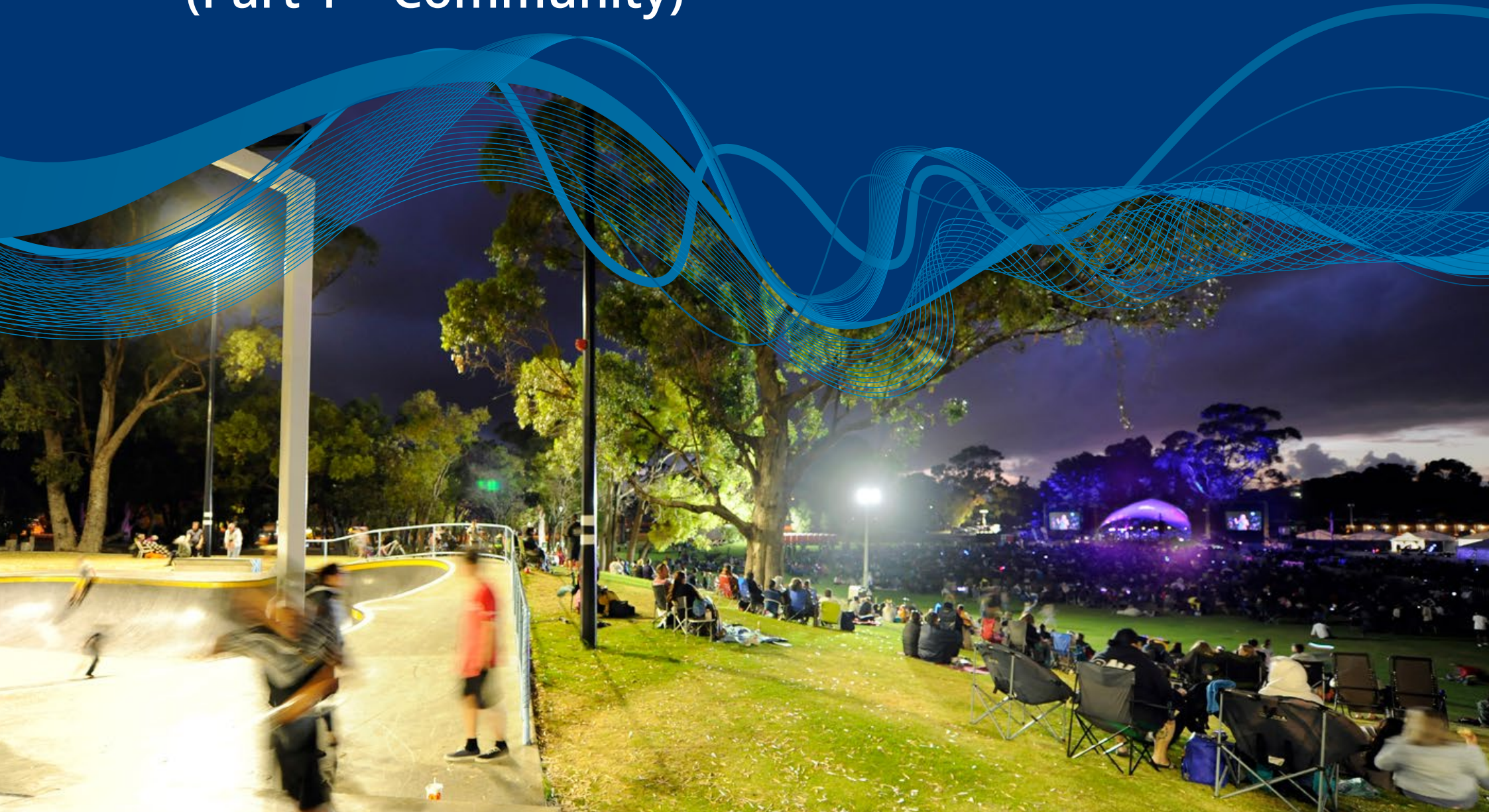


Annual Report 2019/20

(Part 1 – Community)



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Welcome

Mayor’s Welcome

I think it’s safe to say that 2020 has been a year like no other. It has forced many communities, businesses and individuals to adapt to a new and ever-changing situation and that has been no different for the City of Kwinana.

While we ended 2019 strong and came into 2020 with our usual great intentions, things were abruptly brought to a standstill while we navigated our way around the issue of a global pandemic.

Our immediate concern was about our community and the ability to help people adapt to the changing environment. While we did have to cancel some of our programs and events for health and safety reasons, the City quickly changed how we worked to bring in online learning and events, a helpline for our community and remote work environments for the City’s administration staff. This was all helped by the upgrades in technology the City has introduced over the past few years and our ability to access the wider community remotely.

The City also initiated the Stay Loyal, Shop Local idea to help out those local businesses who suffered during the pandemic and we froze rates to help mitigate financial impact on our community.

Despite all the challenges, the City of Kwinana and Council quickly altered our ways of working and feel we managed to maintain ‘business as usual’, albeit modified, to meet the needs of our community.

One of the notable changes to the City was the introduction of our new Chief Executive Officer, Wayne Jack, in April this year. Coming all the way over from New Zealand, Wayne took over from our acting CEO, Graeme Mackenzie. I would like to take this opportunity to both

welcome Wayne and thank Graeme for his service with us while we undertook the recruitment process for our permanent CEO.

Wayne took up the reigns at an interesting time, but managed to hit the ground running.

The City still managed to put on a massive show in December 2019 when the Perth Symphony Orchestra returned to Kwinana to perform the biggest concert Kwinana has ever seen.

The 55-piece orchestra performed the ultimate music experience to an audience of thousands under the stars on Calista Oval.

We rounded off our event season just before social distancing restrictions were enforced with the Alcoa Children’s Party in March 2020, which attracted our biggest crowd yet.

Another win for the year was the announcement from the McGowan Government about the commitment to develop an outer harbour in the coming years.

The announcement confirms the City’s long held position that a land-backed port within the Kwinana Industrial Area, connected by an uninterrupted freight corridor via Anketell Road and the Tonkin Highway, will best serve Perth’s long term freight needs.

So, despite recent events, the last year has proven that the City of Kwinana, our Elected Members and staff are adaptable, resourceful and able to work well together in a time of crisis. For this, I am extremely proud.

I want to thank my fellow Councillors, hardworking CEO, Executive Team and all staff for their support and commitment to the City over the past 12 months. We all look forward to a fruitful year ahead.

Carol Adams OAM
Mayor of Kwinana



CEO's Welcome

I was welcomed with open arms into the role of Chief Executive Officer of the City of Kwinana in April of this year – right in the middle of a global pandemic. To say my start here has been interesting is an understatement.

I started with the City and barely had time to meet my staff when pandemic protocol forced us into remote working conditions. This challenging time required us all to adapt, both here at the City and of course as a wider community. Our commitment to keeping our residents safe and healthy was – and continues to be – unwavering.

With regret, this meant our community centres, library and Recquatic Centre had to be closed while many of our social gatherings, programs and events had to be cancelled or adapted. We appreciate the support and understanding from our community during this time.

This of course impacted our budget for the current 2020/21 financial year and as a result, we had to streamline our offerings to adhere to a strict budget and maintain the rates freeze to help our residents.

We've also been busy streamlining internal processes, looking at our organisational structures and how we can enhance efficiency in our business processes. Having worked through the COVID-19 pandemic, we now have an understanding and lived experience of how we can manage any large-scale disruption to our services moving forward.



We have a team of committed, experienced and educated people here at the City of Kwinana who work tirelessly to make our City the very best it can be. I want to thank all of the staff and Elected Members who have grand visions for Kwinana and are unwavering in their dedication to making these visions a reality.

While there are still uncertain times ahead, I have no doubt that the future is bright for the City of Kwinana and I'm proud to play a part in the City's evolution.

Wayne Jack

Chief Executive Officer

Introduction

The City of Kwinana's Annual Report 2019/20 comprises two parts, **Part 1 – Community** and **Part 2 – Annual Financial Report**. This Annual Report (Part 1 – Community), together with the Annual Report (Part 2 – Annual Financial Report) complies with the requirements of Section 5.53(1) of the *Local Government Act 1995*.

The Annual Report 2019/20 (Part 2 – Annual Financial Report) is available to download from the City's website at www.kwinana.wa.gov.au or in hard copy, on request, by contacting the City of Kwinana on 9439 0200 or visiting the City of Kwinana Administration Building at the corner of Gilmore Avenue and Sulphur Road, Kwinana.



2019/20 Snapshot

2019 • 2019 • 2019 • 2019 • 2019 • 2019 • 2019 • 2019 • 2019 • 2019 • 2019 • 2019 • 2019 • 2019 •

2020 • 2020 • 2020 • 2020 • 2020 • 2020 • 2020 • 2020 • 2020 • 2020 • 2020 • 2020 • 2020 • 2020 • 2020 •

JULY

Costco has Kwinana in its Sights

Kwinana is set to become home to one of only two Costco stores being planned by the US retail giant for Western Australia.



AUGUST

Westport Shortlist Securing Future for Outer Harbour

The Westport Taskforce released a shortlist of five future port options with the Outer Harbour in Kwinana being proposed in each of the five options.

City Receives Award for Climate Change

The City received a Commendable Award in the category of Climate Change at the 2019 Local Government Policy Awards.

Recquatic Recognised as a Waterwise Aquatic Centre

The Kwinana Recquatic was recognised as a Waterwise Aquatic Centre at the 50th Annual State Conference of the Leisure Institute of WA Aquatics (LIWA).



OCTOBER

Election Welcomes Back Familiar Faces

The 2019 Local Government Election received 20,481 votes which resulted in the re-election of current Councillors Dennis Wood, Peter Feasey and Wendy Cooper, and past Councillor Sherilyn Wood.



