

# **THE CORPORATION OF THE CITY OF WHYALLA**

**2013/2014  
ANNUAL REPORT**

## **SIGNIFICANT ACHIEVEMENTS IN 2013/2014**

- ❖ Continued major re-development of the Whyalla Foreshore, creating a popular, busy, highly used outdoor recreational hub.
- ❖ \$3.1 million upgrade of the Whyalla Airport terminal and adjacent car parks.
- ❖ \$1.1 million upgrade of the aquatic area and entrance of the city's Leisure Centre.
- ❖ Implementation of a city-wide landscape master plan involving significant beautification of main road medians with new turf and tree plantings.
- ❖ Celebrations marking 100 years since the naming of Whyalla.
- ❖ Council customer services facilities opened at the Whyalla Library.
- ❖ Whyalla wins various awards:

National Community Engagement Award for OPAL Whyalla's, "Kid's Cuisine Initiative" involving a partnership with local eateries.

State KESAB sustainable communities award for Whyalla Foreshore re-development works named as SA's "Clean Beaches" winner (subsequently a national winner), and a natural environment award for preserving the city's natural heritage featuring a significant upgrade of historical Hummock Hill.

Winner in 2013, through Council's Visitor Information Centre, of the innovation award of SA Regional Awards for the availability of the Whyalla Visitor Guide in a traditional print format, downloadable PDF, online flipbook and smart phone application.

Joint winner with the City of Mount Gambier for best council display at the SA LGA Council Innovation Showcase.

# City of Whyalla

**Civic Building:** Darling Terrace, Whyalla SA.

**Postal address:** PO Box 126, Whyalla, 5600.

**Phone:** 8640 3444. **Fax:** 8645 0155.

**After hours emergencies:** Normal office number 8640 3444.

**Hours:** Weekdays 9am-5pm. Closed public holidays.

**E-mail:** council@whyalla.sa.gov.au

**Web sites:** *Council:* www.whyalla.sa.gov.au

*Whyalla:* www.whyalla.com

*Public library (on line catalogue):* www.library.whyalla.sa.gov.au

*Snapper championship:* www.australiansnapper.com.au

## **OPERATIONS:**

**Council Works Depot:** Lacey Street – 8645 6300.

**Mount Laura Waste & Resource Recovery Centre:** Iron Knob Road – 8645 5016.

**OPAL:** Nicolson Avenue – 8644 0785. (Based at Whyalla Child Care Centre)

**Stray dog kennels:** Corner Watts and Cook Streets – 8640 3444.

**Whyalla Child Care Centre:** Nicolson Avenue – 8645 4030.

**Whyalla Public Library:** Ekblom Street – 8645 7891. Fax: 8644 1498.

Email: library@whyalla.sa.gov.au

*Community Information Service:* At library – 8645 1955.

**Whyalla Visitor Centre and Whyalla Maritime Museum**

Lincoln Highway – 8645 7900. Toll free – 1800 088 589.

## **About this Annual Report**

Copies are available free of charge from the City of Whyalla office, Darling Terrace, or can be viewed and downloaded from Council's website: www.whyalla.sa.gov.au. All enquiries please phone Council on 8640 3444.

## **Our traditional custodians**

WE acknowledge the Barngarla people as traditional custodians of our land and give thanks for its use.

The Barngarla people's rich cultural heritage and spiritual beliefs still connect them with this land, maintaining a positive relationship with the living members of their community today.

# Contents

Significant achievements in 2013/2014	2
Our Vision and Strategic Plan	5
From Our Mayor and Chief Executive Officer	8
Our Key Strategic Plan Performance	10
Our Annual Business Plan	18
Our Financial Sustainability	23
Our Elected Council	25
Our Organisational Structure	27
Our City Profile	31
Our Operational Highlights	
Economic Prosperity	34
Community Social Wellbeing	36
Quality Environmental Outcomes	47
City Leadership and Organisational Development	48
Sound Financial & Asset Management	73
A Glimpse into 2014/2015	75
Our Financial Statements	78

# OUR VISION AND STRATEGIC PLAN

## OUR VISION

*“Whyalla will be a vibrant, attractive city offering our community a diverse range of sustainable economic, social, environmental and cultural opportunities.”*

## OUR MISSION

*“We will provide access to quality infrastructure, services and facilities, capitalising on and protecting our attractive coastal and outback landscapes.”*

*“We will be home to an energetic, harmonious, integrated community actively involved in shaping Whyalla for current and future generations.”*

## OUR VALUES

*Integrity, Transparency, Accountability, Respect, Commitment to Community, Good Governance, Innovation, Fairness and Equity, and Safety.*

## OUR STRATEGIC DIRECTIONS

The Strategic Management Plan identifies key issues facing the Whyalla City Council and presents specific long-term goals and five-year outcomes that will address these challenges. It also provides a platform from which Council can collaborate with its communities and other partners to identify and work towards common outcomes.

The focus of this document is on the priorities of the organisation as a whole and how Council performs its role as a leader of a diverse community. Council will pursue the goals and objectives within the Strategic Plan in a variety of ways:

- Directly, as the relevant authority on planning matters and the provider of municipal services in the City of Whyalla local government area.
- Collaboratively, through partnerships.
- Indirectly, as an advocate for the city’s interests.

As a guiding document, the directions outlined in the plan are implemented through Council’s Ten-Year Long-Term Financial and Asset Management Plans, and Annual Budget and Business Planning processes.

Council has identified the following Top Ten Priority Listing upon which to focus:

1. Responsible financial management.
2. Improvement of Whyalla’s quality of life.
3. Support for a diversified and sustainable economy.

4. Provision of necessary economic, social and physical infrastructure.
5. Provision of customer-focused services.
6. Promotion of environmental sustainability.
7. Ensuring integrated, sustainable land management.
8. Community safety.
9. Improvement of the city's waste management.
10. Facilitation of improvements to the city's health and aged care services.

## **OUR GOALS**

### **Economic Prosperity**

- Whyalla will have a diversified and sustainable economy.
- Land parcels will be available to meet increased demand.
- Whyalla will be recognised as a sustainable energy research and development centre.
- Whyalla Airport will meet the region's needs.
- Gas infrastructure will meet industry demand.
- Tourism numbers will increase.
- Council aims to protect and enhance the aquaculture industry.
- Infrastructure supports economic activity.

### **Community Social Wellbeing**

- Council will adopt a proactive and collaborative approach to community safety.
- Volunteer effort will be recognised and supported.
- Council will seek to improve the city's health and aged care services.
- Council will seek to improve the city's literacy and numeracy skills.
- Council will ensure its development plan caters for integrated sustainable land development.
- Everyone in Whyalla will have the opportunity to actively participate in the public affairs and planning for the city.
- Community planning of Council services and infrastructure will underpin a community that is inclusive and accessible.

## **Quality Environmental Outcomes**

- Reduce Whyalla's reliance on the River Murray.
- Council will promote environmental sustainability and aim to reduce carbon emissions as an organisation and across the city.
- Reduce the impact of environmental issues on air quality in the city.
- Council will aim for a reduction in tonnage and a diversion rate from landfill of 70% by 2017.
- The city's heritage will be protected and promoted.
- Land and soil health will be improved and adequate open space provided.
- Whyalla will be recognised for its arid landscape and natural beauty.

## **Civic Leadership and Organisational Development**

- Council will be the leading contributor to improved quality of life in Whyalla.
- Council operations will be effective, efficient and customer-focussed.
- Infrastructure and service delivery will be managed to minimise risk while maximising results.
- Council will be innovative in its open and transparent engagement.
- Council will form partnerships to improve outcomes for the Whyalla community.
- The Whyalla community will have confidence in Council's governance.
- Council will demonstrate innovative and appropriate organisational management.

## **Sound Financial and Asset Management**

- Infrastructure will be appropriately planned, maintained and managed.
- Council will be recognised for being financially responsible.
- Council will be inclusive in its financial governance.

## **FROM OUR MAYOR & CHIEF EXECUTIVE**

THE City of Whyalla continued to deliver community improvements as part of its endeavours to enhance the total quality of life in the city.

This was achieved against the backdrop of:

- Difficult economic and political times and a slowing economy.
- Continuing high world oil prices with a “knock-on” effect to important local government cost items such as bitumen, cement and fuels.
- The BHP Billiton decision in 2012 to delay its Olympic Dam expansion proposal and the impact of this on some major initiatives in the Upper Spencer Gulf, including Whyalla.

The following initiatives formed the basis of Council’s service improvements in 2013/2014:

- Completion on time and within budget of a \$3.1 million upgrade to the Whyalla Airport Terminal. Significantly, early in the 2014/15 year, Whyalla was the recipient of a major State award for these works.
- Completion on time and within budget of a \$1.1 million upgrade to the Whyalla Leisure Centre’s aquatic area encompassing new roof and skylights, new wall linings, wet area upgrade, and re-commissioning of the previously popular water slide. These improvements were officially opened in January by the Premier of SA, the Hon Jay Weatherill MP.
- Continuation of the Foreshore upgrade works, including removal of dead plants and trees, extension of grassed areas, new car park in front of the motel, tree plantation and stormwater discharge system upgrade. Council subsequently received a National Award from Keep Australia Beautiful in the category of Community Action and Partnerships for these works, in addition to receiving a major State “cleanest beach” award.
- Continuation of a major works renewal program covering roads (\$4,173,408), footpaths (\$219,269), drains (\$847,202) and parks and landscape (including playgrounds, irrigation and street furniture - \$420,694). Council also continued works to improve the urban image of Whyalla, in particular the city’s natural landscapes, parks, street medians and open spaces (the second year of a four-year program.)

These new initiatives were supported by a satisfactory end-of-year operating result and near-record high development statistics.

Special mention is made of the success of the Obesity Prevention and Lifestyle (OPAL) program in winning a National Award for the “Kids Cuisine” initiative. Well done to April Horn and Rachel Hill.

But we must not stand still, and service improvements being rolled out in 2014/2015 include:

- More than \$4 million to be spent on roads as part of Council’s long-term asset renewal plan.
- More than \$340,000 to support Council’s environmental and cultural heritage commitment to such areas as Point Lowly and the northern and southern coastlines.
- Other major capital projects, including Mount Laura Waste and Recovery Centre upgrade (\$250,000), further Leisure Centre improvements (\$200,000) and district park upgrades (\$200,000).

Finally, we would like to thank Councillors and staff for their support and hard work in achieving some significant outcomes during the year.

*Jim N Pollock (Mayor), Peter Peppin (CEO)*

# OUR KEY STRATEGIC PLAN PERFORMANCE

## Measuring Our Performance

TO enable Whyalla Council and the community to access Council's performance over any one period and over time, performance targets have been set for a number of selected activities.

### ECONOMIC PROSPERITY

**OBJECTIVE: Land parcels are available to meet increased demand.**

Actions	Target/KPI	Complete
Prepare discussion paper looking at development opportunities for Council land in the central community precinct.	80% complete	Yes
Prepare brief, get fees, proposals, engage consultant and work with consultant to facilitate sale/lease of airport land.	May 2014	Yes
Provide assistance as required to seek to bring one or more of these projects to fruition.	May 2014	Yes
Market other land parcels: Appoint agent to sell Lot 114 Parfitt Street and Lot 121 Mullaquana.	20% complete	Yes
Market other land parcels: Alex Ramsay library site (waiting on ministerial approval.)	80% complete	Yes
Market other land parcels: Sell or lease Civic library site. (Leased May 2014.)	June 2014	Yes

**OBJECTIVE: Tourism numbers to the city will increase.**

Actions	Target/KPI	Complete
Landscape Master Plan: Stage 1 (median strategy) under construction. Stage 2 Foreshore area 80% complete. Airport landscaping. CBD implemented over two financial years. Entry statements, design approval sought.	June 30, 2014	No
Undertake design phase for directional signage.	June 30 2014	Yes

**OBJECTIVE: Infrastructure supports economic activity**

<b>Actions</b>	<b>Target/KPI</b>	<b>Complete</b>
Prepare a Strategic Directions report.	June 2014	Yes
Complete a Miscellaneous Zones Variations DPA.	50% complete	Yes
Continue support for the business centre/main street urban design and revitalisation program to enhance their economic viability and improve liveability.	July 2014	Yes
Advocate for the provision of economic/social infrastructure (eg new or upgraded airport, improved leisure centre, multi-use facilities etc) which is fundamental to economic prosperity. Undertake flood mapping of city outskirts to identify future planning constraints.	August 2014	Yes

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**COMMUNITY & SOCIAL WELLBEING**

**OBJECTIVE: Council will adopt a proactive and collaborative approach to community safety**

<b>Actions</b>	<b>Target/KPI</b>	<b>Complete</b>
Implement youth programs to cut graffiti/aerosol arts.	1 event annually	Yes
Encourage youth participation in local programs – skateboard events, music activities.	1 week-long event annually	Yes
Kids/Karts and Cops program support.	1 event annually	Yes
Increase attendance in sporting activities.	Survey	No

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**OBJECTIVE: Volunteer effort is recognised and supported.**

<b>Actions</b>	<b>Target/KPI</b>	<b>Complete</b>
Develop internal volunteer management framework.	June 30 2014	Yes
Create program to manage inductions/training.	June 30 2014	Yes
Attend volunteer's forum.	1 event annually	Yes
Provide support to sport groups in managing volunteers.	5 events held	Yes

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**OBJECTIVE: Council will seek to improve the city's health and aged care services.**

<b>Actions</b>	<b>Target/KPI</b>	<b>Complete</b>
Develop aged and disability care plan.	June 2014	Yes
Work with RDA target team to develop a master plan and source funding for future aged care requirements.	May 2014	Yes
Increase awareness of Healthy Lifestyle program.	Participation rates	Yes
Organise events encouraging exercise/healthy eating.	Number of events	Yes
Complete acquittal documentation.	October 2013	Yes
Develop programs promoting OPAL theme.	Participation in programs	Yes
Collect data on outcomes of program.	June 30 2014	Yes
Continue to support through ongoing provision of funding to Domiciliary Care to operate HACC program.	August 2013	Yes
Attend medical local cluster meetings.	Attend mtgs	Yes

**OBJECTIVE: Council will seek to improve the city's literacy/numeracy skills.**

<b>Actions</b>	<b>Target/KPI</b>	<b>Complete</b>
Provide support to Medicare local support group on needs of the community.	Support over 3 years	Yes
Support DECD to set up suitable alternate community learning facility hub.	Jan 2014	Yes
Attend ICAN (Innovative Community Action Network) meeting to develop programs for disengaged students.	New programs	Yes
Support DECD programs that provide initiatives for disengaged students to access learning opportunities.	Increased numbers and retention	Yes

**OBJECTIVE: Council's development plan ensures integrated sustainable land development.**

<b>Actions</b>	<b>Target/KPI</b>	<b>Complete</b>
Prepare a brief for a development options report to include possibilities such as the promotion of a community housing project on the Bevan Crescent School site.	Possible site identified	Yes

**OBJECTIVE: Everyone in Whyalla has the opportunity to actively participate in the public affairs and planning for the city.**

<b>Actions</b>	<b>Target/KPI</b>	<b>Complete</b>
Develop and implement a Customer Service Charter.	Completed	Yes
Monitor monthly reports on performance.	Provided	Yes
Implement a Customer Feedback Form.	Sept 2013	Yes
Provide an alternative Customer Service Centre at the library for such activities.	Operational	Yes
Attend Northern Areas Multicultural Regional Advisory Board. Implement activities as Harmony Day and morning teas to encourage involvement in the community.	Oct 2013	Yes

**OBJECTIVE: Community planning of Council's services and infrastructure underpins a community that is inclusive and accessible.**

