

LOCATION OF THE CITY OF GOSNELLS

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Annual Report 2002

A summary of the achievements and objectives for the year commencing July 2001 until June 2002.





MAKING THE CITY OF GOSNELLS A GREAT PLACE

STATISTICS

Population	84,898
Total Area	127sq km (12,700 ha)
Area of Parks, Gardens and Developed Reserves	411 ha
Number of Parks and Gardens	230
Length of Roads	636 km
Length of Footpaths	512 km
Number of Electors	51,388 (May 2001)
Canning Vale Ward	20,671
Gosnells Ward	16,527
Bickley Ward	14,190
Residential Dwellings	28,329
Citizenship Candidates	487
Council Revenue	\$41.3 million
Number of Employees	467
Full-time	266
Part-time	48
Casual	153

MAYOR'S FOREWORD

Being Mayor of the City of Gosnells brings with it fresh challenges and new goals each year. All of us, Councillors, CEO and staff, continually look to develop new initiatives that will make the City of Gosnells an even better place to live in, while fulfilling our commitment to the community by enhancing the quality of life for all residents.

The City continues to grow, and our Strategic Plan positions us well to encourage and meet this growth. We continue to successfully implement the plan, resulting in improvements for residents, local business and visitors.

In terms of budget priorities, Council continues to give emphasis to improving streetscapes, parks, local roads, footpaths and other basic infrastructure.

One of our great strengths is our professional financial management and planning, which this year has again seen the City of Gosnells remain debt-free. It is the fourth consecutive year that we have achieved this outstanding result and this has no doubt been, a factor in our being a finalist in the 2001 WA Local Government Department Financial Management Awards.

We have begun implementing the Gosnells Town Centre Revitalisation Plan, designed to invigorate our shopping and recreational hubs, and 2002-2003 will see us continue to move forward.

We continue to implement our successful *SafeCity* Initiative, which received a number of industry awards during the year, within the State and nationally.

Another of the many positive outcomes of the *SafeCity* Initiative has been the development of our Indigenous Community Liaison Officers Service to handle local Aboriginal issues. Furthermore, the signing of an agreement with the Noongar Enterprise Aboriginal Corporation is seen by many as a model for improving relationships between local governments and their Aboriginal communities.

I urge you to read on to learn more about the magnificent progress and achievements of the City in many different areas during the past year.

In closing, may I extend my sincere thanks to everyone for making this yet another successful year in the life of the City of Gosnells.



Cr Patricia Morris AM JP
MAYOR



CHIEF EXECUTIVE OFFICER'S INTRODUCTION

As you read through this Annual Report you will become aware of the diversity and scope of the services and programmes the City of Gosnells delivers. It contains details of the significant progress Council has made over the past year.

One of the highlights was Council securing, after two years of intensive lobbying, a financial commitment of \$14.5 million from the State Government to enable essential infrastructure associated with the Gosnells Town Centre Revitalisation scheme to proceed. Historically, this is by far the largest allocation of funding ever received by the City. This is in addition to a Federal Government grant contribution of \$538,000 towards the costs of constructing a Business Centre to help the City's economy and create jobs.

Council continues with its planned programme of urban renewal of the older suburbs, partnered with our local communities. In addition to the success of the Gosnells scheme, the Langford Renewal Partnership with the State Government saw a hefty increase in property values of 26.9% after several flat years, which has provided much needed wealth creation to local residents. Looking to the future, significant preparatory work has already been undertaken with respect to the forthcoming Maddington and Kenwick Sustainable Communities Initiative, a major focus for the City over the next few years.

Importantly, we have also seen other significant projects come to fruition, such as the City's ground-breaking *SafeCity* Urban Design Strategy which was successfully launched by the Premier.

Considerable resources have also been allocated to developing and maintaining our many physical assets, while customer service remains another fundamental priority. Council's continued commitment to the people of the City of Gosnells was reflected in the introduction of a formal complaints procedure to complement the existing Customer Service Charter, both of which are based on industry best practice.

This delivery has occurred with consistently excellent financial stewardship by Council, which has retained its debt-free status. The quality of the City's new financial management reporting, which in future will see the incorporation of a Four Year Strategic Financial Plan, has been recognised with Council being selected as a finalist in the 2001 Local Government Department Financial Management Awards.

Population growth is currently at unprecedented levels, with an average of 73 new homes a month being constructed over the past year. The population of the City has increased by 11,193 since the 1996 census and is now over 84,000.

CHIEF EXECUTIVE OFFICER'S INTRODUCTION

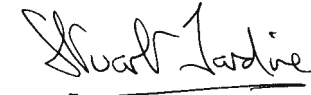
Strong partnerships are essential to progress the strategic goals of the City and as a consequence Council has recently established formal Memorandums of Understanding with Murdoch University's Institute for Sustainability and Technology Policy and the South East Metropolitan College of TAFE.

We clearly recognise that the City of Gosnells is part of a rapidly growing and changing global economy. With this in mind, Council is committed to a sustainable future that achieves an integration and balance of environmental, social and economic goals in making the City a great place for current and future generations. This will involve taking on a more global sustainable approach while keeping an eye on the fundamentals.

With this vision comes considerable challenges to be faced in fulfilling the needs of the community against a background of financial pressures because of limited resources, ageing infrastructure and a rapidly growing City. We must continue to strengthen and improve local neighbourhoods.

Over the past 12 months Council has been recognised for many achievements, and this has only been possible through a team approach between Councillors, staff and the community. The City of Gosnells is fortunate to have the services of so many talented people working together to make the City's vision a reality.

Next year we will continue to look for opportunities to further improve delivery of services to residents and the wider community as one of Australia's leading local governments.



Stuart Jardine
CHIEF EXECUTIVE OFFICER



COUNCILLOR PROFILE



Cr Patricia Morris AM JP
 Position: Mayor
 Ward: Canning Vale Ward
 Retires: 7 May 2005
 Address: 21 Rangeview Way
 THORNIE WA 6108
 Home Phone: 9459 2014
 Home Fax: 9459 2014



Cr Auriel Smith APM
 Ward: Canning Vale Ward
 Retires: 7 May 2005
 Address: 46 Kellar Way
 THORNIE WA 6108
 Home Phone: 9459 9049
 Home Fax: 9493 7001
 Email: asmith@ca.com.au



Cr Ron Mitchell
 Position: Deputy Mayor
 Ward: Bickley Ward
 Retires: 3 May 2003
 Address: 208 William Street
 BECKENHAM WA 6107
 Home Phone: 9458 9919
 Home Fax: 9358 0838
 Email: rmitchel@ca.com.a



Cr Norm Smith
 Ward: Canning Vale Ward
 Retires: 3 May 2003
 Address: 10 Kellar Way
 THORNIE WA 6108
 Home Phone: 9459 2452
 Home Fax: 9459 2452
 Email: nsmith@ca.com.au



Cr Tony Pisano JP
 Ward: Bickley Ward
 Retires: 3 May 2003
 Address: 17 Newenden Street
 MADDINGTON WA 6109
 After Hours: 0417 973 451
 Office Hours: 9398 4600
 Fax: 9490 2504
 Email: apisano@ca.com.au



Cr Mike Devereux JP
 Ward: Gosnells Ward
 Retires: 3 May 2003
 Address: 22 Danohill Street
 HUNTINGDALE WA 6110
 Home Phone: 9398 3312
 Home Fax: 9398 3312
 Email: adevereu@ca.com.au



Cr Olwen Searle JP
 Ward: Bickley Ward
 Retires: 7 May 2005
 Postal Address: 32 Edinbridge Road
 KENWICK WA 6107
 Home Phone: 9455 1951
 Home Fax: 9455 1951



Cr Carol Matison
 Ward: Gosnells Ward
 Retires: 3 May 2003
 Address: 163 Homestead Road
 GOSNELLS WA 6110
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 Email: cmatison@ca.com.au



Cr Rod Croft
 Ward: Canning Vale Ward
 Retires: 3 May 2003
 Address: 168 Douglas Road
 MARTIN WA 6111
 Home Phone: 9496 1654
 Home Fax: 9496 1918



Cr Julie Brown JP
 Ward: Gosnells Ward
 Retires: 7 May 2005
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 SOUTHERN RIVER WA 6110
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 Email: jbrown@ca.com.au

