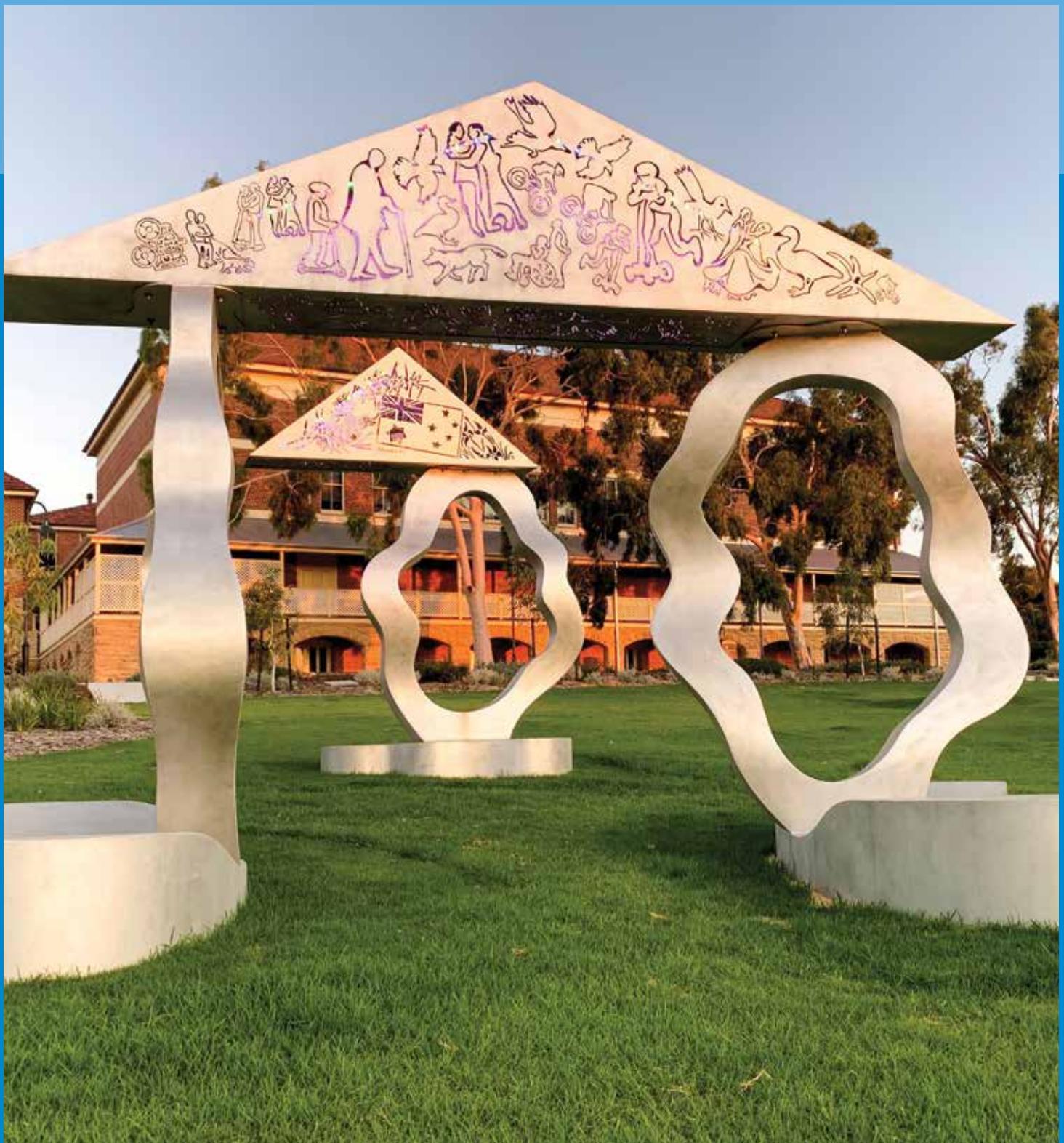


# *Annual Report*

## 2019 - 2020



City of Nedlands

[nedlands.wa.gov.au](http://nedlands.wa.gov.au)



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# Message from the Mayor



In reflecting on the past 12 months, it feels like it has been an extraordinary time for our City.

Who could have imagined 12 months ago, that we would be experiencing change at the rate we are now as the implications of the City's new Local Planning Scheme No. 3 (LPS3) become real. All in the midst of a global

pandemic which has seen Australia plunged into its first recession in over 30 years.

Many of us have had to become technologically literate as virtual meetings replace face to face. Not only that, we had to become literate in planning as we unscramble the intricacies of LPS3 and the State Government's new R Codes for Apartments. Never before have we had to deal with so many Development Assessment Panel applications, which in turn has led to a record number of Council meetings, popularly attended and forcing their relocation to a larger venue.

The City's local planning framework is now well on its way to providing that all important 'local context' to ensure we respect the past in forging our future as a City on Perth's doorstep that also enjoys spectacular river, coastal and parkland areas enjoyed by many. I am proud of the work the Council has done to navigate all of this and thank the Administration and community for their hard work in assisting us.

I especially thank the Administration for establishing the Community Outreach program in response to COVID-19 and I believe it made a real difference to people in need. As has been the catch cry of the pandemic; "We are all in this together." A principle I have always lived by and will continue to do so.

The City continues to renew its many community assets and infrastructure as we refresh and modernise our City to reflect the community's Vision in the Strategic Community Plan. We took the opportunity to refurbish buildings during the COVID-19 lockdown and also managed to adapt our services, including important home delivery library services to seniors across the City which we plan to continue.

In 2019-2020 the City started work on a new Strategic Recreation Plan that identifies the community's current and future needs for sporting and recreational facilities, supporting infrastructure and services. We are also continuing to increase the urban tree canopy cover on public land achieving a net increase in the number of established trees in road reserves over the past five years. The City continues to approve and implement Enviro-scape Masterplans to drought-proof our beautiful parks for the longer term.

Our beloved Tresillian goes from strength to strength, never ceasing to amaze me regarding the depth of artistic talent that it brings to the fore. With strong demand for courses, and a great variety on offer, if you have not yet enrolled in something at Tresillian, I urge you to do so.

Budget highlights in 2019-2020 have included the very successful West Hollywood Underground Power Project delivering a second refund to landowners as the 12-month defects period came to an end allowing remaining budgetary savings to be distributed. Western Power are now busy doing the detailed design for all remaining lots in the City.

We have also been fortunate in that the COVID-19 lockdown did not impact our revenue streams as much as some other local government authorities, and I'm pleased we were able to give some rent relief to our commercial tenants.

In closing, I thank the elected members, the executive team, City staff and volunteers, for the achievements made throughout this extraordinary year. While it has been a tough year, with many lessons learned and new skills acquired, I am positive about the future. I can see the tangible differences we have made, and continue to make, to the quality of life for our residents.

**Cilla de Lacy**  
**Mayor**



# Your Council

## City of Nedlands 2019-2020

The City of Nedlands (the City) is divided into four wards and each ward is represented by three Councillors.

Mayor — Cilla de Lacy

Deputy Mayor — Cr Leo McManus

Elected Councillors

Dalkeith Ward	Coastal Districts Ward	Hollywood Ward	Melvista Ward
Cr Fergus Bennett	Cr Kerry Smyth	Cr Ben Hodsdon	Cr Gordon Hay
Cr Bill Hassell (resigned during the year) — Vacant from 3 June 2020	Cr Leo McManus	Cr John Wetherall	Cr Rebecca Coghlan
Cr Andrew Mangano	Cr Nikola Horley	Cr Paul Poliwka	Cr Rajah Senathirajah



Mayor Cilla de Lacy



Cr Fergus Bennett



Cr Andrew Mangano



Cr Kerry Smyth



Cr Leo McManus



Cr Nikola Horley



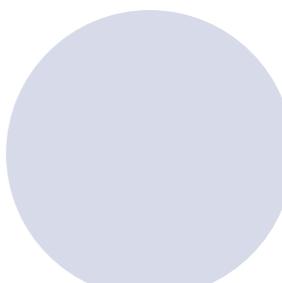
Cr Ben Hodsdon



Cr John Wetherall



Cr Paul Poliwka



Vacant as of 3 June 2020

## Former Mayor and Councillors



Mayor Max Hipkins  
to 20 October 2019



Cr Ian Argyle  
to 20 October 2019



Cr Toni James  
to 20 October 2019



Cr Nigel Shaw  
to 20 October 2019



Cr Bill Hassall  
to 3 June 2020

# Message from the CEO



The City of Nedlands has shared the world's journey of the COVID-19 outbreak and its exponential growth. It served to focus our attention on the health and safety of the community as our priority and made us change the way we serve our customers. Library and aged care services went to a tailored delivery model, playgrounds and Tresillian were shutdown, meetings and customer services all went online.

An assessment of the City's financial position was

undertaken in response to COVID-19 and Council resolved to support the community for those in hardship through a policy framework while at the same time keeping the finances of the City in a stable and sustainable state.

The City of Nedlands' role in the Perth metropolitan area has come into focus in the past 12 months. Local Planning Scheme No. 3 has been the vehicle through which the State Government has realised its plan for urban infill, along transport corridors and to a lesser extent in hubs such as the Waratah precinct. While this was generally in line with the City's strategy, which showed the same transport corridor based approach to further density, the key departure between the City expectations and the State Government has been the intensity of the infill.

The City has been working hard in 2019-2020 to do the foundation work for good design outcomes for those areas affected by upcoding of land.

This has meant looking at the built form and planning issues for the Waratah Avenue, Nedlands Town Centre, Broadway precincts and other areas, and is critical in understanding the current state of development in the City as well as informing future development.

The City of Nedlands has also been working with its local government neighbours. Although with less visibility, important work has been done in collaboration with our western suburbs neighbours to develop a greening plan along with an aerial photography canopy cover program that will allow us to monitor and understand how well we are doing in ensuring we retain a green leafy City. The greening plan is a work in progress, but it will be further developed and presented to the community for input.

As a City focus, the aims of the Strategic Community Plan were firmly on the agenda. We finished the last round of the underground power project and negotiated with Western Power to move forward the next and final stages of this work.

## The City's Executive Management Team



**Peter Micklestone**  
Director of Planning  
& Development



**Lorraine Driscoll**  
Director of Corporate  
& Strategy



**Jim Duff**  
Director of Technical Services

Sport and recreation is a major part of the City of Nedlands and work has been underway to review how the City delivers facilities and open space for this important element of the community's life. This involved significant consultation with sporting groups and the community. When the new Strategic Recreation Plan is completed it will give Council a better understanding of the relative needs of sporting groups and others, so it is better placed to decide on actions that achieve outcomes that offer the highest overall benefits for the community.

In all, it has been a busy year with many challenges for the City of Nedlands but will be remembered as one in which the City remained focussed on providing quality services and infrastructure for the benefit of the community.

**Mark Goodlet**  
**Chief Executive Officer**

CITY OF NEDLANDS  
71 STIRLING HWY

# Strategic Focus

## Vision

Our city will be an environmentally-sensitive, beautiful and inclusive place.

## Values

### Healthy and Safe

Our City has clean, safe neighbourhoods where public health is protected and promoted.

### Great Natural and Built Environment

We protect our enhanced, engaging community spaces, heritage, the natural environment and our biodiversity through well-planned and managed development.

### High Standard of Services

We have local services delivered to a high standard that take the needs of our diverse community into account.

### Great Governance and Civic Leadership

We value our Council's quality decision-making, effective and innovative leadership, transparency, accountability, equity, integrity and wise stewardship of the community's assets and resources. We have an involved community and collaborate with others, valuing respectful debate and deliberation.

## Great Communities

We enjoy places, events and facilities that bring people together. We are inclusive and connected, caring and supportive of volunteers. We are strong advocates for culture, arts, sport and recreation. We protect amenity, respect our history and have strong community leadership.

## Reflects Identities

We value our precinct character and charm. Our neighbourhoods are family-friendly with a strong sense of place.

## Great for Business

Our City has a strong economic base with renowned Centres of Excellence and is attractive to entrepreneurs and start-ups.

## Easy to Get Around

We strive for our City to be easy to traverse by chosen modes of travel, whether that be by car, public transport, cycle or on foot.



# Strategic Priorities for the City

The City regularly reviews its priorities, which can sometimes be subject to change due to financial and resource challenges, community feedback, or new opportunities that arise from time to time.

The City has the following priorities to achieve as outlined in the 2018-2028 10 year Strategic Community Plan.

## **Goal 1: Urban form - protecting our quality living environment**

- Retain and encourage the special character of the City of Nedlands through implementation of the Local Planning Strategy and Local Planning Scheme No. 3;
- Consolidate urban growth around existing 'activity corridors', centres and strategically located redevelopment sites to protect the valued character of established residential areas;
- Control land use through the Local Planning Scheme No. 3 so activities are compatible with our living environment, and other activities are carefully evaluated before decisions are made;
- Initiate Strategic Land Use planning investigations and feasibility studies;
- Apply statutory planning processes and a framework;
- Conduct environmental health inspections;
- Provide, retain and maintain public trees in streets and on reserves to at least maintain the urban forest canopy;
- Optimise reuse of recyclable or compostable materials, aiming for a State target 65% landfill diversion rate as a minimum by 2020;
- Manage noise issues;
- Ensure buildings meet City and State Government Standards, particularly public safety and accessibility;

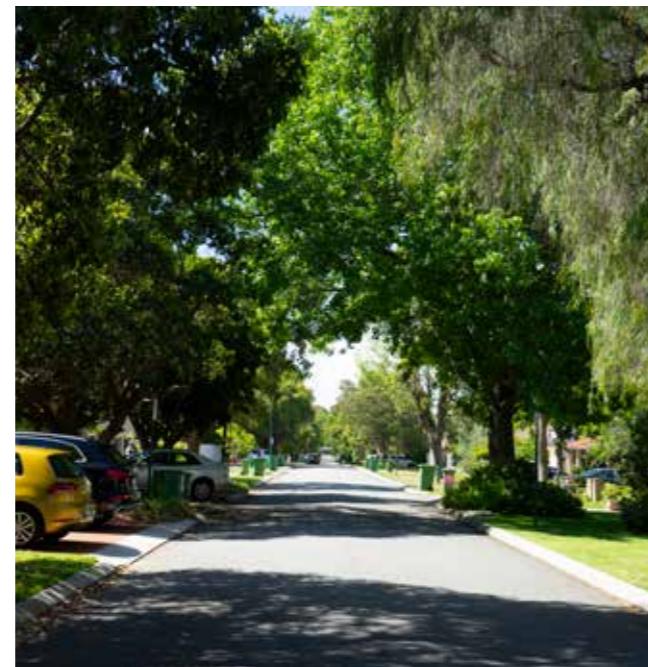
- Implement actions from the Disability Access and Inclusion Plan (DAIP) for a more accessible and inclusive community
- Identify the future for the Tawarri site;
- Explore the creation of a 'Town Centre'.