<b>Actions</b>	<b>Target/KPI</b>	<b>Complete</b>
Develop a playground strategy that identifies the future needs and wants of the community and make recommendations to address recreational needs.	Oct 2013	Yes
Improve library membership.	20% up	Yes
Support and encourage community groups to use library meeting rooms.	Dec 2013	Yes
Undertake survey of library users to gather data on service provision.	Dec 2013	Yes

## QUALITY ENVIRONMENTAL OUTCOMES

**OBJECTIVE: Reduce the city's reliance on the River Murray.**

Actions	Target/KPI	Complete
Support Waterproofing Whyalla project with appropriate median landscaping with access to recycled water.	June 30, 2014	Yes

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**OBJECTIVE: Council will promote environmental sustainability and aim to reduce carbon admissions as an organisation across the city.**

Actions	Target/KPI	Complete
Involved in regional study on impacts of sea level rise on city. Flooding study due for completion 2015.	50% by June 2014	Yes
Prepare brief in consultation with RDAWEP and seek funding from State and RDA for conduct of a Northern Coastline management plan.	Completed by June 2014	Yes

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## CIVIC LEADERSHIP AND ORGANISATIONAL DEVELOPMENT

**OBJECTIVE: Council's operations are effective, efficient and customer focused.**

Actions	Target/KPI	Complete
Review current Family Services Directory and Seniors Directory and update accordingly.	Completed by June 2014	Yes
Review Visitor Information Centre and complete Visitor Precinct Strategic Plan.	Completion	Yes
Budget set to revise operating hours.	Completion	Yes
Develop Property Management Policy.	Policy adopted	Yes
Review airport operations and implement strategy.	Implemented	Yes
Use revised Airport Strategy to leverage additional grant revenue.	Revenue received	Yes
Review landfill operations and implement structural change.	Completed & implemented	Yes

Review operations at VIC, Mt Laura Homestead and Lighthouse cottages, develop strategy for future operations and report to Council recommending future unit structure.	Review completed	Yes
Conduct a review of Child Care Centre operations and implement recommendations.	July 2013	Yes
Review cemetery operations and implement recommendations.	Review completed	Yes
Review IS unit to ensure services match Council needs. Stage1 complete		Yes
Review current WHS KPI audit gaps with view to gaining audit bypass.	Bypass granted	Yes
Develop work program for implementation of WHS plan. Plan adopted		Yes
Develop reporting tool to meet WHS monitoring and reporting responsibilities.	Tool complete	Yes
Review Annual Business Plan for Finance and Corporate Department for 2014/2015.	Completed	Yes
Develop Resourcing Plan for Finance & Corporate.	August 2013	Yes
Develop financial management framework with effective policy and procedures that are easy to understand.	Framework completed by June 30	Yes
Development of economy and efficiency audit process. Identify process and commence flow mapping to identify improvements.	June 30 2014	Yes
Review KPI Audit for 2012 and analyse current position. Request granted		Yes
Review PD for Senior Finance Officer, advertise and recruit applicant to the role.	Vacancy filled	Yes

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***OBJECTIVE: Council will form partnerships to improve outcomes for the Whyalla community***

<b>Actions</b>	<b>Target/KPI</b>	<b>Complete</b>
Conduct stakeholder consultation and develop a site-specific plan for Jubilee Park. Complete outstanding landscaping for Memorial Oval. Work with GMPD to develop plan for marina.	June 2014	Yes

Continue to source possible funding opportunities to develop an art gallery.	November 2013 (Application not successful)	Yes
Develop a Multicultural Plan and work with local board to develop activities to raise profile.	March 2014	Yes

## **SOUND FINANCIAL AND ASSET MANAGEMENT**

***OBJECTIVE: Infrastructure is appropriately planned, maintained and managed.***

<b>Actions</b>	<b>Target/KPI</b>	<b>Complete</b>
Review LG financial ratios, set targets for Council to provide a basis of measurement for AMP and financial performance.	Review completed	Yes
Review E&I budget proposals & provide guidance regarding impact on LTFP & sustainability indicators.	Review completed	Yes
Review AMP needs and update LTFP to ensure funds are provided and adequate for needs and do not negatively impact in Council's LTFP indicators.	Review completed	Yes
Work program developed, required cash flows incorporated into cash management plan for 2013/2014.	Completed	Yes
Work program developed, required cash flows incorporated into cash management plan for 2014/2015.	Draft completed	Yes
Review asset sustainability ratio to ensure it is sufficient to account for annual AMP requirements, plus portion of backlog.	Review completed	Yes
Include accounting requirements within tender specification for asset condition and valuation assessments for buildings and land, including an assessment of current and potential future use.	Specifications included	Yes
Prepare summary showing connections and relationship between the key plans.	Summary complete	Yes

***OBJECTIVE: Council will be recognised for being financially sustainable.***

<b>Actions</b>	<b>Target/KPI</b>	<b>Complete</b>
Update Long Term Financial Plan to include revised AMP's and financial KPI targets.	100% updated	Yes

Three principles included in fees and charges review: commercial, cost recovery and community benefit.	Review underway	Yes
Review rate setting policies as part of annual business planning and budget process.	Part of annual process	Yes
Develop monthly variance reports for all GM's, including summary of key cost categories to allow monitoring and scrutiny of variations.	Reports presented monthly	Yes
Establish working relationship with audit committee chair.	Ongoing	Yes
Implement a workshop process to facilitate a hands-on approach by the committee.	Implemented	Yes
Complete actions of 2013/2014 audit committee work program.	95% complete by May 2014	Yes
Draft 2014/2015 audit committee work program.	Adopted	Yes
Maintain integrity of Council's accounting systems and functions, to ensure completed financial statements are "unqualified."	Unqualified audits	Yes

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***OBJECTIVE: Council is inclusive in its financial governance.***

<b>Actions</b>	<b>Target/KPI</b>	<b>Complete</b>
Involve the community early in the annual budget and rate-setting process.	Consultation Consistent with engagement Strategy	Yes
Involve the community early in the annual budget and rate-setting process.	engagement Strategy	Yes
Release budget information in special edition WCN		Yes

# OUR ANNUAL BUSINESS PLAN

Whyalla Council's annual business plan sets out the organisation's proposed services, programs and projects for 2013/2014. It aimed to maintain efficient services for the community and continued progress towards the longer term objectives for Council as set out in the Strategic Plan adopted in December 2012.

The plan is Council's key management document reflecting work it needs to undertake over the year to meet its strategic plan goals and objectives within the constraints of its revised Ten-Year Financial Plan. It was premised on Council's strategic planning priorities and aims to ensure financial sustainability objectives.

## STRATEGIC DOCUMENTS AND PROGRAMS

**Strategic Plan:** In accordance with Chapter 8, Section 122 of the Local Government Act 1999 (Strategic Management Plans), Council reviewed and adopted its Strategic Plan in December 2012. This plan sets out the long-term aspirations of Council (ie. where we want to be in the future) and how Council intends to achieve the vision within the period of the plan.

**Ten-Year Long-Term Financial Plan (LTFMP):** This plan balances the level of funding required to achieve the city's outcomes, and is premised on the basis of an annual rate increase of 6% (CPI plus 3%.) This document, along with the strategic plan, becomes the basis for the preparation of the Annual Business Plan and Budget for 2013/2014. The plan meets the Local Government Act 1999 and financial regulation requirements. A major component is the current focus on financial sustainability, accrual accounting and effective management of assets.

The LTFP is intended to be a guide to predicted results for the next 10 years based on a range of assumptions about future performance. Where there is a change between past assumptions and subsequent realities, there will be a degree of variance between results and the output of the plan. Due to revision of and changes to infrastructure asset management plans of Council, the LTFP has also undergone extensive review to ensure output represents our best estimate of future realities. Each budget year should form the base year for the next ten-year cycle.

**Annual Budget:** Council's annual budget is formulated to address key objectives from the Strategic Plan:

- *Infrastructure is appropriately planned, maintained and managed, and*
- *Council will be recognised for being financially responsible.*

The budget has been developed in conjunction with the Ten-Year Financial and Annual Business Planning documents and in light of financial information available at the time of drafting, the range of services required under legislation, and the level of service desired by the community, all with a view to long-term financial sustainability.

**Capital Improvement Program:** Council has developed this program to ensure that Council's assets are protected, developed and maintained in a timely fashion and in accordance with the Infrastructure Asset Management Plan.

**Annual Business Plan:** This documents the actions required by each service area to ensure that desired outcomes of the Strategic Plan are achieved. Our progress towards achievement of the desired outcomes is monitored.

**Asset Management Plans:** In accordance with Chapter 8, Section 122, of the Local Government Act 1999 (Strategic Management Plans), Council is required to adopt plans for each of its classes of assets, detailing maintenance and renewal requirements for the next 10 years.

**Key Financial Indicators:** In accordance with Section 122 of the Local Government (Financial Management and Rating) Amendment Act 2005, Council is required to introduce measures to assess its performance over the financial year.

## **SIGNIFICANT INFLUENCES AND PRIORITIES**

- CPI increases on goods and services of 3% for the year.
- Provision of wages and salary increase of 4% plus provision in the wages budget for a number of key positions in infrastructure, finance and landfill.
- Requirements to maintain and renew infrastructure assets to acceptable standards including roads, footpaths, lighting, stormwater drainage, recreational open space, public facilities and operational properties as highlighted in the reviewed Infrastructure Asset Management Plans.
- Service programs and infrastructure needs for a changing population.
- Commitments to continuing projects and partnerships over more than one year, including healthy lifestyles and OPAL programs.
- Increasing range and levels of services, including cost of maintaining recently developed reserves.
- Leisure Centre renewal program.
- Energy efficiency programs.
- Reduction in or withdrawal of government funding and subsidies in relation to services that Council will continue to provide including regional tourism, remote area subsidy for child care services, reductions in sport and recreation position funding.
- Increases to waste management service fees to address legislative requirements and provide for capital needs.

- Fees and charges levied by other levels of government, but collected by local government (eg NRM levy.)

In response to these factors, and to return the budget to surplus, the annual business plan has been prepared on the basis that for an average residential property the rate increase will be **6%**.

#### **Priorities for 2013/2014:**

- Undertake a capital works program of \$14,168,414 including \$9,337,830 for the replacement/renewal of existing assets and \$4,830,584 for new and upgraded assets. The program has a two-fold focus, firstly to address asset renewal requirements as indicated in the AMP's and secondly to ensure that Council continues to upgrade assets to a standard consistent with community expectations.
- Commence the first stage of landscape upgrade works in accordance with the report of landscape architectural consultants, Oxigen.
- Continuation of existing discretionary services to our community. These elements are covered in further detail in the draft budget documents.

#### **KEY SERVICE AREAS**

All Councils provide a range of services that address basic responsibilities under the Local Government Act and other relevant legislation and those services that are provided in response to changing community needs. Whyalla City Council has eight key service areas:

- **Environmental Services:** Including kerbside collections, management of waste landfill site at Mount Laura, clean-up of illegal dumping, street cleaning, and management and protection of local environments.
- **Planning and Development Services:** Including economic development, strategic policy and projects, development assessment and compliance.
- **Regulatory activities:** Including environmental health services, traffic and parking control, and dog and cat management.
- **Community service activities:** Cemetery and cremations, Whyalla Public Library services, Child Care Centre, community development, visitor information centre and airport services.
- **Community recreation and leisure activities:** Public and sport and recreation facilities, including public parks, open space recreation areas, leisure centre; and marinas, jetties, boat ramps and swimming enclosure.
- **Assets and engineering services:** Design and project management, road maintenance and other infrastructure assets including roads, footpaths, streetscape, street furniture and stormwater assets.

- **Governance:** Executive office including elected member support and local government relations.
- **Corporate services:** Community management and customer services, marketing and strategic events, human resources, corporate and financial management, information services, procurement and media and communications.

Council also provides for the operation of a number of facilities on a “fee for service” basis, which provide important community benefits while generating revenue. Where possible, Council aims to set fees for these services on at least a cost recovery basis, including:

- Child Care Centre.
- Marinas and mooring facilities.
- Airport.
- Mount Laura Landfill and Transfer Station.

Council does not expect any change to the service delivery mix for the coming year.

#### **Service Profile Draft Operating Results for 2013/2014**

<b>Service Program</b>	<b>Expenditure</b>	<b>Income</b>	<b>Surplus/(Deficit)</b>
Environmental Services	\$3,982,320	\$4,126,602	\$144,282
Planning & Development Services	1,465,285	315,600	-1,149,685
Regulatory Services	568,478	292,009	-276,469
Community Services	4,312,182	2,559,923	-1,752,259
Community Recreation and Leisure	3,092,379	241,977	-2,850,402
Assets & Engineering Services	8,366,846	419,218	-7,947,628
Governance	947,755	2,200	-945,555
Corporate Support Services	4,786,654	17,349,856	12,563,202
<b>TOTAL</b>	<b>\$27,521,899</b>	<b>\$25,307,385</b>	<b>-\$2,214,514</b>

#### **PROJECT PRIORITIES**

**Council plans to undertake or provide funding for the following:**

- Commence the first stage of landscape works at the airport, foreshore and medians in accordance with the Oxigen report.
- Commence stormwater renewal and mitigation program.
- Complete boardwalk at Whyalla Foreshore;
- Commence major Infrastructure renewal program, including road resealing and footpath replacement.
- Complete works for the recycled water network extension program.

- Continue to address the future of our waste disposal site, services and rehabilitation to ensure that current legislative requirements are met.
- Joint Council/OneSteel regeneration of Hummock Hill;
- Commence major airport redevelopment project.
- Continuation of infrastructure audit to assess further information and technical gaps to ensure long-term planning for renewal and maintenance is consistent with the needs of the city and is accounted for accurately in key planning documents.
- Finalise Ada Ryan Gardens tennis courts upgrade.
- Complete landscaping at Memorial Oval, as per Sport and Recreation Master Plan.
- Commence consultation with community on developing Jubilee Park and the marina as per the Sport and Recreation Master Plan.

**Specific Council projects to solely or principally benefit businesses include:**

- Provision of funding for Regional Development Australia Whyalla and Eyre Peninsula in promoting Whyalla as a location for major project development.
- Provision of funding support for major events and tourism support to assist in the development and marketing of major tourist and visitor events in the city, including Snapper Fishing Championship, other high profile events and tourism advertising and marketing plan.

