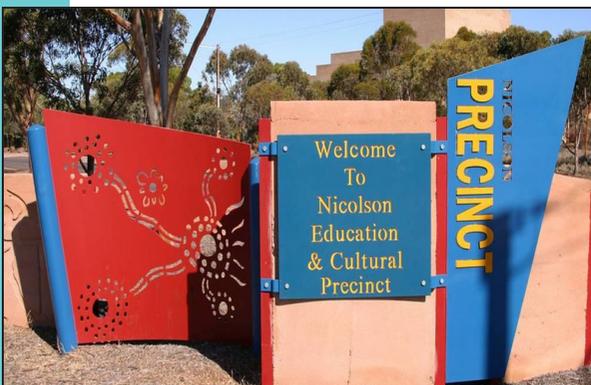


City of Whyalla

Annual Report 2009/2010



Our mission:

*To improve
the total
quality of life
for Whyalla!*

City of Whyalla Contents

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Council: www.whyalla.sa.gov.au

Whyalla: www.whyalla.com

Public library:

www.library.whyalla.sa.gov.au

Snapper championship:

www.australiansnapper.com.au

Industrial estate:

www.whyallaindustrialestate.com

OPERATIONS:

Mt Laura Waste & Recycling Depot

Iron Knob Road – 8645 5016.

Whyalla Child Care Centre

Nicolson Avenue – 8645 4030.

Whyalla Public Library

Alex Ramsay:

Ramsay St – 8649 3000.

Civic:

Patterson St – 8645 7891.

Community Information Service:

(At Civic Library) – 8645 1955.

Whyalla Visitor Centre and

Whyalla Maritime Museum

Lincoln Highway – 8645 7900.

Toll free – 1800 088 589.

Council works depot

Lacey Street – 8645 6300.

Stray dog kennels

Cnr Watts & Cook Sts – 8640 3444.

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About this Annual 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 Council on 08 8640 3444. Compiled and designed by the Media & Communications Department of the City of Whyalla. Printed by Norrie Print & Graphics.

From our Mayor and Acting CEO

It is hard to believe that another year has passed and we are presenting Council's 2009/2010 Annual Report.

The City of Whyalla has had another busy year. This annual report outlines its activities and achievements for the past financial year for two very important reasons.

Firstly, the report contains required statutory information as detailed in Section 131 of the Local Government Act 1999 and other legislation, including financial statements and a comprehensive look at the city's operations.

Secondly, the publication of such a report gives Whyalla Council the opportunity to present information in an attractive, readable and cost-efficient manner for the benefit of our residents, potential investors and developers, others within local government, and those with a general interest in Whyalla.

The year 2009/2010 was no less challenging than previous years. It seems to be the norm that as one issue is addressed and resolved, there is always another to test local government.

It is often somewhat of a trite statement to describe Council's future as "having challenging times ahead," but while Whyalla Council has an exceptionally respectful list of achievements, 2010/2011 and beyond will clearly have some very real financial challenges.

Two of these will relate to the development of a harbour facility specifically for the aquaculture industry and the ongoing sale of land at the Council-developed industrial estate.

Council has been frustrated through a range of issues – including costs, funding and changes within stakeholders – in reaching a cost-acceptable solution for the construction of an aquaculture harbour. It is to be hoped that 2010/2011 will be a successful year for the project.

The industrial estate was created with intense support from potential purchasing companies linked with the exploration and mining industries. However, after some very positive "indications" the global financial crisis resulted in many of these companies reconsidering their intentions and not proceeding with expected purchases during 2009/2010.

However, Council has been buoyed by the potential of a world-class solar power facility being established in Whyalla. Council has worked closely with the proponent company and although it has been a long process, is confident of further positive progress in the coming year or so.

The year saw many outstanding achievements – more than \$26 million worth of development approvals, the official opening of Whyalla Foreshore Stage 1 re-development, and plans were finalised for a new state-of-the-art public library to be built in 2010/2011.

The City of Whyalla achieved a range of tourism, KESAB and compliance legislation awards thanks to the special efforts of some of our very dedicated and Whyalla-proud staff. A growing focus continues on the organisation's economic sustainability, an aspect that will be broadened in coming years as part of long-term financial planning, and strategic infrastructure and asset management plans.

Challenges such as escalating legislative requirements, difficulties expanding the revenue base without additional imposts on ratepayers, and deterioration of ageing infrastructure combined with increased community expectations, will ensure Council is totally committed to its performance striving for the best possible returns for the city.

A particular challenge will be identifying and implementing both an immediate and long-term process in the handling and disposal of e-waste, which can no longer be accepted at the Whyalla landfill site – just one of the many challenges ahead of us.

In conclusion, we trust that all readers of this annual report of the City of Whyalla find it a useful account of our activities, while giving you a good insight into our city. We thank and appreciate the commitment, enthusiasm and support of elected members and staff for their professionalism and dedication.



Migelle Hiscock
ACTING CHIEF EXECUTIVE



Jim N Pollock
MAYOR

WHYALLA:

Where the Outback meets the Sea.

WHYALLA COUNCIL:

Proudly serving its community.

OUR TRADITIONAL CUSTODIANS

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

Aboriginal tribes first occupied our area around 6,000 years ago when it was visited by semi nomadic tribes of Malkaripangala people who were a subdivision of the Barngarla Aboriginal group culturally linked to Lakes Eyre and Torrens tribes.

Their significant places included Fitzgerald Bay, Weeroona Bay, Point Lowly, Stony Point, Black Point, Wild Dog Hill, Mount Young, Mount Laura, Hummock Hill, caves in the Cultana Range and the Tregalana salt lake.

Barngarla people wore cloaks made from kangaroo skins turned fur inside during winter. In summer, they smeared their bodies with fat and ochre. They hunted both land and marine animals, but never included oysters and other shellfish in their diet.

The Barngarla were known to “sing” to the sharks and dolphins at Fitzgerald Bay and Point Lowly to help them drive fish towards shore where they could be either caught in traps or speared. By the 1970s, the majority of Eyre Peninsula Aboriginals lived at fringe camps near white settlements. The Malkaripangala virtually disappeared.

CITY OF WHYALLA PROFILE AT A GLANCE

Area (hectares)	107,177
Rateable properties (as at June 30, 2010)	11,161
Total sealed roads managed (kms)	216
Population (estimated as at June 30, 2009)	23,028
Development applications, past 7 years	\$221m
Development approval value, past 7 years	5,220
Establishment of fully elected local government	July 4, 1970
Original Town Commission formed	May 1, 1945

OUR HISTORY

The northern Spencer Gulf was first navigated by Matthew Flinders in 1802, followed by Frenchman Louise-Claude de Freycinet the following year. In 1840 explorer Edward John Eyre reported of iron stone in the Middleback Ranges, 50 kms west of where Whyalla would be ultimately established.

Our city has its origins clearly in South Australia’s, and indeed the nation’s remarkable mining and resources story. Settlement began in the late 1890s when the Broken Hill Proprietary Company gained mining leases to extract iron ore from the area.

Today’s sprawling city started in 1901 as a campsite on the shore at the foot of Hummock Hill – a service base for a jetty constructed by BHP to ship out the ore.

The settlement, then known as Hummock Hill, gradually expanded until 1914 when it was proclaimed the town of Whyalla.

The BHP Company extended its industrial activities by building a blast furnace, wharf and harbour in the late 1930s.

The 1940s saw much growth and the establishment of many community facilities and services – the Whyalla Hospital, a new airport, hotels, banks, church and public schools, two open-air cinemas, Memorial Oval, and a wide range of social and sporting organisations with associated facilities.

However, Whyalla’s development was only made possible by the construction of the Morgan to Whyalla water pipeline which has been described as a major feat of engineering for its time. The 359km pipeline took four years to build and opened on March 31, 1944.

Whyalla’s domestic supply had previously relied on either rainfall or water brought from Port Pirie in barges. A second, but shorter pipeline was completed in 1967 and includes an undersea section.

A shipyard was built because of Whyalla’s strategic location and the first ship *HMAS Whyalla* (now preserved and restored at the Whyalla Maritime Museum) was launched in 1941.

The booming town was proclaimed a city in 1961 and a steelworks started production in 1965, but in 1978 after construction of 66 ships, its famous shipyards closed. (The BHP steelworks became an independent company – OneSteel Whyalla Steelworks – in 2000.)

The 1970s saw many projects for major community facilities undertaken through Federal, State or Council funding, for ultimate operation by Council. These included a child care centre, recreation and leisure centre, third public library, fauna and reptile park, and the takeover and considerable upgrading of the city’s bus service.

In 1984 Santos commissioned a fractionation plant at Port Bonython. The cost of the whole project, including a 659km pipeline and a 2.4km jetty to waiting tankers, was \$1.4billion.

However, Whyalla suffered a severe blow to its economy and growth when the shipyard ceased at the same time as a downturn in the steel industry worldwide saw stringent rationalisation in BHP.

These setbacks dogged Whyalla well into the 1990s as the population gradually lost around 10,000 from its buoyant days.

With growth reversing and development slowing down significantly, Whyalla certainly felt its share of “lows.” From the mid 1990s development approvals started to lift, although with a degree of inconsistency.

YESTERDAY MEETS TODAY.

Below: A historical Girl Guide hall is restored as part of a new community park. **Opposite page:** Once famous and important Whyalla Steelworks tours for visitors resume with Council involvement.

OUR 21ST CENTURY

By 2003 a development resurgence – particularly in residential building activity – had commenced and in just five years annual development approvals rocketed from \$11.5million to a massive \$56.3million.

During this period, 462 new houses were approved worth more than \$80million, while the biggest industrial estate in SA was developed by Council.

Into 2010 residential growth continues with other significant retail development on the horizon.

The steel industry became more secure with the establishment of OneSteel to take over from BHP, and subsequent developments and commitments to ensure the company had a long-term future reflected a new positiveness in Whyalla.

However, 35 years on from the early 1970s and the population drop in conjunction with changing trends and rising costs saw the demise of some of the developments of the time. The public libraries,

by necessity, were rationalised to two (soon to become one new centralised state-of-the-art community facility.) The fauna and reptile park closed – a victim of rising costs and shrinking markets for this type of facility, while the public bus service was privatised to minimise its operational costs on ratepayers.

Entering the 21st Century, Council saw the opportunity to streamline its operation more in keeping with the 2000s, and opted for the removal of its previous ward system of eight councillors representing individual wards, and three aldermen representing the whole city, to be replaced with 10 councillors covering the whole of Whyalla, plus the mayor. In 2009 the number of councillors was further reduced to nine.

Local government elections this November will see a new Whyalla Council embarking on its next 40 years – after celebrating its 40th anniversary on July 4, 2010 – just as hectic and no doubt with its share of differing community issues, as it did 40 years ago.



OUR WHYALLA TODAY

Whyalla is certainly 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!

The city 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 23,000, 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 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, historic lighthouse, waste landfill site, marina and boat ramps.

Council also owns the city’s leisure centre and is responsible for all major public realm 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. While development approval fell in the last two years, the level of activity remains very strong.

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.

In recent years, Council has worked closely with residents to develop its “Whyalla Community Plan: Whyalla Towards 2022 Vision” and the “Whyalla Sports and Recreation Master Plan.”

Council has embarked on facilitating some major infrastructure projects and is confident of a progressive future.

Our Strategic Plan

Introduction

In June 2009 the Corporation of the City of Whyalla adopted a new community plan for the city following a long process of public engagement which was critical to achieving a collective vision for Whyalla's future.

Council's previous strategic plan was due for review in 2007. 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 community and stakeholders.

The outcome, *"The Whyalla Community Plan: Whyalla Towards 2022 Vision,"* was adopted as Council's new strategic plan. This 2009/2010 Annual Report is the first opportunity in which Council can relate its actual performance results against its goals.

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, its views heard, understood, genuinely valued and reflected in Council business.
- Representation that instills 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.



Environmental Care



Community Wellbeing

Our achievements at a glance

- \$26.29 million of development from 577 applications is approved, including 74 new dwellings valued at \$14.51 million.
- Re-development starts on the Mount Laura Homestead Museum with the relocation of a steam locomotive and historic carriage, erection of a new caretaker's cottage and commencement of a new entrance building, while plans are finalised for an adjoining new public library to be built in 2010/2011. Total project cost is \$5.5 million including \$2.75 million government funding.
- Council gains \$292,000 to upgrade facilities at Memorial Oval, and \$50,000 for crime prevention to install three CCTV cameras.
- Whyalla Foreshore Stage 1 re-development is officially opened by Senator Annette Hurley.
- Council receives \$78,000 from State Bicycle for additions to Whyalla Strategic Bicycle Plan.
- Council uses 138,355 kilolitres on city parks from SA Water's treatment plant.
- 31,400 tonnes of materials are received at the Mount Laura Landfill and Recycling Depot with around half diverted through recycling.
- 4,444 cubic metres of mulch are created from organic waste at the recycling depot, while 1,422 tonnes of kerbside collected organics are composted.
- Around 8,400 tonnes of recycled concrete, bricks and rubble are crushed into road base material.
- Council's first e-waste collection day brings in more than 20 tonnes of waste for transfer to Adelaide for recycling.
- A mobile telephone recovery program continues helping reduce this source of waste in landfill.
- The Sustainable Environment Education Centre (SEEC) is opened by local Member for Giles, Lyn Breuer, at the Mount Laura Waste and Recycling Depot. By June 30 around 1,000 students, residents and interested groups visit the centre.
- Whyalla Council's visitor information centre receives two awards at the SA Tourism Awards – a silver medal in tourism marketing and a bronze medal for visitor information services.
- Whyalla organises and hosts an outstandingly successful conference for SA's accredited visitor information centres.
- Public tours of the OneSteel Whyalla Steelworks resume through a tri-party arrangement between Iron Knob Community Tourist Centre, Whyalla Visitor Centre and OneSteel.
- Council again organises and stages the most 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, great Aussie thong-throwing championship and bottomless boat classic, along with free entertainment and amusements, and a series of Australia Day awards.
- Council's 19th Australian Snapper Championship at Easter attracts a near record number of competitors from all Australian states and gains tens of thousands of dollars worth of publicity for Whyalla and its recreational snapper fishing.
- Following a highly successful national motorhome rally in Whyalla in early 2009, the city achieves accreditation as an "RV friendly town."
- A new park, Jessop-White Park, is developed next to the city's CBD, incorporating public facilities and restored heritage former Girl Guide and band halls.
- Council's annual discounted dog microchipping day and publicity campaign results in a significant increase in microchipped dogs.
- Council's legislative compliance team wins two awards relating to animal management at the SA Local Government Authorised Persons Association conference.
- Council's Sport and Recreation Master Plan working party is formed and starts its first project – upgrading the Memorial Oval precinct.
- Council's Child Care Centre again achieves national accreditation for a further two years, as well as its Start Right Eat Right and Sun Safe programs.
- More than 460 residents (adults and children) take part in environmental activities including Clean Up Australia Day and National Tree Day.
- More than 2,200 trees and shrubs supplied by Council are planted on National Tree Day at the Whyalla Wetlands community site and by various schools and special interest groups at other locations in the Whyalla area.
- Council joins SA Water for a showerhead swap program, which sees 350 old inefficient showerheads swapped for a new three-star rated head during a three-day campaign.
- Council is a proud winner of three KESAB awards for Waste Education, Best Large Community and Best Community Upper Eyre Region.



COMMUNITY WELLBEING

Our desired outcomes:

■ Access to quality learning, cultural and creativity facilities and events.

OUR APPROACH: *Provide a broad range of easily accessible community information at Council libraries.*

ACTION: Promote information services and access to the community. STATUS: Ongoing. Completion: 30/09/10.

OUR APPROACH: *Advocate for indigenous cultural events, which may be co-ordinated through a regional forum.*

ACTION: Support, through funding, events such as NAIDOC Week and Harmony Day. STATUS: Completed 100%.

OUR APPROACH: *Establish a state-of-the-art central public library and community centre.*

ACTION: Library Working Party to provide recommendation to full Council on suitable site. STATUS: 100% completed. PROGRESS COMMENTS: Site determined, grant application for Federal Government infrastructure funding submitted and received (\$2.7m), new library and Mount Laura museum working party formed as project includes redevelopment of museum site, tender process undertaken, new museum caretaker's cottage ordered, work on actual library due to commence in early 2010/2011.

ACTION: Undertake detailed concept drawings including costings to facilitate a tender process. STATUS: In progress, 85% completed. Completion 30/06/11. PROGRESS COMMENTS: Architects revised concept drawings to be ready by mid August 2009, revised costings received, tenders called in late 2009 for assessment and final report and acceptance.

ACTION: Incorporate the local history flavour into the development of a central library. STATUS: In progress, 40% completed, completion 30/06/12. PROGRESS COMMENTS: Discussions held with local history groups re involvement in new library project.

OUR APPROACH: *Facilitate the development of a regional art gallery.*

ACTION: Undertake estimates of long-term operating costs for a new art gallery. STATUS: Completed 100%.

ACTION: Resolve the matter of whether the project can proceed with Arts SA and Minister of Arts, given the inability of Council to meet matching funding requirements and time constraints. STATUS: In progress, 70% completed.

OUR APPROACH: *Integrate the delivery of cultural services including museums, public art and gallery.*

ACTION: Work with the National Trust to develop a master plan for the sustainable ongoing operation of the Mount Laura Homestead Museum site. STATUS: Not started, 10% complete, completion 30/06/12.

■ Health services which are accessible and meet the needs of the community.

OUR APPROACH: *Advocate for adequate hospital capacity and allied health services for the city.*

ACTION: Council representation on hospital board. STATUS: Ongoing.

OUR APPROACH: *Facilitate the development of retirement/aged care facilities to cater for demographic change.*

ACTION: Council representation on aged care board. STATUS: Ongoing.

OUR APPROACH: *Advocate that relevant agencies/NGOs take action to reduce factors adversely impacting on health of the community (eg. obesity, lack of exercise, smoking, poor diet).*

ACTION: Council officer to attend regular meetings. STATUS: Ongoing. PROGRESS COMMENTS: The *be active* officer regularly attends community meetings on obesity and poor health issues, and has taken proactive actions.

