

Office of the Chief Executive Officer Memorandum

Subject:	Changes to attachment 9.1.1
Date:	03/06/2021

Due to an administrative error, the elected member meeting attendance table has been amended to correct errors to attendance figures and elected members named as attendees.

A handwritten signature in blue ink, appearing to read 'Goode', with a large, stylized initial 'G'.

**NATALIE MARTIN GOODE
A/CHIEF EXECUTIVE OFFICER**



2019–2020

Annual Report



TOWN OF
VICTORIA PARK

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**WE'RE OPEN
VIC PARK**

Introduction

As one of Australia's fastest growing metro areas, the Town of Victoria Park has transformed in recent years into a highly desirable inner-city location set apart by its multitude of offerings for residents, including its proximity to the CBD, access to the Swan River foreshore and the entertainment precinct of Burswood Peninsula.

It has seen increased mixed-use living opportunities, well designed transient-oriented development along its heritage train line and already boasts the Albany Highway strip with more than 300 pubs, cafés and restaurants, not to mention the appearance of small, boutique bars and microbreweries that also continue to pop up.

Under our Strategic Community Plan 2017 -2032 we have been focused on keeping our community connected, while also preparing for population growth, set to double in the next 30 years. This 'connectedness' was proven to be more needed than ever at the start of 2020, amid the challenges of the COVID-19 global pandemic.

Vic Park continues to gradually become a premier place for entertainment and entrepreneurship, but also aims to be greener, more sustainable and more liveable, as evidenced by our Economic Development and Urban Forest Strategies, and soon to be introduced Place Plans.

Town social infrastructure also needs to keep pace with population growth, while we purposefully remain committed to retaining the close-knit community vibe, we know residents, and visitors to the Town love.

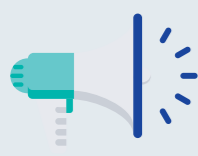
The Town plays host to major events and attractions with strategic partners, including Optus Stadium, Curtin University, the West Coast Eagles, Technology Park, Perth Racing WA, Crown Perth, Burswood Park Board and Tennis West.

We've learned collaborating and working in partnership is key to achieving great outcomes for the community as whole, as it grows so rapidly, and will continue to be critical to our success as we move into future years with a COVID recovery mindset.

Who We Are



Our Vision: A dynamic place for everyone



We are Perth's most empowered and engaged community



We are Perth's premier place for entertainment and entrepreneurship



We lead in sustainability



We put people first in urban design and safety



We are inclusive and connected with a thriving community



Mayor's Message

A year of change & challenges

2019 was the Town's 25th anniversary and we celebrated in style. In October 2019, I was elected as the first female Mayor in the Town's history, and only its third mayor in 25 years. A majority in a poll of electors preferred that we remain a Town, and not become a City. Within six months, the world had changed and the Town had closed all its community facilities to the public in response to the unprecedented challenges of COVID-19.

The year saw the Town engage in significant planning for the long-term future. This included developing Master Plans for major precincts such as Edward Millen Park, Burswood Station East, Higgins Park, John MacMillan Precinct and McCallum Park Active Areas, with engaged community working groups to inform the processes. Council also approved a draft Local Planning Strategy for consent to advertise by the Western Australian Planning Commission, adopted a Public Open Space Strategy, and an Urban Forest Strategy Implementation Action Plan, as part of our strong commitment to increasing our urban tree canopy.

Following the arrival of the West Coast Eagles to their new home at Lathlain Park in July 2019, the Town launched the Community Benefits Strategy, a unique and collaborative partnership between the Town, West Coast Eagles, Wirrpanda Foundation and the Perth Football Club. This will deliver meaningful social and economic benefits to our community for decades. December 2019 saw the long-awaited completion of the Community Recreation park affectionately known as "Zone 2X" in Carlisle, with multi-use playing courts, and the first enclosed dog exercise and agility areas in the Town.

There was a major commitment to promoting the Town as a place for investment and tourism. With our many unique and diverse attractions, we delivered an

Investment Prospectus and started to build an Invest Vic Park website due to be launched next financial year. We supported destination marketing via the Visit Perth website, together with state and national TV coverage on Destination WA and Our State on a Plate.

Our desire to be environmentally responsible saw the Town roll out a ban on single use plastics and polystyrene products at Town events and on Town property, and sharpen its focus on waste management with a new Strategic Waste Minimisation Plan.

The above is only a snapshot of the year that was. It is appropriate that I conclude by reflecting on our response to COVID-19, which is a credit to all. The Town and the Council worked closely and swiftly together to transition the organisation to working from home, to reimagine the way the organisation's services and programs are delivered, and most importantly, to support our community.

The Town helped local businesses through relaxation of planning conditions, free parking, business continuity advisory services, and a business support webpage. The community also benefited from a COVID-19 information webpage, and COVID-19 specific Grants to assist local charitable organisations helping the most vulnerable.

The Council promptly implemented a range of financial measures to support ratepayers, and offer certainty in the difficult times ahead by committing to no increases in rates revenue, reducing the interest and fees on instalment rates, deferring underground power charges for until 2021/22, developing a financial hardship policy and waiving certain fees, charges, and rent for not-for-profits and sporting clubs.

Recognising the long-term impact of COVID-19 was unknown, the Town and the Council worked collaboratively to develop Restart Vic Park, a response strategy to guide us in helping our community to not only survive, but to thrive on the road to recovery. This is our commitment to ensuring that Vic Park will continue to be a dynamic place for everyone.



**Karen
Vernon**
-Mayor

CEO Foreword

Adapting in times of crisis proves valuable

In our third year of reporting against our Strategic Community Plan 2017-2032, the Administration continues to deliver on Council decisions and strategic objectives. This year we've seen increasing effort and outcomes of service area cross-functional collaboration, which became more evident than ever during the months where we were impacted by COVID-19.

The pandemic grew our need and ability to do this more than usual and we've benefited greatly, quickly adapting to a new operating environment which now continues. It was the catalyst for a mini digital transformation which will now inform a revised ICT Strategy.

We held a virtual ANZAC Day and Business Awards ceremony, and shifted all Community Engagement activity online, with high participation rates. We kept our customer service levels up, with no in person contact, but continued, phone, email and website use. We also kept essential services going on the street in our operations, parking and ranger services. Our Leisure Centres and Library closed, but we started sending out work out videos and online story time and e-learning tools via social media.

Internally we started all staff Zoom meetings, and rolled out Microsoft Teams to all staff to allow for full time working from home for those that could. We created more e-learning and micro-learning modules via our Intranet. We also focused on staff who were left without meaningful work, redeploying them to essential areas, so as many people as possible stayed gainfully employed.

Strategically the Town and Council collaboratively developed our Restart Vic Park Strategy and COVID Action Plan in a truly collective fashion with the community's needs at heart. I'm extremely proud of the

Town's response during this crisis and all the people across the business that worked tirelessly to get us through it.

At the start of the year we committed to developing our leaders with training offered to Managers and Service Area Leaders through the Australian Institute of Management Western Australia (AIMWA). They undertook a six-month program focused cross-functional relationships and developing their knowledge base in a number of leadership competency areas.

We have continued the roll out of our Brand Refresh with more evolutions of the brand across various applications including our website and various subsites and frontline staff uniforms.

We conducted a Community Perception Survey with outstanding results in areas of customer service, keeping the community informed, library and information services, festivals and events and bulk waste collections. We also heard from survey respondents we need improve in the areas of safety, parking, wayfinding and lighting. Overall when benchmarked across the local government sector, we ranked third.

We delivered our biggest capital works program in many years with additional planning within our COVID Recovery Strategy being completed to further expand the capital works program over the next three years. of what the organisation has achieved in 2019-2020.

Looking back on a challenging year, with a high volume of planned and unplanned activity, again I couldn't be prouder of what the organisation has achieved in 2019-2020.