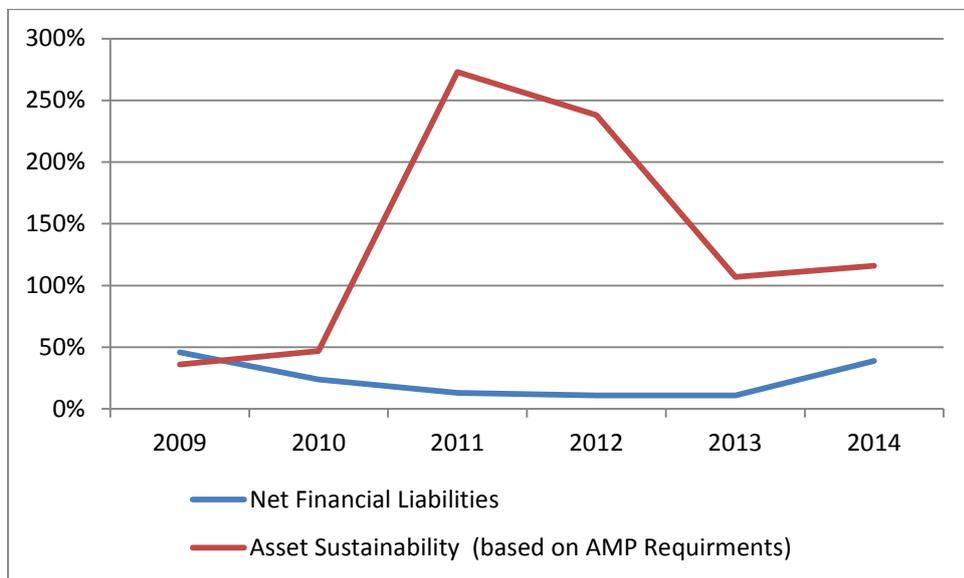
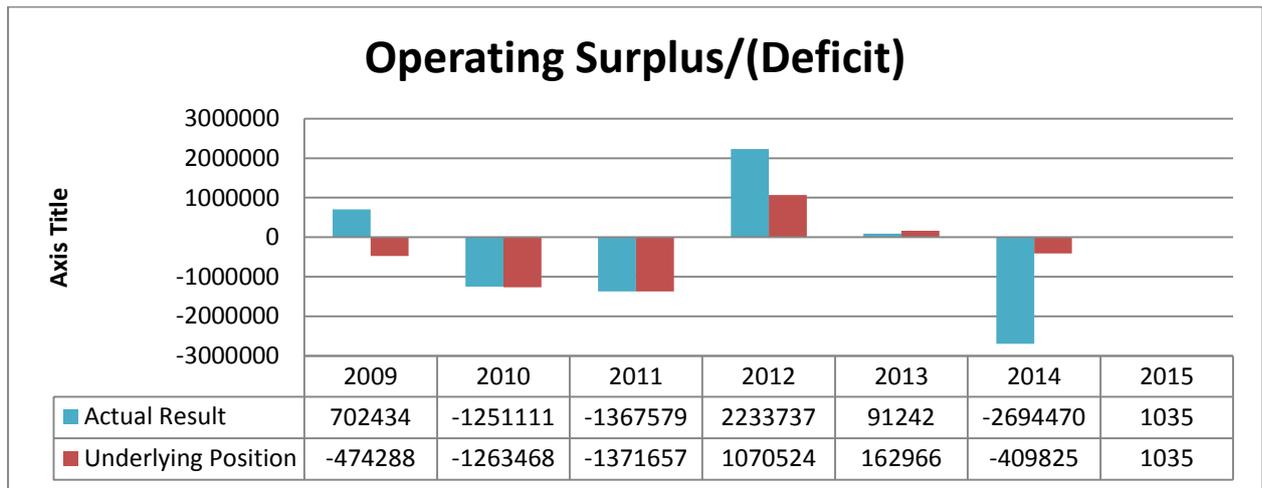
**Council's policy on facilitating local economic development includes:**

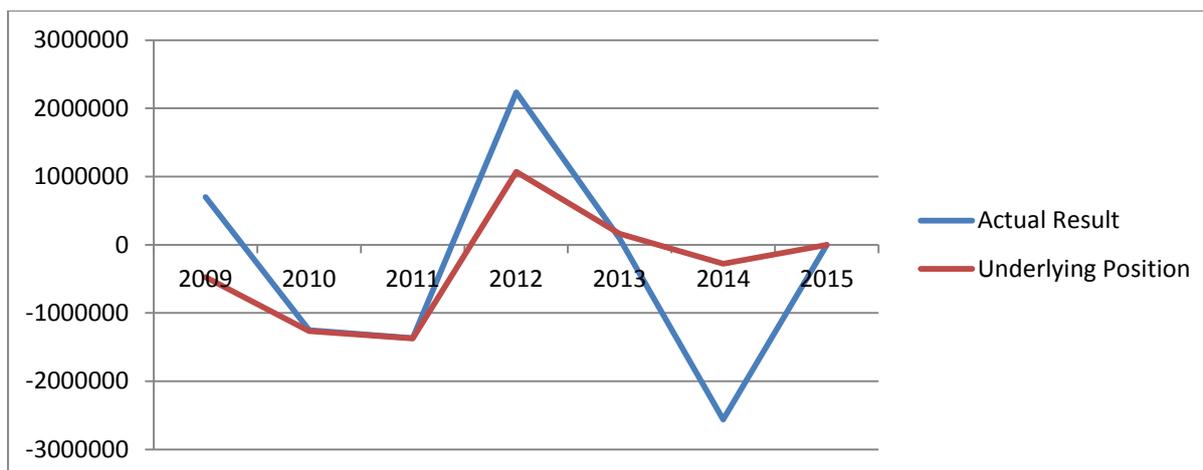
- To support the actions of Regional Development Australia Whyalla and Eyre Peninsula to create economic development in Whyalla.
- To represent the interests of Whyalla strongly at State and Federal Government levels to ensure favourable economic development of Whyalla.
- To establish economic activity based on renewable energy and sustainable development principles.
- To engage the broader community, including business sectors, in programs and projects to assist in the diversification of Whyalla's economic base; and to support local business.

# OUR FINANCIAL SUSTAINABILITY

**Operating surplus/deficit:** This has been affected since 2009 by the Federal Government’s decision to pay portions of the Financial Assistance Grants in advance. Had this not occurred, the underlying position for those years would have been noticeably different.

This is best seen when the results are portrayed graphically alongside actual results.





### Financial sustainability Indicators

Key Performance Indicator	Targets	Actual 2013	2013/14 Adopted Budget	Audited 30/06/2014	DRAFT 30/06/2015	Target Achieved Yes/No
Operating Surplus/(Deficit)	Surplus	\$91,242	\$(2,214,514)	\$(2,694,470)	\$1,035	No
Operating Surplus/(Deficit) Ratio	2.5% to 7.5%	0.62%	(13.1)%	(16)%	0%	No
Net Financial Liabilities Ratio	0% to 50%	11%	42.3%	40%	42.4%	Yes
Asset Sustainability Ratio	90% to 110%	108%	102%	169%	120%	No
<b>Underlying Position</b>						
Operating Surplus/(Deficit)	Surplus	\$162,966	\$70,131	\$(409,825)	\$1,035	No
Operating Surplus/(Deficit) Ratio	2.5% to 7.5%	1.1%	.4%	2%	0%	No

# OUR ELECTED COUNCIL

## Elected members

**Mayor:** Jim N Pollock.

**Deputy Mayor:** Councillor Joanne Marshall.

**Councillors:** Tim Breuer, Colin Carter, Merton Hodge, Ruby McGinnis, Sarah Minney, Raj Rajamani and Jack Velthuisen.

## Electoral representation

The table below provides a comparison of the electoral representation quota for councils of a similar size and type to Whyalla with a ratio of elected members to electors.

<b>Council</b>	<b>Electors</b>	<b>Members</b>	<b>Ratio</b>
Mt Gambier	18,400	11	1: 1,672
Barossa	16,695	12	1: 1,391
Gawler	15,330	11	1: 1,393
<b>Whyalla</b>	<b>14,849</b>	<b>10</b>	<b>1: 1,484</b>
Prospect	14,186	9	1: 1,576
Murray Bridge	13,352	10	1: 1,335
Port Pirie	12,380	10	1: 1,238

## Elector representation review

Section 12(4) of the Local Government Act 1999 requires a council to conduct an elector representation review at least once every eight years.

Council commenced a full review in accordance with the Act during 2008/2009 in which submissions from the public were invited. The review was endorsed by Council at its meeting on August 17, 2009, at which time it was resolved that the principal member of the elected Council be the mayor (elected by the whole of the community), the city not be divided into wards, and that that the elected Council comprise nine area councillors.

Electors will be advised when the next representation review is to be held and how they can make submissions as part of a community consultation process.

## **Elected members allowances, support**

ELECTED members receive an annual allowance for performing and discharging official functions and duties. The Local Government Act 1999 provides for periodic adjustments to Council member allowances and for these to be adjusted on each respective anniversary of the periodic election to reflect changes in the Consumer Price Index. A formula is set out in the relevant Regulations, and the State's Remuneration Tribunal applies the formula and determines the applicable amounts.

In 2013/2014, these were:

Mayor	\$61,977	(Previously \$60,784).
Deputy Mayor	\$19,368	(Previously \$18,996).
Elected Members	\$15,495	(Previously \$15,196).

In addition, elected members were provided with Apple iPads to enable them to access their email calendar, agendas and minutes wherever they are at the time.

The mayor has access to a vehicle for Council business and civic duties. Office space and administrative support is also provided. Full details of these and other reimbursements paid to elected members are detailed in the Register of Allowances and Benefits available for viewing at the City of Whyalla Civic Building.

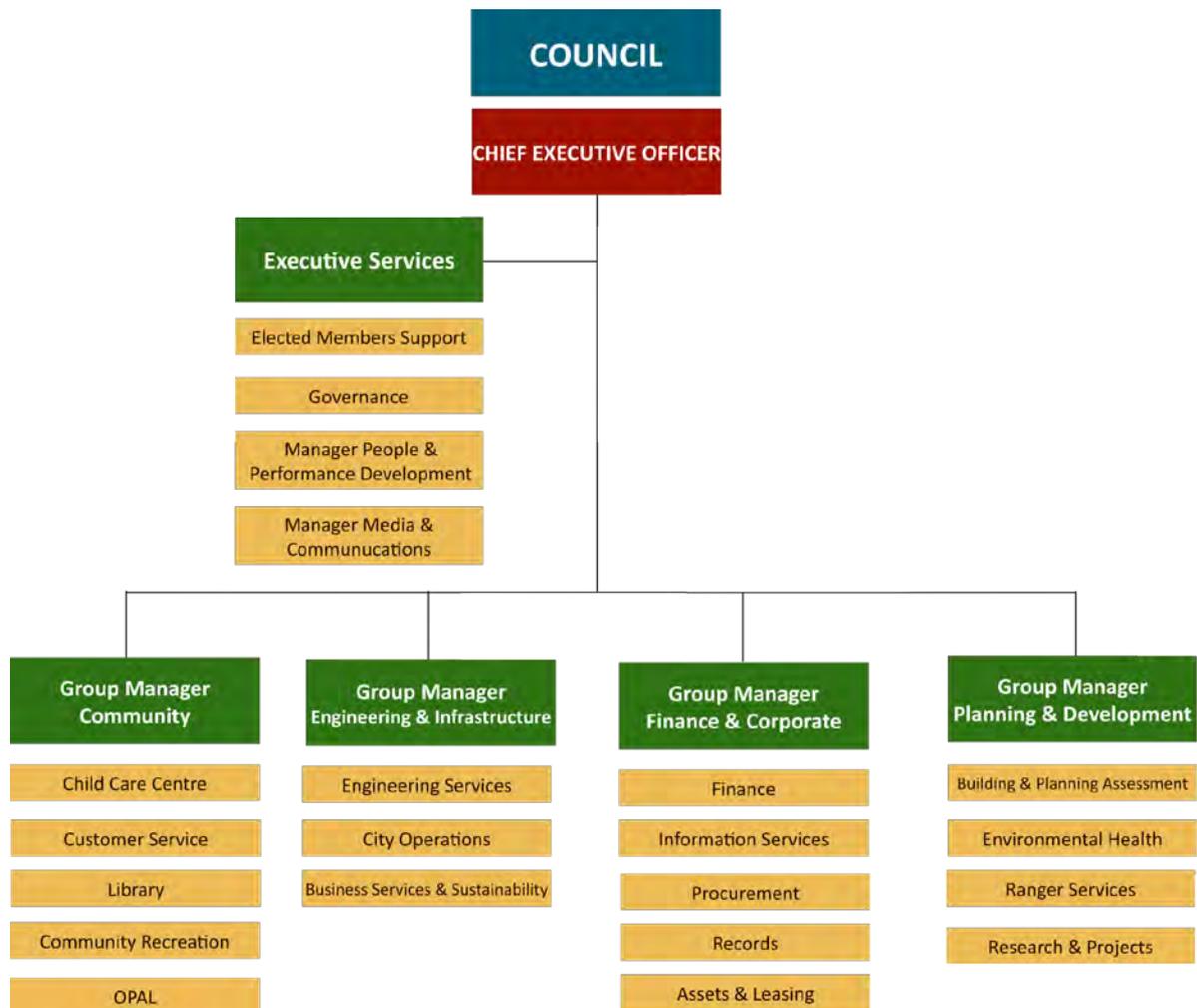
## **Elected member training**

WHYALLA Council seeks to be a "learning organisation" and to this end, set aside a dedicated Elected Member Training and Development budget line of \$10,000.

The following training was undertaken:

- Local Government Association AGM and associated sessions.
- Eyre Peninsula Local Government Association AGM and associated sessions.
- Strategic Planning sessions.
- Governance training workshop conducted by Kelledy Jones Lawyers.
- ICAC (Independent Commissioner Against Corruption) training workshop conducted by Kelledy Jones layers.

# OUR ORGANISATIONAL STRUCTURE



## Structure, functions, decision-making

### FULL COUNCIL

COMPRISING a mayor and nine councillors, the full Council is the decision-making body on all policy matters. Ordinary meetings are held on the third Monday of each month at 5.30pm (except public holidays when meetings are held on the following evening.) Members of the public are welcome to attend during the general section of the meeting.

### COMMITTEES

OTHER working parties, groups and committees comprising elected members, staff and in some cases members of the public, addressed specific issues.

They were:

- City Strategy and Policy Committee.
- Economic and Social Committee.
- Environment Committee.
- Audit Committee.
- Development Assessment Panel.
- Airport Advisory and Security Committee.
- CEO's Performance Review Panel.
- Child Care Centre Advisory Committee.
- Community Grants Committee.
- Whyalla Nomenclature Committee.

## **DECISION MAKING**

WHYALLA Council has adopted a decision-making structure to facilitate good governance and due process comprising:

- Council.
- Development Assessment Panel.
- City Strategy and Policy Committee.
- Delegations to employees.
- Grievance procedures.

Except for the Development Assessment Panel and the City Strategy and Policy Committee, which have delegated powers, all other committees make recommendations for decision by the full Council.

## **Delegations**

THE Chief Executive and other officers have delegated authority from Council to make decisions on a number of specified administrative and policy matters. These delegations are listed in Council's policy manual and are reviewed annually in keeping with legislative requirements.

Council makes decisions which direct and/or determine its activities and functions. Such decisions include the approval of works and services to be undertaken, and the resources which are to be made available to undertake such works and services.

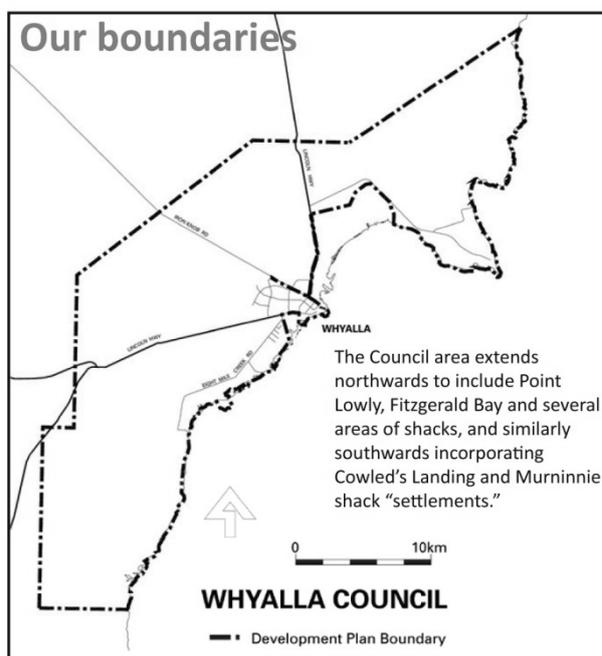
Decisions are also made to determine whether approvals are to be granted for applications from residents for various forms of development.

## **Number of resolutions**

A TOTAL of 333 recommendations were actioned by Council compared with 437 the previous year.

