



City of Whyalla
Annual Report 2008/2009

City of Whyalla Contents

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About this report! Copies are available 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 8640 3444. Compiled and designed by the Media & Communications Department of the City of Whyalla.

From our Mayor and Chief Executive Officer

Welcome to the City of Whyalla, where community and business resilience have helped the city to weather the world global financial crisis during the past nine months.

Council has embarked on facilitating some major infrastructure projects and a new industrial estate will be a major cornerstone and jewel to the city's progressive future. Stage One of the estate, which started around September 2008 and is due to be completed during October 2009, will comprise some 34 strategically placed blocks and see our city in good stead for the State's resources resurgence.

Building development has continued with the value of approvals for the year at some \$47,343,544. Valuations for residential properties have again increased – 62% and up to 95% for commercial properties.

This past year has seen a significant upgrade of Council's landfill site, which now has a high emphasis on recycling and has enough room to dispose of the city's waste for the next 15 years. A significant aspect of this project is the establishment of a waste education centre, which will target schools and the general public with sustainable initiatives in environmental management.

A highlight during the year was the winning of the LGMA award for excellence in waste management and communication.

The 23rd anniversary of the Campervan and Motorhome Club of Australia was held in Whyalla from March 30 to April 5 at which some 740 motor homes attended from all over Australia. Economic benefit to Whyalla and the greater region was exceptional.

New concept plans for a centralised library were completed with \$2.78 million in Federal Infrastructure Program funding secured for the project, scheduled to commence during late 2009.

Prior to the economic downturn, Council experienced a high degree of staff turnover mainly due to the competitiveness of the mining sector. However, we have implemented a range of competitive enterprise agreements with the staff along with succession planning initiatives including a wide range of cadetships, which will progress the organisation into the future.

We trust that all our readers of this publication find it a useful account of the City of Whyalla activities during 2008/2009 and a guide as to the city's prospects for 2009/2010.



Jim N Pollock
MAYOR



Phil Cameron
CHIEF EXECUTIVE



Our city

The City of Whyalla is a city of contrasts – from the Outback to the sea, 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.

It is situated on the western shore of upper Spencer Gulf, around 394kms northwest of Adelaide by road and 240kms by air, 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!

Our city has its origins 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 from the area.

Today, Whyalla is 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.

With a population of around 22,800 (ABS estimate as at June 30, 2008, up almost one percent on the previous year), Whyalla is often referred to as the "Education City." Facilities include Whyalla campuses of the University of SA and TAFE SA, public and private primary and secondary schools, and a special school for students with intellectual disabilities.

Whyalla is a resilient community of around 70 different nationalities. It is 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 Whyalla City Council or even just Whyalla Council, was established in 1970 when it replaced the City of 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, two public libraries, child care centre, 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 like the foreshore, wetlands, water saving and harvesting initiatives, public works, and innovative environmental projects.

Whyalla's major industries include OneSteel Whyalla Steelworks, Santos producing crude oil and LPG, industrial fabrication companies, national contractors to heavy and engineering industries, commercial salt production, production of beta-carotene for the food and vitamin industries, aquaculture, tourism and major events.

The city has established itself as a regional shopping hub with many recognisable national and international brands, including such names as Coles, Foodland, Harris Scarfe, Target, Woolworths, Hungry Jacks, McDonalds, KFC, Pizza Hut, Pizza Haven, Harvey Norman, Spotlight, Cheap As Chips, Home Hardware, Stratco, Go Lo and more.

Whyalla Council continues to preside over an unprecedented period of growth. In 2005/2006 Council was exceptionally pleased that a record amount of \$20.5million in development approvals was achieved, double the previous year. Little did it realise at the time that it was just the start of things to come – \$40million worth of approvals in 2006/2007 and \$54million during 2007/2008.

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 every day of the year.

And, getting to Whyalla from the State's capital city, Adelaide, is no problem – a four to five-hour drive by car, up to five return air services daily with a flight time of around 35 to 45 minutes, and up to four return bus services daily. When in Whyalla there is a 24-hour taxi service and a 5-1/2 day public bus service.

WHYALLA: Where the Outback meets the Sea.

WHYALLA COUNCIL: Proudly serving its community – a city most definitely on the move!

A special tribute

The passing of Whyalla's first lady: Farewell Aileen

***EKBLUM, Aileen Christina OBE** – Passed away peacefully on April 17, 2009. Formerly of Whyalla and fondly remembered as Mayor, 1975-1991. Always passionately proud of her city, a genuine lady to whom much is owed through some of Whyalla's trying times. A true pioneer for women in local government and a gracious civic leader. Our deepest sympathies are extended to the respective families. From Mayor Jim Pollock, Elected Members and officers of Whyalla City Council.*

OBITUARY

The great Irish playwright George Bernard Shaw, son of a civil servant, famously wrote in 1920: You see things and you say "Why?" But I dream things that never were and I say "Why not?"

This outlook on life typified Aileen Ekblom's 24 years serving the people of Whyalla – firstly as a commissioner on the Town Commission from 1967 for three years, then a councillor on the newly formed Whyalla City Council for five years, culminating as mayor for 16 years.

She was highly respected by political and business leaders alike, and when fighting for Whyalla in her position as mayor, they were well aware that saying "No" to Aileen when she was pushing a cause or proposal for "her city" would be met with a "Why not?"

Aileen was Whyalla's third and longest serving mayor, and through her efforts in working for the betterment of our city she served on numerous organisations – always focusing on a positive outcome for "her" city and "her" people.

She was chair of both the Northern and Eyre Peninsula Local Government Associations, the North Flinders Planning Committee, and the Whyalla Jubilee 150 Committee. She was a member of the Eyre Peninsula Cultural Trust, SA Health Commission, SA Jubilee 150 Board, and Whyalla Hospital Board.



In 1981 Aileen received an OBE for her services to local government – a much deserved award. Ekblom Street was named after her in recognition as the first woman elected on the then Town Commission.

Aileen's entry into local government had never been a long-time ambition. She was a successful businesswoman married to Anders who was a merchant sea captain and Commodore of the then sizeable BHP fleet.

[Anders passed away barely a month before Aileen.]

Aileen became well known in Whyalla when, in 1960, Miss A Ring and her partner, Captain A Ekblom, built “Ring’s Corner” opposite the Spencer Hotel. The building, which was very modern for its time became Aileen’s dress shop with a mezzanine floor for a hairdresser. The building still dominates the corner today, albeit without the previous striking signage, having now been a jeweller’s business for many years.

Aileen certainly had no political aspirations when a fellow commissioner, later to become Whyalla’s second mayor, Murray Norton, asked Aileen to consider standing for election.

Although she did not consider herself to be a strong feminist, the thought of being the first woman elected was enough encouragement to agree to stand.

In a story published in 1995, Aileen admitted that, with the support of her all-woman campaign committee, her ego took over and she decided that no man was going to beat her.

She not only gathered sufficient public support to win a place on the commission, but polled more votes than the other three candidates combined.

Aileen was elected to the then Playford Ward, but she made an early decision to represent and work for everyone – the whole city.

In those earlier years there were few Federal grants, the main aim being to provide Whyalla with the best possible service for the least money.

Aileen was always concerned about Whyalla’s development – something she continually pushed throughout her time in office.

Some eight years later, when Mayor Murray Norton announced he was standing down, Aileen was asked whether she would stand for the vacant position and without hesitation replied “Yes.”

However, at the time of taking on the role of mayor, unopposed, Aileen had no idea that Whyalla was headed for a 20-year decline.

The closure of the city’s shipyard in the late 1970s at the same time as a downturn in the global steelmaking industry resulting in significant job losses was a critical blow.

Aileen’s main thoughts surrounded her concerns for the unemployed and the need to attract new industry to Whyalla – a fight she took on with sheer determination to see Whyalla back on top.

History has since shown that the battle was long and tough. Aileen put in relentless efforts to attract funds, businesses and industries to Whyalla.

She held a strong view on the importance of local government and all Council members working together for a common goal – not individual causes.

With more and more responsibilities being thrust on councils, Aileen was equally strong in her view that residents should vote in local government elections – not just ignore the process and complain when they were not happy.

In the early 1990s and by then in her own mid seventies, Aileen decided it was time to retire from public life and hand over the ongoing challenges of Whyalla’s recovery.

Although it was to be more than another 10 years before Whyalla turned the corner, Aileen had made her mark and would always be remembered for her tireless work.

She and Anders moved to Adelaide with little fanfare. In fact, she discouraged official farewells as she did not want a fuss made over her – no dinners, speeches or gifts, just 1991 marked on the mayoral honour roll to show her term of office.

However, Aileen did not lose interest in either Whyalla or local government in general. She was a Local Government Association representative on the SA Dog and Cat Management Board until she retired from it in 2004 due to ill health.

On Friday, September 2, 2005, Aileen was the guest of honour at the decommissioning of patrol boat HMAS Whyalla in Cairns.

As the “commissioning lady” 23 years previously, it is naval tradition where possible for that person to be present at the decommissioning.

Aileen exhibited the tenacity for which she was known as mayor by inspecting the guard of honour with the assistance of a wheeled walking frame – so determined was she to do honour to “her” boat.

At the time of her death, Aileen was a Mitcham Council resident’s action group contact.

Aileen Christina Ekblom, gone at the age of 93, but leaving Whyalla a legacy and memories that will not be forgotten. Vale.



Our vision

The Whyalla Community Plan: Whyalla Towards 2022 Vision

A message from our Mayor

The City of Whyalla is a South Australian regional jewel comprised partly of vast outback landscapes as well as an attractive coastal area. A city born and bred of mining and heavy manufacture, it is now ideally placed to provide a launch pad for a resources and industry renaissance within the northern region of the State.

It is these physical and social elements that define Whyalla as a city with industrial muscle and know-how, poised geographically to contribute significantly to SA's buoyant economy and exciting growth prospects.

As a city that has faced heavy industry restructuring over the past several decades, it is essential that we now seize on the economic resurgence in the region and capitalise on opportunities as they arise, and indeed work hard together as a community to open up new and different avenues for growth and prosperity. In this way we will again recast our history as SA's "industrial diamond in the north."

Vision 2022 is a plan that has life and flexibility in this exciting new economic environment. It highlights what is important to us as a community both now and into the future. It maps a way forward for us to ensure that we achieve our collective vision and it provides a framework for an integrated approach for community development and economic growth, but one which also recognises the need for financial and environmental sustainability in the delivery of our services, stewardship of our city's assets and Council decision-making.

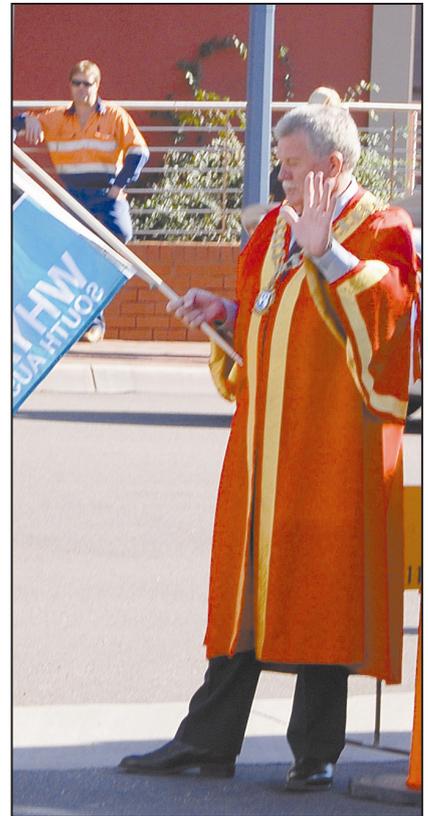
Vision 2022 is a base that will be used by community members, stakeholder groups, employees and Council elected members alike. It will be refreshed each year as we consider external and internal forces affecting our growth, monitor our targets and their achievement, and continually correct our course to stay on track to attain our community's shared vision over the next 15 years.

In this way, our Vision 2022 plan and its "measures of success" enables Council to report on progress and continuing alignment to our Whyalla vision.

This plan marks the beginning of an exciting era for our Whyalla community, that will see us engage with one another and our stakeholders to move forward together, and strongly influence our future prosperity, while continuing to recognise the many strengths we have as a community, our past heritage and unique economic environment for the benefit of future generations.

It is with great pride and pleasure that I commend to you our new strategic plan for the Whyalla community – Our Vision Towards 2022.

Jim N Pollock
Mayor of Whyalla



Introduction

Having a community plan for the City of Whyalla – and indeed developing key aspects of that plan through a public engagement process – has been critical to achieving a collective vision for Whyalla’s future.

The previous strategic plan was due for review in 2007. Subsequently, Council undertook a process which resulted in the current version. Mindful of the need to engage the community and its varying stakeholders, Council consulted in producing a broader based plan, which was then developed in collaboration with the Whyalla community and stakeholders.

The plan sets out the action steps and timeframes to achieve the community plan’s vision - our Whyalla vision.

Council was also aware that the SA Strategic Plan 2007 had been released following a significant consultative process over a considerable timeframe. It was essential that the Whyalla Community Plan (and subsequent plans) integrated with the State Strategic Plan and relevant regional plan. The need for Council’s internal plans such as its long-term financial and asset management plans to integrate with the community plan is also recognised.

Where do we see our Whyalla community in the year 2022? What will Whyalla look like? How do we ensure that we achieve our planned future – our vision?

In the meantime we are operating in a period of ongoing dynamic change.

How do we as the Whyalla community embrace change and the challenges of unpredictable resources, new public service needs and expectations, or changing government and legislative mandates and requirements – as well as facing significant change in national, state and local economies?

From Council’s point of view, how can we build on organisation and geographic strengths and take advantage of emerging opportunities, while minimising or offsetting weaknesses, declining population, diminished skill base and limited water resources? How can we best utilise the resources at our disposal to achieve the desired outcomes for our community? This will be the challenge for a community plan.

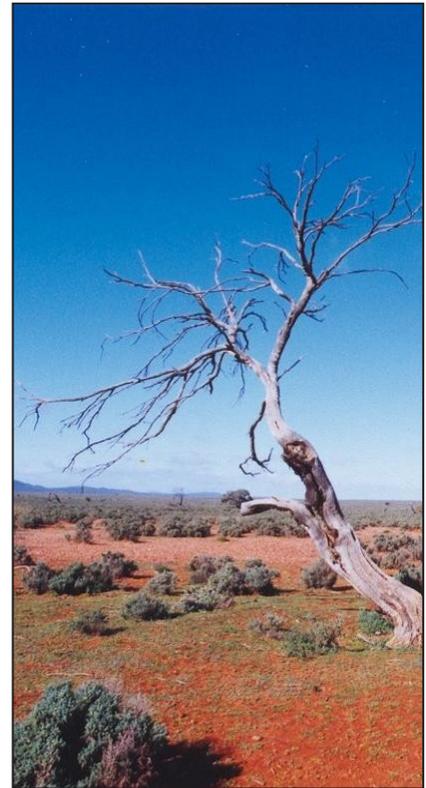
Vision 2022 is more than just a list of strategies – it is an ongoing process, one that continually assesses and monitors actions and progress against desired outcomes.

The next step is the development of four-yearly business or action plans to be integrated as part of the community plan suite.

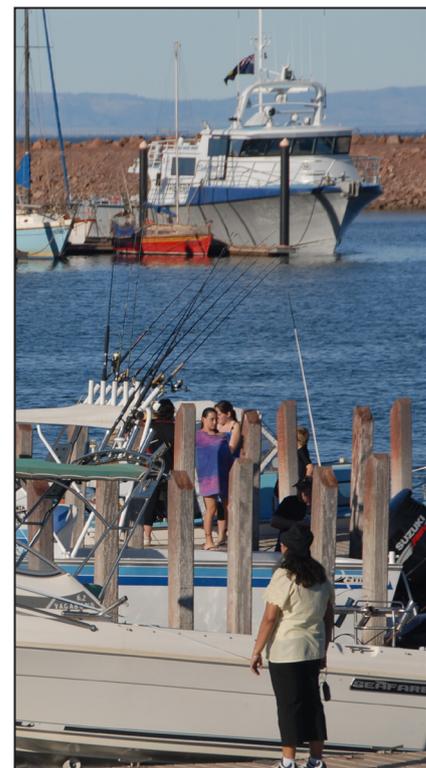
The plan will identify action steps to be put in place, under four key areas:

- Economic prosperity.
- Environmental care.
- Community wellbeing.
- Council governance.