NOVEMBER

Kwinana Children's Services have a Bright Future

Bright Futures Children's Services once again named winners in the Excellence in Family Day Care Awards for 2019 for Western Australia and South Australia.



DECEMBER

Another Huge Symphony Success for Kwinana

The Perth Symphony Orchestra returned to Kwinana on Saturday, 7 December to perform the biggest concert Kwinana has ever seen.

City Announces 2020 Scholarship Winners

The Leadership, Youth, and Respect in Kwinana (LyriK) Educational Scholarships award ceremony awarded sixteen local youths scholarships for 2020.

JANUARY

Kwinana Welcomes New Citizens on Australia Day

The City of Kwinana joined towns and regions across the nation to welcome our newest Australian citizens as part of Australia Day 2020 celebrations.



FEBRUARY

City Welcomes New CEO

At the Ordinary Meeting of Council held on Wednesday, 25 February 2020, the City of Kwinana Council formally appointed Mr Wayne Jack at its new CEO.



MARCH

Alcoa Children's Festival Captures Imaginations Again

The highly anticipated 2020 Alcoa Children's Festival was enjoyed by more than 9,000 local residents on Saturday 7 March 2020.

APRIL

Kwinana Recovery Coordination Group Kicks off

The City started to look beyond the COVID-19 pandemic by becoming one of the first councils in Western Australia to activate its Local Recovery Coordination Group.

MAY

City Steps Up Support for Local Small Business

The City of Kwinana released grants of up to \$1,000 each for local retail businesses who were impacted by the COVID-19 pandemic.



JUNE

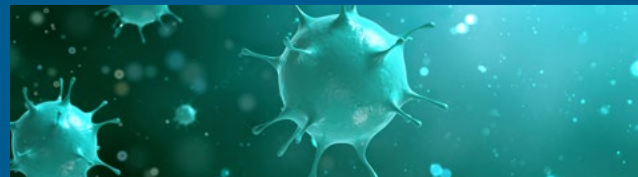
City Cuts Budget to Deliver on Zero Rate Increase Promise

The City of Kwinana Council formally adopted its 2020/21 Budget at its Ordinary Meeting of Council on 24 June 2020.

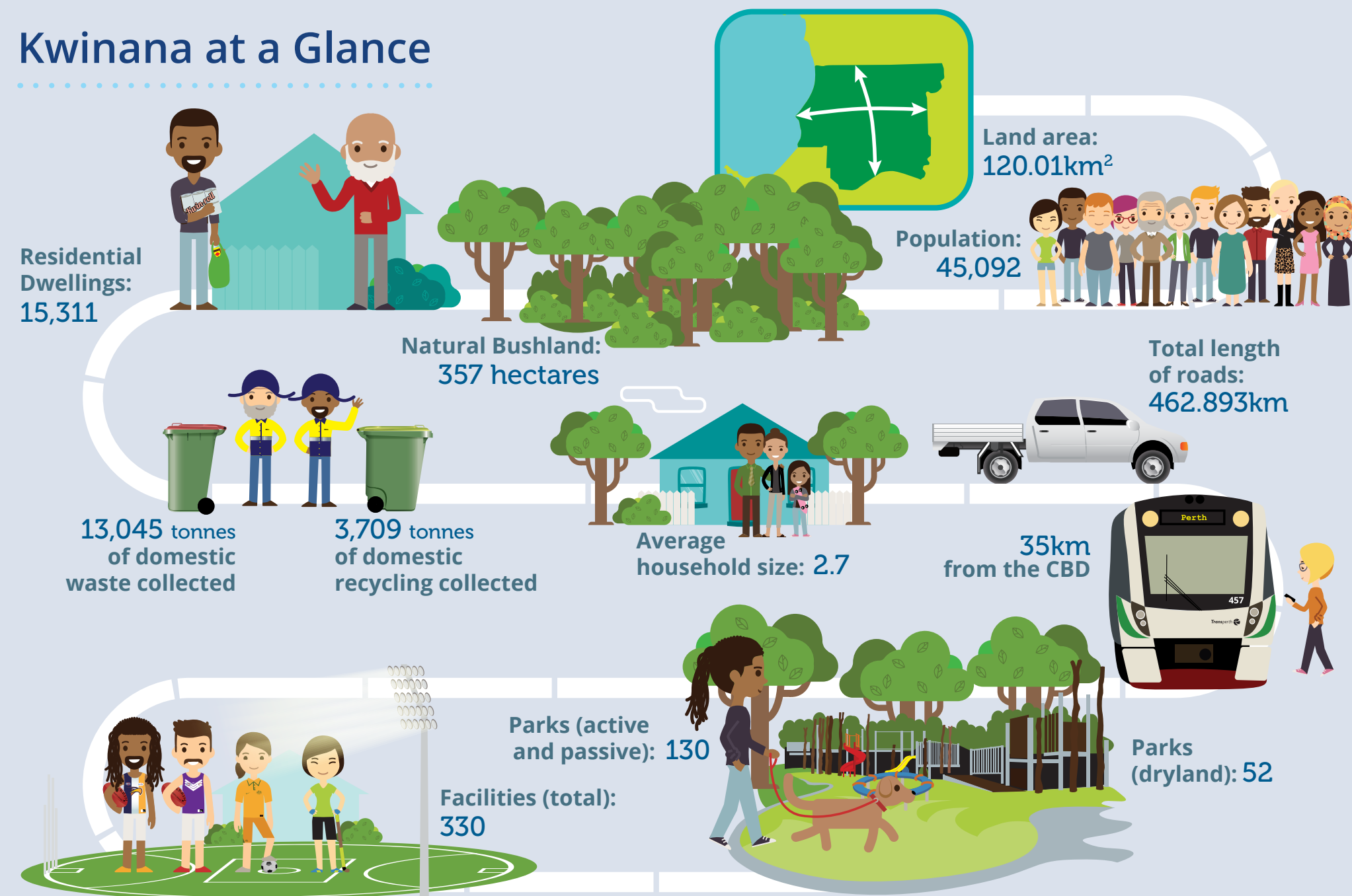


Kwinana Responds to COVID-19 Pandemic

In light of the Federal and State Government approaches to the COVID-19 pandemic the City of Kwinana made the difficult decision to cancel the 2020 youth festival as well as all other City of Kwinana larger scale events.



Kwinana at a Glance



(Data obtained from ABS 2016 Census, ABS 2019 Estimated Resident Population and Forecast.id population forecast.)

City of Kwinana Council

The Council consists of a Mayor, a Deputy Mayor and six Councillors who represent the community across the municipality of the City of Kwinana. The term for each Elected Member is four years. The Mayor and Deputy Mayor are elected by the Council every two years.

Term of office expires:	Term of office expires:
2021	2023
	
Mayor Carol Adams	Deputy Mayor Peter Feasey
2023	2021
	
Councillor Wendy Cooper	Councillor Merv Kearney
2021	2023
	
Councillor Sandra Lee	Councillor Sherilyn Wood
2021	2023
	
Councillor Matthew Rowse	Councillor Dennis Wood

Elected Member attendance at Council meetings 2019/2020

(Includes all current Elected Members and the outgoing Elected Member of 2019).

Elected Member	Ordinary Council	Special Council	Electors General
	Meetings Attended		
Total meetings held	22	4	1
Carol Adams	21	4	1
Peter Feasey	22	3	1
Wendy Cooper	22	4	1
Merv Kearney	17	4	1
Sandra Lee	21	4	1
Matthew Rowse	21	3	1
Dennis Wood	18	4	1
Sherilyn Wood (Elected October 2019)	15 ¹	4 ²	1
Sheila Mills (outgoing Elected Member)	6 ³	Meetings not held whilst elected to office	

NOTE:

¹ 15 Ordinary Council Meetings held since elected to office.

² 4 Special Council Meetings held since elected to office.

³ 7 Ordinary Council Meetings held whilst elected to office.

Due to the COVID-19 pandemic social distancing requirements, and in accordance with recently amended *Local Government (Administration) Regulations 1996*, the following Ordinary Council Meetings were held electronically and the Elected Members attended via instantaneous media:

- 8 April 2020
- 13 May 2020
- 22 April 2020
- 27 May 2020



City of Kwinana Staff

Employees

Employees as at 30 June 2020:

Full Time:	192
Part Time:	70
Casual:	104
Total:	366 (head count)
Total FTE's:	269.88

City of Kwinana Leadership Team (as at 30 June 2020)



Wayne Jack
Chief Executive Officer



Michelle Bell
Director City Legal

Bruce Mentz
Manager Essential Services
Vacant
Manager Contracts



Maria Cooke
Director City Regulation

Troy Morley
Manager Environment Health
Paul Neilson
Manager Planning and Development
Rodney Molyneux
Manager Building Services



Doug Elkins
Director City Infrastructure

David Boccuzzi
Manager City Operations
Reza Najafzadeh
Manager Engineering Services
Ann Nicholas
Manager Asset Management Services



Kelli Hayward
Director City Business

Warwick Carter
Economic Development and Advocacy Manager
Natasha Dransfield
Manager Customer and Communications
Stacey Hobbins
Manager Finance
Mathew Smith
Manager Information Technology
Sue Wiltshire
Manager Human Resources



Barbara Powell
Director City Engagement

Paul Gravett
Manager Community Engagement
Fiona Grieves
Manager Community Services

City of Kwinana Products and Services

The primary role of Local Government is to provide infrastructure, facilities, governance and community services to support the community. The City of Kwinana offers hundreds of products and services for the benefit of its community, to promote wellbeing and to offer community members a choice and range of options to suit their lifestyle.