**Anthony
Vuleta**
-CEO

Organisational Structure 2019 - 2020



Your Councillors & Wards

Ward map legend

- BANKSIA WARD
- JARRAH WARD

BANKSIA WARD

- Mayor Karen Vernon**
0407 448 336
kvernon@vicpark.wa.gov.au
Term expires: Oct. 2023
- Cr. Claire Anderson**
0416 199 745
canderson@vicpark.wa.gov.au
Term expires: Oct. 2023
- Wilfred Hendriks**
0403 121 543
whendriks@vicpark.wa.gov.au
Term expires: Oct. 2023
- Cr. Luana Lisandro**
0406 825 806
llisandro@vicpark.wa.gov.au
Term expires: Oct. 2021

JARRAH WARD

- Cr. Bronwyn Ife**
0419 942 944
bife@vicpark.wa.gov.au
Term expires: Oct. 2021
- Cr. Jesvin Karimi**
0412 047 447
jkarimi@vicpark.wa.gov.au
Term expires: Oct. 2023
- Cr. Brian Oliver**
0435 229 317
boliver@vicpark.wa.gov.au
Term expires: Oct. 2021
- Cr. Vicki Potter**
0433 704 140
vpotter@vicpark.wa.gov.au
Term expires: Oct. 2023
- Cr. Ronnhda Potter**
0449 730 493
rpotter@vicpark.wa.gov.au
Term expires: Oct. 2021

Elected Members Meeting Attendance

1 July 2019 - 30 June 2020

Committee/ Council Meeting	Members	Ordinary Meetings Held	Ordinary Meetings Present	Special Meetings Held	Special Meetings Present
Council	Mayor Vaughan	4	4	0	0
	Cr Ammons Noble	4	4	0	0
	Cr Jacobs	4	3	0	0
	Mayor Vernon	11	11	5	5
	Deputy Mayor Ife	11	11	5	5
	Cr Anderson	11	11	5	5
	Cr V Potter	11	10	5	4
	Cr Oliver	11	11	5	5
	Cr R Potter	11	9	5	4
	Cr Hendricks	7	6	5	5
	Cr Karimi	7	7	5	5
	Cr Lisandro	4	4	4	4
	Policy Committee	Mayor Vernon	8	7	-
Deputy Mayor Ife		8	8	-	-
Cr Anderson		8	7	-	-
Cr V Potter		8	5	-	-
Cr Oliver		8	8	-	-
Cr R Potter		8	5	-	-
Cr Hendricks		8	7	-	-
Cr Karimi		8	7	-	-
Cr Lisando		4	3	-	-

Committee/ Council Meeting	Members	Ordinary Meetings Held	Ordinary Meetings Present	Special Meetings Held	Special Meetings Present
Chief Executive	Mayor Vernon	5	5	-	-
Officer Recruitment and Performance Review	Deputy Mayor Ife	5	5	-	-
	Cr Anderson	5	4	-	-
	Cr Karimi	5	4	-	-
	Cr Anderson	5	4	-	-
	Cr V Potter	5	3	-	-
	Cr Karimi	5	5	-	-
	Cr Hendricks (Alternate)	5	2	-	-
Audit & Risk	Cr Ammons Noble	2	2	-	-
Committee <i>(Audit Committee from July 2019 to March 2020)</i>	Cr Anderson	2	2	-	-
	Mayor Vernon	6	6	-	-
	Cr Oliver	6	3	-	-
	Cr Karimi	4	4	-	-
	Cr Hendricks	4	4	-	-

Year at a Glance

Leisure, Library & Digital Services

- 400,000 attendances across our Leisure & Aqua Centres
- 168,930 physical items & 27,116 digital resources loaned
- 758 one-on-one digital training sessions held

Customer Relations & Community Consultation

- 53,748 calls & 10,213 in person visits to the Town's Admin Centre
- 47,000 visits to our Your Thoughts consultation hub
- 104 engagement activities sought community involvement & 171 Development Applications sought public comment

Events

- 40,000 attendees to the Vic Park Summer Street Party
- 22 community & civic events and 27 Arts Season Events held before COVID restrictions
- 8 Restart Vic Park gigs with 20 artists delivered

Parking & Rangers

- 890,000 Free Parking Tickets & 15,228 infringements issued
- 12,000 Easy Park parking sessions a month
- 740 incidents involving animals, 490 Local Law issues and 370 abandoned vehicles attended

Building, Development & Assets

- 449 planning applications processed, 146 swimming pool & spa inspections and 632 building permits issued
- 25 building renewal projects completed and 95 building audits carried out
- 7% continuing light fleet reduction

Roads & Rubbish

- 1.45km of shared path constructed, 3 major road safety upgrade projects and
- 5 footpaths renewed
- 4 green waste pick-ups and 2 general waste pick-ups completed.
- 1,498 residents were registered as shoppers or sellers for Garage Sale Trail

Environment

- 375 food business inspections, 873 aquatic facilities samplings & 426 temporary food permit application approvals
- 1 Single-use Plastic and Polystyrene Ban introduced
- 1659 total trees planted, 5000 shrubs & 800 trees given to community

Internal Support Services

- 469,600 visits to the Town's website & 55 videos produced for the year.
- Over 3,200 ICT service desk issues resolved
- 65 recruitment processes and 58 new staff were on boarded.
- 94.5% Rates collected
- 416 facilitated responses to elected member information requests.



Unearthed hidden talents: Coping in a COVID world

When the Town made the tough call to close facilities in response to COVID-19, several employees were left without meaningful work.

Over the course of the pandemic the Town created a culture of business and employment continuity, unearthing hidden talents which bolstered the delivery of essential services.

The Town created several working groups to manage the crisis, including the Business Continuity Group; a cross-functional team, tasked with ensuring continuity of the Town's core services.

As the pandemic evolved the group guided the Town's workforce through 'work from home,' return to work' and 'redeployment options' for those unable to perform their regular duties.

During this time over 20 employees expressed interest in redeployment to different service areas across Administration, Communications, Engineering, Urban Forest and Waste Services.

Janet Hercock is one employee who benefited from these opportunities. Traditionally our Functions Coordinator, Janet was redeployed to Planning and Maintenance.

"This experience motivated me to seize opportunities I wouldn't have otherwise" she said. "It became a fun-filled rollercoaster of challenges and learning experiences".

Her thoughts were echoed by Leisure team members Adrian Borthwick and Derrin Kee.

Redeployed as an Administrative Support Officer to the Town's COVID-19 Management Group, Adrian said: "redeployment provided me with a chance to apply my

knowledge in different areas of the organisation, meet new people and learn new skills".

Derrin describes similar experiences, expressing his gratitude for the support and opportunity to flex his video production skills.

"I'm so grateful to be able to use and develop my passion for videography on such a wide range of projects" he said.

CEO Anthony Vuleta said: "The impact of COVID across the Town meant some things had to stop, but on the flipside, we've adopted new technology, several new practices and broadened flexible work options to further support our people and community on an ongoing basis – the new normal.

"The Town has always been pretty good at adapting, and while this tested us, we are committed to continually growing from the experience with a recovery mindset, and keeping all our people gainfully employed."



Janet Hercock
and Derrin Kee.

strategic outcomes

Social

To promote sustainable, connected, safe and diverse places for everyone.

A Healthy Community.

The Town's Leisure and Aqua Centres provide opportunities for the community to participate in a wide range of sports, programs and services that support many social benefits.

Core services and programs include:

- Health & Fitness – gymnasium and group fitness classes
- Learn to Swim – classes suitable for all ages and skill levels
- Team sports – Junior and Senior sports programs
- Social sports – badminton, squash
- Bingo
- Recreational swimming – lap swimming, school carnivals, swim squads.

The Leisure team worked collaboratively with representatives of the Victoria Park Swim club in successfully gaining grant funding from Sport Australia in April 2019. The grant funding was used to provide much needed upgrades to the aging outdoor 50m pool at the Aqua Centre. This project was completed June 30, 2020.

The cardiovascular equipment at the Aqua Centre was upgraded in February 2020, allowing members to experience the same quality equipment in both centres.

During the COVID-19 shutdown period, the Leisure team continued to deliver online fitness classes and general health and well-being information for the community via social media.

The Healthy Community team rolled out a number of specific projects and programs to support this strategic outcome, including:

- Healthy Community term programs
- Smoke-free Library and John MacMillan Park
- Mental Health Week Community Kindness initiative
- Livelighter promo and banners throughout Town
- Mental Health First Aid not-for-profit community training
- Blender bike and activity bundle bookings both internal and external
- Delivery of the internal staff wellness program.

The Healthy Community team proactively continued to provide programs and services to the community during COVID-19 closures, including creation and distribution of online resources and programs via Zoom and Facebook Live.

Survey responses following member participation in our programs are summarised in the below table.

KPI	19/20 Target (% average)	19/20 Result (% average)
Safe: It made me feel safe and welcome.	80	93
Belonging: It helped me feel part of the community	80	88
Wellbeing: It had a positive impact on my physical health and mental wellbeing.	80	91
Customer satisfaction: How likely are you to recommend this program to a friend or family member?	85	94
Session opportunities (p/m): Number of touch points for information sharing opportunities and direct delivery to community.	50	60

The Healthy Community team continues to partner with a number of national, state and local organisations to assist with the delivery of services and healthy messaging.