Vision 2022 provides solid performance indicators upon which effectiveness of community plan actions and their alignment with the vision can be measured. Activities and performance against these measures will be reported on in future annual reports.



WHYALLA: Where the Outback Meets the Sea.



Our vision

The Whyalla Community Plan: Whyalla Towards 2022 Vision

Our mission

“To improve the total quality of life in Whyalla.”

Our vision

“Our aim is to be a vibrant, growing city offering people a diverse range of sustainable economic, environmental and community opportunities. Our community is to have access to quality services and facilities, capitalising on (while also protecting) our attractive coastal and outback landscape. Our city is to be home to an energetic, harmonious, integrated community actively involved in shaping Whyalla for current and future generations.”

Our key areas

COMMUNITY WELLBEING

“Our vision is for a safe, culturally diverse, socially rich, healthy, harmonious and engaged community with access to a relevant range of services and facilities.”

Our community is made up of friends, colleagues, neighbours, community groups, local enterprises, agencies and service providers.

We seek a mix of people of all ages and from varying walks of life and that they be supportive of one another, creating a sense of community spirit and a sense of being part of Whyalla’s social fabric.

Our community will be one tolerant of differences and welcoming of newcomers, one that enjoys safe neighbourhoods, participation, involvement, life-long learning, a sense of well being, and good health.

Our desired outcomes:

- Access to quality learning, cultural and creativity facilities and events.
- Health services which are accessible and meet the needs of the community.
- Sport, recreation and leisure programs and facilities that enhance the well-being of the community.
- Enhanced youth development through increased participation in community activities.
- Access to diverse shopping, transport and business services in integrated centres that meet varied and changing community needs.
- A vibrant and diverse community, actively engaged as citizens, which supports and creates a sense of belonging to its people.



ECONOMIC PROSPERITY

“Our vision is of a vibrant, growing city with a sound and sustainable economic base, and an equitable, prosperous and wealthy community.”

Our desired outcomes:

- Infrastructure is developed and maintained to provide living and enterprise spaces in a sustainable manner to meet our needs and position our city to play a key part in the region’s economic growth.
- Enhanced local employment and skills bank, positioning Whyalla as a launch pad for future industry and jobs growth in the region.
- Our people have access to a range of state-of-the-art educational and training facilities so that an increasingly competent and knowledge rich workforce is an economic advantage for Whyalla.

ENVIRONMENTAL CARE

“Our vision is for our natural and built environment to address the needs of population and industry, but in an ecologically sustainable and aesthetically pleasing way”.

We plan to protect and conserve our natural and heritage built environment, living in harmony with it to ensure future generations can also experience what we appreciate so highly today.

Our desired outcomes:

- Our natural environment and coastal areas are protected and conserved. All aspects of the natural and built environment are managed and maintained in an ecologically sustained way.
- Sustainable use of water, energy and natural resources, and minimisation of waste and greenhouse gas emissions.
- A safe and well maintained standard of infrastructure across the city.
- Whyalla is recognised as an attractive regional city that preserves its heritage aspects and provides a range of attractive housing that meets the diverse needs of its community, reflecting neighbourhood character in an environmentally sustainable way.

COUNCIL GOVERNANCE

“Our vision is for a community actively involved in, and with confidence in, Council.”

Council includes the mayor, elected members and the administration that governs this city.

“Our vision is for Council to govern in the interests of all members of this diverse Whyalla community, for Council to be open and approachable, to listen and be representative of our views, to act on behalf and in our best interest.”

To ensure that Council is able to achieve this, it must continue with good governance, being open and transparent, a learning organisation, at the forefront of local government best practice, and financially sustainable.

Our desired outcomes:

- A community that is confident, with its views heard, understood, genuinely valued and reflected in Council business.
- Representation that instils confidence and reflects the best interests and values of the community.
- A leading, best practice organisation in risk management compliance and management of its assets and information.
- An organisation that is progressive, fair and flexible with a diverse culture that encourages innovation, learning and excellence in customer service across all areas.
- A financially accountable and sustainable organisation with well managed assets and appropriate planning and review systems and an equitable rating system in place.



Our vision

The Whyalla Community Plan: Whyalla Towards 2022 Vision

Emerging issues facing our community

COMMUNITY WELLBEING

It is estimated that Whyalla's population will grow at a rate of between two and three percent annually by 2022. Less than 22% of the population will be younger than 14 years.

It is hoped net immigration, whether from elsewhere in SA, interstate or overseas, will increase significantly by 2022.

People aged over 65 in 2016 are estimated to equal 17.22% of population and will have particular needs as they age.

Baby boomers will increase to 20% and will progressively retire during the period to 2022.

Implications:

Jobs growth and relevant skill needs will have to be addressed if substantial economic growth continues and as the population ages and retires.

There will be an increase in the number of older people remaining in their homes and seeking home support and nursing home care.

There will be an increase in the number of people on fixed incomes.

Growth in the resources sector will require an increasingly skilled labour market. Young people will need to be retained at school to build their skill base. Net emigration by young people from the city will decline and this sector will require appropriate facilities, entertainment and lifestyle needs to be met.

ECONOMIC PROSPERITY

Having had a 30% or greater youth unemployment rate during past decades, it will now be necessary to provide education and training for Whyalla youth so that they can access growing job opportunities in the region.

The city will need to be approachable and welcoming to new enterprises, many of which will be based on new technologies wishing to establish and/or expand within its environs.

Implications:

An adequate supply of land and infrastructure will need to be in place to meet housing and industrial built environment needs.

Transport and infrastructure pertinent to industry will need to be built, renovated and maintained.

Rates and household incomes should increase as a result of projected economic growth.

Population growth will require a reassessment of service and facility requirements, which will need to be provided in a sustainable fashion.

ENVIRONMENTAL CARE

Protection and conservation of flora and fauna must occur and ecologically-sound principles need to apply in the face of an increased need for infrastructure and built environment.

Water consumption in Whyalla for 2005/2006 was 3,400 megalitres, which was drawn from the River Murray. It must decrease significantly towards 2022 and even earlier in accordance with State Plan targets.

A total of 6.7% of waste was diverted from landfill in 2005/2006 and this trend needs to continue to meet State target.

Energy requirements will increase and need to be sustainable. Alternative energy sources need to be evaluated and utilised in government, enterprise and domestic buildings.

Implications:

There is a need for increased water saving measures both State and Council-wide at industry and domestic household level.

There will be a need to increase waste recycling and diversion to achieve the State Government target of 25 percent of municipal waste diversion by 2010.

There will be a greater demand for renewable energy sources. This will be exacerbated by increased economic growth in the region. Domestic and enterprise buildings must become more energy efficient.

There will be an increase in the demand to protect and conserve our natural and historic heritage.

The number of parks, playgrounds and reserves and their maintenance costs, water usage and utilisation rates will need careful analysis so as to best meet community needs in the face of climate change. A more integrated approach with other agencies such as schools, clubs and industry is needed.

Ageing and drought-stressed trees will require increased maintenance and grassed areas may have to be rationalised in light of watering restrictions.

Irrigation minimisation will be ongoing and significant.

COUNCIL GOVERNANCE

There is one elected mayor.

There are 10 elected councillors, who represent the community on a citywide basis.

There is a four-year Council term.

Whyalla Council is steward of a high level of physical assets.

Local government is facing significant challenges in terms of financial sustainability and cost shifting by other tiers of government.

General rates income accounted for only 45% of Whyalla's total revenue in 2005/2006.

The Whyalla community has gambled (of its personal income) some \$17million in 2006/2007. This is more than double the rates paid to Council annually and is possibly indicative of a gambling problem within some elements of the community.

Implications:

There will be:

- Increasing costs associated with increased service demands and new statutory and risk management requirements.
- A growing need for increased regionalisation of Council services to achieve cost effectiveness over time.
- Growing demand for greater transparency and accountability in Council decision-making.
- Maintenance and capital cost increases as assets age and require renewal.

- An increase in demand for infrastructure to meet the needs of economic growth, an increasing population and resultant increase in built environment and high quality pedestrian routes for an ageing population.
- An increase in demand for preservation, with attendant maintenance costs, for heritage assets.
- An increase in management of stormwater infrastructure.

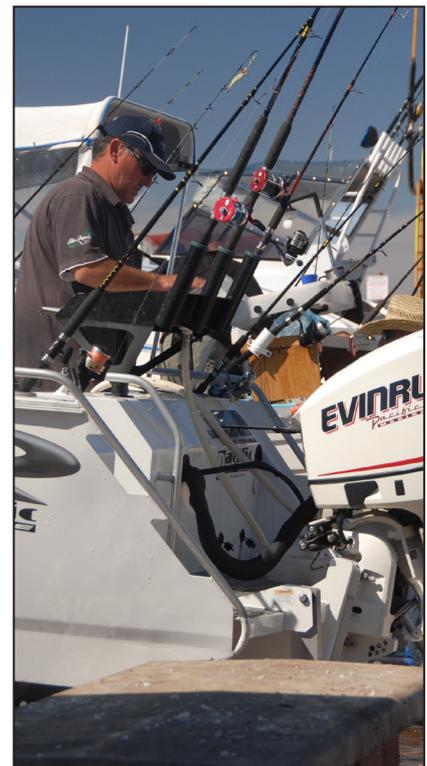
Finding and keeping skilled employees at Council will be a challenge in light of baby boomers' retirement. This will be aggravated in Whyalla's case by local resources, industry growth and geographical isolation.

Workforce costs, turnover and wage expectations are expected to increase in a buoyant economic region.

Whyalla Council needs to become financially sustainable over the next five years. To maintain that status we must maintain minimal rate increases of three percent above the Consumer Price Index, optimise revenue, contain costs and enhance productivity.



Economic prosperity



Our achievements at a glance

- Whyalla Council's industrial estate road and services infrastructure works was undertaken with final electrical infrastructure due to be completed at the end of the first quarter in 2009/2010. This also included construction of a further 35 megalitre dam to capture stormwater for reuse.
Twenty-two allotments were sold with expected income of \$11million on settlement in late 2009.
A \$1million grant was secured from the State Government to assist with development of the electrical infrastructure.
- \$47million worth of development was assessed and approved including 180 houses.
- Further land sales in pursuit of Council's long-term land release strategy totalled \$2million. (Abraham Drive, Nicolson Avenue, Seaview Estate and Airport subdivision).
- A grant of \$334,000 was approved by the State Government through Places for People funding to enable further redevelopment at Whyalla Foreshore.
- Grant funding of \$250,000 was secured from the Commonwealth Government to assist in the construction of Kingfish Harbour – a stand-alone aquaculture facility in Fitzgerald Bay.
- A \$400,000 State grant was secured for the development of a Whyalla art gallery, with the project to be progressed through 2009/2010.
- Council was advised it would receive \$2.7million funding through the Federal Government's infrastructure stimulus program enabling a proposed central \$5.6million public library to be built, with work having to start before the end of 2010.
- Whyalla Council completed the city's first all-encompassing community plan.
- A new development plan was adopted, incorporating the Better Development Plan format. It includes policy revisions to the coastal zone to allow for the implementation of the Eyre Peninsula coastal development strategy.
- After lengthy planning consultation and investigations amongst sporting groups, Council released a draft Whyalla Sports Facilities Master Plan for public comment as part of a full and broad consultation process.
- Council constructed a new landfill cell which should have a 15-year life if diversion targets continue to be met. The Sustainable Environment Education Centre (SEEC) was established and started operation.
- The amount of waste disposed of through traditional landfill methods continued to drop as Council implemented an on-going program of new facilities and services – with significant efforts in general recycling, crushing concrete and rubble, and producing mulch and compost.
- A total of 2,000 households joined in what was described as the most comprehensive pilot project involving kitchen waste recycling to further divert waste from landfill which had dropped from 2,200 tonnes monthly to approximately 1,100 tonnes in just two years.
- Almost 3,000kgs of hazardous chemical waste removed from Whyalla households through a free disposal day sponsored by Zero Waste SA and Whyalla Council.
- All street trees were watered using stormwater from Council's aquifer storage recovery (ASR) site. This water was also used for road construction at the industrial estate and conditioning clay liner materials at the new landfill cell. Council signed a contract with SA Water for 350 megalitres of treated effluent annually.
- More than 2,000 trees and shrubs planted by the community working with Council on National Tree Day.
- More than \$1.8million was spent on major sealed road projects.
- Work on a five-year remedial works program at Whyalla Wetlands started in autumn with further work to continue through August and September 2009.
- Council's Whyalla Visitor Centre received the annual excellence in customer service award for SA visitor information centres.
- Council was awarded the Local Government Managers Australia 2009 award for excellence in waste management and communications which recognised Council's significant efforts in waste management and education.
- Whyalla Council again organised and staged a hugely successful Australia Day celebration at its foreshore on January 26, catering for thousands of families and featuring such attractions as the great Aussie dummy spitting championship, thong-throwing championship and bottomless boat classic, along with free entertainment, amusements, other activities and a series of Australia Day awards.
- Whyalla Council's 18th Australian Snapper Championship at Easter attracted a record number of competitors from all Australian states.
- An estimated 1,300 visitors in around 740 motorhomes and campervans from throughout Australia attended the 23rd anniversary rally of the Campervan and Motorhome Club of Australia.

Whyalla's selection as host city was through the pro-active initiative of Whyalla Council.

- Future direction of Council's involvement in youth services for the next two years was determined in March with the announcement of a successful tender to operate a program on behalf of Council.
- Significant achievements within Council's legislative compliance section included:

Continuing growth in the number of microchipped dogs due to Council's annual subsidised microchipping day.

Reduced number of dog attacks in line with SA Government objectives.

Two full-degree environmental health officers and a second legislative compliance officer were employed, bringing this section of Council to a more appropriate level.

- Bicycle funding of \$56,691 was gained from the Department for Transport, Energy and Infrastructure for further works on the city's local strategic bicycle plan.



TOP: Winner of Whyalla Council's Australian Snapper Championship at Easter, Ashley Talbot, of Semaphore Park, with his 15.65kg snapper.
MIDDLE: Waste & Recycling Manager Craig Pedlar and Waste Education Officer Gail Rostig pictured with the Local Government Managers Australia 2009 award for excellence in waste management and communications.
BOTTOM: Council's Visitor Information Centre staff, proud winners of the annual award for excellence in customer service for SA visitor information centres.

Our performance at a glance

Measuring Council performance

To enable Council and the community to assess Council's performance during any period and over time, performance targets have been set for a number of selected activities. These are shown as at June 30, 2009.

Goal 1: *Our vision is for a safe, culturally diverse, socially rich, harmonious and engaged community with access to a relevant range of services and facilities.*

ACTIVITY	TARGET	RESULT
Build community involvement in the arts by promoting programs/activities.	Ongoing	80%
Undertake detailed concept drawings for proposed library inc. costings to facilitate tender process.	30/06/09	80%
Approach TafeSA regarding availability of site considered for art gallery.	30/11/09	100%
Report to Council on the future location of the art gallery.	30/09/09	15%
Complete Whyalla Sport and Recreation Master Plan.	30/06/09	75%
Update child care policies and procedures annually to ensure regulatory requirements are met.	30/06/09	100%
Provide training opportunities to child care staff in areas of child development and management.	30/06/09	80%
Approach potential retail developers concerning projects in Whyalla and with site procurement and approval process.	30/06/09	25%

Goal 2: *Our vision is of a vibrant, growing city with a sound and sustainable economic base, and an equitable, prosperous and wealthy community.*

ACTIVITY	TARGET	RESULT
Ensure adequate land is released for industrial, residential and retail development.	Ongoing	50%
Ensure development plan is suitable to allow for development of rundown areas.	30/06/09	80%
Undertake development of the Whyalla Industrial Estate.	30/09/09	75%
Commence Development Plan Amendment to allow for commercial development including retail adjacent to Lincoln Highway and additional rural allotments.	Statement of Intent lodged	75% 30/06/09
Undertake costings for development of extra rural living blocks at the airport including Lot 121 and undertake pre-marketing to determine interest prior to proceeding with land division application.	30/06/09	50%
Liaise with PIRSA industry and funding bodies to determine a suitable plan forward for the provision of purpose built aquaculture harbour facilities at Fitzgerald Bay.	30/06/09	20%
Provide a site with suitable lease agreement to Wizard Power for establishment of advanced energy storage technology (solar dish) project at the industrial estate.	30/06/09	90%
Negotiate with major retailer to secure sale of a portion of airport land at a premium price to facilitate development of a regionally significant bulky goods retail outlet.	30/06/09	50%
Upgrade terminal building to accommodate growing demand.	Deferred	

Goal 3: Our vision is for our natural and built environment to address needs of population and industry, but in an ecologically sustainable and aesthetically pleasing way.