## Organisations on which Council was represented

- Eyre Peninsula Local Government Association.
- Arrium/OneSteel Environmental Consultative Group.
- Provincial Cities Association.
- University of Whyalla Campus Advisory Committee.
- Upper Spencer Gulf Common Purpose Group.
- Whyalla Chamber of Commerce and Industry.
- Whyalla Hospital and Health Services Health Advisory Council.
- Eyre Peninsula Mining, Oil and Gas Community Development Taskforce.
- Giant Cuttlefish Working Party.



## Agenda and minutes

Agendas of all full Council, committee and working party meetings were placed on public display no less than three days prior to ordinary meetings, with minutes displayed, including on the internet, within three days of a meeting.

## Public participation

Members of the public have a number of opportunities to put forward their views on particular issues before Council.

These are:

**Presentations/deputations:** With approval of the mayor or committee chairman, a member of the public can address Council or a committee personally, or on behalf of a group of residents.

**Public question time:** A member of the public can ask questions of Council during public question time as listed in its agenda for those meetings. Forms are also available from the Civic Building or Council website to facilitate providing appropriate information in relation to questions raised.

**Petitions:** Written petitions can be addressed to Council on any issue within Council's jurisdiction.

**Written requests:** A member of the public can write to Council on any Council policy, activity or service. Information can also be sourced by e-mailing Council at [council@whyalla.sa.gov.au](mailto:council@whyalla.sa.gov.au) or via [www.whyalla.sa.gov.au](http://www.whyalla.sa.gov.au).

**Elected members:** Members of the public can contact any elected member of Council, including the mayor, to discuss any issue relevant to Council.

# OUR CITY PROFILE

WELCOME to the City of Whyalla, Where the Outback meets the Sea!

## Our early history

THE City of Whyalla has its origins clearly in South Australia's, and indeed the nation's, remarkable mining and resources story. Settlement began in the late 1890s when the Broken Hill Proprietary Company gained mining leases to extract iron ore in the area.

Today's sprawling city started in 1901 as a campsite on the shore at the foot of Hummock Hill – a service base for a jetty constructed to ship out the ore. In 1840, explorer John Edward Eyre had reported the presence of iron stone in the Middleback Ranges, 50kms west.

The settlement, then known as Hummock Hill, was proclaimed the Town of Whyalla in 1914, grew rapidly with the building of a shipyard and blast furnace in 1940, and was further proclaimed a city in 1961. Four years later a steelworks started production. Following a population downturn in the late seventies through to the mid-nineties (which followed the closure of the shipyard), Whyalla has bounced back and is the State's second-largest regional city.

One unclear aspect of the city is the origin of its name, which has been debated for many years. It is believed to have been named after a nearby ridge, Mount Whyalla, but the background to its name is also unclear. Other stories suggest it is Aboriginal for "windy place, place of water or place of deep water," but this is not certain.

Manning's Place Names of SA, by Geoffrey H Manning states that before the town was proclaimed, a hill about 3kms from the town was called Whyalla Hill. Prof. NB Tindale (1900-1993) disagrees with a suggestion that it means "place of water." He said an Aboriginal tribe near Port Pirie had a word *wajala* meaning "west" while a tribe near Port Augusta had a word *waila* meaning "I don't know."

## Our city today

WHYALLA is certainly a city of contrasts – from green parks and gardens to massive industrial operations, from new housing estates to well established historic neighbourhoods, and from the traditional corner store to multi-million-dollar shopping centres.

On the western shore of Upper Spencer Gulf, approximately 394kms northwest of Adelaide by road and 240kms by air, Whyalla averages 300 days of sunshine every year and has an annual rainfall around 270mms.

Whyalla is clearly a city of the past, present and future – divided into five “suburbs” with three postcodes primarily for the purpose of postal services – Whyalla and Whyalla Playford 5600, Whyalla Norrie and Whyalla Stuart 5608, and Whyalla Jenkins 5609.

Whyalla is often referred to as the “Eyre Peninsula’s Education City” with facilities including campuses of UniSA and TAFE SA, Centre for Rural Health, public and private primary and secondary schools, and a special school for students with intellectual disabilities.

It is a resilient multi-cultured community – a city of wide open spaces, quality sporting grounds and approximately 50 neighbourhood parks and reserves.

The Corporation of the City of Whyalla, generally referred to more simply as the City of Whyalla or even just Whyalla Council, was established in 1970 when it replaced the Whyalla Town Commission. This was an unusual form of local government comprising both elected and appointed representatives of the community and BHP.

Its urban boundaries comprise 41.5 square kms within a total local government area of approximately 1,000 square kms.

Whyalla Council has one of the most diverse operations of any local government. It operates an airport, state-of-the-art public library, child care centre, cemetery and crematorium, visitor information centre, maritime museum, lighthouse, waste landfill site, marina and boat ramps. Council also owns the city’s leisure centre and is responsible for all major development including the foreshore, wetlands, water saving and harvesting initiatives, public works, and innovative environmental projects.

Whyalla’s major industries include the steelworks producing a range of products including rail line and steel sleepers, Santos producing crude oil and LPG, industrial fabrication companies, national contractors to heavy and engineering industries, commercial salt production, Cognis Australia producing natural beta carotene for the food and vitamin industries (used as pro-vitamin A and colouring for foodstuffs such as margarine, cheese, sauce and soft drinks), tourism and major events.

More recently, it has become a base and service centre for the mining and exploration industry.

The city has established itself as a regional shopping hub with many recognisable national and SA brands, including such names as Coles, Foodland, Harris Scarfe, Target, IGA, Woolworths, Hungry Jacks, McDonalds, KFC, Pizza Hut, Subway, Harvey Norman, Radio Rentals, Spotlight, Cheap As Chips, Mitre 10, Stratco, Home Hardware and more.

At a social and community level, Whyalla has an extensive range of active and committed community groups with hundreds of proud volunteers working for the betterment of the city and their fellow residents.

## **Our city profile at a glance**

Area	107,177 hectares
Rateable properties	11,179
Total sealed roads managed	216 kms
Population (estimated)	23,000
Original Town Commission formed	May 1, 1945
Fully elected local government	July 4, 1970

# OUR OPERATIONAL HIGHLIGHTS

## ECONOMIC PROSPERITY

### Airport

UPGRADE of the Whyalla Airport Terminal and Car Parking areas was a project funded jointly between Federal, State and Local Government, resulting in a complete facelift for the existing building and terminal surrounds.

The project team comprised of Katanoo Architects, Meinhardt Consulting Engineers for services engineering, SMEC for structural and civil engineering, BMD Constructions and project management by Council's Engineering and Infrastructure Department. The project was delivered on time and on budget.

### Development

DEVELOPMENT assessment activity declined from its record high point of the previous year, but still performed strongly with a total value of \$54.98 million – more than double the median value of \$26.3 million for the previous decade.

The number of approved applications continued to rise, reaching 584 – up from the previous year's 554.

Residential development again continued its growth for the fourth consecutive year, with 168 new dwellings approved at a development cost of \$39.2 million – exceeding expectations, when compared with the previous year's figures of 126 dwellings at \$31.3 million.

New industrial development and expansions generally comprised various sheds and workshops as either new buildings or additions, totalling a relatively modest \$0.6 million. However, as a completely unique and ground-breaking green energy industry, the Muradel micro-algal biofuel project was also approved, representing a total development cost of \$0.5 million (excluding the more significant investment cost of plant and equipment).

Commercial development continued to show growth, totalling \$10.8 million, which doubled the equivalent figure of \$5.3 million in 2012/2013. The most significant development approvals for the year included the Woolworths' extension and refurbishment for \$30 million, the Whyalla airport terminal upgrade at \$3.1 million, a new medical centre valued at \$2 million and the sea wall reconstruction with works at \$0.6 million, and a new car sales and service centre worth \$1.5 million.

Council continued to monitor and manage enforcement duties, with all matters satisfactorily resolved without the need for legal proceedings.

## **Industrial Estate**

THE Whyalla Industrial Estate was completed by Council in 2009 to take advantage of strong interest from firms seeking to invest and establish in Whyalla. Engineering design and costings were undertaken in 2007, with construction documentation prepared in the early part of 2008.

Initially, interest from parties seeking to obtain land was very high, however, the subsequent Global Financial Crisis severely affected sales with many offers withdrawn and a number of contracting purchasers failing to complete.

At the close of 2013/2014, a total of 13 allotments of the original 34 had been sold with one sale during the past year. This is in addition to entering into an initially short-term lease arrangement for a small site at the northern end of the estate for start-up bio-fuel company Muradel.

Notwithstanding the cancellation of the major Arafura Resources project, the level of development activity and confidence has remained sound. The estate is ideally located to provide industrial land parcels for mining services-related activities and those associated with manufacturing and resource processing into the future.

## **Renewable energy projects**

ON an increasingly positive note, Council continued its assistance to start-up company Muradel in the scale-up and operation of its demonstration plant for production of a renewable biomass for bio-fuel.

The company has developed the necessary processing technology of successfully growing and harvesting bio-mass from saline microalgae for conversion to a green crude concentrate. Muradel's process is earning the company international recognition for its highly sustainable production technology, requiring only solar energy, air and salt water as the principal inputs.

This project is the most exciting and tangible expression of the City of Whyalla's strategic planning aims for supporting and developing renewable energy. Council assisted the company in its search and evaluation of suitable locations for the demonstration plant within the Whyalla region, creating an initially short-term leasehold site on industrially zoned land at the northern end of the industrial estate.

The company has established its plant on the site and, since then, worked on finding the optimal points for production within its biological, technological and cost parameters. It has also turned its mind to the major potential of other waste feedstock. Council will follow its further progress and expanding requirements with great interest.

## **COMMUNITY SOCIAL WELLBEING**

### **Art gallery**

A GRANT for \$3.8 million was sought through the Regional Development Australia Fund for the development of a central art gallery in the Middleback Theatre precinct, but was unsuccessful. Council has considered alternative options for an art gallery, however funds have not been allocated to this project for this financial year.

### **Child Care Centre**

THE Centre, which caters for 0-5year olds and is licensed for 68 Children, saw a decrease in numbers totalling 19,889 compared to 22,559 in 2012/2013. The new school intake system has had a major effect on the numbers in the service.

This comprised 10,810 enrolled in the morning sessions (12,138 in 2012/2013) and 9,097 for the afternoon sessions (10,421 in 2012/2013). The centre continued to face significant competition as families actively looked at other day care alternatives in an effort to minimise the cost of care.

#### **Highlights for the year included:**

- A business unit review by consultant Pru Blackwell and subsequent implementation of a number of recommendations to promote and improve service delivery.
- Employment of a teacher as per the requirements of the Education and Care Services National Regulations.
- Receipt of Federal Government funding to provide a staff member with a scholarship to complete a university degree.
- Completion of training for two staff with one member receiving a Diploma in Children's Services and the other a Certificate III in Children's Services.
- Preparation for and undergoing validation for the National Quality Standards Audit.
- Continued development of outdoor play areas with a focus on "nature" play.

## Community Development

THIS role exists to develop and implement community activities and projects. The Group Manager Community and the STARCLUB Community and Recreation Officer share duties within this portfolio.

### Highlights for the year included:

- The Annual Graeme Jose award was financially supported once again with approximately 20 nominations of local youth received.
- Sponsorship for the Whyalla Art Prize, a project that is managed by Country Arts SA.
- Council continued to work closely with D'Faces of Youth Arts to support local youth arts programs.
- \$1000 in community grants was provided and distributed to non-profit organisations to encourage their participation in the city's annual Christmas Pageant.
- Council ensured Father Christmas arrived safely and in style at both the Christmas Pageant and Carols in the Park, bringing a smile to thousands of faces.
- Council's community grants program assisted 33 non-profit organisations (performing arts, sporting and service clubs and events) with a total of \$57,391 towards community projects and/or activities.
- Local Seniors Week celebration initiatives were supported.
- Several cadet organisations – including Army, Air Force and Navy – were financially supported.
- Community events were supported including Youth Week, White Ribbon Day, Diabetes' Walk for a Cure, NAIDOC Week, Children's Week, Zombie Walk, and a family fun day to recognise the former Whyalla Citizens Band.
- Community arts projects were supported including the Rotary Peace Globe and preliminary works for the Whyalla Players *Phantom of the Opera* and upgrade of the city's ANZAC memorial.
- WERIC (Whyalla Eco Renovation Information Centre), Advancing Whyalla, Whyalla Pride Week, and Foodbank were supported financially.

- Community assistance was provided to various groups through lawn mowing, weed spraying, supply of gravel and/or mulch and reduced landfill fees.
- Group Manager Community and the STARCLUB Community and Recreation Officer have sat on a number of committees including ICAN Network, Community Partnership Planning Group, Medicare Local Strategic Leadership Group, Early Childhood Services Network, Domestic Violence Action Group, Wheels in Motion, Interagency Group, Whyalla Aboriginal Children and Family Centre, Youth Week Planning Group, NAIDOC week, Upper Eyre Local Cluster (Medicare local group)
- Provided support to Whyalla Men's Shed and Lifeline to implement new initiatives.
- Restructured the Whyalla Volunteer Forum, with Council officers co-ordinating the quarterly meeting and information distribution.
- Volunteers were recognised with a morning tea event, while an information display was presented at Westland Shopping Centre promoting benefits of volunteering.
- Time capsule at Wilson Park, buried in 1989, was opened to celebrate 100 years since the naming of Whyalla. The capsule was replaced with current material to again be opened in another 25 years as part of a Council-sponsored community celebration.

**Plans for 2014/2015 include:**

- Community arts programs including completion of the ANZAC memorial gates and a Community Storybook project with D'Faces of Youth arts project at the Skate Park.
- Continue to support community events such as Youth Week, White Ribbon Day, Volunteers Week, Seniors Week, Children's Week, etc, Christmas Pageant and Carols in the Park.
- Update Family Services and Senior Services Directory and make them available online.
- Work with RDAWEP to undertake an Aged and Disability Care Feasibility study.
- Undertake maintenance on community artwork.

- Support the Community Partnership Planning Group to develop an inclusive plan to address numeracy/literacy, school retention and youth mental health.
- Develop a feasibility plan for the former Bevan Crescent Primary School site.
- Review of Community Services Department.

## Events

- **SNAPPER CHAMPIONSHIP:** As a part of its commitment to major community events, Council conducted a successful 23rd Australian Snapper Championship at Easter, which was organised, staged and marketed entirely in-house, and attracted participants from every mainland state.

This annual competition is significant for both its economic and community wellbeing benefits for the city and community generally – not just at Easter, but positioning Whyalla as a fishing holiday destination 12 months of the year.

- **AUSTRALIA DAY:** Council held another successful late afternoon/evening Australia Day event, which attracted several thousand to the Whyalla Foreshore. Also totally organised and staged by Council staff and fully sponsored by Council in partnership with Beyond Bank, the event – while recognising the importance of Australia Day celebrations – again catered for families as a low-cost “day out” with free entertainment and amusements.

Novel activities which have become synonymous with the Whyalla event included dummy spitting, thong throwing and bottomless boat events, finishing with fireworks.

Other free activities included a family sandcastle competition, air brushing art, and distribution of flags and temporary Aussie tattoos and 1,000 lamingtons. The event and the entire foreshore were alcohol-free, adding to its success.

- **OTHER:** Council continued its contractual relationship with Events Whyalla to undertake events for the city including the Whyalla Gift and Food and Wine Fair in November and the Fishy Fringe Festival at Easter.

Events Whyalla also assisted local sporting groups and community organisations to organise events, while working to attract special one-off events for the benefit of the Whyalla and broader regional community.

## OPAL – Obesity Prevention and Lifestyle

THE OPAL program again aimed to achieve six lifestyle-related goals.

