

CITY OF GOSNELLS



# ANNUAL REPORT

2003

A GREAT PLACE

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# Making the City of Gosnells a Great Place



# MESSAGE FROM OUR MAYOR



## IN RECENT YEARS, THE CITY OF GOSNELLS HAS INITIATED AND OVERSEEN SOME OF THE MOST INNOVATIVE SCHEMES IN LOCAL GOVERNMENT ACROSS THE NATION AND BEYOND.

Our projects and practices have not just been the subject of rigorous scrutiny by our peers. They have attracted international attention from industry organisations and overseas government bodies through today's global information network.

So, from the point of view of making sure we can justifiably be proud of our achievements, it has been vitally important to get them right.

But the development of new ideas and the delivery of good service has a tangible benefit that's far more important to the City of Gosnells than recognition and reward. The simple fact is we are actively achieving our mission statement - *Making the City of Gosnells a Great Place*.

Slowly but surely, our schemes are being converted from planning concepts into a

functional part of our daily lives. We have seen what is possible and we know what can be achieved. Our City will be a better place for future generations and so we can look to the future with renewed hope.

In 2002-2003 work began on the new Civic Complex, flagship of Gosnells Town Centre Revitalisation Scheme. This environmentally sensitive community complex will be the first commercial building in Western Australia to be signed up under the Australian Building Greenhouse Rating Scheme.

Extensive renovation to shopfronts, streetscapes and car parking is putting a bright new face on a previously tired City precinct.

The City has been able to use the demonstrable success of this scheme as a

base upon which to begin to build a sustainable model for regeneration of aging suburbs. The model will be structured on a unique partnership between the City of Gosnells and the Government of Western Australia to regenerate the suburbs of Maddington and Kenwick.

As testament to the diversity of the City of Gosnells, last year we were also the 7th fastest growing area for new residential development in Australia, presenting a challenge to provide basic infrastructure and encourage economic development to cater for new and existing residents. The City has produced an Economic Development Plan and has begun the process of marketing our opportunities to potential investors.



Communication and consultation are a vital part of good governance and it was pleasing to note the City's Community Consultation Survey established 87 per cent of people who responded from both new and older suburbs endorsed the City's direction on regeneration.

Generally, it was also excellent to see the survey showed 74 per cent were satisfied with their contact with the City.

First-class financial management continues to be one of our great strengths. We remain debt-free at a time when we are undertaking complex and costly major capital works in the City.

My thanks to my fellow Councillors, CEO and to Council staff for their superb teamwork through 2002-2003 to generate a year of notable achievement.

I commend the City of Gosnells Annual Report 2002-2003 to you.



**Cr Patricia Morris AM JP**  
Mayor, City of Gosnells

# CHIEF EXECUTIVE OFFICER'S REPORT



## AS EACH INITIATIVE COMES ON LINE, ATTENTION MUST TURN TO THE NEXT TASK, ALWAYS WITH AN EYE TO THE FUTURE.

The City of Gosnells has a progressive, developing community that has grown to expect clear-cut and proactive action from its Council. As each initiative comes on line, attention must turn to the next task, always with an eye to the future.

Our Annual Report 2002-2003 provides an overview of an exciting and challenging year in which Council focused strongly on service delivery and strategic planning. This has been a year in which we have started to implement key projects to improve our social, economic and environmental wellbeing, while concentrating on keeping the City moving forward in the right direction to provide sustainable outcomes for everyone.

As the population centre of the South East corridor and the fourth largest local government in the State, the City continues to grow rapidly, increasing from a

population of 73,705 recorded in the 1996 Census to an estimated 85,000 as at June last year. With this level of growth the City faces significant pressures.

It is therefore particularly pleasing to note that the 2003 Community Consultation Survey of residents, carried out independently, indicated that the level of customer satisfaction has increased to 74%, the external researchers concluding, *"the results returned this year should be considered to be indicative of a high level of customer service."* The equivalent result from the resident's survey in 1997 was 58% and then 69% in the 2000 survey.

Residents have told us that perceptions of the City as a place to live and invest have significantly improved in the past three years. These results are clearly moving in a positive direction across the last three

surveys, demonstrating that the City has made improvements in the way customer contacts are handled. This continuing high level of satisfaction is particularly pleasing, as all indications are that, as a society, our expectations are steadily rising.

Another cornerstone of a successful year has been ongoing strong financial management which has seen the City retain its debt free status with an average rate increase for 2003-2004 of just 1.5%, one of the lowest in the country.

The Council continues to provide and support a wide range of physical and social infrastructures. There have been major road schemes, park development and significant work on the City's integrated path network details of which are more fully outlined in this document.



As promised, Gosnells Town Centre Revitalisation Scheme has brought to fruition major physical improvements to the heart of the City which had until recently been described as 'tired and tatty'. Over the past three years private sector investment of around \$8 million dollars has been attracted to the town centre, demonstrating a return of greater business confidence.

As we move forward many challenges remain to be addressed. One of the major tests ahead will be to consolidate our efforts so far in successfully leading and managing the many projects in hand over 2002-2003, making sure that we bring them to a satisfactory conclusion. We also actively entered into a number of partnerships to progress the City, including the newly established South East Metropolitan Regional Council with the Cities of Armadale and South Perth, and a partnership with the State Government to improve the suburbs of Maddington and Kenwick through the Maddington Kenwick Sustainability Communities Partnership.

To conclude, these results demonstrate another productive and successful year for the Council, underpinned by sound financial management. None of the achievements of the past twelve months would have been possible without a concentrated team effort. I thank the Mayor and Councillors for the way they continue to work together for what's best for the City of Gosnells and for their continuous support and co-operation. My thanks also to the staff for their dedication and energy in meeting the objectives of the City's Strategic Plan and achieving some excellent results.



A handwritten signature in black ink that reads "Stuart Jardine". The signature is written in a cursive, slightly slanted style.

**Stuart Jardine**  
Chief Executive Officer

# MISSION STATEMENT, VISION AND VALUES



## MISSION STATEMENT: *"MAKING THE CITY OF GOSNELLS A GREAT PLACE"*

### VISION

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.

# COUNCILLOR PROFILE



**Cr Patricia Morris AM JP**  
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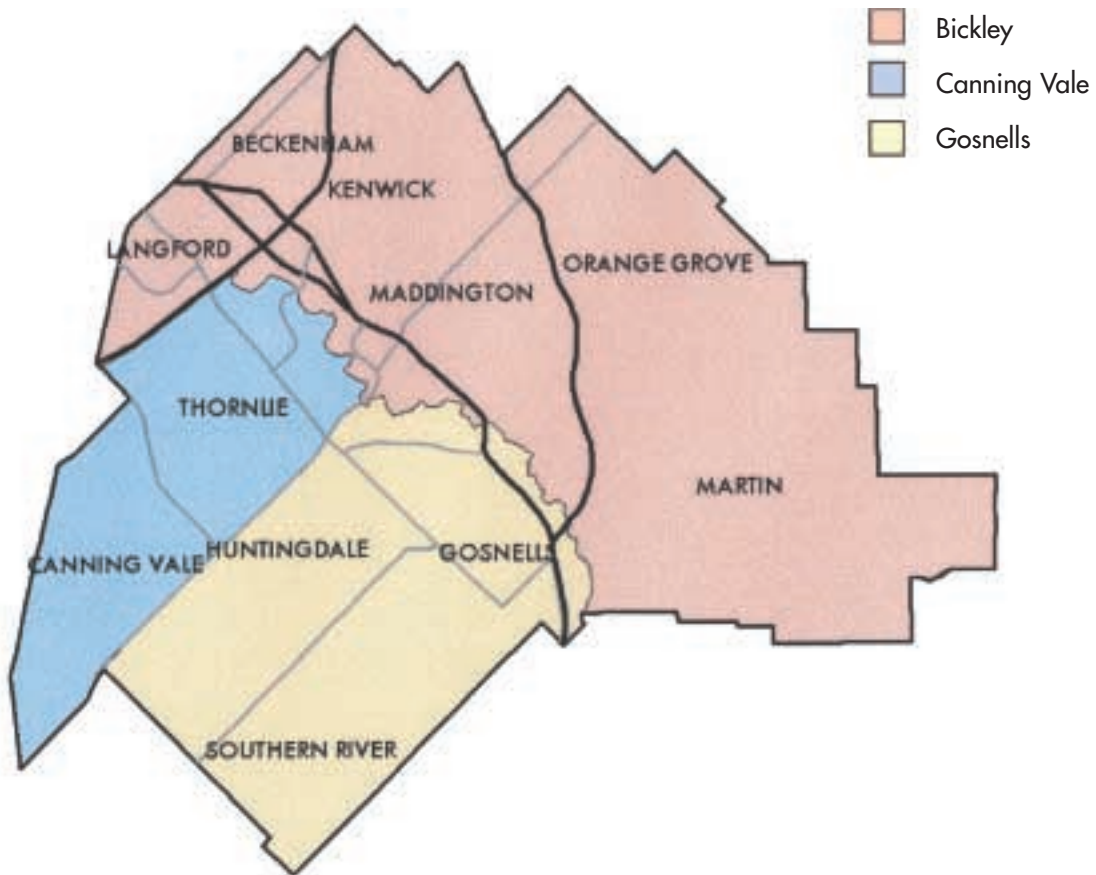


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# WARD BOUNDARY MAP



# EXECUTIVE TEAM



First Row (L to R): Trevor Perkins, Director Regulatory Services, Stuart Jardine, Chief Executive Officer, Adelle Cochran, Director Community Services.  
Second Row (L to R): Dave Harris, Director Infrastructure, Ray Haeren, Director Planning & Sustainability, Ron Bouwer, Director Corporate Services.

# SCHEDULE OF MEETINGS

1 JULY 2002 - 30 JUNE 2003



THE CITY OF GOSNELLS WELCOMES THE  
COMMUNITY TO ITS COUNCIL MEETINGS.  
INCLUSION AND PARTICIPATION ARE ESSENTIAL  
TO DEMONSTRATE EXCELLENT, OPEN AND  
RESPECTED GOVERNANCE.





Councillors	Ordinary Council Meetings (21)	Special Council Meetings (6)	Electors Meetings (2)	Total (29)
Cr Patricia Morris AM JP	18	6	2	26
Cr Rod Croft	17	6	2	25
Cr Wayne Barrett ***	2	1		3
Cr Julie Brown JP	21	6	2	29
Cr Dave Griffiths **	4	1		5
Cr Susan Iwanyk	20	6	1	27
Cr Carol Matison	19	4	2	25
Cr Ron Mitchell	21	6	2	29
Cr Sue Moss *	18	5	1	24
Cr Olwen Searle JP	20	5	2	27
Cr Auriel Smith APM	18	5	2	25
Cr Pauline Wainwright ***	4	1		5
Cr Mike Devereux JP **	16	3	2	21
Cr Tony Pisano JP **	16	1	1	18
Cr Norm Smith **	15	4	1	20

\* Cr S Moss – term of office commenced 9 July 2002.

\*\* Cr Mike Devereux JP, Cr Tony Pisano JP & Cr Norm Smith – term of office ceased 3 May 2003.

\*\*\* Cr Wayne Barrett, Cr Dave Griffiths and Cr Pauline Wainwright – term of office commenced 6 May 2003.