ACTIVITY	TARGET	RESULT
Establish links to State and regional resource management plans.	30/06/09	75%
Close tracks in reserves that create erosion and disturb native flora and fauna.	50% by 30/06/09	20%
Control stormwater run off from Council reserves to minimise erosion, nuisance to the public, reduce sediments and nutrient loadings.	50% by 30/06/09	5%
Establish new and encourage existing working parties, communities within Council areas (Coast Care, WERIC, waste care, etc) to undertake conservation programs.	30/06/09	20%
Implement land and water management and maintenance regimes that prevent and minimise pollution and destruction risk.	30/06/10	20%
Maximise water reuse and recycling by development of appropriate water tolerant landscapes and underground irrigation measures to increase stormwater infrastructure capacity where necessary.	30/06/10	60%
Develop an integrated flood mitigation and stormwater management master plan and encourage domestic recycling measures.	30/06/10	40%
Operate land-filling activities to a best practice standard with minimum of 0.7 t/m ³ of airspace compaction rate.	30/06/09	20%
Develop long-term renewal programs for transport, recreation and stormwater assets based on outcomes of related infrastructure asset management plans.	30/06/09	80%
Develop long-term renewal programs for buildings based on outcomes of related infrastructure asset management plans.	31/12/09	10%
Develop and implement tree renewal and planting plans for streets, reserves and parks, utilising appropriate sustainable species.	31/12/09	20%
Complete current stage of capital works at the foreshore including central area adjacent to café, beach access points and shade features.	30/06/09	80%

Goal 4: Our vision is for a community, actively involved in, and with confidence in, Council.

ACTIVITY	TARGET	RESULT
Report on the roles, responsibilities and achievements of elected members and administration annually in Council newsletters and the annual report.	30/06/09	100%
Formulate a plan for governance audit gap analysis to ensure legislative compliance by Council in all areas of activities.	30/06/09	40%
Provide Council documentation relevant to meetings at locations easily accessible to the community.	Ongoing	100%
Implement Council's minutes and agenda system.	30/06/09	90%
Prepare and present audited financial statements on an annual basis.	30/11/08	100%
Prepare and lodge Grants Commission return.	30/11/08	100%
Develop and implement audit committee work program in conjunction with committee.	30/09/09	20%
Review Council's accounting policies.	30/09/09	60%
Develop reports, provide monthly for senior and line managers to assist with compliance with budget management policy.	30/06/09	95%

Our elected members



Mayor
Jim N Pollock



Deputy Mayor
Cr Eddie Hughes



Cr Colin Carter



Cr Natasha Free



Cr Merton Hodge



Cr Bruce Ledo



Cr Ruby McGinnis



Cr Rick Santucci



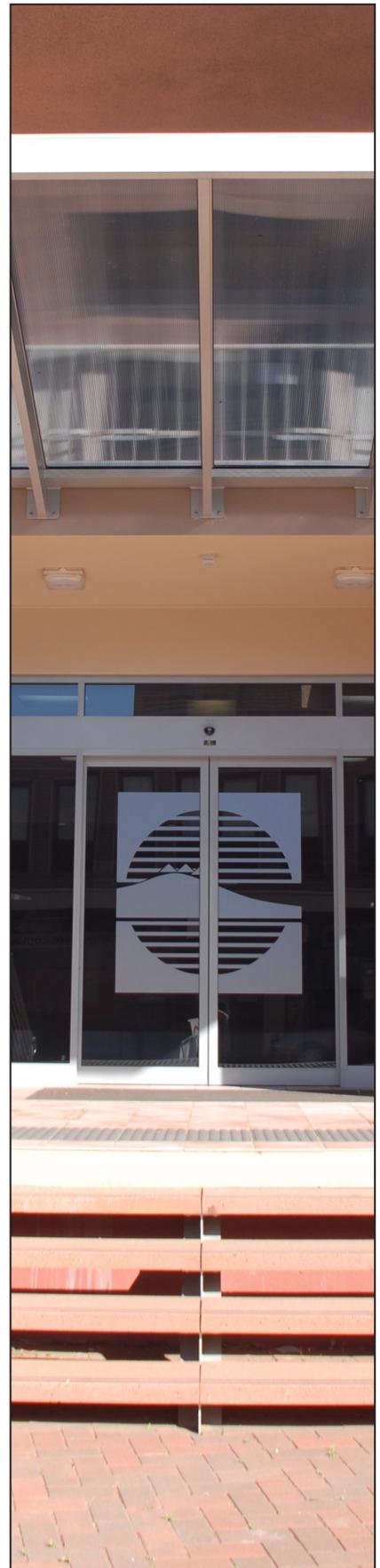
Cr Gunter Scheide
(Resigned October 2008.
Not replaced.)



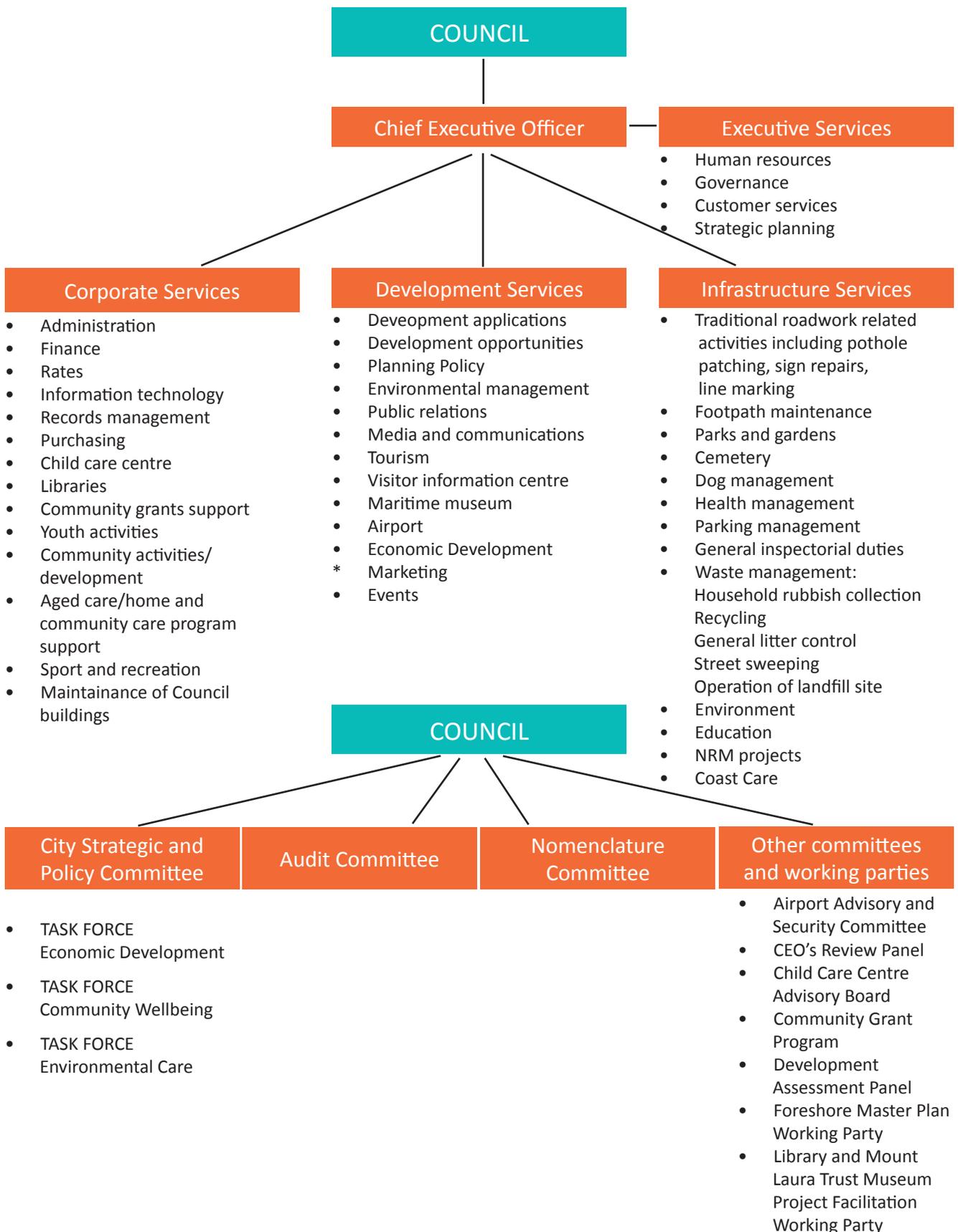
Cr Jack Velthuisen



Cr Joanne Waters



Our organisational structure



Our annual business plan

The City of Whyalla is a culturally diverse regional community and is home to more than 22,000 people.

It has a well established industry and retail base, strong community spirit, and its residents enjoy a comfortable lifestyle with plenty of amenities, events and activities.

The City Business Plan is Council's key management document reflecting the work that Council needs to undertake to meet its Strategic Plan goals and objectives within constraints of the newly revised Ten-Year Financial Plan.

Council's 2008/2009 budget was premised on its strategic planning priorities.

The annual business plan formed part of Council's strategic management planning obligations as set out in Section 122 of the 1999 Local Government Act.

The community was broadly canvassed to participate in the process. The document was placed on public exhibition between June 6 and 27, 2008; draft copies were promoted on Council's website, a public meeting was held on June 18, which involved presentations and the opportunity to ask questions and make submissions; and written submissions were invited up to June 27.

A copy of both the past 2008/2009 and future 2009/2010 business plans can be accessed via Council's website.

Items in the plan included:

The Whyalla Community Plan

Whyalla Towards 2022 Vision has been adopted by Council and copies are available to the public upon request.

Ten-Year Financial Plan

This plan balances the level of funding required to achieve the city's outcomes and it becomes the

basis for preparation of the annual budget. A major component is a focus on financial sustainability, accrual accounting and effective management of Council's assets.

Annual Budget

Council's annual budget was developed in conjunction with financial and business planning documents in light of finances reasonably available and with a view to long-term organisational sustainability.

Service Profiles

These articulate Council's service delivery mix, implement Council strategy and promote transparency in financial reporting.

Capital Improvement Program

This program ensures Council's assets are protected, developed and maintained in a timely fashion. It is achieved by linking the program to Council's Strategic Plan, the Ten-Year Financial Plan, and a long-term asset renewal plan.

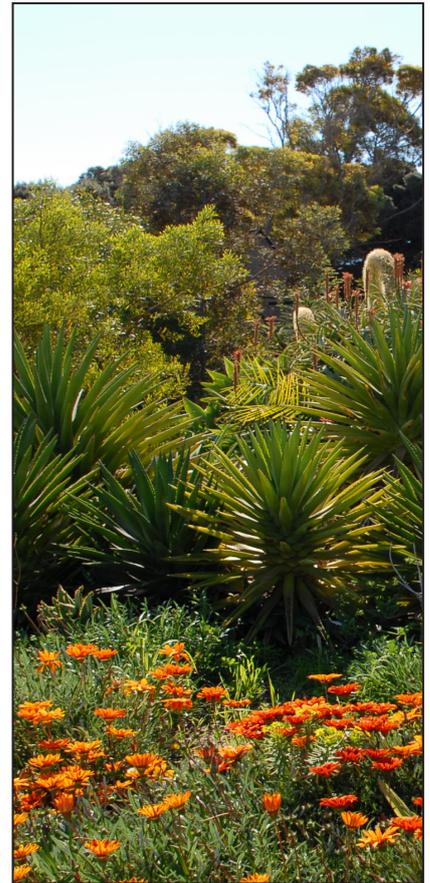
An asset management committee identifies and implements improvements in the efficient and effective management of Council assets.

Key Financial Indicators

In accordance with Section 122 of the Local Government (Financial Management and Rating) Amendment Act 2005, Council has introduced measures to assess its performance during the financial year. The City of Whyalla is also involved in a Comparative Performance Management project undertaken by the Local Government Association of SA.

Corporate Business Plan

Departmental Business Plans were developed on a new web-based software program, Interplan, and strategies are continually updated and revised in accordance with the Whyalla Community Plan and annual business plan.



TOP: Popular Ada Ryan Gardens. BOTTOM: Another beautiful Whyalla sunrise at the city's marina and boat ramp.

Our financial sustainability

A statement by the Chief Executive officer

A major focus during the past five years has been to reduce Council's annual operating deficit (before capital revenue) in order to cover the annual depreciation cost of around \$4million, and to reduce a significant asset management backlog.

The City of Whyalla resolved to achieve financial sustainability while maintaining all existing services through 10-year long-term financial and asset management plans.

In 2009 Council's operating deficit (before capital revenue) was maintained at around \$400,000 to \$500,000. This was after removal of the effect of advance receipt

of 2009/2010 financial assistance funding and a significant increase in spending on developing and maintaining assets.

The outcome has been achieved by focusing on comprehensive long-term strategic and financial planning.

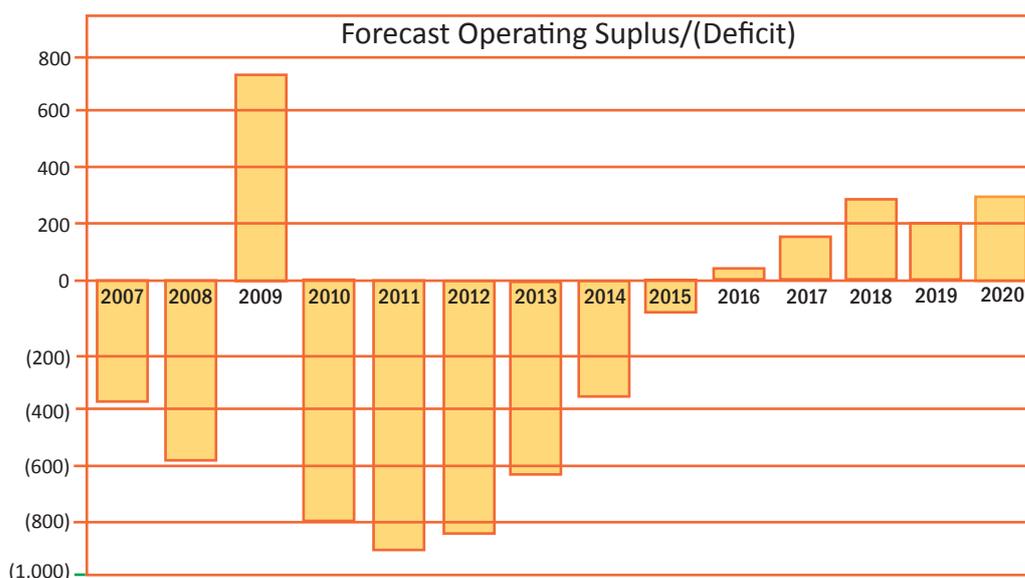
The initial financial turnaround has been successful, but nonetheless there is still work to be done. If Council maintains its current approach to financial management, it will be able to fully maintain all existing services and assets by 2015.

Council's newly established audit committee will help facilitate the preparation and revision of long-term

financial and asset management plans, which will be coupled to financial targets in relation to the future sustainability of the City of Whyalla.

