist - IAP2 Core Values – Planning Award – Building Bayswater in collaboration with Shape Urban.

Aged care services

In April 2019, the City finalised the sale of Mertome Retirement Village to aged care operator Hall and Prior, who have committed to refurbishing the facilities. This decision was made with the best interests of the residents in mind; and Hall and Prior have a reputation for providing quality aged care services. Given the changing regulatory environment in the aged care sector, it was considered that Hall and Prior is best placed to meet the needs of the residents both now and in the future. The City will continue to monitor the progress of the refurbishment of the facility and the welfare of the residents.

Works and Infrastructure

Infrastructure Assets and Mapping Services

Areas of responsibility

The City's Infrastructure, Assets and Mapping Services team are responsible for providing spatial services internally and to the community. This includes in-house designed spatial apps, legislative and corporate mapping products, infrastructure asset planning framework, register management, core land and property tenure management, and real time digital in-vehicle and static site GPS emergency management systems.

Major projects

The team upgraded the existing triangular self-supporting communications tower at the Paddy Walker Works Depot, to a 50 metre structure. This upgrade has resolved ongoing network line of sight issues that have arisen due to building development and tree canopy growth since the installation of the original tower in 1988.

The team started updates on the City's asset management documentation, including reviewing existing policy, strategy, plans and services plans for all infrastructure assets.

Development of the City's 3D mapping environment began, commencing with City buildings. This building information has been added to a new 3D app that is available to the community on the City's website.

Awards

- Finalist – WA Incite Awards, Best Government Agency for the City's Geospatial Portal.
- Finalist - National iAwards, Best Government Agency for the City's Geospatial Portal.

Engineering Services

Areas of responsibility

The City's Engineering Services team manages all engineering design projects, traffic management, engineering development control, and waste collection services for the City.

Major projects

The City worked with the State Government on the Tonkin Highway upgrade project (Northlink stage two), and the Forrestfield Airport Link project. The team oversaw a number of private subdivisional developments including residential, industrial and mixed use of retail and commercial. The largest of these was the completion of the Tonkin Highway Industrial Estate (stage two), including \$2.1 million of new roads and infrastructure.

Major traffic improvement works for the year included the construction of median islands, turning pockets and a roundabout in Maylands; a pedestrian crossing, children's crossing, zebra crossings on slip lanes, a U-turn and street light upgrades in Morley; and new footpaths and on-street parking outside the Amana Living Aged Care Facility.

A trial of 100% biodegradable dog waste bags started in the City's parks. These bags are made from corn starch and are 100% compostable.

Engineering Works

Areas of responsibility

The Engineering Works team is responsible for the maintenance of City owned infrastructure including 364 kilometres of roads; 217 kilometres of storm water drains; 9,500 drainage pits; 2,291 street signs; 350 kilometres of footpaths; 85 car parks, right of ways, street sweeping; and graffiti removal.

The team manages the installation and administration of crossovers, preservation of City assets, provide traffic management approvals for works within the road reserve, manage and coordinate the City's fleet and plant programs, installation of civic infrastructure, and bus shelter upgrades.

Major projects

This year, \$500,000 of new pathways were installed across the City including Hillside Crescent in Maylands, Barker Street in Bedford, Beechboro Road, and Tara Street in Morley.

\$4.4 million renewals were completed, including the resurfacing of Russel Street, Coralgum Court, Casuarina Way, Charnwood Street, Wattle Drive, and Yate Court in Morley. A children's crossing and U-turn were installed on Beechboro Rd.

Building Works

Areas of responsibility

The City's Building Works team manages the City's building and infrastructure assets. This includes all maintenance, building related capital works projects, cleaning of public facilities, management of service contracts, termite control, and Christmas decorations.

Major projects

Significant capital works projects completed this year include \$50,000 in building upgrades to improve water efficiency across City sites; \$107,000 upgrade to Bayswater Bowling Club; \$20,000 upgrade to the interior of the Bayswater Senior Citizens Centre; \$75,000 upgrade to the Paddy Walker works depot; \$35,000 for the installation of drinking fountains with dog bowl attachments in City parks; and \$90,000 worth of upgrades to the EB Brown Pavilion.