2938

Members accessing both Leisure and Aqua Centres

51,000

group fitness attendances

64,000

gym attendances

1481

Swim School enrolments

400,000*

attendances across Leisure and Aqua

582*

total community sessions with 5,599* total community visits for programs focusing on physical activity, nutrition and mental health

12

health promotion newsletters delivered throughout the year to just over 2,000 subscribers

22*

blender bike bookings both internal and external

Year three of the Healthy Vic Park Plan delivered.

*impacted with COVID-19 and facility closure

An informed and knowledgeable community.

The Town's Library launched the new Spydus Library Management System in September 2019. The system provides a host of benefits for library members including:

- An enhanced online catalogue, making it easier to access the library using smartphones and tablets better options for members to manage their membership accounts, including reserving multiple items at once the ability to keep an online personalised list of books you hope to read.
- Improved access to e-books, e-audio, e-magazines and Kanopy movie streaming and online services.

We delivered nearly 400 Literacy and Learning opportunities for adults and children throughout the year. Culture Counts surveys were used to measure the value and social impact of the programs. As evaluated by participants, using standardised questions, participants provided told us:

- 87% agreed "It helped me gain new insight or knowledge"
- 89% agreed "I would recommend this to a friend"
- 91% agreed "I would come to something like this again"
- 84% agreed "It helped me feel part of the community"
- 88% agreed "It made me feel safe and welcome"

During COVID 19 the Library building was closed, however Library staff communicated with the community via social media platforms to promote the many new online initiatives and existing resources such as e-books, e-audio books, e-magazines and Kanopy movie streaming.

LibraryCraft, which is based on popular Minecraft games, Universal Class, and uLibrary were sourced. Online activities for children included school holiday activities and links to Better Beginning Storytime sessions. Online author and information presentations were also held. A selection of local story photographs were also developed into online jigsaws.

Digital Hub

The Digital Hub builds the digital literacy of the community through training, information, collaboration and access.

Through one-on-one assistance, staff and volunteers helped community members with a range of topics including using smartphones and tablets, accessing the internet, setting up email, using MyGov, improving online privacy and security, and more.

In addition, monthly Tech Savvy group sessions in the Library have helped the community build their knowledge and understanding of technology topics.

Due to COVID-19, the Digital Hub was closed, Tech Savvy sessions were paused and digital literacy support was offered remotely via phone and video-conferencing. Digital Hub staff and volunteers helped the community access and use Zoom videoconferencing to stay connected.

A new Digital Literacy Program was developed, with input from the community via the "Digging into Digital" engagement. This new program will provide support to community organisations and local businesses as well as digitally excluded community members.

The value and social impact of Tech Savvy sessions was indicated by client feedback which told us:

- 91% agreed "It made me feel safe and welcome"
- 92% agreed "It helped me feel part of the community"
- 93% agreed "It's important that it's happening here"
- 91% agreed "It helped me gain new insight or knowledge"
- 93% agreed "It gave me a better understanding of today's world"
- 92% agreed "It sparked my curiosity and made me want to find out more"

168,930

books and other
physical items
loaned

27,116

e-books and other
digital resources
loaned

123,985

visitors

69

Literacy and Learning
opportunities were
held for adults, and
319 for children

758

one-on-one digital
literacy training sessions
held

33

group digital
literacy training
sessions held





90

CCTV Partnerships established, providing \$66,478 to the community

58

Security Incentive Scheme rebates, providing \$9,800 to the community

22

Street Meet 'n' Greets registered, involving over 500 residents and community members of the Town, providing \$5,488.73 to the community

68

organisations provided assistance or support

3

community-based action groups led or supported

4

youth engagement workshops delivered

740

incidents involving animals

490

Local Law issues

370

abandoned vehicles

250

cases of illegal dumping

An empowered community with a sense of pride, safety and belonging.

Safer Neighbourhoods

The Town continued to implement projects and services to address the Crime Priority Areas of the Safer Neighbourhoods Plan.

The Suburb Safety Sessions project reached out to community led crime prevention groups within the Town. The workshop held in St James was well attended and considered successful.

The ongoing programs of the Town to assist the community with crime and safety remained well received. Community participation led to the Street Meet 'n' Greet and Security Incentive Scheme programs fully allocating their funding to the community.

The Town implemented a new Community Outreach Service in June and RooForce Facility Services were chosen to provide a 13-week community outreach trial throughout the Town, focusing on the John MacMillan precinct.

Families, Youth and Homelessness

The Town works in partnership with local organisations to improve outcomes for families, youth and vulnerable people in the community.

A key deliverable this year was the review of the Town's Homelessness Policy. A number of local organisations and over 300 community members took part in developing a new policy and implementation plan to guide the Town's actions towards ending homelessness.

The Town continued to work collaboratively on projects with a number of community-based action groups. These groups include the Healthy Relationships Strategy Group, the Family and Children Connect Vic Park network, and the Belmont/Victoria Park Emergency Relief Network.

The Town delivered four awareness raising projects including:

- Homelessness Week couch conversation and information resource
- PANDA Week morning tea
- 25 Ways to Have a Happier, Healthier Relationship initiative
- Youth Week short story competition.

Reconciliation Action Plan

The Mindeera Advisory Group (formerly Aboriginal Engagement) confirmed three versions of Acknowledgment of Country for the Town of Victoria Park, for the following uses:

- Email signatures
- Council meetings
- Large events and functions delivered by the Town
- Large meetings

These were developed to keep a consistent and culturally accurate Acknowledgement of Country throughout the Town with a view to it being learned in Noongar language as the next step.

Local primary schools were inspired to request their teacher to create their own version of the language banners, and to research Noongar words and their translation. These projects were presented to Town staff.

Zone 2X was named Waalitj for Wedged Tail Eagle which is significant because of the park's close proximity to the West Coast Eagles building. The word Waalitj represents connection and pathways.

Ranger Services

Throughout the Covid-19 State of Emergency, Rangers continued to provide a 24 hour / 7 day-a-week service to help ensure community safety in the areas of Animal Management and Local Law enforcement. This included supporting WA Police in monitoring adherence to Covid-19 restrictions in public spaces.

Rangers have also worked very closely with Safer Neighbourhoods and the WA Police to implement a consistent process for managing rough sleepers and camping within the Town of Victoria Park's public spaces.

As well as daily patrols of the Towns Parks and Reserves, Rangers attended; 740 incidents involving animals, 490 Local Law issues, 370 abandoned vehicles and 250 cases of Illegal Dumping.

A place where all people have an awareness and appreciation of arts, culture and heritage.

Arts Season

Arts Season 2020 included 27 individual events throughout March. Unfortunately, due to COVID-19 and Department of Health mass gathering restrictions, six events were unable to go ahead.

An Arts & Culture Plan was developed with over 70 survey responses, and two workshops of 30 people where community members, local creatives and businesses attended to input their thoughts.

Two new public artworks were commissioned for Lathlain as part of the public space redevelopment in Zone 2 and 2X, and a new public art handbook for developers was developed to assist developers with procuring public art.

Town History Promotions

A regular monthly article in the Southern Gazette called "History Mystery", has been established. History Mysteries features a photograph or item from our Local History Collection for which not much information is known. The community is asked to share any knowledge they have to help fill in the gaps.

A weekly post on the library Facebook page for "Time-warp Tuesday" is also popular. The posts feature an image from the local history collection and the information surrounding the history of the area. Both promotional features are gaining popularity fast with the community donating more photographs and other collectables to the local history collection as a result.

Town Events

Livewriter Twilight Trio Concerts received \$8000 funding from Healthway to deliver free, inclusive, family concerts with the Live Lighter messages. Concert themes/target audiences were – Kids/Families, Jazz in the Park/Seniors, Lunar New Year/Families. Around 3000 people attended the three concerts.

Once again, the Town hosted the popular Vic Park Summer Street Party, delivered in conjunction with Upbeat Events and included elements of our 25th Anniversary celebrations - including a popular lantern parade.

Virtual Sunday Sessions were delivered via the Town's social media platforms during COVID-19 as a way of create positive vibes, opportunities for connection and to support local artists. This evolved into the 'Restart Vic Park gigs' as WA restrictions eased and allowed performers to 'pop-up' in various locations across the Town bringing much needed vibrancy, colour and joy back to the community.

Virtual ANZAC Day Ceremony

Due to COVID 19 restrictions, instead of gathering together in Memorial Gardens on 25 April to honour our ANZACs, the Town found different ways to acknowledge and recognise them. We created an online ANZAC Hub page on the Town's website to bring the initiatives together in one place, with information disseminated using social media.