The City manages depot works, including:

- footpath, crossover, road, kerb and drainage maintenance;
- maintenance of street furniture, fencing, BBQs, playgrounds and water features;
- rubbish and litter collection and removal of illegal dumping;
- fire control assistance and emergency response to storms, floods, fire etc; and
- mowing, weed control, turf renovation, irrigation maintenance, landscaping, pruning, weeding, mulching, fertilizing and planting.

The City provides a safety and security program, including:

- local law enforcement (including parking, littering and animal control);
- emergency services and volunteer fire brigades;
- enforcing off-road vehicle and illegal camping laws;
- community safety and security initiatives; and
- Community Liaison Service.

The City offers community services, including:

- community events, arts, culture and heritage programs;
- community centres;
- community grants and Citizenship ceremonies;
- library and community information services;
- community support and social inclusion; and
- community engagement programs.

The City provides health and fitness programs, including:

- local parks and public open spaces; and
- health and wellbeing programs including walking trails, sporting club development, Kwinana Recquatic etc.

The City offers youth support, including:

- youth facilities such as the Zone Youth Space and Edge Skate park;
- LyriK Youth Development Programs; and
- school holiday and term activity programs.

The City manages the local environment, including:

- waste, recycling, green waste and bulk goods collections;
- environmental health investigations;
- advice on food hygiene, control of diseases, public events, food preparation premises, public swimming pools, control of diseases and noise nuisances;
- bushland management including weed control, feral animal control and firebreak maintenance;
- environmental planning and protection, fencing, biodiversity and revegetation; and
- sustainability initiatives including water and energy conservation.

The City provides expertise in planning, building and engineering, including:

- building assessments, site inspections, demolition licenses etc;
- upkeep of the City's buildings;
- development applications, structure plan assessments, planning policy development and implementation and administering town planning schemes;
- roads, pathways, bridges, drainage, landscaping and street lighting; and
- road safety audits, traffic analysis, transport coordination and car parking studies.

The City uses a number of survey and evaluation methods to regularly assess community needs. Results of the City's *Community Perception and Wellbeing Survey* are used to gauge satisfaction and importance in relation to the products and services that it delivers to the community. The City strives to ensure that it is continually reviewing and continuously providing essential services to meet the needs of its growing community.

To find out more about the range of products and services provided by the City of Kwinana visit www.kwinana.wa.gov.au/a-z.

Our Vision

Our Vision

The City's vision for the future of the Kwinana community is:

“Rich in spirit, alive with opportunities, surrounded by nature – it’s all here”

This vision forms the foundation of the City's Strategic Community Plan 2019-2029, with each part of the vision represented as a specific community aspiration. To achieve these aspirations, clearly defined community outcomes have been identified. These outcomes further illustrate how the community would like the City of Kwinana to look in ten years' time.

Integrated Planning and Reporting

The Annual Report (Part 1 – Community) measures our progress against priorities and aspirations that were developed in consultation with the community and documented in the City of Kwinana's long term vision, the *Strategic Community Plan 2019-2029*.

The City's *Corporate Business Plan 2019-2024* provides clarity on the initiatives and services that the City is planning or implementing over the next five years, with emphasis on the delivery of the strategic priorities outlined in our *Strategic Community Plan 2019-2029*.

These two key strategic documents are then underpinned by a number of informing documents including, but not limited to, the *Long Term Financial Plan*, *Asset Management Plans*, *Workforce Plan* and issues or area-specific plans (see figure 1).

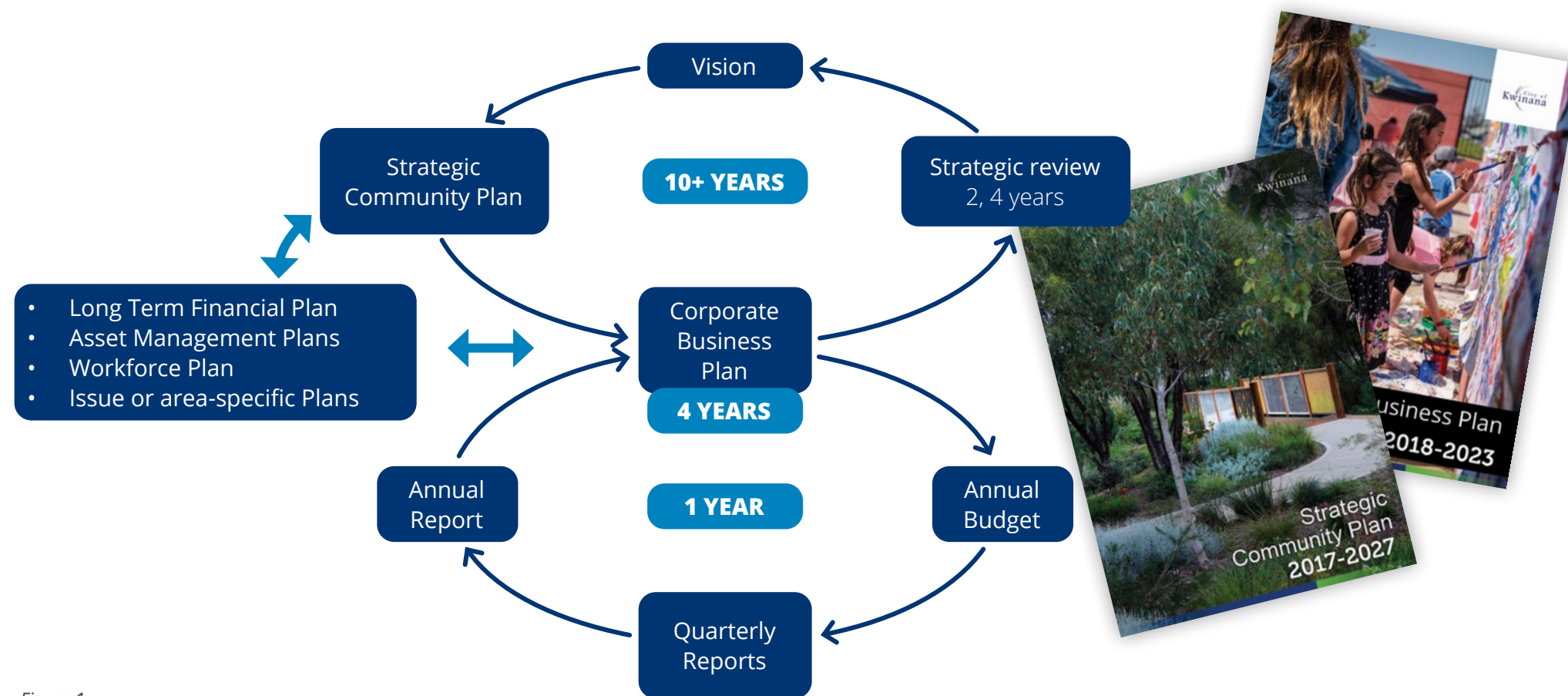


Figure 1

Key Items of Expenditure

Expenditure for key projects and programs delivered in the 2019/20 year includes:

- \$301,000 in development initiatives, including local business grants and programs;
- \$2.24m towards safety and security, with a focus on improved CCTV, City Assist services, Senior Security Subsidy Scheme and control of illegal dumping;
- \$1.65m towards the Zone Youth including welcoming the Diversity Strategy that has a focus on working with at-risk, disengaged or homeless community members at popular locations in the City Centre;
- \$2.2m spend on road upgrades and renewals with the Wellard Road duplication project to be carried forward to 2020/21;
- \$248,751 towards lighting upgrades at Thomas Oval;
- \$457,000 spent on community events including the Alcoa Children's Festival and end-of-year community concert; and
- \$407,212 to support the Koorliny Arts Centre.

2019/20 Key Priorities Achieved

Key organisational priorities in the 2019/20 year that were achieved include:

- continued to lobby and advocate for a new port in Kwinana;
- continued the implementation of the Community Safety and Crime Prevention Plan;
- progressed the development of the Conciliation Action Plan;
- progressed the development of the Love My Neighbourhood Framework;
- progression of the Local Planning Strategy;
- initiated the Town Planning Scheme as part of the Local Planning Strategy;
- completion of the Public Health Plan;
- commenced the review of the City's Waste Management Strategy;
- progressed the implementation of a new Corporate Business System;
- progressed the development of a new City website;
- completed a review of the City's Ground Water Operating Strategy;
- progressed the update of the Asset Management Strategy; and
- completed a review of the Kwinana Adventure Park Management Plan.



Aspiration Areas

Aspiration 1: Rich in spirit

Aspiration Statement: Kwinana 2030 will be a place where the strong community spirit that has historically existed continues to thrive and develop. The City will be alive with an assortment of community events that encourage civic participation and celebrate our multiculturalism.

The outcomes we aspire to create include:

- a unique identity;
- a City alive with activity;
- a safe and welcoming place;
- services for an active community;
- strong community leaders;
- a community who help each other;
- a vibrant arts culture;
- a sense of place and heritage; and
- accessibility for everyone.

Related Plans (internal):

Place Plans for City Areas	Multicultural Action Plan
Conciliation Action Plan	Youth Strategy
Events Strategy	Community Safety and Crime Prevention Plan
Welcoming Diversity Strategy	Active Ageing Strategy
Children and Families Policy	Community Development Fund
Every Club Program	Public Art Masterplan
Active Citizenship Strategy	History and Heritage Implementation Plan
Heritage Assets	Life Long Learning Strategy

Key Projects/Achievements in 2019/20:

The City hosted a range of crowd-pleasing, show-stopping events in 2019/20.