I am confident that if we maintain our current approach to financial management, continue to engage our community, and promote an understanding of the long-term sustainability of Council services, the City of Whyalla will be financially sustainable in our target year of 2015.

Phil Cameron
CHIEF EXECUTIVE OFFICER



This graph shows expected progress towards the City of Whyalla's financial sustainability. Council resolved in 2006 to achieve an operating surplus within five years.

Sustainability Indicators						
Measure	Target	08/09	09/10	10/11	11/12	12/13
Operating Surplus Ratio	0-15%	7%	17%	7%	(6)%	(4)%
Operating Surplus Ratio <i>(Excludes advance FAGS)</i>		(4)%				
Net Financial Liabilities (,000)	<0% & 10mil	10,280	10,242	7,199	7,426	6,994
Net Financial Liabilities (\$,000) <i>(Excludes advance FAGS)</i>		11,457				
Net Financial Liabilities Ratio	<0% & 100%	46%	46.3%	30.8%	30.6%	27.7%
Net Financial Liabilities Ratio <i>(Excludes advance FAGS)</i>	<0% & 100%	54%				
Interest Cover Ratio	10%	0.2%	1.7%	2.1%	1.1%	0.9%
Asset Sustainability Ratio	100%	19%	213%	100%	100%	100%

Our year in review

COMMUNITY WELLBEING

“Our vision is for a safe, culturally diverse, socially rich, healthy, harmonious and engaged community with access to a relevant range of services and facilities.”

Arbor activities

Constant community requests kept the arbor team busy, based around seasonal changes in weather and involving tree removals, trimming trees over roadways, pruning trees from street signs and clearing footpath access.

A tree audit was completed and revealed Council is responsible for more than 12,000 trees on nature strips, which has highlighted the need for priority maintenance during coming seasons. One of these is to reshape trees that have been pollarded by ETSA to eliminate issues relating to its infrastructure.

A tree selection working party continues to monitor the changing climate and its impact on the health of Whyalla’s trees. Ongoing monitoring of tree health and implementation of tree replacement strategies with continued data collection enables the team to gain a clearer picture for a greener streetscape. Alternative street tree species have been explored, while all species in use have been reviewed and researched for their suitability and use as street trees.

A program to regularly water trees at various locations – particularly in nature and media strips – was undertaken in an attempt to save trees showing high stress levels due to past droughts and heatwaves.

Increased watering of the city’s natural assets is expected to continue and will be monitored to ensure growth of new plants. Council uses recycled water to water newly planted street and park trees through the hotter months of the year until

they are established and can survive without assistance.

Council also utilised small individual tree watering tanks during summer in an attempt to save drought stressed significant trees, and continues to explore new ways to tackle the drying conditions likely to be faced in future.

Storm damage, drought and ageing resulted in approximately 90 trees of various sizes removed from nature strips and reserves. A replacement planting program is in progress and will continue in 2009/2010.

Approximately 2,500 trees were planted in and around Whyalla during the year.

be active Field Officer

This position is funded by the Office for Recreation and Sport for three years with a role designed 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 the Community Development Officer into a dual role – the *be active* Community and Recreation Field Officer.

Highlights include:

- Worked with local sporting associations and clubs to assist business improvement strategies, supporting applications for grants and facility development.
- Completed Stage 1 of the Whyalla Sport and Recreation Master Plan in conjunction with One Eighty Sport and Leisure Solutions, aimed at developing multi-user facilities in the long-term.

- Worked in conjunction with Whyalla Community Health on a Heart Foundation walking program.
- Liaised with local clubs on their infrastructure and its ongoing future.
- Provided detailed information to the Whyalla Sports Network from the Office for Recreation and Sport.
- Held sessions to train more Tai Chi instructors in Whyalla.
- Hosted a *be active* roadshow, which assisted sporting groups with the opportunity to educate themselves on topics such as “how to be a five-star coach, a guide to club survival, how to be a grant savvy organisation, and junior sport – the lifeblood of your club.” Approximately 60 people from various sporting groups, the highest in the region, participated.
- Attended metropolitan and regional *be active* Field Officer conferences in September 2008 and April 2009.
- Promoted the *be active* message at anti-poverty week, children’s week, mental health week, seniors month and Come Out festival.

In 2009/2010, *be active* plans include:

- Stage 2 of the Sport and Recreation Master Plan, which will include site specific master plans of various precincts.
- Continuation of support to clubs with information from the Office for Recreation and Sport.

- Continuation of work with local community organisations to promote healthy living and participation in sport and physical activity.
- Development and maintenance of a Whyalla sport and recreation website.
- Provision of “safe environment” training for local sporting groups.
- Provision of “Easy Moves for Active Ageing” workshops for community members.
- Creation of a localised “getting started” booklet that promotes healthy lifestyles.

Child Care Centre

The centre caters for 0 to 5-year-olds, is licensed for 68 children and recorded an average 73% occupancy rate for the year. This is slightly down on 2006/2007 (77%), 2005/2006 (78%) and 2004/2005 (74%) – believed to reflect changing economic conditions and the existence of a privately operated child care centre, which gives the community an opportunity of choice.

All policies, procedures and short and long-term goals were reviewed and updated as per the annual requirement.

Staff were trained in manual handling, managing children with autism, communicating with families, food safety, behaviour guidance, Council OHS & W, and Sudden Infant Death Syndrome.

A number of organisations visited the centre as part of programmed activities include such organisations as SA Ambulance, *be active* community and recreation officer, SA Metropolitan Fire Service and dental hygienists, along with parents from culturally diverse backgrounds preparing meals and staff members bringing in their pets.

The centre achieved relevant accreditations including Start Right

Eat Right program, Department of Health food audit and Asthma Friendly Centre program. Work continued to prepare for National Child Care accreditation due in August, 2009.

Other initiatives implemented included a new computer program, Spike 3, and a trainee employed through the Youth Employment program.

Fundraising enabled the purchase of new play equipment, totalling \$1,873.64 from such activities as Christmas barbecue, family photographs, nametags and toy catalogues.

In 2009/2010, the centre plans to be involved in the Whyalla Show and Christmas pageant, seek re-accreditation in the Sun-Safe program, complete the National Child Care accreditation process, undertake a hand-washing presentation by a Council environmental health officer, and install seating in the 2 to 5 year’s play area to provide appropriate space for outdoor reading programs.



TOP: Special slow-release watering techniques being used to try to save stressed drought-affected street trees. BOTTOM: Council’s child care centre provided an ever-changing array of programs including planting and nurturing a vegetable garden, and then eating the produce.

Our year in review

Community development

The community development role exists to develop and implement community activities and projects. It is jointly undertaken by Council's Group Manager Corporate Services and the *be active* field officer who has a dual role as the *be active* Community and Recreation Field Officer.

Highlights include:

- Supported financially the Graeme Jose Award.
- Provided support to Amaroo Lodge aged residence with policy and procedure management.
- Funded Whyalla Art Group Prize.
- Worked closely with D'faces of Youth Arts in supporting local youth programs.
- Supported the Whyalla Christmas Pageant and Whyalla Carols in the Park. Council also maintained its commitment by providing small grants to encourage community groups to participate.
- Council continued to provide financial grants to groups during the year – supporting performing arts, sporting groups, services clubs and events. The grants' program ensures that groups can be supported in their endeavours and that the community continues to benefit.
- Continued to develop an art gallery project.
- Community art projects were completed at Jubilee Park and Appleyard Reserve toilets.
- Supported D'faces with a "cool room" project and "out of the dark" program.

- Supported Stephen House with a local photographic project, which was displayed in business windows in City Plaza, and also with some local theatre production initiatives, in collaboration with D'faces.
- Supported local initiatives for celebrating Senior's Week, including the launch of a senior's booklet with morning and afternoon teas in both libraries.
- Supported financially indigenous group activities such as Koori Kids program.
- Supported financially several cadet groups including Army, Navy and Air Force.
- Supported fundraising efforts of the Friends of McGee Street Park with shade sails and seating.
- Project managing development of the Whitehead Street facility, Jessop-White Park, including the revamping of heritage buildings and associated landscaping.

In 2009/2010, community development plans include:

- Community art projects at Jessop-White Park, landfill education centre and City Plaza.
- Ongoing promotion and support of the annual Christmas pageant.
- Updating the Family Services Directory and Seniors booklet.
- Continuing support to seniors groups with financial donations towards events during seniors month.
- Completion of the Whitehead Street Jessop-White Park development in association with a special public opening event.
- Relocation of cricket nets at Civic Park and the upgrading of the Little Athletics track at Jubilee Park.

Community groups

Council continues to provide an annual subsidy for Advancing Whyalla which runs a range of community programs. The subsidy allows for the employment of a part time co-ordinator. Advancing Whyalla operates from Whyalla Eco Renovation Information Centre (WERIC), so the subsidy allows it to continue to provide information on sustainable living solutions in the Whyalla environment.

Events

As a part of its commitment to major community events, Council conducted a successful 18th Australian Snapper Championship at Easter with a record number of competitors.

It also held another Australia Day event, which attracted thousands to the Whyalla Foreshore, while providing assistance to private business Events Whyalla to conduct a Fishy Fringe Festival, Kiteboard Challenge, and Whyalla Gift & Food and Wine Fair.

Council also supported a range of smaller events by providing relevant assistance to various community organisations.

Attraction of a national campervan and motor home rally to Whyalla was a major achievement which brought around 740 motor homes to the city for between one and two weeks in March. The Whyalla event was hailed as a great success and opened up Whyalla and the region to a new market.

During the year Council considered its options concerning the ongoing management of the snapper championship. It is looking to outsource some planning and organisational functions, but will retain ownership and continue to underwrite the event.

Parks and gardens

Whyalla has several large open space recreation and sporting areas including Wilson Park, Ada Ryan Gardens, Whyalla Foreshore, Memorial Oval, Bradford Street Reserve, Civic Park, Schulz Reserve, and Jubilee Park. Parks and gardens staff regularly maintain these areas with mowing, spraying, and irrigation maintenance activities.

Wilson Park has struggled with water restrictions during the past few years, but with imminent completion of approvals for the use of recycled water from SA Water via Johnston Dam, it is expected that improvements will be noticeable.

Ada Ryan Gardens is still maintained to the highest standard possible, however vandalism and plant theft has impacted on the range of plants that can be grown. Funding is being sourced to upgrade animal cages, duck pond and tennis courts within the grounds. Ada Ryan Gardens along with the adjacent foreshore gardens are still the most popular of Council's recreation areas.

The **foreshore** is undergoing redevelopment so it has not been looking its best, although new shade sails have been installed over the playground which continues to be the most popular and highly used in the city.

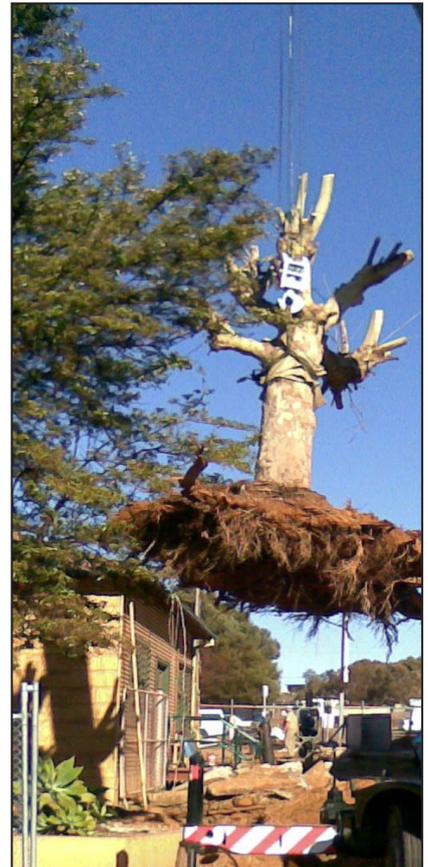
Memorial Oval is Council's premier oval and is looking a little tired. Budget funds have been allocated to remove old greyhound track lighting and fence, to be replaced with more user friendly bollards and seating. The oval surface is also in line for some work to improve its standard for cricket and football.

Bradford Street Reserve has had shelters installed on the edge of the grass to encourage its use for junior cricket. A half-court for basketball and netball has also been installed near a playground.

Civic Park and Schulz Reserve have undergone dramatic changes in recent times with the introduction of recycled water. Not only are water restrictions not applicable to these areas, the recycled water network pumping system gives excellent water pressure, which has improved irrigation coverage. The soundshell is set for a mini makeover in 2009/2010 with the installation of new retaining walls, while new cricket nets are planned for Schulz Reserve. A newly established arboretum grows slowly and will include more plantings in 2009/2010.

Jubilee Park successfully hosted the national motor home rally and stood up well to the pressure. The park's two ovals continue to slowly improve with the smaller having some turf renovation work during summer. Funding has been sourced for resurfacing of the running track. A new toilet block was installed and additional tees planted to improve the area. The gates are now being locked at night in an attempt to curb constant hoon activity and vandalism.

Seventeen **neighbourhood parks** are maintained, providing turf areas, tree plantings, playgrounds and other recreational facilities. Council is progressively budgeting to redevelop these areas, with recent redevelopment work starting at Jaycee Park (Taylor Street) Norton Park (McRitchie Crescent) and Loring Street Reserve. Unfortunately, these works were put on hold temporarily due to financial constraints, but are due to recommence in 2009/2010.



TOP: Council saves a historic Plane tree during re-development of a local hotel. BOTTOM: The tree shows excellent growth in its new home at a developing park just two blocks away.

Our year in review

Other **new reserves** expected to proceed in 2009/2010 include Tyler Crescent, Abraham Drive, and a new development in Middleback Park. Funding will come primarily from open space housing development contributions. A further 12 areas, which are regarded as “boutique” reserves and are generally smaller “statement” areas or appealing lawned sites, are also maintained.

Council has around 26 **tree reserves** (some quite large) that are progressively being replanted.

Twenty-four **playgrounds** are maintained. To comply with Australian standards, each facility has weekly checks and monthly inspections to ensure that they are safe from any hazards to children.

There are approximately 1,200km of **nature strips** within the built up area of Whyalla that were maintained. An attempt is made to mow each nature strip at least three times a year, but environmental conditions usually dictate the frequency and amount of maintenance required. Unfortunately, nature strip growth occurs rapidly after rains, which impacts on general maintenance programs.

Median strips extend for approximately 30kms throughout the city (including roundabouts) and require maintenance that ranges from minimal mowing activities to higher activity on the more developed sections such as Playford Avenue medians. One area that is causing maintenance issues is the large Westland roundabout. With the introduction of subsurface irrigation and plantings, weeding is taking a large amount of time. It is hoped that as the plantings grow they will out-compete weeds so maintenance should be reduced. Chemical methods are being trialled to aid the weeding process.

Council’s **recycled water network** is progressing well with Stage 1 end users all connected. This system has utilised approximately 140,000 kilolitres of recycled water from SA Water’s treatment plant since its installation and operation almost two years ago. With all users including Civic Park, Schulz Reserve, hockey association, OLHC School, Bennett Oval, Central Football Club, and Croatia Soccer Club, now connected, consumption figures are set to rise. Increased delivery pressure from Council’s pumping facilities means that irrigation systems at each site should now work at their intended operating capacities improving coverage of all turf areas.

Irrigation control of major reserves is now under a “Rainbird” central control system providing the ability for Council to manage irrigation delivery at a level more in line with requirements of SA Water. The cemetery also has a new control decoder system, which will rectify notoriously unreliable battery operated systems.

Manual **litter collection** is a significant issue costing more than \$75,000 in 2008/2009 for staff and community groups to pick-up. The three worst impacted areas are the foreshore (\$22,600), Civic Park (\$16,500) and nature strips (\$33,700) predominately around the Westland shopping precinct.

Public art delayed

Significant preliminary work proceeded on two major public arts projects – the City Plaza Arts and the Foreshore Art projects. The foreshore project was commissioned and work was well underway when unfortunately the artist passed away.

As the work could not be completed, fees paid by Council were refunded.

The project has had to be redesigned with a new artist engaged, but to date funding has not been made available due to budget constraints.