- A socially distanced video was filmed in the format of an ANZAC service including the Mayor, Deputy Mayor, Local Member Hon Ben Wyatt, a bugler and siblings from a local Scout group to form a guard of honour around the Memorial and lower/raise the flags. This was interspersed with an address from the Mayor, images from the Town's local history collection and previous ANZAC services footage.
- Information was collated on two local heroes that characterise the resilience, strength and valour that is associated with the original ANZACs. The first is Robert McMaster, the original Mayor of the Municipality of Victoria Park who fought at Gallipoli. The Victoria Park RSL has wrote an article about the second person, Stan Gurney VC, a local man that fought in Egypt in World War II and was awarded the Victoria Cross.
- Some colouring activities were added to the ANZAC Hub to engage with a younger audience showcasing uniforms worn by the ANZACs and modern-day service personnel.
- The Town cross-promoted the 'Driveways and Dawn' ANZAC social movement, driven by the RSL to encourage residents to participate.

27

Arts Season events

1

Guerrilla Grannies senior spraypaint workshop (15 people)

2

Public Artworks commissioned

123,000

people engaged via social media reach for Timewarp Tuesdays Facebook posts

3

Livewriter Twilight Trio Concerts with sponsorship from Healthway

22

community and civic events delivered prior to Covid restrictions

6

Success Series online webinars attended by 90 People

8

Restart Vic Park gigs with 20 artists

40,000

attendees to the Vic Park Summer Street Party



Economic

To promote sustainable, diverse, resilient and prosperous places for everyone.

A desirable place for commerce and tourism that supports equity, diverse local employment and entrepreneurship.

Curtin Ignition Business Sponsorship

The Town again offered two fully funded scholarships, open to businesses or residents within the Town to Curtin University's Ignition Program.

Business events

The Town held two business events, with one conducted virtually due to COVID-19.

- The Disruptors Business Breakfast.
- The 2020 Vic Park Business Awards (adapted to become an online video live streamed to announce the winners).

Economic Development Campaigns

The Town delivered three large destination marketing campaigns, alongside a number of blogs and smaller campaigns and videos.

- Our Town, My Story shop local campaign - showcasing the people behind local businesses and their stories
- Deck the Walls Christmas campaign - designed to attract Christmas shoppers with a local window dressing competition where community voted for the best dressed shop.
- The Town showcased businesses in TV segments across both 'Destination WA' and 'Our State on a Plate', as well as promoting businesses through several smaller campaigns and blogs, including the 'Catch Up before the Match Up' AFL campaign and a Mother's Day blog.

Collaborative Working Groups

The Town is a part of several collaborative Local Government groups, including the following.

- South East corridor collaboration with Cities

of Canning and Gosnells, working on red tape reduction initiatives.

- Inner Perth Group MOU collaboration with four other local governments on destination marketing and economic development, to deliver broader Perth based attraction promotions via the Visit Perth destination website and economic development initiatives.
- Stakeholder collaboration as part of the Burswood Peninsula Alliance, to ensure the best possible outcomes in the delivery of infrastructure and operational projects.

COVID-19 Business Support

Due to COVID-19, the Town delivered several initiatives to provide support to local businesses. These included:

- The #StillOpenForBusinessCampaign - digital marketing campaign, designed to promote businesses who shifted to an alternative form of business. An online business register was created with the details of businesses that had adapted their offerings and services.
- COVID-19 business support 'one stop shop'- a business support online hub housing information from other agencies and organisations, as well as a range of initiatives the Town was undertaking to support businesses.
- A Marketing Hub - providing advice for businesses on how to get online and promote themselves
- one-on-one business advisory service - a procured free support service provided online or over the phone for the local business community.
- Free Trade Area - abolishing fees for the free trade area to make it easier for businesses to have alfresco dining.
- Relaxed planning conditions - the adoption of Local Planning Policy 41 which exempts certain changes of use within existing buildings, located within the Town's local centre zones and the Albany Highway precinct from the need to obtain development approval.

2

fully funded scholarships for the Curtin Ignition Program

2

business events

3

economic development campaigns and two TV segments promoting local businesses

1

new inner Perth wide destination marketing platform and supporting promotional campaign

3

new online business platform

Localised – Online Vic Park Business

The Town prepared and launched an online business platform, 'Localised', where Town based businesses can advertise their products, services and events, share recommendations, talk to other local business, access key information from the Town, undertake local procurement activities and take advantage of other social and support tools.

A clean, safe and accessible place to visit.

Noise Regulations

The Town granted Venues Live, the operators of Optus Stadium an approval to operate up to ten notifiable events. Notifiable events are events that do not comply with the requirements of Environmental Protection (Noise) Regulations 1997, e.g. Musical Concerts, Monster tracks etc.

Mosquito Management

Environmental Health worked with neighbouring local governments in a cross-boundary collaboration, as part of the Contiguous Local Authorities Group (CLAG), to produce mosquito management education material, including brochures and videos that take into consideration the unique environmental conditions of the area.

Routine Environmental Health Inspections

The Town's Environmental Health team completed 375 food business inspections, 873 aquatic facilities samplings, 426 temporary food permit application approvals, 90 public event approvals and 24 skin penetration establishment inspections. They also completed 654 requests for assistance.

Additional work as a result of COVID 19

Environmental Health Services played a vital role in supporting business as a result of COVID-19 health directives. Educational materials were prepared and distributed to all businesses, and staff were on hand to assist them prepare their COVID Management Plans. Environmental Health team members were on standby and ready to assist the State Government if they were required.

Invest Vic Park

The Town prepared its first ever Investment Prospectus titled 'Invest Vic Park'. Phase 1 of the prospectus included a hard copy brochure which was launched at December 2019's Disruptors Breakfast. Phase 2 is a sophisticated website where investors can access critical information relating to Vic Park. This is substantially progressed and will be launched in September 2020.

Dynamic Parking

The Parking Management team has trialled a new dynamic pricing model, and found it to be an effective way to increase the access to, and use of parking at some of the Town's most popular destinations along Albany Highway. The parking operation has also ensured equitable access for all, by monitoring the Town's paid parking, timed parking and residential parking areas.

Response to COVID-19

In line with Dynamic Parking, as parking demand fell during the Covid-19 State of Emergency, the Town provided longer free time and half price parking on Albany Highway. Additionally, parking resources were redeployed to support Rangers, to ensure community safety in the areas of Local Law enforcement. This included supporting WA Police in monitoring adherence to Covid-19 restrictions in public spaces.

Free Sunday Parking Trial

The Town of Victoria Park trialled Free Sunday Parking during December and January over the past two years. Data captured throughout this period indicated that:

- The promotion of this initiative increased online traffic to the Town's webpage and was seen by a large number of people (approximately 800,000 views).
- The available ticket data shows minimal change to parking bay use the free parking campaign delivered through December and January 2019/20 did not result in additional pedestrians being observed.
- While the campaign did not result in additional people parking or pedestrians observed along Albany Highway, the campaign proved effective awareness raising, indicating future holiday campaigns could be focused on the parking opportunities within the Town and the dynamic parking model.

375

food business inspections

873

aquatic facilities samplings

426

temporary food permit application approvals

90

public event approvals

24

skin penetration establishment inspections

1.35M

patrons provided with ticket parking

890,000

free parking tickets

12,000

Easy Park parking sessions a month

15,228

infringements issued

1,100

parking complaints attended to



Environment

To promote sustainable, liveable, healthy and green places for everyone.

Land use planning that puts people first in urban design; allows for different housing options for people with different housing needs; and enhances the Town's character.

New Local Planning Policies

Council adopted Local Planning Policy 39 – Tree Planting and Retention Policy (LPP39) and Local Planning Policy 41 - Exemption Policy for Specified Changes of Use and Activities Carried Out from Existing Buildings (LPP41). LPP39 aims to increase vegetation and tree canopy within the Town consistent with the Town's Urban Forest Strategy. LPP41 makes it easier to establish and expand business by exempting certain land uses from needing development approval.

Revised Local Planning Policies

Council adopted the revised versions of:

- LPP 8 – Sunbury Park Site Design Guidelines
- LPP 34 – Sea Containers
- LPP 28 – State Administrative Tribunal Applications for Review
- LPP 29 – Public Art Private Developer Contribution.

Planning Strategies

Council endorsed Scheme Amendment 82 and Local Planning Policy 40 – Burswood Station East Precinct for public advertising, which sets the framework for future planning around Burswood Station East. Council also endorsed the draft Local Planning Strategy for consent to advertise in April 2020. The Town has begun developing Local Planning Scheme No.2. Council also endorsed Archer St and Mint St Streetscape Improvement Plans to proceed to public advertising.