## **Goal 2: Underground Power**

- Continue delivery of underground power throughout the City of Nedlands;
- Advocate for government and/or community partnerships to facilitate placing power underground.

## **Goal 3: Encourage Sustainable Building**

- Provide information on best practice sustainable building, and where required incorporate this information into land use and other regulatory controls;
- Apply Strategic Land Use Planning through application of the Local Planning Scheme No. 3.



## **Goal 4: Renewal of Community Infrastructure (roads, footpaths, community and sports facilities)**

- Maintain investment in roads, footpaths, cycle ways and drainage and high priority sports and community facilities;
- Improve connectivity for pedestrians and cyclists on all paths and on roads (including school sports facility path network);
- Invest in drainage upgrades focusing on minimising flooding, maximising stormwater infiltration at source and minimising pollutant discharge to the Swan River;
- Invest in parks infrastructure in accordance with enviro-scape master plan;
- Explore options for the provision of more fenced dog parks (provided in addition to existing off-leash areas);
- Invest in rebuilding the river wall to protect and retain the foreshore, including enhancements to pocket beaches and increased river wall protection;

- Upgrade the condition of all City buildings to a required modern standard;
- Promote a "whole-of-life cycle" approach to the management of assets;
- Provide a defined level of service and monitoring performance for all City assets.

## **Goal 5: Retain remnant Bushland and Cultural Heritage**

- Revegetate remnant bushland areas;
- Develop greenway corridors;
- Undertake tree planting in public areas;
- Restore coastal and estuarine areas;
- Maintain parks and other green spaces;
- Provide a mechanism for buildings and places of heritage significance to be protected;
- Allocate funds to enhance the City in the areas of art, heritage etc;
- Maintain City-owned art works and heritage assets;
- Enforce existing heritage provisions in planning scheme.



#### **Goal 6: Provide for Sport and Recreation**

- Increase the level of service for parks, ovals and associated equipment;
- Provide a "one-stop-shop" for the City's sporting clubs;
- Prioritise local sporting clubs in the booking of the City's parks and reserves for sporting use;
- Make available facilities for lease to sports needing exclusive use of a facility (e.g. bowls, tennis, croquet etc);
- Assist with grant applications to secure facility funding from State Government;
- Provide grant assistance from Council for priority facility development Projects;
- Subsidise school pools for community use over the summer season;
- Provide an annual operational grant to Swanbourne Nedlands Surf Life Saving Club;
- Match volunteers to volunteer opportunities in sporting clubs;
- Formulate master plans for strategic recreation areas.

#### **Goal 7: Address parking**

- Undertake operational reviews of parking, traffic management, traffic and transport planning;
- Explore the acquisition of land to dedicate for parking in areas of high need;
- Continue to monitor traffic flows and plan for improvements to ensure an efficiently operating transport network;
- Advocate for improvements in public transport and bicycle routes;
- Monitor parking and plan improvements.

#### **Goal 8: Working with Neighbouring Councils**

- Continue to work with other councils for the benefit of the Nedlands community;
- Partnership with other councils to supply services to allow the City to employ in-house specialist staff, resulting in better economies of scale;
- Develop boundary road agreements for project funding and standardised service level;
- Remain an active member of the Western Suburbs Regional Organisation of Councils (WESROC);
- Investigate shared use of recycled water via the shallow aquifer;
- Participate in the native plant subsidy scheme.

# *Uniquely Nedlands*

The City of Nedlands is a beautiful, picturesque and inclusive location where a diverse community of people of all ages, can live, work and play in a safe and supportive environment. We strive to provide easy access to community hubs where parks, shops, community and sporting facilities will bring people together, strengthening local relationships.

The City is dedicated to serving the needs of the community while continuously improving standards. This is achieved by understanding the community's views, needs and aspirations and working with them to attain desired outcomes. At the same time, social, economic and environmental aspirations are balanced accordingly. Overall, the City is committed to providing value-for-money and quality services to the community.

The City of Nedlands has a unique character and plays a distinctive role in the social and commercial attraction of the western suburbs. Maintaining and delivering high standard infrastructure, services and activities, accessible by all, is a priority for the City. Such features include well maintained and serviced parks and gardens, tree-lined streets, abundant natural bushland, a vibrant retail and business community and a strong arts culture.

In addition, the City continues to provide well-maintained urban infrastructure including roads, cycle-paths and parks. Community and sporting amenities support outdoor family events, arts and cultural exhibitions and facilitate social programs that encourage an active, safe, and inclusive environment where people can come together to celebrate and communicate.

We strive for our City to be easy to traverse via any preferred mode of travel – car, public transport, cycle or foot – and for it to be an active, safe, inclusive community.

To achieve this, we value:

- Accountability, by conducting our business and services in an open, transparent and financially responsible manner;
- Partnerships, by working together for a better community;
- Fairness, by providing consistent, fair and unbiased treatment for everyone within the community.

Opportunities are available for the community to participate in the City's activities and decision-making. We welcome community members of all ages to be active on committees and advisory groups ranging from arts, governance, youth and accessibility, to participating in community engagement activities, voting in Council elections, or even nominating to become a Councillor.



# Integrated Strategic Planning

The 10-year Strategic Community Plan identifies that much of the community infrastructure, such as roads and community facilities, is in urgent need of repair or renewal and requires significant investment over the next 10 years. Therefore, infrastructure has continued as the central theme for the new plan.

The 2019-2020 financial year saw the continued priority of renewing infrastructure across the City, including more than 4.1kms of road resurfacing and road rehabilitation, the installation of 61 new drainage pits, and more than 2,088m<sup>2</sup> of new and rehabilitated footpaths constructed. The percentage of the road network in good condition has increased over the past five years. The aim is to achieve an eventual target of 85% in a good condition within the next decade.

In response to the City's strategic and corporate business planning, a 10-Year Financial Plan was approved by Council and supported by the Five-Year Capital Works Program. Although there has been significant work undertaken across the City, there are still instances where some assets are not in good condition. The development of the initial Five-Year Capital Works Program was based on the concept that all City assets should, in the near future, be elevated to a condition rating that is acceptable and aligns with the available budget and priorities established through the budgetary process.



## City Infrastructure Capital Works Program Goals and Achievements

Description	5-year Capital Works Program Goals	2019-2020 end-of-year Goals	2019-2020 Actual Achieved
Square metres of natural areas paths renewed	2,285m <sup>2</sup>	457m <sup>2</sup>	0
Square metres of greenway planted	5,860m <sup>2</sup>	1172m <sup>2</sup>	250m <sup>2</sup>
Number of street/reserve trees planted	2,050	410	753
Metres of river wall repaired	281m	56.2m	0m
Square metres of carpark new or upgraded	13,240m <sup>2</sup>	2648m <sup>2</sup>	3020m <sup>2</sup>
Number of bus shelters upgraded	16	3	4
Number of drainage pits installed	100	20	61
Metres of footpath renewed	12,793m	2559m	1746m
Metres of new footpath	-	245m	342m
Number of Black Spot projects completed	8	2	1
Kilometres of road renewed	34.31km	4.1km	4.1km

All projects exceeded goals except for natural area paths, river wall, footpath renewal and Black Spot projects were completed. The riverwall project was deferred to future years to allow for additional community consultation to take place to inform the design. The Black Spot Design project progressed and completion deferred until 2020-2021 to allow for consultation with utilities.

## **Key Points (Highlights)**

### **Keeping Nedlands cool and shady**

Urban Forest Strategic Plan 2018-2023

The City continues to implement the Urban Forest Strategic Plan to ensure a canopy to keep Nedlands cool and shady.

An urban forest is a collection of green spaces growing within an urban area, on both public and private land, and provides a range of benefits that enrich the quality of urban life. Most importantly it provides shade which significantly reduces surface temperature.

One way that an urban forest is measured is the size of the tree canopy cover which includes the branches and leaves of a tree, not the number of trees. Parks Services officers are currently caring for 23,500 trees throughout the City.

The City of Nedlands is home to some of the most prestigious bushland in the metropolitan area and we pride ourselves on the care and maintenance of these unique assets.

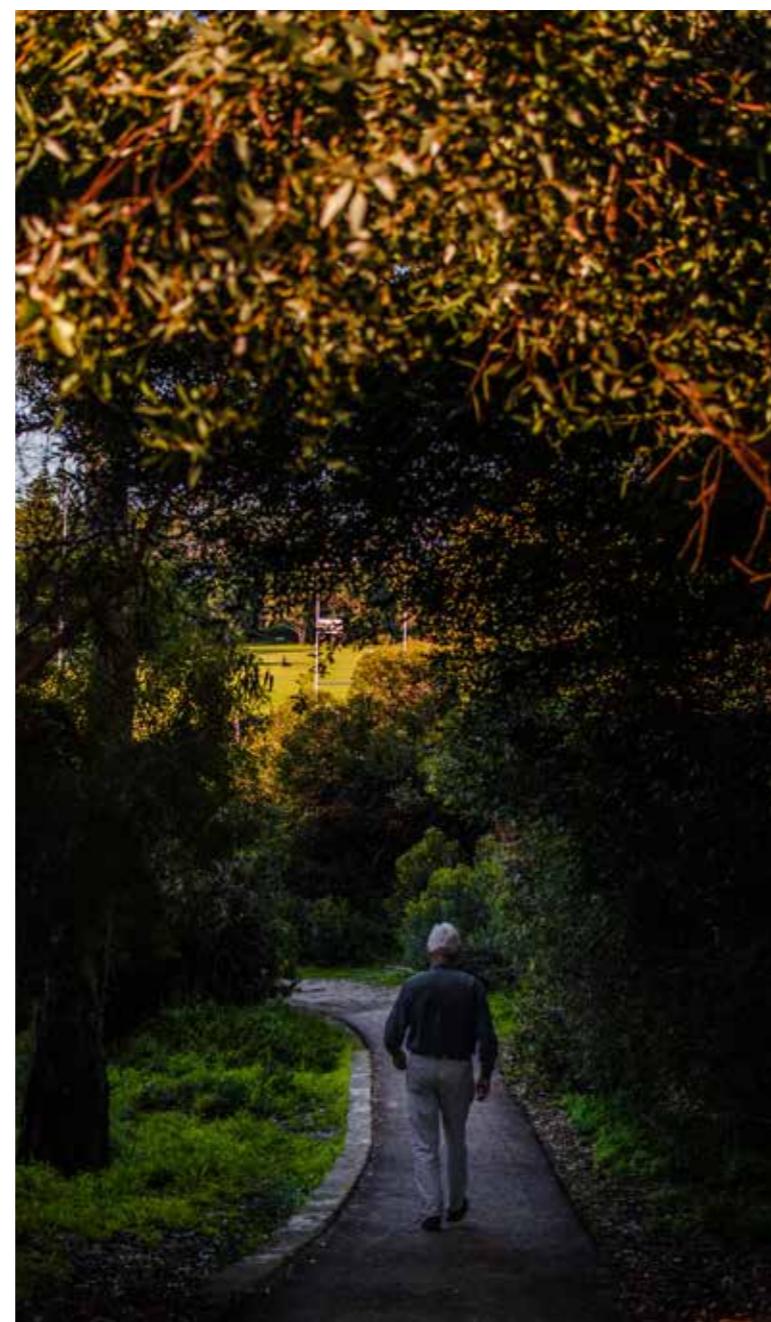
The Urban Forest Strategic Plan is a five-year planning process designed to be reviewed annually. By the year 2023, we aim to have increased the City's urban canopy by 10% towards the eventual target of 20%. In doing so, we undertake to:

- Replace all deceased public trees (road reserves and public open space);
- Provide street trees to all residents and ratepayers requesting them;
- Provide infill street trees to all road rehabilitation projects;
- Deliver on greenway and bushland management plans; and
- Progress with the development of Enviro-scape Master Plans for all public parks and reserves.

### **Watching your step**

#### **Keeping your City's roads and pathways safe**

Maintaining and building infrastructure including roads and footpaths, is a priority for the City of Nedlands with every effort being made to ensure the safety of residents and visitors. During the year in review, more than 4.1kms of road resurfacing and rehabilitation was completed along with 2,088m<sup>2</sup> of new and repaired footpaths.



## **Key Initiatives**

### **Underground Power**

Working towards underground power for all residents across the City of Nedlands.

In the previous reporting period, the City installed underground power across the City with the completion of the West Hollywood area in January 2019, under budget and ahead of schedule. This landmark project was one of the first customer-funded joint projects between the City and Western Power and has been heralded as a great success.

Two projects, Claremont Triangle and Alfred Road (Town of Claremont project) and Alderbury Street, Floreat (Town of Cambridge project) include residents within the City.

These were completed during 2019-2020 resulting in approximately 78% of the City with underground power installed.