ELECTORS MEETINGS (2) included:

25 November 2002 Annual Electors Meeting and 6 March 2003 Special Electors Meetings.

# KEY MILESTONES



## CITY OF GOSNELLS 2002-2003— A YEAR OF CHALLENGE AND OPPORTUNITY

This annual report deals with the economic, social and financial activities of the City of Gosnells over 2002-2003.

The local government area covered by the City of Gosnells is an intriguing mix, featuring ageing suburbs with fresh new developments, a metropolitan precinct with traditional country ties, a residential neighbourhood with no significant employment base. To compound the mix, it's also a local government area that 64 different nationalities call home.

Just 20 kilometres south of Perth Central Business District, the City enjoys good transport links via Albany, Tonkin and Roe Highways and is benefiting from development of new railway stations at Gosnells and Thornlie as part of the WA Government's Building Better Stations Programme.

While it is the fourth largest Local Government Authority in Western Australia, until recently the City of Gosnells was not considered a key player in shaping the future of this State.

In 2002-2003 the picture changed. The City emerged as an internationally-acclaimed frontrunner in dealing with the issue of regeneration of declining town centres and suburbs.

Described by a National Local Government newspaper as "*the sleeping giant awakens*," the City has successfully introduced a host of new initiatives while still maintaining a high level of customer service delivery.

The year's achievements have stemmed from the City of Gosnells Strategic Plan 2000-2003 and its associated annual Plan of Principal Activities.

These documents provide a sound platform upon which to secure the City's future.

Through the Strategic Plan, the City has been working in five key directions – Environment, Community, Communication, Economic Development and Organisation. Each direction has a targeted goal and through a combination of strong leadership and good teamwork, these goals have not only been met, but in many cases, have exceeded expectations.

## KEY MILESTONES:

- Gosnells Town Centre Revitalisation Scheme moved into implementation under the vibrant "Bright Future" branding and seed funding was sown to get the Maddington-Kenwick Sustainable Communities Partnership underway.
- All Council policies were reviewed to reflect and complement the 2003 National RAPI Award-winning Safe City Urban Design Strategy which embraces the principles of crime prevention through environmental design.
- Major progress was made on a new Local Housing Strategy and by end of 2002-2003 only one stage was left to complete. Taking the information out to community venues, staffing late-night shopping centre displays and hosting community workshops resulted in comprehensive consultation and an ability to reach consensus among even the most disparate sections of the community.
- The City achieved Milestone 4 of 5 under the Cities for Climate Protection Programme, indicating that it is on target to achieve greenhouse gas reduction targets.
- In September 2002 the City launched COG News, a monthly community newspaper delivered to local households. COG News is building recognition as an easy to read, people-friendly newsletter designed to keep the community up to date on City projects, events and programmes.
- The City's first Economic Development Plan, produced in close consultation with the community and Business Leaders, was unanimously endorsed by Council in May 2003. This strategic document provides insight into the City for investment purposes and will guide future allocation of the City's focus in relation to Economic Development.
- Building approvals again increased over the previous year, mainly in new homes. A total of 3,378 building permits were issued, with a construction value of \$203.2 million. Of these, 1207 were new home approvals at a value of \$138.6million.
- Pioneer Park Master Plan was finalised, to guide development of a superior recreational, cultural and environmental venue in Gosnells Town Centre.
- Maddington Kenwick Industrial Area Demand Study was completed, supporting a proposed rezoning of land from rural to industrial to facilitate future employment growth in the area. It's estimated rezoning has the potential to provide between 3,675 and 4,847 local job opportunities.
- The City of Gosnells commissioned an innovative Community Health Needs Study, a collaborative research partnership between the City of Gosnells and researchers from Just 4 Research, the Centre for Research for Women and the East Metropolitan Population Health Unit. Undertaken in close consultation with a Project



Steering Group which included City of Gosnells staff, Canning Division of General Practice, Armadale Health Service and Bentley Health Service, the project is scheduled for completion in September 2003.

- Redevelopment of the Spa Area at Leisure World resulted in a state-of-the-art facility with Universal Access that's recognised as one of the best in Australia. Income is up by over 80% and usage by people who qualify for concession entry has grown by more than 200%.
- Last year the City budgeted \$1,155,000 for footpath construction to encourage interaction and recreation across communities and spent a further \$2,417,505 on road and drainage construction projects. Major improvements to the City's road network included a road rehabilitation programme of \$895,000, plus:

1. Continuation of pre-construction activities (design, land acquisition, service relocation) for the \$3.7M Kelvin Road second carriageway.
2. Completion of the second carriageway for Corfield Street, Gosnells at a cost of \$930,000.
3. Construction of a new \$234,000 footbridge at Southern River Road.

- City Facilities moved towards increasing community input into decision-making. The fees and charges review, neighbourhood parks plan, wheeled sports facilities, Maddington Golf Course and Sutherlands Park Master-plan were all determined through a process of facilitation and structured interaction with community groups.
- Two thousand, three hundred hours of volunteer time was spent by 24 volunteers at the City's Wilkinson Homestead Museum, earning them a Hasluck Community Service

Recognition Award Certificate for their efforts, and a nomination for Organisational Award at the National Museum Conference held in Perth.

- In March 2003, the City entered into a Contract for Sale and Development of a large tract of land in Huntingdale with a return of over \$2 million. The development of this land will open up a large part of Huntingdale to future residential and commercial development.
- The City's performance in regard to Health and Safety, and Workers' Compensation management resulted in a reduction of premiums for the following year. This is a significant achievement in a climate where insurance premiums are increasing dramatically.



- Web technology development continued to progress with the release of a new City web site, [www.gosnells.wa.gov.au](http://www.gosnells.wa.gov.au) provided in a contemporary and user-friendly format, with comprehensive information regarding the City and its services, including additional and improved access to on-line documents. The new web site was a successful joint development with two other Cities and the City was a joint winner of the Yellow Pages Asia Pacific Information Technology & Communications Awards For Excellence 2002 with Alphawest and Cities of Bayswater and Belmont.
- Statistics from the City's Seniors and Disability Services branch indicated that in the 2002/03 financial year, 38,972 meals were either delivered through the Meals on Wheels service or served to customers in the Addie Mills Centre dining room. There were 3,147 completed Podiatry appointments, and over 4,000 hours of service delivered through the VIP and Busy Hands Craft programmes.
- 7,664 hours of direct community based respite services were supported by over 4,000 hours of planning, assessment, information, referral and advocacy activities.
- The City of Gosnells was a joint recipient of a best practice WALGA award in 2002, for a process to resolve Barking Dog complaints under the existing provisions of the Dog Act 1976. Using the process, the majority of the 271 complaints relating to dog barking were resolved to the satisfaction of the complainant.
- Gosnells, Thornlie, Kenwick libraries, and the Langford service were open for a total of 7,700 hours for community use. The community borrowed 622,360 items and made 296,850 enquiries.
- People in Parks events, undertaken as part of the Safe City Initiative with the specific purpose of developing a sense of place and friendship in local neighbourhoods, attracted more than 2,100 people to seven venues.
- During the year a package was developed to encourage use of Leisure World Fitness Centre by young people aged 17 and under. By proactively tailoring a health and wellbeing programme to suit, Leisure World has been able to establish an ongoing relationship with young people interested in keeping fit. To the end of June 2003, 14 memberships were sold demonstrating a 'can do' attitude by the staff at Leisure World.

# ENVIRONMENT



GOAL: TO SECURE A BETTER AND SAFER CITY IN WHICH TO LIVE AND WORK, AND TO FACILITATE A SUSTAINABLE FUTURE FOR ALL.

THE GRADUAL TRANSITION TO A PROCESS OF SUSTAINABILITY ACROSS ALL CITY ACTIVITIES IS BEING INCORPORATED NATURALLY AND UNEVENTFULLY. OVER THE YEAR, THE CONCEPT WAS NOT ONLY GIVEN A WARM WELCOME INTERNALLY, BUT EXTERNALLY THERE WAS 90 PER CENT SUPPORT FOR COUNCIL TO INCORPORATE LONG-TERM IMPACT INTO ITS DECISION-MAKING PROCESS FROM RATEPAYERS WHO TOOK PART IN THE COMMUNITY CONSULTATION SURVEY.





A physical example of the City's commitment to sustainability is the new Civic Complex which combines new community infrastructure and a Business Incubator into a building which will be the first commercial construction in Western Australia to be signed up to an agreement under the Australian Building Greenhouse Rating scheme.

Still very much at the planning stage over 2002-2003 was Maddington Kenwick Sustainable Communities Partnership, an agreement reached between the City of Gosnells and the WA Government to regenerate older suburbs in a manner that guarantees a future for everyone.

Overall, by the end of June 2003, the City's environmental track record was looking good. It achieved Milestone 4 of 5 of the Cities for Climate Protection Programme, indicating that the City is on target to achieve greenhouse gas reduction targets. The first audit of the City's Environmental Management Plan reported that an overall achievement of more than 66% of all Strategic Projects

across the organisation had been completed or was in progress. The first review of the Plan is now under way.

Pioneer Park Master Plan was finalised to guide development of a superior recreational, cultural and environmental venue within Gosnells Town Centre.

Funding was successfully sought for a number of key environmental projects:

- The Natural Heritage Trust, through the Perth Biodiversity Project, funded a detailed baseline condition survey at six of the City's key natural environmental areas to assist in the correct management of those assets.
- The Sustainable Energy Development Office supported an initiative to produce a discount voucher booklet to promote local businesses and energy-efficient products.
- The successful ongoing Regional Energy Group project achieved corporate sponsorship to continue its activities almost entirely independent of municipal funds.

- The Western Australian Planning Commission agreed to fund development of first-class walk trails in Ellis Brook Valley, on the Darling Scarp, to facilitate ecotourism.

Residential areas were also on the receiving end of environmental sustainability. An experienced Landscape Architect began work on streetscape master plans for the older parts of the City, while drainage works for all roads began to consider the environmental impacts of water quality as well as the more traditional impacts of flooding, etc. Drainage improvements completed during the year included the installation of a gross pollutant trap at Lilac Place and improvements to the drainage network to reduce flooding at Hillelgine Court.

New neighbourhood parks were developed using water-wise parks concepts and where possible living streams were created in place of stagnant water bodies.



Future waste management directions for the region were put under the microscope. During 2002-2003, the City collected 28,836 tonnes of domestic and commercial waste while contractors Cleanaway collected 7,515 tonnes of domestic recyclable materials.

The City is a member of the South Eastern Metropolitan Regional Council formed to investigate and implement sustainable waste management strategies. A waste audit and characterisation survey was conducted which quantified and qualified the types and volumes of material being disposed of in household waste collections. This information is being used to determine waste minimisation and education strategies/programmes for the region.

Safe City Urban Design Strategy remains in sharp focus. All Council policies were reviewed to reflect and complement this

National RAPI Award-winning strategy which embraces the principles of crime prevention through environmental design.

Local planning policies were updated to not only embrace the Safe City strategy, but also new residential design codes introduced in October 2002, which placed greater emphasis on design of residential developments to address issues such as passive surveillance and privacy.

By the end of the financial year, only one stage of the City's new Local Housing strategy was left to complete and a major review of the City's rural strategy was well underway.

Importantly, places worthy of conservation were included on a Heritage List under The City's Town Planning Scheme 6. Any proposed development affecting these places now requires Planning Approval.

Safe City community safety initiative continued to spread a wide safety information net across neighbourhoods. The anti-graffiti programme recorded a further drop in graffiti incidents, while People in Parks, events undertaken as part of the Safe City Initiative with the specific purpose of developing a sense of place and friendship in local neighbourhoods, attracted more than 2,100 people to seven venues.