Building and Planning Services

Approval of developments means high quality outcomes for occupants and the wider community.

In the 2019-2020 financial year, 449 development applications were processed.

The Town also started in-house, four-yearly mandatory swimming pool/spa inspections in place of using a contractor. This has benefitted the Town in terms of cost savings as well as ensuring greater consistency in the application of the applicable standards. This year 146 inspections were completed, but the program was interrupted by COVID-19 restrictions. It is still intended to complete all inspections by the due date.

A review of the Fencing Local Law has been undertaken, which resulted in a new draft due for completion in the year ahead.

In 2019-2020 the Town issued 632 building permits equalling a construction value of \$360m. Inspections were completed for 37 new swimming pools or spas, 81 demolition permits were issued and 77 compliance events were issued.

6
Planning Policies approved platform

1
Scheme Amendment endorsed

1
major Streetscape Improvement plan

1
advocacy platform for METRONET projects

449
planning applications processed

146
swimming pool and spa inspections

632
building permits issued

81
demolition permits issued

A safe, interconnected and well-maintained transport network that makes it easy for everyone to get around.

Road Renewal Projects

An unprecedented number of infrastructure projects were budgeted and completed especially in the road renewal category equating to an actual expenditure of \$3.11million to ensure the minimum level of Asset Sustainability Ratio is achieved. This is an increase of just over \$1.26million from the previous financial year in terms of actual dollars spent on road renewal projects.

The Town completed two road safety projects that were funded under the Main Roads WA Black Spot program. The first project was the realignment of approaches to the Kent St and Hayman Rd roundabout in order to reduce entry speeds. The second project was the installation of pedestrian signals and crossing points at the intersection of Albany Hwy, Oats St and Hill View Tce.

Footpaths

Construction of new footpaths throughout Bentley Technology Park continued with 850 metres provided along Turner Ave, Brodie Hall Drive and De Laeter Way. Significant work also went into the design of a new path along Victoria Park Drive between Roger Mackay Drive and Marlee Loop, including a new signalised pedestrian crossing. This project is pending resolution of third-party land issues related to the Optus Stadium development and funding contributions by external agencies.

A new condition audit was undertaken for all the Town's footpaths which informed the renewal priority and five footpaths were renewed accordingly during the financial year.

Major Drainage Project

As part of the Lathlain Oval redevelopment project, a new stormwater drainage pipe network was installed by micro-tunneling 80 metres from the west side of Roberts Road to a new sump located on the old Carlisle Bowls Club site (Lathlain Redevelopment Precinct Zone 2). This method of construction eliminated the need for open trenching and the associated impact that may have road closures, damage to tree root systems and underground services.

24

road renewal projects

3

major road safety upgrade projects

3

new footpaths

5

footpath renewal projects

1

major drainage project

A safe, interconnected and well-maintained transport network that makes it easy for everyone to get around.

Burswood Station East Public Realm Concept Plans

The Town has prepared public realm concept designs for Goodwood Pde, Griffiths St, Stiles Ave and all of the other streets and lanes in the Burswood Station East Precinct. A Concept Design has also been prepared for Stiles-Griffiths Reserve.

Trackless Tram Investigation Consortium

The Town continued its participation in the Trackless Tram Investigation Consortium culminating in a final detailed options report and future advocacy approach.

Rutland Avenue Shared Path

The Town constructed the next section of off-road shared path between Oats and Miller St that forms part of the metro cycle network. Detailed design of the final section between Great Eastern Hwy and Miller St is in progress.

Principal Shared Path Rutland Avenue

As part of the Perth Bike Network, the cycle path was constructed along Rutland Ave between Welshpool Rd and Oats St. This important link along the railway line provides for additional safety for pedestrians and cyclists.

Train Station Precinct Planning

Council adopted the METRONET Advocacy platform in August, with subsequent advocacy efforts actioned through the METRONET working group.

1

research study and advocacy platform for a mid-tier sustainable transport option

1.45km

of shared path constructed





A clean place where everyone knows the value of waste, water and energy.

Waste Management

All our kerb side collections were carried out as planned and the Town's sweeping program ensured the sweeping requirements of various areas of the Town were met. These included the daily sweeping of the footpaths on Albany Hwy, road sweeping for Albany Hwy five days per week, and street sweeping for residential streets three times a year.

Environmental Education Initiatives

Working together with various stakeholders, the Town invested time and resources in the following events which are aligned with the Town's Environmental Plan and Strategic Waste Management Plan.

- Grow It Local – a gardening workshop was held on 12 November. Grow It Local is a community and marketplace for backyard, balcony, community garden and window-sill farmers to connect, share, learn, swap and / or make money. The program encourages the whole community to get involved. The workshop attracted 30 community members.
- Garage Sale Trail - held on 20 and 21 October, Garage Sale Trail is a not-for-profit social enterprise that seeks to educate Australians on the importance of reuse, and the need to take individual responsibility for the impact of our consumption habit whilst also building stronger, more connected and more resilient communities. 1,498 residents were registered as shoppers or sellers and this resulted in an estimated 10,875kg of items reused locally.
- Waste and Recycling Management Workshop - held on 24 October, this workshop educated residents on how to reduce our waste footprint. This workshop attracted 20 attendees.
- Building Habitat with Native Plants - held on 30 November, this workshop provided residents with information on how to create beautiful, resilient and unique home gardens that are brimming with wildlife. This workshop attracted 40 attendees.

In addition, an energy audit for the depot has been completed. This met the KPI to conduct an energy audit of one high consuming site each year.

Single-use Plastic and Polystyrene Ban

The Town began contributing to its single use plastic and polystyrene ban implementation program by following through on actions such as switching the use of plastic dog poo bags to compostable bags, removing plastic disposal cups from the Town's workplaces and removing bins liners from the offices of the administration building.

Work has also begun toward a dedicated campaign to encourage local businesses to participate in a WA Plastic Free led program to help our local businesses and eateries switch from single-use plastics to better, environmentally-friendly alternatives, and be recognised as plastic free champions. The Town will be the first local government to collaborate with WA Plastic Free on the nation-wide initiative, due to launch in July 2020.

4

green waste
pick-ups completed

2

general waste
pick-ups completed

1,498

residents were
registered as
shoppers or
sellers for Garage
Sale Trail

1

Town energy audit
completed for the
Depot

Appropriate and sustainable facilities for everyone that are well built, well maintained and well managed.

Outdoor Pool Refurbishment Works

Remediation works were carried out to the outdoor pool at the Aqua Centre following recommendations from a structural audit, which will prolong the life of the pool for 25 more years.

Solar PV Installation at Aqua

The installation of solar panels at the Aqua Centre will reduce power consumption by approximately 25-30% - implementing recommendations from energy audits and the Town's Environmental Plan.

Security Screens upgraded

Crimsafe security screens were installed at four local clubs to improve security.

John MacMillan Toilet Block

As part of the John Mactivation project, the old toilet block on the mound hill was demolished and replaced with a more functional modern toilet to the east side of the park. This has allowed for more open space and visibility through the park area.

Administration Lift Replacement

The administration building lift was past its useful life and incurring increasing maintenance costs. The lift was replaced with a hydraulic design which has resulted in increased storage space in the old motor room and it now complies with disability access standards.

Fleet Services

The Town's fleet number is continuing to reduce. The administration light fleet had reduced by 7% from 55 to 51 vehicles. Additionally, there has been a further fleet cost reduction achieved from last year for external repairs (by 26%) and external servicing (by 14%), due mainly to the acquisition of more reliable equipment (such as the new road sweeper) and increased internal staff capacity for heavy vehicle maintenance and repairs.

Fleet Services has again achieved the Green Stamp Advantage accreditation for its effort in continuing to improve environmental protection outcomes in the various work activities performed at the workshop and the depot.

Continuing from last year's move towards becoming a more environmentally sustainable local government, a trial has been initiated to determine the effectiveness, longevity and suitability of the use of an electric minor plant as an alternative to a conventional two stroke powered plant.

New Vehicles

A new road maintenance truck has been ordered. The chosen truck will be safer, more fuel efficient and environmentally friendly compared to the old truck. It will also improve operating efficiency for the Town's work crews.

25
building renewal projects completed

95
building audits carried out

7%
continuing light fleet reduction

1,065
customer requests received for building maintenance and 98.5% closed within timeframes

7
light vehicles, 3 trailers, a road sweeper and Tractor/Mow Deck renewed



Appropriate, inviting and sustainable green spaces for everyone that are well maintained and well managed.