The City will continue to progress investigations to connect the remaining residents (1,707) to underground power in the East Hollywood, Floreat and Mount Claremont areas. To commence the investigations, Council at its meeting in February approved the setting aside of \$220,000 in the 2019-2020 budget for the detailed design for these properties.

As a result of the excellent working partnership and sound project management skills between the City, Western Power and contractors on the West Hollywood Underground Power project, savings were realised. A total of 598 properties received a refund following final reconciliation of the project.



### **Local Planning Scheme No. 3 (LPS3)**

Creating a vibrant, contemporary Nedlands.

LPS3 was published in the Government Gazette on Tuesday, 30 April 2019.

The changes to zoning, land use permissions, density codes and development standards for the City of Nedlands is allowing residents and others to create a Nedlands for the future. Increased and improved amenities and a diverse range of accommodation options are being built to suit residents at all stages of life from young first-home owners through to empty nesters.

The approval of LPS3 has enabled the City to commence developing its planning framework of policies and procedures.

The City has been busy preparing a local planning framework which includes a suite of new Local Planning Policies, Local Precinct Plans, and associated localised planning controls which work with the provision of the new LPS3, and State Planning Policies.

Some of the projects currently underway include:

- Broadway Precinct Policy;
- Nedlands Town Centre Precinct Structure Plan;
- Waratah Village Precinct Structure Plan;
- Stirling Highway Activity Corridor Precinct Structure Plan.

- Consolidated Access Provisions;
- Existing Laneways Policy;
- Community Engagement for Planning Proposals Policy;
- Waste Management Policy;
- Transition Zone Medium Density Precinct Policies;
- Public Open Space Strategy;
- Car Parking Strategy;
- Mount Claremont East Master Plan;
- Various Scheme amendments including:
  - Fast Food Outlets;
  - Deep Soil Planting Areas;
  - Residential Aged Care Facilities;
  - Laneways and Consolidated Access.

Following gazettal of the scheme, it is important for the City and the community to work together to develop localised planning controls, in context with the new zoning.

We believe, that through community engagement, the vision can be set for the development of the local area, in context with the provisions which have been established by the State Government.

We will assist the community in understanding these changes and opportunities through community engagement, keeping ratepayers and residents informed every step of the way.



# Community Engagement

The City continues to grow and develop engagement practices that meet community needs and we welcome feedback from the community to assist us in continuously improving our engagement methods and practices.

This financial year has seen traditional community engagement adapting to Government COVID-19 restrictions which has enabled us to introduce new options such as live streaming and appointment-based engagement.

During 2019-2020 the City continued to use the International Association for Public Participation Spectrum (IAP2) certification to deliver community engagement which is based on an Inform, Consult, Involve and Collaborate model.



The City's online engagement platform, Your Voice has been improved and continues to be the main portal for the community to provide feedback on community activities, development applications, and as a way for the City to keep the community informed on capital works programs. It is also used for community surveys across a range of operational areas.

Your Voice categorises our community engagement participation into three main classifications:

**Aware** An aware visitor, or a visitor that we consider to be 'aware', has made one single visit to our site or project page. Our methodology suggests that a visitor who has not taken any further action, that means has not clicked on anything, can be considered to be aware that the project or site exists.

**Informed** An informed visitor has taken the 'next step' from being aware and clicked on something. That might be another project, a news article, a photo, etc. We now consider the visitor to be informed about the project or site.

**Engaged** Every visitor that contributes to a communication tool on a project page is considered to be 'engaged'! This could be contributing in forums, participating in surveys and quick polls, asked questions, or posted in guestbooks.

The City continues to be committed to working alongside its community and stakeholders to understand and utilise their views, concerns, aspirations and knowledge to guide outcomes in decision-making processes to strengthen community cohesion, city amenity and the quality of life for the City of Nedlands community.

## Key Points (Highlights)

In 2019-2020, the projects attracting the highest participation during 2019-2020 were:

Project	Participants (Aware)	Participants (Informed)	Participants (Engaged)
Development Applications	4,213	2,493	9
Stay Updated	2,578	441	2
Draft Local Planning Scheme No. 3	2,504	1306	1
97-105 Stirling Highway, Nedlands	2,371	1,685	444
80 Stirling Highway, Nedlands	1,762	1,130	124

## **Key Initiatives**

New livestreaming online options for Council meetings were introduced when Federal and State Government introduced COVID-19 lockdown restrictions from March 2020.

Council approved the establishment of a new Community Working Group to assist in the following:

- Draft Local Planning Policies and other local planning instruments (pre-advertising) relating to the implementation of LPS3;
- Complex Development Applications, as a way of replacing current, non-regulatory Community Information Sessions;
- Draft Business Plans developed by the Planning Committee;
- Options for consulting with the wider community as part of the statutory advertising period; and
- Specific matters in the R Codes (Volume 1 and 2) that can be amended or replaced by Local Planning Policies or other local planning instruments.

This Community Working Group will be established in 2020-2021 and run for approximately one year after which it will be reviewed and possibly extended if considered beneficial for the City and the community.

The City undertook 173 engagement projects during 2019-2020 and achieved a participant membership of approximately 1,845 people through its online engagement hub, Your Voice Nedlands. This equates to approximately 8.2% of the population (based on Australian Bureau of Statistics (ABS) data (Population change in 2017) of 22,378 residents).



There were approximately 42,000 visits to the website with visitors viewing more than 11,500 pages. Consultation involved online and traditional methods enabling people to learn, seek information and provide feedback.

Surveys and submissions were the most popular tools with 1,720 contributions to 468 surveys for a range of projects, along with 3,650 feedback items for 173 projects and updates. The community sourced information by downloading 870 separate documents (24,000 downloads in total) along with key decision dates, photos and frequently asked questions. 5,410 visitors to the site read 1,230 newsfeeds.

The City also provided information sessions, public open days, and direct mail-outs to inform and invite community participation in projects. The majority of this occurred in 2019 and early 2020 before Government restrictions forced the City to change its remaining community engagement strategy.

Community and stakeholder engagement is a core activity within the City of Nedlands. It is intrinsic to Council providing good governance and strong leadership and ensures the community is consulted about its needs and concerns as part of the City's decision-making processes. Effective engagement puts the City in a stronger position to deliver positive outcomes to guide future priorities.

The City acknowledges that successful community engagement increases participation in activities and decisions that affect them. The City also aims to deliver activities in a manner that best meets the community's expectations.

Your Voice Nedlands was continually developed and promoted across the community using traditional methods of communications, while the City has also increased use of social media, such as Facebook and Twitter to ensure it reaches the widest audience possible.

### **Your Voice Nedlands 2018-2019**

- 41,700 total visits;
- 144,009 page views;
- 11,581 visits to a page or several pages;
- 21,197 visits to a project page;
- 1,845 visitors who actively participated in engagement activity;
- 322 new registered Your Voice users.

### **Your Voice Nedlands 2019-2020**

- 32,100 visits;
- 78,719 page views;
- 9,468 visits to a page or several pages;
- 21,643 visits to a page or project page;
- 2,354 visitors who actively participated in engagement activity;
- 285 new registered Your Voice users.

# City Infrastructure

The City's Strategic Community Plan identified that the City's assets require ongoing investment to ensure they are maintained or renewed in accordance with agreed levels of service to the community.

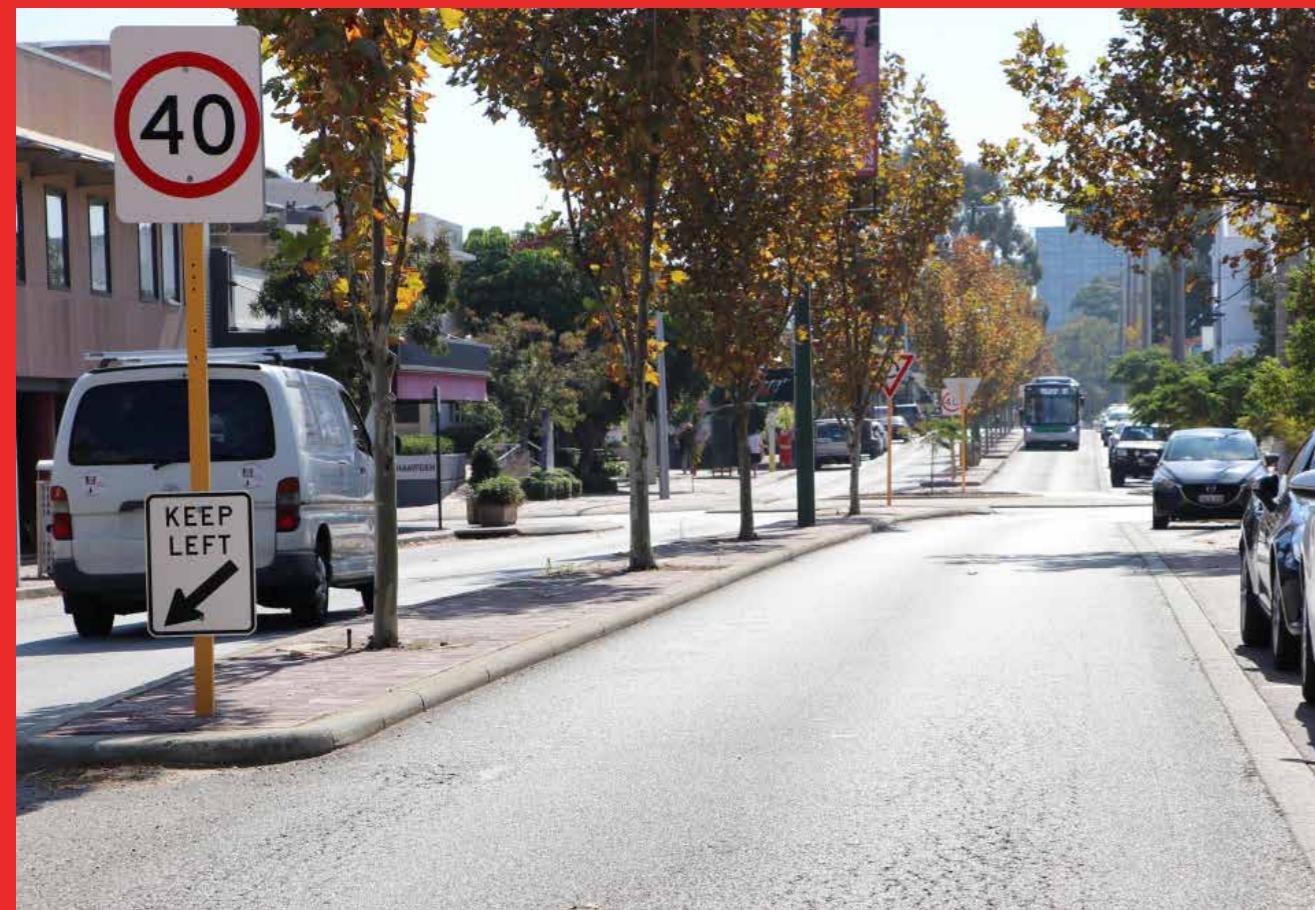
In support of this approach, the City adopted an Asset Management Policy and Asset Management Plan to guide the development of a five-year rolling capital works program. The Asset Management Plan uses an evidence-based approach to determine the level of investment required to ensure services and assets continue to be provided in a safe, efficient and sustainable manner.

## Key Initiatives

Underground power continues to be progressed across the City and residents can look forward to a clearer street view when remaining street poles are removed and all power moves to underground in the next few years. This is an important project for the City and will add to the future ambience of living in this highly regarded leafy suburb.

## Key Points (Highlights)

- 4.1km road resurfacing and rehabilitation;
- 2,088m<sup>2</sup> new and rehabilitated footpaths;
- 61 new soak wells to improve drainage and storm water.



## Building works

The building maintenance capital works schedule featured a number of upgrades and various enhancements to public and community buildings.

Projects undertaken during the year included:

- Drabble House: refurbishment of the toilets, kitchen and storage areas and the installation of a disability ramp;
- Broome Street Depot: renovation of the new building maintenance office and workshop in previously leased shed;
- JC Smith Pavilion: refurbishment of public toilets;
- Charles Court Reserve – refurbishment of public toilets;
- Mount Claremont Community Centre: installation of Audio-Visual equipment and hearing loop, including carpet replacement and internal painting.
- Dalkeith Hall: replacement of floor coating to concrete entry steps, internal painting of foyer and bi-fold door replacement;
- John Leckie Pavilion: sanding and re-coating of floorboards, replacement of hall curtains, internal painting of downstairs foyer and re-tiling of change room corridor;
- Tresillian: Internal painting, replacement of courtyard café blinds and application decking treatment;
- Mount Claremont changerooms: painting of external walls;
- Allen Park Pavilion: sanding and recoating of parquetry floor and painting of internal hall;
- Adam Armstrong Pavilion: painting of internal hall.



### Road resurfacing and rehabilitation

Road resurfacing and rehabilitation work improves amenity and road safety. The City installed soak wells to reduce the impact of potential flooding while replenishing the groundwater system. The following roads were rehabilitated:

- Campsie Street (Verdun Street to Cul-de-sac);
- Leopold Street (Melvista Avenue to Princess Road);
- Riley Road (Stone Road to Hackett Road);
- Waroonga Road (Jenkins Avenue to Stirling Highway);
- Rockton Road (Jenkins Avenue to Stirling Highway);
- Alfred Road (Narla Road to West Coast Highway);
- Narla Road (Swanway Crescent to Servetus Street);
- Rosedale Street (Gunn Street to Alderbury Street);
- Waratah Avenue/Alexander Road roundabout installation;
- Birdwood Parade/Beatrice Road intersection improvement;
- Elizabeth Street Safe Active Streets Stage 1 (Broadway to Dalkeith Road).