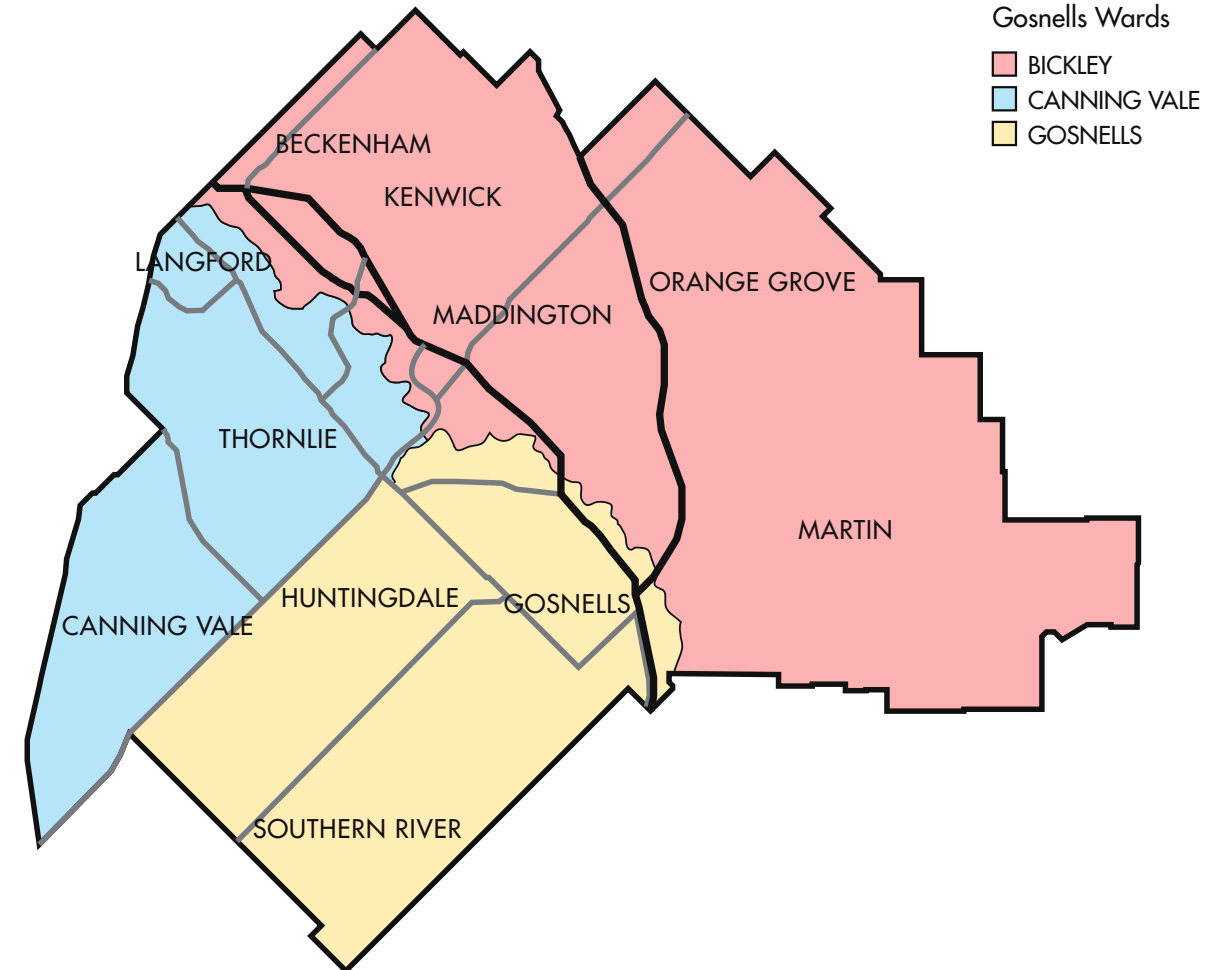
COUNCILLOR PROFILE



Cr Susan Iwanyk
 Ward: Gosnells Ward
 Retires: 7 May 2005
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 GOSNELLS WA 6110
 Home Phone: 9490 2856
 Home Fax: 9490 2856
 Email: siwanyk@ca.com.au



Cr Tom Askew
 Resigned 31 March 2002



SCHEDULE OF MEETINGS

COUNCILLORS	ORDINARY COUNCIL MEETINGS (21)	SPECIAL COUNCIL MEETINGS (5)	AGM (1)	TOTAL (27)
Cr Patricia Morris AM JP	19	5	1	25
Cr Ron Mitchell	21	5	1	27
Cr Tony Pisano JP	21	2	0	23
Cr Olwen Searle JP	20	5	1	26
Cr Tom Askew	10	4	1	15
Cr Rod Croft	20	3	1	24
Cr Norm Smith	18	4	1	23
Cr Ariel Smith APM	18	4	1	23
Cr Mike Devereux JP	21	4	1	26
Cr Carol Matison	20	4	1	25
Cr Julie Brown JP	20	5	1	26
Cr Susan Iwanyk	20	5	1	26



VISION

MISSION STATEMENT

"Making the City of Gosnells a Great Place"

The City of Gosnells has a clear shared vision of its future in 20 years' time. This will involve repositioning the City within the metropolitan area of Perth as follows:

- We will be a vibrant City with a strong community identity. A great place to live, work, raise children and visit. We will cater for a range of lifestyles.
- We will be characterised by offering an attractive, clean, friendly and safe environment for our community. The City's physical infrastructure will be of a high standard. We will also have an outstanding reputation for caring for our natural environment, cultural diversity and heritage.
- Our customers will have access to a variety of work and leisure options within the City and they will enjoy an excellent quality of life with wide appeal.
- Our City will be part of a dynamic local and regional economy with a diversity of business, tourism and employment opportunities.
- We will be recognised as a progressive customer focused Council and a leading local government in Western Australia and beyond.



VALUES

LEADERSHIP

We are innovative and creative in our quest to be the most progressive, proactive and visionary local government in Australia.

ENVIRONMENT

We provide our customers with a safe community and protect the natural environment to enhance the lifestyle of residents, aiming to minimise any adverse effects on the environment.

COMMUNITY

We provide value-for-money services of an appropriate quality, and regularly communicate with the community as partners to ensure we are in tune with their feelings.

ELECTED REPRESENTATIVES AND STAFF

We provide a safe and equitable working environment and develop effective, open, two-way communication. We also provide appropriate ongoing training and development to give our people the flexibility and empowerment to work as a team in delivering excellent customer service.

PERFORMANCE

We continuously improve our effectiveness and efficiency to ensure we achieve the outcomes of our Strategic Plans. All Strategic Plans have associated performance indicators that the City reports against.

STYLE

We are open, ethical, honest and responsible in all our dealings and aim to work in harmony with our diverse range of stakeholders. A diversity of views is welcomed.

KEY MILESTONES

- Following a governance assessment of Council's Agendas and Minutes by the Department of Local Government and Regional Development the organisation received an 'Excellent' rating. The Department concluded their assessment by stating "the council and community can be confident that the documentation associated with the decision-making processes of the council are at the highest standard".
- Council's ongoing professional financial management enabled the City to remain debt-free for the fourth financial year in a row. A Four Year Strategic Financial Plan was also introduced. Both milestones assisted the organisation in becoming a finalist in the 2001 WA Local Government Department Financial Management Awards.
- A formal welcome to Dr Geoff Gallop on his first visit to the Council as Premier in launching the *SafeCity Urban Design Strategy*. An innovative strategy for a local government to implement, the project recognises the ability of a local government to literally design out crime by making the right planning decisions today in determining the shaping of our suburbs of tomorrow.
- Following his first visit to the City on 15 November 2001, the Hon. Tom Stephens, Minister for Local Government and Regional Development, commented that the residents of the City of Gosnells could be confident that their Council was visionary and was building a solid reputation for achievement and innovation.
- Maintenance of road infrastructure assets in an efficient and effective manner as prescribed by the Western Australian Local Government Grants Commission.
- A year of significant progress for the *Revitalisation of Gosnells Town Centre* Scheme with a \$14.5 million pledge of financial support from State Government. This essential injection of funds for key infrastructure is the largest funding allocation ever received by the City and was complemented by an additional \$538,000 Federal Government grant contribution towards the cost of constructing a Business Centre.
- Development, maintenance and promotion of parks, gardens, reserves and other public open space facilities for passive and active recreational pursuits in accordance with planned programmes.
- Preparation of a new Local Housing Strategy for the City.
- Continued implementation of the *Cities for Climate Protection* Programme and receipt of funding from the Australian Greenhouse Office for the City to participate in the *Green Light* project.
- Successful staging of the second *Goz Carnivale*, including the Food Fair which is a unique cultural festival designed to reflect the true diversity that the City has to offer.

- Development to draft discussion stage of the City's *Vision2020* document which provides a framework for the development and provision of City facilities for the next 15-20 years.
- Provision and continuous improvement of the comprehensive library, heritage and information service that the City provides for residents.
- Ongoing facilitation of the urban regeneration of Langford saw an increase in property values by 26.9%.
- Commencement of preparatory work for the forthcoming Maddington and Kenwick *Sustainable Communities Initiative*.
- Through the *SafeCity* Initiative, the City successfully introduced the Indigenous Community Liaison Officers Service and signed an agreement with the Noongar Enterprise Aboriginal Corporation. This project is considered to be a benchmark for local governments wishing to improve relationships with Aboriginal communities. The service has been awarded the first ever Special Commendation in the Special Award for Strengthening Indigenous Communities Category of the 2002 National Awards for Local Government.
- Won a total of six awards in the WAMA 2001 Best Practice in Local Government Awards. These included a Best Practice Award for Customer Service, Effective Communication Awards for

KEY MILESTONES

- the Gosnells Town Centre CD-Rom, Budget and Community Information Newsletter and the Community Programmes Seasonal Events Booklet, as well as a Best Practice Innovation Award for the *SafeCity* Initiative. Perhaps most notable, was the receipt of a Whole of Organisation Innovation Award for the third consecutive year.
- Other awards received during the 2001-2002 period which further demonstrate the organisation's position as a leading local authority included:
 - Keep Australia Beautiful 2001 Environment Awards - Perth's Best Local Government
 - 2001 Royal Australian Planning Institute (RAPI) National Award
 - 2001 Australian Violence Prevention Award for the *SafeCity* Initiative



“The residents of Gosnells can be confident that their Council is visionary and is building a solid reputation for achievement and innovation.