Park Maintenance

Town public spaces were maintained as per schedules to ensure well-kept grass areas, neat garden beds and weed control using a variety of methods. Reticulation systems were serviced and monitored ensuring the Town met its water use requirements in line with our bore licences.

Town contractors, maintained park mowing fortnightly, while Town officers also maintained park and garden areas fortnightly. Town roundabouts were serviced every six weeks and bore water use came in under licence requirements.

Edward Millen Masterplan and Higgins Park/Playfield Reserve Masterplan

Council approved the Edward Millen Park Masterplan which has now progressed to detailed design. The Higgins Park and Playfield Reserve Masterplan has also been substantially progressed.

Public Open Space Strategy

Council adopted the Town's first Public Open Space Strategy in February 2020, which sets the strategic direction for public open space in the Town.

Hillview Bushland Management Plan

The Hillview Bushland Management Plan was completed. Endorsed by Council in November 2019, the plan provides direction on how the Hillview Bushland can be protected and enhanced in



Increased vegetation and tree canopy.

Urban Forest Strategy

The implementation of the Urban Forest Strategy progresses this strategic outcome through a diverse range of projects.

- Vic Park Leafy Streets**

A street tree planting program was established which focuses on public properties, high pedestrian streets feeding into Albany Hwy and surrounding Carlise and Oats St train stations. These tree plantings will have a transformative effect on Vic Park Streets.

- Urban Forest at Home**

The 'Urban Forest at Home' initiative gave away 5000 shrubs (3500 grown from the Kensington Bushland seed) and 800 trees. These are significant to the overall increase in vegetation as these will be planted on private land and represent private land contribution to increase vegetation and canopy in the Town.

- Charles Patterson Park Community Planting Day**

On 2 August nearly 100 community members joined Town staff and elected members for a community planting event. Eighteen Flooded Gums (Eucalyptus rudis) were planted along with 3500 shrubs propagated from Kensington Bushland seed. This created nearly 4000m² of urban bushland and habitat for local fauna.

- Vic Park Drive**

Sixteen Tuart trees were planted along Vic Park Drive providing shade to a busy path and providing habitat to local species.

- G.O. Edwards Eco Island**

The Island within the Lake at G.O. Edwards Lake was cleared of Brazilian Pepper weed infestation and replanted with local trees, sedges and other local shrubs. This will create an "eco-island" where fauna has refuge and habitat separated from human activity.

- Brodie Hall Drive**

Twenty-seven Marri trees (Corymbia calophylla) were planted along Brodie Hall Drive in Tech Park, Curtin. Curtin university grounds are considered a Black Cockatoo super roost given the number of habitat and food trees on the campus. Marri trees are an important food source for Black Cockatoos and these planting will contribute to the area's ongoing support of these species.

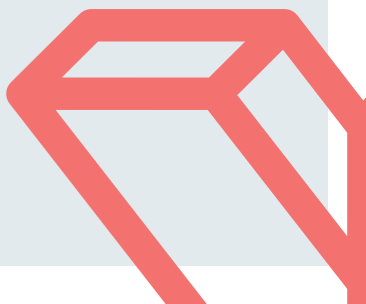
16
Tuart trees planted along Vic Park drive

27
Marri trees planted along Brodie Hall Drive in Tech Park, Curtin

28
Flooded Gums and 3500 shrubs propagated from Kensington Bushland seed

5,000
shrubs and 800 trees given to community as part of Urban Forest at Home

1,659
total trees planted, equalling 70,000m² projected canopy added to the urban forest





Civic Leadership

To show leadership by communicating with, empowering and supporting people in the community.

Everyone receives appropriate information in the most efficient and effective way for them.

Brand Refresh Transition

The Town continued the rollout refreshed Town branding on internal and external digital and printed collateral, which extended to brand adaptations for the Leisure Centres and Town Library and completed a full design refresh of the Town's website in line with the updated look and feel.

Digital

- We maintained and developed several new pages for the Town's web and VIKI intranet sites with training delivered to key content editors.
- We developed an online directory to support upcoming campaigns that will encourage community to contribute to the Town's website.
- We developed social media guidelines to guide the use of Town's social media channels across the business and for third-party content shares and requests.
- We developed new web sitemaps, functions and content for the Invest Vic Park and Localise websites in collaboration with Economic Development.
- We supported several service areas develop and produce video content as lead marketing tools for project and council decision updates, event and program delivery, for education and communication needs and social impact storytelling – including a digitally delivered ANZAC Day ceremony and the Vic Park Business Awards via Facebook Premiere due to COVID-19
- The Town's social media channels recorded the following statistics for the financial year.

Channel	Followers	Increase	Impressions
Facebook	12,887	19%	2,411,056
Instagram	4,311	100%	326,145
LinkedIn	3,098	19%	82,225
Twitter	2,840	3%	333,730

Crisis Communications

- The Communications and Engagement team lead crisis communications and developed a large suite of internal and external online communication hubs, for staff, community, and local businesses with frequent information updates, resources, and action strategies, including the Restart Vic Park recovery plan during COVID-19 pandemic.

Publications Published

- E-vibe corporate e-newsletter, plus five other Town subscriber services and project-based newsletters, published monthly
- Your Thoughts e-newsletter published monthly
- Vibe Magazine produced and delivered to households quarterly
- Restart Vic Park Strategy
- Annual Report 2018-2019
- Advocacy Priorities booklet

Major Campaigns

- Vote Vic Park council elections
- Community Kindness – Mental Health Week
- Free Sunday Parking over Christmas/New Year
- #stilopenforbusiness during COVID-19
- Vic Park Business Awards

Advocacy

- Review and adoption of new Council Advocacy Priorities for 2020.
- Developed a draft Relationship Management Strategy for collectively maintaining key relationships.

Internal Services Review

- Completed an internal survey of the Communications and Engagement team levels of service.

\$436,140

earned in unpaid media coverage

2.8M

Town communication social media impressions

469,600

visits to the Town's website

28%

open rate on Town e-newsletters

250

campaigns with over 810 design elements

55

videos produced

- Carried out a review of Communications and Engagement team processes and developed an updated plan and process maps and templates for better supporting requests and turnaround timeframes.
- Began planning an ongoing internal education and training program to include modules for the financial year.

A community that is authentically engaged and informed in a timely manner.

New Initiatives

- The Town developed and gained Council endorsement of a new Community Charter which is a statement of commitment to the community of how the Town will work and interact with the public across all areas of the business.
- We developed and gained Council adoption of a new Communication and Engagement Policy and Management Practice, replacing the previous Public Participation Policy.
- We completed a review and targeted survey of key Council and community group relationships in relation to the Community Charter commitments, to set a baseline for future relationship improvement measurement and action planning.
- We implemented completely digital engagement workshops in response to COVID-19 pandemic.

Top Engagement Projects

A total of 45 projects were launched during the financial year. The top five based on participant numbers and were:

- Macmillan Precinct Masterplan - 1,506
- Higgins Park and Playfield Reserve - 966
- Homelessness in Vic Park - 751
- Name the Laneway ROW52 - 734
- McCallum Park Active Area - 721

Working Groups

- The Town established the Macmillan Precinct Working Group, the Higgins Park Design Reference Group, the Urban Forest Strategy Implementation Group and the Lathlain Precinct Redevelopment Project Zone 1 Community and Sport Club Facility Advisory Group.
- Our already established Community Sounding Board was used for the Arts & Culture Plan and the Communications and Engagement Policy. Invitations are also offered to participate in all engagement including participatory budgeting and Lathlain Zone 1 advisory group.

47,000

visits to Your Thoughts website

3,300

engaged participants online

65

new Sounding Board members

2,456

subscribers to Your Thoughts

10,293

visits to Your Thoughts in June 2020. The highest number since the launch in 2015

25

staff received engagement training

104

engagement activities sought community involvement

171

Development applications sought public comment



Well thought out and managed projects that are delivered successfully.

Place Plans

The Town has completed a draft Place Plan Volume Series that includes 10 Place Plans for each of the Town's neighbourhoods. These Place Plans organise the projects outlined in the suite of Town informing strategies into clear actions for the organisation to deliver in each place.

Etwell Street Local Centre Revitalisation Plan

The Town completed the Etwell Street Local Centre Revitalisation Plan and Detailed Designs. This project is now ready to proceed to construction.

ROW 52 Laneway Upgrade

The Town completed an upgrade of the ROW 52 laneway in East Victoria Park, which was subsequently the winner of an Australian Institute of Landscape Architects, Urban Design Award.