The Community Liaison Service provided prompt response to specific "hot spot" areas in the City, working in collaboration with key government agencies while the Indigenous Community Liaison Officers Services provided mediation services in Gosnells Town Centre and Pioneer Park.

Neighbourhood Watch increased its membership by 28% from 1,442 to 1,848 and assistance was also given to



Safety House, providing our children with places of safety.

Intervention initiatives to help young people included:

- Programmes and services at the Rotary Wheeled Sports Facility in Thornlie
- Recreation programmes with detainees at Banksia Hill Detention Centre
- Alternative Education programmes

In supporting basic community safety principles, the City's Library Service continued to provide engraver kits for loan and, jointly with Safe City Initiative, produced bookmarks promoting car security awareness.

Road safety was given high priority with crash black spots at Spring Road/ Thornlie Avenue, Southern River Road/ Chamberlain Avenue and Ranford Road/ Southern River Road improved at a cost of \$300,000.

The Private Swimming Pool Inspection Programme completed the third year of the current four-yearly round of routine pool security inspections. An additional 240 new pools were installed with 109 pools removed over the year, bringing the total number of properties having swimming pools or spas to 5481. A total of 1051 pools registered with the programme were inspected and 145 rectifications notices issued requiring improvements to pool safety. This equated to 13.8% non-compliance rate and mainly included general maintenance to gates and non-compliant windows and doors.

Rangers Services adopted a consistent approach to enforcement in relation to dog attacks which resulted in court action against 65 people facing a total of 95 charges at the Court of Petty Sessions.

In addition to fundamental tasks – food examination, premise inspections, safe water, disease control, immunisation, Sharps disposal, alcohol management -

Health Services continued in-depth analysis of its innovative Community Health Needs Study, a collaborative research partnership between the City of Gosnells and researchers from Just 4 Research, the Centre for Research for Women and the East Metropolitan Population Health Unit. Undertaken in close consultation with a Project Steering Group which includes City of Gosnells staff, Canning Division of General Practice, Armadale Health Service and Bentley Health Service, the project is scheduled for completion in September 2003.

All food businesses, schools and other large public facilities serviced by private bores used for the purposes for human consumption were regularly tested by Health Services to ensure that the microbiological water quality remained suitable. A total of 30 drinking water samples were taken and submitted for analysis.



Nine public swimming pools and spas across the City were tested on a monthly basis for water quality, when operating, to ensure compliance with the Health Act (Swimming Pools) Regulations, 1964. During the year, 210 water samples were collected and submitted for analysis.

During 2002-2003, 210 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.

The City's 27 commercial hairdressing establishments and 5 skin penetration premises were inspected on a regular basis, to ensure compliance with the Hairdressing Establishment Regulations 1972, Health (Skin Penetration Procedure) Regulations 1998 and Code of Practice.

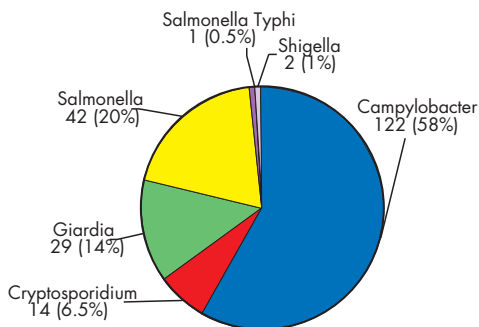
2002/03 Officers carried out 976 food business assessments. There are currently 149 registered eating houses in the City. The registration and licensing fees for these premises contribute to cost recovery for food safety surveillance.

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 Australia New Zealand Food Standards Code.

Noise was the most common pollution complaint received and acted on by City Environmental Health Officers. Of 581 service requests received on various matters ranging from odours, dust, noise, poultry and a myriad of other perceived nuisances, more than 37% related to noise.

During 2002/03, a total of 130 food samples were taken, including meat products, fruit juices, bread, meat pies, manufactured meats, cordials and cheeses. Of these, 18 samples were considered by the analyst to be sub-standard which is a significant increase over the previous reporting period. The

More than 286 food businesses are regularly assessed by City Environmental Health Officers. During



**Infectious Disease Notifications**



proprietors or manufacturers were issued with warning notices and advised of the areas in which their product was deficient, and possible remedial actions.

In addition, 73 food complaints relating to suspected food-borne diseases and contaminated products were received by Council's Health Services Branch. This resulted in 5 food samples being submitted to the PathCentre as part of alleged food poisoning investigations, and four 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.

The City of Gosnells, in partnership with the Armadale Health Services, provides a free immunisation service for infants and primary school children for the prevention of Diphtheria, Tetanus, Whooping Cough, Poliomyelitis,

Meningitis/Epiglottis, Measles, Mumps, Rubella and Hepatitis B.

During 2002/03, 1,633 doses were provided at Council Child Health Clinics, with over 705 children attending. A continuing initiative is the school Hepatitis B immunisation programme, servicing 23 primary schools within the Armadale Health Service area of responsibility.

It is interesting to note that despite immunisation the Department of Health reported 60 vaccine preventable diseases within the City.

# COMMUNITY



## GOAL: TO CREATE A PROUD, POSITIVE AND HARMONIOUS COMMUNITY WHICH PROVIDES OPPORTUNITIES FOR ALL.

The life and vitality of any City largely flows from the efforts of hundreds of community organisations and an army of volunteers. To encourage and nurture the strong spirit within the City of Gosnells over 2002-2003, Council ensured that the services it offered were complementary to and worked closely with these organisations.

Leisure World maintained its standing as the City's premier leisure facility, continuing to provide and promote a range of programmes with a focus on youth, seniors and families with young children.

Despite restrictions due to flooring renovations and installation of a new spa, 387,369 visitors enjoyed Leisure World facilities.

As part of further development of key markets, two very successful Family Fun nights were introduced, attracting more than 450 people.

During the year a package was developed to encourage use of Leisure World Fitness Centre by young people aged 17 and under. By proactively tailoring a health and wellbeing programme to suit, Leisure World was able to establish an ongoing relationship with young people interested in keeping fit. To the end of June 2003, 14 memberships were sold demonstrating a 'can do' attitude by the staff at Leisure World.

Fitness programmes for older people were re-branded to better suit the requirements of our ageing population.

'Baby Boomers Group Fitness' now complement classes run through the local health services: Aquarhythmics (Community Physiotherapy Services), Hydrotherapy (Arthritis Foundation) and Physiotherapy (Maddington Physiotherapy). Total attendance this year for these classes was 6,727.

The enormously popular Swim School continued to grow and develop programmes for seniors. During 2002/03 the Swim School staff provided 51,498 swimming lessons – nearly 1,000 of which were given to adults.

Key initiatives from Community Programmes included a focus on Indigenous and Multicultural affairs.

An Indigenous Project Officer position was established from a previous youth



position, with responsibilities for delivering programmes under the Safe City Initiative, establishing stronger links with the local Noongar community and considering cultural and heritage issues.

Needs of the City's culturally and linguistically diverse community were met through Women's Forums, the hugely popular Multicultural Food Fair, Cultural Showcase days and performing art programmes.

The City also began work with the State Government's Early Years Strategy to make sure it takes a coordinated approach to programmes and services for children 0-8 years and their families.

Social and healthy lifestyles were encouraged through three new programmes - Fit 'n 50+ Walking group, Pram Walking group and Young Parents Programme. The City provided support to help these groups establish and grow to the point where they will have the tools to continue autonomously.



The Community Sponsorship Programme continued to establish mutually beneficial partnerships between the City and the community, offering support and, where necessary, leadership in delivery of programmes to meet community needs.

Latest Census figures show that the City of Gosnells has a high population of seniors and relatively high population of pensioners. Seniors and Disability branch demonstrated an inclusive approach to the delivery of services to this sector by ensuring that, at all times, the independence and quality of life of the customer was paramount, whether through the provision of meals on wheels to assist an older person to remain in their home, or by ensuring all staff had an awareness of issues which could impact on customers with a disability, through Corporate Disability Awareness Workshops.

Statistics from Seniors and Disability Services indicated that in the 2002/03 financial year, 38,972 meals were either delivered through the Meals on Wheels

service or served to customers in the Addie Mills Centre dining room. There were 3,147 completed Podiatry appointments, and over 4,000 hours of service delivered through the VIP and Busy Hands Craft programmes. Further, 7,664 hours of direct community based respite services were supported by over 4,000 hours of planning, assessment, information, referral and advocacy activities.

One hundred volunteers worked at the City's Addie Mills Centre, providing services to Seniors and people with a disability. Many volunteers were Seniors themselves and it was terrific over the year to see them sharing experience and skills for the benefit of their community. Volunteering with the City of Gosnells during 2002-2003 brought many benefits, including ongoing professional and personal development, the opportunity to work with focused and vibrant teams, and the personal reward that came from making a positive difference to people's lives.



An essential ingredient to any recipe for a fulfilled, positive and harmonious community is to make sure the built environment caters for everyone, providing a range of land uses in appropriate locations. In assessing and determining development applications, best practice processes and design principles were applied. The City worked on production of a number of Outline development plans addressing the social, economic and environmental aspects of urban environment. The City's focus on sustainability in planning and adoption of Safe City Urban Design principles, particularly where rapid residential growth was occurring, went a great way towards creating close communities.

Last year the City budgeted \$1,155,000 for footpath construction to encourage interaction and recreation across communities. The City's footpath network project provided ease of movement for

families, cyclist and seniors, particularly those who relied on the use of gophers.

Parks and Buildings Services continued to maintain and improve the City's 7,380ha of public open space and recreational activities.

Langford Oval received major attention, with turf renovation, floodlighting and an athletic track upgrade. Cricket pitch covers went onto Sutherlands Reserve, Mills Park, Hume Road Reserve (which also had turf renovation) and Thornlie Reserve.

Teams carried out a detailed maintenance programme on the City's 256 parks, including mowing, replanting, playground safety inspections and upgrades to signage and other infrastructure.


Play Equipment was upgraded in Mary Carroll Park and Pallinup Place Reserve,

while shade sails were erected over the play equipment at the Empire Way Reserve.

Keeping 40,000 street trees in a healthy and safe condition was no simple task, while pruning street trees to conform to Western Power requirements was a major cost to the City.

Twenty-six arterial roads were included in a verge maintenance programme, and vision hazard mowing was carried out on roads across the City in late Spring to reduce site hazards for motorists.

Often erroneously regarded as an enforcement arm of local government, Ranger Services played a key role in maintaining community wellbeing. Calls regarding dog attacks, abandoned vehicles, straying dogs and livestock - all of which can cause major problems in residential areas - evoked prompt response from City Rangers.



Over the year, Rangers also visited a number of schools to talk to children about their work in the community and to encourage them to register their pets.

Registration of dogs is the best way to assist the City to promptly reunite animals with their owners. Disappointingly, a total of 999 dogs were impounded during the year, a significant increase on the previous year. Of these, 622 were claimed, sold or re-homed and the remaining 377 were euthanased by a veterinarian.

The most easily recognisable community services provided by local government are libraries. Gosnells, Thornlie, Kenwick libraries, and the Langford service were open for a total of 7,700 hours for community use. The community borrowed 622,360 items and made 296,850 enquiries, a clear indication that libraries continue to be a main source of information.

