

Shire of Mundaring

# ANNUAL REPORT 2019/20

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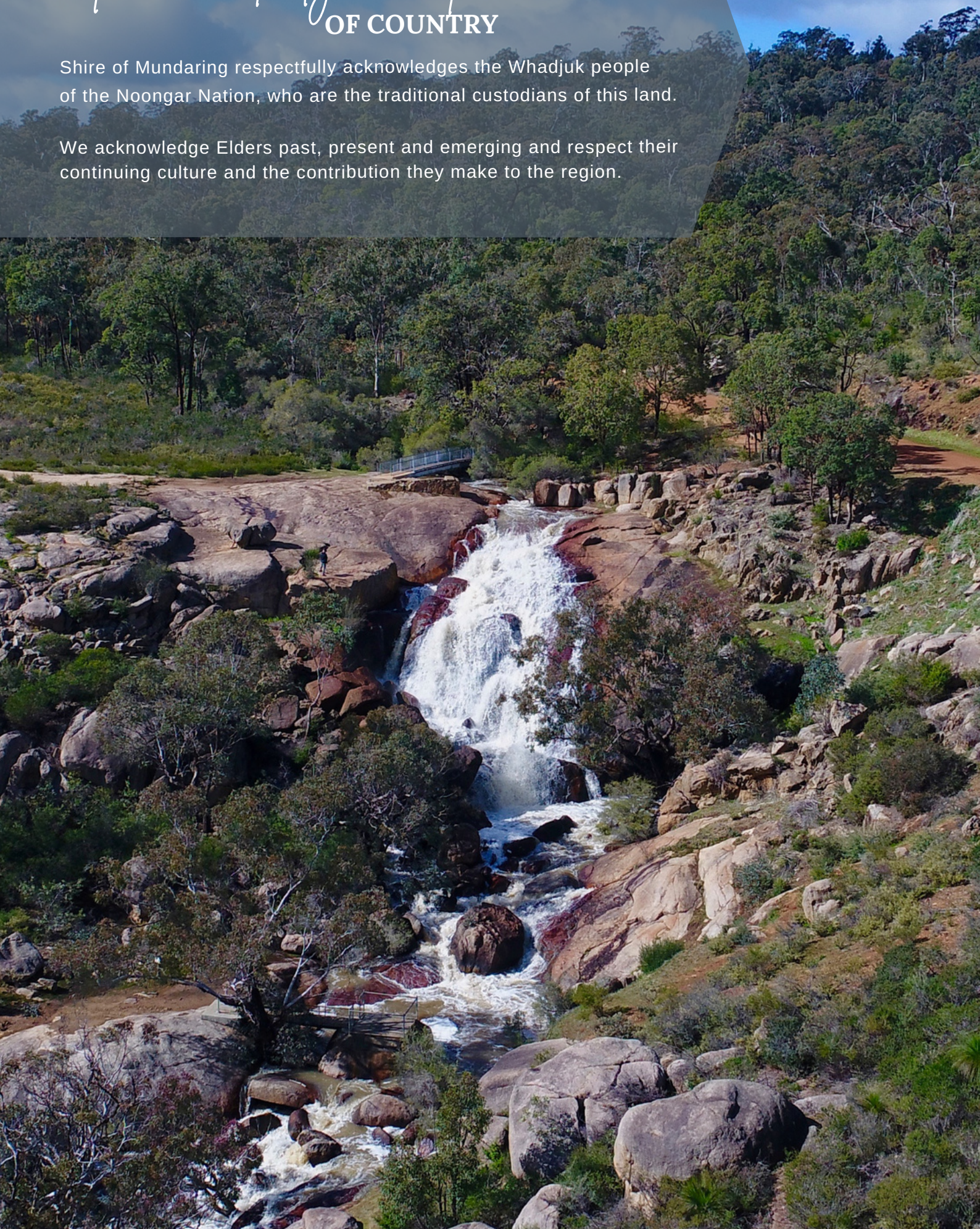




# Acknowledgement OF COUNTRY

Shire of Mundaring respectfully acknowledges the Whadjuk people of the Noongar Nation, who are the traditional custodians of this land.