■ Sport, recreation and leisure programs and facilities that enhance well-being of the community.

OUR APPROACH: *Promote utilisation of sport/leisure facilities by maximum number of people.*

ACTION: Utilise current sporting facilities to full potential. STATUS: Ongoing. PROGRESS COMMENTS: Council's sports master plan completed, implementation phase under way.

ACTION: Ensure promotion of leisure centre facilities through the *Whyalla Council News*. STATUS: Not started.

OUR APPROACH: *Utilise community hubs to provide increased opportunities for social, recreational, educational interaction.*

ACTION: Continued support of McGee Street Family Park. STATUS: Ongoing. PROGRESS COMMENTS: Financial support and in-kind support provided to the community group.

ACTION: Upgrade of Foreshore facility to improve community open space. STATUS: Not started.

ACTION: Create cultural community hub in Mount Laura Homestead precinct. STATUS: In progress, 10% completed, completion 30/06/12. PROGRESS COMMENTS: Under way with planning of community library and museum building.

OUR APPROACH: Support and encourage an annual program of sporting, social and cultural events for Whyalla's various venues – eg Civic Park, Ada Ryan gardens and Foreshore.

ACTION: Provide annual financial support to Events Whyalla. STATUS: 100% completed.

OUR APPROACH: Ensure long-term financially sustainable operation of Whyalla Leisure Centre while continuing to provide a range of recreational services.

ACTION: Tender out operations of centre for five-year period. STATUS: In progress, 95% completed. PROGRESS COMMENTS: Tenders issued early 2010, report submitted to Council in April to assign tender.

ACTION: Review condition assessment and management plan, renew and replace plant and equipment accordingly, and ensure it is linked to the asset and long-term financial plan. STATUS: In progress, 10% completed, completion 30/06/10. PROGRESS COMMENTS: Components and site asset register being compiled.

■ Enhanced youth development through increased participation in community activities.

OUR APPROACH: Encourage youth leadership and participation in community planning and events.

ACTION: Support of Youth Council. STATUS: Ongoing, completion 30/06/12.

OUR APPROACH: Facilitate youth involvement in job creation schemes and volunteering.

ACTION: Ongoing support of volunteer programs. STATUS: In progress, 75% completed. PROGRESS COMMENTS: Appropriate policies and procedures in place to encourage volunteerism. Various programs include Coastcare and conservation park projects, Uniting Care Wesley program, WERIC, indigenous employment projects, etc.

OUR APPROACH: Advocate for regional co-operation and seek funding to address youth issues.

ACTION: Seek funding for Youth Advisory Council. STATUS: Ongoing.

OUR APPROACH: Provide and promote appropriate, accessible facilities and activities for children/youth, including disabled.

ACTION: Upgrade furniture and equipment in front foyer at Child Care Centre to improve customer service and general operations. STATUS: In progress, 20% completed. PROGRESS COMMENTS: Project delayed until 2010/2011 due to budget constraints. Still awaiting funding.

ACTION: Update Child Care Centre policies and procedures on annual basis to ensure regulatory requirements are met. STATUS: In progress, 75% completed, completion 30/06/12. PROGRESS COMMENTS: All policies and procedures updated in September 2008, further review and update of some in January 2009 to meet new accreditation requirements, and further update in June 2009 including new risk management paperwork. 2010 review under way.

ACTION: Meet regulatory requirements for food handling at Child Care Centre. STATUS: In progress, 25% completed, completion 30/06/12. PROGRESS COMMENTS: Food audit December 2008 as part of new State laws relating to children's services. Further audit in May 2009 confirmed successful, with next audit due June 2010.

ACTION: Provide training opportunities to Child Care Centre staff in areas of child development and management. STATUS: 100% complete. PROGRESS COMMENTS: Staff completed training September 2009.

■ Access to diverse shopping, transport and business services in integrated centres that meet varied and changing community needs.

OUR APPROACH: Review and liaise on options for provision of improved transportation services to community, recreational and leisure facilities.

ACTION: Investigate and evaluate provision of a community bus service to Adelaide. STATUS: 100% completed. PROGRESS COMMENTS: Met with Community Bus Board. Financially unviable.

OUR APPROACH: Liaise with WEDB and employer groups to attract, welcome, integrate and retain young or newly arrived professionals and their families with lifestyle support.

ACTION: Provide financial support to WEDB to enable continued support for Young Professionals program. STATUS: Ongoing. PROGRESS COMMENTS: Annual financial support provided.

■ A vibrant and diverse community, actively engaged as citizens, which supports and creates a sense of belonging to its people.

OUR APPROACH: Encourage residents of all backgrounds to participate in social events and activities.

ACTION: Facilitate various community social events. STATUS: Ongoing. PROGRESS COMMENTS: Continued involvement in Australia Day celebrations, Christmas pageant, Fishy Fringe Festival, Clean Up Australia Day, National Tree Day.

OUR APPROACH: Foster greater social diversity and acceptance of difference.

ACTION: Annual support of Harmony Day. STATUS: Ongoing. PROGRESS COMMENTS: Financial support provided.

Our Strategic Plan Performance

OUR APPROACH: Promote volunteerism within the community.

ACTION: Encourage community involvement in volunteerism. STATUS: Ongoing. PROGRESS COMMENTS: Continue volunteer activity involvement re Clean Up Australia Day, Coastcare, conservation groups.

OUR APPROACH: Facilitate opportunities for community involvement in broader issues of local, State and National governance and cultural identity.

ACTION: Continue to support community forums and engagement activities. STATUS: In progress, 70% completed. PROGRESS COMMENTS: Support/facilitation of cuttlefish forum, Save Point Lowly Group, Army open day, Advancing Whyalla, AUCEA conference.

OUR APPROACH: Promote neighbourhoods that help and look out for each other.

ACTION: Support local neighbourhoods through community grants programs. STATUS: Ongoing, quarterly grants.

OUR APPROACH: Address barriers that create divides such as low income, lack of access to services and facilities, and develop a sense of worth and equity for all within the community.

ACTION: Investigate organisational programs which provide access for the whole community. STATUS: In progress, 20% completed. PROGRESS COMMENTS: IAP2 workshop run by Barbara Chappell late 2009.

ACTION: Provision of work experience opportunities for disabled, disadvantaged, other vulnerable groups. STATUS: Not started.

OUR APPROACH: Council to develop a public engagement policy and promote engagement process to inform, educate and promote involvement in the Whyalla community.

ACTION: Publish the Whyalla Council Annual Report to provide information on Council's achievements throughout the year. STATUS: 100% completed to comply with SA Government mandatory requirements.

ECONOMIC PROSPERITY

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.

OUR APPROACH: Achieve major sustainable benefits to Whyalla through tourism and visitation.

ACTION: Facilitate civic reception and conference dinner in Maritime Museum gardens for the 2009 AUCEA conference. STATUS: 100% completed July 2009, considered a highly successful event.

OUR APPROACH: Ensure Whyalla is welcoming and has an attractive lifestyle for both new and current residents.

ACTION: Undertake assess rejuvenation. STATUS: Ongoing. PROGRESS COMMENTS: Foreshore, Whitehead Street and main street upgrades, Little Athletics running track, parks and reserves.

ACTION: Provide funding to Advancing Whyalla. STATUS: 100% completed.

OUR APPROACH: Support development of Whyalla as a freight and transport hub, and centrepoint to the region for the resources industry.

ACTION: Promote Whyalla Industrial Estate and its location adjacent to a road/rail facility. STATUS: Ongoing.

PROGRESS COMMENTS: Relevant promotional material and marketing efforts are ongoing.

ACTION: Support establishment of multi-user commercial port in the Whyalla region. STATUS: Relevant ongoing support.

- Enhanced local employment and skills bank positioning Whyalla as a launch pad for future industry and jobs growth in the region.

OUR APPROACH: Life-long learning and skills-building facilities available to enhance employment opportunities.

ACTION: Participate in skills formation group. STATUS: 100% completed. PROGRESS COMMENTS: Council representatives attend Skills Formation Group meetings bi-monthly. Participation in Goal 100/1000 programs.

OUR APPROACH: Ensure culturally diverse/disadvantaged have enhanced opportunities for upskilling and employment.

ACTION: Participate in skills formation group. STATUS: In progress, 75% complete. PROGRESS COMMENTS: Council officer attends bi-monthly group meetings.

OUR APPROACH: In conjunction with WEDB, encourage and support small to medium enterprise development.

ACTION: Financially support WEDB and have Council representation on WEDB.

OUR APPROACH: Attract government support to reskill long-term unemployed in Whyalla.

ACTION: Continue to support WEDB skills formation group. STATUS: In progress, 75% complete.

■ **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.**

OUR APPROACH: Assist WEDB, UniSA, TAFE and other relevant educational institutions in the establishment of Whyalla as a centre for research and development of technologies for sustainable living in arid environments, eg solar thermal power development.

ACTION: Provide funding for the establishment and operation of a regional sustainability centre at the Whyalla campus of UniSA. STATUS: Ongoing, funding ongoing.

OUR APPROACH: Liaise with educational institutions to ensure a broad range of industry relevant courses are on offer to meet employment prospects.

ACTION: Represent Council on UniSA regional engagement committee. STATUS: Ongoing.

OUR APPROACH: Enhance opportunities for post graduate education and career development to assist in retaining professional and other employees in the region.

ACTION: Continue to represent Council on UniSA regional engagement committee. STATUS: Ongoing.

OUR APPROACH: Continue to build on Whyalla's importance as a regional education and training centre, and promote this aspect to attract increasing numbers of students and trainees to the city.

ACTION: Promote Whyalla's importance. STATUS: Ongoing with promotional DVDs, career expo, etc.

ENVIRONMENTAL CARE

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.**

OUR APPROACH: Protect and improve local native vegetation and habitat.

ACTION: Establish links to State and regional resource management plans. STATUS: In progress, 90% completed.

PROGRESS COMMENTS: Started implementation of management plans for wetlands and Mount Laura, year 2 of 5-year plan completed, continued with on-ground work at wetlands with \$50,000 expenditure, main drains expanded and reset, 2,500 plantings undertaken, year 3 50% completed.

ACTION: Close tracks in Council reserves that create erosion or disturb native flora and fauna. STATUS: In progress, 20% completed. Started September 2008 for completion 30/06/12.

ACTION: Remove identified weeds from reserves, except Ward's Weed which is now naturalised. STATUS: Not started.

ACTION: Control stormwater run-off from Council reserves to minimise erosion and nuisance to public, and reduce sediments and nutrient loadings. STATUS: In progress, 10% completed for completion 30/06/11.

OUR APPROACH: Protect and enhance the quality of our gulf waters and coastline.

ACTION: Foster participation of volunteers in conserving natural habitat. STATUS: Ongoing for completion 30/12/12.

PROGRESS COMMENTS: Have used volunteers to work on Council projects under Council supervision. Coastal work related to seed collection for propagation. Looking at improvements to marinas and cuttlefish observation access points. Looking at grant funding opportunities for coastal projects – started identifying requirements.

ACTION: Maintain operation of the Whyalla Coast Care Working Party and engage in active coastal management activities. STATUS: Not started, for completion 30/12/10.

ACTION: Interface with EPNRM re stormwater discharge into marine environment. STATUS: Not started.

OUR APPROACH: Ensure the impact of urban development preserves open spaces and natural vegetation as much as possible.

ACTION: Ensure, through the assessment process of individual applications, that open space is provided in accordance with requirements, and native vegetation is preserved wherever possible. STATUS: Not started.

OUR APPROACH: Co-operate with other government agencies and environment groups to ensure biodiversity areas within Whyalla's local government area are preserved.

ACTION: Establish and encourage new and existing working parties and committees within Council's area – eg Coast Care, Landcare, WERIC etc – to undertake conservation programs and projects. STATUS: 100% completed. **PROGRESS COMMENTS:** Discussions with Stuart High and EPNRM for joint project with Council – Loring Street Reserve. MOU with Landcare group for Flinders Lookout project. EPNRM project opportunity identification, look at additional publications. Established Council sustainability group.

Our Strategic Plan Performance

ACTION: Control and reduce weed infestations in parks and reserves. STATUS: In progress, 30% completed for completion 30/06/11. PROGRESS COMMENTS: Supervisor of parks and reserves involved with EPNRM re weeds program.

ACTION: Implement land and water management and maintenance regimes that prevent and minimise population/destruction risks. STATUS: 100% completed. PROGRESS COMMENTS: Started discussion with NRM as part of the broader environmental portfolio – upgrading wetlands to ensure stormwater controls and levels are established. Water sampling baseline established for wetlands, fish populations growing (Lake Eyre Hardiheads.) Stormwater controls in at industrial estate, 35ml dam constructed. Planning Mount Laura catchment strategy. ASR dam successfully operating.

■ Sustainable use of water, energy and natural resources, and minimisation of waste/greenhouse gas emissions.

OUR APPROACH: Reduce mains and River Murray water.

ACTION: Maximise water reuse and recycling in the city by development of appropriate water tolerant landscapes and underground irrigation measures to increase stormwater infrastructure capacity where necessary. 100% completed. PROGRESS COMMENTS: Using ASR dam for street watering, emptied redundant SA Water storage tanks for street tree watering and road construction on unsealed roads. Used ASR water for crushing contract for industrial estate road construction. Subsurface irrigation systems on parks and reserves – computer controlled watering systems installed. Looking at plant species and development of landscape plan continuing. Started use of treated effluent.

ACTION: Develop integrated flood and stormwater management master plan, encourage domestic water recycling measures. STATUS: 100% completed. PROGRESS COMMENTS: Started flood mitigation and storage capture systems – not successful for Federal funding. Continued mitigation measures with swales and stormwater retention dam at industrial estate. Looking at median strips retention systems. Levee bank extended at Ocean Eyre estate. Further funding applications in progress.

ACTION: Continue to work with SA Water to expand effluent reuse initiatives. STATUS: 100% completed. PROGRESS COMMENTS: Discussions with SA Water and OneSteel, UniSA and BHPBilliton re water and treated effluent use. Signed contract with SA Water for 350ml treated effluent, getting contracts signed with other end users.

OUR APPROACH: Reduce use of carbon based energy.

ACTION: Facilitate the community working together to address climate change by reduction of greenhouse gases and a focus on carbon neutral management, and encourage domestic energy/water. STATUS: 100% completed. PROGRESS COMMENTS: Started with energy audit of high Council energy use areas to establish a baseline from which to develop strategies. Carbon footprint taken of landfill and waste generation/disposal – 34% reduction of landfilled material in 12 months. Started foodwaste trial to divert 25% from kerbside into organic stream. Established waste education centre to also promote energy efficiency and carbon emissions reduction.

ACTION: Promote Council's and the city's environmental initiatives and encourage community involvement in, and understanding of, living more sustainably. STATUS: In progress, 50% completed, completion 30/12/12.

ACTION: Council to achieve best energy practices within its operation, and employees to be proficient in application of energy-efficient principles. STATUS: In progress, 70% completed. PROGRESS COMMENTS: Started looking at initiatives to reduce energy use – established sustainability group.

OUR APPROACH: Reduce waste to landfill.

ACTION: Operate landfill activities to a best practice standard with minimum of 0.7 t/m³ of airspace compaction rate. STATUS: In progress, 90% completed, for completion 30/06/11. PROGRESS COMMENTS: First layer of waste in July 2009 nearly two-thirds complete at 0.65 t/m³. September 2009 compaction 0.72 t/m³. Goal of 0.8 t/m³ by September 2010.

ACTION: Produce good quality mulches and composts pasteurised to AS4454-2004. STATUS: In progress, 80% completed for completion 30/06/12. PROGRESS COMMENTS: Improving with each grind and cook.

■ A safe and well maintained standard of infrastructure across the city.

OUR APPROACH: Develop an asset management plan that incorporates sustainability principles.

ACTION: Produce an asset management plan that ties in with the 10-year financial management plan. STATUS: In progress, 95% completed. PROGRESS COMMENTS: First draft presented to audit committee. Further enhancements required.

OUR APPROACH: Maintain and upgrade local road and pavement networks.

ACTION: Maintain and upgrade local road and pavement networks. STATUS: Ongoing, with completion 30/06/22.

OUR APPROACH: Maintain vehicular movements to improve safety for motorists and pedestrians.

ACTION: Devise and implement a five-year program for the collection of vehicular and pedestrian data, which can be utilised for safety and infrastructure maintenance issues (ie expected life of pavement considering movements). STATUS: Ongoing with completion 30/06/13.

OUR APPROACH: Maintain and upgrade infrastructure in accord with the city's asset management plan.

ACTION: Develop long-term renewal plan for building assets to reflect outcomes of the building asset management plan. STATUS: In progress, 90% completed for completion 30/06/11. PROGRESS COMMENTS: Building revaluation and condition assessment tender to be released 2010/2011, due for completion 30/06/11. Building assets reviewed and register updated. **ACTION:** Continue to implement Council's road and pavement management plan. STATUS: In progress, 90% completed.

OUR APPROACH: Review use of community buildings to maximise utilisation and rationalisation where appropriate.

ACTION: Assess the use of Council buildings in conjunction with a condition assessment for all buildings, and develop asset rationalisation plan. STATUS: Not started. Completion due 30/06/11.

ACTION: Annually update asbestos removal program to ensure changes identified in audit are actioned. STATUS: Not started.

■ **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.**

OUR APPROACH: Maintain and upgrade community buildings with special attention to those of heritage significance.

ACTION: Implemented the Environmental Consultative Group amenity project (Jessop White Park). STATUS: In progress, 95% completed for completion 30/06/11. PROGRESS COMMENTS: Guide and band hall works, gazebo, landscaping, barbecue, public toilets, paving, installation of furniture completed.

OUR APPROACH: Assess the land demand, industry and housing needs of the broader Whyalla community and develop an appropriate city-wide master plan growth strategy in conjunction with Planning SA, Housing SA, private developers and other relevant stakeholders.