Self help manuals, information on support groups, how to write a resume, newspapers advertising job vacancies, activities and education classes

conducted locally, were all provided by the libraries during the year. The Jolly Jotters Group, the Genealogy Group and Book Club made frequent use of library meeting facilities.

The libraries remained the easiest and most affordable source of access to the Internet, with staff and volunteers providing over 100 hours of free training to customers.

As further testament to the strength of volunteering in the City of Gosnells, two dozen volunteers chalked up 2,300 hours of their time at the City's Wilkinson Homestead Museum, earning them a Hasluck Community Service Recognition Award Certificate for their efforts, and a nomination for Organisational Award at the National Museum Conference held in Perth.

Nearly 50 school and special interest groups visited the museum, many taking advantage of a unique Education Programme which provided a link with the past, showing our youngsters their local heritage through hands-on activities.

The Heritage Advisory Committee met every two months and was instrumental in providing advice during the sale of the historic Maddington Park homestead, owned originally by Major W Nairn in 1832 and then the Harris family since 1870.

# COMMUNICATION



## GOAL: TO FACILITATE EFFECTIVE COMMUNITY PARTICIPATION AND CONSULTATION, AND TO DEVELOP AND PROMOTE A POSITIVE IMAGE OF THE CITY.

We live in an era of information networking and sharing. Today people expect to be fully consulted and informed about matters affecting their lifestyle and interests.

During 2002-2003 the City of Gosnells was proactive in ensuring that ratepayers were included in decision-making and kept up to date with details of developments.

This policy paid dividends in terms of ratepayer satisfaction with the City.

In May 2003, the City commissioned a Community Consultation Survey of ratepayers to provide reliable data on community opinions for consideration during the development of the City's Strategic Plan revision.

A telephone survey with a rigorously controlled sample was used to ensure that results of the survey were representative of the wider community. The sample was matched to population statistics for age and gender, and for suburb population sizes. The total sample was highly reliable, having a sample error of no more than plus or minus 5% at a 95% confidence level.

Significantly, 45% of ratepayers felt that it was easy to get information about events and issues in the City.

More than 75% said they looked for information about events and issues that happened in the City in local newspapers, while 90 per cent felt that a monthly insert in the local paper was a good way for the Council to communicate with ratepayers.

This was particularly good news, because in September 2002 the City launched COG News, a monthly community newspaper delivered to households via an insert in a local newspaper.

While only ten issues were published to June, there was evidence COG News was building recognition as an easy to read, people-friendly newsletter designed to keep the community up to date on City projects, events and programmes.

Close consultation and co-operation with community and business leaders lead to production of the City's first Economic Development Plan in May 2003. Importantly, the Plan emphasised the need to focus on improving external communication through a Marketing Campaign to promote lifestyle and



investment opportunities and in the last six months of the financial year, consultants were commissioned to produce a strategic marketing plan based on extensive consultation with business both within and external to the City, community leaders, Councillors and staff.

In putting together the City's Community Health Needs Study, researchers exhaustively canvassed the opinions of the community, health care industry, environmental health workers and medical practitioners – in fact anyone with potential to have impact on the social, spiritual or physical wellbeing of residents of the City of Gosnells.

City Facilities moved towards increasing community input into decision-making through facilitation. The fees and charges review, neighbourhood parks plan, wheeled sports facilities, Maddington golf course and Sutherlands Park master-plan were all determined through a process of facilitation and structured interaction with community groups.

The City's new-look web site was a successful joint development with two other Cities and the City was a joint winner of the Yellow Pages Asia Pacific Information Technology & Communications Awards For Excellence 2002 with Alphawest and Cities of Bayswater and Belmont.

Major projects such as Gosnells Town Centre Revitalisation Scheme created information bases on the City's website, posting background information, regular updates and an open invitation to provide feedback.

In addition to web news, the revitalisation team produced a regular brochure "Town Centre Update," the last of which had a second print run as a result of demand by the real estate industry for additional copies to circulate to potential investors.

Regular meetings with the Town Centre Reference Group also kept both the community and Councillors informed of progress with the scheme.

Initial work on Maddington Kenwick Sustainable Communities Partnership, the City's next major regeneration project, included some early consultation with the community and establishment of guidelines to ensure total inclusion.

Full community involvement with Local Housing strategies was achieved by taking the information out to community venues, manning late-night shopping centre displays and hosting community workshops. This comprehensive consultation resulted in an ability for disparate sections of the community to reach consensus, as evidenced by the successful results of a workshop attended by residents of Beckenham to discuss their local housing strategy.

City Planning began work on a series of information sheets designed to inform residents about planning procedures in layman's terms. A list of Frequently Asked Questions on Outline Development Plans has been produced, while others, including a simple guide to planning terms, are in production.



In updating its system for project management Technical Services introduced a focus on development of communication plans for larger projects. These plans ensure that the community and users are involved and kept aware of work that will affect them.

The Safe City Initiative Education Project for Schools (SEPS) provided information and resources to 30 classes at schools across the City to educate students about crime prevention. More than 9,000 students – every primary school in the City – enjoyed a Constable Care Puppet Show as part of the Safe City Initiative.

The City also promoted a new eWATCH Programme, an anti-crime assistance system based on using email to help track down criminals, provide local Police with information and keep everyone informed about crime prevention strategies.

Leisure World's new state-of-the-art spa was launched by Paralympic Gold medallist Priya Cooper, attracting wide media coverage and positive publicity.

Suggested plans for future redevelopment of Leisure World were advertised extensively through displays and surveys at Leisure World, Thornlie Square Shopping Centre, Gosnells Library, Council Administration Customer Service area and the Addie Mills Centre. Overall support for the redevelopment was very strong with 81% of respondents to feedback forms indicating support for the proposal.

Informal feedback and/or formal evaluations were used throughout the year to ensure customers at the City's major seniors meeting place, the Addie Mills Centre, remained satisfied that services and programmes were relevant and effective.

Customers were encouraged to assist in planning services and programmes. For example, the City's Take A Break holiday respite programme invited participants to actively plan all aspects of their holiday, including location and staffing. Several programmes run from the Addie Mills Centre were based entirely on addressing issues that customers raised, such as the Safer Seniors and SafetyLynx programmes.

The City actively sought advice on youth issues from Gosnells Youth Advisory Council (YAC) and supported programmes and events organised by YAC for young people.





*A Guide to Working with Noongar People* was developed to assist both Council staff and the community to understand the Noongar culture. This guide is an important communication tool to ensure the City includes all sectors of our community in its decision-making process.

As one of the largest local government areas in Metropolitan WA, the City made sure information reached every resident, not just those who lived close to its main Administration Centre, by using its library service as a "shop front" for Council minutes, annual reports, development proposals, project displays, brochures, information sessions and information materials.

Community Notice Boards at all three libraries promoted local group's activities, advertised events and informed the community about matters of public interest.

# ECONOMIC DEVELOPMENT



**GOAL:** TO FOSTER A PROSPEROUS,  
SUSTAINABLE, DIVERSE ECONOMIC BASE FOR  
THE FUTURE.

OVER THE PAST FINANCIAL YEAR THERE HAVE  
BEEN CLEAR INDICATIONS THAT BUSINESS  
INVESTMENT IN THE CITY HAS A BRIGHT  
FUTURE, FLOWING LARGELY FROM THE CITY'S  
LEAD IN TACKLING URBAN REGENERATION  
THROUGH GOSNELLS TOWN CENTRE  
REVITALISATION SCHEME.



In June, Melbourne based economic analysis consultants Macroplan said there was evidence of strong private sector investment flowing into the town centre, indicating that the revitalisation scheme was on target to deliver significant benefits to the community.

The City commissioned Macroplan to gauge progress on the revitalisation scheme. The company identified 22 individual projects and assessed private sector response to the Local, State, and Federal government funded project.

In its report, Macroplan said in typical revitalisation projects, government spending took place first to be followed by private sector investment. However, in the case of Gosnells town centre, a different pattern had emerged. Although the scheme was still being implemented, private sector investment was already higher than government expenditure.

The report said: "A comparison of the current level of Government expenditure

*Local/State and Commonwealth investment of between \$5,404,015 and \$5,937,949 and the private sector level of \$8,557,695 is possible."*

Macroplan compared Gosnells Town Centre to other significant revitalisation projects around Australia such as Frankston in Victoria, Mooloolaba in Queensland, and Geelong Waterfront Development in Victoria and concluded that:

*"... from a benchmarking perspective, the Gosnells Town Centre Revitalisation Scheme is performing well. It is demonstrating a positive return on investment through the use of public funding which has already levered significant private sector investment, which would not have been realised otherwise. The previous underperformance of the Gosnells Town Centre has been arrested and the Revitalisation Scheme is on target to deliver significant benefits over a ten-year life cycle of the project. The ongoing implementation of the project should see a continuation of this success."*

Private sector investment generally occurred through major refurbishment of shop fronts along Albany Highway, upgraded carparking, community artwork, contribution towards the cost of road works and investment by new businesses attracted to the Town Centre.

Generally, during 2002-2003 the scheme moved into the implementation phase of its project life cycle. The flagship development for Gosnells Town Centre, an \$11.3 million Civic Complex incorporating a new Library, Lotteries House and Business Incubator, showed the integration of sustainable development when construction began in March 2003, with completion scheduled for early 2004.

Design work began on a Town Square to be constructed adjacent to the Civic Complex. A new access route, Federation Parade South, was planned for completion at the same time as the Civic Complex and Town Square. By the close of the financial year work was also well under way on sliplanes along the



western side of Albany Highway to allow easier access and egress to the City's commercial areas. Plans and designs for an extensively upgraded Pioneer Park were presented to Council, with on-site works due to begin in the first half of 2004.

The City's first Economic Development Plan was unanimously endorsed by Council in May 2003. This strategic document provided insight into the City for investment purposes and will guide future allocation of the City's resources. New initiatives recommended in the plan focused on improving external communication through a City of Gosnells Marketing Campaign to promote lifestyle and investment opportunities, the establishment of a pro business attitude, and ensuring that opportunities for investment and wealth creation were encouraged through the planning process. The key issues identified for action were:

- Marketing and Promotion
- Organisational Change
- Co-ordination of Public & Private Sector Effort
- Revitalisation Projects
- Tourism
- Infrastructure and;
- Technological Change

During the consultation process for the Economic Development Plan it was clear there was support for expansion and/or regeneration of Maddington Industrial Area. An Industrial Area Demand Study recommended rezoning land from rural to industrial to facilitate future employment growth and suggested the City should encourage redevelopment or improvement of the older parts of the existing industrial area. The study said the proposed rezoning had the potential to provide between 3,675 and 4,847 local job opportunities.

An integral part of the City's new Civic Complex will house Gosnells Centre for Business Development, a small business incubator facility to help small business establish and maximise employment opportunities. A steering group was established during the year to assist Council to plan and establish the facility, which will have a significant presence fronting the Albany Highway.

Gosnells Armadale Business Enterprise Centre, a small business information and advice service, was partially funded by the City of Gosnells to assist in the start up of new businesses and the growth of existing businesses. In ten months of trading during the 2002/2003 Financial Year the service provided assistance to over 2,200 clients mainly in the Gosnells, Armadale areas as well as issuing over \$80,000 to eligible businesses under the Small Business Smart Business programme. The trend to SOHO (Small office/home office) working increased



with the start up of 45 new businesses, many of them home based.