We acknowledge Elders past, present and emerging and respect their continuing culture and the contribution they make to the region.







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# ABOUT THIS ANNUAL REPORT

**Local governments are required, under the *Local Government Act 1995*, to produce an Annual Report before 31 December each year.**

While this report must meet certain statutory requirements, the 2019/20 Annual Report also highlights Shire of Mundaring's operational and financial performance for the past financial year and provides an overview of the Shire's future outlook.

This report informs the reader how the Shire is delivering on its vision to be 'the place for sustainable living'.

This vision was adopted in March 2020 following a major review of the Strategic Community Plan.

The review demonstrated a desire of the people within the Shire of Mundaring for sustainable living and a move towards a more

community and business led approach where leadership, collaboration and inclusivity are embraced.

The Strategic Community Plan and its supporting Corporate Business Plan form the Shire's roadmap for the future and detail the community's aspirations for the Shire of Mundaring.

These two plans are part of the Integrated Planning and Reporting Framework, which is applied by all local governments in Western Australia.

If you would like to provide feedback on the Annual Report please email the Shire at [shire@mundaring.wa.gov.au](mailto:shire@mundaring.wa.gov.au)

Alternative formats of this document are available upon request.







## *Community Vision:*

The place for sustainable living

### **We value:**

Protection of the natural environment

A peaceful lifestyle

A safe and inclusive community







# ABOUT US

**The Shire of Mundaring is located on the eastern fringe of Perth, approximately 35 kilometres from the Perth CBD.**

The original inhabitants of the Mundaring area were the Noongar Aboriginal people.

Mundaring is thought to be an Aboriginal word meaning “a high place on a high place” or “the place of the grass tree leaves”.

Our Shire encompasses a total land area of 644sqkm, of which nearly half is National Park, State Forest or water catchments. The largest industries are construction, manufacturing, rental hiring and real estate services.

Townsites and locations include:

Bailup	Mahogany Creek
Beechina	Malmalling
Bellevue (part)	Midvale (part)
Boya	Mount Helena
Chidlow	Mundaring
Darlington	Parkerville
Glen Forrest	Sawyers Valley
Gorrie	Stoneville
Greenmount	Swan View (part)
Helena Valley	The Lakes
Hovea	Wooroloo



## Community Satisfaction

Community satisfaction is a key indicator of progress.

It allows the Shire to measure community satisfaction with the resources, facilities and services provided and to evaluate community well-being.

Shire of Mundaring conducts a community perception survey every two years with the last survey finalised in July 2019.

74%

Overall Satisfaction  
with Council performance

60%

Value for money

86%

Satisfaction with  
services and facilities

66%

Overall reputation

Top 6  
performing areas

74%

Katharine Susannah  
Prichard Library

66%

Mundaring Arena

65%

Household Waste Bin  
Kerb Collection

64%

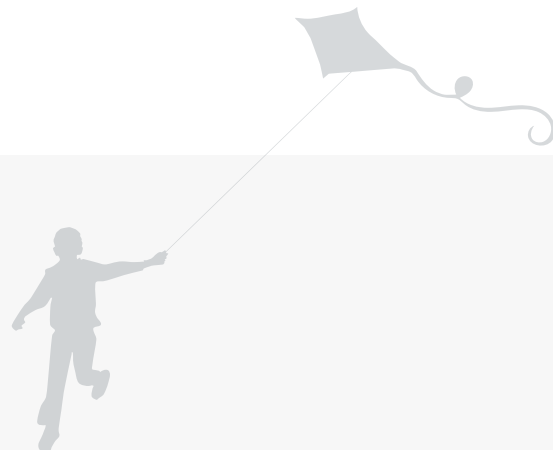
Coppin Road  
Recycling and  
Waste Transfer Station