ACTION: Contribute to master planning. STATUS: On going. PROGRESS COMMENTS: Council officers have been involved in these processes. Major change sought by Council planning staff to embargo on expansion of residential development opportunities in vicinity of coast and eastern end of Whyalla. Master plan to be completed for public consultation and released by Minister.

OUR APPROACH: Use the city-wide landscape plan as a basis for ongoing development of public open space and prepare an annual program of works to enable implementation of the plan.

ACTION: Create landscape design plans of parks to be upgraded, designated by the landscape plan annual priority listing. STATUS: In progress, 10% completed for completion 30/06/12. PROGRESS COMMENTS: Completed around 10 plans including Civic Park arboretum and Civic Building entrance garden.

ACTION: Review city-wide landscape plan. STATUS: In progress, for completion 30/06/11.

ACTION: Improve signage throughout the city. STATUS: Not started.

OUR APPROACH: Maintain and upgrade streetscape and reserve appearance in accord with community expectations.

ACTION: Develop and implement tree renewal and planting plans for streets, parks and reserves utilising appropriate species in a sustainable manner. STATUS: In progress, 10% completed for completion 30/12/12.

ACTION: Review and refine Council's tree management policies and practices. STATUS: In progress, 70% completed for completion 30/12/12.

ACTION: Identify and encourage retention of significant trees. STATUS: In progress, 20% completed, for completion 30/06/12.

ACTION: Encourage the public to plant and maintain water efficient vegetation in private gardens. STATUS: In progress, 10% completed for completion 30/06/12.

COUNCIL GOVERNANCE

Our desired outcomes:

■ **A community that is confident, its views heard, understood, genuinely valued and reflected in Council business.**

OUR APPROACH: Facilitate involvement of the community in Council's decision making process.

ACTION: Develop a community involvement policy. STATUS: In progress, 50% completed. PROGRESS COMMENTS: Research being undertaken, draft to be ready by September. Workshops for staff and public held by Barbara Chappell on IAP2 public participation approach in October 2009.

ACTION: Form a community panel to undertake surveys and policy reviews as required. STATUS: In progress, 50% completed. PROGRESS COMMENTS: Panel being formed as part of LGA/Morgan Poll of Whyalla citizens, March 2010. Most Council public policies put out for consultation as reviewed/ revised.

Our Strategic Plan Performance

ACTION: Hold community forums utilising appropriate IAP2 techniques on issues of importance to the community. STATUS: Ongoing. PROGRESS COMMENTS: Point Lowly Taskforce community forums held.

OUR APPROACH: *Ensure the adopted community plan forum meets the basis of Council business and activities.*

ACTION: Project management procedure requires capital expenditure projects to be referenced to community plan. STATUS: In progress, 80% completed.

ACTION: Ensure the community plan is transposed into Council's business activities and monitor same. STATUS: Ongoing. PROGRESS COMMENTS: All Council reports linked to the plan. Annual business plan linked to the community plan.

OUR APPROACH: *Survey the community as a whole.*

ACTION: Participate in LGA's comparative survey. STATUS: In progress, 75% completed. Morgan Poll in March, awaiting results.

■ Representation that instills confidence and reflects the best interests and values of the community.

OUR APPROACH: *Ensure accountability and transparency of elected members and Council officers in accordance with the two respective Codes of Conduct and relevant legislation.*

ACTION: Develop training programs for the four-year term of elected members. STATUS: In progress, 75% completed. PROGRESS COMMENTS: Training policy to be reviewed/revised by June 2010, and training needs analysis via LGA to be undertaken in June 2010.

ACTION: Provide annual refresher courses of respective Codes of Conduct for elected members and staff. STATUS: Not started.

ACTION: Formulate plan for governance audit gap analysis to ensure legislative compliance by Council in all areas of activities. STATUS: 80% completed.

OUR APPROACH: *Promote the respective roles and responsibilities of elected members, Council and administration, and ways by which the community can become involved.*

ACTION: Provide relevant media inputs/educational kits on the role of Council. STATUS: In progress, 80% completed. PROGRESS COMMENTS: Community plan booklet launched. Representation reviews consultation process call for submissions and information stand at Westland Shopping Centre. Infrastructure road show re compliance matters held at Westland Shopping Centre. Customer Service Charter updated, printed and distributed. Weekly Council information sessions on public radio 5YYY. Relevant articles placed in *Whyalla Council News*.

OUR APPROACH: *Encourage community members from all age groups and walks of life to attend and participate in Council meetings and forums.*

ACTION: Hold regular "neighbourhood" meetings facilitated with elected member input. STATUS: In progress, 5% completed, for completion 30/06/22. PROGRESS COMMENTS: Program being planned for 2010/2011 financial year.

ACTION: Publicise Council meetings and public forums as widely as possible. STATUS: Ongoing PROGRESS COMMENTS: Dates listed on Council website and the quarterly "*Whyalla Council News*."

ACTION: Offering alternative opportunities for the community to communicate with Council. STATUS: Ongoing. PROGRESS COMMENTS: Including campaign seeking feedback to reduce Telstra payphones, sports and recreation master plan, budget preparation, compliance section two-way promotion, IAP2 training.

OUR APPROACH: *Provide the media with adequate information to inform the public about Council decisions.*

ACTION: Ensure that relevant Council departments provide media agencies with information when issues relating to Council business need to be promoted or advertised.

STATUS: Ongoing. PROGRESS COMMENTS: Quarterly newsletter to all residents, media releases issued, regular TV and radio interviews locally and regionally, weekly 30-minute program on 5YYY public radio.

ACTION: CEO and mayor to inform the public via media. STATUS: Ongoing. PROGRESS COMMENTS: Monthly mayoral column in *Whyalla News*, mayoral column in *Whyalla Council News* letterboxed to residents and various range of relevant issues.

OUR APPROACH: *Maintain good communication of Council's decisions to the community through open meeting procedures and adherence to Local Government Act/guidelines regarding confidentiality.*

ACTION: LGA governance self-audit undertaken each year. STATUS: 80% completed. PROGRESS COMMENTS: 2008/2009 audit completed, 2009/2010 audit in progress.

ACTION: Provision of Council documentation relevant to meetings at locations easily accessible to the community. STATUS: Ongoing. PROGRESS COMMENTS: Council meeting agendas and minutes delivered to Council libraries and Westland Shopping Centre notice board and placed on display. Also available at Council's customer services area and on the website.

■ A leading, best practice organisation in risk management compliance and management of its assets and information.

OUR APPROACH: *Implement best practice risk management approach and systems.*

ACTION: Develop and implement internal audit procedures to cover finance, budget management, efficiency and economy, and legislative audits. STATUS: In progress, 100% completed.

ACTION: Develop variance reports to monitor management of budget and assist management. STATUS: 90% completed.

ACTION: Review and revise relevant policies and procedures. STATUS: In progress, 75% completed as part of two-year cycle.

ACTION: Ensure monthly integrated risk management meetings are held. STATUS: 75% completed. Various projects undertaken.

OUR APPROACH: Enable efficient and effective conduct of Council business based on flexible service delivery.

ACTION: Review Council meeting reforms. STATUS: In progress, 95% completed

ACTION: Implement Council's computerised minutes and agenda system. STATUS: 95% completed.

ACTION: Review/revise governance policies. STATUS: 70% completed with substantial number reviewed/revised/introduced.

OUR APPROACH: Provide best practice technology and systems so that officers and the community can easily access and share information and data.

ACTION: Provide IT services. Status: Ongoing.

OUR APPROACH: Protect employee's health and safety in the workplace.

ACTION: Conduct monthly OH&S meetings. STATUS: Ongoing, achieved.

ACTION: Implement OHS&W and injury management policy. STATUS: 50% completed with possible WorkCover audit late 2010.

■ **An organisation that is progressive, fair and flexible with a diverse culture that encourages innovation, learning and excellence in customer service across all areas.**

OUR APPROACH: Develop an innovative, leading edge culture supported by career development and learning opportunities.

ACTION: Develop a training plan for Council staff. STATUS: 100% completed.

ACTION: Continuous improvement programs implemented, eg productivity register. STATUS: 100% completed.

OUR APPROACH: Encourage diversity in the workplace and manage our people accordingly.

ACTION: Implement family-friendly policies. STATUS: In progress, 100% completed.

OUR APPROACH: Ensure principles/practice of equity and fair treatment are integrated into all areas of Council operations.

ACTION: Review and revise fair treatment policy and procedure. STATUS: In progress, 10% completed.

OUR APPROACH: Ensure adequate employee resources for a sustainable organisation.

ACTION: Provide apprenticeships, traineeships, cadetships and approved studentships as well as work opportunities to continually attract excellent people. STATUS: 100% completed.

ACTION: Review departmental needs to identify needs, gaps and surpluses within the finance department. STATUS: In progress, 80% completed. PROGRESS COMMENTS: Roles, work loads and organisation requirements assessed at performance reviews. To be further addressed when new CEO is engaged.

OUR APPROACH: Provide excellence in customer service, both internal and external, across all areas of Council's operations.

ACTION: Develop a "projects/events" board on the Intranet for use by all staff. STATUS: In progress. 10% completed.

■ **A financially accountable and sustainable organisation with well managed assets and appropriate planning and review systems and an equitable rating system in place.**

OUR APPROACH: Engage the community in Council's financial governance process.

ACTION: Ensure annual business plan and draft budget are put out for public consultation and incorporate public comments in reporting. STATUS: 100% completed.

ACTION: Present proposed annual business plan, budgets and financial policies to audit committee. STATUS: 100% completed.

ACTION: Outline links between community plan, annual business plan and departmental action plans. STATUS: In progress.

OUR APPROACH: Ensure the long-term sustainability of Council operations.

ACTION: Ensure provision of monthly financial reports to supervisors/managers within each business unity. STATUS: Ongoing.

ACTION: Using data from the long-term financial plan and asset management plan, develop a plan for the renewal, replacement and maintenance of Council's infrastructure that is sustainable. STATUS: In progress, 80% completed.

ACTION: Develop/update reporting tools to ensure ease of understanding and clarity of information. STATUS: Ongoing, 90% completed.

ACTION: Review and update Council's long-term financial plan to ensure current environment conditions are reflected. STATUS: 100% completed.

ACTION: Develop and review financial systems, policies and procedures. STATUS: In progress, 90% completed.

ACTION: Develop integrated tracking tools for grants and reserves. STATUS: 100% completed.

ACTION: Review rate debtor practices to ensure they are timely and efficient. STATUS: Not started.

ACTION: Develop general debtor collection benchmark rates in conjunction with tracking/reporting system. STATUS: Not started.

ACTION: Develop monitoring and reporting mechanisms to ensure accounts are paid in a timely manner. STATUS: Not started.

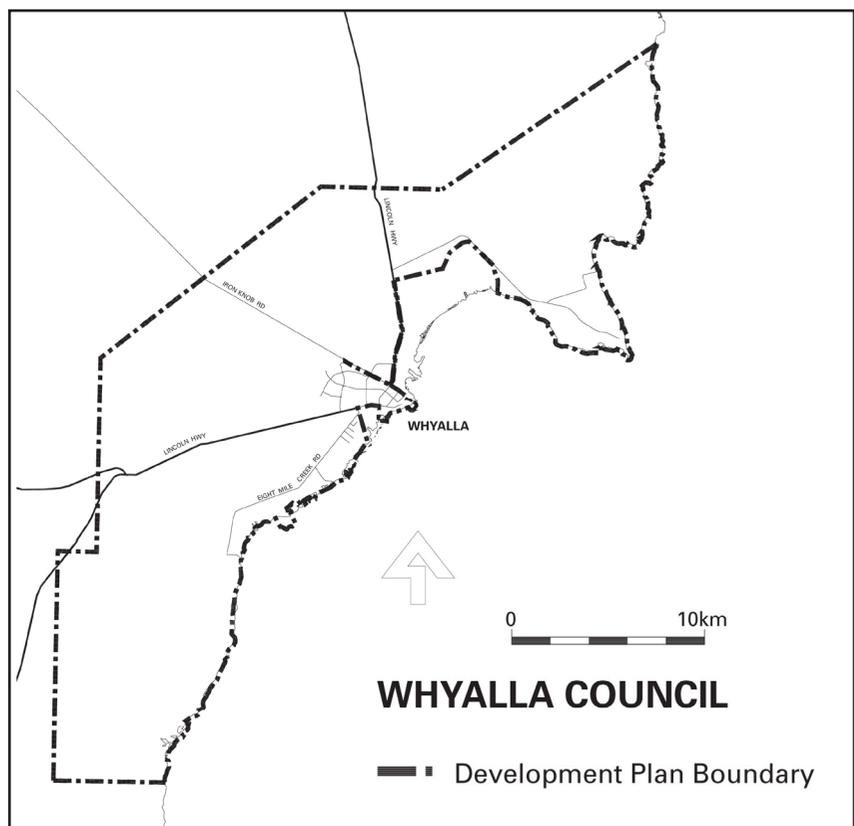


THE 2009/2010 elected Whyalla City Council.

Front: Mayor Jim N Pollock (left) and Deputy Mayor, Councillor Jack Velthuizen.
Back, from left: Councillors Colin Carter, Rick Santucci, Joanne Waters, Natasha Free, Ruby McGinnis, Eddie Hughes, Merton Hodge and Bruce Ledo.

Our boundaries

Whyalla Council covers more than just the built-up city, extending along our coastline northwards to include Point Lowly, Fitzgerald Bay and several areas of “shacks,” and similarly southwards incorporating Cowled’s Landing and Murninnie – both “shack” settlements.



COUNCIL

CHIEF EXECUTIVE OFFICER

Executive Services

- Human resources
- Governance
- Customer services
- Strategic planning

Corporate Services

- Administration
- Finance
- Rates
- Information technology
- Records management
- Purchasing
- Child care centre
- Libraries
- Community grants
- Youth activities
- Community activities/development
- Aged care/home and community care support
- Sport and recreation
- Maintenance of Council buildings

Development Services

- Planning and building
- Development applications/approvals
- Development opportunities
- Heritage advice
- Public relations
- Media & communications
- Tourism
- Visitor information centre
- Maritime museum
- Airport
- Major events

Infrastructure Services

- Traditional roadwork related activities including pothole patching, sign repairs, line marking
- Footpath maintenance
- Parks and gardens
- Cemetery
- Dog management
- Health management
- Parking management
- General inspectorial duties
- Waste management: Household rubbish collection
Recycling
General litter control
Street sweeping
Operation of landfill site
- Environment
- Education
- NRM projects
- Coast Care

COUNCIL

City Strategic and Policy Committees

- TASK FORCE - Economic Development
- TASK FORCE - Community Wellbeing
- TASK FORCE - Environmental Care

Other committees and working parties

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



The annual business plan set out Council's proposed services, programs and projects for 2009/2010. It aimed to maintain efficient services for the community and continued progress towards the longer term objectives for Whyalla City Council, as per the strategic community plan *Whyalla Towards 2022 Vision* adopted by Council in 2008.

The plan was Council's key management document reflecting work that Council needed to undertake during the subsequent 12 months to meet its strategic plan goals and objectives within the constraints of the newly revised Ten-Year Financial Plan.

Council's 2009/2010 annual budget was premised on strategic planning priorities and aimed to ensure financial sustainability objectives.

The community was broadly canvassed to participate in the process:

- The document was placed on public exhibition between June 1 and 22, 2009, during which time written submissions were invited from the public.
- Draft copies were promoted on Council's website with a similar opportunity to submit comments.
- A public meeting was held on June 10 in the Council Chamber, which involved presentations and the opportunity to ask questions and make further submissions.
- Local newspaper, radio and television publicity promoted release of the draft annual budget and the opportunity for the public to make comment.

A copy of both the past 2009/2010 and future 2010/2011 business plans can be accessed via Council's website.

Items in the 2009/2010 Annual Business Plan included:

Ten-year financial plan

This plan balances the level of funding required to achieve the city's outcomes and becomes the basis for preparation of the annual budget. The plan was updated from a three-year to a 10-year financial plan to meet LGA and financial regulation requirements. 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 formulated to address key outcomes from the strategic plan: *"A financially accountable and sustainable organisation with well managed assets, appropriate planning and review systems, and an equitable rating system in place."*

The budget was also developed in conjunction with Council's 10-year financial and annual business planning documents; and in light of finances reasonably available, services both required under legislation and those desired by the community, and with a view to long-term financial sustainability.

Capital improvement program

Council developed a program to ensure its assets were protected, developed and maintained in a timely fashion by linking it to the strategic plan, 10-year financial plan, and long-term asset renewal plan.

Annual business plan

Documents the actions required by each department of Council to ensure that desired outcomes of the community can be achieved. Progress towards achievement of desired outcomes is monitored through the use of Interplan.

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.

Service profiles

These provide:

- A link to Council's key strategic document – the community strategic plan.
- Identification of principal activities (services) that Council intends to undertake to achieve its goals and objectives as stated in the community plan.
- Identification of current issues associated with delivery of services to the community.
- Allows the community to assess and comment on services that Council delivers.

Our financial sustainability

A major focus has been for the Council to reduce the operating deficit, before Capital revenues and other incomes over time, to ensure that annual depreciation of around \$4 million is fully funded and to reduce the significant asset management back log.

The operating deficit for 2010 of \$1,263,468 adjusted for early payments of financial assistance grants funds in both 2009 and 2010 of \$1,176,722 and \$1,189,079 respectively, represents an increasing deficit over the previous year. This result while negative is consistent with the projections of

the longterm financial plan plus an increase of depreciation expense of approximately \$400,000, largely resulting from asset revaluations during the year.

There is significant work still to be done to ensure that over time operating surpluses can be achieved. Careful strategic planning and financial management will be required if council is to maintain existing services, service levels and assets into the future.