As well as part funding the establishment of Gosnells Armadale Business Enterprise Centre, the City assisted the business community by sponsoring a City of Gosnells Business Excellence Award through Gosnells Local Chamber of Commerce and Industry, provided committee membership on the Chamber, and held regular business forums to present a range of issues and opportunities to the business community. A positive result from Council's focus on economic development was the fact that 54% of residents surveyed in May 2003 felt the City had improved as a place to invest over the past three years.

Residents' views were borne out by economic indicators which showed strong growth in the City over 2002-2003. REIWA reported a 20 per cent jump in house prices in some of the older suburbs of the City, while the Commonwealth Bank's Economic Insight listed the City of

Gosnells as one of the top regions for building activity across Australia in 2002-2003.

With 1207 house approvals, Gosnells was listed as seventh out of the 20 fastest growing regions in Australia and the second fastest in Western Australia.

Building Services reliably shouldered the brunt of the continuing strong demand for new housing. The period from 1 July 2002 to 30 June 2003 saw the continuance and improvement of the building activity experienced last financial year. In fact, the figures were exceeded in overall building approvals, mainly in new homes.

During 2002-2003, a total of 3,378 building permits were issued, with a construction value of \$203.2 million. Of these, 1207 were new home approvals at a value of \$138.6million.

As growth continued in new suburbs, the City retained its focus on regenerating older areas. In March, WA Premier,

Hon Geoff Gallop, MLA, announced his government would enter into partnership with the City to create a sustainability model for regeneration of urban areas. Maddington Kenwick Sustainable Communities Partnership will establish more effective co-ordination of various agencies and resources to ensure sustainable outcomes for the local community.

In the same month, the City entered into a Contract for Sale and Development of a large tract of City owned land in the suburb of Huntingdale with a return to the community of more than \$2 million. This project will see the development of approximately 200 new dwellings and will provide jobs during the construction period as well as improving local infrastructure with the construction of Gay Street through to Warton Road, Huntingdale. The development of this land will also open up a large part of Huntingdale to future residential and commercial development.



Adoption and use of 'flexible' planning instruments such as Outline Development Plans enabled Council to respond quickly to business and commercial needs. Canning Vale ODP established a series of local neighbourhood centres and a number of development proposals were considered and approved which will contribute to achieving this goal.

In keeping with the City's emphasis on sustainability and move towards project-based facilitation, a number of projects and development applications had economic development input to ensure that their potential economic impact was taken into consideration by Council.

City Facilities adopted a process of early planning and development of community facilities and services – particularly in Southern River and Canning Vale – with a view to assisting in attracting businesses and residents to the area.

A City of Gosnells Business Directory was provided on the City website, [www.gosnells.wa.gov.au](http://www.gosnells.wa.gov.au), as a resource to the community and business by accessing Yellow Pages business listings. This promotes local businesses and is a practical market research tool for small business.

Employment potential of the City's workforce was maximised by providing work experience and training opportunities where possible within the organisation.

For example, during 2002/03, two Fitness Leader students completed their TAFE practical course work in the Leisure World Fitness Centre and four local high school students completed Work Experience Placements to gain experience assisting in the Leisure World Café, Crèche and on Reception.

A Work for the Dole programme, administered by Communicare and delivered by the City of Gosnells Youth Services at Kenwick Youth Centre proved successful with participants receiving on-going employment opportunities.

City Libraries provided assistance with Internet training, job applications, literacy skills, learning English as a second language and the Free Tax Help Service, run from July to October at the libraries by the Australian Taxation Office.







One of the main attractors of economic investment is good transport infrastructure. Major improvement projects to the City's road network undertaken by Technical Services included:

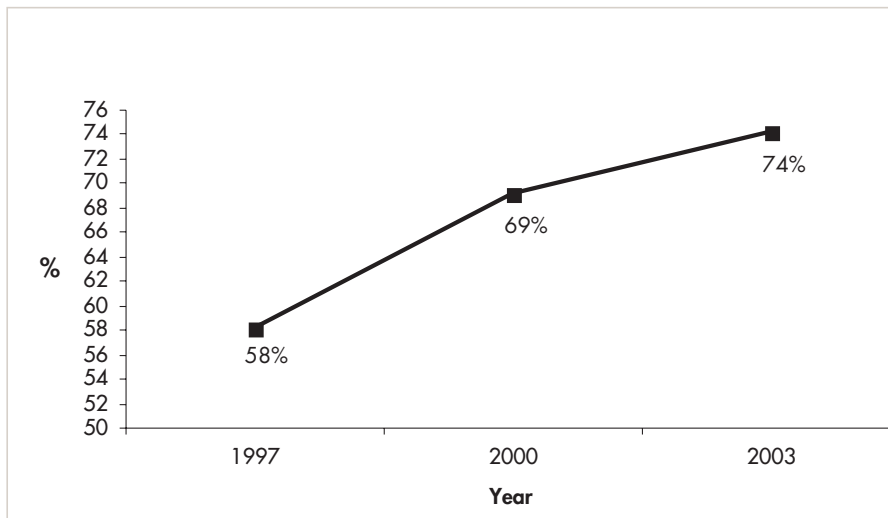
- The continuation of pre-construction activities (design, land acquisition, service relocation) for the \$3.7M Kelvin Road second carriageway construction. Construction work will commence next financial year.
- The completion of the construction of the second carriageway for Corfield St from Dorothy St to Verna St in Gosnells at a cost of \$930,000. This section will be landscaped next financial year.
- The construction of a new footbridge over the Southern River at Southern River Rd. The budget for this work is \$234,000.

In addition, a road rehabilitation programme of \$895,000 included a major rehabilitation of Canning Mills Road between Chevin Road and Mills Road East plus extensive resurfacing works.

# ORGANISATION



GOAL: TO BE AN INNOVATIVE, DYNAMIC, CUSTOMER FOCUSED ORGANISATION THAT SERVES THE NEEDS OF OUR CURRENT AND FUTURE CUSTOMERS.



The 2003 Community Consultation Survey of residents indicated that the level of customer satisfaction had increased to 74%, The equivalent result from the residents' survey in 1997 was 58% and then 69% in the 2000 survey.



In recent years, local government in Australia has moved away from a process of regulation towards a process of facilitation. Nowhere has this been more apparent than in the City of Gosnells, particularly over 2002-2003, where every member of staff across the organisation embraced the concept of excellence in service to both internal and external customers.

This approach has resulted in positive feedback from the community. The City's Community Consultation Survey respondents showed that 74% of ratepayers who had contacted the Council at least once in the last year were satisfied with the way their contact(s) were handled.

The survey went on to say, *"Although formal benchmarks specific to WA Local Government do not exist which can be used to directly compare these results, in customer satisfaction research generally satisfaction scores above 70% are widely considered to be a good*

*performance, and above 80% to be excellent, making this a very solid result for the City."*

The high satisfaction rate may largely be due to the organisation's willingness to adapt to changing circumstances.

Customer Services reported that while there was a significant increase in customer contact over the past year both over the counter and via telephone, there was a change in the pattern of contact that required lateral thinking to maintain a high level of service.

On the one hand there was an increase in customers due to residential development through the City of Gosnells, while on the other, additional payment options for rates via phone banking, Internet etc. resulted in less pressure on customer services officers as rate notices were issued.

This allowed staff time to mount additional information displays in the customer service areas, with the result

there are now weekly displays to advise the community about the City's programmes and services, as well as matters of general public interest.

As the fourth largest local government area in Western Australia with operating revenue in excess of \$40 million sound financial management is essential if the City is to meet the needs of the community.

Over the year Financial Services were responsible for the mammoth task of recording and processing the costs attached to the complex major capital works currently being undertaken by the City and worked with each business unit to create a seamless reporting mechanism across all areas.

Management was provided with regular and detailed financial information to assist with planning and budget control, while accounting systems and methods were continually reviewed in line with statutory and commercial requirements.



New investment opportunities were investigated and updated to ensure liquid funds produced the maximum return available, whilst retaining the integrity of the investment.

At the beginning of the financial year the City had four of its Australian Workplace Agreements still to be negotiated. Those Agreements were successfully negotiated consistent with the City's philosophy of being regarded as an "employer of choice" in local government.

Occupational Health and Safety was an important area in which Human Resources (HR) has an integral role in influencing the direction and standards for the City. The City adopted an innovative approach in incorporating a comprehensive health programme into the safety programme.

Local Government is a self-insured industry in relation to Workers'

Compensation; premiums are calculated on performance. The City's performance in regard to Health and Safety, and Workers' Compensation management resulted in a reduction of premiums for the following year. This is a significant achievement in a climate where insurance premiums are increasing dramatically.

The City's staff turnover remained at reasonable levels compared to local government and general industry standards, which reflected positively on the management style. However, given the size of the City's workforce, a significant volume of recruitment was still undertaken.


HR reviewed its processes to ensure that the City attracted and retained the best available talent. A training calendar was developed and corporate training coordinated for the City.

The HR team also provided professional advice in relation to HR matters to all levels of the City's workforce. The team coordinated the publication of the City's "Grapevine" newsletter, managed the Employee Assistance Program, coordinated the Staff Development Cycle programme and ensured payroll services were conducted in a timely and accurate manner.

Information services completed another busy year providing support and services to internal and external customers.

Updated web technology development resulted in the release of a new City web site, provided in a contemporary and user-friendly format, with comprehensive information regarding the City and its services, including additional and improved access to on-line documents.

Release of a new City Intranet followed, providing staff with a more dynamic,



accessible and focussed access point to relevant information. Both the web site and intranet are managed by staff by the implementation of a content management system for both sites.

Geographical information services matured and expanded and an internal review of the provision of this service saw the formation of a new Spatial Services team, incorporating all mapping and geographical services. Work commenced on the implementation of access to this tool via the City website for external customers.

Information technology infrastructure was maintained and updated in line with Council's ongoing commitment to maintain a high standard of information technology to support business processes and services.

Telecommunication improvements were realised with the installation of new telephone systems at both the Administration and Operations centres, including integration of voice mail with the City's email system.

Records Management Services provides a core service to all internal staff, and to external customers, particularly in the area of Freedom of Information applications. This busy service undertook an additional project involving a review of the City's archived document store. All documents are managed under the City's Archival and Disposal schedule, as legislated by the State Records Act 2000. All documents to be retained under that schedule are being scanned into the electronic records system.

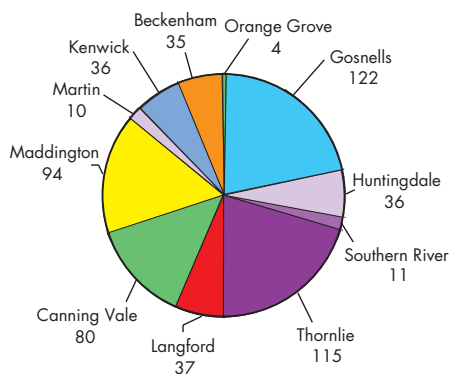
During the year asset and project management processes were developed within Technical Services to improve service delivery. This included training personnel and a formal review of existing processes. New methodologies to measure performance and ensure the attainment of project and programme objectives were employed and in consequence there were significant improvements in service delivery.

The Community Consultation Survey showed the need to improve streetscapes was regarded by customers as a high priority. Work began on streetscape master plans for some of the older suburbs of the City, while for newer suburbs, inter-divisional planning teams were developed by City Facilities to ensure best use of the City's knowledge and skill base.