63%

Playgrounds  
and Parks

63%

Lake  
Leschenaultia





# SHIRE SNAPSHOT

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**Population:**  
39,100<sup>^</sup>



**Land Area:**  
64,409ha  
(644 km<sup>2</sup>)



**Number of  
residents  
employed:**  
20,647<sup>^</sup>



**Median Age:**  
42\*



**Born overseas:**  
24.2%\*



**Local jobs:**  
10,177<sup>^</sup>



**Total  
Households:**  
13,469\*



**Population  
Density:**  
61/sqkm<sup>^</sup>



**Local  
businesses:**  
2929<sup>^</sup>



**Enquiries to  
the Mundaring  
Visitor Centre:**  
11,578<sup>∞</sup>



**Volunteers:**  
6700  
(21% of  
residents)





# SHIRE PRESIDENT'S MESSAGE



## Welcome to Shire of Mundaring's 2019/20 Annual Report.

It has been a pleasure to reflect on an extraordinary year. It was a year where Council balanced careful decision making with unexpected challenges.

Council upheld its commitment to good governance and was honoured to support our community's vision to be 'the place for sustainable living'.

Our community, through its many groups and businesses, met the challenges of the global pandemic with creativity and generosity and provided exceptional services for others. I am proud of our achievements during 2019/20 and thank Councillors and Shire staff for their leadership, strength and compassion in a crisis.

More than 1,000 people attended a Special Council meeting in August 2019 – the biggest Council meeting in the Shire's history – where Council recommended that the Western Australian Planning Commission (WAPC) refuse approval for SP34 (proposed North Stoneville town site).

We cemented this decision in May 2020 by requesting that the WAPC amend the Metropolitan Region Scheme (MRS) zoning for this land to 'Rural' only.

The MRS provides the legal basis for future land use planning throughout the Perth metropolitan region.

Community consultation to inform a major review of the Strategic Community Plan was conducted during August 2019 to provide clear direction to Council for the next decade.

Guided by values that include sustainability, protection of the natural environment, a peaceful lifestyle and a safe and inclusive community, the 2020/2030 Strategic Community Plan was adopted in March 2020.

Local Government elections were held in October 2019 with new Councillors Collins, Corica and Cuthbert quickly getting to work in their communities.

Meanwhile, the multi-purpose community facility (MPCF) to revitalise the Mundaring Town Centre continues to be a key lobbying and advocacy priority for Council, along with Eastlink WA (formerly known as Perth-Adelaide National Highway/Orange Route).

In January 2020, work began in earnest on the Shire's inaugural Reconciliation Action Plan (RAP), with Councillors and staff



# SHIRE PRESIDENT'S MESSAGE

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commencing Cultural Awareness Training. Although the MPCF and RAP were put on hold due to COVID-19, Council looks forward to progressing both projects during 2020/21.

On 11 March 2020 a global pandemic due to COVID-19 was declared. Councillors and staff established a proactive, community-driven and localised response to the crisis.

A Local Relief and Recovery Co-ordinating Committee was convened in March 2020 to oversee the Shire's response. Facilities were closed, Council meetings were conducted online and Shire services were delivered differently during the lockdown period. Library Services, for example, provided click and collect and click and deliver services.

The Environment and Sustainability team delivered some exceptional videos, featuring local sustainability champions, in lieu of the usual face-to-face workshops.

A carefully considered budget was drawn up to mitigate the impacts of the pandemic,

including a freeze on rates revenue increases for 2020/21 and the Recover Together Grant Fund to provide significant support to community and business.

It was wonderful to see the long-awaited, state-wide Container Deposit Scheme spring to life in mid-2020, with preparations made for a dedicated drop-off point at the Coppin Road Community Recycling Centre.

While the scheme's launch date was also delayed due to the pandemic (until October 2020), the Shire is proud to be working with WA Return Recycle Renew and the Eastern Metropolitan Regional Council to support this exciting recovery and recycling initiative known as Containers for Change.