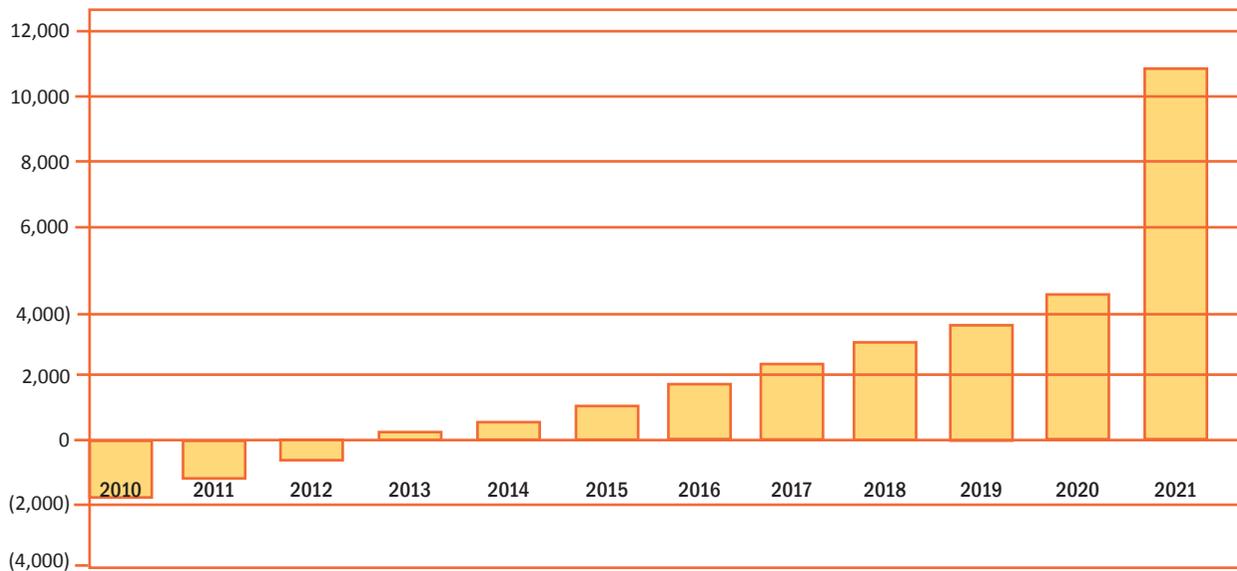
Management groups focusing on revisions of key strategic plans, the longterm financial plan and asset management plans aimed at

meeting financial targets are vital to securing a sustainable future for the City of Whyalla.

I am confident that a tightened approach to financial management, asset planning and operational efficiencies in conjunction with community engagement of the promoting an understanding of the need to meet longterm sustainability objectives - and the modes by which they may be achieved - will be keys to our success.

Migelle Hiscock
ACTING CHIEF EXECUTIVE OFFICER

Operating Surplus/(Deficit) Before Capital Items



Sustainability Indicators							
Measure	Target	06/07	08/09	09/10	10/11	11/12	12/13
Operating Surplus Ratio	0-15%	(5)%	(4)%	(16)%	(5)%	(3)%	(0)%
Operating Surplus Ratio (Excludes advance FAGS)			7%				
Net Financial Liabilities (,000)	<0% & 10mil	320	10,545	4,510	7,374	6,055	5,924
Net Financial Liabilities Ratio	<0% & >100%	1.6%	74.2%	21.6%	33.7%	26.3%	24.6%
Interest Cover Ratio	10%	(0.7)%	1.7%	1.4%	2.0%	1.9%	1.5%
Asset Sustainability Ratio	100%	102%	127%	89%	81%	100%	100%



“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

TREE REMOVAL

A hazardous tree removal program was nearing completion along Jenkins Avenue nature strips – the main species targeted by Council’s arbor team being *Eucalyptus spathulata* (Swamp Mallee). These trees have been removed by councils throughout South Australia because of potential limb failure.

Removal work will continue through 2010/2011 on Jenkins Avenue medians following the failure of some trees to pass a Council audit.

A tree audit was completed last financial year and revealed Council was responsible for more than 12,000 trees on nature strips. This highlighted the need for priority maintenance during coming seasons.

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 arbor 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.

Formative pruning has occurred on Norrie Avenue medians and numerous streets – eg Mebberson Street, Gallagher Street and Flinders Avenue for the benefit of service trucks, postal deliveries and pedestrians.

PLANTING PROGRAM

New trees were planted along various suburban streets including Viscount Slim Avenue, Hincks Avenue, Playford Avenue, Whitehead Street, Menard Street and Charles Avenue, and at Jubilee Park, Whyalla Maritime Museum, Whyalla Wetlands and Civic Park.

As at June 30, Council’s nursery had supplied 950 plants to restock ageing trees within the city and surrounding reserves.

The 2009 National Tree Day event, and those of the future, will be used to replant bordering reserves containing ageing trees.

INSPECTION OF STREET TREES

Street tree inspections will be carried out between August and October, 2010/2011, to set out a maintenance program for the next two years. Information gathered will feed the regular tree pruning and new planting programs, tree watering schedule and the hazardous tree removal program.

Art gallery

Council has been planning the development of an art gallery for some years, having received \$400,000 from the State Government.

During 2009/2010, Council examined various site options with particular emphasis on establishment and on-going running costs of a gallery in the Civic Library building (soon to be vacated when the city’s new, central library is operational) as well as disused office areas at the College of TAFE, next to the Middleback Theatre.

Council opted for the Middleback Theatre option to take advantage of shared front-of-house with the theatre and to enable the creation of a cultural hub combining theatre and gallery functions.

Due to the need to extend the time frame for the grant, and some changed parameters of the project to reduce costs, approval of the Minister of Arts was required to enable staging the project over the next 24-month period. This was obtained.

However, as the final scope of the project and ongoing operating costs has yet to be determined, Council has not formally determined to establish the gallery.

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. It 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.
- Formed the Sport and Recreation Master Plan Working Party and commenced its first project – upgrading of the Memorial Oval precinct – involving removal of disused greyhound track infrastructure, installation of user-friendly perimeter bollards and seating, demolition of two unoccupied buildings and replacement of fencing along Duncan Street. Further works will be undertaken in 2010/2011.
- 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 Whyalla Sports Network from the Office for Recreation and Sport.
- Funded members of In Our Hands Health Service to attend an Easy Moves for an Active Aging course in Adelaide.
- Attended metropolitan and regional *be active* Field Officer conference in September 2009 and April 2010.

- Promoted the *be active* message at anti-poverty week, children's week, mental health week, seniors month and NAIDOC week events.
- Oversighted significant upgrading of Whyalla Harriers and Little Athletics track to provide a safer facility.
- Successfully applied to SA Health for the OPAL program (Obesity Prevention and Lifestyle.)
- Successfully applied to the Office for Recreation and Sport to continue the *be active* field officer program – gaining \$20,000 per year for two years.
- Constructed a Whyalla *be active* website due to be launched in August 2010.
- Commenced production of a: "Getting Started" booklet.

In 2010/2011, *be active* plans include:

- Continuation of work to progress the Sport and Recreation Master Plan Working Party.
- 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.
- Launch and maintenance of a Whyalla sport and recreation website under development.
- Provision of "safe environment" training for local sporting groups.
- Promotion and delivery of the second *be active* roadshow .
- Purchase of *be active* banners for promotion of programs at displays.
- Upgrade of the sports library.
- Upgrade of cricket nets at Civic Park.

Child Care Centre

The centre caters for 0 to 5-year-olds, is licensed for 68 children and maintained a consistent attendance rate for the year with a total of 23,850 children (23,821 in 2008/2009.)

This comprised 13,330 at morning sessions and 10,550 in the afternoon (12,777 with 11,044 the previous year.)

National accreditation status was again achieved in August 2009 for another two years. The centre also maintained accreditation for its Start Right Eat Right and Sun Safe programs.

Staff were trained in asthma management, Sudden Infant Death Syndrome and sun safety, while four staff commenced training towards Certificate Three in child care to meet new legislation that will be introduced by the Federal Government in the next four years.

A number of organisations visited the centre as part of programmed activities including Australian Puppetry Group, *be active* Community and Recreation Officer, and music and dance groups. Parents from culturally diverse backgrounds prepared meals and displayed cultural activities to the children.

Other activities included excursions and participation in special events like Red Nose Day, Remembrance Day, Footy Colours Day, Jeans for Genes, Children's Book Week, a Teddy bear's picnic, PJ Day and disco. Council's environmental health team also provided the children with hand-washing training.

Fundraising enabled the purchase of seating in the play areas and new toys, totalling \$1,500 from such activities as the annual Christmas barbecue and raffle, family photographs, lolly drive and toy catalogues.

In 2010/2011 the centre plans to once again be involved in the Whyalla Show and Christmas pageant, update policies and procedures as per the annual requirement, organise and implement upgrade of the centre as per the agreement with the Federal Government for its special \$20,000 in funding, and implement an upgrade to the Spike Three computer program.

Community development

The community development role exists to develop and implement community activities and projects, combined with the *be active* field officer into a dual role as the *be active* Community and Recreation Field Officer. Group Manager Corporate Services provides support and assistance to activities within this portfolio.

Highlights include:

- Financially supported the Graeme Jose Award.
- Provided support to Amaroo Lodge aged residence with policy and procedure management.
- Funded Whyalla Art Prize.
- Worked closely with D'faces in supporting local youth programs.
- Supported the Whyalla Christmas Pageant and Whyalla Carols in the Park. Council further maintained its commitment to the pageant 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 from the results.

- Continued to develop an art gallery project.
- A community art project was completed at Ada Ryan Gardens.
- Supported local initiatives for celebrating Senior's Week.
- Financially supported various local cadet groups including army, navy and air force.
- Project managed a new Whitehead Street park development (Jessop-White Park) including renovation of heritage buildings and landscaping.
- Supported Live at Lefties, at the Left Hand Club, through its music program, and Yum Yum Room production at Middleback Theatre.
- Supported local Relay for Life event and SARCLP (SA Regional Community Leadership Program) run by Advancing Whyalla.
- The field officer sat on various committees including NAIDOC and Youth Weeks, Youth Sector Network, Early Childhood Services Network, Domestic Violence Action Group, and interagency and seniors committees.

In 2010/2011, community development plans include:

- Community art projects at Jessop-White Park, landfill education centre (SEEC) 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.



PICTURED. Council, strongly supporting the annual Christmas Pageant (top) and operator of the Whyalla Child Care Centre (right.)

Community groups

Council continued to provide an annual subsidy for Advancing Whyalla which runs a range of community programs. The subsidy allowed for the employment of a part time co-ordinator. Advancing Whyalla operates from Whyalla Eco Renovation Information Centre (WERIC). The subsidy allowed 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 19th Australian Snapper Championship at Easter, organised, staged and marketed entirely in-house, the 20th anniversary event in 2011 is planned to be the biggest ever for both competitors and local residents. This annual competition is significant for both its economic and wellbeing benefits for the city and its people.

Council held another successful Australia Day event, which attracted thousands to the Whyalla Foreshore. Also totally organised and staged on the day by Council staff and fully sponsored by Council, the event – while recognising the importance of Australia Day celebrations – again catered for families as a low-cost day out with free entertainment and amusements. Novel activities which have become synonymous with the Whyalla event included the Great Aussie dummy spitting, thong throwing and bottomless boat championships.

Council again provided funding to private business Events Whyalla to undertake a range of community events, assist with the conduct of sporting carnivals and seek to attract major commercial events to the city. It organised the Whyalla Gift and Food and Wine Fair in November, and was well into planning the Crusty Demons motorbike stunt-riding show when it was postponed due a change of ownership and promoters. This event may be rescheduled later in 2010.

As part of a funding agreement, Events Whyalla also organised the OneSteel Fishy Fringe Festival in April and is planning to conduct a kiteboarding challenge in December 2010 after postponing this event from January 2009.

Leisure Centre

A new operator of Council's leisure centre, the YMCA of SA, entered into an interim 12-month management agreement after the former operator went into receivership in July 2009.

Following a subsequent review of the interim arrangement, Council agreed to an ongoing relationship as of July 1, 2010, resulting in all operational matters being the responsibility of the YMCA, with Council retaining responsibility for capital maintenance and upgrades.

In September, 2009, the centre took top honours as the aquatic facility of the year in an inaugural industry recognition award.

After being out of action for quite some time, Council consulted with residents and undertook a survey relating to the future of the centre's waterslide – whether it would be repaired and recommissioned or removed. Following community support, Council resolved to retain the facility with the intention to include the item in its 2010/2011 budget.

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 and Jubilee Park. Parks and Gardens staff regularly maintain these areas with mowing, spraying and irrigation maintenance activities.

Wilson Park is improving immensely with the completion of approvals for the use of recycled water from SA Water via Johnston Dam.

Ada Ryan Gardens is still maintained to the highest standard possible with further improvements having occurred in 2009/2010 including new pavement and a new barbecue replacing a much used, but exceptional old unit. Aesthetics of the gardens has also been improved with the main hedge along Cudmore and Broadbent Terraces having been reduced, also easing maintenance requirements. Funding sources are still being investigated to upgrade animal enclosures, tennis courts and a previously very popular duck pond. Further seating in the park is planned.

Foreshore Stage 1 of the landscape program was almost complete as at June 30, awaiting final civil works. The increased number of barbecues in the area has very noticeably encouraged patronage to the foreshore and the nearby playground continues to be the most popular and highly used in the city. Inclusion of several advanced Norfolk Island Pines will take place prior to summer.

Memorial Oval is Council's premier oval and underwent further redevelopment with former and dilapidated greyhound fencing and overhead lighting removed. Additional seating around the perimeter in conjunction with installation of bollards has promoted a more family friendly atmosphere. The oval received a biological fertiliser application, aerating and topdressing to help improve the surface for users. Two old buildings were removed from the site resulting in further visual ambience of the area. New fencing and gates have been installed along Duncan Street. Future work will include installation of an electronic scoreboard, paving, road sealing and hopefully grandstand seating.

Civic Park & Schulz Reserve have improved significantly with the introduction of recycled water. The soundshell has received a mini makeover with new retaining walls installed to tidy up dilapidated permapine. The arboretum continues to improve despite some substantial plantings being stolen from the area, with further plantings to take place in 2010/2011. It is also proposed to completely redevelop cricket nets in Schulz Reserve.

Jubilee Park's two ovals continue to improve with turf renovation work having been undertaken. The bitumen running track around the smaller oval has been upgraded with a complete new surface and line marking. The grounds have also had new power bollards installed and old underground wiring removed, while the basketball stadium power supply has also been upgraded. Park gates continue to be locked at night to curb vandalism and hoon behaviour, however the site continues to be targeted.

Jessop-White Park was substantially completed by June 30 in readiness for its official opening to coincide with the 40th anniversary of Whyalla Council on July 4. This major development in the older eastern part of Whyalla incorporates a historic former Girl Guide hall, which has been completely refurbished with new footings, panelling, roof and electrics, repainted internally and externally and fitted with a new kitchen. A matching public toilet was built next to the hall, while a gazebo, seating, bins, solar light bollards and substantial brick paving have been installed elsewhere in the park. Additional trees will be planted in 2010/2011, with interpretive signs on the history of the hall and area in general installed.

Eighteen **neighbourhood parks** were maintained, providing turf areas, tree plantings, playgrounds and other recreational facilities. The recent creation of a dedicated development team, which included a new trainee program, allowed for redevelopment work at Jaycee Park, Norton Park and Loring Street to be completed. Work commenced on Middleback Park, Abraham Drive and Tyler Crescent reserves, including installation of new playgrounds, half-court basketball and shelters.

The 2010/2011 year will see work completed on these reserves, including installation of turf, substantial plantings and mulching. Sadly, vandalism has increased. Funding for the redevelopment of these latest parks comes 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.

PICTURED. Top: Senator Annette Hurley officially opens Stage 1 of Whyalla Foreshore redevelopment with Mayor Jim Pollock. Right: Another relaxing day in beautiful leafy Ada Ryan Gardens.



Council has around 26 **tree reserves** that are progressively being replanted.

Twenty-five **playgrounds** were 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 required maintenance that ranged from minimal mowing to higher activity on more developed sections such as Playford Avenue. An area that caused significant maintenance issues was the Westland roundabout. Due to installation of subsurface irrigation and new plantings, weeding took a large amount of time and become increasingly costly. Subsequently, the area was converted to grass, which now requires only fortnightly mowing, thus reducing maintenance costs dramatically and improving the site visually.

Whyalla's Council-owned and operated **cemetery** received a new reliable irrigation system, which was installed to resolve the inconsistent nature of the former battery operated system. New granite plaque blocks were introduced into the lawn section, instead of concrete to overcome ongoing problems with fretting from irrigation and salt. A major overhaul of the cremator was undertaken in June to meet legislative requirements.

Recycled water usage resulted in 138,355 kilolitres from SA Water's treatment plant benefitting some of the city's parks. With a yearly allocation of approximately 350 megalitres, there is still ample capacity for the future. Civic Park, Schulz Reserve, the local hockey association, a primary school, Bennett Oval, Central Whyalla Football Club and Croatia Soccer Club are all now connected.

Manual **litter collection** continues to be a significant issue, costing more than \$115,000 in 2009/2010 for staff and community groups to pick up. The worst impact areas included Civic Park (\$9,500), foreshore (\$47,700), nature strips (\$52,200) and sundry reserves (\$4,300).

Public library

Council's library service (with two branches – Alex Ramsay and Civic) continued to improve services offered to the community.

The year saw an exciting increase of 8% in loans, 28% in Internet and computer use, and a 31% increase in attendance in children's programs.

A snapshot:

- 89,489 people visited the library.
- 12,060 people borrowed a total of 148,437 items.
- 9,693 children attended the various programs.
- 6,882 new items – including books, DVDs and CDs – were ordered or donated and processed.

Staff continued to prepare for relocation to a new central state-of-the-art library adjacent to Westland Shopping Centre. Preliminary site work commenced with construction due to be completed around February 2011, followed by fitting out and a significant public opening and celebration later in the financial year.

Highlights for the year include:

Both existing branches now have **wireless access to the Internet** with the Internet continuing to be in high demand. A total of 14,372 sessions were booked on the public computers during the year.