### Montario Quarter development

Montario Quarter is the redevelopment of the former Shenton Park Rehabilitation Hospital, a 15.8ha site located within 6km of the Perth Central Business District. This redevelopment is set to become a premium residential, commercial and retail precinct, integrating the retained natural environment with high quality built-form, providing community infrastructure. Montario Quarter is a significant infill development strategically located within 400m of the Shenton Park train station and adjacent to Shenton College. It will ultimately deliver more than 1,100+ dwellings along a key public transport corridor.

In December 2019, the following seven roads located within the Montario Quarter development were handed over to the City:

- Guttmann Approach (205m);
- Seymour Avenue (277m);
- Muecke Way (125m);
- Dawes View (176m);
- Goatcher Vista (146m);
- Thornburn Way (236m);
- Sadka Lane (158m).

The 1.3km combined road length included 40 new streetlights, 31 drainage soakwells and two sub-surface stormwater drainage tanks.



### Footpaths

The City progressed its annual footpath improvement and replacement plan by upgrading various concrete slab footpaths to cast-in-situ concrete.

A new brick paved footpath/hard stand was constructed on Monash Avenue outside the Hollywood Primary School. Rehabilitation of the following sections of footpath along Stirling Highway was also completed:

- Kinninmont Avenue to Smyth Road;
- Portland Street to Williams Road;
- Robinson Street to Weld Street.

### Car parks

The Maisonettes car park which included 627m<sup>2</sup> of new asphalt surface, was resurfaced. The project incorporated covered carparking for tenants of the Maisonettes building and improvements to the existing drainage system.

Street parking bays were re-surfaced and new line marking was installed as part of the Rockton Road rehabilitation project. This provided improved customer parking for businesses in the area.

### City Infrastructure Financial Statistics

	Budget 2019-2020	Actual 2019-2020
Road rehabilitation (including Grant Funded Projects)	\$4,987,514	\$3,254,810
Footpath rehabilitation	\$477,855	\$409,723
Drainage rehabilitation	\$80,189	\$32,189
Building	\$1,207,464	\$914,353

### Drainage improvements and storm water management

The installation of soak wells in road pavements are important for replenishing groundwater at its source and protecting road pavements against water ingress. These have continued to be a focus with 74 new units installed across the City.

### Planning and Consultation

Significant work has been undertaken in the planning and consultation phases of the intersection upgrade at Railway Road and Aberdare Road intersection. Detailed design has commenced including geotechnical and utility service investigations. These preliminary investigative works will help in understanding the ground conditions and constraints associated with the project. The City is working towards an average road network condition target of 85% (good condition) over the next five years.

# Natural Environment

The City prides itself on its abundant natural environment and protection of biodiversity, along with placing importance on the City's green spaces to create and enhance new and existing ecological corridors.

The City is working in partnership with local bushcare groups; and State and Federal Government agencies to restore and protect these natural areas.

Activities include continued bushland management programs focusing on protecting and enhancing existing natural plant communities, addressing erosion, implementing environmental weed eradication, identifying plant diseases, reducing feral animals and practising effective fire management.

## Key Points (Highlights)

The City works in partnership with local bush care groups, State Government funding bodies and volunteers to restore and protect the City's natural areas.

Throughout the year of review, greenways and bushland areas continued to be maintained, with local provenance species being planted to improve biodiversity, conserve existing plant communities and allow for the migration of wildlife throughout the City. Large-scale greening projects included native plantings along the Swan River foreshore and Swanbourne Beach Oval.

At Point Resolution Reserve, approximately 6,000 seedlings were planted as part of a joint project between the City of Nedlands and Department of Biodiversity, Conservation and Attractions, with support from the Friends of Point Resolution.

The joint project revegetated degraded dryland and wetland areas with maintenance completed on existing bioengineering structures. This project will assist with ongoing protection of the river reserve from exposure to high-energy waves and natural erosion processes.

A further 5,500 local provenance plant species have been installed on the Swanbourne Beach Oval. This greenway project converted the northern part of Swanbourne Beach Oval to coastal bushland (approximately 2.4ha) with funding from the Western Australian Planning Commission's Coastwest Grants program. The Friends of Allen Park and the Swanbourne Coastal Alliance partnered with the City to deliver this project.

The project assisted the City to protect biodiversity, increase the City's capacity to absorb greenhouse gas emissions, and improve habitats and connectivity for local fauna.

The development of Enviro-scape Master Plans for each of the City's 67 developed parks continued. The master plans are key strategic documents underpinning the Nedlands 2018-2028 Strategic Community Plan. The objective is to ensure individual parks and precincts are fit for purpose and meet the communities needs at the most economic whole-of-life cost.





#### Key Initiatives

- Coastwest and Riverbank grant projects undertaken in conjunction with State Government funding bodies;
- Greenway development at Swanbourne Beach Oval;
- Bushcare programs with community groups, local school groups and Conservation Volunteers Australia;
- Erosion control at Point Resolution and Birdwood Parade Reserves;
- Feral animal control, including feral bees, foxes, cats and birds.



**24,000 native seedlings**  
planted in the City's natural areas and greenways



**2.4ha Greenway developed**  
at Swanbourne Beach Oval



**580m conservation fencing**  
installed on Swanbourne Beach Oval

# Parks Services

The City's activities continue to underpin the Urban Forest Strategy and bushland management plans by protecting and enhancing the natural environment and greenway corridors. The City has now planted over 4,100 new trees since 2013-2014 when a target of 2,050 new trees over four years was first adopted.

The development of Enviro-scape Master Plans for each of the City's 67 developed parks has continued. The master plans are key strategic documents underpinning the Nedlands 2018-2028 Strategic Community Plan. A key issue that is driving the need for the master plans to future proof the City's parklands is the impending reduction to the amount of groundwater the City can abstract from its bores under its groundwater abstraction licence.

A review of the Gnangara groundwater areas allocation plan is currently underway by the regulator. The regulator issues the City's groundwater licence and reductions in groundwater allocations have been proposed. Innovative and practical solutions are being explored and implemented to preserve the City's public greenspaces with the objective of avoiding the need to adopt a 'Dry Parks' policy as is implemented by other metropolitan local governments.

During the 2019-2020 financial year, the City's Parks Services department planted 753 trees at a cost of \$224,247, which resulted in the City exceeding its target objective. As custodian of the City's urban forest, the City continues to plan for the ongoing preservation and enhancement of its treescapes and trees on public land. The survival rate of the 753 new trees planted during 2019-2020 exceeded 94%. With the support of the community the City hopes to maintain a success rate above 90% over the long term for newly planted trees.



## Key Points (Highlights)

Enviro-scape Master Plan project works were completed in 2019-2020 at Point Resolution Reserve in Dalkeith and Jones Park in Swanbourne. The principles on which the master plans are developed and implemented include water conservation, accessibility, sustainable amenity and supporting natural diversity.

There continued to be a focus on supporting and preserving the City's green and leafy character in accordance with the City of Nedlands Urban Forest Strategy 2018-2023.

## Key Initiatives

- Completion of Swanbourne Beach Oval rehabilitation project;
- Installation of new sports lighting at Allen Park lower oval;



**58** nature strip improvement permits processed



**27** private works on a throughfare permits processed



**68** vehicle crossover permits processed



**34** parks capital improvement projects completed



**451** monthly parks maintenance programs completed



# Health and Compliance

## Key Points

- Emergency Management Risk Assessment Report completed based on seven priority hazards with Department of Fire and Emergency Services to strengthen the State's resilience against emergencies and disasters.
- Health inspections exceeded the regulatory minimum requirements.
- The City coordinated the formation of a WESROC Contiguous Local Government Authority Group (CLAG) to undertake health-driven mosquito management.

## Environmental Health

The City is routinely involved in many aspects of preventative public health measures to ensure community safety is maintained through surveillance activities, including:

- Food premises;
- Public buildings;
- Public swimming pools and ocean monitoring;
- Skin penetration premises.

Investigations were undertaken following a range of resident concerns being raised throughout 2019-2020, including issues related to environmental noise, asbestos, animals and pests and general nuisances. Numerous temporary events were assessed, approved and inspected throughout the year, including the Mount Claremont Farmers Market.

## Ranger Services

The City's Ranger Services enforce local parking laws, undertake bushfire risk mitigation, dog and cat control and licensing and is the after-hours emergency contact for the City. City Rangers focus on proactive amenity improvement and local law enforcement.



## Sustainability

### Water Conservation

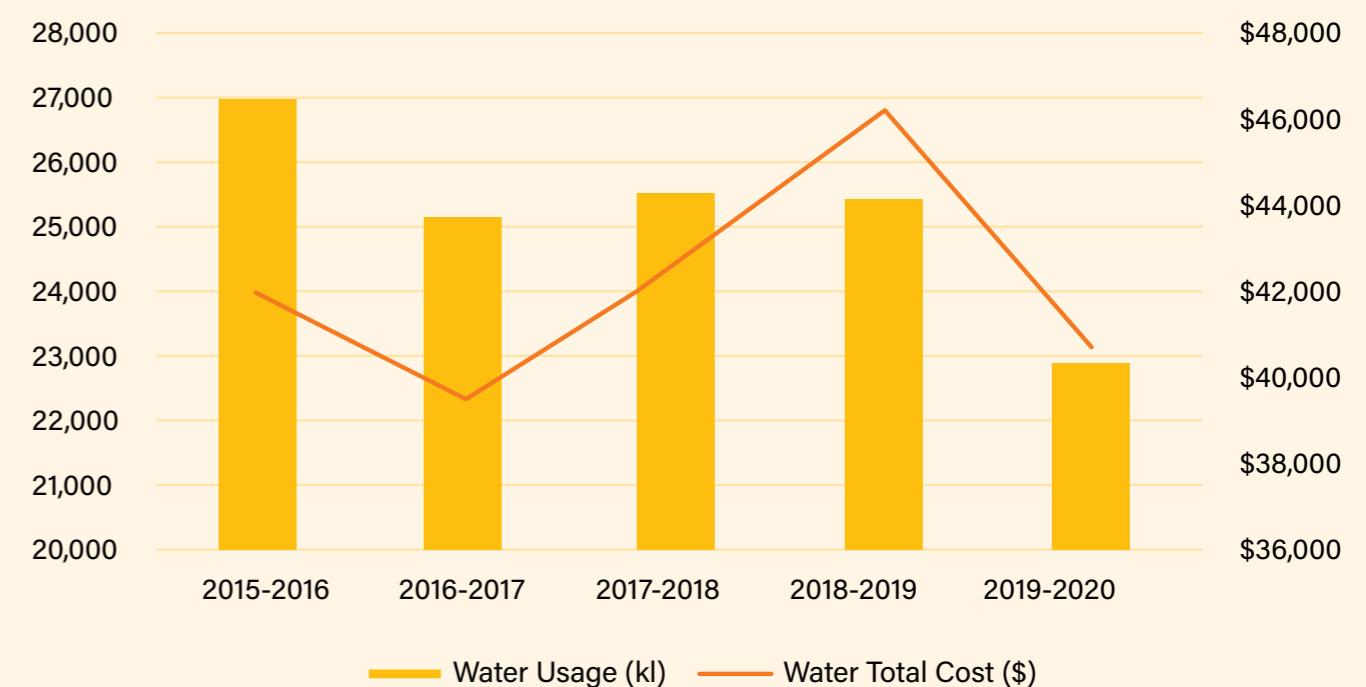
The City is a Water Corporation-endorsed Waterwise local government, committed to improving water efficiency and contributing to improved water quality throughout the City's operations. The City's bore water allocation with the Department of Water and Environmental Regulation (DWER) allows the City to source 709,300 kilolitres of Groundwater per annum for 58 parks covering approximately 100 hectares of irrigated land.

The City's usage for the 2019-2020 financial year was 704,804 kilolitres, 4,496 kilolitres (0.63%) below the allocation. Water efficiency is achieved by undertaking regular reviews of usage and identifying tools and techniques to improve conservation.

The City has continued developing enviro-scape master plans for parks and reserves, which include water quality and conservation. It is anticipated that water and energy savings will be achieved and improved through sustainable design and infrastructure upgrades.

Scheme water usage for 2019-2020 decreased, primarily due to a reduced need for watering of the tree planting/replacement program as plants established. In previous years, many streets underwent a replacement program to improve the City's tree canopy coverage. Scheme water was used as the best available option in these instances. A decrease in scheme water usage is also likely to be as a result of City buildings and facilities closing due to the COVID-19 pandemic.