Speaking after a meeting today with Councillors, senior Council staff and local member of Parliament Paul Andrews, Mr Stephens said the Council had an impressive record in servicing the needs of its community and had demonstrated it was serious about providing a sustainable and vital community.

The Minister welcomed the professionalism of the Council and held it up as a role model for other local governments to adopt and learn from.”

Extract from a media statement released by the Hon. Tom Stephens, Minister for Local Government and Regional Development, following his first visit to the City of Gosnells on 15 November 2001.





INFRASTRUCTURE DIRECTORATE

RESPONSIBILITIES OF THE DIRECTORATE

The Infrastructure Directorate is responsible for the City's Infrastructure valued at some \$192 million. The Directorate is diverse with a number of business units accountable for the delivery of best practice design, construction and maintenance of infrastructure assets.

These business units are:

- Technical Services
- City Facilities
- Waste Services
- Engineering Operations
- Parks and Buildings Services
- Fleet Services

Detailed responsibilities are as follows:

INFRASTRUCTURE DIRECTORATE

TECHNICAL SERVICES

Technical Services carries out the strategic planning for the City's road, drainage and footpath networks including street lighting, traffic and asset management. The unit is multi-disciplined in that it comprises a Design Section, Traffic Management personnel, and people who are responsible for asset management. This section guides Council in the programming of works within the Four-Year Construction Programme, provides technical advice to other Directorates on engineering issues and supervises the development and subdivision of properties.

Major projects during the year include:

- Town Centre Development
- Mills Road East
- Canning Mills Road
- Warton Road
- Corfield Street
- Ranford Road
- Wilfred Road
- Nicholson Road / Birnam Road Drainage Problem

Intersections which have been re-designed under the Black Spot Programme include:

- Berehaven Avenue / Storey Road intersection
- Albany Highway / Burslem Drive intersection
- Attfield Street / Burslem Drive intersection
- Spencer Road / Berehaven Avenue intersection
- Dulwich Street / Streatham Street intersection

Roads to Recovery grant monies have been further utilised in constructing and rehabilitating old slab paths to a dual-use standard, and with the assistance of Perth Bicycle Network funding. Further improvements to the path networking were achieved in the areas of providing bicycle lockers, cycle path upgrades and on-road cycling facilities.

CITY FACILITIES

STRATEGIC PLANNING

Vision 2020, City Wide

The Vision 2020 document is most comprehensive and provides a framework for the facility development and provision for the next 15-20 years. This project has been completed to a Discussion Draft Stage after a series of Councillor, staff and stakeholder consultations.

The document has been lauded by the Department of Sport and Recreation as a model for facility planning and it may form the benchmark for future local government studies. The report has also been well received by the Department of Planning and Infrastructure and the Western Australian Local Government Association.

The report will be finalised in 2002/03.

INFRASTRUCTURE DIRECTORATE

Community Facilities Development Policy

This project is running concurrently with the final consultative programme for Vision 2020. The objective is to establish a clear set of implementation guidelines, which will focus on partnerships and external funding.

Equestrian Policy, City Wide

After considerable community consultation a City Wide policy was prepared and adopted by Council. This policy, together with the construction of the Bridle Trail from Ellis Brook Valley to Hardinge Park, has lifted the City's profile with the equestrian community not only in Gosnells but in adjoining local governments.

Kelvin Road Waste Disposal Site Rehabilitation, Orange Grove

Council has adopted a Master Plan with approval to undertake development over a four-year period using reserve funds.

Stage 1 is substantially complete and considerable savings were achieved through a partnership with Leighton Contractors. This saw excess top soil from Tom Bateman Reserve and the Roe Highway Project being made available free of cost to the City. The estimated direct savings are in excess of \$500,000.

CONCEPT / MASTER PLANNING / DEVELOPMENT

Tom Bateman Reserve Passive Area – Wetlands, Thornlie

This project is a model for “partnering” community infrastructure projects and has demonstrated direct savings to the City of in excess of \$1,500,000. This is made up of the assessed savings in the construction of the wetlands and the cost of acquiring topsoil for the Kelvin Road Waste Disposal Site Rehabilitation Project.

The project has resulted in the creation of the largest constructed living stream in WA and has the full support of the various State Government regulatory authorities.

The most appealing feature has been the very strong community support for the project that has seen an increase of property values adjacent to the development of a reported minimum 15%.

A programme for the vegetation of the wetlands has commenced and will continue throughout 2002/03.

Hester Park, Langford

Stage 1 of the approved Concept Plan has commenced which focused on the development of a picnic area playground in Ellison Drive Langford and an extensive revegetation programme in the northern end of the park. The project has significant community support.

INFRASTRUCTURE DIRECTORATE

Langford Oval, Langford

Stage 1 of the approved upgrading programme is substantially complete with works focusing on car park facilities off Cortis Way. General upgrading has been carried out in other areas of the reserve.

Mills Park, Beckenham

Improvements have been carried out to the children's playground, the open drain on Mills Park Oval 3 has been piped and community consultation has taken place relating to the development of a skate park on Mills Park Oval 3.

A study has been completed on the possibility of amalgamating the tennis and bowling clubs, which will be considered by Council in 2002-03.

Walter Padbury Park, Thornlie

Preliminary plans for the upgrading of facilities at Walter Padbury Park have been completed. These will be the subject of further community consultation in 2002/03.

Bush Forever, City Wide

A major study has been initiated into the ramifications to the City of land designated under the Bush Forever Programme. The outcome of this report will impact on the future development of Sutherlands Park, Southern River.

Former Maddington Golf Course, Maddington

Council approval has been received to undertake a major urban/facility design study for the site.

Public Open Space

Preliminary approvals have been received from Council and community consultation has commenced on proposals for the development of Robinson Reserve, Gosnells with a view to generating funds for the development of quality open space and built facilities on Jean Garvey Reserve.

Hillside Farm, Orange Grove

A comprehensive review of management and operation options for Hillside Farm has been completed and will be considered by Council in 2002/03.

Sustainable Energy Initiatives, Orange Grove

Expressions of interest were called for the installation and long-term operation of wind energy turbines at the Kelvin Road site. Tenders will be finalised in 2002-03 and this will be a landmark project to be undertaken by the City. It has generated considerable interest in adjoining local governments who are awaiting the outcome to determine whether or not they will follow suit.

INFRASTRUCTURE DIRECTORATE

Southern River/Canning Vale

Community Facilities

Extensive discussions have taken place with the Education Department of WA relating to the provision of joint community facilities at the proposed Canning Vale Senior High School.

Tennis Facility Provision

A major review of tennis court and club provision within the City was initiated during 2001/02. This will be completed in the early part of 2002/03.

Skateboard Facilities, City Wide

A development programme of five ramps has been approved for Thornlie (regional facility), Maddington, Beckenham and Gosnells. An additional facility will be constructed in Canning Vale or Langford.

CSRFF funding has been approved for three facilities and a grant of \$70,000 has been received from the Rotary Club of Thornlie for the Thornlie Project. The Thornlie, Maddington and Beckenham facilities will be completed during 2002/03.

ASSET MANAGEMENT

Term Contracts

A detailed review of term maintenance contracts was commenced through consultants, The Tungsten Group Pty Ltd. The objective is to implement a consistent approach to performance measures and value-for-

money clauses in term maintenance contracts to achieve a far better outcome for the City. This project will be completed in 2002/03.

Facility Cleaning

A revised cleaning regime has been implemented at the commencement of the financial year.

Maintenance Standards

Standards have been completed for parks and are in the course of preparation for buildings.

FACILITY UTILISATION

Booking System

The computerised booking system (CLASS) for all city facilities was successfully implemented. This has led to an improved service to the community and future objectives are to explore on-line bookings for various halls throughout the City.

Sport Ground Utilisation

Workshops have been held with user groups to resolve issues relating to the booking of facilities and seasonal use.

Fees and Charges

A major review has been completed and adopted by Council for the purposes of community consultation.

Tenancy Agreements

Inroads have been made into the updating of tenancy agreements for City properties. The programme is behind schedule and will be given a higher priority in 2002/03. Additional resources will be required to satisfactorily address this task.

Negotiations are continuing with Baseball WA Ltd for the lease of portion of Tom Bateman Reserve as the State headquarters for baseball.

WASTE SERVICES

The City replaced two of its 19m³ compactor vehicles with larger 23m³ dual axle vehicles. The extra capacity has proved beneficial as it allows greater flexibility if another vehicle in the fleet experiences downtime.

The contract to extract and utilise landfill gas from the former Kelvin Road Waste Disposal Site has continued throughout the year. Over 110 gas wells and a flare have been installed and the gas field is being monitored to confirm that the gas production and flow can support the forecasted power production prior to the construction of the power generation plant. It is anticipated that the generation plant will be constructed and commissioned by January 2003.

INFRASTRUCTURE DIRECTORATE

Negotiations to renew the bulk kerbside refuse collection service were unsuccessful, therefore the Council recommenced the service using Council-owned and operated plant and equipment. The service was re-introduced in March 2002 after an eight-month delay.