Homebound services took the library into residences and nursing homes for borrowers unable to visit in person. Now with 116 such borrowers, staff selected materials and delivered fortnightly, assisted by volunteers.

IMPORTANT LIBRARY STATISTICS					
AS at June 30	2010	2009	2008	2007	2006
Bookstock	41,220	41,635	44,945	49,610	48,109
Loans	148,437	140,526	142,664	157,789	150,285
Borrowers: Adult	9,948	9,303	8,693	8,215	7,572
0 - 4 yrs	61	89	51	30	13
5 - 14 yrs	1,152	1,227	1,083	973	849
15 - 19 yrs	926	789	729	701	632
Childrens Programs	9,693	7,388	2,288	1,826	1,266
New items	6,882	5,178	4,332	4,397	3,758
Internet bookings	14,372	11,165	9,853	9,391	5,061
Visitors	89,489	82,621			

The **community information database**, which includes contact information on community organisations in Whyalla, was made available online from the Whyalla community website. Organisations are able to edit the information themselves online.

The **toy library** service for families with children under five years continues to prove popular with 1,032 loans on 156 toys. The library held its first fundraiser to assist in the purchase of new toys. Toy catalogues were offered to families and patrons of the library with a percentage from sales going into the new purchases.

The Whyalla Library won a contract to implement the program **Playtime** by the Department of Recreation and Sport. Designed to help parents and carers understand the importance of physical play experiences for the development of children, **Playtime** focuses on physical play activities using recycled materials, while providing strategies to implement play in the home.

Gigglepots programs for babies between 0-2 years were attended by 801 babies with parents or carers. Pre-school **storytelling** sessions continued to prove popular with 2,073 children attending. Visits to kindergartens and the Whyalla Child Care Centre were attended by 5,341 children.

Highlight of the July **school holiday program** was a visit by Astronomy Education from Adelaide. Children entered an interactive 3D theatre dome and were shown an information movie on planets and outer space. In the October holidays, Council staff presented sessions on *wriggling worms and waste*, and *native vegetation mosaics*. Popular kite-making workshops were also held at Whyalla High School.

A two-day **cardboard boat-making workshop** was held at the Civic Library to coincide with Australia Day celebrations to increase the number of participants for the bottomless boat race.

Students from five years participated in the state-wide **summer reading program**.

The April holidays brought another selection of **school programs** including, pirates and fairies dress up sessions, living pictures using native seeds, leaves and flowers, a beading workshop and kite-making workshops.

The sixth **Why-Pen-It Creative Writing Competition** was finalised with a presentation in September 2009 in the Council Chambers. Fifty-nine students entered and were presented with certificates and prizes. The program was held earlier in the year to avoid conflict with end-of-year school activities. The seventh creative writing program was held between February and May this year, again culminating in presentations and prizes.

As part of **Children's Book Week** in August, the Splash Theatre Company celebrated the theme *Book Safari* with performances at Edward John Eyre High School.

Pre-school storytime groups submitted an entry into the Whyalla Show with a fairytales theme. The children made characters for a gingerbread house and achieved a second place for their efforts.

A joint project with Whyalla High School using the skills of library staff member Jeanette Lowes produced three award-winning gingerbread houses by four students at the Whyalla Show.



PICTURED. Top: Official naming of the Mollie Smale Rose Garden. **Centre:** On the move to make way for new public library. **Right:** Signs go up marking the library site.

Roads, footpaths, kerbs, plans and more

Resealing and rehabilitation of the Whyalla road network as per Council's 10-year plan was undertaken with a budget of \$500,000, while the annual concrete footpath and kerbing program continued with a \$190,000 budget.



Infrastructure Management Group was awarded a contract to assess the current condition of Council's roads, footpaths, kerbs, street signs and street furniture. Information from these assessments will assist Council to reassess its forward works programs. Council was aware of an issue involving inconsistent street name signs throughout the city and the assessment specifically included an audit of all street name signs, results of which will be used to define a program for installation, replacement or upgrading of street signs.

Council uses the program MapInfo as the tool for its Geographical Information System, which in recent years has allowed Council assets to be geographically mapped. In addition to standard rates and property details, other assets to be mapped include street trees, underground irrigation, stormwater drainage, domestic and recyclable waste collections, hardwaste collections, road signs, cemetery plots and work permits. During the past two years a significant amount of work has been undertaken with the inputting of street tree details such as species, age and locations to be used as part of regular tree condition audits. This information is now available to all Council staff, and selected sections (eg cemetery, waste management and property address details) is accessible by the public through the Council website by using the companion program Exponare.

Council's plans and drawings are going electronic. During the past two years Council has been undertaking a program to convert, upgrade and revise all infrastructure plans and technical drawings.

PICTURED. Whyalla blooms with extra colour in spring as its many rose plantings create magnificent showings that fill the air with perfumed fragrance.

When completed, all staff will have access to electronic copies of plans and drawings. This has been a large, ongoing project as Council has almost 4,000 plan numbers registered on its system, some of which have groups of up to 50 plans allocated to a single number. Many plans are old, hand drawn and in a paper version only, which have had to be reassessed, verified for accuracy and upgraded where necessary. An electronic PDF version is then produced and inputted into the data base.

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 2010/2011 youth development plans include:

- Youth Council working closely with elected members of Whyalla Council to ensure a youth voice is considered in its 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.



Whyalla Council's family focused Australia Day Celebrations



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

Airport

The City owns the Whyalla Airport after the Federal Government divested itself of regional airports in 1991, with Council responsible for day-to-day operation, and ongoing and long-term infrastructure maintenance and renewal.

It comprises a sealed runway of 1,700 metres, unsealed runway, hangar, terminal building, ancillary structures and a range of other buildings and facilities. During its life, the pavement strength rating has deteriorated to the point where it is only suitable for SAAB 340 or smaller aircraft.

While larger aircraft, particularly C-130 transports (Hercules), use the airport from time to time, Council must provide concessional access to such aircraft as they cause additional wear and tear on the weakened pavement.

There has been a significant increase in air traffic during the past 10 years with passenger numbers growing on average by 6% annually. This has resulted in additional flights and more patronage of the airport terminal, which is now unable to suitably cope with current passenger numbers.

Major capital investment is required to bring the airport to a level where it can accept a larger range of aircraft, including larger passenger aircraft as well as increased military use. Investment in a major runway upgrade and an enlargement of the terminal building are required.

While air travel increases in popularity, the availability of only one carrier operating the Whyalla route is not ideal and makes the city vulnerable from pricing and other standpoints. There is seen to be a need to address this situation.

With a range of challenges facing the ongoing operation of the airport, Council has been in negotiation with Adelaide Airport Limited (AAL) to take on the management and long-term development of the facility.

During the past year, a due diligence exercise was completed by the company, but a final decision on whether it will take on management of the airport is dependant upon external factors.

In the meantime, Council has worked in conjunction with AAL to prepare an airport master plan, which is well in progress and will be completed in the early part of the new financial year. This will determine development potential at the airport by making predictions as to the impact of an increase in air traffic into the foreseeable future.

Council is also undertaking a review of its Development Plan for the airport to allow for more commercial and residential development in non-operational areas as development of this land will provide funding for infrastructure upgrades.

Day-to-day operation of the airport has been impacted on by a number of Federal Government legislative changes in recent years. March 2010 marked five years since the airport became “security classified” and completion of all processes and plans that had to be revised to comply.

Other legislative changes included implementation of a risk-based safety management system, and a drug and alcohol management plan. An upcoming project is the preparation and implementation of a disability access facilitation plan.

Aquaculture

The aquaculture industry has great potential to expand into a major employer for Whyalla and while it has been operating for some years, it has been constrained by unsuitable harbour facilities.

Council has worked with the State and Federal Governments and industry players for some years to enable the construction of a suitable harbour to provide specifically for the ongoing needs of the industry.

Considerable work was undertaken during 2009/2010 to properly define the scope of the project and obtain realistic costings. Council entered into an “early contractor involvement” arrangement with civil construction company Bardavcol, which has been assisting with design work and costings.

However, there have been changing financial circumstances with industry players, restricting particularly one operator's ability to provide a previously committed level of funding to the project. Consequently, a major rethink of how required infrastructure can be provided has been necessary.

Council has devised a new approach involving modest boat launching facilities at the Kingfish Harbour site, which may eventually be expanded into a larger harbour and upgrading of the existing wharf at Point Lowly with the installation of a crane.

The revised proposal requires approval of the State and Federal Governments as the major funders of the project, which is currently being sought and a decision is expected in the early party of the new financial year.

The revised project will result in the majority of aquaculture operations moving away from Point Lowly to the new kingfish site. However, the upgrading and utilisation of the Point Lowly Boat Harbour wharf will necessitate the movement of vehicles along the breakwater arm to service a vessel unloading at the wharf and this will result in a restriction upon public access while the wharf is in use. Eventually, with the expansion of the industry, it is expected that all aquaculture operations will be able to move to an expanded purpose built harbour.

Community land

Whyalla is likely to experience significant growth, should the expansion of the mining industry and associated resource processing and infrastructure development projects proceed. In recent years, there has been a growing demand for residential land to enable the development of new housing.

While major expansion of the city will occur on its western boundary, there is a good opportunity to consolidate the urban area of the city by utilising currently vacant land for a range of development needs.

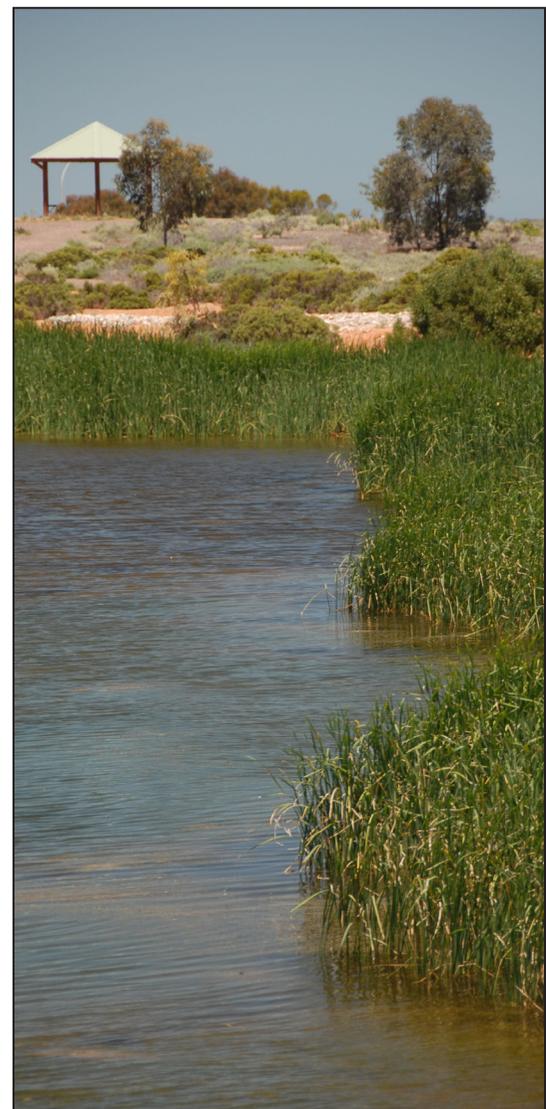
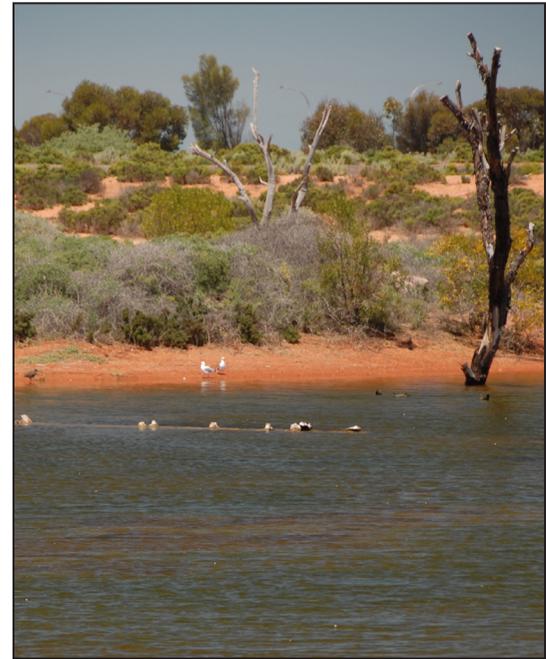
Council has assessed existing reserve land and determined to seek that a range of land parcels be released for development. To do this, Council must undertake a community land revocation process, which involves public consultation.

Various land parcels have now passed through this process including land in the central area of the city, adjacent to the old fauna and reptile park to the west of Stirling drive and south of Sugarwood Crescent, and land between Kloeden Street and the Lincoln Highway.

These significant parcels will be released for residential development when demand picks up following the recent slow period caused by the global financial crisis. In most instances Council does not own this land, but holds it under its care, control and management as reserves. With the revocation process, the land is released back to the Crown, which then disposes of it as required. Market factors will determine when this land is developed.

Council, through this process, has been able to secure significant areas for development close to existing infrastructure and services. This ultimately will reduce ongoing cost to Council in providing services.

Council has been negotiating with a party to develop land as an aged care facility in the central area of the city. Negotiations are well advanced and it is possible that a new facility will be built in the next 18 months or so.



PICTURED: A revived Whyalla Wetlands following on-going maintenance and project work as part of a five-year plan.

Development

ASSESSMENT

Development assessment activity continued to slow from the peak of 2007/2008, but nonetheless continued to perform at a sound level, with 577 development applications approved. Total value of approvals was \$26.29million, well above the median value of \$20.5million for the decade overall.

Similarly residential development slowed from the 2008/2009 high level of activity, but still remained relatively strong, with 74 new dwellings approved for a development cost of \$14.51million. Dwelling additions continued at a slightly lower level than the previous year, posting 75 compared with 89.

CIVIC PROJECTS

A significant civic development by Whyalla Council comprising new museum building and caretaker's cottage as part of a re-development program at Mount Laura Homestead Museum was granted approval by the Development Assessment Commission at a cost of approximately \$635,000.

Meanwhile, building rules consent was issued for the city's new state-of-the-art public library to be built next to the museum. A Council project totalling \$3.8million development cost, the library will replace two aging existing libraries – Alex Ramsey and Civic.

COMMERCIAL

Commercial development totalled \$3.514million, an increase on the 2008/2009 figure of \$2.574million, which included the redevelopment of premises into a new licensed café at a development cost of \$320,000.

INDUSTRIAL

Industrial development approvals rose significantly from the previous year's figure of \$580,000 to \$1.52million, largely due to a major industrial and warehouse complex totalling \$1.4million.

STRUCTURE PLAN

Council provided input, setting out a long-term urban strategy for Whyalla, into the Department of Planning and Local Government's preparation of a new Structure Plan. Council successfully requested that, when completed, the draft be subject to effective public consultation with the local community.

As part of its contribution to the plan, Council worked with environmental consultants into a review of current air quality conditions affecting Whyalla. The major phase of the study shows that air quality in the eastern side of the town has continued to improve to the benefit of all residents, following completion of the main components of Project Magnet for the OneSteel operation.

A supplementary phase of the study will finalise the review of air quality for the town, for Environment Protection Authority acceptance as a prerequisite to future residential development within appropriate areas adjacent to the coast.

DEVELOPMENT PLAN AMENDMENTS

A Development Plan Amendment to review opportunities for commercial development of bulky goods outlets and expansion of the existing rural living zone was commenced. Known as the Whyalla Airport Commercial and Rural Living Development Plan Amendment, it will help identify the most appropriate way of meeting an evident demand for additional commercial and rural living land.

Meanwhile, two other amendments to the Whyalla Development Plan were progressed.

A statement of intent for the Whyalla Residential and Centres Development Plan Amendment lays down a basis for reviewing policies of local centres and incorporating more local content into the statutory residential policies of the Whyalla Plan. The statement of intent was endorsed by the Minister, setting a framework for this amendment to be prepared.

Council also commenced, with the assistance of its heritage adviser, investigations into preparation of a draft plan amendment for local heritage. This work will identify buildings or places of local heritage value for possible inclusion in the Whyalla Development Plan. Both DPAs will be subject to community comment through a consultation phase.

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.

The Panel members meet periodically to consider major development applications and those where receive representations through the notification process remain unresolved.

Industrial estate

The Whyalla Industrial Estate is the city's most important economic development initiative. Council undertook its development to cater for the needs of industrial businesses seeking to locate in Whyalla and service the mining boom.

Major infrastructure works including a high voltage power backbone were completed in November 2009. The power component itself was a major project costing approximately \$3.3 million and involved the installation of a 33 kilovolt ring route. Works also required the upgrading of power infrastructure supplied to businesses established on the OneSteel site.

Completion of the power supply along with road works, water supply and stormwater infrastructure has enabled Council to settle property purchasers at the estate.

Of the estate's 34 allotments, Council had secured contracts over 22 sites, but intervention of the global financial crisis deflated expectations and some purchasers have had difficulties obtaining finance. As a result, nine purchasers have settled. Settlements or outcomes on the other 13 contracted sites will be pursued during the next 12 months. Improvement in economic conditions, a resolution of the mining tax issue, more certainty concerning OneSteel's future, and major development projects in the pipeline, are expected to see interest in industrial land increase.

Marketing Whyalla

Council undertook a range of marketing initiatives through various initiatives – all designed to attract either visitors or development resulting in economic benefits for the community.

To reach the broader market, Whyalla must compete with a myriad of messages, while constrained by the availability of only modest funds with which to advertise.

Therefore, when possible, Council has targeted specific markets. These included:

- Production of a promotional video highlighting Council's industrial estate.
- Establishment of a web site promoting the industrial estate
- Assistance with the production of a booklet promoting the capability of Whyalla with industrial land availability to potential new industry considering establishment or relocation.
- Promotion of Council's maritime museum and visitor centre, referred to elsewhere in this report.
- Through Council's media and communications department, extensive successful marketing campaigns (advertising, editorial and photographic/vision) of its annual snapper fishing championship in State and interstate magazines, newspapers, television and radio.
- Also through the media and communications department, other external magazine, newspaper, television and radio coverage for Whyalla as a result of the regular distribution of media releases and other initiatives.