**Scheme Annual Water Usage and Cost**

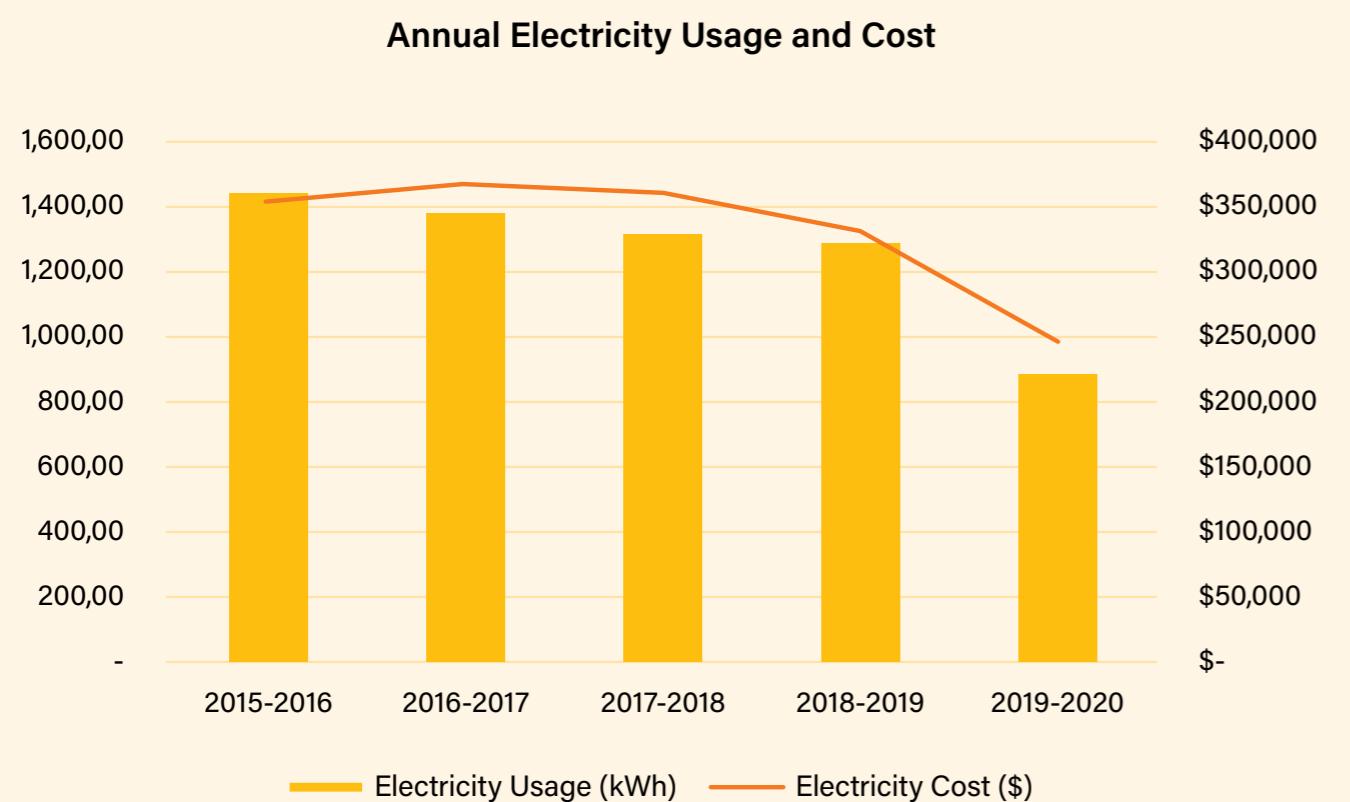


## Electricity Consumption

The electricity consumption for 2019-2020 was 893,979kWh which is a 391,641kWh decrease from 2018-19 (1,285,612kWh). This represents a saving of \$84,102.00. The steady general decrease in usage since 2015 can be attributed to upgrades, usage patterns, public education over the last five years, as well as the lower usage of facilities during the COVID-19 pandemic.

The City of Nedlands has embraced the development of LED technology which will see the manufacture of mercury based lighting become obsolete by December 2020.

Following the improvements in LED technology, the City of Nedlands has undertaken to upgrade street lighting to LED, which includes electronic metering. To date, 10% of the City's street lighting has been changed (229 lights).



## WESROC Projects

The City of Nedlands, in partnership with WESROC (Western Suburbs Regional Organisation of Councils), undertook an assortment of environmental projects as follows:

- Native Plant Subsidy Scheme;
- Western quarter groundwater aquifer recharge investigation;
- Whadjuk Walking Trails;
- Urban vegetation and heat spot mapping;
- Western Suburbs Greening Plan 2020-2025;
- Greening the Transit Reserve;
- Feral animal control;
- Mosquito program.



## Key Initiatives

- The City and the Department of Fire and Emergency Services have been working together to complete an Emergency Management Risk Assessment to assist with the States Emergency Management Plan. Seven priority hazards were assessed including storm, fire, flood, emergency rail crash and road crash, HAZMAT and heatwave. The City's Emergency Management Risk Assessment Report was endorsed and approved by the Department of Fire and Emergency Services. These reports assist with building Western Australia's strength in community safety and increasing resilience in the event of emergencies and disasters;
- The City's Environmental Health Service has exceeded the required amount of inspections required for food businesses, public buildings and water quality monitoring. This has been achieved by the Officers continuing their assessments throughout the COVID-19 pandemic period;
- The Environmental Health Service did not initiate any prosecutions this year however, 30 Improvement Notices were issued. All required works have been completed;
- The City has coordinated the formation of a WESROC Contiguous Local Government Authority Group (CLAG) to undertake health-driven mosquito management across the borders of the Cities of Nedlands and Subiaco;
- The Towns of Claremont, Cottesloe, and Mosman Park will become Subsidiary members of the CLAG mosquito management program due to area wide concerns about the potential threat of debilitating diseases such as Ross River Virus (RRV) or Barmah Forest virus, and the negative impact mosquitoes can have on the amenity of residents and their enjoyment of outdoor spaces and activities.

**331** food premises inspections

**210** public pool inspections

**54** dog attacks investigated

**2** successful dog attack prosecutions

Electricity consumption decreased by

**39,1641kWh  
(30%)**

compared to 2018-2019.

Scheme water consumption decreased

**by 9.8%  
(2,500kL)**

compared to 2018-2019.

**80** public building inspections

**80** noise complaint investigations

**456** warnings issued for parking

**3,143** total parking infringements issued

**15,400 plants**

from the Native Plant Subsidy Scheme sold

**704,804kL**

of groundwater usage was

**0.63% less**

than the City's allocation.

# Waste Services

The West Australian Waste Avoidance and Resource Recovery Strategy 2030 (WARRS) has established an action plan which aims to guide the State in its transition towards a low waste circular economy. The City's Waste Minimisation Strategy (WMS) aligns with the objectives and targets of the WARRS.

The City of Nedlands is one of the top performers among local governments in WA in achieving high diversion rates, low waste costs and strong customer satisfaction levels. The City has achieved an overall 55% diversion rate from landfill – which means 54% of the City's waste was either recycled, reused or recovered.

About 8,200 dwellings within the City use the three-bin kerbside collection system for general, green and recycling collection services. In addition, 866 commercial waste services and 695 commercial recycling services are included in the City's kerbside collection system. The City also provides two combined residential bulk verge collections each year consisting of hard waste, green waste, metals, e-waste and mattresses.

In 2019-2020, the City collected 11,782 tonnes of waste, 3,773 tonnes of green waste and 2,706 tonnes of recyclable material from the kerbside collections and bulk waste streams including household hazardous waste. The total of combined waste diverted from landfill was 55% either recovered, reused or recycled. In comparison to the 54% diversion rate recorded in 2018-2019, the 1% increase in recovery was predominantly due to COVID-19 as there was a high participation rate for the bulk collection.

In its efforts to improve waste diversion and achieve WARRS targets by 2025 and beyond, the City (with community support) will explore possible consideration of inclusion of food waste into the existing residential kerbside greenwaste bin, otherwise known as a Food Organics Garden Organics (FOGO) service.



## Key Points (Highlights)

- The City is a leading metropolitan local government using a three-bin system and verge collection with a diversion rate of 55%;
- More than 80% of residents use the standard bin service (120L rubbish bin). The remaining residents use the upgrade service (240L rubbish bin) or super service (two 240L rubbish bins);
- More than 23% of residents are using the complimentary second recycle bin option;
- Due to COVID-19 the City's bulk rubbish collection contractor collected an additional 321 tonnes in comparison to the last financial year. This realised a 1% increase from verge collection compared to last year's recovery;
- Working with schools through education and information;
- Researching new technology suppliers that could produce energy from waste;
- The City's Waste Management Contracts delivered a highly efficient and cost-effective waste service to our residents while avoiding waste service change increases;
- The City is seeking ratepayers support and collaboration to reduce usage of single use plastic which cannot be recycled.

## Graffiti and vandalism

- The City maintains a 48-hour target for graffiti removal from public spaces. The City's graffiti and vandalism policy aims to ensure all graffiti is removed within 48 hours of being reported;
- The City also passes on the reports to the central Police database. Historically, prompt removal has proven to be the most effective deterrent. This service is available free of charge in almost all cases and community satisfaction rating in this area remains high.

## Key Initiatives

- The City delivered the waste education program to primary school students;
- Implemented a new verge collection recycling contract achieving the overall rate of 80% diverted from landfill for this service.



**11,782 tonnes**  
of domestic  
waste collected



**2,706 tonnes**  
of recyclables  
diverted from landfill



**10 tonnes**  
of e-waste & mattresses  
diverted from landfill



**3,773 tonnes**  
of green waste  
diverted from landfill

# Built Environment

## Key Points

New Local Planning Policies for the following:

- Child Care Premises;
- Waste Management;
- Parking;
- Interim Broadway Design Guidelines;
- Planning Compliance;
- Doonan Road Laneway;
- Residential Development;
- Smyth Road Gordon Street Laneway;
- Short term accommodation;
- Occupancy Restrictions.
- Waratah Village Laneway.

The City formulates, administers, and enforces rules and regulations for its built environment. Responsibilities include land-use planning, development approvals and compliance, heritage and managing the leasing of City assets, as well as building and swimming pool control and compliance.

These activities ensure the City continues to develop and thrive in pursuit of its vision of being an environmentally sensitive, beautiful and inclusive place. High-quality built environments are healthy, have character and charm, enhance community connections, and protect amenity.

The City offers contract services (building permit approvals, swimming pool inspections and building) to other local governments to assist with their building functions.

## Strategic planning

The City has developed the strategic and statutory framework to accommodate additional population and development in accordance with the LPS3 which includes precinct plan local planning policies and transition areas local planning policies.

These will provide further guidance for the City, the development industry and the local community on the development in key precincts within the City as well as defining future desired character for these areas.

A Public Open Space (POS) Strategy commenced in 2019-2020. This follows an extensive engagement process, involving a community survey, open day events and specific public open space audits around the City. The City will continue to develop this strategy into the early part of 2021, aiming to finalise the strategy in the second quarter of 2021.

As part of implementing a new Local Planning Scheme No. 3, the City has revised its operational Local Planning Policy Framework and has introduced new policies in a wide range of areas including Child Care Centres, Occupancy Restrictions, Waste Management, Short Term Accommodation and many more.

The City is modernising its policy framework to fit with the City's new Scheme and has involved the Community throughout the policy review process.

Looking forward, the City is aiming to formulate finalised precinct plans and scheme amendments for:

- The Broadway, Waratah Village and Nedlands Town Centre at Captain Stirling as a priority within the first quarter of 2021;
- A car parking strategy;
- Continued collaboration with the City of Perth and the Department of Planning Lands and Heritage in formulating the Specialised Activity Centre Plan for the QEII- UWA precinct which includes parts of the City of Nedlands; and
- A Master Plan for Mount Claremont East.

The City will also continue to develop its Transition Zones Local Area Policies as well as Precinct Plans for Hampden Village and Stirling Highway.

## Statutory planning

Statutory Planning remains extremely active with a high volume of development applications, subdivision referrals and deemed-to-comply checks. In this area the City continues to innovate its assessment procedures and methods with the introduction of the new LPS3, the 2019 State Planning Policy (SPP7.3), and the Residential Design Codes (Volume 1 and 2).

Processing of development applications and subdivision referrals remain a priority requirement as does engaging, informing and involving the community in decisions relating to planning and development.

Preliminary planning advice is being offered for assessments prior to development applications being lodged. With the introduction of Design WA, R-Codes (Volume 2) there is a greater emphasis on pre-lodgement advice being provided to inform the lodgement of complex development applications as well as moving into a Design Review focus in 2021.

The City is also continuing to offer the "deemed-to-comply" check service for applicants wishing to receive confirmation of whether a proposal requires or does not require development approval. This remains a popular service.



## Statistics (Planning)

During the reporting period 241 applications were determined by the City. Of those, 224 were determined under delegation and 17 were determined by Council. Of the 224 determined applications under delegation by staff, 73% were determined within 60 days, 19% were determined between 60 and 90 days and 8% were determined over 90 days.

In addition to the above, there were another 46 applications not determined by the City - 11 were cancelled and 35 were determined by the WAPC or JDAP process.

Development compliance also formed a significant part of statutory planning resources in 2019-2020, with complaints generally generated by neighbours concerned with unauthorised buildings or land uses. Complaints regarding traffic management around construction sites has also taken a considerable amount of time for the statutory planning team this year.

## Building and compliance

Following completion and adoption of the City's traineeship program for budding building surveyors, we have successfully concluded an extensive employment process and employed the first new training cadet to bring into the industry and bolster the department's capabilities.

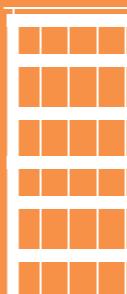
The City continued to provide a swimming pool inspection program for the Town of Claremont. The City also continued its shared services with the Shire of Peppermint Grove providing building certification and advice as needed.



**99% of building applications**  
processed within 10 or 25 day statutory timeframe.



**631 pool barrier inspections conducted**  
330 in the City of Nedlands and 301 in the Town of Claremont.



**484 building applications approved**  
for City of Nedlands & nine building applications assessed for the Shire of Peppermint Grove.

## Key Initiatives

### Planning

Administration and delivery of assessments in accordance with the City's new Local Planning Scheme No. 3 No.3.

Refinement of process and procedures for complex development applications and JDAP applications.

Consultation on the Draft Precinct Plans for Nedlands Town Centre and Waratah Village Precinct.

Training and mentoring program for two student planners, one who has progressed to full time employment elsewhere.

Development of new local planning policies, progression of built form modelling for Stirling Highway, Broadway and Waratah Village and moving towards completion of the local planning policy framework for Transition zones.

### Building and compliance

Continued the pool inspection shared service agreement with Town of Claremont.

Continued the building permit certification service agreement with the Shire of Peppermint Grove.

Employed the City's first new cadet building surveyor into the apprentice training program for new building surveyors.

# Community Services

Community Services are provided through centres at various locations throughout the City.

Staff support community members of all ages through the following services:

- Library Services;
- Aged Care Services;
- Positive Ageing Program;
- Child Care.

As the community's needs change, each service area works hard to ensure those needs are met. This is achieved by adding services and activities or changing how a service is delivered.

## Library Services

The Nedlands Library Service has two libraries: Nedlands Library and Mount Claremont Library. Membership stands at 7,292 across both libraries. 3,768 (52%) are residents.