ENGINEERING OPERATIONS

MAJOR PROJECTS FOR THE YEAR

2001/02 Road Projects

- Ranford Road - Sanctuary Drive to Campbell Road
- Warton Road - Huntingdale Road to Garden Street
- Mills Road Stage 7 - near intersection with Canning Mills Road
- Kelvin Road Stage 2 - old landfill site frontage
- Wilfred Road - adjacent to Tom Bateman Reserve
- Attfield Street/Burslem Drive Roundabout
- Dulwich Street/Streatham Street Roundabout
- Comrie Road

2001/02 Drainage Projects

- Mills Park Oval No 3 - 1050mm Drain
- Nicholson Road near Birnam Road

2001/02 Path Projects

The City continued to rehabilitate slab paths with insitu concrete and construct new paths. External funding was obtained from the State Government's Roads to Recovery Programme and from the Perth

Bicycle Network Programme. In total approximately 30 kms of insitu concrete paths were constructed.

2001/02 Road Rehabilitation Projects

Approximately 10 kms (48 streets) of road pavement was rehabilitated.

PARKS AND BUILDING SERVICES

Parks and Buildings Services provides an essential service in the maintenance and capital improvement of public open space and recreational activities. This service provides a diverse range of activities to meet the requirements of both internal and external customers.

The major areas of responsibility include;

- Parks and Reserves Maintenance and Construction
- Streetscape Maintenance and Construction
- Street Tree Maintenance
- Building Maintenance and Cleaning
- Graffiti Removal

1. Principal Activities of the Year

1.1 Maintenance Programmes Parks

To comply with the new park classification system introduced in 2000/01, this business unit has reviewed the current maintenance programme including the use of personnel and machinery and set the 2001/2002 budgets accordingly.

1.2 Maintenance Programmes Buildings

Consultants were engaged in 2000/2001 to determine the asset condition of all Council buildings. This has resulted in the creation of an ongoing four-year maintenance plan which has enabled the building maintenance team to create programmed work schedules, better utilising our limited resources.

2. Capital Works

PARKS

Reserve	Type
Cardington Way	
Tennis Courts	Reticulation Upgrade
Langford Avenue Reserve	Development
Langford Oval	Development
Langford Reserve (Passive)	Development
Bottlebrush Reserve	Lighting
Fulmar Reserve	Reticulation Upgrade
Grainger Reserve	Reticulation Upgrade
Mary Carroll Park	Electric BBQ and Shelter
McMahon Reserve	Reticulation Upgrade
Bridle Trail	Ellis Brook to Bickley Reservoir
Hillside Farm	Electric BBQ
Kelvin Road Rehabilitation Site	Development

STREETSCAPES

Street	Type
Gosnells Town Centre	Development

FLEET SERVICES

Fleet Services administer the City's extensive assets including vehicles and plant, from rubbish trucks, excavators and loaders, to chain saws and lawn mowers.

The section is particularly active in searching for alternative fuel systems and has worked closely with the Australian Greenhouse Office to acquire a dedicated gas engine for the City's road sweeper.



Werner Corbe
DIRECTOR COMMERCIAL
SERVICES





COMMUNITY SERVICES DIRECTORATE

RESPONSIBILITIES OF THE DIRECTORATE

The range of services provided by the Community Services Directorate includes:

- *SafeCity* Initiative
- Community Programmes
- Community Funding and Sponsorship
- Cultural Development
- Community Arts
- Youth Services
- Community Information and Heritage
- Library Services

- Seniors Services
- Disability Services
- Leisure World Aquatic Centre

The City of Gosnells makes available comprehensive and integrated community services and programmes. A common aim throughout all Community Services Branches is to promote and ensure community involvement and service delivery partnerships that are responsive to the lifestyle needs of our community members.

COMMUNITY SERVICES DIRECTORATE

PRINCIPAL ACTIVITIES DURING THE YEAR AND OPERATING UNIT REPORTS

SafeCity Initiative

The award winning *SafeCity* Initiative has been very active over the past financial year, with programmes designed specifically to improve the sense of community in the City, to prevent crime and decrease the fear of crime within the community. The *SafeCity* Initiative is a comprehensive and holistic approach to community safety that embraces the ethos of community responsibility and involvement.

The year saw the *SafeCity* Initiative provide events and programmes targeted at specific areas within the community to achieve its overall objectives. These events included People in Parks, Anti-Graffiti Campaign, Safer Seniors, Neighbourhood Watch, youth activities, working in partnership with key stakeholder groups and many other programmes.

One of the biggest events and achievements for the *SafeCity* Initiative was the launch and introduction of the *SafeCity* Urban Design Strategy on 30 November 2001. In the presence of the Western Australian Premier, Dr Geoff Gallop, Dr Adam Graycar, Head of the Australian Institute of Criminology, and the WA Police Commissioner, Barry Matthews, the City of Gosnells unveiled the startling results of a three-year study that, for the first time in Australia, has proven a direct relationship between urban design and

certain types of crime. The study, undertaken by the City of Gosnells in conjunction with Space Syntax of University College London, provides evidence of the strong link between urban design and incidences of crime within Gosnells. The City has set up a *SafeCity* Urban Design Progress Group, whose overall function is to implement the recommendations of the strategy.

In September 2001, the *SafeCity* Initiative began the Indigenous Community Liaison Officers Service. The newly formed service is based on the previous Gosnells Community Justice Programme between the Koomaal Aboriginal Group, Gosnells Council and other agencies, which was successful in dealing with local Indigenous issues and anti-social behaviours in the Town Centre area. The new service, however, moves beyond the training focus of the pilot programme to a business relationship between the Council and the Indigenous community. The signing of a service agreement between the City of Gosnells, the Noongar Enterprise Aboriginal Corporation (NEAC) and the Perth Employment and Enterprise Development Corporation (PEEDAC) for the reintroduction of a more structured Indigenous Community Liaison Officers Programme in the Gosnells Town Centre is being hailed as a model for improving the relationship between local government and the Indigenous community.

The programme provides a liaison service in and around Pioneer Park, the Gosnells Civic Gardens,

COMMUNITY SERVICES DIRECTORATE

the railway precinct and the Town Centre. This programme benefits local businesses, user groups, shopping patrons, Council and the wider community and is successful in addressing local Indigenous issues and anti-social behaviour in the area around the Town Centre.

The *SafeCity* Initiative won a number of industry awards during the financial year, including the West Australian Local Government Association Best Practice Award in Local Government in the Innovation Category and the national Australian Violence Prevention Award.

Community Programmes

The City conducted its annual festival, Goz Carnivale, in March 2002. It comprised three major events - the Multicultural Food Fair, Ultra Flam Youthfest and the Fiesta Finalé. In addition, a corporate promotion was undertaken with small businesses such as Gosnells Railway Markets, Bunnings Maddington and Frasers Nursery. This feature will be continued, as it complemented the festival and involved the business community. Each of the events was well attended, and the community enjoyed the entertainment on offer, including fireworks at the Food Fair, appearances by Aristos the Surprise Chef and footballing legend Chris Lewis, and indigenous music and dance at the finalé.

Community groups continue to receive the benefits of the City's successful Community Sponsorship Programme. The initiative fosters self-reliance by local groups, and provides opportunities for a range of successful community programmes to be offered. A total of 164 sponsorships were available to community groups and individuals in the 2001/02 financial year.

Training workshops are offered to community groups, which have proved very popular; they assist in the development of local clubs and organisations. The workshops are structured to cater for sporting and community groups, with relevant information to ensure the best learning opportunities.

Another success story was the Tales of Times Past programme. The City, supported by a Community Arts Network WA grant, assisted a group of local seniors to develop their storytelling skills and present recollections to school children throughout the City. Over 2000 local children have heard the Tales of Times Past and the group now operates autonomously, which is a great self-reliance success story.

Youth Services

An important youth achievement was the Ultra Flam Youthfest, which was almost entirely organised and presented by the Gosnells Youth Advisory Council members and other young people attending the Kenwick Youth Centre. The skills learnt by these

young people and the level of the organisation was excellent and demonstrated a job well done.

The Alternative Education Programmes offered by the Youth Services team, in conjunction with local high schools, have been a great success. A Vehicle Maintenance Programme is now being delivered four days a week, while the Schools Incentive Programme is still held on Wednesdays and is increasingly working to link young people with industry.

The Alternative Education Programmes have provided the City of Gosnells with the opportunity to forge a number of links with local organisations such as high schools, environmental groups, TAFE and local industries.

The Gosnells Youth Advisory Council (YAC) has been very active in the community over the past year. They have been key consultants in the design and progress of the Thornlie Skate Park. The YAC has also been provided with the opportunity to conduct group development workshops with the Gosnells Senior High School and the Lumen Christi College Student Councils. This is a great example of Community Development in action.

The City of Gosnells Library Service continued to provide a comprehensive range of programmes and services to the community, including:

- The final purchase of Indigenous materials collection with a grant from the Aboriginal Affairs Department
- The introduction of email for overdue reminders.
- The introduction of DVD's for hire
- Hosting Gosnells Visitor's Centre and Town Centre Project Office at Gosnells Library
- A Children's Book Week event, which attracted seven schools and 770 children
- Seniors Week at Thornlie Library, which drew over 200 people during five days
- A Genealogy Group commenced at Thornlie Library
- School holiday activities, drawing approximately 1,870 children
- There were over 6,000 visits from children in school groups
- Storytelling attracting approximately 3,280 children
- Evening storytelling sessions, which attracted a total of approximately 230 children
- 90th Anniversary Celebration Day at the Museum Wilkinson Homestead that attracted over 500 people
- Two oral histories in relation to the old Gosnells Civic Centre were produced

COMMUNITY SERVICES DIRECTORATE

COMMUNITY SERVICES DIRECTORATE

- Conservation Plan for Kenwick Pioneer Cemetery was completed
- Total membership for the libraries was 50,239
- Total issues for the year to 30 June were 670,763
- There were 118 housebound readers who borrowed approximately 30,000 items
- 2,400 people, including 44 school and tour groups, visited the museum

The team at Gosnells Library is preparing the groundwork for the new Gosnells Library, in consultation with staff from Planning and Sustainability.