The City once again teamed up with the Perth Symphony Orchestra to host the 2019 Summer Symphony. Held on the first Saturday in December 2019, the event was the City's brightest, loudest and most popular concert event so far, with over 7,000 attendees.

When it came to our Christmas events, the City's Seniors' Christmas lunches welcomed 200 guests who were serenaded by local children singing carols while the annual Lolly Run once again saw Santa and his crew of helpers drive every street in Kwinana on Christmas morning to spread cheer and goodwill. A total of 88 volunteers distributed approximately 13,000 lolly bags to Kwinana residents.

On 26 January 2020, around 1,000 community members attended the Kwinana Adventure Park to celebrate Australia Day. Attendees enjoyed a free BBQ breakfast cooked by the Kwinana Rotary Club, free entertainment and celebrated the crowning of Kwinana's Citizen of the Year.

Our event season was rounded out by the Alcoa Children's Festival. Held at Calista Oval on Saturday, 7 March 2020. The event, themed 'Once Upon a Time' welcomed an estimated 9,500 attendees – our biggest so far.

Kwinana Library and Community Resource Centres continued to be a focal point in our community. These are places where firm friendships are formed, social inclusion is promoted and people can learn new skills while having fun.

The City's Bookings Team worked with regular hirer groups to support them in using City-owned buildings, promoting their programs and ensuring their long-term sustainability.

Community facilities were booked for a total of 34,257 hours down from 36,437 last year due to the COVID-19 pandemic.

Seasonal tenants were the biggest user of the community facilities with a share of 7,562 hours. Medina Hall was the most popular community facility with 2,706 hours booked over the year. The Patio at the Adventure Park continues to be popular during the summer months with the weekends being the peak booking periods.

The City's crèches at the Darius Wells Library and Resource Centre and the Recquatic Centre saw 10,536 children attend from July 2019 to March 2020 prior to closing during the COVID-19 pandemic.

The children in our community were well catered for with over 400 attending sensory and craft activities run by our crèche staff at the William Bertram and John Wellard Community Centres.

The Kwinana Public Library refurbishment was completed with welcoming comfortable zones including new furniture, resources and improved access to information. This change allows for an increase in customer experience with roaming staff who are more accessible to patrons.

Last financial year, there were 134,433 loans and renewals of physical items at the Kwinana Library. The library added 4,224 physical items to its collection and offered home delivery and click and collect services which were used by 282 residents during the 11 weeks the library was closed due to the COVID-19 pandemic restrictions.

Sixty residents used the John Slinger IT lab's computers during shutdown and there were over 50,036 uses of our online e-resources over the year.

The focus of the library's local history area was on enhancing the profile of local history information and improving access to the resources of this collection. A project has commenced to add photographs from the library's collection to the online catalogue and the oral history collection has now been made available online through SoundCloud.

Kwinana Youth Services ran a series of programs and events to serve and support the young people in our community.

The Drop-in Lounge at the Zone Youth Space continued to provide a safe space for young people to socialise, build life skills and connect with and get wellbeing support from the youth team. Support was offered to many of Kwinana's most vulnerable young people through case management, advocacy, program delivery, outreach and more. In 2019/20, 2,386 vulnerable young people accessed support.

Youth Intervention and Youth Participation Working Groups helped support young people in a coordinated manner. These programs were run in collaboration with a number of external agencies including Centrelink, Youth Justice, the Department of Education and Department of Communities. The City continued to be successful in securing external grant funding for the full cost of this service.

The Youth Advisory Council (YAC) for aspiring young leaders continued to meet fortnightly to help promote the interests of local young people and develop initiatives.

A range of programs and activities for young people continued, including skills workshops, sports, cooking classes, LAN gaming, social support groups, skate/scooter workshops and competitions, themed events, school holiday activities, Beatball and Nightfields. A total of 52 different youth programs were delivered, plus 162 separate activity sessions with a total attendance of 2,421.

The team adapted to delivering programs online during the COVID-19 pandemic restrictions.

The Zone Youth Space also ran a range of programs from external providers. The facility is available for bookings by community groups and individuals and continues to grow in popularity as an appealing space for hire.

Bright Futures Children's Services continued to go from strength to strength, providing much-needed support to local families and carers.

Bright Futures Children's Services was the recipient of the 2019 State Excellence in Family Day Care awards and a national finalist. Lynne Brooke was the winner of the Family Day Care Coordinator of the Year State award and national finalist 2019.

The In Home Care service grew considerably over the 12 months with 26 educators and 28 families enrolled across Perth metro and regional areas.

Family Day Care provided 494,082 hours of care over the year, averaging 9,687 hours per week. In Home Care provided 43,447 hours of care over the year, averaging 852 hours per week and the Moorditj Kulungar Playgroup averaged 13 children per session in Term 1 with 18 families enrolled.

In partnership with Earbus, Connecting Community for Kids and The Smith Family, Bright Futures staff were trained in ear health. This has enabled the team to screen children from the Aboriginal community and offer support for referrals on to a specialist if required. A total of 64 children under five years of age were screened - 22 from Aboriginal families.

During the COVID-19 pandemic, Bright Futures worked as an advocate for Family Day Care in WA on the Family Day Care Australia Advisory Committee, providing important input into matters arising from the COVID-19 pandemic and its effects on the Family Day Care sector.

The City continued to focus on creating more activities in suburbs across the City and the City's Place Leaders continued to build connections with local community groups and businesses to deliver initiatives and collaborative projects while supporting local leadership.

Place Plans were developed for Bertram, Medina and Wellard, as well as place audits with local communities. A range of community-led projects such as the Mad Hatters Tea Party, movie nights, markets and the Ridley Green Magic Garden were deemed successful amongst the local community.

In 2019/20, the Parks for People program was introduced as a collaboration between the City and communities surrounding Harrison Park in Calista and Morrit Park in Parmelia. The Harrison Park engagement saw the incorporation of natural features including planting of mature trees, improvements in accessibility and a new shelter and picnic bench. Morrit Park received more shelter, supported benches, lounges and some new play elements in its design.

In addition to Parks for People, the installation of \$100,000 of CCTV throughout the Medina Town Centre formed part of infrastructure upgrades delivered.



Community safety is always a key priority for the City. The City continued its work with the community to implement a number of initiatives designed to bring people together throughout the year and foster community spirit in Kwinana.

The City's 'Neighbour Day Every Day' program encourages neighbours to connect with each other street by street. This initiative has seen the City of Kwinana acknowledged as a 'Very Neighbourly Organisation' by Relationships Australia.

The Medina Town Centre CCTV project was completed with funding through the State Government 'Local Projects, Local Jobs' program. The grant supported the installation of 23 new CCTV cameras, public lighting upgrades, public Wi-Fi installation, street cleaning and delivery of activation projects within the Medina Town Centre. The works were completed through collaboration with local businesses and residents.

The City also worked with the Western Australian Police Service, Crime Prevention Unit and key stakeholders to improve knowledge and awareness of property and personal safety. This included distribution of Community Safety Information Kits at City facilities, events and through existing community networks.

All 47 actions in the Community Safety and Crime Prevention Plan have been implemented or progressed. Western Australian Police Service data shows crime statistics for the City of Kwinana are lower in 2020 than in previous years.

The City Assist team worked to educate the community around matters such as responsible dog ownership, traffic management and parking, amongst other safety measures. During the year some significant improvements were made to community assistance.

The team reviewed the City's authorised dog exercise areas and installed dedicated signage to better identify these parks and reserves. City Assist also completed a draft of the City's new Cat Local Law and a new Nuisance and Amenity Local Law and Health Local Laws.

During 2019/20, the City Assist team received a total of 9,098 calls, averaging 758 per month. The team also received 1,479 dog complaints, 724 parking complaints, 363 fire complaints and 213 noise complaints.

City Assist registered 752 new dogs and 181 new cats with the City. Of the 382 dogs impounded, 261 were reunited with their owners and 105 were rehomed.

A strategic change to the City Assist fleet set up and overall look was carried out and vehicles are now more attuned to the various needs of the team.

City Assist also received runner up in the WA Ranger Team of the Year Awards in October 2019.

The City's Community Outreach Service supported homeless and people at risk of homelessness in the community, including people who are experiencing social disadvantage.

The service, together with the City's Community Liaison Service, helped the City to engage directly with community members, businesses, services and agencies.

The aim of the City's Community Outreach Service is to help improve wellbeing by providing information, advocacy, referral or assistance. In the last financial year, the team actively engaged with 267 vulnerable adults or children experiencing difficulty who were not accessing support services, accommodation or benefits.

During the COVID-19 pandemic restrictions, a Community Support Line was established to make it easier for the community to access wellbeing information and support. In total, 53 people called the helpline for support, with follow-up occurring in-person as restrictions eased.

Community Liaison Officers continue to provide a positive engagement service within the central business district and other key localities. This year the service engaged with 3,322 people and made 457 referrals for additional support.

Promoting diversity, multiculturalism, arts and the history of our City were a large focus for our Community Engagement team in 2019/20. The City worked to strengthen multiculturalism and social cohesion in Kwinana through programs and events.

The Learning English through Story Time program was facilitated at the City's library. This program is designed to teach adults basic English and develop the skills needed to promote and assist their children in learning English as a second language.

A Job Opportunity Expo was conducted at the John Wellard Centre in August 2019 and incorporated workshops, stalls and presentations by recruitment agencies and service providers. Over 200 people attended the expo with approximately 35% of people being from a culturally and linguistically diverse background.

The City supported the Kwinana Heritage Group with a \$10,000 contribution to assist with custodianship and ongoing presentation of key historical artifacts at the heritage site, Smirk's Cottages, to the community.