## **Highlights for the year included:**

### **ACTIVE LEISURE**

- Established five family friendly geocaches in the Whyalla area.
- Purchased and created five “how to get started geocaching” GPS borrowing kits for the library.
- OPAL family geocaching workshops run in the school holidays (39 children, parents/carers attended).
- Funding for active play equipment provided to nine organisations through OPAL healthy lifestyle grant rounds.
- “OPAL Mini-Olympics” run at 2013 Whyalla Pride Week Fun Day at Civic Park.

### **ACTIVE TRAVEL**

- “Walk to Work Day 2013” run for Whyalla City Council staff, including a healthy breakfast for those who participated.
- Funding for excursions to attend road safety centre provided to four education sites through OPAL healthy lifestyle grant rounds.
- “Walk and Talk” parent group run with Uniting Care Wesley HIPPY program.
- Active travel to school and OPAL “Park and Step” sites promoted through social media.

### **INCREASE USE OF PARKS AND OPEN SPACES**

- Launched new theme “Life Looks Brighter Outside” encouraging children and families to enjoy outdoor play and explore local parks and playgrounds. Fifty-nine stakeholders attended information sessions to learn how they could promote the theme in their organisations.
- Community consultation for “Life Looks Brighter Outside” was completed with 177 parent/carers surveyed, OPAL participation in three appropriate community events where the theme was promoted, an all-of-Whyalla brochure mail-out was undertaken, and displays were established at the Whyalla Library, Council’s Civic Building and nine GP surgeries.
- Oneighty Sport and Leisure Solutions was commissioned to develop a Whyalla Playspace Strategy, including an audit and assessment of current facilities with suggested actions/recommendations relating to future provision of play spaces. The strategy was completed in September 2013 and planning commenced with Council on implementation of recommendations.

- Partnered with NRM Eyre Peninsula on the “Hills of Whyalla Native Trail” project, to re-establish and promote walking/mountain bike trails at the four main hills in Whyalla. Community consultation was completed in early 2014. Planning and development of the next stages of the project are now underway.

## **HEALTHY MEALS IN AND FROM HOME**

- Focus theme for 2013 was “A healthy brekky is easy as Peel. Pour. Pop,” promoted at four community events and the Whyalla Show.
- Supermarket promotion of “Healthy brekky” theme in September included tastings, colouring-in competitions and point-of-sale advertising.
- Healthy lifestyle presentations were made to a variety of community groups including Kids Cops ‘n’ Karts, Samaritan College, Girls on Track, Uniting Care Wesley Country SA HIPPY program, Centacare, TAFE SA Childcare, playgroups and various sporting clubs.

## **HEALTHY FOOD AT FOOD OUTLETS**

- Implemented the Kid’s Cuisine Initiative, working with dining venues to develop healthy kid’s menus. Five hotels, cafes and restaurants trialling new menus from March 2014 for a minimum six-month period with promotion run by OPAL (including monthly prize draw and one month of television advertisements).
- OPAL team awarded 2014 national CO-OPS award for best practice in community engagement for Kid’s Cuisine initiative\*
- Provided grants for two community groups to provide healthy catering at community events and grants for two sporting associations to purchase equipment to support provision of healthy food options and catering.
- Evaluated Whyalla City Council Healthy Catering policy and actioned recommendations.
- Funding for drinking fountains provided to an education site through OPAL healthy lifestyle grant rounds.

## **LOCAL FOOD PRODUCTION AND DISTRIBUTION**

- Funding for vegie gardens was provided to two education sites through OPAL healthy lifestyle grant rounds.
- Backyard Vegie Gardening programs run with two community organisations in partnership with NRM Eyre Peninsula with approximately 30 parents/carers participating.
- Mail out promotion for Whyalla Fresh Growing Guide.

Childcare centres, preschools and schools were offered funding to promote healthy eating and being active in 2013 (second round) and 2014 with an uptake from two childcare, six kindergartens/preschools, 12 primary schools and three high schools, totalling \$34,749.

## **Public library**

THE mission of the Whyalla Library is to:

*“Support reading, learning, knowledge and the community.”*

The library is seen as a central hub – sustaining information, education, cultural and recreational needs of the city’s population through library resources, and by networking and forming partnerships with community organisations.

### **Highlights for the year included:**

**One Card:** Whyalla Library joined the One Card network on March 27 after a significant focus for several months in preparation for and implementation of this system. One Card is a state-wide adoption by public libraries of a single, integrated library management system to enable members to have access to collections of all public libraries in SA using a single borrower card and linked catalogue.

Staff worked closely with the State Government’s Public Library Service to ensure the project’s success and also Port Augusta Library, which transitioned to One Card the previous year. To bring the project to fruition, staff were involved in data revision, local policy profiling, mapping, testing, reviewing, training sessions, web design, public education and promotional activities.

“Go Live” day was just the beginning as staff have continued to adjust to the changes that operating within consortium rules have generated.

**School holiday programs:** A mobile planetarium show through Skywatch education was a standout along with sessions from Natural Resources Management and D’Faces of Youth Arts, thanks to the many volunteers who contribute to school holiday programs.

**Children’s programs:** Storytime and Gigglepots continued to delight, celebrating National Simultaneous Storytime and continuing their ongoing community engagement program welcoming SA ambulance participation.

**Community Networks:** “Give the Gift of Reading,” the Smith Family’s toy and book appeal was initiated at the library and recognised for its contribution in Whyalla. \$1,700 was received for disability friendly toys and resources from Samantha Forsyth and colleagues from Centacare Country SA through a quiz night held to raise awareness of autism and a grant from Arrium/One Steel.

The library focussed on working with community groups including the Whyalla Health Service, Uniting Care Wesley, Child and Youth Health, Country Arts and

other groups across Whyalla to purchase authoritative and relevant resources for the library. In turn, these groups have embraced the opportunity to utilise the community rooms for which demand is ever increasing.

**Promotion:** Non-traditional library user groups were targeted with assistance from the Public Library Service and creation of a marketing poster for Arrium/One Steel workers, university students and hospital staff in response to a need identified in our customer survey and to introduce more users to our library services.

**Digital literacy grant:** A training grant was received to run four public sessions on accessing eBooks through the SA Public Library Network as interest in eBooks increases with 2,201 eBook loans for 2013/2014 since the eBook and audiobook access was launched in March 2013.

### **Services for culturally diverse communities (CALD)**

Whyalla has a significant CALD population and this has been a focus during the year with the library developing English as a second language collection, a community languages collection which includes books and foreign language DVDs, and library orientation sessions for culturally diverse community groups on available resources. A Bollywood film collection, in particular, has proven to be very popular, and the library looks forward to expanding this collection.

<b>IMPORTANT STATISTICS</b>				
<b>As at June 30</b>	<b>13/14</b>	<b>12/13</b>	<b>11/12</b>	<b>10/11</b>
Visits	79,826	77,909	75,218	82,950
Members (3 years)	9,031	8,281	6,860	4,514
Loans	125,821	133,940	130,496	134,839
Toy library loans	1,294	1,770	998	1,088
Book stock	37,679	35,441	41,623	38,395
Non-book materials	6,628	6,790		
Acquisitions	6,984	6,061	5,554	7,513
Public donations	3,640			
Children's programs	3,342	4,812	2,368	6,518
Computer bookings	22,026	21,548	13,458	12,963
Wi-Fi	2,268	1,250		
Room bookings	205			

### **STARCLUB activities**

A POSITION of STARCLUB Field Officer is currently funded by the Office for Recreation and Sport for three years to develop the importance and value that sport plays in local communities, while also educating and supporting local sporting organisations to ensure their continued future. This position is combined with that of a Community Development Officer into a dual role – the STARCLUB Community and Recreation Field Officer.

### **Highlights for the year included:**

- CONTINUED to work with local sporting associations and clubs to assist business improvement strategies, supporting applications for grants and supporting facility development.
- LIAISED with a number of local clubs on their infrastructure and ongoing future.
- PROVIDED detailed information to the Whyalla Sports Network from the Office for Recreation and Sport.
- PROMOTED the STARCLUB message and events on community radio station 5YYY and ABC Radio.
- PROMOTED programs such as GOODSPORTS and Play by the Rules to all sporting clubs in Whyalla.
- ASSISTED with the relocation of Westlands United Soccer and Social Club in relocating home games to Jubilee Park.
- PROMOTED the STARCLUB Field Officer Program at the Whyalla Hockey Association sponsors' night event.
- HOSTED a regional sports officer meeting from various programs within the region.
- CONTINUED to liaise with the Whyalla Cricket Association regarding the redevelopment of Bradford Oval.
- ATTENDED STARCLUB Field Officers Conferences in Normanville (September 2013), Adelaide (February 2014) and Mount Gambier (April 2014); management meetings for the Whyalla/Port Augusta Field Officer Program to drive the program within the region; Local Government Recreation Forum Sport and Recreation Conference in Adelaide (November 2013); and regional sports officer meeting from various programs within the region in Port Augusta.
- ASSISTED with the organisation of the Football Federation SA Regional Football Round held in Whyalla on May 17.
- ORGANISED a Responsible Service of Alcohol/Liquor Licensing Laws course as well as a Child Safe Officers Course for sporting clubs.
- CONTINUED to liaise with user groups of the Jubilee Park precinct in regards to the Jubilee Park Master Plan.

### **Plans for 2014/2015 include:**

- COMPLETE re-development of Bradford Reserve.

- RE-APPLY for funding to continue the Whyalla/Port Augusta Field Officer Program.
- CONTINUE to provide various training sessions for sporting clubs in areas to assist with their operations both on and off the field.
- FINALISE the Jubilee Park Master Plan, submit applications for Federal and State funding of the Jubilee Park Master Plan and further develop design and concept drawings of the site in consultation with the stakeholders of the facility.
- CONTINUE to promote the STARCLUB Field officer program, training opportunities and Office for Recreation and Sport programs to sporting groups in Whyalla and assist clubs when required.

## **WATCH – Whyalla Active Together Creating Health**

WHYALLA Council's WATCH project commenced in March 2012 through grant funding of \$566,000, finishing at June 30, 2014.

Three theme streams in the community comprised Shape Up for Life, Jumpstart, and Beat It, as well as supporting Heart Foundation Walking.

Enrolments overall totalled 474 participants with 336 completing the programs. Jumpstart facilitated 18 full programs with 123 participants, Shape Up for Life five programs with 296 participants and a further five full programs for 55 participants with Beat It.

Outdoor exercise equipment was installed at two Whyalla Foreshore sites at a total cost of \$37,544, funded by Whyalla Healthy Communities and OPAL Whyalla. Equipment included leg press, shoulder press, butterfly press, rowing machine, cross trainer, cycle seat, hip swinger and stepper – suitable for adults and older children under adult supervision. Further equipment will be installed at Whyalla Wetlands during 2014/2015.

Free public exercise classes were conducted at the Foreshore between October 2013 and June 2014 every Monday, Wednesday and Friday morning. Due to public demand, night classes were added on Tuesday and Thursday evenings. All classes were taken by a qualified fitness instructor from the YMCA gym at the Whyalla Leisure Centre.

A healthy catering policy was adopted by Council to encourage healthy food and drink choices provided at Council-operated facilities and workplaces and Council-sponsored events. This was implemented in four stages: February to March 2013, education and consultation; April to September 2013, internal catering and food provision; October 2013 to March 2014, external catering and food provision; and April to September 2014, other food provision and supportive environments.

Baseline and exit surveys were undertaken which demonstrated an improved knowledge of participants in regards to recommended vegetable and fruit intakes.

## **Youth development**

THE area of youth development was co-ordinated by the Whyalla City Council through the STARCLUB Community and Recreation Field Officer, having previously been co-ordinated by Plaza Youth.

### **Highlights for the year included:**

- ONGOING consultation and development of youth activities and needs.
- FUNDING provided for Youth and NAIDOC Weeks activities.
- CONSIDERATION for a learning hub with consultation undertaken to gauge support required to improve numeracy and literacy skills.
- YOUTH opportunity programs were supported at local high schools.
- CRIME prevention forum meetings attended to discuss options to reduce crime and increase attendances at school.

### **Plans for 2014/2015 include:**

- MANAGEMENT of the youth development program in a manner that ensures opportunities for local youth to voice opinions on issues affecting Whyalla youth.
- WORK with non-government organisations (NGO's) and police to target crime prevention activities.
- DEVELOP the community learning hub proposal with the Department of Education and Child Development.
- CONTINUE to organise and fund Youth Week events.
- CONTINUE to work with the Crime Prevention Forum to create attendance and crime prevention strategies.

## **QUALITY ENVIRONMENTAL OUTCOMES**

### **Environmental landscape**

#### **Whyalla Foreshore**

LONG-TERM re-development continued with eastern and western car parks resurfaced, Rotary Park was upgraded including the erection of a world globe and unique sundial in partnership with Rotary.

Tree planting continued to further create a lush beachside environment involving Moreton Bay Figs, Norfolk Island Pines and palm trees. Additional turf was laid and garden beds formalised.

#### **Whyalla Wetlands**

STAGE 1 of the latest development program was completed during the year with a new, bituminised primary pathway for both pedestrians and cyclists through an \$80,000 grant from the Local Government Stimulus Program.

Stage 2 during 2014/2015 will include installation of outdoor gym equipment, additional shelter, mulching of existing planting beds and definition of new planting zones to include more trees and turf; canopy tree planting adjacent to a pathway, toilet, pathways and bridge connection, children's playground, model boat launch platform, consolidation of the Lincoln Highway information bay concept, revegetation and bush gardens, island habitat restoration, new turf areas and shade trees, and Keith Street swale drain upgrades.

#### **Landscape Master Plan**

AROUND 400 trees were planted on medians along Lincoln Highway, McDouall Stuart Avenue, Nicolson Avenue, Bradford Street and Jenkins Avenue.

#### **Clean Beach Awards**

WHYALLA Council won a State KESAB award in December for the Whyalla Foreshore as part of the organisation's 2014 award program, going on as a national finalist, subsequently winning a community action and partnership category. The awards recognise achievement in community and civic beautification, presentation, health, wellbeing and pride, while also recognising partnerships between government, business, industry and local community networks.

#### **Solar panels**

Council invested \$120,000 into a solar panel installation program, without any grant subsidies. Panels were installed on various Council buildings – public library (22.5 kw system), Mount Laura Homestead Museum (10 kw), Infrastructure depot (30 kw), Civic Building (30 kw) and Whyalla Maritime Museum (17.5 kw).

## **Waste management**

FINANCIAL results of Council's Mount Laura Waste and Recycling Depot saw a \$900,000 turnaround from a loss of \$300,000 to a surplus of \$600,000.

During this period a new weigh bridge and CCTV cameras were installed as part of a major overhaul.

As an extra service to residents, Council entered into an agreement with TechCollect – a service provider for the Australian and NZ Recycling Platform – which sees e-waste taken from the site free of charge.

This now enables residents to drop off e-waste items covered by the scheme free of charge for disposal including televisions; computers (desk tops, laptops/notebooks, PDAs/tablets); monitors and projectors (CRT monitors and projectors, LCD/flat panel monitors); printers and multi-functional devices; computer peripherals (power supplies, adaptors, UPS, cables); parts and accessories; and cartridges (toners and ink.)

### **Landfill Cell 2**

CONSTRUCTION of Landfill Cell 2 at the Mount Laura Waste and Resource Recovery Centre was completed late in the year. The project involved the construction of a clay liner and leachate collection system so that waste disposal can commence within the cell. Design was by Golder Associates with MSP Constructions completing the work. Project management was undertaken by Council's Engineering and Infrastructure Department.

Accompanied by clay liner "lifts" biennially, the cell is anticipated to facilitate waste disposal volumes for the next seven years. The project was delivered below budget and on schedule.