Leisure World Aquatic Centre

Total attendance at Leisure World for the year was 382,280. Compared to last year, attendance is down approximately 18,000, but this is explained by the 10-week closure of the pool for the relining project that took place in July and August. Total income for the year to 30 June was \$1,310,633, but this does not include \$38,768 taken in June for Term 3 swim school enrolments, which will be deferred to income for the 2002/03 financial year. After taking this into account, Leisure World management is pleased to declare that the budget for 2001/02 was achieved, since this was matched by careful control over expenditure to ensure overspending did not occur.

Seniors Services

The City of Gosnells believes that seniors and people with a disability are valued and valuable members of a vibrant community. The Addie Mills Centre offers extensive opportunities for people who are over 55 years of age to participate in their local community. The wide variety of seniors services and programmes offered at the Addie Mills Centre recognises that seniors are a diverse group, with equally diverse interests and aspirations. The key focus is to promote healthy ageing, enhance independence, and provide opportunities for social, recreational and community involvement. A feature of the City's services to seniors is the number of volunteers who assist in programme and service delivery, with the majority themselves being seniors. In 2001/02, 98 volunteers provided approximately 15,000 hours of skilled and dedicated service to their community.

Activities that have traditionally engaged the interest of seniors continue to be popular. However, there has been a noticeable trend for seniors to seek new challenges and experiences. Of particular note is the keen interest in information technology. The City of Gosnells has responded to this by offering seniors a variety of computer familiarisation courses. These courses, which fill as soon as they are advertised, have been offered in conjunction with a variety of partners, including TAFE Works, Boogurlari House and the McFarlane Learning Centre. The City also supports more "non traditional" activities, by



COMMUNITY SERVICES DIRECTORATE

encouraging community-based groups to run various activities for seniors from the Addie Mills Centre. Bootscooting, keep fit and meditation classes are particularly popular.

Disability Services

The City of Gosnells demonstrates an outstanding commitment to the provision of an accessible and equitable community. The guiding principle is inclusion, rather than singling out people with disabilities.

The City's Disability Services Plan is used across the organisation to ensure that facilities and services are planned and delivered in a way that provides opportunities for all. However, the City of Gosnells' commitment to inclusion and equity exceeds compliance with legislative requirements. Local people with a disability, and carers, have direct input into the decision-making process of Council, through the City of Gosnells Disability Services Advisory Committee. Three full-time Community Services staff who are skilled in disability issues work across Directorates to ensure access and equity for customers with a disability.

Disability awareness-raising workshops have been included on a permanent basis in the City of Gosnells Corporate Training Calendar. This ensures that all existing and new staff have a good understanding of access, service provision and equity issues

specifically relating to people with disabilities. In 2001/02, one hundred outside workers participated in these workshops.

Development within the City must comply with the Building Code of Australia and Australian Standard AS1428 – Design for Access and Mobility. Services, programmes and employment opportunities are provided in accordance with the legislative requirements of the Disability Discrimination Act 1992, Disability Services Act 1992, Anti-Discrimination Act 1991 and Equal Opportunity Act 1984.

The City provided over 10,000 hours of community-based activities for people with a disability, with a dual benefit of providing a similar number of respite hours for the people who care for them. Carers also received 3,000 hours of direct support, primarily in the form of three-day retreats. For many carers, this represents their only break from their caring role. The retreats are popular and the feedback is that they are both very enjoyable and valuable to carers. Of particular note is the Men's Support Network, an innovative programme developed by the City in conjunction with male carers of children with a disability. This programme has attracted wide interest from other local governments and disability service organisations.

COMMUNITY SERVICES DIRECTORATE

The Community Services Directorate will build upon the successful outcomes that have been attained over the past year and continue developing and providing innovative community service delivery, in which all community members can participate. The quality and commitment of the staff and volunteers with Community Services Directorate ensures the ongoing achievement of community-responsive service provision.



Adelle Cochran
DIRECTOR COMMUNITY
SERVICES





CORPORATE SERVICES DIRECTORATE

RESPONSIBILITIES OF THE DIRECTORATE

The Corporate Services Directorate is responsible for managing the City's financial resources, providing efficient and effective personnel administration and employee relation support services and providing information technology services and support.

The range of services provided includes:

- Records Management Services
- Switchboard Operation
- Geographical Information Systems (GIS)
- Website Development and Maintenance
- Computer Services
- Communications
- Recruitment and Selection of Staff
- Employee Relations
- Payroll Services
- Staff Development and Training
- Accounting Services
- Budget Preparation
- Rates Management
- Procurement Services
- Coordination of Freedom of Information Responsibilities

CORPORATE SERVICES DIRECTORATE

FINANCIAL SERVICES

Financial Results

- Revenue for the year amounted to \$41,369,000, an increase of 13% on that collected last year with the bulk of the increase being sourced by a \$2 million grant from the State Government towards the Gosnells Town Centre Revitalisation.
- Rates raised amounted to \$21,328,000, a 5.3% increase on 2000/01. The bulk of this arose from the rate increase applied in the year but a measurable amount was derived from growth as land is developed and properties are improved. Rubbish rates of \$4,015,000 were marginally above budget.
- Fees and charges at \$8,148,000 were \$130,000 above budget.
- Interest earned of \$1,475,000 was down 8.8% when measured against budget due to a lower interest rate environment than anticipated.
- Operating expenditure for the year was \$33,218,000, 96% of the adjusted budget.
- Capital expenditure aggregated \$12.9 million compared with an adjusted budget of \$20.77 million. The vast majority of the underspend will be carried forward to projects to be spent in 2002/03. The original capital budget of \$12.3 million was supplemented by carry-forwards from

the previous year and grants, contributions and reallocations of funds not envisaged when the budget was prepared.

- The surplus for the year amounts to \$8,151,000 of which \$6,478,000 has been identified as capital expenditure to be carried forward to 2002/03.
- The City of Gosnells is in a healthy financial position and it is anticipated that this will continue. With projected increases in capital expenditure, especially on the Gosnells Town Centre Revitalisation, reserves will reduce in 2002/03.

Performance Highlights

- Financial Services provides timely, meaningful, accurate management information for decision-making. A proactive focus is adopted in forecasting where the City is heading financially.
- The City of Gosnells continues to be debt-free so today's ratepayers pay for today's services without imposing a financial burden on future ratepayers.
- Processes, and in particular the budget process, have been re-engineered in keeping with a policy of continuous improvement of systems.
- Focus on cost saving through effective financial reporting and control and optimum purchasing.
- Proactive attitude to maximising investment returns cognisant of risk.

CORPORATE SERVICES DIRECTORATE

- Finalist in Western Australian Local Government Department Financial Management Awards.

INFORMATION SERVICES

Information Services realised another busy year with the completion of a number of projects and ongoing support to all customers.

Electronic management of records has been largely completed, with staff now managing documents on-line, providing improved access to information for all staff.

Information technology infrastructure was maintained and updated in line with Council's commitment to maintaining a high standard of information technology to support business processes. A major change to the network structure was the implementation of radio links between the Administration Centre and the City's other service centres, providing faster access without the cost of land-based services.

Web technology remained at the fore with improvements and updates to the web-based Geographical Information System, Intranet and Internet sites. Towards the end of the year the project to move to our third generation website was well under way, with a unique co-development between the Cities of Gosnells, Bayswater and Belmont enabling significant cost savings to be achieved.

The City joined the WA Local Government Association initiative to enable licensing of Microsoft software within an industry-wide Enterprise Agreement following Microsoft's change to their licensing structure.

Telecommunication improvements were also begun with the acceptance of a tender to replace the existing telephone system at the Administration and Operations Centres.

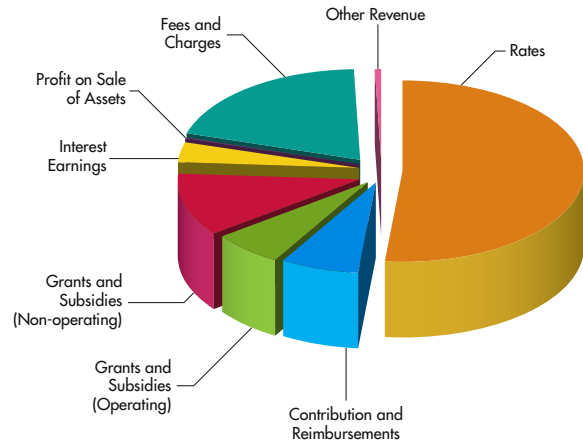
HUMAN RESOURCES

The major task facing the Human Resources (HR) branch in 2001/02 was the renegotiation of the City's Workplace Agreements and Enterprise Bargaining Agreements. Considerable research was undertaken in relation to the City's position and conditions in relation to developing outcomes designed to enhance the City's reputation as an "employer of choice" in local government. Two agreements have been successfully negotiated and significant progress has been made on the remaining agreements.