It was heart-warming to watch our community unite to face the challenges of 2020. While we cannot predict what lies ahead, together we will emerge a stronger and more compassionate community.

**Cr John Daw**  
**Shire President**





# CEO'S MESSAGE

**I am pleased to present Shire of Mundaring's Annual Report for 2019/20.**

With a major review of the Strategic Community Plan in August 2019 setting the tone for the months ahead, this reporting year got off to a great start. Key projects – including the Community Health and Wellbeing Informing Strategy 2020/25, advocacy to secure funding for improved community facilities and an expanded community events program – kept us busy as 2020 arrived.

While the notion of 'business as usual' was swiftly turned on its head in March 2020 thanks to COVID-19, the crisis provided countless opportunities to reflect and adapt.

Shire of Mundaring has a proud history of good governance and responsible financial management coupled with a commitment to being agile and innovative. When COVID-19 compelled us to pivot our business practices and manage unprecedented change, it was a privilege to watch Councillors, staff and community members rise to the challenge.

Although past disasters have set the foundation for the Shire's crisis management plans, this was an uncharted event with untested solutions. Until recently it would have been difficult to imagine a scenario where all Shire facilities were closed to members of the public or Council meetings were held without being in each other's presence.

Councillors and staff adapted to the crisis without hesitation, applying compassion and empathy as we followed best practice recommendations while making swift decisions. We also found different ways to continue providing valued services.

While the danger is certainly not over, we have learnt lessons that encourage us to consider how we can further improve. For example, the idea of livestreaming Council meetings has been discussed in the past but became a reality due to the COVID-19 experience.

Regardless of the way the pandemic has changed our organisation, Shire of Mundaring remains dedicated to the foundations of local government – good governance and responsible financial management.





# CEO'S MESSAGE

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During 2019/20 the Shire was committed to keeping costs to a minimum. We continued to carefully consider all of our operations so we could deliver vital services and demonstrate value for money to ratepayers. By adopting improved practises and seeking competitive contracts, for example, we have been able to reduce waste charges.

An enhanced focus on long term financial planning has ensured that year to year, the Shire has maintained healthy and sustainable budgets. Data for 2019 reveals Shire of Mundaring scored 84 on the State Government's Financial Health Indicator. This is well above the state average of 67 and higher than the metropolitan councils' average of 75 for the same year. It is an achievement that all residents and ratepayers should be proud of.

Compliance is another area in which we are innovating. Shire of Mundaring appointed two external members to its Internal Audit and Risk Committee in October 2019. This reflects our willingness to be transparent and brings expertise from outside of the organisation, which helps us improve our performance.

Once again, I would like to thank Councillors and all of the wonderful staff at the Shire for the extraordinary team effort during 2019/20.

If this year has taught us anything, it is that our core values come to the fore even more during a crisis, reflecting our commitment to excellence in customer service, team spirit and innovation.

**Jonathan Throssell**  
**Chief Executive Officer**









# RESPONSE TO COVID-19

**The 2019/20 reporting year was defined by two unique periods.**

It was business as usual for the first seven months. However, in March 2020, as the economic and social implications of the global coronavirus pandemic took hold and a State of Emergency was declared in WA, the Shire switched its focus to crisis management.

Shire of Mundaring's response to COVID-19 was swift, informed and based on best practice emergency management principles. Guided by State and National health authorities, a wide range of measures were adopted including:

- Temporary closure of facilities and pausing non-essential works
- Establishing a COVID-19 Local Relief and Recovery Co-ordinating Committee
- Adopting relief and recovery strategies to support community members and groups, local businesses and industry. These included impact surveys, the Community Connect program and newsletter and webinars for individuals and businesses. Initiatives were informed by community consultation and driven by community and economic sub-committees

- Introducing a COVID-19 Financial Hardship Policy
- Preparing a budget for 2020/21 based on no rate revenue increase and no increases to Shire fees and charges
- Provisions for the Recover Together – COVID-19 Relief and Recovery Fund, the biggest grant fund in the Shire's history, were built into the budget
- Increasing communication to ratepayers and residents via a dedicated COVID-19 tab on the Shire website, traditional and digital media. The website became a repository for COVID-19 information from Federal, State and local government sources





# RESPONSE TO COVID-19

## Organisational challenges

Lockdown measures, increased hygiene protocols and social distancing recommendations presented many challenges for the Shire.