## **CIVIC LEADERSHIP & ORGANISATIONAL DEVELOPMENT**

### **Community consultation and dissemination of Council information**

Whyalla Council consulted and communicated with residents on particular issues that affected their neighbourhood or Whyalla generally, while regularly promoting its many and varied services and facilities through its Media and Communications Department.

These included:

- A 30-minute weekly information show conducted Tuesday mornings by Council officers on community radio station 5YYY.

- COUNCIL issued a schedule of media releases to local and regional media (newspaper, TV and radio) resulting in follow-up interviews and photos – maintaining a strong relationship with the media, which again benefitted its programs, activities and communication with residents.
- A QUARTERLY, 16-page, tabloid *Whyalla Council News* newspaper was produced entirely in-house – summer, autumn, winter and spring editions – and letterboxed to Whyalla households. It was also accessible on the Council website.

This publication has become a very important vehicle through which to communicate with residents in a way that general media are unable to do. *Whyalla Council News* was also mailed to residents in coastal and farmland areas who do not have roadside letterbox deliveries, and a growing list of business and government leaders and agencies outside Whyalla.

- EXTENSIVE in-house marketing campaigns (advertising, editorial and photographic) were conducted of Council's annual Easter snapper fishing championship in State and national magazines, newspapers, television, radio and via numerous websites – generating both a focus on Whyalla, and ongoing economic benefits.
- A REGULAR weekly segment "What's On in Whyalla" was broadcast on local/regional commercial radio station 5AU every Thursday morning designed to promote Whyalla events to local residents and in-town visitors, and to other potential visitors from the adjoining regional areas of Eyre Peninsula, Flinders Ranges, Roxby Downs and the Mid North. The segments were also used to promote appropriate Council activities, surveys, programs, etc, specifically to local residents.
- INFORMATION was regularly maintained and updated on Council's website at [www.whyalla.sa.gov.au](http://www.whyalla.sa.gov.au), and [www.whyalla.com](http://www.whyalla.com).
- PLANNING and construction of a new and significantly improved Council website in the latter part of 2013 – the first for many years – in conjunction with the introduction of social media through a Council facebook page.
- IN the early part of 2013, the Media and Communications Manager was co-opted to the Visitor Information Centre and Maritime Museum (due to his previous long-term role as tourism manager) in addition to his normal duties to work with the tourism precinct's manager to successfully address expenditure savings, create and re-develop several new appropriate museum displays, re-active a disused theatre, and re-launch the museum as part of major 25-year anniversary celebrations of the museum in October 2013.

Council also:

- MAINTAINED a public consultation policy, in accordance with Section 50 of the Local Government Act, which sets out steps that Council will take to establish

partnerships and encourage community involvement in planning and in decisions about the services Council provides.

- NOTIFIED residents of Category 2 and 3 development applications requiring approval of Council, providing residents the opportunity to write to Council expressing their view of the application. (The Development Assessment Panel provided the opportunity for all Category 3 representors to appear before the panel, and any Category 2 representor whose issues remained unresolved.)

## **Community land management plans**

UNDER the Local Government Act, all land either owned or managed by Council is classified as community land except where it has been specifically excluded from this designation. Council has management plans in place for each parcel of community land in its area, which is required where Council wishes to lease land for specific purposes.

Separate revocation procedures were completed in respect of the airport site and laneway adjacent to the Wynbring Jida Child Care Centre.

Revocation processes were progressed for Lot 2 McDouall Stuart Avenue (Roopena Football Club) and Lot 5295 Flinders Avenue comprising aged care units leased by Housing SA.

## **Compliance – general**

PARKING controls were administered pursuant to the Australian Road Rules, and Private Parking Areas Act and Regulations across the city, including at the marina, outside schools, at designated parking areas and in private car parks with several of the most common offences detected being the exceeding of a designated time zone, stopping in a “no stopping” zone, or stopping on a solid yellow line.

PROACTIVE anti-litter patrolling initiatives were carried out at some of the most common illegal dump sites in and around Whyalla to combat an increasing problem on Council land, although there was a reduction in the number of expiation notices issued. (Offenders left little identifying information with illegally dumped items ranging from household litter deposited in laneways, and furniture, household appliances or vehicles abandoned in public places – main offenders appearing to be residents leaving town. Most common items illegally dumped were large waste items such as stumps, logs, mattresses and tyres, probably to avoid paying recycling costs.)

NO expiations were issued in relation to bushfire prevention through unsafe premises pursuant to the Fire and Emergency Services Act, but residents were regularly urged to ensure their properties were kept in a fire safe condition at all times, otherwise expiations may be issued. (Council can order a property to be brought up to standard and may perform the required work at the landowner's expense, if that order is not obeyed.)

## Compliance – dogs and cats

### DOGS

- **Microchipping:** Microchipping of dogs continues to increase, with more than half of the city's registered dogs microchipped.
- **Desexed dogs:** Continues to increase with 75% of registered dogs now being desexed.
- **Impounded:** 551 dogs were impounded with approximately 95 percent not wearing tags even though some were registered.
- **Returned:** 354 dogs were reunited with their owners.
- **Rehomed:** 93 dogs were rehomed through Council's rehoming program.
- **Euthanised:** 104 dogs were not claimed by their owners and deemed to not be rehomeable due to behavioural issues.
- **Report of dog attacks:** Council received 55 complaints in relation to dogs attacking or rushing either members of the public or other animals, of which 49% of attacks were carried out by Staffy Cross type dogs. This is not surprising, considering that 38% of Whyalla's registered dogs are Staffy Cross type dogs. Dog attacks that took place in 2013/2014 were mainly due to inadequate confinement of dogs on their properties. If owners ensured their dogs were properly confined to their residence, 80% of the reported attacks in public places could have been prevented. (An attack includes any incident, from a dog running up to a person and scaring them, to an injury occurring.)

## Attacks by Breed 2013-2014



The following table sets out details of dogs impounded and the outcomes of those impoundments for the past five years.

	2009/10	2010/11	2011/12	2012/13	2013/14
Dogs registered	5516	5428	5490	4966	5242
Dogs impounded:	620	620	594	540	551
Dogs returned to owner	260	330	312	335	354
Dogs sent to shelter	No data	95	186	156	93
Dogs euthanised	No data	195	96	64	104

## CATS

AS PART of Council's cat management program, a total of 94 cats were euthanised at a cost of \$55 each, totaling \$5,170. In 2014/2015 this cost will increase from \$55 to \$65 per cat.

Similar to dog owners, new cat owners are encouraged to consider a number factors when determining which breed of cat is most suited to their lifestyle. These factors are outlined for prospective owners who can read more about choosing the right cat at the "Good Cat SA" website.

Estimates of the Australian Companion Animal Council in 2010 on the contribution of the pet care industry to the economy has estimated that 22.8% of households

have one or more cats. The number of cats per pet-owning household is estimated at approximately 1.3.

Applied to the Whyalla Council, the estimated number of cats in Whyalla is likely to be 5,100 – comprised of owned, stray, semi-owned and feral cats.

### **Cat management survey:**

A RANDOM survey to determine the public's attitude to cat management was undertaken between August 19 and September 9, with survey forms located at Council, veterinary clinics and cafés. A promotion was run at the Westland Shopping Centre with the aim of gathering as diverse as possible survey information.

Of 300 participants, 109 were cat owners who collectively owned 195 cats – 57% owning one, 27% owning two and 16% owning three or more. A total of 71% of the surveyed cat owners kept their cat indoors at all times with the dominant breed described as Moggie (a mixed breed).

The survey results, as outlined below, will assist in ongoing cat management:

- **Perceived cat problem:** 218 or 73% of the survey group believed that Whyalla had a cat problem, 25% believing there were no problems and 2% were unsure.
- **Nuisance cat behaviours:** 73% of respondents had suffered from nuisance cats with the four top complaints relating to urinating 30%, fights 27%, defecating 18% and attacks on small pets such as birds 18%. (Irresponsible cat ownership has a large impact on the community. Council receives numerous complaints in relation to nuisance cats, with the majority relating to the same matters as identified in the survey and the number of cats kept on a premise particularly in regards to the smell and odours emanating from that residence.
- **Support for cat registration and implementation of cat by-laws:** 234 of the 300 respondents supported cat registration with 63% or 168 respondents recommending desexing, microchipping and containment used as a combination to manage cats. 268 of the 300 participants or 89% were in support of Council implementing by-laws with 4% unsure and 7% not in favor.

## **Customer Services**

COUNCIL is committed to responsibly managing the city on behalf of its residents and strives to maintain the highest standard of service to ensure the delivery of real value for Whyalla ratepayers and residents.

In January 2013, a new Customer Service Charter was introduced, which, for the first time, included response standards and reflects Council's clear commitment as to what the public can expect.

These standards comprise:

## ENGINEERING SERVICES

BUSINESS AREA	SERVICE	TARGET RESPONSE TIME
Works emergency issues	Response	1 hour
Road repairs - High risk condition - Low risk condition	Repair/made safe Repair/made safe	1 day 7 days
Footpath repairs - High risk condition - Low risk condition	Repair/made safe Assessed for future work	1 day 14 days
Blocked stormwater - Clean pit - Clean blocked stormwater pipe	Drains cleaned Pressure clean pipe	10 days 20 days
Road/reserve vegetation Issues	Investigate	3 days (routine) 10 days (non-routine)
Assess access private (driveway)	Respond	1 business day (routine) 5 days (non-routine)
Stormwater affecting private land	Investigate	1-2 days
Restricted access vehicle Council clearance	Issued	2 business days (routine) 5 business days (non-routine)
Traffic planning / signage issues	Investigation	5 days (as per general correspondence)
Supply of new garbage bin	Delivered	Delivered every Tuesday
Missed garbage service	Collected	Notification prior to Noon – same day Notification after Noon – next working day
Street sweeping needs	Swept	4 days
Trimming of street trees	Trimmed	6 weeks

## DEVELOPMENT SERVICES

BUSINESS AREA	SERVICE	TARGET RESPONSE TIME
Dog complaints - Attacks and dogs at large	Respond	1 hour
General animal complaints (nuisance dog or cat)	Investigate	3 business days
Parking issues - Urgent - Non-urgent	Respond	1 hour (business day) 1 business day
Abandoned vehicles or litter	Investigate	3 business days
Burning complaints	Respond	1 hour (business day)
Food Complaints	Investigate	3 business days
Development applications - Minor	Determination	30 days

## GENERAL SERVICES

BUSINESS AREA	SERVICE	TARGET RESPONSE TIME
Rates certificates	Issued	3 days
S7 searches - Urgent - Routine - Non-routine	Issued	24 hours 4 days 8 days
Return phone calls	Respond	24 hours
Acknowledge correspondence	Respond Acknowledge in writing	5 days 2 days

Regular quarterly reports on the meeting of these standards are provided to Executive Management.

Council will review the Customer Service Charter process during 2014/2015.

Currently, a complaints handling database uses Council's SynergySoft program, which was developed to better measure the various requests, complaint handling activities and outcomes, with a view to enhancing Council's levels of customer satisfaction in accord with AS/ISO 10002:2006 Australian Standard for Customer Satisfaction: Guidelines for Complaints Handling in Organisations.

## **Environmental health**

### **FOOD SAFETY**

COUNCIL adopts a proactive approach to food safety incorporating both promotion and routine food inspections.

#### **Highlights for the year included:**

- Seventy-five inspections were carried out to ensure compliance with the *Food Act 2001* and the Food Safety Standards.
- Ten written warnings were issued to food businesses relating to non-compliance with Food Safety Standard requirements.
- Thirteen food-related complaints were received regarding issues concerning alleged food poisoning, contamination from foreign matter, cleanliness and inappropriate food handling techniques. All complaints were investigated and resolved satisfactorily.
- Continued to compile and distribute industry-specific materials for food businesses including a six-monthly newsletter highlighting food safety and hygiene matters, and key food safety message fact sheets for volunteers, school canteens and mobile and temporary food premises.
- Community food safety education was undertaken through articles in the *Whyalla Council News*; presentations to schools, community groups and other interested parties; and through radio interviews.

Council also partnered with TAFE SA Regional to offer food safety courses to food handlers. Successful completion of the course resulted in participants being issued a nationally recognised Certificate of Attainment. However, this reporting period saw a decrease in the number of participants attending due to a fee increase. Council's Environmental Health Officer is looking at how Council can continue to offer these sessions at a more cost-effective level.

- Six businesses that serve food to "vulnerable populations" such as hospitals, aged care facilities and child care centres are required to have a Food Safety Plan, and subject to an audit, to verify compliance with Food Safety Standard 3.2.1. Audits were undertaken by a Council-employed auditor who also conducts audits at other high-risk premises around the State.

### **PUBLIC HEALTH**

THE number of complaints received and inspections conducted in relation to public health concerns was consistent with the previous financial year.

A total of 62 complaints, relating to issues that required public health inspections, were received including impairment to amenity issues such as where the state of a

premise may be a risk to public health, offensive odours, pest and vermin control, animal management, mosquito control and wasp sightings.

Other health-related inspections conducted on a routine basis included:

- Thirteen public swimming pool and spa pools inspections. Educational materials are provided to public swimming and spa pool owners and operators in spring reminding them of their legislative requirements.
- Nine applications were received for installation of onsite wastewater treatment systems comprising of seven household systems and two commercial systems. Inspections addressed underfloor plumbing, installation and connection of the tank and a final compliance inspection.
- Two hairdressers and skin penetration inspections were conducted to ensure that appropriate hygiene measures were in place.
- No reports of legionella were received. Ten high-risk manufactured water systems are registered with Council. Council requires each business with such a system to have an annual inspection by an independent third party, incorporating a compliance report to the Environmental Health Officer to assess and follow up on any non-compliance matters.
- One mosquito complaint was received. Council has a mosquito control program in place that comprises of six-weekly treatments of known public breeding sites during spring and summer, and larvae surveillance.
- Follow ups of notifiable diseases upon request from the Communicable Diseases Control Branch of SA Health resulted in five referrals requiring investigation.

**Plans for 2014/2015 include:**

- Significant work to develop and implement a public health plan which is required by Section 51 of the *South Australian Public Health Act 2011*, through a working party which has been established to develop this plan.

**IMMUNISATION**

THREE rounds of visits under the School Immunisation Program were carried out across four secondary schools with administered vaccines delivering protection against Hepatitis B, Varicella (Chicken Pox), Diphtheria, Tetanus, Pertussis and Human Papilloma Virus (HPV). A follow up session to each school was conducted a week after the initial visit to catch students who were not available during the initial session. A total of 2,505 vaccines were administered.

The Health Department also administered influenza vaccines to Council employees. Combined Hepatitis A/Hepatitis B and Boostrix (Diphtheria, Tetanus, Pertussis) vaccines are also offered to staff whose job tasks are deemed to be at risk of contracting these diseases.

## **Human Resources**

### **EMPLOYEE RELATIONS**

DURING the year, Whyalla Council undertook a number of external reviews of its organisational structures and efficiencies, most notably the Engineering and Infrastructure, Community Services and Human Resources. These reviews assisted in providing necessary guidance to benchmark with other organisations and align internal structures with key goal areas identified in Council's Strategic Plan. Reviews of the Planning and Development, and Technology groups were continuing as at June 30.

Flexibility and multi-skilling provisions of the Enterprise Agreement operated to ensure Council's operational and services capabilities were maintained.

Council's Joint Consultative Committee, comprising management and workplace representatives, whose role it is to monitor the Enterprise Agreement's implementation and effectiveness, met during the first half of 2013 and then disbanded with the formation of the SBU (Single Bargaining Unit) to commence negotiations for a new enterprise agreement, given the current Enterprise Agreement's nominal expiry in late 2014. The disbanding of the committee is normal practice with the SBU and the JCC reforming after the finalisation of negotiations for the new Enterprise Agreement.