The City Plaza project, involving the installation of iconic bronze sculptures at selected locations, was subject of a grant application to Planning SA. Council was unsuccessful in gaining funding in this instance and will pursue further grant opportunities in 2009/2010.

Public library

The Whyalla Public Library Service continued to improve services offered through its two branches – Alex Ramsay and Civic.

The number of borrowers – adults and children – was the highest for at least the past five years.

Records were set for the number of children participating in the many programs offered, and the growing popularity of internet bookings.

Bookstock numbers between the two branches have been reduced from around 49,600 in 2007 to approximately 41,600 this year in readiness for relocation to a single new central library in 2010.

A drop in loans, also during the past two years, is believed to be a result of greater use of internet facilities where library members are utilising this service for research purposes, in lieu of borrowing large numbers of books for such exercises.

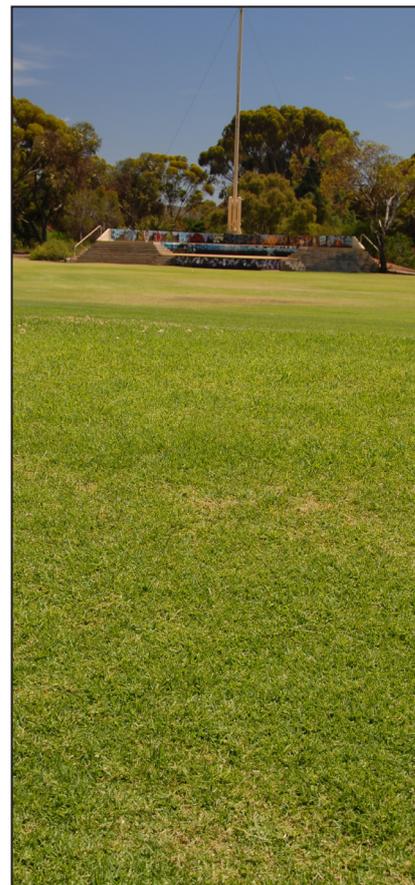
Highlights include:

- Participants in children’s programs within the library and school visits (catering for ages from babies to primary school) increased by 300% on the previous year.

- Both branches connected to internet services by wireless network and continued to be in high demand.
- The management system, Spydus, was upgraded to provide improved web access to library information and services. Borrowers can now access the catalogue, reserve items and renew loans themselves from outside the library. Access to online databases is also improved.
- Homebound services take the library into private and nursing homes for borrowers unable to visit in person. Now with an increased 113 such borrowers, staff select materials and deliver fortnightly, assisted by volunteers.
- Popular children’s author Chrissie Perry visited through the Books Alive program with 150 children attending two sessions to meet and listen to the author.
- The sixth annual Why-Pen-It writing competition received 86 entries comprising short stories and poems.
- A toy library service, offering educational and developmental toys for loan to families with

children under five years of age through the Civic branch, opened in May. In less than two months, 90 toys had been subject to 182 loans.

- 1,965 children with carers attended preschool storytelling sessions held three times a week, while Gigglepots sessions attracted 564 babies with parent or grandparent.
- Outreach sessions increased with 3,489 children either visited at various schools, child care centres and kindergartens for storytelling and singing, or themselves visited the library as a class.
- A total of 429 children attended school holiday programs, which included belly dancing, bike and scooter decoration, and kite making and flying. The library and D’faces of Youth Arts collaborated to offer hip hop dance sessions and puppet making workshops in conjunction with Melbourne based puppet company, Snuff Puppets. Other sessions included cooking and cake decoration in collaboration with Whyalla High School.



IMPORTANT STATISTICS					
As at June 30	2009	2008	2007	2006	2005
Bookstock	41,635	44,945	49,610	48,109	49,376
Loans	140,526	142,664	157,789	150,285	156,159
Borrowers: Adult	9,303	8,693	8,215	7,572	6,955
0-4 yrs	89	51	30	13	9
5-14 yrs	1,227	1,083	973	849	706
15-19 yrs	789	729	701	632	564
Children at programs	7,388	2,288	1,826	1,266	n/a
Internet sessions	11,165	9,853	9,391	5,061	5,883
New items	6,111	4,332	4,397	3,758	2,931

TOP: An example of one of the many growing recreation areas benefiting from recycled treated water. BOTTOM: One of Whyalla’s many playgrounds.

Our year in review

Retail

There are several potential retail development projects currently. These include a possible Westland Shopping Centre expansion, expanded second tier centre development (One Stop Centre) and potential major hardware and vehicle dealership. Uncertainty brought about by the global financial crisis, which has put the timetable on a number of major mining projects back, has also affected these proposals. Council staff have a role to assist developers in finding suitable sites and facilitate the securing of suitable land parcels. Where sites are available for development, it also undertakes a development assessment role as a separate function.

To facilitate development, Council has examined and commenced a review of its Development Plan. To date, Council has proposed two plan amendment reports looking at zoning of land at the Whyalla Airport and retail land generally in the western part of the city. Both plans are with the State Government awaiting approval in principle to allow for detailed examinations to proceed to implement proposed zoning changes. This work will proceed in 2009/2010.

Roads, footpaths, kerbs

Resealing and rehabilitation of the Whyalla road network as per Council's 10-year plan was undertaken, while the annual concrete footpath and kerbing program continued with a \$200,000 budget.

Tourism future

Council undertook a review of its tourism and marketing operation by engaging Angela Hazebroek of Urban and Regional Planning Solutions. The report made a number of recommendations concerning ongoing operation of the snapper competition and events in general, more suitable structuring of staff in the visitor information centre and maritime museum, and bringing marketing activities in-house.

Council has not adopted all report findings at this time. It determined to continue to outsource the events operation contrary to the report recommendations, while internal staffing matters are yet to be addressed and finalised during 2009/2010.

Tourism souvenirs

A new range of souvenirs is in the process of being developed for sale from the Visitor Information Centre. To date, a new metal hat badge, wine cooler with tourism logo, new shirts for the campervan rally and new wine glass have been developed. Visitor centre staff also prepared a new range of clothing utilising the logo developed for the campervan rally for Council staff generally.

Youth development

The area of youth development has been outsourced to Plaza Youth, an organisation that provides a co-ordination role to Youth Council, ensures participation in local government and with other appropriate groups, and provides decision-making processes.

Highlights include:

- Ongoing consultation and development of activities for youth.

- Ongoing consultation on Whyalla youth issues and needs with local, State and Federal government bodies.
- Funding and assistance with Youth Week activities.
- Continual evaluation and planning of Youth Council initiatives.

In 2009/2010, youth development plans include:

- Youth Council working closely with elected members to ensure a youth voice is considered in Council deliberations.
- Plaza Youth to manage a Youth Council program in a manner that ensures opportunities for local youth interested in politics, allowing the opportunity to voice their opinions on any issues affecting youth in Whyalla.

PICTURED: Whyalla Council's Australia Day celebrations again attracted several thousand residents with an emphasis on free fun activities for young children



Our year in review

Economic prosperity

“Our vision is of a vibrant, growing city with a sound and sustainable economic base, and an equitable, prosperous and wealthy community.”

Aged services

To provide a broader range of services for aged residents, Council has assisted with the securing of a new nursing home development to be located close to the recreation centre. A development application has been submitted and Council is negotiating to provide a suitable form of tenure for the project proponents.

Airport

Council investigated suitable options for the ongoing management of the Whyalla Airport so that it might reduce its risks and promote greater economic development opportunities given the encouraging long-term outlook for the region.

As a result, Council entered into a Memorandum of Understanding with Adelaide Airport Limited to enable that company to undertake investigations and prepare a proposal for Council. This process has been in train for a significant part of the year and has extended into 2009/2010 during which time Council hopes to resolve the matter.

If the airport is leased to a third party Council will avoid significant expenditure related to the airport terminal building and runway upgrade.

There are seen to be some development opportunities on non-operational airport land.

Council was able to sell two allotments which were part of a previous subdivision after resolving issues related to separation distances from airport installations.

It has examined the viability of dividing the one remaining allotment from this division and adding a small portion of land to make servicing this allotment more viable. It has also examined options for commercial development and is currently preparing a Development Plan Amendment due to be completed in 2009/2010.

Aquaculture

Council was approached to provide further assistance to the aquaculture industry by allowing the use of the Whyalla Marina for periodic operations. Subsequent permission was given to Clean Seas Tuna to operate in a limited way out of the marina with a licence agreement still being prepared as at June 30.

Funding to enable the construction of a purpose built boat harbour was in jeopardy due to long delays in resolving design and sitting issues. However, these were resolved during the year and Commonwealth funding agreements modified to adopt a new timetable for delivery of the project. It is hoped that the harbour can be completed in the 2009/2010 year.

Coastal

Whyalla Council participated in the Eyre Peninsula Coastal Development Strategy with other EP coastal councils. Amendments to Council's Development Plan were undertaken, along with a major revision to convert the plan to a new format.

Development assessment

Activity, while less than the previous year's record, continued to perform at a strong level with 750 development applications approved with a total value of \$47.3million. This was more than twice the median value of \$18.3million from 2001 overall.

Some of the more significant commercial proposals granted consent included a bulky goods outlet, industrial showrooms and warehousing.

Residential development remained at a high level with 182 new dwellings approved, compared with the median figure of 51 for the 2001 to 2009 period.

Development Assessment Panel

Council supports a Development Assessment Panel which has been set up in compliance with amendments to the Development Act. It comprises two elected Council members and three community members.

Panel members undertook training in Port Augusta and meet periodically to consider major development applications and those which receive comments through the notification process.

Industrial estate

Council's major economic development project has been the Whyalla Industrial Estate. The majority of major infrastructure was developed during the year with power to be installed in 2009/2010.

Initially there was very strong sales interest with most land either contracted for sale or with offers received, but during the course of the year some offers were withdrawn.

With the completion of major infrastructure, Council is hoping to settle on all contracted land, which will meet the majority of development costs.

Other costs are met through grant income from the State Government. With an improvement in the economy, Council is hopeful that it can provide a good dividend to the local community as a result of both income to enhance and maintain infrastructure, and through business attraction and associated employment and population growth.

In-fill housing

So that appropriate land within the existing built up area of the city may be made available for residential development, rather than directing all new growth to the western boundary of the city, Council reviewed all disused reserve and vacant land. It undertook to revoke much of this from community land designation with many of the parcels identified for future development having now passed through the revocation process.

Council sold three parcels of land during the past year, which had been identified as surplus to requirements to allow for new residential development.

It retains ownership of one other parcel for which it is seeking a purchaser. A decline in development interest caused by the global financial crisis affected land sales. It is hoped that this interest will be revived during 2009/2010.

Mining

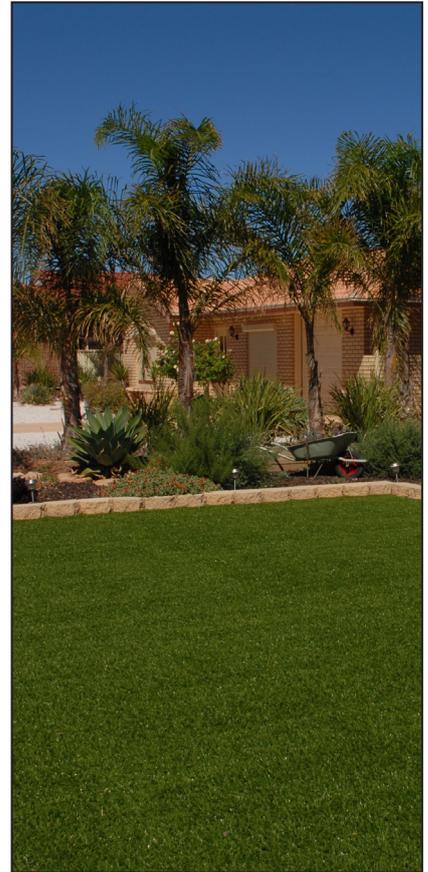
Major mining conferences were held in Whyalla in December 2007 and 2008. Council, in conjunction with the Whyalla Economic Development Board, promoted the business and lifestyle benefits of Whyalla to conference delegates through the production of a mining services hub booklet. A third conference is planned for 2009/2010, which will provide a further opportunity to promote the city.

Planning

To ensure that suitable planning is undertaken to enable Whyalla to gain maximum advantage from expansion of the mining industry in the region, Council has been working closely with the Department of Planning and Local Government, which is preparing a structure plan for the city. This will set aside land to accommodate residential, business and community land uses for the next 25 years.

Residential development

Future residential development at the Whyalla Foreshore has been a matter of debate with state agencies and is yet to be resolved. This issue has prevented a master plan from going onto public display, but is expected to be resolved allowing for the finalisation of the plan and consultation with the community during 2009/2010.



PICTURED: Residential development saw home-building continue while further allotments were released.

Our year in review

Solar Oasis power

Continued support has been provided to Wizard Power in its development of the Solar Oasis demonstration project at the industrial estate. Council has provided a low rent parcel of land to enable the construction of the demonstration plant, with preliminary work commencing during the year. Council is also in negotiation with other parties concerning land requirements for a commercial sized solar thermal power station. An announcement of significant government funding for this project is expected in 2009/2010.

Sustainability Centre

Funding was provided for the operation of a regional sustainability centre operated from the Whyalla Campus of the University of SA.

Whyalla Economic Development Board

Council continues to provide an annual subsidy to the Whyalla Economic Development Board to assist its efforts to attract business and retain employment - in 2008/2009 amounting to \$148,000. It also supports a regional approach to economic development through membership and support of the Upper Spencer Gulf Common Purpose group.

Council has, in conjunction with WEDB, worked on a number of development projects assisting major business interests in their enquiries concerning Whyalla. With the assistance of WEDB, Council was able to secure a further grant of \$1million to aid infrastructure development at the Whyalla Industrial Estate.

TOP: The Whyalla Foreshore and Marina were popular venues for special community events. BOTTOM: Council's Whyalla Maritime Museum was again an important attraction for visitors. OPPOSITE PAGE: Part of the promotional campaign for the Whyalla city and Council hosted national motor home rally.

Visitor Centre and Maritime Museum

Council's visitor services performed exceptionally well, with the Visitor Information Centre winning the annual state-wide excellence award for accredited centres, while the Maritime Museum recorded its second highest number of visitors since 2003.

To improve the appeal of the museum and attract local patronage, special education programs have been developed and promoted. These have proven popular with local schools.

A new Whyalla tourism logo was developed to coincide with the Campervan and Motorhome Club of Australia rally, which involved visitor centre staff who planned and conducted successful tours, events and a sales/information outlet at the rally.

The latter part of the financial year saw a diverse range of activities including a visit by the Governor of SA, His Excellency Rear Admiral Kevin Scarce AC CSC RANR; the Australian Department of Defence used the facility as a location for special troops training; and an ANZAC grant was received for two memorials (to be progressed in 2009/2010) to commemorate Whyalla citizens who took part in the Korean and Vietnam wars.

Admissions: Past eight years

June 30	Vis Cen	Museum
2009	26,271	9,252
2008	27,527	13,549*
2007	25,729	7,949
2006	22,729	8,149
2005	22,402	7,798
2004	23,334	8,897
2003	23,735	8,507
2002	22,299	9,268

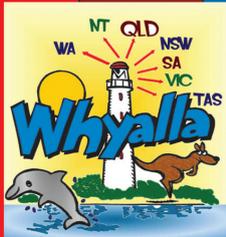
* Denotes inclusion of a one-off special event of 4,000 people.



Whyalla is proud to host the:

23RD ANNIVERSARY CMCA RALLY

30 MARCH TO 5 APRIL



Getting there is half the fun



Our year in review

Environmental care

“Our vision is for our natural and built environment to address the needs of population and industry, but in an ecologically sustainable and aesthetically pleasing way”

Development – facilitation

A master planning exercise, in conjunction with the Department of Planning and Local Government, was undertaken to best facilitate development within the Whyalla City Centre.

Recognising a key role of the Mount Laura Homestead Museum within the central part of the city was also a key part of planning. The location of the proposed new library on the museum site will fit well with a long-term strategy for the development of the geographically central area of the city.