McCallum Park Active Area

The Town, with community, completed the concept design for the McCallum Park Active Area. The success of this co-design exercise led to Council endorsing the project to proceed to detailed design and allocating \$1.6m of capital funding to the project in the Long-Term Financial Plan.

Lathlain Precinct Redevelopment Project Zone 2

The Zone 2 (Lathlain) and Zone 2 eXtended (Carlisle) project contractor, Advantesting Civil Engineers, achieved practical completion in December 2019. The new community facilities have since been open, with very broad community use.

The park includes all abilities children's play areas, nature play areas, separate junior and intermediate skating infrastructure, multipurpose basketball half court over off-street parking, and multiuse sports courts. There are weather protected family picnic areas with barbecues, park ablutions, meandering universal access walk paths, park seating, an off-lead dog enclosure, interpretive hard

landscaping including giant lawn bowls (in recognition of the previous land use) and whimsical paths.

Particular attention was given to retention of existing mature trees together with extensive new tree and understory planting of themed native vegetation, installation of bird wildlife water sources, and a community orchard of macadamia trees that will be a food source for Forrest Black Cockatoos that seasonally frequent the location.

Macmillan Precinct Masterplan

Since February 2020, the Town and project consultants Roberts Day have been engaging in detail with site stakeholders and the wider community to develop a Vision and a Concept Plan that reflects the community's shared aspirations for the future of the Macmillan Precinct. Following the vision development in early 2020, the Concept Plan was developed as the next step in preparing a community-led framework for the future of the Macmillan Precinct. As a vital hub for Town services, community events and public life, it is essential any future changes reflect the values and priorities of the community and are captured in the Concept Plan.

Higgins Park Tennis Club Upgrades

The Higgins Park Tennis Club has been upgraded to include a relocated Croquet Club court, new hardcourts, additional grass courts and LED lighting. This shared facility can now accommodate both clubs, as well as providing additional infrastructure, for use at night.

Edward Millen Park Master Plan

The Edward Millen Park Master Plan project helps to define the park's relationship to the adaptive reuse of Edward Millen House and surrounding buildings. Development of the Master Plan involved community engagement and design sessions with the final Park Master Plan design being approved by Council to go to detailed design.

Edward Millen House Adaptive Use

The Edward Millen Adaptive Heritage and Landscape Redevelopment project is being delivered under the Land Asset Optimisation Strategy. The project aims to

realise the full potential of the heritage-listed buildings and the expansive 4.7-hectare Edward Millen Reserve to minimise the ongoing cost to maintain the precinct and maximise the benefit to the community of the amazing heritage assets.

The Town has completed market sounding and feasibility options analysis to assess the commercial viability of a heritage adaptive re-use redevelopment and has endorsed a business case that outlines the future of the precinct.

The Town is close to finalising a significant \$4m grant to assist in this project, and is working with Department of Planning Lands and Heritage to undertake all the legal related changes to allow the redevelopment to occur.

State Underground Power Program – Round 6

The Town has continued to apply for State Underground Power Program funding each time that applications are called for. In 2017 there were 19 Metropolitan Projects (SUPP6) approved by the Minister for Energy. There was a limit of 3 projects per Local Government and the Town secured 3 projects. The total project cost is over \$33m with the Town and the affected lot owners contributing over \$19m. The projects have begun on site

Network Renewal Undergrounding Program Pilot

On 18 February 2020, the Minister for Energy announced the trial of a new funding model by Western Power to enable the upgrade of sections of their overhead network in specific areas where significant asset replacement and maintenance works are required. Western Power identified four specific areas and approached five local governments for their Network Renewal Underground Pilot Program (NRUPP) including St James and part of East Victoria Park (Town of Victoria Park and City of Canning). Western Power is responsible for all of the project cost related to their assets within the road reserve. The affected lot owners are contributing approximately \$1.5m to have overhead cables within private properties undergrounded. The construction works are proposed to begin in 2021.

10

Place Plans drafted

1

Local Centre Revitalisation Plan and Detailed Designs

1

Laneway Upgrade

2

new park locations created

2

Precinct Masterplans



Appropriate information management that is easily accessible, accurate and reliable.

Review of the ICT Operations

In an age where information is instantly available online, ratepayers are more empowered than ever before and want the option of a modern digital experience to enhance their interactions with the Town. To help achieve this over the past 12 months an external review of the Town's ICT Team and their associated business processes was undertaken.

The outcomes of this review will help set ICT priorities and determine the strategic path forward for the Town's ICT Team, so it will be able to manage future digital transformation and support any future emerging technologies.

Remote ICT Access

Working with the COVID Management Team and Business Continuity Team, ICT had a major role in ensuring staff had remote access to ICT systems so allowing them to work productively from home. Microsoft Teams was rolled out to all staff.

Information Management

During COVID-19 the leisure facilities were closed and staff from both the Aqua and Leisure Centres were redeployed to undertake records management duties.

They assisted the Information Management Team to undertake a massive archiving and destruction project. The project involved the auditing of 17 years of physical records at both facilities. Staff sorted, destroyed and filed physical records. The project saved the Town an estimated \$40,000 in fees that would otherwise have been spent on a temporary archivist.

3200

ICT service desk issues addressed

13

Freedom of Information Requests

227,264

documents registered

65

recruitment processes were completed with 2403 applications received

58

new staff were on boarded

39

attendees were involved in AIM Leadership Development sessions

77

employee cessations were processed

10

formal grievances were investigated and resolved

128

training and development courses were coordinated for staff attendance

Innovative, empowered and responsible organisational culture with the right people in the right jobs.

Recruitment and Selection

The Town reviewed and developed a recruitment and selection procedure to ensure the Town uses best practice selection methods.

Leadership Development

The Town focused on building the capacity and capabilities of our leaders. Through the Australian Institute of Management Western Australia (AIMWA) the Town's leaders at manager and Service Area Leader level went through a six-month program finishing in December 2019. The major focus was to build cross-functional relationships whilst developing their knowledge base in a number of leadership competency areas.

Staff Engagement

The Town developed an Innovation Framework and launched the 'VicSpark' Innovation Program.

The People and Culture Team were essential in assisting the COVID Management Team and Business Continuity Group in developing the following strategies to support staff.

- Workforce Redeployment Strategy
- Work from Home Strategy
- Return to Work Strategy

People and Culture also played a pivotal role in ensuring all employees had meaningful work and if not, were redeployed into suitable roles during the COVID-19 crisis.

The Team:

- reviewed and developed a streamlined and more effective Performance Development System
- further embedded a strong, positive culture in the Town by working closely with all service areas to assist them in developing their own signature behaviour and values
- started a Workforce Plan review.

Occupational Health and Safety

- Due to Covid-19 shut downs, working from home staff reported incidents and injuries are much lower than in previous years.
- A new online Incident/Hazard Reporting System is currently being tested and should be fully operational by the end of October 2020. The system will ensure timely notification of hazards and incidents and assist with investigations and the ability to produce reports.
- The new Incident/Hazard Reporting System also has an App the Town will be able to be put on all work phones or other devices for remote or onsite reporting.
- A new Learning Management System is also being developed to enable the Safety team to inform and imbed knowledge of all policies, procedures and any other information that is required to be known and understood by all Town staff, with final roll out expected by the end of September 2020.

Emergency Management though COVID-19

- Local Emergency Management Arrangements (LEMA) have been noted by the State Emergency Management Committee. These will go to Council for endorsement in Sept/Oct 2020
- C-Suite daily and then weekly meetings were held to discuss current issues as the crisis
- Advice given to the COVID Management Team and Business Continuity Group on emergency updates as required
- The Local Emergency Management Committee has begun meeting again as per state direction
- COVID-19 recovery activities continue through the COVID Working Group and COVID Action Plan, in line with the Restart Vic Park Strategy.

Finances are managed appropriately, sustainably and transparently for the benefit of the community.

Financial Services

- Reviewed the appropriateness and effectiveness of financial management systems and procedures engaging external auditors. The audit did not identify any significant matters relating to financial controls.
- The Town automated the invoice approval process to control risk and increase efficiency.
- An operational performance review of the Financial Services was conducted during the year. Recommendations from this report will be reviewed and implemented in the coming year.
- We secured loan funding and postponement of cash payments to Western Power for all three State Underground Power Projects (SUPP6) projects.