Parks and Gardens rose to the challenge of finding appropriate resources to meet strong growth in population and infrastructure throughout the City, particularly in Canning Vale, Southern River and Langford. New assets coming on stream were maintained with an efficient mix of in-house staff and contractors.



Of the 581 service requests dealt with by Health Services, the suburb of Gosnells recorded the highest number of requests, followed by Maddington, Thornlie and Huntingdale. All were investigated and the complainants advised of the outcome and action taken.



**Number of Complaints by Suburb**

The City of Gosnells was a joint recipient of a best practice WALGA award in 2002, for a process Ranger Services implemented to resolve Barking Dog complaints under the existing provisions of the Dog Act 1976. This award winning process demonstrated what could be achieved when local governments worked together. City officers received 271 complaints relating to dog barking in the reporting period, the majority of which were satisfactorily resolved to the satisfaction of the complainant.

The City's Seniors and Disability Service worked in partnership with several government and non-government agencies to deliver focused, effective and sustainable services and programmes for the community.

The Service focused on maximising partnership arrangements both from a service delivery and funding perspective,


providing value-adding assistance to major corporate projects such as the Gosnells Town Centre Revitalisation Scheme and the Maddington Kenwick Sustainable Communities Partnership.

The Disability Services Commission – Making a Difference Award – was awarded to the City of Gosnells Youth Advisory Council in September 2003.

The City of Gosnells Safe City Initiative was extended to meet the needs of seniors, people with disabilities and youth through the Safer Seniors and SafetyLynx Programmes. SafetyLynx proved particularly successfully, tackling security and safety issues and providing youth programmes that included activities, workshops, art and dance.

Over the past 12 months the Safe City Initiative won no less than nine awards for various programmes and services aimed towards crime prevention in the City. In particular, the Planning Institute





of Australia (PIA) recognised the excellence of the Safe City Urban Design Strategy, which uses innovative planning and design techniques to reduce the opportunity for crime.

The City received three awards from the PIA for its work in this area.

These awards also reflected dynamic change in approach to customer service by Planning and Sustainability. Staff adopted a whole-of-organisation approach to customer service delivery, mounting late night shopping mall displays, facilitation workshops and Q and A sessions with the community.

Importantly, building maintenance staff and parks officers provided a 24x7 callout service to attend to any matters that required urgent attention.

Leisure World undertook two major capital improvement projects to provide better customer service. It became the first major Western Australian aquatic leisure facility to install a new type of flooring to

the 'wet side' of the Centre. The product's excellent performance at Leisure World has resulted in its use in a number of other metropolitan Centres currently undergoing refurbishment.

Redevelopment of the Spa Area produced one of the finest Universal Access facilities of any public leisure centre in Australia. Usage and income from this area has jumped dramatically. Income is up by over 80% and usage by people who qualify for concession entry has grown by more than 200%.

Nearly 53,000 people were enrolled as library users during 2002-2003 and a public library was available to the community in the City of Gosnells 7 days per week.

The Housebound Readers Service or books on wheels courier provided over 300 hours delivering library materials to those in the community unable to leave their homes due to illness or frail age. Kenwick Library expanded to offer the

service in May 2003. The City's free seniors bus service also provided over 51 hours access to Gosnells and Thornlie libraries for older customers with transport difficulties.

Children's Services delivered more than 160 hours of story telling sessions, school holiday activities and an after school Interactive Kids Club. Children's Book Week was held at Maddington Metro Shopping Centre with prizes provided by the Centre for winning displays as well as morning tea for all 250 children and adults who attended the opening ceremony. Funding was provided by Gosnells Framing Gallery and the Children's Book Council.

# REPORT ON PRINCIPAL ACTIVITIES



EVERY YEAR THE CITY OF GOSNELLS PRODUCES A PRINCIPAL ACTIVITIES PLAN OUTLINING MAJOR PROJECTS IT ANTICIPATES THE CITY WILL BE INVOLVED IN DURING THE SUCCEEDING FOUR YEARS.

PROGRESS AGAINST THESE PROJECTS IS RECORDED IN THE ANNUAL REPORT. THIS YEAR WE ARE REPORTING AGAINST THE 2002 PRINCIPAL ACTIVITIES PLAN.



Principal Activity	Status
<b>Information Technology and Records Management</b> Computer Replacement Increase Network Band Width Retrospective Document Scanning Replace Financial, Property software	Ongoing Completed In Progress In Progress
<b>Southern River Urban Development Framework</b> Progress Urban Water Management Strategy Develop Holmes Road ODP Programme and Plan ODP Precincts and Staging	Completed In progress In progress
<b>Safe City Initiative</b> People In Parks Neighbourhood Watch eWATCH Crime Prevention Communication System Safe City Education Project for Schools Community Liaison Service Anti Graffiti Programme	All ongoing
<b>Waste Management</b>	Ongoing
<b>Libraries &amp; Heritage</b> Oral History Programme Development of Operational and Transitional Planning for the new Gosnells Library and Heritage Centre  Indigenous Resources and Workshops Project  Management of Conservation Plans for the Gosnells Museum - Wilkinson Homestead and Kenwick Pioneer Cemetery Review of the Municipal Inventory Seniors Library Mentoring Programme  Signage for Heritage Precincts	Ongoing Deferred to February 2004 Deferred to July 2004  Ongoing Completed Deferred to February 2004 Ongoing



Principal Activity	Status
<b>ROAD ASSET MANAGEMENT</b>	
<b>Drainage Construction</b>	
Gross Pollutant Traps	In Progress
Drainage Problems - Various	In Progress
King Street - Compensating basin	Not Required
Drainage Works - TPS 15	In Progress
Sewer Design & Construction - TPS 17	In Progress
Drainage Construction - Canning Vale ODP	In Progress
<b>Footpath Construction</b>	
Streatham St - Rochester Way to Ladywell St	Completed
Hester St - Spencer Rd to Ellison Dr	Completed
Spencer Rd - Debenham St to school crossing	Completed
North St - Lacey St to William St	Completed
Garden St - Sugarwood Dr to Yale Rd	Completed
Camberwell St - Beckenham St to William St	Completed
Canning River Cycleway - Various	Completed
Ellison Dr - Spencer Rd to Hester St	Completed
Hardinge Rd - White Rd to Bickley Reservoir	In Progress
Nicholson Rd - Construct pedestrian facilities (Metcalf/High Rds)	In Progress
Lyminge Street - Orlestone St to Manby St	Completed
Manby Street - Lyminge St to Blanche St	Completed
Canning River Cycle Way - Various	Completed
Pram Ramp Replacement - Various	Completed
Safety Improved Crossings - Various	Completed
Kerb Replacement - Various	Completed
Dual Use Path Construction - TPS 17	In Progress
Dual Use Path Construction - TPS 15	In Progress
Dual Use Paths - Canning Vale ODP	In Progress



Principal Activity	Status
<b>Footpath Rehabilitation</b>	
Spencer Rd - House 269 to Pembury Rd	Completed
Spencer Rd - Regency Dr to Hume Rd	Completed
Percy St - House 29 to Verna St	Completed
PAW's - Various	Completed
Culross Ave - Thornlie Av to Connemarra Dr	Completed
Spencer Rd - Spring Rd to Yale Rd	Completed
Spencer Rd - Hester St to Wilfred Rd	Completed
William St - Camberwell St to Albany Hwy	Completed
Spencer Rd - Selby St to Thornlie Av	Completed
Pitchford Av - Westfield St to Albany Hwy	Completed
Gosnells Rd West - Albany Hwy to Alcock St	Completed
SE55 - Perth Bicycle Network - Bicycle Route Enhancement	In Progress
SE66 - Perth Bicycle Network - Bicycle Route Enhancement	In Progress
SE66 - Perth Bicycle Network - Bicycle Route Essentials	In Progress
SE36 - Perth Bicycle Network - Bicycle Route Essentials	In Progress
Rushbrook Way - Cassidy St to Cassidy St	Completed
Selby St - Spencer Rd to Martindale Ave	Completed
Turley Crt - Turley Way to Cul-de-sac	Completed
Turley Way - House 12 to Turley Crt	Completed
Walter St - Wheatley St to Hartley St	Completed
Wilfred Rd - Cameron St to Wilfred Crt	Completed
Brixton St - Saturn St to Bickley St	Completed
Brixton St - Bickley Rd to Dulwich St	Completed
Spencer Road - House 436 to Connemara Drive	Completed
Clara St - Hicks St to Percy St	Completed
Debenham St - School to Spencer Rd	Completed
Gaskin Rd - House 21 to Kenwick Rd	Completed
Gaskin Rd - House 40 to House 47	Completed
Gaskin Rd - Foreman St to House 40	Completed
Wheatley St - Stalker Rd to Dorothy St	Completed
Fremantle Rd - Hartley St to King St	Completed



Principal Activity	Status
<b>Road Construction</b>	
Connell Ave - Manning Ave pedestrian upgrade	Completed
Laneway - Royal St to Apperley St	Completed
Railway Parade - William St to Rochester Av	Completed
Anaconda Dr - Chamberlain St to Corfield St	Completed
Sevenoaks St - William St to Albany Hwy	Completed
Aldinga St - Belaring St Intersection	Completed
Land Acquisitions - Various	In Progress
Road Crash Funding - Various (Black Spot)	In Progress
Minor Works - Various	In Progress
Kelvin Rd - Stage 1&2 Stebbing Rd to Bickley Rd to Tonkin Hwy	In Progress
Road Construction - TPS 17	In Progress
Road Construction - Canning Vale ODP	In Progress
<b>Road Rehabilitation</b>	
Blanche St - King St - George St	Completed
Chevening Pl - Bickley Rd - cul-de-sac	Completed
Cockram Rd - Mills Rd East - cul-de-sac	Completed
Sevington St - Aldington St - Miller St 2	Completed
Verna St - Chamberlain St - Hse No. 267	Completed
Ranford Rd - Warton Rd - intersection	Completed
Hemeleers St - Elsie St - Harry St	Completed
Coulston Wy - James St - cul-de-sac	Completed
Canning Mills Rd (2) - Mills Rd East - Douglas Rd	Completed
Canning Mills Rd (1) - City Bdy - Mills Rd East	Completed
Brookman Av - Langford Av - Nicholson Rd	Completed
Hicks St - May St - Verna St	In Progress
Harry St - James St - Eudoria St	Completed
Lyminge St - Corfield St - Manby Pl	Completed





Principal Activity	Status
<p><b>Road Rehabilitation</b></p> <p>Milleara Rd - Connell Ave - Karralika Cres            Orlestone St - Lyminge St - cul-de-sac            Nicholas St - Dorothy St - Bray St            Crossford St - Kenmare Ave - Glyndebourne Av            Bramling St - Ashford St - Aldington St            Celebration St - Elizabeth St - North St            Crack Sealing - Various</p>	<p>Completed            Completed            Completed            Completed            Completed            Completed            Completed</p>
<p><b>Other Infrastructure</b></p> <p>Power Line Upgrading - Canning Vale ODP</p>	<p>In Progress</p>
<p><b>City of Gosnells Leisure World</b></p> <p>Wet Side Floor Surface            Spa Redevelopment</p>	<p>Completed            Completed</p>
<p><b>Southern River Road Site Rehabilitation</b></p> <p>Removal and appropriate disposal of all buried metallic objects.            Removal of material exceeding HIL-F criteria and disposal of this material to an approved landfill facility.            Remediation of any sheen of free phase hydrocarbons from groundwater encountered during remedial works.            Backfilling of the excavation with clean material, levelling of the site and placement of a minimum 0.5m of clean material over the site.            Groundwater monitoring and the preparation of contingency plans associated with the remedial works as agreed with the DEP.</p>	<p>This is largely dependant upon approvals from the Environmental Protection Authority however it is anticipated work should commence in 2003/2004.</p>
<p><b>Revitalisation of Gosnells Town Centre</b></p> <p>Main Street            Road Network            Civic Complex            Streetscape Improvements            Pioneer Park</p>	<p>Completed            In Progress            In Progress            In Progress            In Progress</p>