Development – sustainable

Council promotes sustainable development through administration of the Development Act and Building Code, which contains a range of requirements to ensure that buildings meet prescribed energy efficiency ratings.

Council has a separate set of rules for development at the Legends Estate housing project where it has maintained a requirement for seven-star energy efficiency to ensure that this development “raises the bar” in respect to sustainable building outcomes.

A comprehensive dust management strategy was implemented in conjunction with the Environmental Protection Authority and developers for new housing areas on the western boundary of the city to provide a resolution of nuisance dust problems.

Development – unsuccessful

Council had previously sought to relocate the Westland United Soccer club to free up land for the expansion of the Whyalla Caravan Park, the owners of which were looking to establish a destination park and needed additional land.

A valuation of the site and cost of a new clubroom at an alternative site was obtained, but the total estimate to relocate the club was prohibitively high meaning that the project can not proceed in its current form.

Foreshore

The Whyalla Foreshore Master Plan is a multi-stage project which will extend over a number of years. During the past year work has proceeded on a major works program centred on the foreshore building and central pedestrian corridor. An initial contract was awarded to local company D & R Cavino for construction of stage one, with 50% that work now completed and the remainder scheduled by November/December 2009.

The SA government advised that it had approved the revocation of a parcel of community land which is earmarked for housing.

A further grant was obtained to enable the next stage of works to be undertaken through 2009/2010 and into the future. Major capital work is behind schedule, but it is hoped that this can be completed prior to summer 2009.

Heritage advice

Through a joint agreement with the Upper Spencer Gulf cities, Council

has retained a heritage advisory service through Flightpath Architects. A heritage architect visits Whyalla at three-weekly intervals to assess development applications which may have an impact on buildings with heritage character, while providing advice on Council building projects. The heritage advisor also provides advice to members of the public.

Sensitive areas

Conservation volunteers were used extensively to undertake a variety of works in environmentally sensitive areas. For example:

- **WHYALLA WETLANDS:** Assisted in the filling of sandbags with a sand, gravel and cement mix, and stacking them around water inlets and outlets to help prevent soil movement during rains.
- **WHYALLA COASTLINE:** Assisted in beach clean-ups and collection of debris reported by natural resources management volunteers who regularly clean beaches or report rubbish too heavy to handle.

Items such as car parts, mattresses, timber, water heaters, tyres, bottles and wire were collected at the Eight Mile Beach.

- **COASTLINE CAMP SITES & PARKING AREAS:** Repaired camp site and parking area fences to designate areas for public use and to assist in prevention of degeneration of vegetation and sand dunes.
- **MOUNT LAURA HERITAGE RESERVE:** Assisted in the placement of signage as part of a heritage reserve agreement and a general clean-up of the area including removal of rubbish and old fence wire and posts.

- **REVEGETATION OF ERODED, DEGRADED AREAS:** Involvement in the collection of seed from native plants and revegetation of areas in the vicinity of seed collection.

Solar hot water

Council continued a commitment to encourage residents to install solar hot water systems by maintaining a 5% rebate on the unit cost. Around 800 households have benefitted since Council introduced the scheme in 1995.

Waste management

Waste management responsibilities continued as a major focus of Council services to the community including hard waste collection, general litter control, recycling, household waste collection, landfill site operation and development, street sweeping, and co-ordination of annual Clean Up Australia Day activities.

Council continued to ensure ongoing compliance with EPA licence conditions at the waste and recycling depot, in conjunction with the implementation of its landfill environment management plan.

Highlights include:

- A new \$2.2-million engineered landfill cell was completed in December, commissioned in February and will cover Whyalla's landfill requirements for 15 years. It has a capacity to handle waste needs of surrounding councils if required.
- A total of 14,449 tonnes of waste was landfilled compared with 23,243 tonnes in 2007/2008. Total weight of incoming materials at the Mount Laura Waste and Recycling Depot was 27,494 tonne, equating to a diversion rate of 48% from landfill compared to approximately

18% prior to Council regaining full control of the site.

- Council's composting facility became operational and created products from organic waste. A total of 4,891 cubic metres of mulch was ground and pasteurised, while 1,226 tonnes of kerbside collected organics was composted.
- The Sustainable Environment Education Centre (SEEC) was established in late June, with the centre expecting to see its first school class in early August. The ethos around the centre is to educate the community in all aspects related to living a sustainable lifestyle and will incorporate such topics as recycling, re-use and reduction of waste. It will also cover the operation and benefits of Whyalla Wetlands and the Aquifer Storage Recovery site in reducing society's "human footprint" left on planet Earth.
- A Zero Waste SA food waste trial commenced in late January with approximately 2,000 households participating. This sees residents reduce what they send to landfill by diverting food scraps via their existing kerbside green organics service. Early indications are that the trial is diverting an extra 1.2kg of waste per household weekly. If this practice was to broaden city-wide, it would mean diverting an extra 600 tonne of waste annually converted into valuable compost, which can then be put back into the city's generally poor nutrient value soils.
- A total of 1,867 tonnes of co-mingled kerbside recyclables was collected, baled and transported to Adelaide for further sorting and recovery.



TOP: Residents turned out in strong numbers at a community and other nominated sites in and around Whyalla for National Tree Day. BOTTOM: A significant five-year development program commenced at Whyalla Wetlands.

Our year in review

- Approximately 9,800 tonnes of recycled concrete, bricks and rubble were crushed into 20 to 30mm road base material, all of which was used throughout the city for various civil projects.
- A total of 511 tonnes of scrap metals was diverted from landfill and transported to Sims Metals in Adelaide.
- In late April, Council's waste management team won the LGA's managers excellence award for "waste management and communications".
- The city's pro-active approach to waste management was put on display through a segment on Channel 9's "Out of the Ordinary" series.
- More than 600 residents – adults and children – took part in environmental activities organised by Council, including Clean Up Australia Day and National Tree Day.
- More than 2,000 trees and shrubs were propagated by Council's own nursery for National Tree Day and School's Tree Day, with 10 tonnes of locally produced mulch supplied to community groups and schools to protect and nurture new plantings.
- A mobile telephone recovery program has been operating successfully for 18 months, diverting 450 phones from landfill.
- A hazardous substances collection sponsored by Zero Waste SA resulted in more than 3,000kgs of hazardous waste removed from Whyalla households.
- Whyalla Council is part of the Eastern Eyre Peninsula Waste Management Group, which has been in operation for two years, and includes Kimba, Cleve and Franklin Harbour. A common aim is to improve waste management, obtain grants for equipment, and share resources and landfill management strategies.



Council's landfill and recycling facility supervisor, Dave Hickey, with one of many displays at the new Sustainable Environment Education Centre.



Hazardous wastes removed from Whyalla households during a special collections day.



Recycled bicycles receive a second life at the sales area within the landfill and recycling facility.

Our year in review



RESTORATION of an old Girl Guide Hall as part of the development of a new park involved the removal of the building to install new foundations before it was returned and placed in position.



RESIDENTS were treated to a bygone era when around 80 motor vehicles dating back to the early 1930s visited Whyalla and were flagged off by Mayor Jim Pollock.

Our year in review

Council governance

“Our vision is for a community actively involved in, and with confidence in, Council – a Council to govern in the interests of all members of this diverse Whyalla community, for Council to be open and approachable, to listen and be representative of our views, to act on behalf and in our best interest.”

Community consultation and 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.

Some examples include:

- A 30-minute weekly information show was conducted by Council officers on community radio station 5YYY.
- Residents were notified of Category 2 and 3 development applications requiring approval of Council. [Category 1 applications are exempted from public notification by the Development Act.] When an application is publicly notified, residents have the opportunity to write to Council expressing their view of the application. The Development Assessment Panel provides the opportunity for all Category 3 representations to appear before the panel, and any Category 2 representor whose issues remain unresolved.
- Council issued a schedule of media releases to local and regional media (newspaper, TV and radio) often resulting in follow-up interviews and photos.

Council enjoys a strong relationship with the media which has benefitted many of its programs and activities.

- A quarterly, 16-page, tabloid *Whyalla Council News* newspaper was produced quarterly and letterboxed free to Whyalla households. This publication has become a very important vehicle through which to communicate with residents in a way that general media are unable to do.
- A monthly mayoral column was published in local newspaper *Whyalla News*.
- In accordance with S50 of the Local Government Act, Council has a public consultation policy which sets out steps that Council will take to establish partnerships and encourage community involvement in planning and in decisions about the services Council provide.
- Council officers provided and attended information displays, eg, preparing the Whyalla Sport and Recreation Master Plan.
- Information was regularly maintained and updated on Council’s web site at www.whyalla.sa.gov.au.

Community land management plans

In accordance with the requirements of the Local Government Act 1999, Council had previously classified all of its land (excluding roads) as either community land or non community land (operational land). This process commenced with an audit which identified the parcels of land for which Council was responsible and was completed in November 2006.

The Local Government Act 1999 also requires Council to prepare Community Land Management Plans for all community land parcels, which must undergo a public consultation process prior to adoption.

Council has adopted land management plans through this process. During 2008/2009 Council reviewed the structure and content of existing land management plans and as at June 30 was in the process of introducing a clear, uniform format for all plans.

Adopted community land management plans are available for inspection at the Council office.

Compliance – dogs

Dog registrations have seen steady growth since fees were set at a maximum of \$40 in 2004, with a significant increase in microchipping due to Council’s annual discounted microchipping day and publicity campaign.

The number of de-sexed dogs almost doubled although no clear reason could be identified other than the influence of an annual national campaign for “desexing month.”

The number of dogs impounded, generally unregistered, and returned to owners has been relatively static during the past four years.

Reported attacks had been reasonably static at between 36 to 39, but in 2008/2009 dropped to 25, the severity of which ranged from snapping to hospitalisation. However, the overall number of dogs impounded, returned and involved in attacks has also remained relatively static during the past six years.

Annual averages comprise:

- 640 dogs impounded.
- 330 dogs returned to owners.
- 36 dog attacks.

Although registration numbers have remained relatively consistent, income from these fees has almost doubled.

In 2002/2003, a total of \$63,061 income was raised, compared to \$126,376 in 2008/2009. The high increase resulted from the State Government doubling fees in 2004/2005 in an endeavour to reduce costs on local government.

Many residents and dog owners are often unaware that local government acts on behalf of the State under the Dog and Cat Management Board, which sets all fees including those of expiation notices.

Overall, Council’s compliance officers believe there is reasonably good compliance with the number of dogs registered and a relatively low percentage of them causing problems.



TRENDS OF PAST FOUR YEARS				
	2005/06	2006/07	2007/08	2008/09
Total registered	4,642	5,309	5,343	5,418
Microchipped	506	1,162	1,498	1,944
Obedience trained	56	49	49	47
Desexed	3,098	1,886	1,694	3,142
Impounded	673	634	653	646
Returned	349	345	353	351
Attacks reported	39	38	36	25
Expiations issued	848	611	841	357

PICTURED: Council has, for decades, ensured that Father Christmas arrives for the Christmas Pageant, and in recent years has contributed other floats with growing numbers of staff getting into the spirit like the “Pirate King.”

Our year in review

Compliance – general

PARKING EXPIATIONS:

Council's compliance officers administer parking controls pursuant to the Australian Road Rules, Road Traffic Act and Private Parking Areas Acts across the city generally, at Council's marina, outside schools and at designated parking areas including Westland Shopping Centre by written agreement.

The most common offences detected are exceeding a designated time zone, stopping in no stopping zones and unlawful parking in disabled permit zones.

LITTER EXPIATIONS:

The depositing of litter on Council land is an increasing problem. Council has initiated many proactive surveillance techniques in the most common illegal dumping sites with a corresponding dramatic increase in the number of offenders detected and issued with a \$315 expiation notice pursuant to the Local Government Act.

Items left illegally on Council land range from cigarette butts thrown from car windows, household litter left in laneways, and furniture and household appliances or vehicles abandoned in public places.

OTHER EXPIATIONS:

Council formally adopted a series of By-laws in 2007 and has begun administering them, particularly where vehicles have been unlawfully used on Council land and caused damage to that land. Compliance officers work closely with local police with a view to having vehicles seized pursuant to the State Government anti-hoon legislation.

Council now has two compliance officers both of whom have been authorised to administer the Marine and Harbours Act.

They are able to issue expiations relating to boating offences in waters adjacent to Council's area – particularly marina and foreshore sites – covering unregistered water craft, unlicensed or inappropriate use of boats and jet skis. The number of expiations issued is expected to rise.

BUSHFIRE PREVENTION:

Although no expiations have been issued in relation to unsafe premises pursuant to the Fire and Emergency Services Act, residents are regularly urged to ensure their properties are kept in a fire safe condition at all times, otherwise expiations may be issued where the property is deemed to pose a threat to itself or surrounding sites.

Council may order a property to be brought up to standard and may perform the required work at the land owner's cost if that order is not obeyed.

Development assessment

Council maintains its development assessment operation with two qualified building assessment staff and a planning development officer (currently undertaking tertiary studies) under an experienced and qualified Planning Manager. Two staff are in training to provide for succession planning in the building area. Council will lose one of its long-term building assessment staff to retirement during 2009/2010 allowing for a cadet to fill the breach. With the emphasis over a number of years it has placed on recruiting and training young people to fill professional roles in its workforce, Council will be well placed to meet its ongoing need for future staff.

Environmental health

Council continues to endorse high standards of public and environmental health through a balanced mix of regulatory inspections of all health related matters and proactive educational measures.

Mid-way through the year a new two-person team of environmental health officers was created. Both have been heavily involved in general compliance matters and specific projects.

Highlights include:

HEALTH INSPECTIONS: These were carried out not only to meet statutory requirements set in legislation, but also in response to complaints and queries made by the community.

Inspections included:

- Fifteen impairment to amenity issues (insanitary conditions, offensive activities, discharge of waste, etc).
- Nine public swimming pool and spa pools.
- Seven waste water treatment systems (septic tanks and aerobic systems).
- Twenty hairdressers and skin penetration practitioners.

Other health related investigations and inspections were also carried out in response to customer requests and concerns.

FOOD: Eighty-three inspections were carried out to ensure compliance with the Food Safety Standards and the Food Act 2001. This is higher than 2007/2008 due to the increased staffing level.

All high risk business premises serving food to vulnerable populations such as hospitals, aged care facilities and child care centres were audited to ensure appropriate processes were being followed and documented records being kept.

Education on food safety was provided to food businesses during inspections and promoted to the community through articles in the *Whyalla Council News* newspaper, community displays and during radio interviews.

IMMUNISATION: Council conducted 12 public immunisation clinics monthly with a total of 365 vaccines administered. Three visits under the school immunisation program were undertaken across four secondary schools with 1,260 vaccines administered delivering protection against Hepatitis B, Varicella (Chicken Pox) and Human Papilloma Virus (HPV).

In all, 1,625 vaccinations were administered compared to 1,539 in 2007/2008 and 1,692 in 2006/2007.

Information services

Council's Information Services section was staffed by three officers who serviced a computer network of 15 servers, more than 120 desktop workstations and laptops in 12 locations throughout the city, around 20 major software applications for widespread daily use, and other applications that are used solely for network support and management.

In addition to the management and provision of computers, associated software, peripherals and network services, Information Services is responsible for purchasing and providing support for photocopiers, fax machines and general telecommunications.

Highlights include:

- Council's wireless-wide area network (WAN) was reconfigured to allow all remote sites to be connected to its Disaster Recovery Centre at the Lacey Street depot. Prior to reconfiguration, the centre could only be used to recover accidentally deleted or corrupted data. It can now be used by staff at all remote sites (eg, child care centre, libraries and dog pound) to conduct day-to-day business in the event of damage to the Civic Building's server room.
- Selected items of hardware which were coming to the end of their useful life were replaced. Various older printers were replaced, while colour printers were installed at the child care centre and visitor information centre. A new document scanner was installed in the records section to enable staff to scan larger documents and in colour. The server, which hosts Council's local government software package, was replaced.
- New licenses for Microsoft Office were purchased to bring those licenses in line with the practice of ensuring that all software licenses are purchased with maintenance agreements, which entitle Council to use the latest version of its licensed software packages.
- The software library management system, Spydus, was upgraded and new licenses purchased for an ancillary product, PC Lockout, which enables public internet access computers to be locked and only used by patrons that have a booking. Patrons can book time on a computer themselves using the library's website at <http://library.whyalla.sa.gov.au>



TOP: Council maintained a commitment to providing a safe sharps disposal service to residents. BOTTOM: Through its Sustainable Environment Education Centre, Council readily extols benefits of maintaining a worm farm.