This Service is part of the Western Suburbs Libraries network which includes Subiaco Library, Claremont Community Hub and Library and the Grove Library.



Membership provides book-borrowing access to all western suburbs libraries, however, each library service applies different loan conditions.

The library collection includes a variety of books, magazines, talking books, DVDs, local studies and electronic content (eBooks, eAudiobooks, eMagazines and eMovies). Over the past year, 31,193 eAudiobooks have been downloaded and listened to by library members.

A successful library 'volunteer recognition morning tea' was held on 3 December 2019 in appreciation of the hard-work volunteers provide in the libraries, organising outreach and other library-run programs for the community. There are currently 64 people who volunteer in the libraries.

## Aged care services – Nedlands Community Care (NCC)

The Commonwealth Home Support Program (CHSP) is provided through Nedlands Community Care (NCC), jointly funded by the Australian Government's Department of Health and the City of Nedlands. NCC provides services to assist eligible residents to remain living in their own homes for as long as safely possible. Many elderly residents have limited contact with people outside their home. NCC provides the support and social interaction needed for their wellbeing.

Services provided include:

- In-home support for personal care, medication prompting, wellbeing checks, light domestic and laundry assistance, shopping and bill paying support;
- Garden maintenance;
- Transport to medical appointments and local shopping centres assisted by volunteers;
- The Waratah Social Club provides activities, exercise classes and meals as well as outings and events;
- Social support activities in conjunction with the Waratah Social Club include group bus outings around Perth, social get-together programs, a dinner club, book clubs and movie days.

## Positive Ageing

An integral part of the City's Positive Ageing Program, the Affinity Club is for over-55s and those not yet ready for NCC services. The Affinity Club promotes a 'can-do' attitude to life. It was formed to offer health-enhancing activities at a nominal price, that are both stimulating and encourage community interactions.

Activities are open to all seniors and are held at Nedlands Community Care, Dalkeith Hall and The Hive (Mount Claremont Community Centre).

Weekly activities include:

- Walking Groups;
- Table Tennis;
- Yoga for Seniors;
- Pilates for Seniors;
- Zumba Gold;
- Line Dancing;
- Mah-jong;
- Canasta;
- Chair Pilates;
- Chair Yoga;
- Chair Zumba;
- Sing with Us;
- Computer Support Café;
- Tai Chi;
- Solo Dancing.

During the year in review, monthly activities included outings to the local cinema followed by a meal, Laughter Yoga and educational talks with afternoon tea included. There was also seasonal activities such as visiting the Optus Stadium, Melbourne Cup Lunch in November, Christmas Party Sing-a-long in December and a Friendship Day lunch at the Swan Valley's Henley Brook in February.

Community events including the "Stay Happy, Stay Active" Open Day was held in October 2019 with Affinity teachers showcasing their activities, and a Family Fun Intergenerational Morning event held in January at the Mount Claremont Community Centre.

### **Point Resolution Child Care (PRCC)**

In 2019-2020, the PRCC continued to operate at a level which maintained and continued its rating that exceeded National Quality Standards and National Regulations. PRCC passed 'spot' checks / audits made by the regulatory authority confirming its continued high level of care and governance.

Working collaboratively with families, PRCC provides an environment that ensures the care each child receives while at PRCC, is an extension of the care they receive at home. The open-plan (mixed age group) room creates an atmosphere which allows for the children to socialise with their siblings and friends, while learning many important early life skills. We acknowledge that each child is a unique individual and we work in close partnership with families to ensure we support and provide a caring environment which is inclusive for all.

The centre values early childhood education as the foundation for lifelong learning. Through the strengths and interests of each child we promote learning and development, planning, implementing and reflecting on each child's individual learning in line with the educational outcomes of the Early Years Learning Framework. Both individual and group learning is valued and utilised to ensure the educational program provides a range of experiences that help children reach their potential.

### **Key Points (Highlights)**

#### **Library Services**

##### **Family Fun Intergenerational Morning**

On 21 January 2020, Community Service Centres organised the inaugural Family Fun Intergenerational Morning. This event was a collaboration between three business units – Nedlands Libraries, Nedlands Community Care, and Positive Aging and was a huge success.

The morning was full of fun games and activities for parents, grandparents and children ending with a free sausage sizzle. Lawn games including bocce, croquet and ten pin bowling, along with the fun pursuit of face-painting were enjoyed by visitors of all ages.

#### **A Day of Literary Feasting**

During 2019-2020, the Libraries held A Day of Literary Feasting on Tuesday 22 October. It was the first time this one-day event had been held at Mount Claremont Community Centre and Library and proved a popular celebration of reading and writing with workshops from authors and bibliophiles. This specially curated program included a 'Reading as a Writer' workshop with Annabel Smith and 'Reading for Pleasure and Wellbeing' with Alana Marshall. Both Annabel and Alana have previously facilitated popular events for the Library Service. Local authors included Lynne Leonhardt, Elliot Langdon and Tom McKendrick and local Geraldton author, Holden Sheppard who spoke about their recently published books.

#### **Positive Ageing Program**

- A "Stay Happy, Stay Active" open day was held on Tuesday 22 October at Dalkeith Hall to showcase the variety of activities on offer through the Positive Ageing Program for all seniors living in the City of Nedlands;
- ABC Radio 720 featured the Nedlands Affinity Club program on Jessica Strutt's "Focus" program on 5 November 2019;
- On average, Affinity Club members attend up to three or more weekly activities;
- During the COVID-19 lockdown, three weekly activities were provided to Affinity Club members online via Zoom.

### **Point Resolution Child Care (PRCC)**

- PRCC achieved a 100% overall satisfaction rate in the annual parent survey with positive comments from families regarding each of the survey areas;
- Consistency in maintaining high daily attendance across the year;
- Following feedback from our families, PRCC has continued to work towards greater sustainability. Resources for the program have been based on the use of more recycled materials and families have often been asked to contribute items to our program activities;
- Continued to successfully pass all Food Safety Audits.

### **Key Initiatives Library Services**

A new public computer desk was installed at Nedlands Library in July 2019. This new desk is OSH compliant with parts of it able to be raised for wheelchair access.

171 book club sets have been hired in 2019-2020, representing an increase of 57 on last year.

### **Nedlands Community Care (NCC)**

The Waratah Social group visited Ascot racecourse and got 'up close and personal' with some friendly racehorses.

During COVID-19, Nedlands Community Care continued to provide essential services to seniors in the community and provided "activity packs" to help occupy the quiet times.

During this time, we were able to keep a number of NCC social groups connected while still observing distancing requirements, with limited bus outings to points of interest around Perth.

#### **Positive Ageing**

- Launched two new activities: Tai Chi and Solo Dancing (Ballroom dancing without partners);
- Introduced 'Asian Connection', an opportunity for members to enjoy a social lunch with Asian food and a themed movie. This has become a very popular monthly activity;
- Celebrated 'Memorable Movies' (Fifties movies) over pizza at the NCC's big screen.





#### Point Resolution Child Care

- Continuing sustainable practices by offering more nature play learning. The program activities were based on utilising more recycled materials. Children also learned how micro plastics e.g.- glitter can affect our environment including the ocean and there was parent involvement by switching to "wet bags";
- Continued strong partnerships and supported families with agencies such as Inclusion Support Care, Telethon Speech and Hearing and local support services and specialists from the community;
- Hosted a range of events including Storytime visits from the local library, and Kidz and Sport for "Father's Day" activities;
- Worked with the local Bunnings store to plant our own little herb pots;
- Children had the opportunity to celebrate NAIDOC and reconciliation weeks at PRCC. Building knowledge, understanding and respect for Aboriginal and Torres Strait Islander culture is an ongoing journey for children, staff and families at PRCC;
- PRCC successfully passed all audits conducted by the Education and Care Regulatory Unit;
- Implemented the new childcare subsidy (CCS);
- Provided staff training and opportunities for participation in forums for professional discussion, strengthening capacity to deliver inspiring and engaging programs;
- Community members and families attended events including a Meet and Greet Picnic, Mother's Day, Father's Day and Grandparents Day.

#### Library Statistics



**725 events** provided at Nedlands & Mount Claremont Libraries with **5,714** people attending



**31,193** downloads of library eAudiobooks



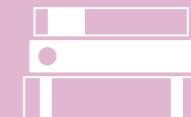
**1,281** downloads of library eMovies



**14,500** searches on Family History databases



**74,441** visits to Nedlands and Mount Claremont Libraries



**290,301** library transactions (includes loans, reservations, returns, & renewals)



**22,783** downloads of library eBooks



**6,312** downloads of library eMagazines



**95%** satisfaction rate for library events



**97%** satisfaction rate overall with the libraries (Library user survey July 2019)

#### Nedlands Community Care Statistics

Nedlands Community Care is providing services to **220 clients** in the community.

Our oldest client, at **105 years of age**, still lives **independently** at home.

#### 100% satisfaction rate

overall from client surveys were returned, with positive feedback from all clients.

#### Positive Ageing Statistics

**21 weekly classes** and **4 monthly activities** to choose from.



# Community Development

Community Development began the financial year with a program of much-loved community events. Remembrance Day and several Citizenship Ceremonies took place, followed by the highly successful 2020 Summer Concerts.

However, immediately following the Summer Concerts in February 2020, the difficult decision was taken to cancel our flagship children's event, Splashfest, due to concerns about the pandemic. By Anzac Day in April, the City was adapting in response to the pandemic, and in consultation with the Nedlands RSL, many residents marked the traditional dawn service from their own driveways.

In other adaptations, the City also turned to supporting our residents with a new Community Outreach program. The CEO wrote to every household in the City, offering support for those affected by the pandemic and inviting anyone in need to contact us. Residents in need contacted the City and Community Development staff assisted them with shopping deliveries and regular check-in phone calls, amongst other support.

By the end of this unusual financial year, Community Development was also providing support to our local businesses, through the Go Local First campaign. While the pandemic has created challenges for many, one positive outcome has been a strengthening of the City's relationship with our local community, including our business sector and some of our most vulnerable members who have been assisted through the new Community Outreach program.

## Community events

### Council-provided events

More than 5,000 people attended the City's major community events, including:

- Four Summer Concerts in the Park;
- One Nedlands 'Going Places' tour;
- Anzac Day Driveway Dawn Service (replaced the usual ANZAC Day Ceremony);
- Remembrance Day ceremony;
- Three citizenship ceremonies.

### Externally Provided Events

As well as the above events provided by the City, a number of individuals and organisations provided their own events in the City's parks and reserves. These externally provided events included corporate, community-based and private events. Larger-scale events included the Up All Night Charity Walk by Ronald McDonald House Charities and the MSWA Ocean Ride by the MSWA Society of WA. Smaller-scale private events included wedding ceremonies and birthday parties.

The City's approval process for these events aims to minimise any negative impacts on the local community. The City approved 128 of these externally provided events in 2019-2020. The number was down by 48 compared to the 2018-2019 financial year, where it was 176. This can be attributed to the City being unable to accept event applications from March to June 2020 due to the COVID-19 pandemic.



## Sport and recreation

The City works closely with 34 local sporting clubs that offer the community a wide range of sporting options. Bookings for facility use are co-ordinated to ensure clubs have prioritised access to the City's seven major sporting reserves. As well as access to reserves, clubs are supported in securing funding to upgrade facilities to meet the needs of the clubs, the community and sporting codes.

### Recreation Plan

The City began developing a Strategic Recreation Plan for the 10 year period 2020-2030. The aim of the plan is to determine the community's current and future needs for sporting and recreational facilities, infrastructure and services. The focus of the plan is on physical recreational activities, both structured and unstructured. Sport and recreation are now more important than ever to the health and well-being of our community, and require significant resources. Therefore, a co-ordinated and well targeted approach is essential.

## Local businesses

The City of Nedlands organised a Business Sundowner to provide local business people, City staff and Councillors an opportunity to network with each other. The event was held in November 2019 at Adam Armstrong Pavilion. The event was well supported by local business owners and operators and enjoyed by those who attended. With many local businesses adversely affected by the pandemic, the City has been working proactively to promote local businesses on the City's website, explaining the many ways they were adapting their services to safely continue operating and meeting customers' needs.

## Youth Development

### Youth Advisory Council

The Nedlands Youth Advisory Council (YAC) is a team of young volunteers aged 12-21 who live, work, study or recreate in the City of Nedlands. The YAC continued to provide input into the City's youth program and helped plan and co-ordinate City of Nedlands' youth events.