PICTURED: All roads lead to the Council developed Whyalla Industrial Estate.



- A regular segment on commercial local and regional radio station 5AU promoting events in Whyalla to attract visitors from adjoining regional areas of Eyre Peninsula Flinders Ranges, Roxby Downs and the Mid North.

Solar Oasis power

Proponent companies of the Whyalla Solar Oasis project (previously reported on last year), were successful in gaining Federal Government funding of \$60 million to support the establishment of a 40 megawatt solar thermal power station involving the construction of 300 big dishes.

The plant will produce enough electricity to power 9,000 homes, almost enough for the entire city of Whyalla. Total project cost is approximately \$230 million with construction expected to start in 2012 and employ up to 200 workers during a two-year construction period.

Council has worked closely with proponents – Wizard Power, NP Power and Sustainable Power Partners – for several years to assist in bringing this project to its current stage. A smaller project involving the construction of four dishes is currently under way on the city's former dairy site. Council has provided land for the project at no cost as its contribution.

The development of a commercial solar thermal power station in Whyalla has the potential to lead to the establishment of a range of industries and training activities while generating much interest from business and the general travelling public.

Support of economic development bodies

Council provided an annual subsidy of \$140,000 to Whyalla Economic Development Board to enable economic development initiatives to be pursued for the city.

Council is also a member of the Upper Spencer Gulf Common Purpose Group to which it provided an annual subsidy of \$10,000. This group comprises the cities of Whyalla, Port Augusta and Port Pirie and pursues programs and initiatives which provide mutual economic benefit to the three cities.

Sustainability Centre

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

Visitor Centre and Maritime Museum

Whyalla Visitor Centre won two SA Tourism Awards – a silver medal in tourism marketing for its efforts in promoting the previous year's rally of the Campervan and Motorhome Club of Australia (CMCA), and a bronze medal for visitor information and services.

Following the success of the CMCA rally in April 2009, Council, through the visitor centre, undertook a rigorous application process to become an official "RV (recreational vehicle) Friendly Town."

Public guided tours of the OneSteel Whyalla Steelworks resumed on February 15 as a result of a tri-party arrangement between the visitor centre, Iron Knob Community Centre and OneSteel. Operated three days a week (at this stage), reintroduction of the tours was an initiative of the Whyalla centre which saw a significant gap in the city's tourism product and experiences when the previous operator ceased in November 2008.

In the first five months of operation, a total of 801 visitors took a tour – an average of 20.5 passengers per tour day.

The visitor centre bided for and hosted the annual SA Accredited Visitor Information Centre Conference in May which included snorkelling with Whyalla's famous cuttlefish and tours of the former Iron Knob open cut mine and Whyalla Maritime Museum. More than 60 practicing visitor information officers from throughout the state attended.

Souvenir sales were maintained, earning additional income for the centre and promotion for Whyalla generally. The centre stocks and produces the biggest range of souvenirs available in Whyalla.

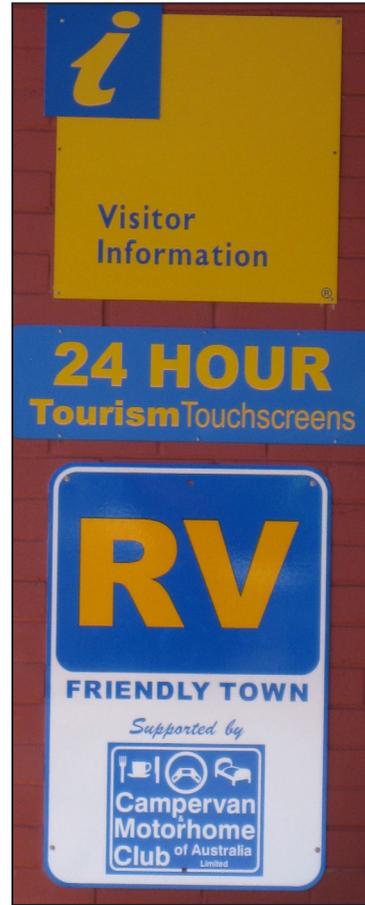
Promotional advertisements appeared in Regional Express in-flight magazines, Caravanning Australia, RAA, UBD SA and NT travel directory, Eyre Peninsula regional guide, Datatrax, Whyalla News and Southern Cross TV. A segment for the Channel 9 TV program "A Current Affair" was recorded in the maritime museum.

The maritime museum participated in SA History Week with a lecture – the origins of Spencer Gulf and Aboriginal heritage at Point Lowly – and a museum open day.

Other museum highlights included:

- Major redesign and upgrading of museum gardens.
- Independent website launched.
- Historic anchor recovered from Fitzgerald Bay was donated to museum and restored. Eighteen other artefacts were also donated during the year by residents from Whyalla, Cowell, Kimba, Adelaide and Melbourne.

- Improvements were made to the “War in the Pacific” section and a Port Jackson shark and bottlenose dolphin was added.
- Repairs and restoration of a lifeboat on the museum’s centrepiece, the original *HMAS Whyalla*, were undertaken through an Australian National Maritime Museum grant.
- Restoration started on a historic flagpole from the city’s former shipyards which normally stands outside the entrance to the tourism complex.
- Long-term museum volunteer John Moore was presented with a prestigious SA Heritage Hero 2009 Award for his restoration work on the *HMAS Whyalla*.
- A special Anzac Day radio transmission was sent from the ship’s radio room.
- Two memorial plaques honouring Whyalla veterans of the Vietnam and Korean wars were produced and unveiled at the Memorial Oval gates memorial in November.



Admissions: Past nine years		
June 30	Vis Cen	Museum
2010	25,013	8,528
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.

PICTURED: Economic prosperity in Whyalla benefits from tourism, boating and fishing, cuttlefish diving and soon solar thermal power.



“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

SUSTAINABLE DEVELOPMENT

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.

HERITAGE PROTECTION

Council directed efforts during the year to recognise and protect two of its own built assets of heritage value

Significant work, which commenced in 2008/2009 on the restoration of a former Girl Guides hall in Whitehead Street (originally a pioneering butcher shop), was completed as part of a new community park – Jessop-White Park. The two-year project saw the corrugated iron building lifted off its footings for installation of new and replaced, and later fully restored with new roof, verandah, some wall sheeting replacements, new kitchen and total re-paint now ready for community use.

Essential remedial work to ensure safety and retention was also undertaken on one of the buildings which comprise Tanderra Craft Village (formerly early BHP buildings.) Council’s commitment to the Tanderra building and former Guide hall is a clear statement of intent to protecting its own assets of heritage value.

Environmental landscape

COASTAL

Weeds: Much has been done to improve Whyalla’s coastal region. Significant problems have been identified and remedial action is now under way. Many succulent weeds were removed or poisoned, particularly around shacks near Point Lowly Lighthouse.

Shingle dunes: Another area of concern on Whyalla’s eastern coastline is continuing damage of the geologically significant shingle dunes that are highly visible in the Fitzgerald Bay area. Damage has been caused by use of the dunes as a challenging place to drive or ride off-road vehicles and bikes. Works have commenced to barricade tracks leading onto the dunes in conjunction with the installation of signs to highlight the significance of the dunes as well as the consequences for causing further damage.

Much of this work has been done with the assistance of volunteer groups (Young Conservation Volunteers) and organisations like the Cultana Jenkins Shack Owners Association, with funding from Whyalla Council and the Eyre Peninsula Natural Resource Management Board.

HUMMOCK HILL

Discussions and planning has been held with OneSteel to upgrade Hummock Hill – a project in which OneSteel has expressed an interest to assist. It is planned to replace ageing and failing railway sleeper retaining walls with a series of new keystone walls. Plantings of vegetation species endemic to the hill will supplement existing plants, while erosion and vehicle control structures will be installed at strategic locations on the hill face.

MOUNT LAURA CONSERVATION RESERVE

The Mount Laura Conservation Reserve is an area set aside permanently to preserve and enhance the biodiversity of the region and the land that supports it. This has involved the addressing of many issues including drainage, erosion, inappropriate vehicle use, track closures, weed infestations and feral animal control.

ROADSIDE VEGETATION MANAGEMENT PLAN

A roadside vegetation survey has been conducted for Whyalla Council by habitat and land management consultant Larry Bebbington, identifying areas of high, medium and low value vegetation on our roadside verges.

Results are assisting Council to make informed environmentally sensitive decisions in the way it conducts works, which are now carefully controlled by guidelines set out in Council’s Roadside Vegetation Management Plan.

WHYALLA WETLANDS

Works at Whyalla Wetlands progressed steadily with the re-armouring of all stormwater inlets and erosion control works around individual banks of the ponds, to be completed, hopefully, in 2010/2011.

Volunteer groups, such as a local Rotary club, have assisted with plantings around the old aerodrome site – complementing work carried out at the 2009 National Tree Day event.

Water testing has been undertaken to monitor any changes that occur after rain or in situations when there has been no rain. Local kindergartens and schools were involved in this work, as well as education sessions explaining the significant role that the wetlands plays in regards to water quality, biodiversity and habitat.

Some of the recently installed bird habitat comprises dead trees removed from Whyalla's former dairy site.

Foreshore masterplan

Council completed stage 1 of major infrastructure works comprising the Whyalla Foreshore Masterplan in November 2009. Cost for this portion of works was \$2.4million bringing the total cost of the project to date to around \$2.9million. Funding sources have included the Federal Government \$731,000, State Government \$500,000 and Council \$1,695,000.

The project was officially opened by Senator Annette Hurley in February this year.

Foreshore redevelopment is part of a comprehensive masterplan, which will see an upgrade and enhancement of public infrastructure, improved access, and opportunities for residential and commercial development created. This will enhance the livability of the city for current and future residents.

The next stage of development is in a planning phase and has already received funding to assist from the State Government. Council has engaged architects Katanoo Pty Ltd to assist with design and costing of individual elements of this stage.

It is proposed these works will include renovation of the café and life-saving building, establishment of a stage for outdoor performances, and installation of shade sails and other minor elements. If further funding becomes available, work on a redesigned carpark will be undertaken.

Council has budgeted approximately \$670,000, which includes \$334,000 from the State Government through the Places for People program. This grant was secured last year, but has not been spent as yet due to budgetary constraints and the need to complete current works.

Heritage advice

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

Solar hot water

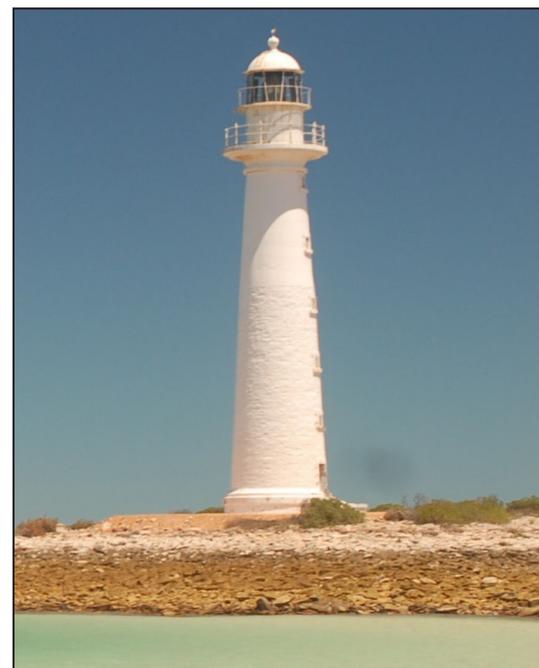
Council continued a commitment to encourage residents to install solar hot water systems by maintaining a 5% rebate on the unit cost. Seventy-eight rebates were approved bringing the total to around 900 households having benefitted since Council introduced the scheme in 1995.

In August 2009, Council reviewed and revised its rebate criteria in light of other technology being introduced and to minimise any confusion, with rebates applying to households meeting the following criteria:

- Solar hot water systems for existing dwellings (ie. built prior to August 17, 2009.)

PICTURED. Council works to preserve its own historic buildings.

From top: Original band hall, one of the town's first shops later to become a Girl Guide hall, aircraft hanger at the former aerodrome near the corner of Playford Avenue and Lincoln Highway, and the Point Lowly Lighthouse.



- Replacement of solar hot water systems installed longer than 10 years, provided proof is supplied that the broken system has been appropriately serviced in accordance with manufactures' instructions.
- Replacement of solar hot water systems that fail within five years of property ownership transfer.
- Additional solar hot water systems for properties (eg. for a granny flat.)

Rebates for technology that relies on power sources to heat the water, and energy efficient hot water systems, even when the house itself is solar powered, do not meet the criteria for a rebate.

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, education and co-ordination of annual Clean Up Australia Day activities.

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

Statistical highlights, with 2008/2009 figures in brackets:

- A total of 16,300 tonnes (14,449) of waste was landfilled. Total weight of incoming materials at the Mount Laura Waste and Recycling Depot was 31,400 tonnes (27,494), equating to a diversion rate of 51% from landfill compared to 48% last financial year.

- Council's composting facility became operational and created products from organic waste. A total of 4,444 cubic metres (4,891) of mulch was ground and pasteurised, while 1,422 tonnes (1,226) of kerbside collected organics was composted.
- A total of 1,119 tonnes (1,867) of co-mingled kerbside recyclables was collected, baled and transported to Adelaide for further sorting and recovery. An additional 902 tonnes came from industry.
- Approximately 8,400 tonnes (9,800) 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 430 tonnes (511) of scrap metals was diverted from landfill and transported to Sims Metals in Adelaide.
- Continuation of a kerbside hardwaste collection service offered households up to two free collections during the year, resulting in 33.3 tonnes of additional hardwaste collected from the kerbside.
- Council's first electronic e-waste collection in March 2010 with funding from Zerowaste SA, and in partnership with other Eyre Peninsula councils. Staff were inundated with around 20.5 tonnes of e-waste coming through the gates.

Total volume was more than 160 cubic metres, representing one car being served every 70 seconds with the average resident depositing five items.

Further free electronic waste drop-offs will be held during 2010/2011 to encourage sustainable practices by the community.

The height of the clay lined walls of the existing landfill cell was raised to allow for the receipt of incoming waste during the next two years.

Council commenced a foodwaste trial in early 2009 with 2,000 residents taking part. Two different methods were trialled with pleasing results, as a result of which foodwaste recycling will be introduced as an optional program. Residents will be encouraged to participate with Council supplying foodwaste receptacles to any resident who would like to be involved. Results have show that the concept can reduce household waste to landfill by a further one kilogram per week. This additional waste is now being converted into compost.

Council's new Sustainable Environment Education Centre (SEEC) was officially opened by Member for Giles Lyn Breuer as part of National Recycling Week 2009. The centre has since seen 990 students, residents and interested groups visit and learn about environmental sustainability. New programs continue to be introduced to encourage schools to visit every year.

Council hosted a Wipe Out Waste workshop and field trip at SEEC, joining forces with KESAB and local preschool, primary and secondary educators to learn about effective waste and recycling measures for school sites.

More than 460 residents (adults and children) took part in environmental activities organised by Council, including Clean Up Australia Day and National Tree Day. Numbers were down slightly on the previous year due to weather conditions and that Clean Up fell on a holiday weekend.

More than 2,200 trees and shrubs were planted on National Tree Day. Locally produced mulch was supplied to community groups and schools to protect their new plantings from the summer heat and lack of water. Many Whyalla schools and community groups took part in National Tree Day looking after their self nominated areas.

A mobile telephone recovery program continued helping reduce this source of waste in landfill, while recycling and recovering valuable resources.

Whyalla Council joined SA Water for a showerhead swap program, exchanging old inefficient showerheads for a new three-star rated head. More than 350 were swapped during a three-day campaign.

Whyalla Council is part of the Eastern Eyre Peninsula Waste Management Group, which has operated for two years, and includes Kimba, Cleve, Franklin Harbour and Whyalla. A common aim is to improve waste management, obtain grants for equipment, and share resources and landfill management strategies.

Council was a proud winner of three KESAB awards for Waste Education, Best Large Community and Best Community Upper Eyre Region. This was a very pleasing result for the City of Whyalla and the efforts to become a waste and recycling leader in SA.



*PICTURED: The Whyalla community supports Council environmental initiatives. **From top:** Clean Up Australia Day, Sustainable Environment Education Centre, endeavouring to protect historic pebble dunes along the northern coastline, and the first free e-waste collection day.*

“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 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 representors 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) resulting in follow-up interviews and photos. Council enjoys a strong relationship with all local and regional media which has benefitted its programs and activities.

- A quarterly, 16-page, tabloid *Whyalla Council News* newspaper was produced – summer, autumn, winter and spring editions – 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. It is also mailed to residents in coastal and farmland areas who do not have roadside letterbox deliveries, and a growing list of business and government leaders and agencies outside Whyalla.
- A regular 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.
- Information was regularly maintained and updated on Council’s web site at www.whyalla.sa.gov.au.
- The Mayor and Development Services staff, together with representatives of Whyalla Economic Development Board and Council’s land agent, gave presentations to an audience of business people about strategic advantages of investing and establishing industrial and commercial enterprises at the Whyalla Industrial Estate.
- Council’s Human Resources Officer attended a careers expo at UniSA, local high schools and those requiring further details on entering or re-entering the workforce, and provided insights to different career options in local government.
- In July 2009 a three-day “educate not expiate” awareness promotion was presented at the Westland Shopping Centre involving all aspects of legislation compliance, environmental health, road safety, dog management and landfill.

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 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 Act 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

There has been a significant increase in microchipping of dogs in recent years, believed in part due to Council’s annual discounted microchipping day and publicity campaign during the past four years.

The number of desexed dogs has also continued to increase. Although no clear reason can be identified, a number of factors are believed responsible, including animal owners being more responsible for their pets, Council’s registration concessions for desexed dogs, and Council’s on-going and long-term awareness campaigns.