Principal Activity	Status
<b>Plant Replacement</b>	Ongoing
<b>Parks and Reserves Development</b>	
Oak Tree Ct (Install bollard fencing)	Completed
Towton Way (Garden kerbing)	Completed
Kurrajong Reserve (Playground drainage)	In Progress
Tom Bateman Reserve - Construction of "Community Development Nodes" (seed funding only from City)	In Progress
Wilkinson Homestead (Extend reticulation to the rear of the property)	Completed
Barbeque (Wilby Reserve)	Completed
Beckenham Community Centre (Replace manual system with automatic retic. system)	In Progress
Realign Cricket Pitch (Mills reserve)	In Progress
Barbeque and shelter (The Avenues)	Completed
John Oakey Davis Reserve (Install bollard fencing)	Completed
Empire Way Reserve (Shade sails)	Completed
Barbeque x 2 (Administration)	Completed
Cricket Pitch Covers (Sutherland, Mills, Hume, Thornlie)	Completed
Jean Garvey Reserve (upgrade retic. controller)	Completed
Langford Reserve (Major landscaping renovations)	In Progress
General Riverfront Rehabilitation (Hester Park)	In Progress
Athletics Track (Langford Oval) - Upgrade athletics area	In Progress
Pallinup Place (play equipment upgrade)	Completed
Mary Carroll Park (Play equipment, Rubber sofffall)	Completed
Mary Carroll Causeway (Repair landscaping erosion)	Completed
Hume Road (Major landscaping renovations)	In Progress
Hargrave Reserve (Install new automatic reticulation. system - replace above ground pipes)	Completed



Principal Activity	Status
<b>Parks and Reserves Development</b>	
Strategic tree planting (Prevent vehicle access to foreshore)	Completed
Forest Cres (Install bollard fencing)	Completed
Partridge Way Reserve (Install new automatic retic. system - replace above ground pipes)	In Progress
Replacement of reticulation system on Tom Bateman Reserve (western ground) as agreed by Council	In Progress
Mary Carroll Park (Install new automatic retic. system - replace above ground pipes)	Completed
Tom Bateman Reserve - Development of wetlands adjacent Roe Highway and Cameron Street	In Progress
Development of Wheeled Sports Facility in site to be determined (Canning Vale)	In Progress
Empire Way (Install bollard fencing)	In Progress
Floodlights (Langford Oval) - Installation of small ball standard floodlights	Completed
Development of Wheeled Sports Facility in Robinson Park (Gosnells)	In Progress
Public Open Space Development	In Progress
Acquisition of Land for POS - Canning Vale ODP	In Progress
Kelvin Road Waste Disposal Site Rehabilitation Project	In Progress
<b>Maddington Kenwick Sustainable Communities Partnership</b>	
Project Initiation Set-up, Reporting, Structure and protocols	Completed
Data Collection and Research	In Progress
Community consultation / Communication Plan	In Progress
Commence community consultation / communication	In Progress

# NATIONAL COMPETITION POLICY



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.

## COMPETITIVE NEUTRALITY

No significant business activities have been introduced since the application of the principles of competitive neutrality. Council's two Significant Business Activities (those with an annual income over \$200,000) are:

- Leisure World Aquatic Centre
- Refuse Collection Service

No business enterprise conducted by the City has been classified, by the Australian Bureau of Statistics, as either a public trading enterprise or a public financial enterprise. Further, no allegations of non-compliance with the Competitive Neutrality principles have been made by any private entity.

# EXTRACTS FROM FINANCIAL STATEMENTS



- The 2002/2003 year has shown steady growth in terms of increased revenue, with gross turnover amounting to \$44,350,000, an increase on last year of some 7.2%. This can be summarised as \$37,440,000 general revenue and \$6,910,000 grant income.
- General rate collections increased 7% to \$22,843,000 due largely to new developments and increase in property valuations in the area.
- Fees and charges accounted for \$8,962,000 or 10% above those collected in the previous year.
- Returns on a variety of investments were up by 26% on the previous year and amounted to \$1,866,000, a reasonable result considering a difficult and generally lower market trend during the year.
- Operating expenses for the year amounted to \$35,568,000 and came in below budget expectation of \$35,763,000.
- Funds committed and spent on capital works during the year amounted to \$15,674,000. A large portion of this was the carry forward from budgeted capital works set in 2001/2002 with the bulk of this work linked to the development of the Civic Complex. There is a carry forward from this year of some \$6,181,000 representing the capital works in progress.
- At the end of the year the net surplus was \$7,563,000.
- General reserves amounted to \$19,958,000 which ensures the City remains debt free in the forthcoming year.



## STATEMENT OF FINANCIAL PERFORMANCE

	ACTUAL 2003	BUDGET 2003	ACTUAL 2002
<b>Operating Revenues</b>			
General Purpose Funding	27,555,571	27,500,744	25,459,257
Governance	77,580	40,150	80,341
Law, Order and Public Safety	273,985	193,690	259,599
Health	107,856	61,670	88,585
Welfare and Education	559,219	554,521	522,913
Community Amenities	4,843,722	5,614,008	4,405,646
Recreation and Culture	2,266,493	2,217,601	2,108,096
Transport	125,070	76,600	526,084
Economic Services	937,123	770,999	798,806
Other Property and Services	753,414	611,700	681,113
	<u>\$37,500,033</u>	<u>\$37,641,683</u>	<u>\$34,930,440</u>
<b>Operating Expenses</b>			
General Purpose Funding	880,675	723,689	852,894
Governance	2,774,545	2,853,553	2,428,851
Law, Order and Public Safety	1,977,541	2,076,773	1,909,766
Health	796,521	742,569	723,606
Welfare and Education	1,138,510	1,083,632	1,016,549
Community Amenities	6,830,445	7,506,782	6,327,724
Recreation and Culture	13,401,744	13,311,603	12,578,693
Transport	6,366,370	6,096,348	5,894,083
Economic Services	1,042,346	1,189,370	1,103,859
Other Property and Services	359,426	178,807	246,815
	<u>\$35,568,123</u>	<u>\$35,763,126</u>	<u>\$33,082,840</u>



	ACTUAL 2003 \$	BUDGET 2003 \$	ACTUAL 2002 \$
<b>Contributions/Grants for the Development of Assets</b>			
Law, Order and Public Safety	-	100,450	-
Health	-	-	-
Welfare and Education	-	-	-
Community Amenities	1,497,892	-	1,735,441
Recreation and Culture	255,647	510,570	58,250
Transport	1,915,579	1,870,629	2,363,473
Economic Services	2,007,937	3,219,719	2,146,864
Other Property and Services	98,701	-	65,225
	<u>\$5,775,756</u>	<u>\$5,701,368</u>	<u>\$6,369,253</u>
<b>Gain/(Loss) on Disposal of Assets</b>			
Law, Order and Public Safety	-	-	-
Health	-	-	-
Welfare and Education	-	-	-
Community Amenities	-	2,444,000	-
Recreation and Culture	-	-	-
Transport	-	-	-
Economic Services	-	-	-
Other Property and Services	(144,669)	(277,380)	(66,002)
	<u>\$(144,669)</u>	<u>\$2,166,620</u>	<u>\$(66,002)</u>
<b>CHANGE IN NET ASSETS RESULTING FROM OPERATIONS</b>			
	<u>\$7,562,997</u>	<u>\$9,746,545</u>	<u>\$8,150,851</u>

*These statements have been extracted from Council's 2002/2003 financial report.  
A comprehensive set of financial reports inclusive of Notes to the Accounts is available on request.*





## STATEMENT OF CASH FLOWS

	2003	2002
	\$	\$
<b>Cash Flows from Operating Activities</b>		
<b>Revenues</b>		
Rates	22,983,176	21,590,794
Fees and Charges:		
Local Government Property	8,752,712	8,238,730
Contributions	1,570,783	5,101,415
Reimbursements	265,778	470,513
Interest	1,868,878	1,471,439
Other Income	341,691	-
Total Revenues	<u>\$35,783,018</u>	<u>\$36,872,891</u>
<b>Payments</b>		
Employee Costs	14,190,204	12,535,432
Utilities	1,848,070	1,634,703
Insurance	932,612	730,602
Materials and Contracts	9,669,537	11,551,885
Other Expenditure	1,236,712	823,931
Total Payments	<u>\$27,877,135</u>	<u>\$27,276,553</u>
Net Cash generated by Operating Activities	\$7,905,883	\$9,596,338

**Cash Flows from Investing Activities**

Payments for Purchase of Assets	(15,674,108)	(12,911,639)
Proceeds from Sale of Assets	1,071,668	877,542
Capital Contributions		
<b>Net Cash used in Investing Activities</b>	<u>(\$14,602,440)</u>	<u>(\$12,034,097)</u>

**Cash Flows from Financing Activities**

Repayment of Debt (Principal)	-	-
<b>Net Cash used in Financing Activities</b>	<u>-</u>	<u>-</u>

**Cash Flows from Government**

Government Grants and Subsidies	6,910,102	3,682,312
<b>Net Cash provided by Government</b>	<u>\$6,910,102</u>	<u>\$3,682,312</u>

Net increase in cash held	213,545	1,244,553
Cash position brought forward 1 July	31,513,990	30,269,437
<b>CASH POSITION 30 JUNE</b>	<u><b>\$31,727,535</b></u>	<u><b>\$31,513,990</b></u>

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## STATEMENT OF FINANCIAL POSITION

	2003	2002
	\$	\$
<b>Current Assets</b>		
Cash assets	31,727,535	31,513,990
Receivables	3,640,776	3,049,327
Inventories	221,956	183,371
Prepayments	24,723	53,951
<b>Total Current Assets</b>	<u>\$35,614,990</u>	<u>\$34,800,639</u>
<b>Non Current Assets</b>		
Receivables	765,620	774,400
Property Plant and Equipment	64,230,919	59,021,294
Infrastructure	185,171,217	182,268,174
Tools	58,057	58,057
Contribution - Local Government House	15,464	15,464
<b>Total non-current Assets</b>	<u>\$250,241,277</u>	<u>\$242,137,389</u>
<b>Total assets</b>	<u>\$285,856,267</u>	<u>\$276,938,028</u>

**Current Liabilities**

Payables	(5,193,649)	(5,196,641)
Provisions	(2,773,375)	(2,624,568)
<b>Total Current Liabilities</b>	<u>(\$7,967,024)</u>	<u>(\$7,821,209)</u>

**Non Current Liabilities**

Payables	(2,331,424)	(1,189,697)
Provisions	(326,290)	(258,649)
<b>Total Non Current Liabilities</b>	<u>(\$2,657,714)</u>	<u>(\$1,448,346)</u>

**Total liabilities**

	<u>(\$10,624,738)</u>	<u>(\$9,269,555)</u>
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**NET ASSETS**

	<u>\$275,231,529</u>	<u>\$267,668,473</u>
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**Equity**