City Officers contributed to a review of a Public Art Proposal as part of the Local Planning Policy Development Contribution to Art and the City contributed \$407,212 towards operational costs of the Koorliny Arts Centre, in order to make it an accessible and vibrant arts and culture space available to the community.





Key Outcome Measures:

Measure	Industry Average (%)	Performance 2016 (%)	Performance 2018 (%)*
Increase in MARKYT Performance Score for % of community satisfied with festivals, events and cultural activities	64	64	71
Increase in MARKYT Performance Score for % of community satisfied with safety and security	54	41	45
Increase in MARKYT Performance Score for Increase in % of community satisfied with services and facilities for youth	50	58	70

**results from the 2018 Community Wellbeing and Perception Survey*

Key projects to occur in 2020/21:

- implementation of Local Place Plans for Bertram, Medina, and Wellard;
- implementation of the Love My Neighbourhood Framework;
- development and implementation of the Community Engagement Framework;
- ongoing delivery of actions in the Community Safety and Crime Prevention Plan;
- working towards accreditation as a ‘Safe Community’ within the Pan Pacific Safe Communities Network;
- Parks for People - Ascot Park, Bertram upgrade;
- consultation and construction – Honeywood Oval Sporting Clubrooms;
- consultation for shared bike path installations on Gilmore and Parmelia Avenues;
- 2021 Alcoa Children’s Festival;
- implementation of the Innovate Conciliation Action Plan;
- implementation of the Kwinana History and Heritage Plan;
- development of a new Arts and Cultural Plan;
- revision of the Public Art Master Plan;
- development of a new Multicultural Action Plan;
- development of a new Disability Access and Inclusion Plan;
- celebration of Kwinana Loop Trail upgrades;
- completion of Thomas Oval Stage 1a lighting project;
- review of the Youth Strategy;
- expansion of activities for young people to more locations than the Zone Youth Space and Edge Skate Park;
- review of Bright Futures’ current business model and recruitment of additional staff resources to rebuild the service after the impact the COVID-19 pandemic;
- training for Bright Futures service staff and educators in nature-based play; and
- continued collaboration with Earbus to plan further ear screening sessions and ensure all children requiring a follow up are seen and referred if needed.



Aspiration 2: Alive with opportunity

Aspiration Statement: In the coming years, the City of Kwinana will be a place alive with opportunities. The continued prosperity of the local industrial, retail and business community will provide a wide range of employment options for residents.

The outcomes we aspire to create include:

- varied job opportunities;
- quality education for all ages;
- a bustling retail scene;
- a powerhouse industrial area;
- a thriving local economy; and
- an innovative approval system.

Related Plans (internal):

Economic Development Action Plan	Kwinana Outer Harbour Project
Land Optimisation Strategy	Lifelong Learning Strategy
Local Commercial and Activity Centres Strategy	Local Planning Strategy
Integrated Transport Strategy	City Centre Master Plan
Multicultural Action Plan	

Key Projects/Achievements in 2019/20:

While the COVID-19 pandemic put a stop to many events and in-person gatherings, including the closure of our Community Resource Centres, the City continued 'business as usual', albeit adapted to meet the circumstances, all the while making sure we were Alive with Opportunity.

Some community and youth service programs were shifted to an online model while the library offered at-home delivery and non-contact returns.

Community Resource Centres adapted their programs, offering practical support to residents seeking employment, managing budgets and lifelong learning programs online.

Curriculum programs were also added for children learning from home and opportunities for adults to upskill and connect while in isolation.

The City developed a 2020/21 Lifelong Learning Strategy to include a significant focus on digital literacy in response to residents' needs during the economic crisis as a result of the COVID-19 pandemic.

Our Volunteer Resource Centre celebrated referring 362 volunteers to 66 community agencies for placement this year.

Prior to physically closing in March 2020, there were 158 active volunteers assisting in Kwinana. The Volunteer Resource Centre adapted its focus over the year to attract more host community agencies and reviewed its processes to be able to involve more volunteers in all departments of the City.

The introduction of the Bright Futures Children's Services intergenerational playgroup meant an increased connection was formed across the community.

Bright Futures partnered with Chorus to facilitate intergenerational play sessions. Ageless play brings together adults, caregivers and children, helping to overcome social isolation and enabling connection across generations. The sessions were held every week and we welcomed children and aged care residents to enjoy activities together.

The program was hugely successful with many new friendships being formed between residents and the children.

During COVID-19 pandemic restrictions, the service maintained connections by recording messages to each other and sending them through to one another as videos for all to enjoy.

The Community Engagement team was busy connecting with key pockets of the community in Kwinana and increased its focus on health and wellbeing, with the help of a mutually beneficial collaboration with the South Metropolitan Health Services (SMHS) Health Promotion team.

The City and SMHS worked collaboratively to deliver actions within the City's Public Health and Wellbeing Plan. These actions included a Healthier Sporting Club forum for local government officers and health professionals, success in external funding grants from Healthway and Injury Matters for Health Promotion projects and the formation of a project group focusing on reducing smoking levels in the City.

As part of the response to the COVID-19 pandemic, the City established virtual roundtables in collaboration with local resident associations. Groups met regularly online to help identify specific needs in the community, encourage greater community-driven leadership and sharing of resources and ideas between neighbourhood groups.

Funding has benefitted many areas of our community.

Over the last three years, the Kwinana Community Fund, a partnership between the City of Kwinana, the Kwinana branch of the Bendigo Bank and Community Chest has provided \$176,560 to 66 projects with a total project value of over \$923,000.

Over the past 12 months alone, 23 applications were received with the panel supporting 21 projects to the value of \$56,012, with a combined project value of over \$356,000. The City of Kwinana contributed \$17,746.

KidSport has once again been a popular funding option, allowing families to play sport locally. Last year, 349 KidSport vouchers amounting to \$65,193 were gifted. Kwinana Junior Knights Football Club was the fourth highest recipient of KidSport throughout the whole of WA. The Sports Financial Assistance Fund supported 32 athletes to the value of \$6,050.

Kwinana Recquatic had a rewarding year, despite the COVID-19 pandemic slow-down.

The Centre successfully navigated COVID-19 pandemic restrictions and completed an internal restructure with the appointment of a new Customer Experience Team Leader, Business Development Specialist, Centre Operations Supervisor, Fitness Programs and Member Engagement Team Leader and Recquatic Manager.

In March 2020, prior to the COVID-19 pandemic, the Recquatic was tracking significantly ahead of budget. This was through a combination of increased revenue and a decrease in expenditure via the introduction of a new business model, review of administrative procedures and customer request training for staff.

Aside from the three-month closure, it was business as usual at the Recquatic, which accommodated 31,867 school children for their in-term swimming lessons, run by the Department of Education.

Kwinana Swim School received funding for another year for the Specialised Access Inclusion Lessons (SAIL) program through Royal Life Saving WA. The funding helped over 40 students per term.

The stretching room at the Recquatic was transformed into a Range of Motion Workout of the Day (ROMWOD) dedicated studio - the first of its kind within any local government recreation facility within Australia. The ROMWOD program is a world renowned daily stretching program that is accessible to all members.



The stadium roof was replaced over a six-week period. Despite the closure during this time, the stadium saw a 90% retention rate for sports.

The new birthday party area in the café hosted 22 parties and the Recquatic team held another successful open day with 1,550 people attending.

On 20 February, four lifeguards from the Aquatics team participated in the annual Pool Lifeguard Challenge run by Royal Life Saving Society WA and Leisure Industry WA, with the aim of testing teams of professional lifeguards. The event provides pool lifeguards with the opportunity to practice essential lifesaving skills under guidance of professional industry examiners.

The Recquatic completed a full review of its current membership structure, identifying areas for improvement and creating a new fees and charges structure. This new structure was to be rolled out from July 2020.

The City progressed with the development of several strategic plans and continued to advocate for initiatives that will bring economic stability and increased employment opportunities to the region.

The City progressed the implementation of the Local Commercial and Activity Centre Grants with over 20 grants awarded.

The City also continued engagement and advocacy with Westport to support the case to bring the new port to Kwinana and formed the Economic Recovery Subcommittee for the response to the impacts of the COVID-19 pandemic on local business. A business case was also completed for destination attraction concepts.

Key Outcome Measures:

Measure	Industry Average (%)	Performance 2016 (%)	Performance 2018 (%)*
Increase in MARKYT Performance Score for % of community satisfied with how the City Centre is being developed	52	62	64
Increase in MARKYT Performance Score for % of community satisfied with economic development	45	43	50
Increase in MARKYT Performance Score for Increase in % of community satisfied with planning and building approvals	46	57	54

**results from the 2018 Community Wellbeing and Perception Survey*

Key projects to occur in 2020/21:

- the City’s Lifelong Learning Strategy for 2020/22 with a focus on Kwinana’s current economic situation. The plan prioritises programs and tools which support literacy upskilling, vocational and job-ready training alongside practical life skills such as money matters, DIY projects by partnering with local businesses and community groups;
- activation of our centres by adapting our opening times and offers to provide greater reach and more flexibility for local residents to learn and connect;
- expansion of library services to John Wellard and William Bertram Community Centres so that residents can collect and drop-off resources where they live;

- new activities at all the City’s crèches, including sensory play and clever craft activities to improve early childhood education;
- implementation of a simpler and more efficient community facilities booking system;
- complete refurbishment of the Mandogalup Volunteer Bush Fire Brigade;
- demolition and rebuild of the new Kwinana South Volunteer Bush Fire Brigade;
- refurbishment of the City’s animal care facility;
- support of State Government initiatives around Westport;
- stronger engagement with local businesses;
- significant operational changes to the City Assist and Essential Services, including revised operational hours;
- launch of Recquatic Strength and Conditioning custom programming in the Functional Training Studio;
- increased use of functional training room to attract new members to the Recquatic centre;
- upgrade of all leased cardiovascular and gym strength equipment at the Recquatic Centre; and
- creation of a Recquatic Customer Experience Plan to align with City of Kwinana Customer Services Charter.