Impounded dogs were generally unregistered making it difficult for them to be returned to their owner. The number of returned decreased significantly on previous years, which is of concern to Council.

Reported attacks remained low showing a general decline since 2005. The severity of these incidents range from a dog acting aggressively, to hospitalisation.

The number of dogs impounded continued to slightly decline. This is a positive sign indicating improved owner responsibility.

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 in respect to dog management.

Many residents and dog owners are often unaware that Local Government acts on behalf of the State Government, which sets all fees including those of expiation notices.

Overall, Council’s compliance officers believe there is reasonably good compliance and a relatively low percentage of dog owners causing problems.

TRENDS OF PAST FIVE YEARS					
	2009/10	2008/09	2007/08	2006/07	2005/06
Total registered	5,516	5,418	5,343	5,309	4,642
Microchipped	2,426	1,944	1,498	1,162	506
Obedience trained	157	47	49	49	56
Desexed	3,354	3,142	1,694	1,886	3,098
Impounded	620	646	653	634	673
Returned	260	351	353	345	349
Attacks reported	28	25	36	38	39
Expiations issued	404	357	841	611	848

Compliance – general

PARKING EXPIATIONS: Council’s compliance officers administered parking controls pursuant to the Australian Road Rules, Road Traffic Act and Private Parking Areas Act across the city generally, at Council’s marina, outside schools and at designated parking areas including private car parks.

The most common offences detected are exceeding a designated time zone, stopping in no stopping zones or stopping on a solid yellow line.

PICTURED. Top: Super Scooper spearheaded a major compliance community awareness program. Right: Signs strategically located on the city’s outskirts endeavouring to combat illegal dumping.



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

Items left illegally ranged from cigarette butts thrown from car windows, household litter left in laneways, and furniture and household appliances and vehicles abandoned in public places.

OTHER EXPIATIONS: Council formally adopted a series of By-laws in 2007 and continued administering them during the past year.

Its senior compliance officer is authorised to administer the Marine and Harbours Act and continued in that role. He is able to issue expiations relating to boating offences in waters adjacent to Council's foreshore – particularly the marina – covering unregistered water craft, and unlicensed or inappropriate use of boats and jet skis.

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 maintained its development assessment operation with two qualified building assessment staff and a planning officer (currently undertaking tertiary studies) looking after planning matters under a qualified Planning Manager. Two staff are in training (also pursuing tertiary studies) to provide for succession planning in the building area. Development assessment administration duties are carried out by a development support officer.

Council will lose one of its long-term building assessment staff to retirement during 2010/2011. It is hoped the emphasis over a number of years recruiting and training young people to fill professional roles in its workforce, will see Council able to meet its ongoing need for future staff.

Four appeals were lodged against planning decisions. One was later withdrawn and a second was resolved in a compromise through an amended design proposal overcoming the principal issues of concern. An appeal against Council's decision to refuse approval of a land division proceeded to full hearing, with the appeal being dismissed and Council's decision upheld. The fourth matter with the appellant appealing against a condition of consent was in progress.

Council has been diligent in **enforcement matters** with notices sent in relation to a number of unlawful developments, generally involving illegal building work. Most breaches were subsequently rectified as required, with one remaining in progress. In particular, Council served an enforcement notice on the unauthorised use of an aged accommodation village building for worker accommodation. The owner sought planning consent

via lodgement of a development application. Following refusal, the use for worker accommodation was finally terminated on Council's direction. The appeal against Council's refusal of the proposed use was eventually withdrawn by the appellant.

Environmental health

Council's Environmental Health Officers continued to achieve high standards of public and environmental health by conducting regulatory inspections of all health related matters and undertaking proactive educational measures within the community.

Highlights included:

HEALTH INSPECTIONS

Inspections were carried out not only to meet statutory requirements set in legislation, but also in response to community complaints and queries.

These included:

- Seventeen public swimming pools and spa pools compared to nine in 2008/2009.
- Ten waste water treatment systems (including septic tanks and aerobic systems) compared to seven the previous year.
- Eighteen hairdressers and skin penetration premises, numbers for which were on par with 2008/2009.

Various other investigations and inspections were carried out in response to customer requests and concerns about health related matters. Many of these complaints were in regards to impairment to amenity issues such as where the state of a premise may be a risk to health. Examples include where there was an extreme build up of yard rubbish, infestation or a risk of infestation by rodents or other pests, and offensive odours emanating from a property (eg wood smoke).

Other complaints related to animal management issues such as mosquito control, wasp sightings and the inappropriate keeping of poultry (odour generation and excessive noise from roosters.)

FOOD

Ninety-two inspections were carried out to ensure compliance with Food Safety Standards and the Food Act 2001, compared with 83 in 2008/2009.

There are currently six businesses within the Council area that serve food to “vulnerable populations” such as hospitals, aged care facilities and child care centres. These are required to have a Food Safety Plan and are subject to an audit to verify compliance with Food Safety Standard 3.2.1. Audits were undertaken by an external independent auditor and reports submitted to Council.

Education on food safety was provided to food businesses during inspections and to the community through articles in Council’s own quarterly home-delivered publication *Whyalla Council News*; monthly information sheets; presentations to schools, community groups and other interested parties; and during radio interviews.

IMMUNISATION

Council conducted 13 public immunisation clinics throughout the year at the Bunyarra Christian Centre with a total of 228 vaccines administered. Three visits were made to Whyalla’s four secondary schools through the school immunisation program with 1,118 vaccines administered, delivering protection against Hepatitis B, Varicella (Chicken Pox) and Human Papilloma Virus (HPV).

The total of 1,346 vaccines administered compared with 1,625 in 2008/2009 and 1,539 in 2007/2008. Increased promotion of Council’s immunisation programs will be undertaken in 2010/2011 in an effort to boost vaccination numbers.

The health department also administered 31 swine flu vaccinations to children in special schools and the Phoenix Society. Council staff were given the opportunity to have an influenza vaccination with 74 employees taking advantage of this opportunity.

PUBLIC & ENVIRONMENTAL HEALTH MANAGEMENT PLAN

In June 2010 the health department put a report to Council seeking its approval to place the Draft Public and Environmental Health Management Plan 2010-2015 out for public consultation. This document is expected to be endorsed early in the 2010/2011 year, setting Council’s environmental health objectives for the next five years.

Human resources

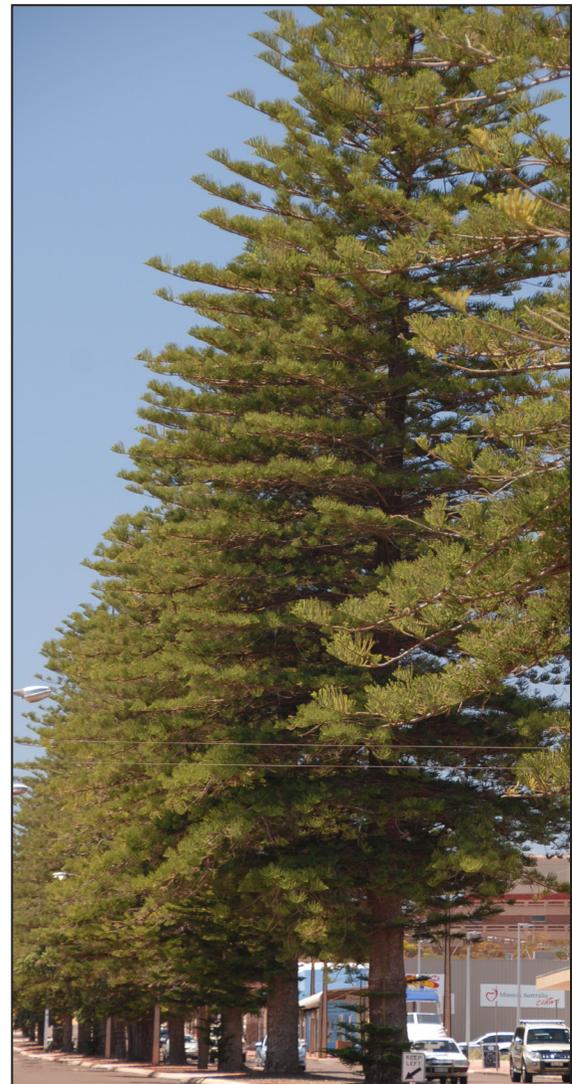
EMPLOYEE RELATIONS

Council is currently implementing its Variation of the 5th Enterprise Agreement under the Federal industrial relations system. Fair Work Australia Federal Legislation and the South Australian Government’s decision to refer private corporations to the Federal system, but retain Local Government in the State system, means Council is now under the State industrial relations system.

The second pay increase to employees was passed on in October 2009 and the third and final increase is due in October 2010.

There has been a low level of employee disputes at Council in 2009/2010 and all were resolved through internal dispute settling mechanisms. A joint consultative committee monitors the agreement and consults with management on employment issues.

PICTURED. Top: A historic plane tree saved and relocated to the new Jessop-White Park starts life over again. Right: Some of the city’s original Norfolk Island Pines in Essington Lewis Avenue.



EQUAL EMPLOYMENT OPPORTUNITY

Whyalla Council is an Equal Employment Opportunity employer and has a Fair Treatment Policy which is strictly adhered to. Structures and processes such as selection panels and resolution processes are in place to manage compliance with the policy.

All new employees and persons in non-employment relationships with Council are made fully aware of the Fair Treatment Policy at induction. Further refresher training is undertaken regularly to ensure employees understand and comply with the policy and procedure.

DEVELOPMENT PROGRAMS

The development of Council's employees is an important organisational priority at Whyalla Council. It is a necessary precursor to productivity improvements, enhanced efficiency, legislative compliance, continual improvement and improved business performance.

Council supports all employees in their career and skill development needs using a variety of approaches, which includes support to attend professional education programs and opportunities to develop management and leadership skills through a selection of programs.

Council also supports employees undertaking formal programs of study where this study is linked to their current role or future development.

Twenty-seven employees studied under contracts of training in 2009/2010 while a further seven cadets undertook formal training and 14 employees studied under Council's approved student scheme.

A total of 241 training programs were attended within budget limitations of \$127,450, many of which by more than one employee.

These included:

- Certificate IV in frontline management.
- Certificate II and III in horticulture.
- Rain Bird irrigation site control software.
- SynergySoft end-of-year workshop.
- Regulatory services standard operating procedures.
- Certificate III in record keeping.
- Ignite leadership program.
- Waste and resources recovery contracts.
- Playground safety training course.
- Regional aviation training and exercise forum.
- Climate adaptation program.
- Authorised person's conference.
- Public library workshops.
- Composting techniques training.
- Environmental Health Australia State conference.
- National street tree symposium.
- National landfill and transfer stations conference.
- Lady Gowrie training for child care centre employees.
- SA Resources Chinese investment congress.
- SA investment symposium.
- Disability access in the pedestrian environment.
- Illegal dumping workshop.
- LGA annual general meeting.
- Ombudsman freedom of information workshop.
- *be active* field officers regional conference.
- Digital switchover liaison officer training.

Additionally, a significant amount of competency based In-house training for relevant Infrastructure employees on Council's plant and equipment has been undertaken.

Council also provides opportunities for young people within the Council area to participate in work experience programs across all areas of the organisation. New staff participated in an extensive induction program.

OHS & W MANAGEMENT

Whyalla Council has a strong focus on Occupational Health, Safety and Welfare, which continues to provide positive outcomes for employees in terms of reduced risk of injury.

Council is a Local Government Exempt Employer and has committed to, and fully implemented, the Local Government Association Workers Compensation Scheme's "one system" approach to OHS&W. This has involved consultation on, and adoption of, seven new policies and 24 procedures during the 2009/2010 year, in addition to a suite of risk assessment templates.

Comprehensive training has been provided to ensure that managers and employees understand their responsibilities and have the required skills to ensure they are carried out.

Training for all staff has been provided on a wide range of occupational health, safety and welfare issues, which have included:

- 29 employees participating in a healthy lifestyle program.
- 34 employees in skin cancer screenings.
- 66 employees in a flu vaccination program.
- 22 employees in vision screening
- Four-monthly training sessions of Council's suite of OHS&W policies and procedures.

- Senior first aid certificate.
- Injury management procedures.
- Level 1 and 2 health and safety representative training.
- White Card training and ticket.
- Emergency warden training.
- Fire extinguisher training.
- Workplace drug and alcohol testing.
- Firearms safety course.
- Chemical safety workshop.
- CPR refresher.
- Vision screening and information

INDUCTIONS

The following inductions were conducted during the year, which include a strong emphasis on Occupational Health, Safety and Welfare rights and responsibilities:

- 15 employee inductions.
- 77 volunteer/work experience inductions.
- 122 contractor inductions.

SELF ASSESSMENT AUDITS

Results of Council's legislative compliance and self assessment audits continue to track a positive improvement trend. An OHS&W bonus was paid to all employees in December 2009 for achieving excellent results and productivity savings of \$288,493. These savings were in excess of the required 1% of the recurrent budget, which has been set as a target in Council's Enterprise Variation Agreement.

Information services

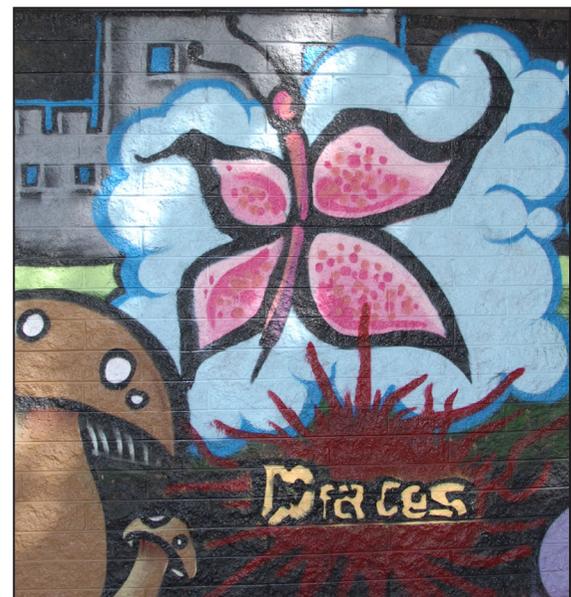
Council's Information Services section was staffed by three officers who serviced a computer network of 15 servers, more than 120 desktop workstations and laptops in 12 locations throughout the city, around 20 major software applications used daily, and other applications that are used solely for network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

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

Highlights include:

- New PABXes and handsets were installed at the visitor information centre, child care centre and works depot. These new phone systems are VOIP (voice over Internet protocol) capable, enabling calls between these sites and Council's Civic Building to be made over Council's own data network at no cost.
- A new UPS (uninterruptible power supply) was installed in the Civic Building server room to provide greater capacity and longer back-up time to Council's servers and phone systems in the event of a power failure. The server room can now operate for approximately an hour after a power failure rather than the previous 10 minutes. The previous UPS will be re-packed with new batteries and used at the new library where a smaller load will see it provide longer back-up times than in the Civic Building.
- Additional RAM was purchased to install in Council's computers to allow them to extend their useful life. By the time they are replaced in the latter half of 2010 or early in 2011, Council's computer fleet will have provided five years of service. The IT industry standard generally assumes computers have a three-year lifespan.

PICTURED: A previously drab public toilet in Ada Ryan Gardens benefits from community art with a "fairies in the bottom of the garden" theme.



- The majority of Council's mobile phone fleet came out of contract. New phones were introduced while associated voice and data plans were revised to ensure that Council obtained better value. As a result, Information Services staff can now provide email to Council officers' mobile phones at no additional cost compared to previous plans.
- An operational audit by IT security and governance specialists CQR, highlighted some opportunities for improvement, but stated that *"based on the size and complexity of the environment supported and the limited resources available, the Information Services team is managing the IT environment well. Most processes, although informal in nature, adequately support the operational environment"*. Work began on improving policies and procedures.
- Staff have been involved planning IT requirements at the new library.
- Staff also commenced providing Cleve District Council with IT support on a fee-for-service basis.

Procurement

Whyalla 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, is 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.

During the year Council commenced a process to update its contractor management procedures.

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.

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.

Activities which supported this project included:

- Continuation of the three-year plan, 2007-2010, set in 2007.
- Archiving specialist Experience Matters continued with the archiving project of inactive records located in secondary storage.
- SynergySoft user manuals were updated and training was provided to Council officers.
- Certificate III in Records Management correspondence training was undertaken by the Records Officer.

In 2010/2011 emphasis will be placed on:

- Development of a new three-year records management plan, 2010-2013.
- Preparing for an independent audit scheduled in July 2010. Due to staff changes the audit had been deferred for 12 months.
- Relocation of Council's permanent records being completed by the end of 2010.
- Long-term security storage and relocation of secondary storage records to continue with further work to be completed in the next year.
- Continuation of the implementation of Council's records management disaster plan.
- Continuation of the training of officers regarding 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

This table 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	Members	Ratio
Barossa	15,627	14	1: 1,116
Gawler	14,475	11	1: 1,315
Mount Barker	19,564	11	1: 1,778
Mount Gambier	17,262	11	1: 1,569
Prospect	13,723	11	1: 1,247
Port Pirie	12,010	11	1: 1,091
Whyalla	14,451	11	1: 1,313

Elector representation review

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

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

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

Elected members allowances and support

Annual allowances payable to elected members were:

Mayor	\$42,428
Deputy mayor	\$13,259
Other councillors	\$10,607

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.)