Accumulated Surplus	223,815,606	215,646,853
Asset Revaluation Reserve	31,468,194	31,468,194
Reserve Funds	14,488,044	15,626,112
Town Planning Schemes Reserves	5,459,685	4,927,314
<b>TOTAL EQUITY</b>	<u>\$275,231,529</u>	<u>\$267,668,473</u>

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**STATEMENT OF CHANGES IN EQUITY**

	<b>2003</b>	<b>2002</b>
	\$	\$
<b>Reserves - Cash Backed</b>		
Balance B/Fwd 1 July	20,553,427	19,283,854
Net Movements:		
Reserve Funds	(1,138,070)	(46,883)
Town Planning Scheme Reserves	532,374	1,512,274
Trust Accounts Reserves	-	(195,818)
<b>Balance as at 30 June</b>	<u>\$19,947,731</u>	<u>\$20,553,427</u>
<b>Reserves – Non Cash Backed</b>	<u>\$31,468,194</u>	<u>\$31,468,194</u>
<b>Accumulated Surplus</b>		
Surplus brought forward	215,646,852	208,765,575
Surplus brought forward - accumulated rounding difference	59	
Surplus from operations	7,562,997	8,150,851
Transfers to/from reserves:		
Reserve funds	1,138,070	46,883
Town Planning Scheme Reserves	(532,374)	(1,512,275)
Trust accounts reserves	-	195,818
<b>Balance as at 30 June</b>	<u>\$223,815,604</u>	<u>\$215,646,852</u>
<b>TOTAL EQUITY</b>	<u><b>\$275,231,529</b></u>	<u><b>\$267,668,473</b></u>

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## RATES SETTING STATEMENT 2002/2003

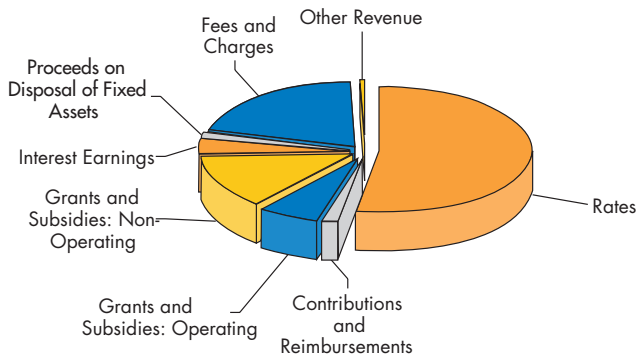
	Actual 2002/2003 \$	Adopted Budget 2002/2003 \$	Adjusted Budget 2002/2003 \$
<b>PARTICULARS</b>			
<b>Operating Revenue</b>			
General Purpose Funding	4,712,463	4,535,326	4,644,326
Governance	77,580	40,150	60,150
Law, Order and Public Safety	273,985	193,690	215,451
Health	107,856	61,670	95,420
Education and Welfare	559,219	554,521	556,611
Community Amenities	4,843,722	8,058,008	7,287,108
Recreation and Culture	2,266,493	2,217,601	2,324,915
Transport	125,070	76,600	118,600
Economic Services	937,123	770,999	899,999
Other Property and Services	916,115	653,530	666,530
	<u>14,819,626</u>	<u>17,162,095</u>	<u>16,869,110</u>
LESS			
<b>Operating Expenditure</b>			
General Purpose Funding	880,675	723,689	796,987
Governance	2,774,545	2,853,553	2,900,327
Law, Order and Public Safety	1,977,541	2,076,773	2,111,718
Health	796,521	742,569	788,245
Education and Welfare	1,138,510	1,083,632	1,113,126
Community Amenities	6,830,445	7,506,782	7,491,386
Recreation and Culture	13,401,744	13,311,603	13,773,305
Transport	6,366,370	6,096,348	6,113,332
Economic Services	1,042,346	1,189,370	1,164,498
Other Property and Services	666,797	498,017	598,351
	<u>35,875,494</u>	<u>36,082,336</u>	<u>36,851,275</u>
<b>Change in Net Assets Arising from Operations</b>	<u>(21,055,868)</u>	<u>(18,920,241)</u>	<u>(19,982,165)</u>



	Actual 2002/2003 \$	Adopted Budget 2002/2003 \$	Adjusted Budget 2002/2003 \$
ADD			
Contributions/Grants for the Development of Assets	5,775,756	5,701,368	7,657,881
Loss/(Profit) on the Disposal of Assets	144,669	(2,166,620)	(2,166,620)
Write back:			
Depreciation	6,345,103	6,376,240	6,376,240
Proceeds of Assets Sold	1,074,018	3,867,180	3,867,180
	<u>13,339,546</u>	<u>13,778,168</u>	<u>15,734,681</u>
LESS			
<b>CAPITAL PROGRAMME</b>			
Purchase Land and Buildings	4,209,911	6,584,959	8,999,004
Purchase Infrastructure Assets	7,828,549	14,533,611	16,458,166
Purchase Plant and Equipment	2,847,095	2,765,000	2,951,481
Purchase Furniture and Fittings	788,554	540,626	924,916
	<u>15,674,109</u>	<u>24,424,196</u>	<u>29,333,567</u>
<b>OTHER</b>			
Transfer to Town Planning Schemes	1,702,483	995,188	995,188
Transfer to Reserves	2,994,573	7,967,953	5,852,953
	<u>4,697,056</u>	<u>8,963,141</u>	<u>6,848,141</u>
<b>PARTICULARS</b>			
ADD			
<b>FUNDING SOURCES</b>			
Reserves Utilised	4,132,643	9,957,742	7,525,408
Town Planning Schemes	1,170,110	2,509,000	2,906,903
Opening Funds	7,514,463	3,497,250	7,514,463
	<u>\$12,817,216</u>	<u>\$15,963,992</u>	<u>\$17,946,774</u>
<b>RATES LEVIED</b>	(\$22,843,108)	(\$22,965,418)	(\$22,882,418)
<b>Surplus</b>	<u>\$7,572,837</u>	<u>\$400,000</u>	<u>\$400,000</u>

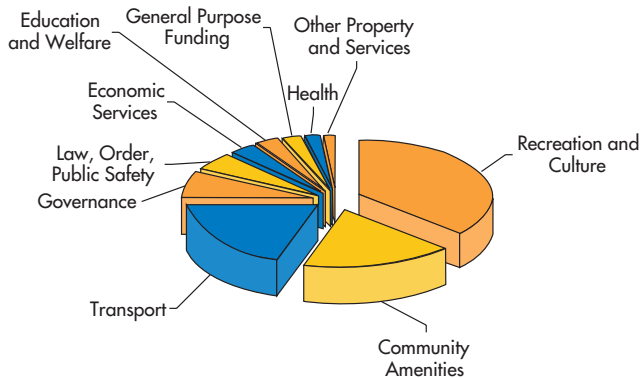
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#### OPERATING REVENUE

Rates	51.51%	\$22,843,108
Contributions and Reimbursements	1.83%	\$812,871
Grants and Subsidies: Operating	6.37%	\$2,824,949
Grants and Subsidies: Non-Operating	13.02%	\$5,775,755
Interest Earnings	4.21%	\$1,865,827
Proceeds on Disposal of Fixed Assets	2.42%	\$1,074,018
Fees and Charges	20.21%	\$8,962,649
Other Revenue	0.43%	\$190,630
<b>TOTAL</b>	<b>100.00%</b>	<b>\$44,349,807</b>



#### OPERATING EXPENSE

Recreation and Culture	36.43%	\$13,401,743
Community Amenities	18.57%	\$6,830,445
Transport	20.23%	\$7,440,388
Governance	7.54%	\$2,774,545
Law, Order, Public Safety	5.38%	\$1,977,541
Economic Services	2.83%	\$1,042,346
Education and Welfare	3.09%	\$1,138,510
General Purpose Funding	2.39%	\$880,675
Health	2.17%	\$796,520
Other Property and Services	1.37%	\$504,097
<b>TOTAL</b>	<b>100.00%</b>	<b>\$36,786,810</b>

# STATEMENT BY CHIEF EXECUTIVE OFFICER



## NOTES TO AND FORMING PART OF THE ACCOUNTS

### **Local Government Act 1995**

### **Local Government (Financial Management) Regulations 1996**

### **STATEMENT BY CHIEF EXECUTIVE OFFICER**

The attached financial report of the City of Gosnells, being the annual financial report and supporting notes and other information for the financial year ended 30 June 2003, are in my opinion properly drawn up to present fairly the financial position of the City of Gosnells at 30 June 2003 and the results of the operations for the financial year then ended are in accordance with the Australian Accounting Standards (except to the extent that these have been varied in the Statement of Accounting Policies required by

Australian Accounting Standard AAS 6 "Accounting Policies" and the accompanying notes to the annual financial report) and comply with the provisions of the Local Government Act 1995 and the regulations under that Act.

Signed on the 16th day of October 2003.

**Stuart Jardine**  
**Chief Executive Officer**

# INDEPENDENT AUDITORS REPORT



## Scope

We have audited the accompanying financial report of the City of Gosnells for the year ended 30 June, 2003. The Council is responsible for the preparation and presentation of the financial report and the information contained therein. We have conducted an independent audit of the financial report in order to express an opinion on it to the ratepayers of the City of Gosnells.

Our audit has been conducted in accordance with Australian Auditing Standards to provide a reasonable level of assurance as to whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether in all material respects, the financial report is presented fairly in accordance with the requirements of the

Local Government Act 1995, Local Government (Financial Management) Regulations 1996, Australian Accounting Standards and other mandatory professional reporting requirements so as to present a view of the City of Gosnells which is consistent with our understanding of its financial position and the results of its operations and cash flows.

The audit opinion expressed in this report has been formed on the above basis.

## Audit Opinion

In our opinion, the financial report presents fairly the financial position of the City of Gosnells as at 30 June, 2003 and the results of its operations and cash flows for the year then ended in accordance with the requirements of the Local Government Act, Local Government (Financial Management) Regulations, applicable Accounting Standards and other mandatory professional reporting requirements.

## Statutory Compliance

We did not, during the course of our audit, become aware of any instances where the Council did not comply with the requirements of the Local Government Act and Local Government (Financial Management) Regulations.

Dated at PERTH this 17th day of October 2003.

**Hall Chadwick**  
**CHARTERED ACCOUNTANTS**

**Michael J Hillgrove**  
**PARTNER**

# STATISTICS



IN 2002 - 2003 THE CITY OF GOSNELLS WAS  
THE SECOND FASTEST GROWING REGION IN  
WESTERN AUSTRALIA AND THE SEVENTH  
FASTEST IN THE NATION.



Population	85,000
Total Area	127sq km (12,700 hectares)
Area of Parks, Gardens and Developed Reserves	428 ha
Number of Parks and Gardens	238
Length of Roads	648 km
Length of Footpaths	532 km
Number of Electors	51,993 (May 2003)
Canning Vale Ward	18,569
Gosnells Ward	16,561
Bickley Ward	16,863
Residential Dwellings	29,283
Citizenship Candidates	441
Council Revenue	\$44.3 million
Number of Employees	470
Full time	270
Part time	68
Casual	132

# LOCATION MAP



**PERTH**

City of Gosnells

2120 Albany Highway Gosnells  
Western Australia 6110

Telephone: 08 9391 3222

Facsimile: 08 9398 2922

Email: [council@gosnells.wa.gov.au](mailto:council@gosnells.wa.gov.au)

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