Aspiration 3: Surrounded by nature

Aspiration Statement: In 2030, the City of Kwinana will still be physically surrounded by nature. A practical, affordable and sustainable balance has been achieved between protection and development. The rich biodiversity of the area has been conserved through the identification and preservation of significant natural areas as well as with the active participation of residents in a range of environmental activities.

The outcomes we aspire to create include:

- a beautiful, natural environment;
- an energy-efficient City;
- a water-wise City; and
- a City adapted to climate change.

Related Plans (internal/external):

Local Biodiversity Strategy	Natural Areas Management Plan
Perth Natural Resource Management Swan Region Strategy	Environmental Education Strategy
Kwinana Local Emergency Management Plan	Revolving Energy Fund
Climate Change Mitigation and Adaption Plan	Sustainable Water Management Plan
Ground Water Operating Strategy	Water Conservation Plan
Kwinana Adventure Park Management Plan	Parks Reserves Asset Management Plan
Mosquito and Midge Management Plan	

Key Projects/Achievements in 2019/20:

In 2019/20, the City adopted a new fire notice and received additional funding to undertake the refurbishment of the Mandogalup Volunteer Bush Fire Brigade station. We're continually working to maintain the beauty of our City while ensuring the safety of our community.

The City implemented upgrades to the Kwinana Loop Trail to the value of \$80,000.

The trail upgrade project, supported by Lotterywest, features the creation of 11 bi-lingual signs, and two rest stops through close collaboration with the Aboriginal community.

City officers worked closely with an Aboriginal artist, whose painting depicts the Aboriginal connection to local lands. The artist's work will be used on bi-lingual signs, shelter structure, maps and materials.

Assets to the value of \$7,286,522 were gifted from private developers for environmental upgrades around the City.

The City installed three additional water data loggers at Wells Park, Peace Park and Bertram Community Centre, to assist with real-time tracking of water use and identification of water leaks.

The City also installed solar panels at Wellard Pavilion (10kW) and Fiona Harris Pavilion (10kW) in May 2020, saving approximately \$6,300 per year in electricity costs.

Some of the City's popular environment programs were transferred online including the Seedling Subsidy Scheme, Living Smart Program and a virtual Wildflower Walk while the Nightstalk and Plant ID Workshops went ahead as planned.

Maintaining the natural beauty of Kwinana is one of the City's priorities. In the 2019/20 year:

- 1,200 planted trees were watered;
- 7,463 verge trees were pruned to maintain clearance from overhead power lines;
- a total of 567 trees were planted through capital projects;
- six parks in new development areas, totalling 12.42 hectares were handed over to the City;
- the City gained a 9.93/10 rating for 'usefulness' and 9.87/10 rating for 'satisfaction' from participants of our online Living Smart program, the highest ever ratings achieved by facilitator Shani Graham;
- 1,923 subsidised seedlings were provided to the community;
- around 17,000 native seedlings planted (including 2,000 as part of Coastcare);
- around 70 community volunteers assisted with community planting days;



- 305 students and children assisted with planting at the beginning of the financial year;
- 119 participants attended the Annual Wildflower Walk in 2019 – the highest number to date;
- a total of 82,138 mosquitoes were trapped across 10 monitoring sites; and
- there was a 22% increase in total tonnage of green waste verge collections.

In addition, the City:

- completed a review and update of the Calista Oval Management Plan 2020;
- designed and installed a new irrigation system at Apex and Rhodes Park to the value of \$168,000;
- completed the replacement of post and rail fencing around Medina Oval to the value of \$42,000;
- completed the Irrigation Development Guidelines document (2019);
- finalised a new five-year maintenance agreement with Main Roads Western Australia to maintain Rockingham and Thomas Road median island and verges;
- landscaped and planted 222 new trees along Orelia Avenue and McWhirter Promenade;
- planted trees in areas with low canopy coverage as part of the ongoing street tree planting program, with 220 planted in Bertram and 123 planted along Henry Street in the Kwinana Industrial Area; and
- received Gold award from the Water Wise Council.

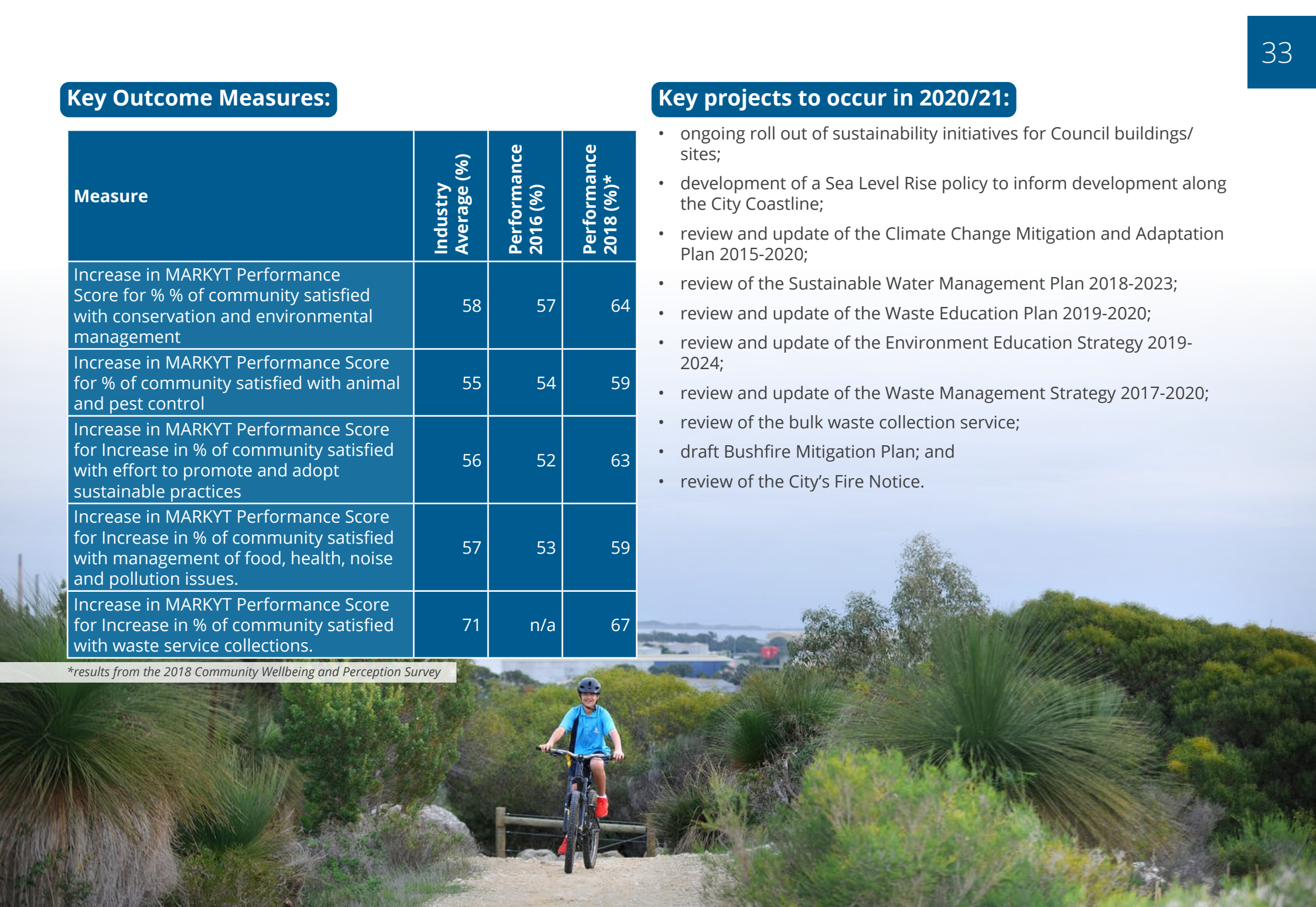
Key Outcome Measures:

Measure	Industry Average (%)	Performance 2016 (%)	Performance 2018 (%)*
Increase in MARKYT Performance Score for % of community satisfied with conservation and environmental management	58	57	64
Increase in MARKYT Performance Score for % of community satisfied with animal and pest control	55	54	59
Increase in MARKYT Performance Score for Increase in % of community satisfied with effort to promote and adopt sustainable practices	56	52	63
Increase in MARKYT Performance Score for Increase in % of community satisfied with management of food, health, noise and pollution issues.	57	53	59
Increase in MARKYT Performance Score for Increase in % of community satisfied with waste service collections.	71	n/a	67

**results from the 2018 Community Wellbeing and Perception Survey*

Key projects to occur in 2020/21:

- ongoing roll out of sustainability initiatives for Council buildings/ sites;
- development of a Sea Level Rise policy to inform development along the City Coastline;
- review and update of the Climate Change Mitigation and Adaptation Plan 2015-2020;
- review of the Sustainable Water Management Plan 2018-2023;
- review and update of the Waste Education Plan 2019-2020;
- review and update of the Environment Education Strategy 2019-2024;
- review and update of the Waste Management Strategy 2017-2020;
- review of the bulk waste collection service;
- draft Bushfire Mitigation Plan; and
- review of the City's Fire Notice.





Aspiration 4: It's all here

Aspiration Statement: Kwinana 2030 will see an increasing number of new community and recreation facilities, as well as significant refurbishment of current amenities. These community spaces will be well-planned to meet community needs and constructed to match population growth. They will enable the provision of more services and activities for youth and seniors and have sustainable maintenance and running costs.