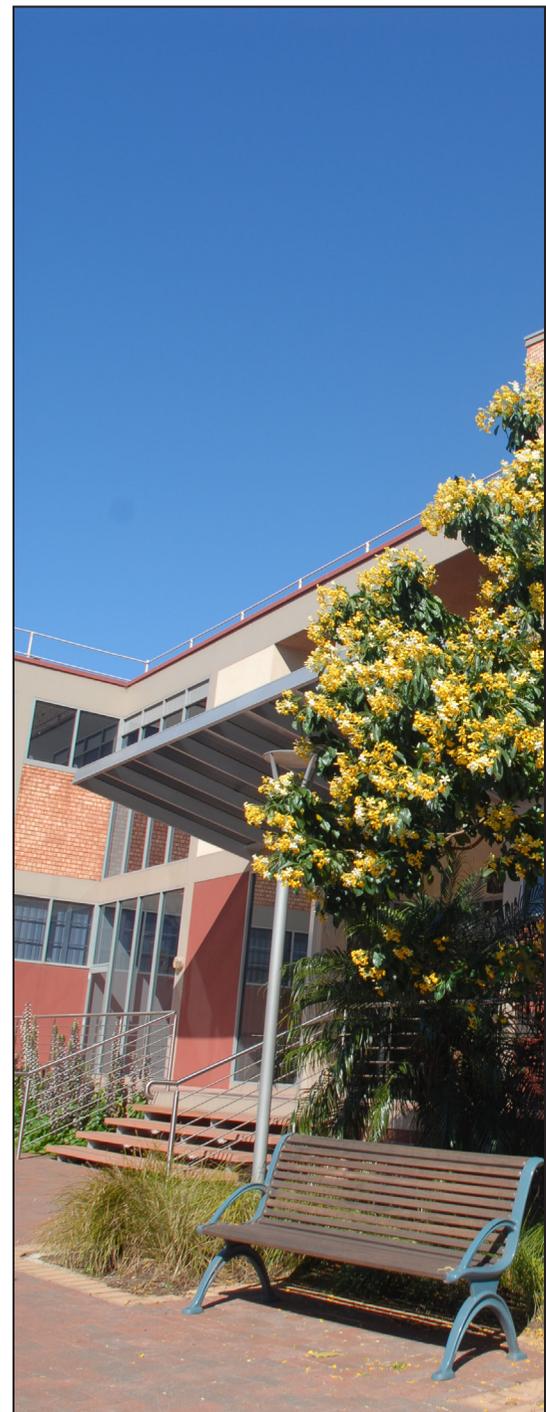
In accordance with its Elected Members' Allowances and Support Policy, Council makes available some facilities and support to members to assist them in performing and discharging official Council functions and duties.

Other payments

Development Assessment Panel:

Comprises five members – an independent chairperson who receives \$80 per sitting, two independent members who receive \$50, and two elected members of Council. The panel meets as required. During 2009/2010 it met on three occasions.

Audit committee: Comprises 6 members – one community member who receives \$100 per sitting, four elected members of Council, and one independent expert who receives \$1,000 and air flights per sitting with four Council officers as observers. The committee is scheduled to meet twice a year, but in 2009/2010 met on three 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:

- Regional super profits tax meeting.
- Local Government sector agreement working party meeting.
- Provincial cities meeting.
- Local Government Association climate change meeting.
- Local Government Association AGM.
- Local Government Association mayors and chairpersons residential seminar.
- Minister's State/Local Government forum.
- Senior State executive meeting.
- Bike Futures 2009 Conference in Melbourne.
- Eyre Peninsula Local Government Association meeting, Streaky Bay.
- Reference group for members' strategy – LGA initiative.
- Local Government climate change steering committee.
- Elected members conflict management training, Port Augusta.
- Community engagement seminar, elected members.
- Local Government showcase and AGM, Adelaide.
- Task Forces induction/elected members code of conduct refresher training.

- Council members' governance residential seminar.
- Upper Spencer Gulf Common Purpose Group meeting

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 Services.

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 ASU Senior Officer Level 5-2.

Workforce salaries

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

\$From	\$To	09/10	08/09
10,001	20,000	3	3
20,001	30,000	11	11
30,001	40,000	16	23
40,001	50,000	69	72
50,001	60,000	29	33
60,001	70,000	22	8
70,001	80,000	5	3
80,001	90,000	4	2
90,001	100,000	3	3
100,001	110,000	-	-
110,001	120,000	-	-
120,001	130,000	1	1
		163	159

Structure functions, decision-making

FULL COUNCIL:

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

COMMITTEES:

The City Strategic and Policy Committee meets bi-monthly.

The committee'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 Masterplan Working Party.
- Library and Mount Laura Trust Museum Project Facilitation Working Party.
- Point Lowly Task Force.
- Whyalla Nomenclature Committee.

Our people

Labour Force (full time equivalent)

	09/10	08/09	07/08	06/07	05/06
Executive Services	1.0	2.0	2.0	2.0	2.0
Customer Services	4.0	3.5	4.0	4.2	5.9
Organisational Development	2.8	2.0	2.0	1.6	1.6
	7.8	7.5	8.0	7.8	9.5
Corporate Services					
Administration	2.6	2.8	2.0	2.0	0.0
Finance	7.0	7.9	8.0	6.0	5.5
Information technology	3.0	3.0	3.0	3.0	2.0
Purchasing	2.0	2.0	2.0	2.0	2.0
Records management	2.3	3.2	3.0	2.6	1.8
Asset management	1.0	1.0	1.0	1.0	1.0
Child care centre	12.5	12.7	13.2	16.2	14.7
Libraries	7.7	8.1	7.4	7.2	10.0
Community services	1.0	1.0	1.0	0.0	1.0
	39.1	41.7	40.6	40.0	38.0
Infrastructure					
Supervisors	6.0	7.0	6.0	6.6	6.6
Administrative/technical	10.0	6.7	6.1	5.6	5.6
Landfill and environment	8.0	6.8	7.0	0.0	0.0
Tradespersons	4.0	4.0	5.0	10.0	11.0
Labourers/operators	45.0	36.0	34.0	35.4	35.0
	73.0	60.5	58.1	56.2	58.2
Development Services					
Building, planning, engineering, research, airport management	10.8	16.0	12.6	12.2	11.5
Tourism	7.4	7.0	7.4	7.8	7.8
	18.2	23.0	20.0	20.0	19.3
Sub-total FTEs	138.1	132.7	26.7	24.0	125.6
Traineeships	3.0	8.0	6.0	0.0	3.9
Externally funded	0.0	0.0	0.0	1.0	1.8
Total FTE's	141.1	140.7	132.7	125.0	130.7

DECISION MAKING

Whyalla Council has adopted a decision making structure to facilitate good governance and having regard to due process comprising:

- Council
- Development Assessment Panel
- Committees
- Delegations to employees
- Grievance procedures

Council generally receives minutes, reports and recommendations from the various committees and officers for decision by the full Council.

PICTURED. The Council run 19th Australian Snapper Championship was another outstanding success. Top weight winner was local angler Ray Curnow (right) with his 15.04kg fish.



DELEGATIONS

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

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

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

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).

Payments to auditor

In 2009/2010 a total of \$11,909 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 chairman 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.

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

Organisations on which Council is represented

Advancing Whyalla
Eyre Peninsula LG Association
Murray Darling Association
Naval Association of Australia (SA)
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 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 was applicable (subject to review for 20010/2011) and was required to be forwarded with a completed application in writing, unless the applicant was exempt from payment.

Applications are 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 in 2009/2010:

Four requests for information under the Act were received and processed, compared with seven requests in 2008/2009 and two in the previous year.

One request was withdrawn while the others related to documentation in regards to a proposed aged care facility, external audit letter for the 2010/2011 Council budget, and information in relation to Events Whyalla. Three of the requests were granted in full and one was withdrawn.

Approximately 50 hours were spent processing the four applications.

PICTURED. Top: Some more of Whyalla's roses, this time welcoming travellers at the airport. **Right:** One of the city's two popular statues at the Flinders & Freycinet Lookout – Captain Matthew Flinders, commander of HM Sloop Investigator.



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:

	09/10	08/09
Council meeting	10	12
Special Council mtg	1	3
City Strategy and Policy Committee mtg	3	-
Total	14	15

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

	09/10	08/09
Council meeting	28	16
Special Council mtg	1	2
City Strategy and Policy Committee mtg	3	-
Total	32	18

Number of resolutions

A total of 96 recommendations were actioned by Council.

Report on internal reviews of Council actions

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

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

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

In 2009/2010, Council had 13 requests for review of a Council or Council officer's decisions or those of an agent of Council.

These matters comprised:

Matter: In regard to inspection matters as to a factual basis for complaints/non conformances identified and recorded by a Council officer, and their demeanour while undertaking an inspection. **Outcome:** Officer(s) reminded of Council's Employee Code of Conduct requirements and directed to record evidence of alleged non compliance with dated photographs and written statements and reports made at the time of an inspection being undertaken.

Matter: An alleged distressed dog causing a noise nuisance at a residence. Person reporting the matter dissatisfied with the response of Council employees. **Outcome:** Relevant Council officers were refreshed in regard to the requirements of Council's Customer Service Charter and relevant legislative compliance procedures.

Matter: Alleged loss of amenity owing to development on a neighbouring property and lack of opportunity to be heard on the matter owing to a Council IT systems malfunction. **Outcome:** Council's "out of office reply" email and receipt system reviewed and protocols put in place to prevent a similar occurrence.

Matter: Alleged damage to resident's goods while in Council's care and control. **Outcome:** Matter referred to Council's insurers.

Matter: Complaint regarding location of bike path and alleged safety issues. **Outcome:** Meeting of relevant parties led to resolution of issues.

Matter: Various complaints and reviews brought in regard to state of particular roads, footpaths and kerbs. **Outcome:** Relevant Council employees undertook inspections. An external auditor was also retained by Council to undertake condition assessments and to assist in the formulation of an updated, prioritised pavement management program.

Matter: Allegations made in regard to possible asbestos fencing material being present on Council owned or controlled land near a playground. **Outcome:** Relevant fencing fragments collected and sent for asbestos analysis. Tests indicated asbestos present in material and a risk assessment undertaken with relevant inspection/removal treatment put in place. Public being advised.

Matter: Complaints made in regard to project management aspects of Council's service provision.

Outcome: A project management policy and procedure implemented and relevant work instructions (adopted by Council) to enhance future Council project management activities.

Matter: Resident objected to demeanour and actions by a particular officer undertaking inspections at their premises.

Outcome: Officer informed of allegation and objection, and agreed to another officer being deployed to inspect the particular premises.

Matter: Ongoing series of animal noise complaints in particular residential area. **Outcome:** Council officers undertook survey of neighbouring residents and had noise diaries completed. Consultation between owner and neighbours resulted in offending animal being voluntarily removed.

Matter: Ongoing complaints in regards to building/development modifications and inspections. **Outcome:** Different Council officers with fresh perspective reviewed case – resolution imminent.

Matter: Resident's complaints received and review sought in regard to allegedly illegal use of motor bikes on Council owned or controlled land. **Outcome:** Issue investigated and resolved.

Matter: Complaints received in regard to flooding of back lanes after heavy rain and damage to private residences. **Outcome:** Lane surfaces treated to improve stormwater runoff and drainage. Maintenance inspections undertaken following storms.

Amendment of records

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

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 (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



PICTURED. Top: And yet even more roses at the city's first major rose garden development in Civic Park.

Right: The second statue at the Flinders & Freycinet Lookout reflects on the French connection – depicting Louis-Claude de Freycinet.

Local Government Acts: Mandatory registers, codes, policies

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

REGISTERS

- Chapter 4, Part 1, Section 44 (6): Delegations register.
- 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 Government (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.
Motor vehicles.
Audit services.
Debt collection.
Various infrastructure recurrent activities.
Electrical work.
Line-marking.
Quarry crushing.
Sanitary disposal.
Security of Council buildings.
Leisure centre operation and management.
Construction of new library.
Asset valuation – Roads, kerbs, infrastructure.
Museum building, Mt Laura homestead.

Revised Clause 7 statement:

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

<i>Significant business activities</i>		
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.
Management of budget.
Procurement and disposal.
Rate capping, rebate.
Rates – Remission of fines.
Treasury management.

GOVERNANCE

Code of conduct for Council employees.
Code of conduct for elected members
Code of conduct for elected members – Executive summary.
Council and committee meeting procedures.
Elected members – Allowances and benefits.
Elected members (recognition on retirement).
Elected members training and development.
Elections and caretaker requirements.
Fraud and corruption prevention.

Good governance and administrative practice.
 Mayor (member on committees).
 Mayoral invitation.
 Order making.
 Policies, procedures and document control.
 Project management.
 Public consultation.
 Whistleblower protection.

GOVERNMENT RELATIONS

Education (closing schools).

HEALTH MANAGEMENT

Asbestos receipt and disposal – Mt Laura Waste and Recycling Depot.
 OHWS and injury management.

HUMAN RESOURCE MANAGEMENT

Fair treatment – Display.
 Non employment relationships.
 Non employment relationships – Non volunteer.
 Non employment relationships – Volunteers.
 Vehicles – Council vehicle.

INFORMATION MANAGEMENT

Council photographs.

INFRASTRUCTURE

Bus shelter.
 Driveway construction.
 Footpath – Asphalt.
 Footpath – Concrete.
 Nature strips (development by residents).
 Nomenclature.
 Service lane sealing.
 Tree.
 Weeds (removal by residents).

LEGAL PROVISIONS

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

PROPERTY MANAGEMENT

Airport – contractor responsibilities.
 Asset management.
 Cemetery administration.
 Cemetery operating.
 Hire and use (sports grounds and reserves).
 Parks – Lighting.
 Wilson Park flags.

SOCIAL, CULTURAL AND COMMUNITY SERVICES

Child Care Centre
 Accidents, incidents or injury.
 Age range.
 Asthma.
 Behaviour and guidance.
 Biting.
 Cancelling care.
 Child access areas and supervisory practices.
 Child and youth protection.
 Clothing.
 Collection of children – Habitual lateness.
 Collection of children – Lateness.
 Collection of children – Non-collection.
 Collection of children – Parents in an unfit state.
 Collection of children.
 Communicating with children.
 Confidentiality.
 Dental hygiene.
 Development and training.
 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.

Pest control.
 Program policy.
 Progress records.
 Safe sleeping.
 Safety.
 Staff ratio.
 Student.
 Sun protection.
 Television and DVD.
 Volunteer.
 Donations (community bodies).
 Donations (trophy).
 Financial aid (development of sporting grounds).
 Library
 Children's program.
 Displays.
 Equipment use.
 Homebound service.
 Library information services.
 Library internet.
 Library patrons.
 Loans.
 Local history collection.
 Volunteer program.
 Whyalla index.
 Loans to community groups (self supporting).
 Maritime museum (collection management).
 Schools (annual awards).
 Volunteers on committees and working parties – recognition.

STRATEGIC MANAGEMENT

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

TRAFFIC MANAGEMENT

Outdoor café.
 Parking area (mayor).
 Signage.



Whyalla Council staff part of and supporting the community.



An overview of proposed highlights

Almost \$10 million 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.
- Allocating sufficient budget toward maintaining community assets.
- Taking into account ongoing recommendations from Council's asset management working party.

Almost \$1 million has been budgeted in an endeavour to bring the construction of an aquaculture harbour to a successful fruition.

Almost \$4.4 million (including \$826,344 in grants) is earmarked for the city's new public library.

\$667,000 (including \$333,000 in grants) has been allocated for Stage 2 of the Whyalla Foreshore Masterplan.

\$1.6 million will be spent on roads, kerb replacement and new concrete footpaths.

\$258,000 has been budgeted for the continued up-grading of Memorial Oval and its facilities.

The 2010/2011 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 2010/2011 Budget

Whyalla Council has adopted a recurrent budget deficit of \$645,156.

General rate income will rise by 6% which includes a 3% CPI allowance plus an additional 3% increase.

Major features of budget strategy include:

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

The budget allocates 26% or \$9,925,576 for capital expenditure. An inquiry into financial sustainability previously identified the infrastructure gap (back-log) as a major issue for most SA councils who have not been allocating enough funds to capital expenditure in order to maintain existing assets.

Whyalla Council's annual **capital financial performance** is sustainable if capital expenditure on the renewal or replacement of existing assets, on average, approximates the level of Council's annual depreciation expense.

Any shortfall of such expenditure against depreciation would involve future ratepayers being left with an excessive burden when it comes to replacing or renewing Council's non-financial assets.

This long-term financial plan incorporates an increase in capital spending in order 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 2009/10 levels by .01%.

"To ensure that Council loan servicing amounts are under the set benchmark of 20% of rate revenue."

Debt payments for this financial year are 17.5% of rate revenue. Council's debt servicing costs are well below the State average.

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

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

Some of these main themes are that:

- Annual expenses on rehabilitation/replacement of existing assets should at least equal total annual depreciation.
- Additional rate income and expense reductions will be used to work towards an operating surplus.
- Reserve funds are used to fund capital works in the first instance, 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. Consultation has become an annual event enabling the community to air their views in regards to the proposed financial budget, but unfortunately, very few residents participate in the process.

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 govt.
- 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.

BUDGET SUMMARY

EXPENDITURE

Recurrent budget (including depreciation)	23,130,549
Capital works	9,925,576
Loan principal repayment	1,380,271
Allocation to reserves	4,335,383
Total	38,771,779

INCOME

Cash for projects brought forward	3,007,986
Rates and charges	11,019,395
Capital works (including \$2.35 million loan)	4,127,015
Transfer from reserves	4,507,383
Grants Commission general purpose grants	4,564,476
Other recurrent income	6,982,868
Total	34,209,124

OPERATING STATEMENT

	<i>Revenue</i>	<i>Expenditure</i>	<i>Net</i>
Municipal governance	2,000	362,511	(360,511)
Executive operations	53,500	1,214,531	(1,161,031)
Corporate services	17,531,384	5,673,371	11,858,013
Infrastructure services	3,486,039	12,676,847	(9,193,808)
Development services	1,415,470	3,203,289	(1,787,819)
Operating deficit	\$22,485,393	\$22,130,549	(\$645,156)

IMPACT ON FINANCIAL POSITION

AFTER taking account of planned outlays on existing and new assets in 2010/2011, Council's net borrowing is expected to be \$3,917,000. Accordingly, the level of Council's net financial liabilities is expected to be \$7,374,000 by June 30, 2011, representing 33.7% of estimated operating revenue, which compares to the target level of between 0% and 50% of revenue.

- 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.