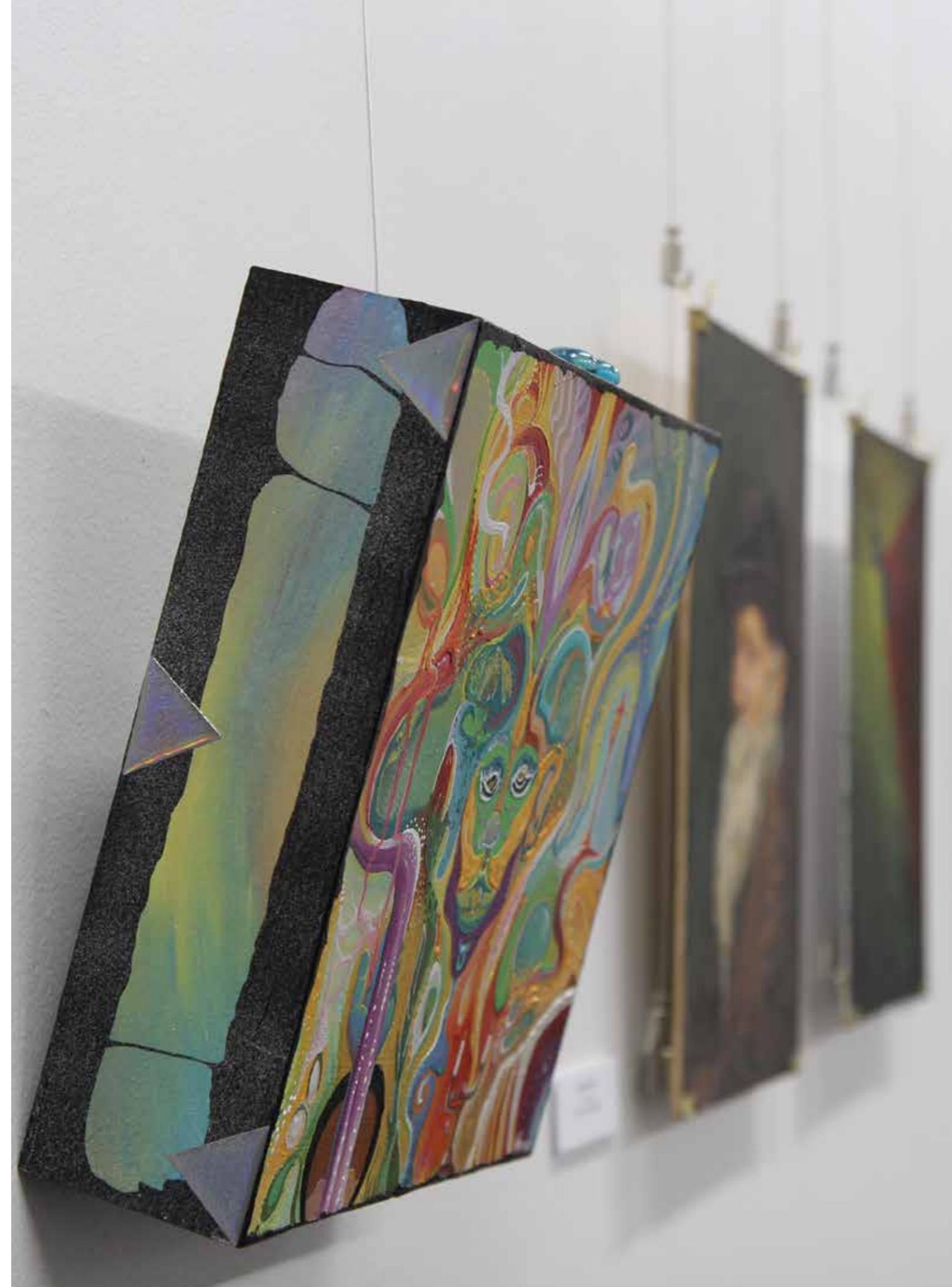
### Emerge Youth Art Awards

Emerge Youth Art Awards has showcased the artistic talents of young people across the City since 2013. 2019 was the first year to accept sculpture entries. The awards attracted 91 entries with attendees ranging in age from 12 to 25. Emerge provides a platform for budding young artists to exhibit their work and build their portfolios; and culminates in an exhibition opening and awards ceremony. The 2019 exhibition was held at Tresillian Arts Centre for the first time.

### Youth Grants

Six local young people received a \$250 grant from Council's Youth Grants Fund. The fund recognises and encourages initiatives taken by young people that contribute to the community. Examples include representing WA at the U13 Australian Hockey Championships in Hobart, traveling to Brisbane to compete at the U15 Individual Badminton Championships and competing in the U15 Boys and Girls Lacrosse National Tournament.

The City also provided a grant of \$12,500 to the Shenton Christian Council to assist with the cost of providing chaplaincy services in local schools.



## Volunteer Services

The City's Volunteer Services match volunteers with opportunities that suit their interests and availability. During 2019-2020, the service:

- Referred 110 volunteers to roles in community organisations throughout the metropolitan area; and
- Engaged 160 volunteers in roles with services provided by the City.

### Volunteers in community organisations

Many of the 110 volunteers referred to community organisations have gone on to play a key role in those organisations, contributing towards building a resilient and inclusive community. Many organisations that utilise volunteers had been affected by the COVID-19 pandemic in 2019-2020 however, by the end of the 2019–2020 financial year, organisations were beginning to re-engage volunteers in their programs, while following COVID-19 safety and health guidelines.

### Volunteers in City provided programs

160 volunteers gave their valued time to extend many of the services delivered by the City of Nedlands. This included volunteers working in:

- The Nedlands and Mount Claremont Libraries;
- Nedlands Community Care;
- Providing community transport;
- Assisting with bushcare; and
- Serving on many different committees and advisory groups.

Volunteers allow the City to extend and enrich its services beyond those provided by staff. According to the Australian Bureau of Statistics (May 2017-2018), the work of an average volunteer is valued at \$41.72 per hour. Therefore, the 5,853 hours contributed by volunteers working in City provided programs in the 2019–2020 financial year represents \$244,210 in donated benefit to the City.

### Tresillian Arts Centre & Public Art

The Tresillian Arts Centre continued to provide a wide range of recreational courses, children's school holiday activities, art exhibitions and art studios. Tresillian's customers were highly satisfied with the services they received, including the online course delivered during the COVID closure period.

#### Tresillian courses

Art courses continued to be in strong demand, as well as language and lifestyle courses. Tresillian provided 185 term-based courses for adults in the three terms delivered in the 2019-2020 financial year and 30 school holiday courses for children during the three school holiday periods. A significant number of new courses delivered by new tutors brought fresh skills and creative opportunities to Tresillian's students.



Tresillian was unable to personally deliver courses during Term 2 due to COVID-19 closure, but all regular students were engaged online with work being delivered by staff. This ensured continued engagement with the community and support for everyone in isolation.

#### Online booking system

Tresillian's reputation as an arts centre is well-established and sufficiently strong to attract City of Nedlands residents as well as people from other local government areas, including people from country areas. The online booking system continues to attract students from further afield, with customers able to search and book courses in their leisure time. In the first year of on-line booking implementation, bookings were up by 15% for term bookings and 80% for School Holiday bookings.



### Social Media

Social media exposure has also increased in the past 12 months, with follower numbers on Instagram and Facebook up by 200%. This has contributed to increased enrolments and exhibition attendee numbers.

#### Café

The café continues to function as the 'heart' of Tresillian and is highly valued by Tresillian's users. The café is a private business, run by Nicky Ray who leases the café kitchen from the City. Nicky and her staff have created their own café atmosphere which is warm and welcoming, coupled with wholesome menu offerings.

#### Studio Artists

Tresillian leases studios to artists, their creativity helping to provide a vibrant and interesting centre for community members. In the 2019-2020 financial year, Tresillian provided eight art studios to seven individual artists and one arts organisation, the Printmakers Association of WA. Our studio artists contribute to Tresillian through teaching, exhibiting their work and their presence as working artists.

#### Exhibitions

Tresillian's Art Exhibition schedule has been very successful, with record numbers attending the annual Student and Tutor Exhibition in October and record artwork sales across all exhibitions held during the year. For the first time in three years, the Studio Artists also had a successful group exhibition in February.

## Public Art

Two major public artworks were installed by the City in the 2019–2020 financial year.

An interactive sculpture titled Windows into the Past by Western Australian artist Tony Pankiw was commissioned by the City and installed in the newly created Annie Dorrington Park in Mount Claremont in November 2019. The artwork is a contemporary form which also acknowledges the history of the site, next to Montgomery Hall.

The City also purchased an artwork that was installed at Tresillian Arts Centre in August 2019. Inspired by Rosie was created by WA artist Tania Spencer and sits beautifully in the landscaped entry to Tresillian on Tyrell Street in Nedlands.

Council's Public Art Committee met regularly throughout the financial year and will continue its work into 2020–2021.

## Key Points (Highlights)

- More than 3,100 people attend Summer Concerts in the Park;
- A record number of 178 community members became Australian citizens at the City's citizenship ceremonies, up from 121 in the 2018–2019 financial year;
- \$240,000 worth of time donated by volunteers who helped the City extend and enhance Council-provided services;



## Key Initiatives

### City of Nedlands Community Outreach Program

- This new program was established to assist City residents in need due to the COVID-19 pandemic. Residents were assisted with home deliveries, phone check-ins, connection to City services and local businesses. The City was pleased to find that only a small number of residents needed this service. However, the service was important to those who did need it.

### Community Development

- Installation of Audio Hearing Loop, Projection and Audio system installed in Banksia Room, Mount Claremont Community Centre for community use;
- Automatic External Defibrillator installed on wall outside Mount Claremont Community Centre;
- Began the process of developing a Strategic Recreation Plan.



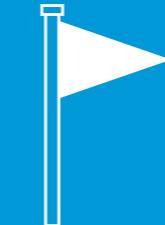
**More than 3,100 people** attended four Summer Concerts in the Park



**92% satisfaction** rating by Summer Concert attendees



**Six grants** valued at a **total of \$1,500** provided to local young people from the Youth Grants Fund



**128 externally provided events** held on City land in 2019–2020, down by 48 to 20 due to the pandemic



**Satisfaction rating** by the City's hall users **87%, up by 5%** on 2018–2019



**Seven grants** with a total value of **\$5,037** were issued from Council's Community Grants Fund for events ranging from Disabilities Basketball and Deaf Community Markets to street parties.



**178 people** were welcomed as **Australian citizens**



**91 entries** in the Emerge: Youth Art Awards



**88% satisfaction** rating by the City's community groups and organisations, **up by 6%** 2018–2019



**1 resident** is still receiving weekly assistance through the Community Outreach program.



Volunteers have **donated \$244,210** worth of time to extend Council Services



**7 residents** took up services offered by the Community Outreach program, aimed to address their needs arising because of the pandemic.

# COVID-19 Journey

In-line with everywhere else, COVID-19 has had an impact on the City and how the City continued to provide services to residents during the lockdown period. While this has forced the City to adapt and think of ways to continue our services remotely, it has also brought forward some ideas that had been in the planning phase, into the implementation phase a lot earlier. Some of these services will be beneficial beyond COVID-19 and will continue to be offered.



The City developed a Coronavirus Working Group early in February 2020 to discuss how the City would cope if this virus became a pandemic. An early Risk Assessment across all services was undertaken and initiatives implemented in the event the City was directed into lockdown. This early work placed the City in a strong position for staff to work from home immediately while having the necessary resources in place to enable them to continue their roles without interruption. Those who could not work from home were supported while they continued to undertake their important operational work such as Parks and Gardens.

The City also undertook financial due diligence to assess the likely financial impact on its services and those who were financially tied to the City including sporting clubs, groups, tenants and ratepayers. Council adopted a financial hardship policy which ensured those who needed assistance were given it, while at the same time ensuring the City continued to position itself as a financially sustainable organisation.

## **Key Points (Highlights)**

- Introduction of service adaption to take services to the residents;
- Introduction of a financial hardship policy;
- Projects brought forward during closure to ensure less disruption to the public later in the year.



The Table below outlines the impacts and adaptions that took place across the City's operations. Some activities had to be cancelled while other adapted or new services were implemented in line with the WA Government COVID-19 restrictions.

Operational Area	Impact to the City	Outcome			
Community Development	Mass events cancelled	<ul style="list-style-type: none"> <li>▪ Anzac Day Ceremony;</li> <li>▪ Splashfest;</li> <li>▪ Citizenship Ceremony (May);</li> <li>▪ Youth Grant events (2 cancelled);</li> <li>▪ Going Places Tour (April).</li> </ul>	Community Services	New service to Seniors	<ul style="list-style-type: none"> <li>▪ Outreach Program - Established to assist City residents in with home deliveries, phone check-ins, connection to City services and local businesses.</li> </ul>
	External Applications not accepted	<ul style="list-style-type: none"> <li>▪ Several external events had to be cancelled, including wedding ceremonies;</li> <li>▪ Full refunds were offered to those who could not hold their event.</li> </ul>			<ul style="list-style-type: none"> <li>▪ Pets in the Park</li> </ul>
	Tresillian Arts Centre closed and face-to-face Term 2 courses cancelled	<ul style="list-style-type: none"> <li>▪ Online Term 2 program delivered to regular students, without charge;</li> <li>▪ Tresillian tenants were offered rent relief for the three months of closure;</li> <li>▪ Two volunteer driven projects initiated during the closure: <ul style="list-style-type: none"> <li>- Facebook group - Tresillian artists joined a secure group to discuss and post the artworks they were working on in isolation, with feedback from professional artists and Tresillian studio artist Judy Rogers;</li> <li>- Studio artist Sue Hibbert led a 'Paint a card a day Challenge' Tresillian tutors and students painted cards which were distributed to WA Health Care workers working on the front line at COVID testing clinics. More than 200 cards were individually hand painted and distributed.</li> </ul> </li> </ul>	Health & Compliance	Mass event cancelled	<ul style="list-style-type: none"> <li>▪ Significant decrease in parking compliance activities particularly around Hollywood Hospital and the University. This was due to the cancellation of elective surgeries and students undertaking online classes. The further reduction of vehicle traffic was attributed to residents working from home and reduced primary and secondary student attendance.</li> </ul>
Business sundowners	Closure of local businesses and changes to their operations	<ul style="list-style-type: none"> <li>▪ The City supported local businesses by promoting their new opening hours on the City's website.</li> </ul>			<ul style="list-style-type: none"> <li>▪ Increase in animal complaints relating to nuisance barking, dogs not being under effective control in dog exercise areas, and dog attacks;</li> <li>▪ Increase in frequency for Ranger due to the increased usage of City reserves and the subsequent increased interaction between regular park users, the broader community, and dogs;</li> <li>▪ Ranger Services in conjunction with Wembley Police monitored Swanbourne Beach during the Easter long weekend ensuring people were complying with the social distancing requirements.</li> </ul>
	Business sundowners	<ul style="list-style-type: none"> <li>▪ Sundowner cancelled</li> </ul>	Community Engagement	Hall and Community Facility closures	<ul style="list-style-type: none"> <li>▪ Ranger Services increased patrols of these facilities to help reduce anti-social behaviour or graffiti.</li> </ul>
				Face-to-face engagement restricted	<ul style="list-style-type: none"> <li>▪ Community Information Sessions for Urban Planning were moved to an appointment based system with City planning officers;</li> <li>▪ Community Reference Groups were established for precinct planning.</li> </ul>