A Cultural Survey of the workforce was undertaken in early 2014. Results, although pleasing, identified a number of key areas of opportunity. Departmental CIP (Continuous Improvement Program) teams have been formed to address priority issues.

### **LABOUR MARKET FLUCTUATIONS**

DESPITE the labour market having stabilised in Whyalla and an improvement to Council's success in recruiting experienced personnel, time taken to fill technical roles within the organisation continues to be of some concern.

Council continues to attract a suitable array of applicants for advertised roles, but is aware that the local and regional labour markets are volatile and Council needs to remain vigilant of its reputation as an employer of choice within the broader community. We are also mindful of various projects in the region both in the planning and nearing execution phases.

Employee numbers at June 30, inclusive of full time, part time and casual employees, is 148 (full time equivalent hours of 123) with an annual employee turnover rate of 8.5% (excludes casual employees) including resignations and genuine retirement, is well within target expectations. Corresponding employee numbers at June 2013 were 143 (full time equivalent hours of 121).

## **EQUAL OPPORTUNITY AND FAIR WORK**

COUNCIL is aware of its legislative and ethical responsibilities in regard to its mandate to protect its employees and ensure equitable treatment for the diverse members of its community.

Both its Fair Treatment and Safe Environments Policies and related procedures are in place, regularly reviewed and revised to ensure compliance with relevant legislation that may also to reflect Council's values in these areas.

## **DEVELOPMENT PROGRAM**

AS part of Council's aspiration to be a "learning organisation", it continued to commit substantial expenditure for targeted training, development and educational activities. These learning areas are being linked increasingly to the strategic goals, outcomes and business strategies required.

The amount expended on training, development and education for the period slightly exceeded the primary target expenditure of 1.5% of Council's annual payroll, and represents a key investment by the organisation in our people.

Formal courses of study leading to tertiary qualifications or to recognition of vocational training undertaken by employees as approved students included:

- Diploma of Building Surveying.
- Graduate Diploma of Built Environment.
- Certificate IV in Regulatory Services.
- Cert IV, Diploma and Adv. Diploma – Project Management.
- Certificate III in Horticulture.
- Provision of study assistance and capped fee reimbursement for higher level training including CPA, degree level and other studies.

Other training attended by employees included:

- Various licences training, eg loader, skidsteer, etc.
- Roads and works conference.
- Work zone traffic management.
- MR and HR vehicle licence training.
- White Card training.
- TreeNet conference.
- Certificate II in driving operations.
- AIBS conference.
- Environmental Health State conference.
- Rates administration fundamentals.
- Annual financial statement training.
- Accredited Visitor Information Centre conference.
- Emerging leaders program – LG managers.
- Aviation safety and security.
- Sprayed sealing, selection and design – sealing field procedure.

- Airport management professional accreditation program.
- Building major project capabilities.
- Mosquito surveillance and control targeting.
- ICAC training.
- Asset management for buildings.
- LGA Code of Conduct training.

Further employee training and development, including WHS requirements included:

- Ongoing training sessions on Council's suite of WHS policies and procedures.
- Senior first aid.
- Gas detector.
- Hazard identification/risk assessment.
- WHS HSR bridging course.
- CPR first aid refresher.
- Internal rehabilitation co-ordinator – LG.
- 32 employees participated in the Healthy Lifestyle program.
- 75 employees participated in the flu vaccination program.

Inductions during the year included:

- 26 internal inductions.
- 9 volunteer/work experience inductions.
- 45 contractor inductions.

## **RISK AND WHS MANAGEMENT**

COUNCIL is strongly committed to and continues on its journey to zero harm to people and plant. It is finalising the Local Government Association's "One System Program" to ensure maintenance of the Association's Exempt Employer Licence. Internal and external auditing of our WHS system continues a high priority to ensure compliance.

Council continued to work toward improving its performance and compliance with WHS requirements. The next major KPI audit will be undertaken by Local Government Risk Services in November 2014 and we embrace this as an opportunity to continually improve our systems in accordance with both Council and self-insurer requirements.

WHS efforts are seen as part of a broader risk mitigation culture and program for Council. Work continued on formatting hazard/risk profiles for Council business units and in association, continued development and review of hazard/risk identification and mitigation processes. During the period, Council's CAPA integrated risk register and corrective/preventative action monitoring system was fully implemented.

Finalisation of a number of plans has included Business Continuity, and WHS and Injury Management plans.

Work continued on the development and updating of:

- Emergency planning.
- Disaster management plans.
- Sustainability risk management plan.

These efforts endeavour to align Council's risk management efforts to date with the standard requirements for ISO 31000: Risk Management – Principles and Guidelines.

## Information Services

COUNCIL'S Information Services section was staffed by three officers responsible for the computer network of 20 servers, more than 110 desktop workstations and laptops, and approximately 105 users in 11 locations throughout the city. They supported more than 50 software applications that various staff use on a daily basis and more than 40 other applications that were used solely for network support and management.

In addition to management and provision of computers and associated software, peripherals and network services, IS staff were also responsible for purchasing and providing support for photocopiers, fax machines, telecommunications and security systems.

Whyalla Council also provides support for the District Council of Cleve on a fee-for-service basis.

### Highlights for the year included:

- **Mobile data access:** Extensions to Council's corporate software were installed, enabling field staff to access selected data and interact with it on their mobile devices when away from the office. All staff with a smartphone or tablet can access details about registered dogs, while ranger staff will, in the future, be able to access cat registration details. The platform has the ability to be extended to access different types of corporate data as the need arises.
- **Mobile Device Management (MDM) software:** As society is increasingly reliant on mobile communications, Council is no different. Smartphones and tablet devices provide opportunities for Council staff to access email and corporate data when away from the office. To manage Council's fleet of mobile devices, MDM software has been deployed, giving the ability to remotely push setting and even documents to devices, as well as ensuring that all Council information can be deleted if the device is lost or stolen.

- **New CCTV cameras:** Two additional cameras were installed along Whyalla Foreshore in early 2014, joining the previously existing six cameras in Whyalla monitored at the Whyalla Police Station. Council also installed a new control PC and 50-inch monitor to make it easier for police to view areas covered by the cameras.

## Planning

A DEVELOPMENT Plan Amendment reviewing the most effective way of capitalising on development opportunities at and around the airport site is examining the merits of allowing for commercial development including bulky goods outlets and expansion of the existing Rural Living Zone.

A major step required in completing the planning investigations phase was the finalisation of the Whyalla Airport Master Plan. Specialist consultants, The Airport Group, completed the plan to formulate a comprehensive business footing for the overall airport site. The plan, finalised in 2013/3014, informs Council on aviation demand forecasts, environmental considerations, future land use needs and precinct development guidelines. The consultants were also directed to provide advice on revenue optimisation of public and car rental parking as part of the upgrade, the results of which assisted in the determination of various user charges relating to the re-developed Whyalla Airport terminal and car parking/storage areas.

COUNCIL also completed revocation of the community land status of the airport, following a consultation process and approval by the Minister.

INVESTIGATIONS were undertaken into the preparation of a draft amendment to the Whyalla Development Plan for local heritage, with the establishment of a small specialist sub-committee to assist in a review of draft policies and a targeted informal consultation program, which will be undertaken in 2014/15.

MINISTERIAL approval was received for re-casting the scope of the Residential and Centres Development Plan Amendment into two separate amendments. The first of these is the Remote Area and Minor Residential DPA, introducing a minor Local Centre/Residential zoning boundary alteration and remedying the current lack of zoning over pastoral land. The draft DPA progressed through informal agency consultation, and was then placed on public consultation for a period of eight weeks. The DPA will be finalised in 2014/2015. The second is a Residential and Industrial Variations DPA, which aims to introduce improved local content for residential development, including foreshore land, and make better provisions governing industrial land.

**FORESHORE MASTER PLAN:** Council is now taking a more strategic look at measures that may assist in the revitalisation of the Whyalla Marina area at the northern end of Whyalla Foreshore and the most appropriate structure plan setting out potential pedestrian and vehicular connections and land division pattern for residentially zoned land at the southern end. Consultants have been commissioned to advise Council on the best strategy to achieve these aims.

## **Procurement**

COUNCIL operates a centralised procurement function incorporating a best practice system with access to the Local Government Association's SA tender and contract system for placement of tenders online.

Procurement is transitioning to a new centralised purchasing system using SynergySoft, which allows purchase orders to be placed electronically via email or fax gateway with funds committed as soon as an order is raised.

Council's Procurement and Disposal Policies, which are reviewed and updated every two years, aim to provide elected members, Council officers, potential suppliers and buyers, and the Whyalla community with a framework detailing how procurement and disposal activities would be undertaken in a consistent, compliant, fair and transparent manner. (Policies include reference to Council's "Buy Local" procedures and can be viewed on Council's website and at the Civic Building and Public Library.)

Contractor management procedures continue to be streamlined, while ensuring that Council's trades and services register was kept up to date with relevant contractor insurances and induction requirements.

## **Records management**

AN ongoing records management project ensured that continuous substantial improvements were made in Council's record keeping practices, while assisting to reach compliance with various standards issued by State Records.

Activities supporting this project included:

- Updating SynergySoft user manuals and continuing to provide training to Council officers.
- Preparing for an independent audit scheduled in 2014.
- Commencement of relocation of Council's permanent records.
- Continued training of officers in the use of the Office Integration system, which allows easy registration of records from Outlook, Word and Excel.
- Development and implementation of adequate reporting mechanisms to Executive Management.
- Continuing with archiving backlog.
- Development of a 2014/2017 Service Level Agreement to complement Council's Strategic Plan.

**During 2014/2015 emphasis will be placed on:**

- Continuing work on updating Council's records management disaster plan.
- Introduction of individual Synergy profiles to streamline the recording process.
- Continue transferring permanent records to State Records.
- Continuing with archiving backlog.
- Working toward compliance with GDS21 State Records Requirements.
- Introduction of templates to streamline the recording process.

**Freedom of Information statement**

COUNCIL produces an Information Statement annually in accordance with Section 9 (1a) of the FOI Act with copies available at the Council Office, Whyalla Public Library and Council's web site as required by relevant legislation. Included within the statement is a list of all Council committees and documents accessible to the community.

Information included within the Information Statement is contained within the appropriate sections of this Annual Report.

Requests for other information not included under the heading of "Access to Council documents" will be considered in accordance with the Freedom of Information Act at a fee of \$32.25, to be forwarded with a completed application in writing, unless the applicant is exempt from payment.

Applications will be responded to as soon as possible within the statutory 30 days of Council receiving the properly completed Freedom of Information request form, together with the application fee and any search fees. Council's Freedom of Information Officer will advise the applicant of any additional charges as defined under Section 53 (Fees and Charges) of the Freedom of Information Act.

**Requests under the Freedom of Information Act**

Six requests were received, compared to three in 2012/2013, five in 2011/2012, two in 2010/2011 and four in 2009/2010.

Three of the requests related to dog issues, two involved property or land, and one was a third party consultation relating to documents held by the Department for Manufacturing, Innovation, Trade, Resources and Energy. All requests were released in full. Approximately 35 hours were spent on processing the applications.

## Confidentiality

UNDER the Local Government and Development Acts, Council and Special Council meetings discussed certain matters of a confidential nature in a closed session, however, the Council ensured a commitment to open and transparent decision-making through minimising the number of decisions it made in confidence.

The table below provides an overview of the number of times the public were excluded from Council or committee meetings:

	13/14	12/13	11/12	10/11	09/10
Council meeting	5	6	5	1	10
Special Council meeting	6	1	2	1	1
<b>Total</b>	<b>11</b>	<b>7</b>	<b>7</b>	<b>2</b>	<b>14</b>

THE number of items including reports, minutes and/or attachments kept in confidence for a specific period totalled:

	13/14	12/13	11/12	10/11	09/10
Council meeting	6	4	4	1	28
Special Council meeting	6	1	0	1	1
<b>Total</b>	<b>12</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>32</b>

## Number of resolutions

A TOTAL of 333 recommendations were actioned by Council compared with 437 the previous year.

## Amendment of records

A MEMBER of the public may gain access to Council documents to make amendments concerning their personal affairs by making a request under the Local Government Act. The person may then request a correction to any information about themselves that is incomplete, incorrect, misleading or out of date.

## Report on internal reviews of Council decisions and complaints handling

PART 2, Section 270 of the Local Government Act 1999 requires Council to establish a Complaint and Grievance Procedure for the review of decisions of:

- The Council.
- Employees of Council.
- Other persons acting on behalf of Council.

Under Section 270(8), the Act further stipulates that a Council must, on an annual basis, initiate and consider a report that relates to the number of applications for review made under this section and the kinds of matters to which the applications relate. Outcomes of the review must be included in this annual report.

There were no written requests to Whyalla Council for a formal Section 270 review during 2013/2014.

## **Executive management team**

AN organisational review in 2012/2013 saw the executive management structure changed from the chief executive officer and three group managers to the CEO and four group managers – Community, Engineering and Infrastructure, Finance and Corporate, and Planning and Development, plus the Executive Services Unit directly under the CEO. This structure was maintained during 2013/2014.

Salary packages included the provision of a fully maintained vehicle or equivalent, which also recognises out of hours work in lieu of overtime payments.

Positions and award classes were:

**Chief Executive Officer:** Contract.

**Group Managers:** Contract except Planning and Development.

## **Payments to auditor**

IN 2013/2014 a total of \$15,500 was paid to Council's auditors for work performed during the year.

## **Other payments**

**Development Assessment Panel:** Comprised five members – an independent chairperson who received \$80 per hour or part thereof, two independent members who received \$50 per hour or part thereof, and two Council elected members. The panel met as required on two occasions.

**Audit Committee:** Comprised five members – four Council elected members and one independent expert who received \$1,000 plus air flights per sitting. The committee is required to meet on at least three occasions a year and in 2013/2014 met four times.

**Other committees:** The Economic and Social Committee comprised five elected members and two independent members. The Environment Committee comprised five elected members and two independent members. All independent members each received \$50 per hour or part thereof.

## Services for the community

Council makes decisions on policy issues relating to services that are provided for the public and include:

- Aged care, airport, and Australia Day celebrations.
- Boat ramps, bus shelters.
- Car parks, child care, citizenship ceremonies, civic and environmental education, clean air controls, Clean Up Australia Day, community halls and centres, cycle tracks.
- Dog control.
- Environmental health matters.
- Fishing jetty and marina, foreshore facilities and kiosk.
- Garbage collection, grants and donations.
- Immunisation programs, information service.
- Litter bins.
- Maritime museum.
- Parking bays and street closures, parking controls, parks and reserves, planning controls, playground equipment, Point Lowly Lighthouse, cemetery and crematorium, public libraries, seating, toilets, transport.
- Recreational/sporting facilities, roads/footpaths/kerbing.
- Stormwater and drainage, street lighting and sweeping, street tree planting.
- Tourism, traffic control devices, traffic lights and school crossings.
- War memorials, World Wide Web site.

## Access to Council documents

DOCUMENTS listed below were available for public inspection at the Council office, while some were available at the library. Members of the public were able to obtain copies of these documents through the fee structure as outlined. All fees are GST exempt.