Occupational Health and Safety continues to be an important area in which HR has an integral role in influencing the direction and standards for the City. A considerable effort has been made in developing the knowledge and skills of the safety committee, which will have long-term benefits for the City and its employees. HR has been active in promoting

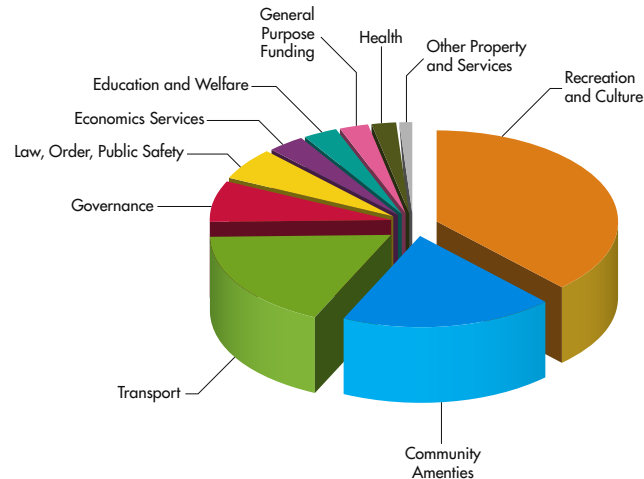


Operating Revenue



Rates	51.56%	\$21,327,668
Contribution and Reimbursements	6.97%	\$2,883,510
Grants and Subsidies (Operating)	6.29%	\$2,602,531
Grants and Subsidies (Non-Operating)	11.20%	\$4,633,812
Interest Earnings	3.56%	\$1,474,517
Profit on Sale of Assets	0.17%	\$69,043
Fees and Charges	19.70%	\$8,147,976
Other Revenue	0.56%	\$229,681
TOTAL	100.00%	\$41,368,738

Operating Expenditure



Recreation and Culture	37.87%	\$12,578,693
Community Amenities	19.05%	\$6,327,724
Transport	17.74%	\$5,894,083
Governance	7.31%	\$2,428,851
Law, Order, Public Safety	5.75%	\$1,909,766
Economic Services	3.32%	\$1,103,859
Education and Welfare	3.06%	\$1,016,549
General Purpose Funding	2.57%	\$852,894
Health	2.18%	\$723,606
Other Property and Services	1.15%	\$381,860
TOTAL	100.00%	\$33,217,885

health and safety initiatives throughout all sectors of the workforce. Training has been undertaken with managers and employees in an endeavour to develop greater awareness and improved skills. The City’s performance compares very favourably with general industry standards and local government.

manage the Employee Assistance Programme, coordinate the Staff Development Cycle Programme and ensure payroll services are conducted in a timely and accurate manner.

The HR team has also made a considerable effort in managing the City’s injury management and worker compensation programme. Local governments operate a performance based insurance scheme. In a period of severely escalating insurance premiums the HR team’s efforts have resulted in claims costs being significantly under premium cost, maintaining premiums at the lowest possible level.

Further organisational restructure throughout the 2001/02 financial year has resulted in the transfer of the Planning and Development roles from the Regulatory Services Directorate. This movement has been offset by the inclusion into the Directorate of Emergency Services, Customer Services and Marketing and Communications.

The City’s turnover levels are not high compared to local government standards, which reflects positively on the management style. However, given the size of the City, there is still a significant volume of recruitment being undertaken. HR continues to review its processes to ensure that we attract and retain the best available talent. Induction procedures have been reviewed and enhanced to provide employees with a better understanding of the City and their responsibilities. This initiative has been well received.

In other areas the HR team continue to develop relationships with all sectors of the workforce, ensure publication of the City’s “Grapevine” newsletter,

Ron Bouwer
DIRECTOR CORPORATE
SERVICES





REGULATORY SERVICES DIRECTORATE

RESPONSIBILITIES OF THE DIRECTORATE

Regulatory Services is responsible for the areas of Health, Building, Rangers, Customer Service, Communications and Marketing, Emergency Services and Elected Members, covering a diverse range of activities which include:

- Statutory Health Control
- Food and Water Safety
- Pollution Control
- Litter Control
- Disease Control
- Public Facilities
- Animal Control
- Parking
- Off-Road Vehicles
- Fire Control
- Risk Management
- Statutory Building Control
- Building Approvals
- Private Swimming Pools
- Signs
- Elections
- Council Meetings
- Local Laws
- Policy Review
- Customer Service
- Volunteer Bushfire Brigade
- State Emergency Services
- Marketing and Communications (Production of Promotional and Statutory Documents and Media Liaison)

REGULATORY SERVICES DIRECTORATE

PRINCIPAL ACTIVITIES DURING THE YEAR AND OPERATING UNIT REPORTS

HEALTH SERVICES BRANCH

Health Plan

During 2001/02 the Health Services Branch continued to implement the City's Health Plan. The plan identifies and evaluates existing and potential public health risks and recognises that good health and well-being are linked with the state of the environment. The plan satisfies the requirements of the City of Gosnells Strategic Plan together with statutory obligations under the Health Act 1911, Local Government Act 1995 and is reported separately to the Executive Director, Public Health pursuant the Health Act.

Community Health Needs Study

The City of Gosnells initiated an innovative Community Health Needs Study during the period under review, which is a collaborative research partnership between the City of Gosnells and researchers from Just 4 Research, the Centre for Research for Women and the Eastern Perth Public and Community Health Unit. It also involves working in close consultation with a Project Steering Group made up of City of Gosnells staff, the Canning Division of General Practice, Armadale Health Service and Bentley Health Service. The project has four phases, and is scheduled for completion in December 2002.

Food Safety

There are currently over 293 food businesses operating within the City, which are regularly assessed by City Environmental Health Officers. During 2001/02 City Environmental Health Officers carried out 994 food business assessments. Premises are classified under the provisions of the Health (Food Hygiene) Regulations 1993 depending on the nature and risk of the food handling activity with premises where "meals" are sold to the public being registered as eating houses under the City's Eating House Local Laws. There are currently 149 registered eating houses in the City, registration and licensing fees for which contribute to the cost recovery of food safety surveillance.

As a component of food safety, Council's Health Service Branch samples food from food businesses on a monthly basis to assess compliance with the Australian New Zealand Food Standards Code.

During 2001/02, a total of 116 food samples were taken, including meat products, fruit juices, bread, meat pies, manufactured meats, cordials and cheeses. Of these, six samples were considered by the analyst to be sub-standard. The proprietors or manufacturers were issued with warning notices and advised of the areas in which their product was deficient, and possible remedial actions.

REGULATORY SERVICES DIRECTORATE

In addition, 96 food complaints relating to suspected food-borne diseases and contaminated products were received by Council's Health Services Branch. This resulted in seven food samples being submitted to the PathCentre as part of alleged food poisoning investigations, and five samples to the Local Government Analyst to investigate contaminated products. All other complaints related to general food handling matters, which were investigated by City Environmental Health Officers.

Safe Water

All food businesses, schools and other large public facilities serviced by private bores used for the purposes for human consumption are regularly tested to ensure that the microbiological water quality is suitable. A total of 28 drinking water samples were taken and submitted for analysis.

There are also nine public swimming pools, including spas, located within the City. All of these were tested on a monthly basis for water quality to ensure compliance with the Health Act (Swimming Pools) Regulations, 1964. During the year, 224 water samples were collected and submitted for analysis.

Disease Control

Under the Health Act 1911 notifiable diseases are reported to the Department of Health. During 2001/02, 118 infectious diseases were reported within the City of Gosnells.

All cases involving food handlers, children under five years, or persons in contact with children (eg. Child Care workers), were investigated by City Environmental Health Officers, with the balance of the investigations being completed by the Department of Health where necessary.

A breakdown of notifications relating to the City is:

Campylobacteriosis	82
Giardiasis	16
Salmonellosis	18
Hepatitis A	1
Shigellosis	1

Immunisation

The City of Gosnells, in partnership with the Armadale Health Services, provide a free immunisation service for infants and primary school children for the prevention of Diphtheria, Tetanus, Whooping Cough, Poliomyelitis, Meningitis/Epiglottitis, Measles, Mumps, Rubella and Hepatitis B.

During 2001/02, 1,435 doses were provided at Council Child Health Clinics, with over 608 children attending. A new initiative this year was the introduction of a school Hepatitis B immunisation programme, servicing 22 primary schools within the City.

REGULATORY SERVICES DIRECTORATE

Hairdressing and Skin Penetration Establishments

There are currently 32 hairdressing establishments and two skin penetration premises operating within the City. All premises are inspected on a regular basis, to ensure compliance with the Hairdressing Establishment Regulations 1972, Health (Skin Penetration and Procedures) Regulations 1998 and Code of Practice.

Sharps Disposal

In 2001, the City, as part of Council's Collection and Disposal of Improperly Discarded Sharps in Public Places Policy, entered into a partnership with the WA AIDS Council, which resulted in the establishment of a Needles and Syringe Exchange Programme within the City. This programme has been a resounding success in providing an important health intervention for not only individuals accessing its services, but also the community in the prevention of the spread of HIV, Hepatitis C and other blood-borne viruses. The City has subsequently determined to continue the partnership for a further 12 month period.