Parks and Gardens

Areas of responsibility

The Parks and Gardens team provide specialised maintenance to all green assets and associated infrastructure throughout the City. This includes turf management, protecting and increasing the City's urban tree canopy, planning and delivering parks maintenance and capital works programs, maintaining irrigation infrastructure (including bores, pumps and central controls); and managing and monitoring groundwater resources.

Major projects

The team planted and cared for 1,500 trees and continued the \$2 million Urban Street Tree management program. Irrigation upgrades and renewals worth \$530,721 were completed to improve water efficiency in the City's parks; \$242,482 in upgrades to park infrastructure including furniture, shelters, fencing and gates; and a \$79,573 golf course development.

Project Services

Areas of responsibility

The Project Services team manages recreation infrastructure and assets within the City's public open spaces. This includes asset management and replacement of sporting infrastructure and community spaces, working closely with local clubs, overseeing golf course management, and the development of strategic leisure plans.

Major projects

In October 2018, the team completed the replacement of the Bayswater Tennis clubrooms at Frank Drago Reserve. The \$1.45 million project was jointly funded with a \$750,000 federal grant from the Department of Infrastructure and Regional Development, \$650,000 from the City of Bayswater, and a \$50,000 contribution from Bayswater Tennis Club. The Bayswater Tennis Club received an additional \$300,000 State government grant to convert two existing grass courts to hard courts with floodlighting, spectator shade and accessible pathways.

Five play spaces were redeveloped – Bohemia Reserve, Luderman Reserve, Bramwell Reserve, Chesney Reserve and Shadwell Reserve in Morley. Flood lighting was replaced at the main soccer pitch at Frank Drago Reserve in Bayswater, and Bedford and Morley Bowling Clubs.

Awards

- Winner - Public Health Advocacy Institute of WA - Environments Promoting Physical Activity – Russell Street Park.
- High Commendation - Parks and Leisure Awards of Excellence - Play space award – Russell Street Park.
- Finalist - Sport & Recreation Awards - Places and Spaces: Planning and design Award – Russell Street Park.
- Finalist - Public Health Advocacy Institute of WA - Planning Healthy Communities for Children – Russell Street Park.
- Finalist - PHAIWA LG Policy Awards - Children's Consultation - Play Space Strategy.

Sustainability and Environment

Areas of responsibility

The City's Sustainability and Environment team are responsible for the management of natural areas, water catchments, energy and water initiatives, water sensitive urban design projects, the development and implementation of the Environment and Liveability Strategy, urban environmental parks, riverbank restoration, supporting local environmental community groups, education and sustainability programs, climate change mitigation, and urban forest and urban heat island strategies.

Major projects

The team converted a drain at Jakobsen's Way in Morley into a living stream. This will improve water quality, biodiversity and the liveability of the area. The team also completed weed removal and planting of native species at the Maylands Brickworks Lake, providing habitats to native animals and improving biodiversity.

Over two days this year, more than 130 local primary school students attended workshops led by botanists, scientists and local environmental experts as part of the City's Green Lab project. This gave students exposure to real world projects including microclimate mapping, carrying out bird surveys, and using robots and drones to gather data. This project was a partnership between the City of Bayswater, the Department of Biodiversity, Conservation and Attractions, and Millennium Kids.

Awards

- Winner - Public Health Advocacy Institute of WA - Environments Promoting Physical Activity – Russell Street Park.
- Winner - National Federation Awards - Local Government Professionals Australia - Environmental Leadership & Sustainability - Eric Singleton Bird Sanctuary and Russell Street Park.
- Winner - ALGA Awards (Australasian Land and Groundwater Association) - Best Scoping/Operation of a Site Investigation – Eric Singleton Bird Sanctuary.
- Winner - LG Honour Awards - Environmental Leadership and Sustainability – Bayswater Brook project.
- Winner - IPEWA WA Division Excellence Awards - Excellence in Water Projects - Bayswater Brook Management Plan.
- Winner - IPEWA WA Division Excellence Awards - Environmental Sustainability - Bayswater Brook Management Plan.

- Winner - PHAIWA LG Policy Awards - Climate Change – Green Lab.
- Winner – Aspire – Aspire program – Sustainability conference funding.
- Finalist - Public Health Advocacy Institute of WA - Planning Healthy Communities for Children – Russell Street Park.
- Finalist - ALGA Awards (Australasian Land and Groundwater Association) - Best Remedial Project under \$1 million – Russell Street Park.
- Finalist – WA Water Awards - Sensitive Urban Design – Eric Singleton Bird Sanctuary and Living Streams.
- Finalist - IPAA Achievement Awards - Collaboration across government agencies – Living Streams in collaboration with Water Corporation.