Integrated Strategic Planning	Business Systems maximised through remote access	<ul style="list-style-type: none"><li>▪ Remote access to IT systems to accommodate staff working from home;</li><li>▪ Call forwarding setup for incoming calls and intra-communication was well handled through Microsoft Teams, and there was an option to use Avaya Add with Skype for business as a softphone by some employees.</li></ul>
Nedlands Libraries	Libraries closed on WA Government orders	<ul style="list-style-type: none"><li>▪ Closed for nine weeks (23 March – 24 May). Mount Claremont Library closed for an additional seven weeks due to roof maintenance works and Community Centre building works (25 May – 12 July);</li><li>▪ During closure, Nedlands Library Service was able to offer the following services:<ul style="list-style-type: none"><li>- Reservation pick up service (Click &amp; Collect);</li><li>- A returns chute was available. All loans extended to 30 June 2020;</li><li>- Access to Online Resources;</li><li>- Special Home Delivery for seniors;</li><li>- Mystery Parcels for children;</li><li>- Craft Packs.</li></ul></li></ul>
Volunteering Services		<ul style="list-style-type: none"><li>▪ Closed for 4 months</li></ul>
Nedlands Community Care	Aged Care services	<ul style="list-style-type: none"><li>▪ All direct services usually delivered at the centre were cancelled and bus outings, including shopping trips, were suspended;</li><li>▪ Unless cancelled by the client, home support services continued including personal care, domestic assistance and social support. Staff adhered to all relevant operational requirements, including wearing gloves and face masks, sanitising constantly and ensuring it was safe to enter a client's home. NCC office staff retained contact with clients by phone to ensure they were OK and had the necessary food and supplies to keep them entertained, or just to chat and provide company.</li></ul>

	<ul style="list-style-type: none"> <li>From March 2020 Affinity Club activities ceased being held at Dalkeith Hall, Nedlands Community Care and Mount Claremont Community Centre;</li> <li>Three activities (Pilates, Zumba Gold and choir classes) transferred to online access through Zoom, so instructors could provide classes directly into people's homes;</li> <li>A weekly email to all clients included details on how to join the Zoom activities, ideas for keeping connected, links to online health activities, movies and many other ways to stay entertained during lockdown.</li> </ul>
Positive Ageing Program	
Point Resolution Childcare	No impact – services continued <ul style="list-style-type: none"> <li>Continued services at capacity throughout the pandemic. The centre remained open and the number of children attending stayed close to capacity, even before the free childcare was offered by the Federal Government. Families in essential services were given preference if there was a vacancy available;</li> <li>COVID-19 hygiene and social distancing was observed as much as was practicable, particularly with sanitising hands, surfaces, toys, basically everything – constantly.</li> </ul>



## Statistics

### Library

- 659 customers** borrowed **5380 items** from the Nedlands Library while closed (includes deliveries special COVID senior deliveries);
- Average week **155 customers** loaned items;
- Average **600 loans and 660 returns** each week;
- 45 people** signed up for electronic membership;
- Use of Online Resources increased approximately **50%** during closure;
- Promoted online resources in emails and Facebook posts;
- Books on Wheels service continued and delivered to approximately **45 senior residents**. Those aged 60+ without an email address were the highest priority;
- 3 deliveries while closed (**752 items in total, 68 deliveries**);
- 3 deliveries when Nedlands Library re-opened. Mount Claremont library was still closed before this service was stopped;
- In total **102 deliveries of 1010 items** for all 6 deliveries.

### Mystery Parcels

- New service in response to parents request to reserve for their children;
- Library staff hand-picked items for customers and notified them when the parcel was ready to be picked up;
- 47 parcels** were requested and packed while closed.

### Craft Packs

- Craft packs created by the Children's Librarian;
- 100 were requested** while closed;
- Latest school holidays: **80 craft packs** were requested by **19 customers**.





# Statutory Requirements

Council (1) – Number of meetings held  
 N/A Elected members not required to attend  
 Elected Member attendance  
 1 July 2019 – 30 June 2020

Elected Member	Council (11)	Special Council (8)	Committee (11)	Audit & Risk Committee (5)	Arts Committee (6)	CEO Performance Review Committee (9)
Cr CM de Lacy Mayor CM de Lacy From 21 October 2019	11	8	10	2 of 3 from November 2019	2 of 3 from October 2019 to June 2020	9
Mayor RMC Hipkins Retired 19 October 2019	3	N/A	3	2	2	1
Cr IS Argyle Retired 19 October 2019	3	N/A	4	2	N/A	1
Cr RA Coghlan From 10 October 2019	8	8	7	N/A	N/A	8
Cr WRB Hassell Retired 3 June 2020	9	4	8	N/A	4	3
Cr GAR Hay	11	7	9	N/A	2	N/A
Cr BG Hodsdon	10	5	10	3	4	1
Cr NBJ Horley	9	8	11	N/A	N/A	9
Cr TP James Retired 19 October 2019	3	N/A	4	N/A	3	1
Cr AW Mangano	11	8	11	3	N/A	2
Cr LJ McManus	11	7	11	5	N/A	1
Cr PN Poliwka From 17 March 2020	4	5	3	1 of 1 from April 2020	N/A	N/A
Cr R Senathirajah From 19 October 2019	8	8	6	3	N/A	N/A
Cr NW Shaw Retired 19 October 2019	3	N/A	4	N/A	N/A	N/A
Cr KA Smyth	10	8	10	N/A	4	N/A
Cr JD Wetherall	11	8	11	N/A	N/A	9



## Freedom of information

The Freedom of Information Act 1992 gives the public a right to apply for access to documents held by the City of Nedlands. The City aims to make information available whenever possible, outside the freedom of information process.

The City received 22 valid freedom of information applications in 2019-2020. 15 were finalised internally. 0 were transferred to another agency.

Financial Year	2018/19	2019/20
<b>Freedom of Information</b>		
FOI Requests Received	12	22
Finalised Internally	11	15
3RD Party Consultations	1	0

The City of Nedlands information statement is available on the City's website at [nedlands.wa.gov.au/access-information](http://nedlands.wa.gov.au/access-information).

The City of Nedlands is committed to the reliable and systematic management of government records, in accordance with legislative requirements and best practice standards.

## Record-keeping plan

The City's current record-keeping plan, RKP2018005, was submitted to the State Records Office in March 2018 and subsequently approved on 23 March 2018. In accordance with the State Records Act 2000, the plan is to be reviewed and submitted to the State Records Office by 23 March 2023.

## Information management systems

The City is continuing a review of its business processes and the various systems used to capture business intelligence across the organisation. The City has shifted from its on-premise SharePoint environment migration (2013) to SharePoint Online in 2016.

## Training and awareness

Record-keeping inductions were held for all new employees on commencement. This includes their record-keeping responsibilities and desktop training using SharePoint.

Financial Year	2018/19	2019/20
<b>Records Keeping Induction - SharePoint Training</b>		
New Employee	58	67
Refresher Training	165	0

## Official conduct of Elected Members - complaints register

Section 5.103 of the Local Government Act 1995 requires that every local government is to prepare or adopt a Code of Conduct to be observed by council members, committee members and employees.

## Local Government (Rules of Conduct) Regulations 2007

The City's processes also support managing complaints in relation to the Local Government (Rules of Conduct) Regulations 2007, which deal with:

- Disclosure of confidential information;
- Improper use of the position of Councillor to gain a personal advantage or cause detriment to the local government or others;
- The misuse of local government resources;
- Unauthorised involvement in administration matters;
- Improperly directing, influencing or making offensive or objectionable statements about a local government employee;
- Disclosure of 'impartiality' interests; and
- Notifiable and prohibited gifts.

Section 5.121 of the Local Government Act 1995 requires a local government to maintain a register of complaints that result in an action under s. 5.110(6)(b) or (c) of the Local Government Act 1995.

Under section 5.53(2) the Annual Report is required to disclose information regarding complaints.

No complaints were received and reported to the Local Government Standards Panel in 2019-2020.

## Employee remuneration

In accordance with s.19(b) of the Local Government (Administration) Regulations 1996, the number of City employees entitled to an annual salary of \$100,000 or more are:

Salary range	Number of employees
\$100,000 to \$109,999	9
\$110,000 to \$119,999	1
\$120,000 to \$129,999	
\$130,000 to \$139,999	2
\$140,000 to \$149,999	9
\$150,000 to \$159,000	1
\$160,000 to \$169,999	
\$170,000 to \$179,999	
\$180,000-plus	4

## Full-time employees

At the 30 June 2020, the City's full-time equivalent employee number was 156.39.



## Access and Inclusion

### Disability Access and Inclusion Plan

The City of Nedlands' Disability Access and Inclusion Plan 2018-19 to 2023-24 is a key strategic document, outlining the City's approach to working towards a more accessible and inclusive community.

The City is required by legislation to:

- Maintain a Disability Access and Inclusion Plan (DAIP);
- Address seven specific outcome areas within the plan;
- Report to the Department of Communities – Disability Services annually on progress against actions within the plan.

While it is a statutory requirement for the City to maintain and implement a DAIP, direct community benefits also result from the City's commitment to access and inclusion.

The table below indicates the outcome areas where strategies/initiatives were planned, as well as the strategies/initiatives completed for the financial year.

Outcome areas	Number of strategies/ initiatives planned	Number of strategies/ initiatives completed (includes ongoing strategies)
Services and events	14	14
Buildings and Facilities	6	4
Information	5	4
Service from Employees	1	1
Feedback and Complaints	0	0
Public Consultation	3	3
Employment	2	2

## Access Working Group

Members of the City's Access Working Group gave voluntary advice on matters related to disability access and inclusion.

# Testimonials

## ANZAC Dawn Service

"It remains to be seen whether this new style of commemoration continues to be popular for those who are not able to make their way to Kings Park or to the Nedlands memorial for dawn services"

### Barry Nunn

Secretary of the Nedlands RSL

## Natural Environment

"Over the last ten years, the City of Nedlands had been a partner of choice for the Swanbourne Coastal Alliance to achieve its coastal conservation outcomes."

### Jean-Paul Orsini

Convenor, Swanbourne Coastal Alliance Inc

## Library Services

"I wanted to say thank you for still providing books during the lock down. I especially want to say thank you to the lovely young librarian who always goes above and beyond and helped me today to gather more Geronimo Stilton books for my 6 year old. Thank You!"

### Ekta Hasani

Resident of Nedlands

"I am so delighted with my delivery of books on loan from the Nedlands library system. The lady who phoned to ask about my reading preferences, the staff member who made the selection (brilliant!) and the ones who delivered the books - and chocolates - have my sincere gratitude and admiration.

Thank you all! The library service was a valuable and extremely helpful resource in those dark times."

### Susan Clune

Resident of Mount Claremont

"My experience as a consumer of Nedlands Affinity Club activities leads me to comment positively on the quality of the program providers, the choices of programs offered, and the professional administration of program delivery. The rate of participation in weekly exercise programs eg. the Walkers Group, Table Tennis players and Pilates Groups demonstrates appreciation for the programs themselves and their benefits for older people."

### Anne Pickard BA

BSW (Retired)

## Point Resolution Child Care

"We chose PRCC because of its fantastic location and homely space. The positive atmosphere and compassionate staff were apparent from our first visit, settling in our eldest child.

After an incredibly positive response from our eldest child, and reading the comprehensive learning record scrapbook at the end of the year, we had no hesitation to send our second child to PRCC.

Every day our children return from PRCC happy (and tired!): the girls come home with new skills and clear evidence of social and emotional learnings which we know are essential to their development.

The PRCC staff are spoken of as dear friends. They are always approachable to hear concerns, answer questions or just have a quick chat. They regularly provide feedback and new opportunities for our children to thrive. Our children's happiness and progress is taken seriously and reported on with care and great professionalism.

Management and administration are quick to respond to solve issues and the weekly newsletters are greatly anticipated. Their thematic educative programs are authentic and engaging, with lasting influence.

We feel a great relief and joy to have found PRCC and know that the play-based learning experiences of our children will ensure they have a solid foundation for future learning and are well-rounded, compassionate and inquisitive people - which are crucial to the functioning of our society.

Maintain the management and structure of PRCC and you will be ensuring children like ours and many others will thrive."

### Angela and Andrei Nikulinsky

Resident of Dalkeith

## Tresillian

Tresillian is such a community asset, so professionally run and so much loved by many people. It provides friendship, cultural activity and a place to gather with many like minded people. I have attended for many years and is certainly my happy place.

### Elizabeth Carroll

Long-time art student at Tresillian.

## Nedlands Community Care

"You are wonderful, you give me a great sense of relief, and are happy to help me at all times, much appreciated. You are no. 1 in Perth and a great Council"

### Cecily Yarra

"I am greatly satisfied with the NCC services I receive and thoroughly enjoy interaction with staff, volunteer and clients"

### Margaret Eadie

"Just THANK you for being there."

### June Dunstan

"I wish to say thank you. I enjoy the friendship of the people who come to help me. I always enjoy the events"

### Joan Hiller

71 Stirling Highway Nedlands WA 6009  
PO Box 9 Nedlands WA 6009  
T 9273 3500  
E [council@nedlands.wa.gov.au](mailto:council@nedlands.wa.gov.au)  
Website – [nedlands.wa.gov.au](http://nedlands.wa.gov.au)

Facebook – @nedlands  
Instagram – @cityofnedlands  
Twitter – @cityofnedlands  
Linkedin - [www.linkedin.com/company/city-of-nedlands/](https://www.linkedin.com/company/city-of-nedlands/)

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