The outcomes we aspire to create include:

- great public places;
- well-kept green spaces;
- a well-serviced City;
- a well-planned City;
- a well-maintained City; and
- a connected transport network.

Related Plans (internal):

Community Infrastructure Plan	Parks and Reserves Assets Management Plan
Strategic Waste Management Plan	Lobbying Strategy
Public Open Space Standards Policy	Parking Strategy
Town Planning Scheme	Landscape Strategy
Public Lighting Asset Management Plan	Integrated Transport Strategy
Bike and Walk Plan	Roads and Transport Assets Management Plan
Buildings Asset Management Plan	Stormwater Drainage Asset Management Plan
Local Housing Strategy	Parks for People Strategy
Parks Upgrade Strategy	Streetscape Upgrade Strategy
Public Health Plan	

Key Projects/Achievements in 2019/20:

A total of 20,423 tonnes of waste and recycling was collected by the City's waste contractors with 27.3% of this material diverted from landfill. The City saw a 4% increase in kerb-side waste collection with 13,045 tonnes collected and a 3% increase in kerb-side recycling, with 3,709 tonnes collected. Green waste collection was up by 22% on the last year with 1,769 tonnes collected while 1,799 tonnes of bulk waste was collected across two verge collections.

The City continued to provide waste education messages to the community through worm farming workshops, compost workshops and the annual Garage Sale Trail, which encourages the reduce, reuse and recycle message nationwide.

The Public Health Plan was adopted and the Mosquito and Midge Management Plan was reviewed and updated.

The Environmental Health team was also actively engaged in the City's response to the COVID-19 pandemic and State Government emergency directions. The City inspected 647 food businesses and processed 655 applications. Of the 462 health complaints processed, 204 were noise complaints.

The City was successful in its application for several Community Sport and Recreation Facilities Fund (CSRFF) grants, provided by the Department of Local Government and Communities.

Projects included:

- lighting at Thomas Oval – a \$450,000 project due to be completed in 2020/21, which received \$150,000 in funding;
- Medina Oval change rooms – a \$190,518 project was completed in May 2020 and received \$72,160 in funding; and
- the Honeywood Sporting Clubrooms – a \$3.718m construction, which received \$400,000 in funding. Construction is due to begin before December 2020.

The Asset Management team was busy providing updates to the City's facilities and structures.

The crèche roof at the Kwinana Recquatic Centre was replaced, while the Koorliny Community Arts Centre received shade sails with balustrades in the courtyard.

The City also refurbished the Medina Oval change rooms, began construction of the Mandogalup Volunteer Bush Fire Brigade extension and started the design process for the Honeywood Sporting Clubrooms.

In addition, 25,555m² of roads were rehabilitated and resurfaced around the City, 268 residential lots were developed by private developers in Wellard, Wandi and Mandogalup and the City had assets to the value of \$3,732,597 gifted by private developers towards pavements, kerbs, footpaths, pipes and parking areas.

The City's Information Technology (IT) team used an extensive network that incorporated facilities, halls and ovals to expand the City's public Wi-Fi services and replace all legacy phone systems.

The team also developed Cyber Security Training to further secure the City of Kwinana and protect against increasing IT threats.

The team planned and implemented a mobile workforce strategy. This involved providing portable tablet PCs, permanent wireless (4G) internet connectivity and seamless VPN for a secure and 'always on' corporate network connection to the majority of staff.

This was finalised prior to the COVID-19 pandemic and the benefits were immediately realised, as the majority of employees were able to easily transition to working-from-home situation without any major involvement from IT.

In 2018/19, the City engaged the community around a number of key studies as part of Stage 1 of the Local Planning Strategy (LPS), including housing, integrated land use and transport, employment and economic development, biodiversity and rural lands.

The outcomes were endorsed by Council in September 2019. Council asked that City Officers consider the outcomes of the Community Consultation and Engagement Program for Stage 2 of the Local Planning Strategy.

Subsequently, the City progressed Stage 2 of the LPS over the remainder of 2019 and into the first half of 2020. City Officers have worked closely with Council to ensure the vision, objectives and strategies established are in keeping with its intent and the community consultation outcomes.

The adoption of a final draft LPS by Council is anticipated late 2020.

Council adopted the Kwinana City Centre Master Plan at its December meeting 2019. It provides a vision for the City Centre and sets the scene for more detailed planning.

The City undertook a period of community engagement including a number of community workshops. The findings of the community consultation fed into the final Master Plan.

In addition, the City completed the detailed design of Wellard Road duplication project to the value of \$15million. The City also successfully obtained approval for grant funding from WA Bicycle Network (WABN) Grants program (50/50 cost sharing between the City and WABN) for the design of two key bike path projects along Gilmore Avenue and Parmelia Avenue.

The combination of these two projects is estimated to be worth around \$1.3million with the amount being evenly split between the WABN and the City over the next two to three years.

Key Outcome Measures:

Measure	Industry Average (%)	Performance 2016 (%)	Performance 2018 (%)*
Increase in MARKYT Performance Score for % of community satisfied with community centres and facilities	58	65	67
Increase in MARKYT Performance Score for % of community satisfied with sport and recreation facilities	65	66	68
Increase in MARKYT Performance Score for Increase in % of community satisfied with playgrounds	68	65	77
Increase in MARKYT Performance Score for Increase in % of community satisfied with parks and reserves	68	65	76

**results from the 2018 Community Wellbeing and Perception Survey*

Key projects to occur in 2020/21:

- commence construction of Honeywood Oval Sports Pavilion;
- design and construction of new Kwinana South Volunteer Bush Fire Brigade Station;
- design of an accessible toilet facility at Rhodes Park;



- refurbishment of toilet facilities at Kwinana Tennis Clubrooms;
- fleet and plant replacement program – value \$1.25million;
- Public Open Space (POS) renewal of bores, fencing and irrigation – value \$216,700;
- new backup system for the City's IT team;
- new corporate business system;
- complete migration to a Cloud environment;
- progression of the Local Planning Strategy to its final draft for adoption by Council and for referral to the Western Australian Planning Commission;
- progression of the City Centre Activity Centre Plan;
- continued structure planning and subdivision approvals for new growth areas; and
- a range of policy-based planning for residential and industrial development in the City.

Future Measures

City Outcomes

The City has a number of Key Performance Indicators in place that are vital to business improvement.

DLGSC Indicators	Measures	Achieving Benchmarking Standard/ City Target*	Current**
Asset Management Indicators	Asset Consumption Ratio (%)	>50%	77%
	Asset Renewal Funding Ratio (%)	Greater than 75%	30%
	Asset Sustainability Ratio (%)	90%	27%
Business Performance	Development Applications assessed within statutory timeframes (%)	100	98
	Local Development Plans assessed within statutory timeframes (%)	100	100
	Subdivision Applications assessed within statutory timeframes (%)	100	70.8
	Building Approval Certificates processed and issued within 10 days (%)	100	100
	Certified Building Permits processed and issued within 10 days (%)	100	100
	Uncertified Building Permits processed within 25 days (%)	100	100

* The benchmarking standard targets are set by the Department of Local Government, Sport and Cultural Industries

** Current values for Business Performance and Assets are as at 30 June 2020.

Statutory Reporting

Disability Access and Inclusion Plan

Throughout 2019/20 the City continued to actively work to ensure all people living, working in and visiting the City had unconditional access to its services and facilities. Key areas of focus included access to services and events, access to buildings, access to information, equal level and quality of service, the same opportunity to make complaints and to be consulted and to receive the same employment opportunities. A number of actions identified within the plan were undertaken during 2019/20 including:

- The City’s Events team attended Inclusion Solutions workshop ‘Hosting Inclusive Events’. This workshop assisted the Events team gain a greater understanding of the needs of people with disabilities and has helped to shape the planning of the City’s major events.
- In planning the 2019 Summer Symphony, Event staff sought feedback in relation to the layout of the City’s ACROD viewing area, toilet facilities and parking. Adjustments were then made to increase the size of the viewing area and locating it closer to the ACROD parking bays, accessible toilets and ramp access. Security were also made available to offer individuals assistance to cross the grassed area. An increased number of ACROD bays were made available for this event with a total of 31 cars parked in these spaces. The City provided an accessible shuttle bus arranged though Events Care. The bus provided transport from both the City’s train stations. Alternative pick-up locations were also offered to local community members.
- The City’s Alcoa Children’s Festival 2020 included a sensory chill-out tent. The tent included activities such as audio books (through

headphones) and sensory play trays along with alternative seating options including grassed areas, picnic blankets, beanbags and chairs.

- The John Wellard Community Centre planned and facilitated ‘Sensory Play for Pre-schoolers’ program. The program was facilitated by City Officers over eight weeks during the school term and is aligned with Early Childhood Frameworks. The program has been marketed to all abilities and has seen a record number of children and parents take part -at times having up to 40 children in attendance.
- City Officers continue to monitor facilities and infrastructure to ensure compliance with the minimum service standards.
- Each year the City enhances selected parks as part of its Parks Renewal and Upgrade Strategy. Morrit Park (Parmelia) and Harrison Park (Calista) were upgraded this year, informed via community engagement with community members living locally, as well as other relevant stakeholders. The engagement identified areas to improve accessibility which included an accessible picnic setting, paths and ramps.
- 40 City Officers completed the City’s internal optimisation and accessibility training, which taught staff how to create and set up documents in word and PDF so they can be easily read by assistive technology such as screen readers. This ensures documents uploaded to the City’s website are accessible to people who may be blind, illiterate and/or have a learning disability. These standards have been incorporated into the City’s Style Guide.
- The City hosted a Disability Inclusion in Clubs workshop that was facilitated by Football West. This workshop promoted disability awareness, provided practical information and assisted clubs to identify how they could incorporate strategies within their frameworks and policies that would support their clubs to be more accessible and inclusive to people with disabilities. The workshop was promoted to all clubs in the local area with representatives from three local sporting clubs in attendance as well as four City Officers.