Community and Development

Community Development

Areas of responsibility

The Community Development team manages services for older people, youth, community and civic events, club development, disability, access and inclusion, the City's Reconciliation Action Plan, and volunteering.

Major projects

This year, the City's two Senior Citizen's Centres were updated to become Community Centres, providing members with access to more than 30 activities across both centres, including hair dressing, podiatry and twice monthly bus outings. The Age Friendly Ambassador program was launched, with funding from the Department of Communities. This group of volunteers helps us to connect older adults in our community with activities and events, and ensure they have a voice on community issues.

The team planned and held 17 events including the Avon Descent, Art Awards, Garden Awards, Christmas Food Appeal, School Banner Exhibition, City of Bayswater Dance Festival, North of Perth Music Festival, Carols By Candlelight, Australia Day BBQ, Perth Symphonic Orchestra Concert, Maylands Laneway Festival, Have a Go Day, Evening in the Park, Multicultural Community Concert, Baysie Waves Fest 20th birthday, Have a Go Day, and the Autumn River Festival. Cumulatively, over 20,000 people attended these events.

The team worked on the City's first Reconciliation Action Plan with the guidance of our Aboriginal Advisory Committee. As part of working towards reconciliation, the City also celebrated National Reconciliation Week and NAIDOC Week with our community.

Drafting of the first Youth Action Plan – The Platform, continued this year. This involved working closely with over 400 young people, schools, parents, caregivers and youth agencies to learn about the issues affecting people aged 12 – 25 in our community.

As part of an aim to increase participation in local sports, a three year trial started which offered up to an additional \$50 per child to the State Government's KidSport funding. This helped 76 local children become involved in sport during 2018/19.

Environmental Health

Areas of responsibility

The Environmental Health team manages statutory inspections, compliance, emergency management, immunisation clinics, contaminated sites, pest control, waste education, health promotion, and light industry inspections across the City of Bayswater.

Major projects

During this financial year, the City vaccinated 2,379 babies as part of our vaccination program; along with 718 year 8 students against Diphtheria, Tetanus, Whooping Cough and HPV; and 530 year 10 students against Meningococcal.

The team completed 1,175 inspections of food premises, issuing 18 improvement notices, 11 infringement notices, and one prosecution. As part of this program, 132 food samples were collected to ensure food prepared and sold in the City of Bayswater is safe.

The mosquito treatment, trapping and monitoring program continued and the City promoted the 'Fight the Bite' campaign. The intention of this is to help prevent mosquito borne disease in the City. Four Local Emergency Management Committee meetings were held throughout the year.

The City's Public Health and Wellbeing plan was finalised this year, and will guide the City towards a more proactive approach to public health in line with the Public Health Act 2016. As part of this plan, the City launched the Fit for Life program, which helped over 200 participants aged over 50 improve their physical fitness.

As part of the City's waste and recycling program, 16,775 tonnes of general waste was collected from 31,001 residential properties and 1,276 commercial properties. A waste audit was completed to help improve waste diversion within multi-unit developments.

Waste services expanded this year to include mattress and white goods collection, online bulk bin ordering, and green waste bulk bins. The City delivered 17,788 bulk bins, collecting 5,600 tonnes of waste and issued 8,504 tip passes to residents to dispose of larger waste. Five composting workshops were held, and education for the community about responsible and sustainable waste disposal continued.