Our year in review

- An independent information security consultant performed an assessment on Council's computer network, the resultant report enabling the organisation to remediate a small number of risks discovered, while identifying and implementing improvements to work practices.
- Council commenced discussions with Cleve Council in regards to Whyalla providing support on a fee-for-service basis.

Organisation development

The organisation development function, which includes responsibility for Council's human resources, exists to enhance organisational efficiency, effectiveness and productivity.

High quality human resource initiatives and systems are required to develop, train and motivate Council's workforce to ensure strategic business objectives and optimum service delivery are achieved.

The financial crisis in 2009 has seen Council manage its workforce with flexibility and positive employee relations to ensure stability of employment.

Significant economic change experienced in the Upper Spencer Gulf region resulted in a high staff turnover rate for the first few months of the financial year as other employment options beckoned.

The latter half of the year saw the intervention of the global financial crisis, which in turn brought about a requirement for Council management to very carefully balance its human resources needs against increased budget sustainability requirements.

Various aspects include:

OHS & W MANAGEMENT:

Results of Council's legislative compliance and self assessment audits continued to track a positive improvement trend.

An OHS&W bonus was paid to all employees in December for achieving excellent results and productivity savings of approximately \$658,696. These savings were in excess of the required one percent of the recurrent budget which has been set as an Enterprise Agreement target. Considerable effort was again made to ensure Whyalla Council retained a WorkCover Level 3 Exempt Employer rating.

STAFFING:

The high level of recruitment decreased in the latter part of the year as the economic crisis deepened. Council has a "no forced redundancies" clause so any reduction in numbers to meet budgetary requirements need to occur through attrition. Retirement and resignations will see positions carefully vetted to see whether the work can be better or more effectively undertaken by other persons or departments of Council to ensure productivity improvements are enhanced where possible.

The high number of nine female employees on maternity leave is reducing as employees return to work.

A relatively high number of trainees and cadets have been taken on during the past 12 months to ensure appropriate succession planning as "baby boomer" employees begin to consider retirement. This will continue for the next few years as the end of the economic crisis could well see a speedy return to the tight labour market experienced in the first few months of 2008/2009.

TRAINING:

Employee and elected member training is an important organisational priority at Whyalla Council and is a necessary precursor to productivity improvements, enhanced efficiency, legislative compliance, continual improvement and improved business performance.

Council seeks to achieve equity in its provision of training across age, gender, classification level, indoor versus outdoor employees, and across the various departments.

\$110,429 was expended on training, which resulted in some 6,187 hours of formal training being delivered.

A total of 207 training programs was delivered, a sample of which includes:

- OHS&W mandatory training.
- Annual financial reporting training.
- Strategic planning Interplan user training.
- Contemporary communication skills.
- Child-safe mandatory reporting.
- Legislative and codes of conduct (elected members and employees) training.
- WorkCover legislative changes.
- Personal assistants residential seminar.
- Introduction to Excel.
- Authorised persons seminar.
- Treasury management training.
- Annual business plan preparation training.
- Development Assessment Panel training.
- Residential Development Code Implementation.
- Airport security training.
- Environment protection enforcement certificate.

A significant amount of competency based training was also delivered in-house.

PERFORMANCE REVIEW:

The organisation development and human resource functions at Council also exist to enhance performance by increasing opportunities for employees' skills and knowledge growth and development.

To this end each employee underwent an annual performance review and goal setting process, which also acted as a training and development needs analysis both for the individual employee and the organisation overall.

Furthermore, these processes enabled the organisation to develop and implement high quality human resource initiatives and practices, which supported Council's business objectives and enabled managers to maximise the quality and contributions of their people.

EMPLOYEE RELATIONS:

A variation to the 5th Enterprise Agreement was negotiated throughout 2008 with certification being granted by the Australian Industrial Relations Commission in January. Negotiations proceeded smoothly against a backdrop of changing national economic circumstances and industrial relations legislation.

Council's Joint Consultative Committee, where management, workplace representatives and union industrial officers previously met to evaluate Enterprise Agreement objectives implementation and generally report on relevant issues and jointly problem solve relevant issues, has not met since completion of the Enterprise Agreement, but is expected to be resurrected later in 2009.

EQUAL EMPLOYMENT OPPORTUNITY:

The City of Whyalla is committed to providing an equitable working environment free of any form of discrimination, harassment or workplace bullying.

This equal employment commitment is linked with the organisation's occupational health and safety provisions to ensure no staff member is placed under unreasonable stress or is subject to any unfair treatment in the workplace.

Fair treatment policies and procedures are in place and are supported by trained fair treatment contact officers. Council continues to raise awareness of its fair treatment provisions with ongoing staff training on relevant policies and procedures.

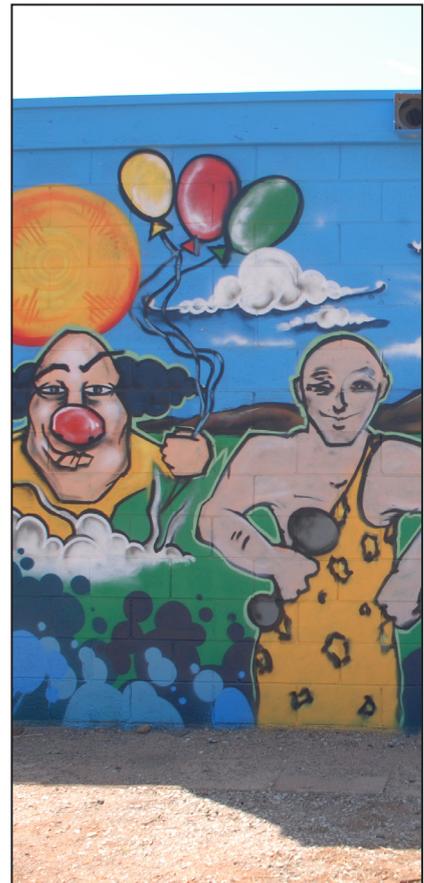
Procurement

Council's procurement and disposal policy, which aims to achieve a responsive local government, quality services, and best value for money for service users and ratepayers through the promotion of fair and open competition, was reviewed and revised as required every two years.

The policy includes reference to Council's "buy local" procedures and can be viewed on its web site and at the Civic Building and public libraries.

In conjunction with Strategic E-commerce, Council maintained an online procurement system with businesses and suppliers, allowing orders to be placed electronically or via a fax gateway. This enabled an auto-update of committal costings to the financial database.

Similarly, a centralised procurement function incorporating a best practice system was maintained, giving Council access to SA Government's tender and contract system for placement of tenders online.



PICTURED: An old toilet block at a site designated for circuses is now much brighter due to a community outdoor youth art program with a complementary theme

Council governance

Records management

Records are information resources which contain evidence of business transactions, decisions made and actions taken in relation to Council's functions and activities. They show why decisions were made and what, where and when they occurred. They also inform who were involved and what advice or instructions were given.

Records are a vital aspect of Council business and the ability to effectively manage and maintain them has become an increasingly important function of Council in order to control, protect and preserve the records and to meet any legal, evidential, accountability and legislative requirements.

An ongoing records management project is in place, which will ensure that continuous substantial improvements are made in Council's record keeping practices while assisting to reach compliance with various standards issued by State Records.

Highlights include:

- Continuation with a three-year records management plan (2007-2010).
- Officers attended a records management fundamentals intensive training workshop offered by the SA Local Government Association to gain knowledge on legislation requirements set by State Records.
- Experience Matters (archiving specialist) continued with an archiving project of inactive records located in secondary storage.
- Synergy Soft user manuals were updated and training provided.

In 2009/2010 emphasis will be placed on:

- Preparing for an independent audit scheduled in July 2010. (Due to staff changes the audit was deferred for 12 months.)
- Relocation of Council's permanent records to be completed by the end of 2009.
- Long-term security and relocation of secondary storage records, which has commenced, with further work to be completed in the next two years.
- Certificate III in Records Management correspondence training to be undertaken by records officer in 2010.
- Continued work on implementing Council's records management disaster plan.
- Providing training to officers in the use of the Office Integration system, which allows easy registration of records from Outlook, Word and Excel.
- Developing and implementing adequate reporting mechanisms to senior management.

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.

Council	Electors	Elected Members	Ratio
Barossa	17,307	14	1: 1,236
Gawler	16,263	11	1: 1,478
Mt Barker	22,771	11	1: 2,070
Mount Gambier	19,671	11	1: 1,788
Prospect	16,400	11	1: 1,490
Port Pirie	13,197	11	1: 1,199
Whyalla	15,367	11	1: 1,397

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.

The last review for Whyalla Council was certified on May 16, 2002, when it abolished one position and the previous ward structure in favour of one mayor and 10 area councillors all representing the whole city.

Council commenced a full review in accordance with the Act during 2008/2009 in which submissions from the public were invited. The review is scheduled to be finished by November, 2009.

Elected members allowances and support

Annual allowances payable to elected members were:

Mayor	\$41,800
Deputy mayor	\$13,053
Other councillors	\$10,450

In addition, all elected members were provided with a laptop computer and e-mail facilities to assist them to undertake their role.

The mayor has access to a vehicle for Council business and civic duties. Office space and administrative support is also provided.

Elected members are entitled to receive reimbursement for travelling within the Council area and dependent care expenses associated with attendance at Council and committee meetings, and receive reimbursement for expenses actually and necessarily incurred in travelling to a function or activity of Council (conditions apply.)

In accordance with its Elected Members' Allowances and Support Policy, Council makes available some facilities and support to members to assist them in performing and discharging official Council functions and duties.

Other payments

Development Approval Panel: Comprises five members - an independent chairperson who receives \$80 per sitting, two independent members who receive \$50, and two elected members. The panel meets as required. During 2008/2009 it met on 6 occasions.

Audit committee: Comprises 10 members – one community member who receives \$100 per sitting, four elected members, (four Council officers who are observers also attend) and one independent expert who receives \$1,000 and air flights per sitting. The committee is scheduled to meet three times a year, but in 2008/2009 met on 6 occasions.

Elected member training

In accordance with Section 80A of the Local Government Act 1999, Whyalla Council has in place an elected members training policy.

It is acknowledged that elected members bring a range of knowledge, experience and skills when they are elected. Generally this needs to be enhanced with local government specific knowledge relevant to the role and responsibilities of Council members.

Throughout the year elected members were given the opportunity to attend specific training sessions, seminars, conferences and information briefings on matters relevant to Council business.

Representatives attended:

- Elected Members Code of Conduct refresher training.
- Norman Waterhouse Lawyers in-house workshop on governance matters including optimising procurement and the role of elected members vis-a-vis that of employees.
- Wallmans Lawyers *Six of the Best* decision-making conference.
- Development assessment committee training.
- National General Assembly of Local Government.
- Murray Darling Association's national conference and AGM.
- Local Government Association governance residential program (Mawson Lakes).
- Various Eyre Peninsula Local Government Association meetings/ conferences.
- Attendance at Provincial Cities Association meetings.
- Attendance on Panel for Regional Sustainability Centre – Uni SA.
- SA Local Government Association conference and AGM.
- Attendance at the senior State executive meeting.
- Attendance at the Local Government Climate Change Sector Agreement meeting.
- Participation in "Strengthening Eyre Peninsula," a joint program between Eyre Peninsula Development Board and the Eyre Peninsula Natural Resources Management Board.
- Eyre Peninsula Local Government Association conference.
- Attendance at SA LGA's climate strategy meeting.



PICTURED: Council sponsored and organised events like its annual Australian Snapper Championship and Australia Day celebrations attract significant support from local residents and visitors while catering for our youth.

Council governance

- Attendance at the inaugural Australian Council of Local Government.
- Attendance at Upper Spencer Gulf Common Purpose Group conference.
- Participation in American Chamber of Commerce.

Executive management team

The executive management (otherwise referred to as the senior management team) structure comprised chief executive officer and three group managers – Corporate Services, Development Services and Infrastructure.

Salary packages include 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 Corporate Services, Development Services and Infrastructure Services:

All Senior Officer's are classified in accordance with Level 5-2 of the Municipal Officers Award.

Workforce salaries

The table below provides a spread of direct salaries paid to all staff:

\$ From	\$ To	08/09	07/08
10,001	20,000	3	7
20,001	30,000	11	11
30,001	40,000	23	37
40,001	50,000	72	61
50,001	60,000	33	28
60,001	70,000	8	3
70,001	80,000	3	3
80,001	90,000	2	1
90,001	100,000	3	4
100,001	110,000	-	-
110,001	120,000	-	1
120,001	130,000	1	-
		159	156

Our people

Labour Force (full time equivalent)

	08/09	07/08	06/07	05/06
Executive Services	2.0	2.0	2.0	2.0
Customer service	3.5	4.0	4.2	5.9
Organisational development	2.0	2.0	1.6	1.6
	7.5	8.0	7.8	9.5
Corporate Services				
Administration	2.8	2.0	2.0	0.0
Finance	7.9	8.0	6.0	5.5
Information technology	3.0	3.0	3.0	2.0
Purchasing	2.0	2.0	2.0	2.0
Records management	3.2	3.0	2.6	1.8
Asset management	1.0	1.0	1.0	1.0
Child care centre	12.7	13.2	16.2	14.7
Libraries	8.1	7.4	7.2	10.0
Community services	1.0	1.0	0.0	1.0
	41.7	40.6	40.0	38.0
Infrastructure				
Supervisors	7.0	6.0	6.6	6.6
Administrative/technical	6.7	6.1	5.6	5.6
Landfill and environment	6.8	7.0	0.0	0.0
Tradespersons	4.0	5.0	10.0	11.0
Labourers/operators	36.0	34.0	35.4	35.0
	60.5	58.1	56.2	58.2
Development Services				
Building, planning, engineering, research, airport management	16.0	12.6	12.2	11.5
Tourism/media	7.0	7.4	7.8	7.8
	23.0	20.0	20.0	19.3
Sub-total FTEs	132.7	26.7	24.0	125.6
Traineeships	8.0	6.0	0.0	3.9
Externally funded	0.0	0.0	1.0	1.8
Total FTE's	140.7	132.7	125.0	130.7

Structure and functions

FULL COUNCIL:

Comprising a mayor and 10 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 meetings.

COMMITTEES:

The City Strategic and Policy Committee meets bi-monthly.

It's main role is to focus on Council's new community plan. Three task force groups were formed to report to this committee covering the areas of:

- Community wellbeing.
- Economic development.
- Environmental care.

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

- Airport Advisory and Security Committee.
- Audit Committee.
- CEO's Review Panel.
- Child Care Centre Advisory Board.
- Community Grants Program.
- Development Assessment Panel.
- Foreshore Master Plan Working Party.
- Library and Mount Laura Trust Museum Project Facilitation Working Party.
- Point Lowly Task Force.
- Whyalla Nomenclature Committee.

Agenda and minutes

Agenda of all full Council, committee and working party meetings are placed on public display no less than three days prior to the meetings, with minutes displayed, including on the internet, within five days of a meeting. Minutes of the meetings of committees and working parties are included in the agenda for the meetings of the full Council (or appropriate committee).

Delegations

The Chief Executive has delegated authority from Council and other officer sub-delegated authority to make decisions on a number of specified administrative and policy matters. These delegations are listed in the Delegations Register 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.

Payments to auditor

In 2008/2009 a total of \$11,545 was paid to Council's auditors for work performed during the year.

Public participation

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

These are:

Deputations: With approval of the committee chairperson or mayor, a member of the public can address a committee or Council 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 or via 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.



PICTURED: Council maintained its road network resealing and rehabilitation program as per its 10-year plan.