The Critical Incident Team was convened in March to manage the crisis. Most Shire facilities were temporarily closed as Building Assets staff sourced cleaning and safety equipment to support hygiene protocols.

With staff encouraged to work from home – some for the first time – Information Technology efforts were intensified to provide secure, remote access to over 50 per cent of staff. The April, May and June 2020 Council meetings were conducted by Webex video conference, a first for the Shire.

Human Resources and Communications efforts also increased to develop COVID-19 specific policies, inform staff about the unprecedented changes and keep the public informed about changes.

Shire-managed Child Care services were deemed an essential service and continued in operation during the lockdown period.



Meanwhile other service areas, including libraries, adapted in innovative ways.

From 23 March until late May 2020, 653 households signed up to the libraries' delivery, click and collect and home services. A total of 11,818 items were issued.

As lockdown restrictions eased between late May and June, many facilities re-opened including playgrounds and sporting facilities.

653  
households

signed up to the  
libraries' delivery,  
click and collect and  
home services during  
the lockdown





# FUTURE DIRECTION

## Shift of focus for integrated planning

The COVID-19 public health emergency compelled the Shire to reconsider how it undertakes integrated corporate planning.

While the Corporate Business Plan usually details how the Shire plans to serve its community over the next four years – in line with the vision and strategic priorities identified in the Strategic Community Plan – the Corporate Business Plan 2020/21 to 2023/24 was re-aligned to focus on COVID-19 relief and recovery efforts.

All four year strategic planning priority projects and non-essential services levels were deferred for consideration by one year.

Capital works, considered essential to boosting the local economy, remain a priority.

Projects planned for the next 12 months include:

- Installing an authorised refund point at Coppin Road Community Recycling Centre to support the Containers for Change scheme
- Morgan John Morgan Train Reserve in Glen Forrest will soon receive a \$200,000 upgrade, thanks to a Federal Government grant. The funds will see extra recreational and passive equipment installed at the reserve

- Chidlow Village Green skate park
- Glen Road Bridge upgrade
- Mount Helena Skate Park
- Scott Street Bridge upgrade
- Blackspot projects on Old Northam Road and Bailup Road

Other initiatives for the Shire include:

- The Mundaring Town Centre Land Assembly Project
- Reconciliation Action Plan
- Local Biodiversity Strategy
- Public Open Space Strategy



Shire of  
Mundaring

**looks forward to working  
in partnership with its  
community as we navigate  
the road to recovery together**



## Spring launch for regional tourism alliance

Members of the Perth Hills Tourism Alliance (PHTA) continued the development of a regional tourism marketing plan during the reporting period.

An exciting brand concept was developed in mid-2020 with a view to launch the PHTA brand in Spring 2020.

The PHTA is a strategic alliance between Shire of Mundaring, Shire of Serpentine Jarrahdale, City of Armadale, City of Kalamunda and City of Swan.

With a vision of seeing the Perth Hills recognised as a key tourism precinct, the alliance aims to:

- Increase visitation
- Achieve unity between stakeholders and speak with one marketing voice
- Source appropriate levels of funding
- Support product and industry development
- Undertake lobbying and advocacy

EXPERIENCE  
**PERTH  
HILLS**







SHIRE OF MUNDARING  
**RANGER**





# HIGHLIGHTS OF THE YEAR

This Annual Report details Shire of Mundaring's progress against the strategic objectives contained in the Strategic Community Plan 2020/2030 and the Corporate Business Plan 2019/20 to 2022/23.