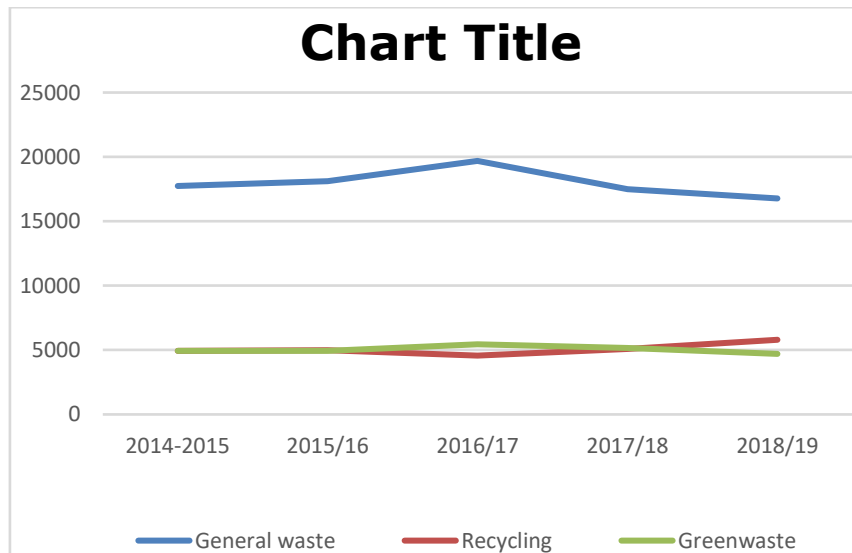
Recycling program *(presented as a pull out with figures highlighted)*

Recyclable materials	Tonnes recycled
Newspaper	649
Mixed paper	1282
Cardboard	895
Glass	1720
PET plastic	88
HDPE plastic	92
Other plastic	111
Steel cans	73
Aluminum cans	41

- e-waste 32 tonnes
- 2,739 whitegoods
- 2,190 mattresses
- 4,700 tonnes of green waste and processed this into soil improver
- Recycling bin contamination rate 14.5%.

Waste Trend data – present however works.

	2014-2015	2015/16	2016/17	2017/18	2018/19
General waste	17743	18120	19689	17486	16775
Recycling	4931	4978	4567	5080	5797
Greenwaste	4934	4940	5446	5170	4700



Strategic Planning and Place

Areas of responsibility

The City’s Strategic Planning and Place team are responsible for strategic town planning, place management, land management, City property disposals and acquisitions, and leasing and property management at the City.

Major projects

The team worked with consultants Shape Urban to understand the community's thoughts, ideas and aspirations for the built environment surrounding Meltham Train Station. The team also worked with the community to find short-term parking options in preparation for the upgrade of Bayswater Train Station.

The City's draft Local Planning Strategy (LPS) was endorsed in April 2019. The strategy aims to guide planning and development throughout the City for the next ten years. This draft is with the Western Australian Planning Commission for consent to advertise in 2020. In an effort to streamline planning policies, 12 of the 48 policies have been revoked and the intention is to reduce this by a further 21 in the coming year.

The City's Community Facility Lease Policy was updated to ensure all new leases are fair and equitable. The City also endorsed a Lease KPI and Criteria Management Practice in 2019, providing a framework for measuring the performance of existing lessees and to guide the City when choosing new lessees for vacant properties.

Place Making – displayed by area?

Bayswater

Through a series of partnerships with the City, the Bayswater Town Centre gained a new sculpture in a project led by the Bayswater Historical Society and artist Denise Pepper, a parklet led by Tbsp. café, and the successful Baysie Arts and Street Fest led by Baysie Rollers. The speed limit in the area was reduced to 40kph; and planter boxes promoting local initiatives were installed.

Maylands

Upgrades to the Maylands Eighth Avenue retail strip were completed, including road resurfacing and installing street furniture and planter boxes decorated with local art as part of the Art on Eighth initiative.

Morley

The City supported a series of community-led art projects in the Morley Activity Centre. This included murals celebrating multiculturalism outside Galleria Shopping Centre and Coventry Village, an environmental mural at Jacobsen's Way, a community artwork at Russell Street Park, and the opening of the Progress Street Art Walk. The City supported The Morley Momentum in the project management of the Progress Street Pocket Park, and the vertical gardens project.

Noranda

This year, the Noranda Nook was established by working with the community and the Noranda Vibes community group to create an inviting space with picnic furniture, a POPP ping pong table decorated with local art, a little library and a community notice board. To celebrate these spaces, the City supported the Noranda Vibes Noranda Christmas Concert in December 2018 and the Morley Noranda Community Fair in May 2019.

Awards

- Winner - Public Health Advocacy Institute of WA - Environments Promoting Physical Activity – Russell Street Park.
- Winner – Planning Institute of Australia – Public Engagement and Community Planning – Building Bayswater.