- The City's Recquatic team had customer service training focusing on delivering the best customer experience to individuals. A particular objective of the training is supporting people with disabilities to feel safe and welcomed at a facility. Topics included how to identify the needs of people who come into the Centre and strategies staff can use to ensure they are providing the best quality of service to people with disabilities.
- The City of Kwinana and the City of Mandurah were approached by the City of Rockingham to help facilitate their Access and Inclusion Networking Meetings. Meetings are open to service providers, organisations and people working in the access and inclusion space, and offer opportunities to network and collaborate. The meetings provide another opportunity to engage with people with disabilities through their service providers and networks.
- The City recently took part in AccessAbility Day - an Australian Government initiative that encourages employers to connect with jobseekers who have disabilities (participants). This initiative offers awareness for both employees and employers to see the potential of people with a disability being included in the workplace.
- The City worked in partnership with Disability Employment Service Provider Matchworks and hosted a young lady for a day in the library. This experience gave staff greater insight into the abilities of people with disabilities and actively promoted a culture of inclusion in the workplace.
- The City's Disability Access and Inclusion Plan (DAIP) is included in all executed Contracts, including WALGA Contracts, to ensure Contractors adhere to DAIP strategies. In some instances, Contracts may include further clause provisions for a Contractor to implement and report on the DAIP when providing services or infrastructure involving the public.

Reconciliation Action Plan

In December 2018, the *Reflect Reconciliation Action Plan (RAP)* was adopted by Council and endorsed by Reconciliation Australia. Reconciliation Australia sets four outcome areas within the plan: Relationships, Respect, Opportunities and Governance, and Tracking Progress. Actions within the plan have been developed with the *Boola Maar (Many Hands) Advisory Group* and align with the outcome areas. City Officers and community have continued to work together to achieve positive outcomes, including actions from the Reflect RAP.

In June 2020, the draft Innovate Reconciliation Action Plan was adopted by Council and was then forwarded to Reconciliation Australia prior to being launched to the community. Throughout the review of the Reflect RAP and the development of the Innovate RAP, the following actions by the City were noted:

- worked with local organisations and the Aboriginal and Torres Strait Islander communities in the planning and delivery of NAIDOC events;
- supported community groups and organisations to deliver projects across the City, including Relationships Australia's National Empowerment Program, Blue Tree community project;
- staff and members of Boola Maar Advisory Group attended the Sorry Day event, planned and delivered by Moorditj Koort;
- hosted an Aboriginal and Torres Strait Islander community engagement meeting in March 2020;
- provided Aboriginal and Torres Strait Islander cultural awareness training to 230 staff members, delivered by Aboriginal Leaders Danny Ford and Rosemary Walley of Kambarang Services;
- liaised with an external provider to support grant applications to deliver Aboriginal and Torres Strait Islander cultural awareness training to community members;

- displayed Aboriginal and Torres Strait Islander flags at all citizenship ceremonies and significant events;
- permanent Aboriginal Flag displayed at the City's Administration Building;
- upgraded Loop Trail signage to include Acknowledgement of Country, dual language, stories and rest stops at significant Aboriginal sites;
- developed a marketing communications plan to promote Aboriginal and Torres Strait Islander days of significance via social media;
- included Acknowledgement to Country on all staff signatures, power point presentations and City agenda templates;
- created an additional two Aboriginal and Torres Strait Islander specific (50D) positions across the City Engagement Directorate;
- continued one Aboriginal and Torres Strait Islander traineeship at the City Operations Centre in partnership with Kwinana Industries Council and the Clontarf Academy;
- worked in collaboration with the Institute of Indigenous Wellbeing and Sports to deliver a fortnightly Beat Ball program at the Recquatic; and
- the Koya, Kinship Empowerment Program was supported with in-kind services to assist the delivery of their programs throughout the City.





Reporting Requirements

National Competition Policy

The City of Kwinana has met its obligations in regard to the *National Competition Policy* with no issues being raised with the City.

Local Government Act 1995

This Annual Report (Part 1 – Community), together with the Annual Report (Part 2 – Annual Financial Report), complies with the requirements of section 5.53(1) of the *Local Government Act 1995* to prepare an annual report for each financial year.

Elected Member Conduct

No complaint regarding a City of Kwinana Elected Member’s conduct, under Section 5.121 of the *Local Government Act 1995* was recorded in the financial year ending 30 June 2020.

Local Government (Financial Management) Regulation 1996

Under section 6.4 of the *Local Government Act 1995*, a Local Government is to prepare an Annual Financial Report for the preceding financial year and such other financial reports as are prescribed in the *Local Government (Financial Management) Regulations 1996*.

State Records Act 2000

The *State Records Act 2000* is currently being assessed for the need for review by the State Records Office of Western Australia. The City of Kwinana’s Records Management Coordinator provided input and observations via the Local Government Records Managers Association. The onset of the COVID-19 pandemic stalled the review process.

Approved by the State Records Commission in 2016, the City’s updated *Recordkeeping Plan 2016-2021* describes the City’s commitment to good and compliant record keeping procedures. These include monitoring the process and compliance of the retention, storage and destruction of digital and hardcopy records. The Records and IT team liaise to achieve digital compliance.

Training is an important component of record keeping for the City, and has continued to be provided to all staff to ensure appropriate awareness of record keeping obligations and responsibilities. Induction and training programs were adapted to comply with social distancing requirements due to the COVID-19 pandemic and to ensure all individuals felt safe and yet were still provided with suitable training to enable them to carry out their duties and ensure awareness of their roles and responsibilities.

Freedom of Information Act 1992

In accordance with Section 96(1) of the *Freedom of Information Act 1992*, residents have the legally enforceable right to access records (which are not otherwise exempt) held by State and local government agencies. The following FOI applications were received:

	2019-2020
FOI Requests	6
Access in Full	1
Edited Access	5
Applications withdrawn	0
Access deferred	0
Access refused	0

The City also reviewed and updated the *Information Statement* as required by the *Freedom of Information Act 1992* in August 2018. The *Information Statement* is due to be reported to the Information Commissioner in August 2020.

Public Health Act 2016 and Food Safety Standards

The City has complied with the authorisation requirements for Officers registered under the *Public Health Act 2016*. The City has also provided optional reporting information requested by the Department of Health under the provision of the Act.

The *Food Act 2008* was applied to all food premises within the City based on a risk-assessment approach by way of inspection. In total, the City carried out 647 inspections during the 2019/20 financial year. This was a slight reduction on the number of inspections carried out the year before, due to the COVID-19 pandemic restriction closure period.

Equal Opportunities

The City of Kwinana recently reviewed and updated its *Equal Employment Opportunity Management Plan 2020-2023*. The plan was submitted and acknowledged by the EEO Commission in June 2020.

The Plan details how the City adheres to the *Equal Opportunity Act 1984* in eliminating discrimination, sexual and racial harassment, and through promotion of equality in the workplace.

Occupational Safety and Health

Our vision is to achieve excellence in safety and health management through a framework that is an integral part of business planning with Safety and Health Management goals and targets established to drive continuous improvement in performance. The City's mission is to strengthen and grow a safety culture at the City.

The City also recognises its corporate responsibility under the *Occupational Safety and Health Act 1984* and associated legislation and is fully committed to ensuring that, as far as practicable, it will provide a working environment that is without risk to its employees and others in the City's workplaces.

The City is committed to meeting its moral and legal obligation to provide a safe and healthy work environment for employees, contractors, customers and visitors. This commitment extends to ensuring the City's operations do not place the community at risk of injury, illness or property damage.

The City, in partnership with its employees, will endeavour to recognise the potential risks associated with hazards that may exist within the workplace and will take practical steps to provide and maintain a safe and healthy work environment for all persons.

The City focuses on exceeding its obligations under the Occupational

Safety and Health legislation by ensuring its operational activities eliminate or minimise the risk of illness, injury and damage to people, property and the environment through a robust and compliant Safety and Health Management Framework.

Review of Local Laws

Section 3.16 of the *Local Government Act 1995* requires that all of the Local Laws of a Local Government must be reviewed within an eight year period after their commencement to determine if they should remain unchanged or be repealed or amended.

A review of several local laws was undertaken during the 2019/20 financial year, with the following Local Laws being progressed to varying levels:

- The *Standing Orders Local Law* was finalised in the 2019/20 financial year.
- The *Activities in Thoroughfares and Public Places and Trading Local Law* was reviewed and is due for finalisation in the 2020/21 financial year.
- The *Urban Environment and Nuisance Local Law* was reviewed and is due for finalisation in the 2020/21 financial year.
- The City is currently investigating the implementation of a *Cat Local Law* due for finalisation in the 2021/22 financial year.

Annual Salaries

The *Local Government Act 1995* requires the Local Government to provide the number of employees who are entitled to an annual salary of \$100,000 or more. The figures below are as at 30 June 2020, noting that they include any staff on the Enterprise Agreement who are entitled to an annual salary of \$100,000 or more.

Salary Range	No. Employees
\$100,000 and \$110,000	12
\$110,000 and \$120,000	4
\$120,000 and \$130,000	8
\$140,000 and \$150,000	3
\$160,000 and \$170,000	3
\$190,000 and \$200,000	2
\$200,000 and \$210,000	2
\$300,000 and \$310,000	1
Total	35



Part 2 – Annual Financial Report

Annual Financial Report 2019/20 is available online at www.kwinana.wa.gov.au



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