Together these plans form the blueprint for the future across four aspirational objectives:



Key achievements and projects from the past 12 months are highlighted in the following pages.





# HIGHLIGHTS OF THE YEAR

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## Community

Healthy, safe, sustainable and resilient community, where businesses flourish and everyone belongs

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46,627

Aquatic Centre entries

10



Major events

1616



Jobs attended  
by Rangers

10,136



Camp visitor days at  
Lake Leschenaultia



Library visits

100,667



## Governance

Trusted, leading  
and listening local government

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35



Council and  
committee meetings

16,623



In person  
reception enquiries



Value of capital grants

\$1,912,854



1365

Pool inspections



# HIGHLIGHTS OF THE YEAR

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## Natural Environment

A natural environment that is protected, sustainable and enjoyed

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14,244

Recycling bins collected



Parks and maintenance program

\$4,062,000



224

Seedlings for Landcare Program applications



participants at environmental education workshops

347

18,155

Seedlings distributed for the Seedlings for Landcare Program



## Built Environment

Transport, infrastructure and planning for liveable, connected communities

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\$1,660,000

Property maintenance program



\$3,161,000

Civil works maintenance program

362

Development applications determined



Total asset value managed

\$377,765,903

\$3,450,000

Civil capital budget



801

Building permits issued



The Shire hosted a series of Twilight Tunes concerts at Sculpture Park during summer 2019/20.





# KEY ACHIEVEMENTS



## *Celebrating* **older Australians**

The Shire continues to work alongside the Active Ageing Network to deliver a diverse calendar of events to older residents.

Highlights have included soup mornings, fashion parades, book cafes, speaker presentations and various social activities. The skills and abilities of our older adults have been built through delivery of 'Have a Go Day' activities and 'Live Lighter' initiatives.

Seniors Week was enjoyed in November across the generations with activities that celebrated Aboriginal culture through storytelling.

The needs and aspirations of older people was a focus for the Shire in 2019 with extensive community consultation undertaken to shape the Shire's first ever Age Friendly Informing Strategy. See the Key Projects section for more details.



## *Online* **form assists** **with burning permit requests**

The Information Technology team helped develop an online form to expedite the process of applying for a burning permit.

The form went live in early 2020 and allows people to complete an application at any time of day via the Shire's website.

Although applicants can still phone or email the Shire or local brigades during opening hours to request a permit, the online form allows requests to be centrally received and dispersed for approval.

It is now easier to check who is conducting burns at a certain time which is vital should there be a change of weather conditions.

Applicants' mobile numbers are also added to the Shire's fire safety alert SMS database.



# KEY ACHIEVEMENTS

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## Aboriginal engagement

The history, culture and achievements of Aboriginal and Torres Strait Islander peoples was celebrated by Shire of Mundaring at a special NAIDOC (National Aborigines and Islanders Day Observance Committee) Week event on 8 July 2019.

A moving Welcome to Country ceremony by local Senior Whadjuk Yok, Cindy Nelson, was followed by the raising of the Australian, Aboriginal and Torres Strait Islander flags, cultural art activities and sharing of bush tucker treats.

Shire President John Daw said the theme of 2019, "Voice. Treaty. Truth. Let's work together for a shared future" was a timely reminder that reconciliation is a journey that we're all on together.

Staff and children from the Shire's Midvale Early Childhood and Parenting Centre also participated in NAIDOC Week events in Midland. The Centre introduced a Reconciliation Action Plan in May 2020 and enjoyed a community family march, cooking damper and Aboriginal art activities during June 2019.

In September 2019, an Aboriginal flag was installed at Bilgoman Aquatic Centre in Darlington alongside the Australian and Western Australian flags.

Meanwhile work on the Shire's first Reconciliation Action Plan began in earnest in January 2020 with Councillors and Shire staff participating in Cultural Awareness training during March. This project was paused due to COVID-19.