Alcohol Management

In accordance with the City's Alcohol Policy and Management Plan, Health Services continue to have responsibility to monitor and manage Council's obligations under the provisions of the Liquor Licensing Act 1988. The policy and plan provides effective management of liquor licence applications, focusing on responsible service of alcohol, community awareness and encouraging individuals to

take personal responsibility for alcohol consumption. During the year, Health Services received and processed a number of liquor licence applications from various community groups operating from Council-owned and other private premises.

Health Service Requests

During 2001/02, a total of 594 service requests were received and registered by the Health Services Branch on various matters ranging from odours, dust, noise, poultry and a myriad of other perceived nuisances. Noise is the most common pollution complaint received, comprising over 38% of the total number of service requests received by City Environmental Health Officers. Of those complaints, four resulted in a Noise Abatement Direction being served and two Noise Infringements being issued. On one occasion, City Environmental Health Officers, in conjunction with local police, seized equipment from a property located in Gosnells, in order to resolve noise issues. The suburb of Gosnells recorded the highest number of service requests, followed by Maddington, Thornlie and Huntingdale. All were investigated, and the complainant advised of the outcome and action taken.

Risk Management

A review of the City's Risk Management Plan was undertaken following its adoption two years ago. The review addressed all identified or perceived risks, and resulted in the documentation of a number of procedures for the guidance of staff.

REGULATORY SERVICES DIRECTORATE

Training sessions on the plan were provided to relevant staff, to ensure awareness of its existence and requirements.

Elections

Planning for an extraordinary local government election, brought about by the premature resignation of one of the Bickley Ward Councillors, was carried out throughout the period under review. The unexpected cost of the election had not been budgeted for and was funded from the Elections Reserve Account.

BUILDING SERVICES BRANCH

Building Activity in 2002

The period from 1 July 2001 to 30 June 2002 saw a return of the building activity experienced in the pre-GST rush. In fact, the figures were exceeded in overall building approvals, but mainly in new homes. The \$14,000 first home grant is credited as being the catalyst for the substantial growth in new home approvals, which almost doubled from last year's figures.

During this financial year, a total of 2,956 building permits were issued, with a construction value of \$151.5 million. Of these, 1054 were new home approvals at a value of \$114.4 million.

Building Inspections

Building Surveyors carried out site, footing and set-out inspections of all new homes. Selected inspections of various construction stages were also undertaken. Inspections of commercial/industrial buildings were carried out to ensure that they were in compliance with building approvals, and were safe to occupy.

Neglected, damaged and illegally constructed buildings were also targeted, with demolition or remedial work notices being issued.

Private Swimming Pool Inspection Programme

The Inspection Programme has completed the second year of the current four-yearly round of routine pool security inspections. A total of 1,428 pools registered with the programme have been inspected this year, to ensure they comply with safety provisions.

There have been an additional 212 new pools installed, plus 22 previously unregistered pools identified, with 64 pools removed, bringing the total number of properties having swimming pools or spas to 5,350.

Non-Compliance

From the 1,428 private swimming pools that were inspected, 195 rectification notices were issued requiring work to be carried out to bring the pool safety into compliance. This equates to a 13.7%

non-compliance rate and mainly includes general maintenance to gates and non-compliant windows and doors. Swimming pool infringements and fines were issued on six of those properties.

Retrospective New Legislation

Legislation came into effect on 18 March 2002, which now requires pre-1992 pools to be retrospectively brought into compliance with current safety requirements.

Swimming pool barrier legislation brought in commensurate with July 1992 was not retrospective, therefore owners of pre 1992 pools were previously not required by law to provide the same security measures as owners of pools installed after July 1992. An explanatory letter and an information brochure has been sent to all owners of pre 1992 pools identifying the ramifications of the 18 March legislation. This has been undertaken as an awareness programme to facilitate the improvement of safety provisions in the district.

EMERGENCY SERVICES

The City of Gosnells State Emergency Service and Bush Fire Brigade are a dedicated group of volunteers from our community. They give up their free time to assist the residents of the City in dealing with emergencies that impact on our lives.



REGULATORY SERVICES DIRECTORATE

Bush Fire Brigade Volunteers

The Gosnells Bush Fire Brigade is established, equipped and maintained by the City of Gosnells to provide the first response to all fires that are reported in the area east of Tonkin Highway.

The brigade has attended a large number of fires over the past year, with many of them being deliberately started, one of which burnt out more than 700 hectares over three days in the suburbs of Martin and Orange Grove.

The Bush Fire Brigade volunteers also participate in fire prevention and public education activities across the whole of the City.

State Emergency Service Volunteers

The Gosnells State Emergency Service has been called out to a large variety of incidents over the past year. Activities range from fixing tarpaulins to damaged roofs to removing fallen trees from properties and carrying out life-saving rescues on cliff faces.

This unique group of people give up their personal time, often braving inclement weather, to help the residents in the City of Gosnells.

RANGER SERVICES

Dogs

A total of 817 dogs were impounded during the year, which is in line with previous years. Rangers have continued with education by warnings, where applicable, in dog-related matters other than dog attacks. A consistent approach to enforcement in relation to dog attacks has been adopted, which has resulted in a considerable increase in prosecutions for dog attacks. Fifty cases were heard at the Court of Petty Sessions this financial year, as opposed to 12 the previous year. There is no evidence to suggest that there is necessarily an increase in attacks, but a more efficient method of investigation has resulted in increased court action.

Barking Dog Process

Ranger Services adopted a new barking dog process after completing a six month trial period. Customer feedback has so far been positive. Customers and complainants appreciate the advice provided by letter, whether this involves legislative requirements or advice on animal behaviour.

Since the introduction of the process, 187 complaint kits have been issued. Of those, 164 have been finalised in line with the completion of Phase One of the process. The remaining cases are proceeding.

REGULATORY SERVICES DIRECTORATE

Registration

It is a requirement for all dog owners in Western Australia to register their animal. Each year, many people fail to do so, for one reason or another. Registration of dogs is the best way to assist the City in promptly reuniting straying animals with their owners. Of the 817 dogs impounded last year by Council's Ranger Services, only 353 were claimed.

Livestock

Council's Ranger Services frequently receive calls relating to wandering stock. If the stock are not able to be safely contained on the property, or the owners cannot be located, the stock are impounded and transported to the City's stock pound. This valuable service contributes greatly to the well-being and safety of animals, and the safety of the community.

Impounded Vehicles

A total of 144 motor vehicles were abandoned and subsequently impounded by Council during the year. This number is in line with last year, and saw an increase of over 20% on previous years. Arrangements have now been made for wrecks or abandoned vehicles with no means of identification to be removed by a contractor at no cost to Council. This should see a reduction in the number of vehicles stored at the impound yard for the statutory 60-day period. Large numbers of abandoned vehicles continue to represent a growing problem across the entire metropolitan area.

Off-Road Vehicles

Ranger Services have developed a good working relationship with the Western Australian Police Service with regard to the problem of off-road vehicles. The problem of private land being used for this activity in one known problem area has been reduced significantly, with increased co-operation between the land owner, complainants and Ranger Services. Rangers have continued with regular patrols of the District, and liaised with vehicle owners and residents to ensure that this activity is controlled, in compliance with the provisions of the Control of Vehicles (Off-Road Areas) Act 1978.



Trevor Perkins
DIRECTOR REGULATORY
SERVICES





PLANNING AND SUSTAINABILITY DIRECTORATE

RESPONSIBILITIES OF DIRECTORATE

The Planning and Sustainability Directorate is responsible for the areas of Town Planning, Policy and Strategy, Economic Development and the implementation of the Gosnells Town Centre Project. This Directorate's key responsibilities are:

- Drafting and Implementation of Town Planning Schemes
- Subdivision Approvals
- Development Applications
- Home Occupation Permits
- Land Acquisition and Disposal of Roads, Reserves and Pedestrian Accessways
- Economic Development (Including Tourism, Regional Development and Transport)
- Urban Regeneration
- Environmental Management
- Planning Integration of Capital Works and Human Resources
- Policy Review and Development

PLANNING AND SUSTAINABILITY DIRECTORATE

PRINCIPAL ACTIVITIES DURING THE YEAR

Development

The principal areas of new development are within the localities of Canning Vale and Southern River, which represent the urban front within the south east corridor. A comparison with 2000/01 shows that there has been an increase in new residential lots created, from 1,296 lots to 1,479 in the 2001/02 year. This indicates continued high levels of development activity reflecting factors such as market demand, continuing low interest rates and the Federal Government's First Home Buyers Grant.

The City Planning Branch dealt with the following applications during the year:

Home Occupations	65
Commercial Vehicle Parking	6
Public Works	3
Public Accessway Closures	11
Scheme Amendments	12
Developments	250
Subdivisions	100
	(1,479 new lots created)

A further significant factor which affects all facets of development is the introduction of the City of Gosnells' new Town Planning Scheme No.6 which became operational on 15 February 2002. Town Planning Scheme No. 6 provides for a more flexible

response to development within the City and is considered to provide for superior outcomes in terms of the built form. New residential design guidelines have also been prepared that aim to improve the aesthetic amenity and security of new residential development.