- Finalist - Public Health Advocacy Institute of WA - Planning Healthy Communities for Children – Russell Street Park.
- Finalist - IPAA Achievement Awards - Best practice in collaboration with non-government agency – Building Bayswater in collaboration with Shape Urban.
- Finalist - IAP2 Core Values – Planning Award – Building Bayswater in collaboration with Shape Urban.

Development Approvals

Areas of responsibility

The City's Development Approvals team is responsible for processing development applications. The City of Bayswater is emerging as an inner-middle urban City, which resulted in an increase in the complexity of building and development applications during 2018/19.

Major projects

Building Applications must be processed within 10 days (certified) and 25 days (uncertified). The City determined all applications within this time frame during 2018/19.

One of the Development Assessment Panel Applications (DAP) received related to amendments to the Morley Galleria Shopping Centre redevelopment. This project is ongoing and will continue to be amended and refined as it moves through stages of development.

The State Administrative Tribunal (SAT) receives appeals against decisions made by the City. This year, one appeal that was ongoing from the 2017/18 financial year went to a full hearing and is yet to be determined. The City is also involved in SAT appeals made against the Development Assessment Panel when the development is within the City of Bayswater; however no appeals of this kind were made this year.

In 2017/18, a Design Review Panel (DRP) was established to provide professional and technical advice on development applications in the early stages, with a view to improve built form design outcomes. The panel reviewed four development applications during this financial year.

Figures

599 Planning Applications (-6%)

1,004 Building Applications

526 Certified

255 Uncertified

96 Demolition Permits

34 Building Approval Certificates

39 Building Approval Certificates Strata

40 Occupancy Permits

14 Occupancy Permits Strata

78 verge licence applications (-6%)

14 DAP Application (+75%)

137 Subdivision Applications (-17%)

Library and Customer Services

Areas of responsibility

The Library and Customer Services team manage the operations of the City's three libraries – Bayswater, Maylands and Morley - and customer services across the City. This includes customer enquiries, receipt of payments, animal registration and renewal, administrative support, waste and recycling passes, ordering of bulk bins, and switchboard services.

Major projects

The City merged its library service and customer service branches to create more efficient customer service for our community. To further improve customer service, a Radio Frequency Identification (RFID) stock circulation, control and security system was introduced. This system allows users to loan and return items automatically and in multiple languages, ensuring an efficient and accessible experience.

Time saved through the introduction of RFID system has allowed the libraries to offer increased customer services, including rates payments, infringement payments, animal registrations and renewals. This has ensured the City's customer services are more accessible for community members.

The team worked with a consultant to review the City's library services. This resulted in a Library Services Strategy that will guide the next ten years. The intention of the plan is to ensure the libraries are keeping up with national and state industry best practice and community needs.

The City's Libraries recorded 304,700 visits; issued 364,000 items to members; had 23,000 people attend activity sessions; and recorded 49,900 uses of the public computers.

Rangers and Security

Areas of responsibility

The City's Rangers and Services team are responsible for the City's patrol and security services, operation of a 24/7 call centre, management of the City's CCTV system, emergency management, parking management and enforcement.

Major projects

The team finished a review of the City's dog exercise areas and began placing information stickers across the City's parks and reserves outlining the locations of these areas. This was designed to provide clarity about the rights and responsibilities of park users and included 75 park visits to speak with local park users, and the surveying of 324 people online.

Recreation

Areas of Responsibility

The City's Recreation team manage the operation of Bayswater Waves, The RISE, and Maylands Waterland; bookings of reserves and facilities across the City; and the contract between the City and YMCA for the management of Morley Sport and Recreation Centre.

Major projects

This year, the hydrotherapy area at Bayswater Waves was refurbished and included the retiling of the pool and spa, splitting of the reticulation systems, a refit of the sauna and steam room, and updates to the health club change rooms.

The City established a working group to investigate options for Maylands Waterland. This resulted in a Council resolution to close the facility for the 2019/20 season and allocating any resulting budget savings to the future redevelopment of this facility.

Statutory Reporting

Freedom of Information

In accordance with Section 96 and 97 of the *Freedom of Information Act 1992*, the City is required to publish an annual Information Statement which details the process for applying for information under the Act, as well as information that the City provides outside the Act. This document is available from City of Bayswater offices or its web site.