# KEY ACHIEVEMENTS



## Healthy community, healthy children

The 2019 Children's Week theme, 'Children's health starts with a healthy community', was celebrated with gusto by Eastern Region Family Day Care and Midvale Hub Parenting Services in October 2019.

Parenting and children's organisations came together to promote play and healthy food choices in a safe social setting at local Mundaring business, Cafe Mojo.

Cafe Mojo was very supportive of the Shire's parenting service during the reporting year. The cafe provided its Wellness Centre for free on numerous occasions, enabling parenting service staff to deliver a range of parenting programs and workshops to community members.



## Certificates at the touch of a button

The Shire's Health Service conducts a number of inspections, approvals and assessments at businesses and places of public use, including 364 public buildings.

The Information Technology team has built an extension within the processing system which allows risk profiling, risk assessments and major public building assessments to be performed digitally.

Users can add specifications about a building including its size; number and width of doors; and number of toilets. By selecting the purpose of the building, a matrix determines how many patrons are allowed for a particular use. The form can be completed onsite using a mobile device and a report produces the Public Building Certificate in the click of a button.

The system was built using existing resources and licencing and there are no ongoing costs.



# KEY ACHIEVEMENTS

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## Lake camping goes online

A new online booking system for camping sites at Lake Leschenaultia was developed during the reporting period.

The secure site allows campers to easily create, update or cancel bookings and make payments at any time, providing an efficient and improved customer experience.

Previously, campers were required to phone or visit the Mundaring Visitor Centre to secure a camp site, with staff manually recording and managing bookings.



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## Smart move for Mundaring Libraries

Shire of Mundaring libraries became accredited as eSmart libraries in January 2020.

eSmart accredited libraries have a cyber-safety framework in place designed to equip staff and library users with the skills needed for smart, safe and responsible use of digital technology.

Library staff can now help users recognise and guard against security and privacy risks online, download content in a legal and ethical way, research and reference information, and manage reputation and relationships in cyberspace.



*The playground at William Adams Reserve in Stoneville was upgraded in early 2020 as part of the Shire's Capital Replacement Program.*





# KEY ACHIEVEMENTS

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## *Expanded* program delights residents

The popular Cinema Under Starlight program was expanded to include outdoor movies and Twilight Tunes concerts in 2019/20.

Rebranded as the 'Summer of Entertainment Community Events Series', 2281 people attended eight free events between December and March.

The series was developed in response to community requests to bring bigger and better activities to the local area. Residents were encouraged to pack a picnic and enjoy a night out with family and friends, with cinema events held in Boya, Chidlow, Glen Forrest and Wooroloo.

From jazz to folk 'n' blues to Indigenous music and an Australia Day concert and light show, the inaugural Twilight Tunes events at Mundaring's Sculpture Park were a hit.



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## *A voice* for young people

Young people continue to have a voice and are working to shape their community via the Youth CREW. From facilitating activities at various community events, undertaking leadership development training and providing active input into the Shire's Youth Engagement Partnership Fund, CREW members have enjoyed engaging with their peers to ascertain community need.

In January 2020, two applications were received to the Youth Engagement Partnership Fund. Due to the impacts of COVID-19, the program was paused in March with no grants awarded for this Fund in 2019/20.



# KEY ACHIEVEMENTS

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## Processing

### events just got easier

Several new applications and a centralised system introduced in May 2020 have significantly improved the way staff process approvals for events at Shire facilities.

The process of granting approvals for an event is typically complex and involves numerous stakeholders. It was previously completed in an ad hoc manner and with information stored in different places.

During the reporting period the Shire's Information Technology service developed applications to better manage the process and create a centralised system to co-ordinate approvals.

The progress/status of activities is now highly visible and there is no need for printing or physical signing. Other benefits have been that staff can conduct event activities in parallel, follow up with stakeholders immediately and quickly find related documents or past events which improves the process for customers.

The next step is to provide an online events lodgement form on the Shire website.



*The basketball court at Broz Park in Helena Valley received a bright, new playing surface in early 2020.*