Policy and Strategy

The Policy and Strategy Branch is responsible for strategic initiatives and projects relating to planning and environmentally sustainable developments including environmental and natural resource management.

These projects are derived through the City of Gosnells' Strategic Plan to facilitate a high standard of physical and sustainable development in the City of Gosnells.

Typical projects carried out in the last year include:

- The preparation of a new Local Housing Strategy for the City. The underlying philosophy of this strategy is to relate increased residential densities to areas with the greatest accessibility to services and facilities.
- The preparation of plans to guide the future development or redevelopment in the Canning Vale and Maddington areas.
- The establishment of a consultation protocol with the West Martin community regarding the potential

PLANNING AND SUSTAINABILITY DIRECTORATE

to urbanise this area. This protocol involved the establishment of the West Martin consultation group which meets monthly to address planning issues associated with the potential urbanisation of the area.

- The adoption and implementation of the *SafeCity* Urban Design Strategy which seeks to address crime prevention through environmental design.
- The City's Environmental Management Plan is being implemented throughout the organisation.
- Work has commenced on implementing the Pioneer Park Canning River Restoration Plan.
- The City is working, through the Cities for Climate Protection Programme, to reduce its greenhouse gas emissions.
- A contract has been signed to produce electricity from methane gas at the former Kelvin Road Waste Disposal Site.
- Funding has been granted by the Australian Greenhouse Office to support the Green Light Project, which will subsidise the purchase of energy-efficient compact fluorescent light globes by City ratepayers.
- Ongoing funding from the Natural Heritage Trust is supporting river restoration, foreshore rehabilitation and other catchment management initiatives in the City.

Revitalisation of Gosnells Town Centre

The Revitalisation of Gosnells Town Centre Project has moved from a planning to implementation phase. It is the responsibility of the Town Centre Branch to formulate budgets and programmes for the effective and timely implementation of individual projects that make up the wider Town Centre Revitalisation Projects. The key projects that are underway or will be substantively completed this financial year are as follows:

- The construction of the \$11m civic complex will start early in 2003. Demolition of the buildings currently on site has already commenced.
- Construction of Main Street has started and will be completed by November 2002.
- Federation Parade South will commence construction and be completed in early 2003.
- Alterations to the intersection of Dorothy Street and Albany Highway will be completed this financial year.
- Sliplanes along Albany Highway will be completed by the end of this financial year.
- The rail level crossing and relocation of Gosnells Rail Station will commence towards the end of this financial year.
- Minor streetscape improvement projects are ongoing and will continue to enhance the environment within the Town Centre.

PLANNING AND SUSTAINABILITY DIRECTORATE

Economic Development

The role of the Economic Development Unit is to facilitate and encourage more local employment, inward investment and sustainable growth of the local economy.

During the year a steering group has been established to assist in the design and future management of the Gosnells Centre for Business Development, a new small business incubator that will help diversify the local economy.

Another project that has been successfully established to create wealth and new jobs in the City is the Gosnells Armadale Business Enterprise Centre. This initiative will provide free, confidential business advice to new and existing business within the region and will also help facilitate the development of home-based business. This project represents a partnership approach to economic development between the City, the State Government and the City of Armadale.

The City has provided ongoing support for tourism through support for the local Tourism Association and by dealing with requests from individual operators.

This facilitation role also included providing technical support and back-up for lobbying efforts seeking to attract or retain resource commitments for the City and the region.

Community consultation also took place to assist the City's Economic Development Planning for a bright future.



Ron Haeren
DIRECTOR PLANNING AND
SUSTAINABILITY





PRINCIPAL ACTIVITIES PLAN

Each year the City of Gosnells produces a Principal Activities Plan covering major projects envisaged for the next four years. Progress against the plan is recorded in the Annual Report each year. The plan produced in the 2001 year is the basis for this report.

INFORMATION TECHNOLOGY

The aim is to provide technological competence in the provision of management information enabling the City to communicate effectively and allocate resources efficiently.

PERFORMANCE MEASURES

- Benchmarking against systems of other local authorities will be carried out in time with the major project;
- Systems are available approximately 99% of available hours;
- Satisfaction surveys are scheduled to be carried out this year.

The major project relating to the replacement of the system is scheduled to commence 2003/04.

SOUTHERN RIVER URBAN DEVELOPMENT FRAMEWORK

It is intended that the Southern River Development Framework Initiative will lead to a quality urban environment of sustainable, attractive and robust excellence.

Performance Measures

- Approval by planning and environmental authorities is well advanced with the first precinct fully approved and earthworks under construction. Approvals for further precincts are well advanced.
- Community and landowner acceptance has been completed for two of the precincts and engagement has commenced on others.
- Creation of the ultimate urban environment is progressing well with environmental values preserved and integration with Bush Forever and Living Stream initiatives to create liveable neighbourhoods.

SafeCity

The objective is to create and execute a range of quality crime prevention programmes and strategies facilitating partnerships with key agencies.

PRINCIPAL ACTIVITIES PLAN

Performance Measures

Programmes have been developed and alliances established with community groups and stakeholders with an interest in crime prevention. The overall aim is to ensure the City of Gosnells is a safer place to live in.

WASTE MANAGEMENT

This is a core business of the City, which operates a waste collection and disposal service in the most effective manner.

Performance Measures

Bins collected per truck per day	604
Number of tonnes per garbologist of waste collected	1,939
Cost per customer	\$115
Recycled tonnage diverted from landfill	6,861 tonnes

In terms of major projects, the SWERF (Waste to Energy) Project is on hold pending Environmental Planning Authority determination.

LIBRARIES AND HERITAGE

The objective of this Plan is to provide a comprehensive library, information and heritage service to the residents of the community.

PRINCIPAL ACTIVITIES PLAN

Performance Measures:

- 66% of the population uses library services.
- 120,000 books and audio-visual items are held in the City's libraries.
- Feedback and surveys conducted provided an overall favourable response.
- 72 programmes of educational, social and recreational nature were carried out.
- There were 2,400 visitors to the museum during the year.

ROAD ASSET MANAGEMENT

The aim of this activity is to effectively and efficiently manage the road, footpath and drainage systems.

Performance Measures

- With increased workload, capital works have been subject to delay. The introduction of improved cost management processes is in train.
- Benchmarking against other local governments is an ongoing process.
- 1,017 ratepayer requests were received during the year with 55 remaining to be dealt with during the year.
- Road quality improvement programmes are ongoing.

Major Projects

- Funding has been obtained for the rehabilitation of Kelvin Road and design work has commenced.
- The second carriage way on Burslem Drive has been completed.
- Royal Street bridge duplication is not being proceeded with in the immediate future.
- With Roads To Recovery funding the elimination of slab footpaths has been brought forward considerably.

CITY OF GOSNELLS LEISURE WORLD

The aim of the facility is to provide accessible structured and unstructured leisure options for all sectors of the community.

Performance Measures

- Despite of the pool being closed for maintenance for nine weeks 382,280 attendees used the facilities over the year.
- New programmes introduced in the last year included additional swim school programmes. These comprised classes for infants and toddlers together gym fitness classes, a breakfast club, crèche programmes and family fun nights.
- 61% of cost is returned as revenue from the complex.
- In terms of general attendance the subsidy per visit is \$2.20

PRINCIPAL ACTIVITIES PLAN

of overhead power-lines and installation of street lighting. Expenditure on these items to June 2002 was \$1,468,000 for works and \$809,000 for land.

Streetscaping

Improvements have been implemented during the year including footpath replacement, landscaping improvements and public art installation.

SOUTHERN RIVER SITE REHABILITATION

The objective of this programme is to rehabilitate the former liquid waste disposal site on Southern River Road.

Performance Measure:

The Site Management Plan has been developed and submitted to the Environmental Planning Authority earlier this year. A response is awaited.

REVITALISATION OF THE TOWN CENTRE

This project has been a focus of the City of Gosnells for the past few years and aims at restoring dignity to the Town Centre in order to improve the quality of life and enhance the image of the City.

MAJOR PROJECTS

Civic Complex

Planning is well advanced for the building of the new Civic Complex. Planning and design expenditure of \$302,000 was undertaken to June 2002. The Gosnells Civic Centre will be demolished by October 2002 and approval of the construction tender is expected at a special November Council Meeting.

Main Street Road Network

Land has been purchased for the Main Street and construction will be completed by the end of October 2002. Major works in 2001/02 include Fremantle Road and Dorothy Street as well as the elimination



NATIONAL COMPETITION POLICY

INTRODUCTION

The Competition Principles Agreement (CPA) is an agreement between the Commonwealth and State Governments that sets out how government should apply National Competition Policy principles to public sector organisations under their jurisdiction.

The Local Government Clause 7 Competition Policy Statement of the CPA requires a local government to report annually on the application and implementation of competitive neutrality principles to its activities and functions.

NATIONAL COMPETITION POLICY

Competitive Neutrality

No significant business activities have been introduced since the application of principles of competitive neutrality.

Legislation Review – Local Laws

Periodic review of Local Laws is a requirement under the provisions of the Local Government Act 1995. The City has conducted a review of all its Local Laws, most recently the Kenwick Public Cemetery Local Law, which was repealed on 10 August 2001.

The City will continue to conduct a review of Local Laws pursuant of the National Competition Principles to ensure that all Local Laws that are enforced by the City comply with competition principles and the provisions of the Local Government Act.