During 2018/19, the City received 16 access applications, a decrease of eight from the previous financial year. The Act requires that all applications are responded to within the permitted period of 45 calendar days. The City's average processing time for 2018-19 was 20 days. A total of \$480 was levied by the City in processing applications received during the financial year.

Recordkeeping

The City's Information Management team manages the records of the City in accordance with the legal requirements of the *State Records Act 2000* and the City of Bayswater Recordkeeping Plan.

As part of our staff induction, all new employees learn how to use the City's document management system. This outlines legal responsibilities of staff regarding compliance with the City of Bayswater Recordkeeping Plan and the State Records Act. We also periodically refresh staff and offer ongoing assistance to ensure they are up to date on all record keeping requirements.

During this financial year, 98,581 documents were registered in the City's document management system - ECM Ci Anywhere. This was an increase of 12.7% on the previous year.

Integrated Planning Framework

In early 2019, we completed a minor review of the City's Strategic Community Plan and Corporate Business Plan. The review aimed to check and refine the existing plans based on feedback received in our Community Perception Survey in 2018.

Disability Access and Inclusion Plan.

The City's Community Access and Inclusion Committee met quarterly and provided recommendations on the implementation of the DAIP. Achievements this year included:

- Accessible matting providing pathways across grassed areas at Have a Go Day
- Refurbishment of Bayswater Waves to include an accessible change room
- Installation of self-service check outs at the City's libraries, including the ability to use these in multiple languages
- Little libraries installed in Noranda and Bayswater, allowing people to access free books in a wider range of locations
- Improved workplace flexibility aiming to make it easier for people with a disability to work at the City.

National Competition Policy

The Competition Principles Agreement (CPA) is a contractual agreement between the Federal Government and all State and Territory Governments. The CPA aims to ensure all public enterprises operate in a transparent manner in the best interests of the public. Under the CPA, public enterprises are required to review their operations to ensure they have no competitive advantage or disadvantage as a result of their public status.

Competitive Neutrality (under the CPA)

Competitive neutrality addresses potential advantages or disadvantages that public enterprises may have compared with businesses operating in the private sector.

The following services are provided by the City of Bayswater through the open tendering process and which fall within the definition of the CPA:

1. Domestic waste collection including recycling, green waste and park litter bins has been contracted to Cleanaway.
2. Management of the Morley Sport and Recreation Centre, which is contracted to the YMCA.
3. Management of the Embleton Public Golf Course and the Maylands Peninsula Public Golf Course, which is contracted to Golf Oracle Pty Ltd.
4. The operational management of the residential aged care facilities including the City of Bayswater Hostel, Carramar Hostel, the independent living units, Salisbury Retreat and Noranda Retreat facilities, which is contracted to Juniper Aged Care.

Disclosure of annual salaries

Regulation 19B into the Local Government (Administration) Regulations 1986, requires the Annual Report of a local government for a financial year to contain information on the number of employees of the local government entitled to an annual salary of \$100,000 or more, and the number of employees with an annual salary entitlement that falls within each band of \$10,000 over \$100,000.

<i>Salary range</i>	<i>Number of employees</i>
100,000-110,000	6
110,000-120,000	7
120,000-130,000	8
130,000-140,000	5

170,000-180,000	1
180,000-190,000	2
190,000 – 200,000	1
270,000-280,000	1

Register of Complaints of Minor Breaches

In accordance with Section 5.121 of the *Local Government Act 1995* (as amended) and Section 5.53(2), the Annual Report is required to disclose the number of complaints received each year.

No. of complaints 2018-19	Action taken during 2018-19
Nil	Nil

Statutory registers

As part of the City's ongoing commitment to transparency and accountability, improvements were made to the statutory registers which are required to be completed by staff and council members; and internal training was provided to raise awareness of the reporting obligations. In response to a Notice of Motion adopted by Council, a Political Interest Register and an Associations and Memberships Register were also implemented.

Local law reviews

In August 2018, the new Standing Orders Local Law was adopted by Council following a comprehensive review process which brought the local law into line with model local laws developed by the Department of Local Government, Sport and Cultural Industries. This is a comprehensive document that sets out the procedural requirements for Council meetings.

Work also commenced on a review of the Fencing and Floodlighting Local Law, as well as the Thoroughfares and Trading in Public Places Local law.

Financial Statements

To be attached as a completed PDF.

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