<b>DOCUMENT</b>	<b>FEE</b>
Council agenda and minutes	Free
Standing committee agenda and minutes	Free
Policy manual	\$25
Strategic plan	Free
Budget statement	Free
Annual report	Free
Council by-laws (per page)	30c
Annual financial statements	Free
Supplementary development plans previously on exhibition	Free
Planning applications by consent (per page)	30c
Planning application register (per page)	30c

Building application register (per page)	30c
Development application search (initial application)	\$45
Development application search (subsequent applications requested at same time as initial application) (per page)	\$20
Register of elected member allowances and benefits (per page)	30c
Register of employee salaries, wages and benefits (per page)	30c
Assessment book (per page)	30c
Register of public streets and roads (per page)	30c
Register of fees and charges levied by Council	\$2.10
Extract from register for dog registrations (per dog)	\$3.10
Local environment plan	\$11.30
Individual Council policies	Free
Electoral and supplementary rolls for candidates	Free
Additional electoral and supplementary rolls for candidates	\$36
Rates search fee	\$30.50
Land agent search, non-urgent	\$50.50
Land agent search, within 24 hours	\$60

## **Local Government Acts: Mandatory registers, codes, policies**

THE City of Whyalla maintains the following registers and codes of conduct/practice as required under the appropriate Local Government Acts:

### **REGISTERS**

- Chapter 4, Part 1, Section 44 (6): Delegations register.
- Ch 5, Pt 4, Section 68: Members' register of interests.
- Ch 5, Pt 5, Section 79: Members' register of allowances and benefits.
- Ch 7, Pt 2, Section 105: Officers' register of remuneration, salaries and benefits.
- Ch 7, Pt 4, Section 116: Officers' register of interest.
- Ch 11, Pt 1, Section 107: Community land.
- Ch 11, Pt 1, Section 231: Public roads.
- Ch 12, Pt 1, Section 252: By-laws.

### **CODES**

- Ch 5, Pt 4, Section 63: Members' code of conduct (Mandatory.)
- Ch 6, Pt 5, Section 92: Code of Practice for Council and Council committee meetings.
- Ch 7, Pt 4, Section 110: Employees code of conduct.

### **MANDATORY POLICIES**

- Ch 4, Part 4, Section 49: Contract and tender policies.
- Ch 4, Pt 5, Section 50: Public consultation policies.
- Ch 5, Pt 4, Section 63: Members' code of conduct.
- Ch 8, Pt 3, Section 125: Internal control policies.
- Ch 12, Pt 2, Section 259: Policy on order making.

### **Local Government (Elections) Act 1999**

- Part 14, Section 81: Campaign donation returns prepared by candidates.
- Part 2, Section 9: Information statement.

## **National competition policy**

### **SERVICE DELIVERY**

Activities of Council that have been subjected to competitive tender or other measures to ensure services are delivered cost effectively include:

*Waste management.*

*Bitumen work.*

*Concrete footpaths and road construction.*

*Cleaning offices and toilet blocks.*

*Motor vehicles.*

*Audit service and debt collection.*

*Various infrastructure recurrent activities.*

*Electrical work.*

*Line-marking.*

*Quarry crushing.*

*Construction of new library.*

*Museum building, Mount Laura homestead.*

*Banking services.*

*Waterproofing Whyalla project.*

*Street signage.*

*Foreshore building upgrade, boardwalk and sea wall repairs.*

### **Revised Clause 7 statement:**

The application of competition principles to Council under the competition principles agreement are:

*Significant business activities*

Category 1 Business activities Nil

Category 2 Business activities Nil

Cost reflective pricing or market price are the key principles employed by Council to achieve competitive neutrality.

## **General policies**

Listed below are policies retained by the City of Whyalla.

### **ANIMAL MANAGEMENT**

Dog management.

### **COMMUNITY RELATIONS**

Letters to the editor.

### **DEVELOPMENT CONTROL**

Building inspection.

Council reserve land (freeholding).

Development conditions (standards).  
Enforcement and compliance.  
Middleback Park Estate development (standards).  
Soil test, engineering calculations (foundation assessment).

### **ECONOMIC DEVELOPMENT**

Business support and incentive.  
Competition (complaints mechanism).

### **ENVIRONMENT MANAGEMENT**

Environment.

### **FINANCIAL MANAGEMENT**

Accounting.  
Budget management and review.  
Debt management.  
Financial internal control.  
Lease rental and licence review.  
Rate capping.  
Rate rebate.  
Rates – Remission of fines.  
Treasury management.

### **GOVERNANCE**

Asset management.  
Code of conduct for Council employees.  
Code of conduct for Councillors.  
Code of conduct volunteers.  
Code of practice for Council and Council committee meetings.  
Complaints and public grievance handling.  
Conduct of Council and Council Committees.  
Delegations.  
Disposal.  
Elected members – Allowances and benefits.  
Elected members (recognition on retirement).  
Elected members training and development.  
Election Caretaker.  
Election of Deputy Mayor.  
Fraud and corruption prevention.  
Good governance and administrative practice.  
Internal review of Council decisions.  
Mayoral invitation.  
Order making.  
Policies, procedures and document control.  
Procurement.  
Project management.  
Public consultation.  
Risk management.  
Supplementary elections.  
Whistleblower protection.

## **GOVERNMENT RELATIONS**

Education (closing schools).

## **HEALTH MANAGEMENT**

Asbestos receipt and disposal – Mount Laura Waste and Recycling Depot.

## **HUMAN RESOURCE MANAGEMENT**

Disaster and emergency management (including OHSW.)

Fair treatment.

Fair treatment – Display.

Non employment relationships.

Non employment relationships – Non-volunteer.

Non employment relationships – Volunteers.

## **INFORMATION MANAGEMENT**

Council photographs.

Records management.

## **INFRASTRUCTURE**

Bus shelter.

Driveway construction.

Footpath – Asphalt.

Footpath – Concrete.

Kerbside collection service.

Nature strips (development by residents).

Nomenclature.

Service lane sealing.

Signage placement.

Tree.

Weeds (removal by residents).

## **LEGAL PROVISIONS**

Brand name usage.

Council logo.

Legal actions (authority to act).

## **PROPERTY MANAGEMENT**

Airport – contractor responsibilities.

Airport management.

Cemetery administration.

Cemetery operating.

Parks – Lighting.

Property management.

Wilson Park flags.

## **SOCIAL, CULTURAL AND COMMUNITY SERVICES**

Child Care Centre

Accidents, incidents or injury.

Age range.

Anaphylaxis.  
Asthma.  
Behaviour and guidance.  
Biting.  
Cancelling care.  
Child access areas and supervisory practices.  
Child and youth protection.  
Clothing.  
Collection of children – Habitual lateness.  
Collection of children – Lateness.  
Collection of children – Non-collection.  
Collection of children – Parents in an unfit state.  
Collection of children.  
Communicating with children.  
Confidentiality.  
Dental hygiene.  
Development and training.  
Diabetes.  
Disaster plan and fire.  
Distressed children.  
Drug and alcohol.  
Enrolment of children.  
Environment and sustainability.  
Exclusion and suspension.  
Excursion.  
Family communication.  
Family involvement.  
Fees.  
Food handling and nutrition.  
Grievance.  
Hourly care.  
Hygiene.  
Illness and sick children.  
Immunisation – Children.  
Items from home.  
Laundry.  
Maintenance – Facilities and yard equipment.  
Medication.  
Meetings – Committee.  
Multiculturalism, inclusion and anti-bias.  
Pest control.  
Program policy.  
Progress records.  
Safe sleeping.  
Safety.  
Staff ratio.  
Student.  
Sun protection.  
Television and DVD.  
Volunteer.

Donations (community bodies).  
Donations (trophy).  
Financial aid (development of sporting grounds).  
Healthy Catering.  
Library  
Children's program.  
Displays.  
Equipment use.  
Homebound service.  
Library information services.  
Library internet.  
Library patrons.  
Loans.  
Local history collection.  
Volunteer program.  
Whyalla index.  
Loans to community groups (self-supporting).  
Maritime museum (collection management).  
Schools (annual awards).  
Volunteers on committees/working parties – recognition.

### **STRATEGIC MANAGEMENT**

Demolition and building work.  
Privatisation of services.  
Provision of safe environment.  
Quality.  
Safe environment.  
Use of recycled water.

### **TECHNOLOGY AND COMMUNICATION**

Network access and acceptable use.  
Network and information security.

### **TRAFFIC MANAGEMENT**

Outdoor café.  
Parking area (mayor).  
Signage.

## **SOUND FINANCIAL & ASSET MANAGEMENT**

### **Leisure Centre**

A MAJOR upgrade was undertaken at a cost of \$1.11 million in the aquatic area including new plant and the refurbishment and re-opening of a previously popular waterslide. In addition, the main foyer area and corridor also received a major upgrade.

Council hopes to undertake a further stage of re-development during 2014/2015.

## **Roads, footpaths, kerbs and more**

NEW asphalt and other road treatments were undertaken through a \$3.68 million budget, including funding from Roads to Recovery.

Asphalt overlay treatments were completed on several Whyalla roads, which are in poor condition. Other roads received specialist treatment by Boral Asphalt, who were mobilised as a specialist contractor involving a patented product, Durapave, specifically designed to cope with stresses that cause reflective cracking which is the main aspect effecting pavement life in Whyalla.

### **Streets in the 2013/2014 program comprised:**

Ryan Avenue (Loveday to Nicolson). Brook Street (Jenkins to McRitchie). Roberts Terrace (Broadbent to Beach). Rigney Street (Billing to Norrie). St John Crescent (Norrie to Nicolson). Blesing Street (Gowrie to Nicolson). McEwin Street (Gowrie to Nicolson). Cartledge Avenue (McDouall Stuart to Racecourse). Henry Street (McDouall Stuart to Hutchens). Hutchens Street (Henry to Dennis). Eyre Avenue (Kloeden to Cartledge). Kloeden Street (Racecourse to McDouall Stuart). Long Street (Heurich to Eyre). Skurray Street (Long to Kloeden). Agett Street (Neagle to Dead end). Neagle Terrace (Roberts to Watson). Watson Terrace (Broadbent to Neagle). Broadbent Terrace (Dead end to Cudmore).

### **Intersections and car parks included:**

Lacey/Rudall intersection. Norrie/Jackson/Gowrie intersection. New beach car park. Roberts/Broadbent intersection. Cudmore/Darling intersection. Wallack/Broadbent/Cudmore intersection.

### **New footpaths:**

A total of 328 metres of footpath at 1.2m width totalling \$15,489 was constructed.

### **Local Area Traffic Management (LATM):**

LATM works have been implemented throughout the city in an effort to decrease driver mean speeds and make roads safer for the general public. Areas receiving treatments included Loveday Street, Cartledge Avenue, Roberts Terrace, Cudmore Terrace, Neagle Terrace and the Whyalla Foreshore area.

Locations of LATM devices were determined by a traffic audit and resident survey, with the aim being to narrow roads and create obstacles for drivers to force them to slow down and stay below the posted speed. Treatments included roundabouts, wombat crossings, kerb protuberances, speed humps, central islands, appropriate line marking and signage.

Black spot funding has been received for work at several intersections in 2014/2015 to make the city a safer place for both motorists and pedestrians.

## **A GLIMPSE INTO 2014/2015**

WHYALLA City Council has adopted a recurrent budget surplus of \$1,035 for the 2014/2015 financial year.

This includes a general rate income increase of 6 percent.

Major features of the budget strategy are:

***Increase rate revenue available for capital works in order to commit the amount required to maintain existing infrastructure.***

The budget allocates 28% or \$11,211,339 for capital expenditure compared with 34% during 2013/2014. A previous inquiry into financial sustainability identified the infrastructure gap (back-log) as a major issue for most SA councils, that have not been allocating enough funds to capital expenditure in order to maintain existing assets.

Council's annual *capital financial performance* is sustainable if capital expenditure on the renewal or replacement of existing assets approximates the level of expenditure as detailed in Council's Asset Management Plans. Any shortfall of such capital expenditure would see future ratepayers being left with an excessive burden when it comes to replacing or renewing the Council's non-financial assets.

This long-term financial plan incorporates an increase in capital spending in order to maintain our asset base and eliminate the infrastructure gap.

***Aim to keep rate increases to CPI + 3%.***

Rates increased by 6% to account for budget pressures and to assist in achieving surplus position.

***Achieve annual surplus between 2.5% and 7.5%.***

*Current surplus is below the target range.*

***Maintain net financial liabilities ratio of between 0% and 50%.***

Current level is at 42.4% - within the target range.

***Renew and replace infrastructure at between 90% and 110% of amount set out in the Asset Management Plan.***

Current renewal and replacements is 169%.

Key principles contained in Council's adopted Ten-Year Long-Term Financial Plan have been incorporated into this year's budget.

Some of these main themes are:

- Annual expenses on rehabilitation/replacement of existing assets should at least equal total annual depreciation.
- Additional rate income and expense reductions will be used to work towards an operating surplus.
- Reserve funds are used to fund capital works in the first instance, loan funds will be used in the second instance, thus reducing interest costs.

Consistent with Council's commitment to community information and consultation, a budget forum was conducted during June in order for public comment to be made. The community consultation session has now become an annual event enabling the community to air their views in regards to the proposed financial budget.

### **Budget Summary**

A PRIORITISED continuous improvement framework has been established as part of a flexible and ongoing review process. This will be a challenging process and require a total commitment to ensure success.

The outcome will consolidate the position of Whyalla Council as a pro-active, forward-focused council, which provides relevant and cost-effective services to the community.

### **OPERATING STATEMENT 2014/2015**

<b>Service Program</b>	<b>Expenditure</b>	<b>Income</b>	<b>Surplus/(Deficit)</b>
Environmental Services	\$3,847,052	\$4,408,320	\$561,268
Planning & Development Services	1,394,143	340,725	(1,053,418)
Regulatory Services	671,828	352,450	(319,378)
Community Services	4,330,572	2,493,983	(1,836,589)
Community Recreation & Leisure	3,378,127	256,482	(3,121,645)
Assets & Engineering Services	8,578,142	432,014	(8,146,128)
Governance	1,019,142	5,000	(1,014,142)
Corporate Support Services	5,405,570	20,336,637	14,931,067
<b>TOTAL</b>	<b>\$28,624,576</b>	<b>\$28,625,611</b>	<b>\$1,035</b>

## IMPACT ON COUNCIL'S FINANCIAL POSITION

Council budgets include a high-level summary of both operating and capital investment activities prepared on a uniform and consistent basis. The primary objective of this arrangement is to ensure that local governments provide a common "core" of financial information to enable more meaningful comparisons of each council's finances. Long-term financial plans and annual financial statements are summarised on the same basis.

The table below summarises Council's finances using the uniform approach.

Year Ended 30 June:	2013 Actual \$	2014 Adopted \$	2014 Revised \$	2015 Draft budget \$
Operating Revenues	25,667,427	25,307,385	25,115,758	28,625,611
Less Operating Expenses	25,576,185	27,521,899	(27,810,228)	28,624,576
<b>Operating Surplus/(Deficit) before Capital Amounts</b>	<b>91,242</b>	<b>(2,214,514)</b>	<b>(2,694,470)</b>	<b>1,035</b>
<b>Less: Net Outlays on Existing Assets</b>				
Capital Expenditure on Renewal/Replacement of Existing Assets	5,776,953	9,337,830	10,321,110	7,546,654
less Depreciation, Amortisation & Impairment	5,980,658	6,152,414	5,992,947	6,483,369
less Proceeds from Sale of Replaced Assets	115,682	125,000	53,922	100,000
	<b>(319,387)</b>	<b>3,060,416</b>	<b>2,538,950</b>	<b>963,285</b>
<b>Less: Net Outlays on New and Upgraded Assets</b>				
Capital Expenditure on New/Upgraded Assets	1,314,890	4,830,584	2,714,650	3,664,685
less Amounts Specifically for New/Upgraded Assets	1,098,433	2,805,555	2,277,330	1,420,000
less Proceeds from Sale of Surplus Assets	49,500	0	311,212	0
	<b>166,957</b>	<b>2,025,029</b>	<b>126,108</b>	<b>2,244,685</b>
<b>Net Lending / (Borrowing) for Financial Year</b>	<b>243,672</b>	<b>(7,299,959)</b>	<b>(7,094,819)</b>	<b>(3,206,935)</b>