Council governance

Services for the community

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

Aged care
Airport
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
Foreshore 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
Public cemetery
Public libraries
Public seating
Public toilets
Public transport
Recreational and sporting facilities
Roads, footpaths and 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

Whyalla Council is represented on...

Advancing Whyalla
Eyre Peninsula LG Association
Murray Darling Association
Naval Association of Australia (SA)
Northwest Neighbourhood Watch
Combined Co-ordinator's Committee
Northern and Far Western Regional Health Service – Mental Health Planning Project
OneSteel Environmental Consultative Group
Provincial Cities Association
Tourism Eyre Peninsula
University of Whyalla Campus Advisory Committee
Upper Spencer Gulf Business Incubator Network
Upper Spencer Gulf Common Purpose Group
Whyalla Aged Care
Whyalla Chamber of Commerce & Industry
Whyalla Economic Development Board
Whyalla Hospital Board
Whyalla Marine Sports Association
Whyalla Youth Workers Network Committee

Freedom of Information statement

The City of Whyalla produces an annual Information Statement in accordance with Section 9 (1a) of the FOI Act.

Copies are available at the Council office, Civic and Alex Ramsay Libraries, and Council's web site. Included within this statement is a list of all Council committees and documents accessible by the community as required by relevant legislation.

A summary of the statement is also printed in local newspaper *Whyalla News*.

Information included within the Information Statement is contained within the "Council governance" section of this annual report.

Requests for other information not included under "Access to Council documents" will be considered in accordance with the FOI Act.

Under this legislation, an application fee of \$27.75 must 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 FOI request form, together with the application and any search fees.

Council's FOI officer will advise the applicant of any additional charges as defined under Section 53 (Fees and Charges) of the FOI Act, Regulations.

Requests received under the FOI Act:

Seven requests for information under the Act were received and processed compared with two requests in each of the previous two years. These related to the sale of Council land, environmental concerns, marina, and proposed port facilities. Five of the requests were granted in full while two were partially released.

Approximately 100 hours were spent processing the seven applications.

Confidentiality

Under the local Government and Development Acts, Council and special Council meetings may discuss matters of a confidential nature in a closed session.

However, the City of Whyalla continues to ensure its commitment to open and transparent decision making through minimising the number of decisions it makes in confidence.

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

	08/09	07/08
Council meeting	12	12
Special Council mtg	3	6
Total	15	18

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

	08/09	07/08
Council meeting	16	11
Special Council mtg	2	5
Total	18	16

Number of resolutions

A total of 268 recommendations were actioned by Council compared to 238 in 2007/2008.

Report on internal reviews of Council actions

Part 2 Section 270 of the Local Government Act 1999 requires Council to establish complaint and grievance procedures for the review of decisions of:

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

At Section 270(8), the Local Government 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.

In 2008/2009, Whyalla had seven requests for review of Council or Council officer's decisions.

These matters included:

- A dog issue and whether a prima facie case was made by an officer and whether a court certificate should have been withdrawn. **Outcome:** Taken to the Ombudsman whose office has closed out the complaint following information received from Council.
- A matter relating to email exchanges between officers and members of the public in regard to their content and tone. **Outcome:** Reported to the Ombudsman and eventually closed out by a letter from his office.
- Decisions that have been reviewed regarding development applications, which include the following:

Matter: Change of building from offices to worker accommodation in a light industrial zone was refused and the decision was ultimately appealed to the Environment and Resource Development (ERD) Court. **Outcome:** The applicant withdrew the appeal and Council's decision stands.

Matter: An extension to an existing garage in a residential zone was refused. A verbal complaint was made to the Chief Executive Officer, and a different Council officer (to the one initially dealing with the application) reviewed the application and agreed that the decision to refuse was correct.

The applicant chose to seek advice from Council and submitted a new application for a different structure that received consent. **Outcome:** A new application was lodged for a changed structure and consent was granted.

Matter: A new dwelling in a local centre zone was refused. The decision was ultimately appealed to the ERD Court.



PICTURED: Work started on Stage 1 of the long-term re-development of the Whyalla Foreshore

Council governance

The applicant and Council eventually negotiated a better location for the dwelling for which consent was granted. **Outcome:** A fresh application was made for which consent was granted by Council. The appeal to the ERD Court was withdrawn.

Matter: A large structure in a residential zone was refused and the applicant eventually lodged an appeal with the ERD Court which is continuing.

Matter: Building use consent by Council appealed to the ERD Court which is continuing.

Amendment of records

A member or 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.

Access to Council documents

Documents listed below are available for public inspection at the Council office, while some are available at both public libraries.

Members of the public may obtain copies of these documents through the fee structure as outlined.

DOCUMENT	FEE
Council, committee agenda	Free
Council, committee minutes	Free
Policy manual	\$22
Strategic plan	Free
Budget statement	Free
Annual report	Free
Council by-laws	20c per page
Annual financial statements	Free
Supplementary development plans previously on exhibition	Free
Planning applications by consent	20c per page

Planning application register	20c per page
Building application register	20c per page
Development application search (Archive prior to June 30 1994)	\$15 per page
Development application search (Archive after June 30 1994)	\$5 per page
Rates search fee	\$10
Land agent search	\$30
Land agent search (Urgent within 24 hours)	\$40
Register of elected members' allowances, benefits	20c per page
Register of employees' salaries, wages and benefits	20c per page
Assessment book	20c per page
Register of public streets and roads	20c per page
Local environment plan	\$10
Individual Council policies	Free

Local Government Acts: Mandatory registers, codes, policies

The City of Whyalla maintains the following registers and codes of conduct/practice as required under the Local Government Act:

REGISTERS

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

CODES

- Chapter 5, Part 4, Section 63: Members' code of conduct.
- Chapter 6, Part 5, Section 92: Code of practice for access to meetings and documents.
- Chapter 7, Part 4, Section 110: Employees code of conduct.

MANDATORY POLICIES

- Chapter 4, Part 4, Section 49: Contract and tender policies.
- Chapter 4, Part 5, Section 50: Public consultation policies.
- Chapter 8, Part 3, Section 125: Internal control policies.
- Chapter 12, Part 2, Section 259: Policy on order making.

Local Govt (Elections) Act 1999

- Part 14, Section 81: Campaign donation returns prepared by candidates.

Freedom of Information Act

- 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*
- Road construction*
- Cleaning offices and toilet blocks*
- Stationery supply*
- Motor vehicles*
- Banking services*
- Audit services*
- Debt collection*
- Various infrastructure recurrent activities*
- Electrical work*
- Line-marking*
- Quarry crushing*
- Sanitary disposal*
- Security of Council buildings*

Revised Clause 7 statement:

The application of competition principals to Whyalla 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

- Cake stalls.
- Complaints and public grievance handling.
- Letters to the editor.
- Media releases.

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

- Financial internal control.
- Lease rental and licence review.
- Rate capping, rebate.
- Rates – Remission of fines.

Procurement and Disposal Policy.

Governance

- Code of conduct for Council employees.
- Code of conduct for elected members.
- Code of conduct for elected members – Executive summary.
- Committing a new Council to expenditure.
- Council and committee meeting procedures.
- Council and committee meeting procedure policy.
- Delegation manual.
- Elected members – Allowances and benefits.
- Elected members (deputy mayor).
- Elected members (recognition on retirement).
- Elected members training and development (elections).
- Elections.
- Mayor (member on committees).
- Mayoral invitation.
- Public consultation.

Government relations

Education (schools closing).

Human resource management

- Fair treatment – Display.
- Non employment relationships.
- Non employment relationships – Non volunteer.
- Non employment relationships – Volunteers.

Information management

Council photographs.

Infrastructure

- Bus shelter.
- Driveway construction.
- Footpath – Asphalt.
- Footpath – Concrete.
- Nature strips (development by residents).
- Nomenclature.
- Service lane sealing.
- Street tree planting and removal.
- Weeds (removal by residents).



TOP: The construction industry was reminded of its responsibility to maintain clean building sites. BOTTOM: City bicycle lanes were extended under a strategic bicycle plan.

Council governance

Legal provisions

Brand name usage.
Council logo.
Legal actions (authority to act).

Property management

Airport – contractor responsibilities.
Airport – management.
Asset management.
Cemetery administration.
Cemetery operating.
Hall hire.
Hire and use (sports grounds and reserves).
Parks – Lighting.
Trees and shrubs (supplied to organisations).
Wilson Park flags.

Social, cultural and community services

Child Care Centre.
Accidents, incidents or injury.
Age range.
Asthma.
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.
Confidentiality.
Dental hygiene.
Development and training.
Disaster plan and fire.
Distressed children.
Drug and alcohol.
Enrolment of children.
Exclusion and suspension.
Excursion.
Family communication.

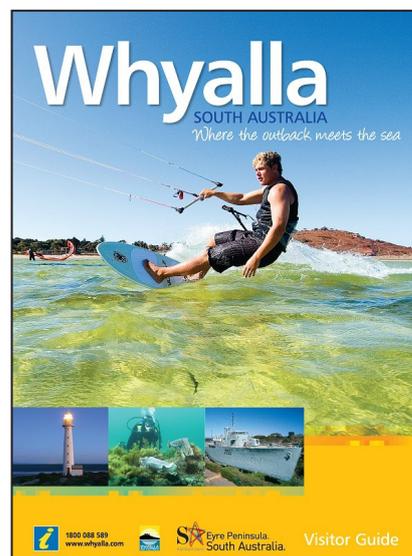
Family involvement.
Fees.
Food handling and nutrition.
Grievance.
Hourly care.
Hygiene.
Illness and sick children.
Immunisation – Children.
Items from home.
Laundry.
Maintenance – Facilities and yard equipment.
Medication.
Meetings – Committee.
Multiculturalism, inclusion and anti bias.
Program policy.
Progress records.
Safe sleeping.
Safety.
Staff ratio.
Student.
Sun protection.
Television, video and DVD.
Volunteer.
Donations (trophies for community bodies).
Financial aid (development of sporting grounds).
Library internet.
Loans to community groups (self supporting).
Maritime museum (collection management).
Schools (annual awards).
Volunteers on committees and working parties.

Strategic management

Demolition and building work.
Disaster management.
Privatisation of services.
Provision of safe environment.
Quality.
Risk management.
Use of recycled water.

Traffic management

Parking area (mayor).
Outdoor café.
Signage.



TOP: Council conducted another successful annual pet microchipping discount day. MIDDLE: Youngsters at the Council child care centre joined in the spirit of Christmas carols. BOTTOM: Cover of the latest edition of Council's visitor guide published by its visitor information centre.

A glimpse into 2009/2010

An overview of proposed highlights

Almost \$16million is proposed to be spent on the City of Whyalla's capital improvement program based on:

- Maintaining infrastructure assets such as roads, drains and footpaths at a responsible standard ensuring financial provision to enable rejuvenation works at least equal to the level of depreciation in accordance with Council's Strategic and 10-Year Financial Plan.
- Maintaining the net stock of community assets at a sufficient level to adequately service the amenity and functionality required by a modern diverse community.
- A recent audit of Council's infrastructure which identified that it needs to allocate 19 percent of its budget toward maintaining community assets.
- Taking into account ongoing recommendations from Council's asset management working party.

Stage 1 of the Whyalla Foreshore Master Plan redevelopment is expected to be completed (includes more than \$1,085,000 in grants.)

Almost \$1.5million has been allocated towards construction of the aquaculture harbour (includes grants.)

\$5.6million has been allocated for the construction of a new, central public library to replace both current branches – Alex Ramsey and Civic (includes \$2.7million Federal funds).

\$3million will see completion of the development of Whyalla Industrial Estate and highway connections (includes \$1million in grants).

\$800,000 has been budgeted to upgrade the terminal at Whyalla Airport, after having been deferred from 2008/2009.

The 2009/2010 year will be another challenging time for the City of Whyalla as funding constraints, increased accountability and community expectations combine to produce an environment where resources will continue to be stretched between competing priorities.

The 2009/2010 Budget

Whyalla Council has adopted a balanced budget.

General rate income will rise by 6%, which includes a 2.5% CPI allowance plus an additional 3.5%.

Major features of budget strategy are:

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

The 2009/2010 budget allocates 36% or \$15,909,847 for capital expenditure compared with 47% during 2008/2009. A recent 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 Council's annual depreciation expense.

Any shortfall of such capital expenditure against annual depreciation expense would involve future ratepayers being left with an excessive burden to replace or renew Council's non-financial assets.

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

To ensure that recurrent expenditure growth is within annual CPI increases.

Council has increased its recurrent costs from 2008/2009 levels by 3.8%

To ensure that Council loans are under the set benchmark of 20% of rate revenue.

Debt payments for this financial year are 11.3% of rate revenue. Council's debt servicing costs are well below the State average.

To devise a budget, which takes into account the strategies of Council's long-term financial plan.

Key principles in Council's adopted Ten-Year Long-Term Financial Plan have been incorporated into the 2009/2010 budget.

Some of these main themes are:

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

Consistent with Council's commitment to community information and consultation, a budget forum was conducted in June to enable the public to comment. The community consultation session has become an annual event enabling members of the public to air their views on the proposed financial budget.

A glimpse into 2009/2010

Budget Summary

EXPENDITURE

Recurrent budget (incl. depreciation)	\$22,946,462
Capital works	\$15,909,847
Loan principal repayment	\$ 615,199
Allocation to reserves	\$ 4,499,496
Total	\$43,971,004

INCOME

Cash for projects brought forward	\$ 2,600,260
Rates and charges	\$10,252,235
Capital works (inc \$2.35m loan)	\$ 8,430,625
Transfer from reserves	\$ 6,268,243
Grants Commission general purpose grants	\$ 4,941,562
Other recurrent income	\$ 7,040,583
Total	\$39,533,508

Challenges ahead

A prioritised continuous improvement framework has been established as part of a flexible and ongoing review process, which will be challenging 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.

Council will:

- Continue to undertake a full strategic plan review with senior staff, elected members and the community.
- Revise the 10-year forward financial plan.
- Revise the three to five-year capital improvement program.
- Review strategic planning priorities (ie, continue to identify core and non-core activities.)
- Continue to implement a centralised records management program.

- Continue to implement a corporate governance program.
- Identify future property development opportunities.
- Review Council's financial progress in light of the inquiry into sustainability of local government.
- Continue to review recurrent costs via balanced scorecard programs.
- Look at entrepreneurial opportunities and how marketing might improve the viability of various operations.
- Continue to review all Council assets through a step-by-step working party.
- Continue to implement key performance indicators and comparative indicators.
- Undertake an annual project planning timeline.
- Revise the corporate management plan.
- Revise departmental business plans.
- Implement new legislative requirements in relation to budget and rating systems.
- Continue to implement Council's waste management strategy.

MANAGEMENT INDICATORS

	2009/10	2008/09
POPULATION		22,801
OUR FINANCES	BUDGET	ACTUAL
Operating results (,000)		
Operating expenditure	22,946	22,125
Operating expenditure (excluding depreciation)	18,551	18,264
Operating revenue (excluding capital expenditure)	22,146	22,827
Operating surplus/deficit (before capital revenues)	(800)	702*
Capital expenditure (,000)		
Net of capital revenues (total capital grant)	7,479	14,427
Revenue profile (,000)		
Rates		
General	10,252	9,140
Other	1,640	2,065
Statutory charges	431	526
User charges	3,025	3,245
Operating grants and subsidies	4,942	6,440
Investment income	150	275
Reimbursements	117	146
Other	1,589	989
	22,146	22,827
Expenditure profile (,000)		
Employee costs	8,470	8,015
Contractual services, materials and other	9,565	9,934
Finance charges	516	315
Depreciation	4,395	3,861
	22,946	22,125

* **Denotes:** On June 29, 2008, Council received an amount of \$1,176,722 being financial assistance grant funding for the year 2009/2010. As per the requirements of Accounting Regulations AASB 1004, this amount has been included as income in the 2008/2009 year. This has resulted in a net surplus of \$702,434. Had these funds been in the 2009/2010 year to which they relate, a net deficit of \$474,288 would have resulted.