62

contracts
created

13,000+

invoices processed

2,800+

invoices raised

23

internal training
sessions held

23

educational videos
and over 4 hours
of learning and
knowledge content
made available to
internal staff

94.5%

rates collected

Property Development and Leasing Services

- The creation of a new service area was undertaken by the PMO Land Asset Optimisation Strategy team. This new service area will deliver greater strategic and sophisticated guidance for all the Town freehold owned and controlled land and buildings assets, and delivery a portfolio approach.
- Temple Street rezoning was recommended in line with the Land Asset Optimisation Strategy and facilitated in conjunction with the Towns Strategic and Statutory Planning Team. The rezoning will allow the future proofing of the underlying land holding to allow a variety of options moving forward.
- The Town's Leasing team undertook a proactive focus during COVID - 19 with community lease payments and lease payment requirements provide a grace period to allow the financial impact to these community focus tenant to be minimised.
- The Property Development and Leasing team have undertaken significant updates to both the 310 Leasing Policy and 221 Strategic Management of Land and Building Assets Policy which have been approved by Council.



People have positive exchanges with the Town that inspires confidence in the information and the service provided.

Service Improvements

- A revised Customer Service Delivery Policy was adopted by Council in November – with supporting management practice and guidelines for handling complaints to improve the way we record, escalate and resolve complaints consistently across the organisation. Complaint handling guidelines and training material was created for internal sessions to begin next year, which was delayed due to COVID-19.
- Business continuity was improved with the establishment of a casual pool of trained Customer Relations Officers for the Administration contact centre, sourced from other contact centre frontline teams including Leisure and the Digital Hub.
- Frontline Customer Service Teams across all centres received a brand refreshed uniform to bring a consistent look and feel to the Administration, Leisure Centres and Library receptions.
- The Town procured a new afterhours phone service provider in Oracle CMS.
- An operational review of customer service delivery across the Town began with the recommendations report due to be completed in the first quarter of 2020-2021.

53,748
calls and 10,213 in person visits to the Admin Centre

8,247
phone calls to Library

39,892
phone calls to Aqua/Leisure Centres

8,539
calls to the Depot

86.39%
of the telephone calls were answered within 20 seconds (target 85%)

20
frontline customer service officers received 'Challenging Customer' training

COVID Impacts

- With support from the Town's ICT Team and Covid Management Group, and with Leisure and Library services completely closing during COVID restrictions, followed by the Admin Centre - the Town's frontline Admin Contact Centre team all moved to remote customer service, working from home on a full-time basis. This allowed for phone, email web and social media contact to continue without experiencing a drop in service levels. This was a great achievement for our people and the community at an uncertain time. Managing a hybrid in person and work from home contact centre environment has since continued.

Surveys and Training

- Following the removal of Net Promoter Score kiosks at each contact centre, due to the nature of COVID-19 being easily transmitted through touch, the Town decided to discontinue the use of these machines for collecting random ratings feedback.
- The Leisure Centres changed their satisfaction surveying approach and platform, by working with customer improvement to introduce onsite random digital member surveys via ipads to gather data that informs service levels, program offerings and facility maintenance decisions.
- Twenty frontline staff from each of the Town's contact centres attended a full day of local government tailored 'Challenging Customer' training facilitated by a Crown Security specialist.

Visionary civic leadership with sound and accountable governance that reflects objective decision making.

Council Support

- The Town developed and delivered of a new and improved elected member induction process, including a full day training session and digital induction pack of information.
- The Town implemented digital council meetings in response to the COVID-19 pandemic, where all meetings continued online via livestreaming services.
- Delivery of the COVID-19 Response Strategy – 'Restart Vic Park: moving beyond COVID-19'. This was developed via a facilitated workshop with councillors and senior executive and serves as the guide to leading the community through recovery into the future, and is the overarching document to the subsequent COVID-19 Action Plan.
- We developed automated digital Service Delivery Plans, streamlining the process for internal teams to track progress toward achieving their KPIs - which feed into the Town's online Performance Scorecard.
- We procured external support to review the Risk Management Framework, strategic risk register and operational risk register.
- We provided facilitation, Governance advisory and administration services for all meetings of council – informal and public.

21
policies reviewed and 8 new policies developed

15
Concept Forums

11
Agenda Briefing Forums and Ordinary Council Meetings

7
Special Council Meetings

15
Committee Meetings

260
items considered by Council

416
facilitated responses to elected member information requests



Appropriate devolution of decision making and service provision to an empowered community.

Elections

The Town administered the 2019 Local Government elections, which included a mayoral election and a poll of electors to seek community feedback on the Town becoming a City, as well as administering the 2020 extraordinary election, for an additional councillor in the Banksia Ward, following the Mayoral election outcome. This was supported by an extensive election advertising and promotional campaign – Vote Vic Park.

2
elections
administered

Education

The Governance and Communication teams worked together to produce an educational video to share with community how Council decision-making occurs and how community participation plays an important part in the process.

8,214
votes
counted

Advisory Groups

The Governance team developed a policy and management practice for council appointed Advisory and Working Groups, comprised of community members, Town officers and elected members – to increase meaningful engagement and civic participation opportunities, with a more formal avenue for community to have an ongoing influence in decision making on specific matters of strategic priority.

Community Benefits Strategy

Launched at Mineral Resources Park this year, this strategy was developed in partnership with our community through engagement with the wider community and a dedicated 30-member community panel who recommended the programs for delivery in the first five years. Programs are now being delivered by project partners the West Coast Eagles and Wirrpanda Foundation.

Urban Forest Implementation Action Plan

This follow up action plan to the adopted Urban Forest Strategy was written by the community, for the community and has resulted in an incredibly rich outcome with immense social as well as environmental outcomes. With Council endorsement and budget commitment, it continues to be delivered by a community working group, with facilitation, administration, planning and communications support led by an employed Urban Forest Place Planner.

Legislative responsibilities are resourced and managed appropriately, diligently and equitably.

Strategic Community Plan Review

The Town conducted a minor review of the Town's Strategic Community Plan and full review of the Corporate Business Plan, inclusive of an improved Performance Scorecard.

Community Perception Survey

We procured external market research services to assist with delivering a Community Perception Survey and outcomes report, to inform areas of priority for the community and benchmark the Town's performance in the local government sector, against areas of legislative responsibility.

Act Reform

- Policies introduced as required by Local Government Act Reform changes to the Local Government Act 1995 included:
 - Elected Member Professional Development
 - Event attendance and gift disclosures
 - Acting Chief Executive Officer.



statutory reporting

Statutory Reporting

Local Government (Rules of Conduct) Regulations 2007

In accordance with section 5.121 of the Local Government Act 1995 the Town maintains a register of complaints of minor breaches which details:

- Name of council member about whom the complaint is made.
- Name of person who makes the complaint.
- Description of the minor breach that the standards panel finds has occurred.
- Details of action taken.

The standards panel made no findings of a minor breaches in 2019/20.

Information Management

Under State legislation (State Records Act 2000) the Town of Victoria Park, like all State and Local Governments must maintain a Records Plan and associated documents (Records Keeping Procedures Manual, Records Keeping Disaster Recovery Plan). These Recordkeeping documents provide an accurate reflection of the recordkeeping program within the Town of Victoria Park, including information regarding the Town's recordkeeping system(s), disposal arrangements, policies, practices and processes. The Recordkeeping Plan is the primary means of providing evidence of compliance with the Act and the implementation of best practice recordkeeping within the Town.

This record-keeping management plan, coupled with the Town's record keeping system, is driving the move to a total digital record keeping system which will improve record keeping and maximise internal operational efficiencies.

Freedom of Information

The Town of Victoria Park will, if possible, provide access to documents held by the Town outside the Freedom of Information Act process. However, if we are unable to supply this information by less formal means, a Freedom of Information request can be made in accordance with the Freedom of Information Act 1992. A total thirteen applications were processed during 2019-2020, and were processed at an average of 32 days per application. The Town's Information Statement outlines the Freedom of Information process and lists the types of documents

available inside and outside of Freedom of Information. The Town publishes a Freedom of Information Statement on the Town's website.

Disability Access and Inclusion

The Disability Services Act 1993 requires all public authorities to prepare and implement a Disability Access and Inclusion Plan (DAIP) to improve access to their services for people with disability. The Act further requires public authorities to lodge an annual DAIP Progress Report to the Department of Communities and provide details of activities in Annual Reports. During the 2019-2020 financial year the Town progressed the delivery of DAIP strategies including the following.

- The Town has become a certified NDIS provider delivering a special needs program for children and adults with Autism. Swimming instructors were formally trained in inclusive swim teaching practices.
- The Town also promoted swimming lessons for people with disability. This attracted a wider range of participation and membership to Aqualife. Swimming instructors are trained in inclusive swim teaching practices.
- The Town has six community groups involved in the Socially Inclusive Communities WA mentoring program, the program is a partnership with Inclusion Solutions. The program provided the Victoria Park Soccer Club the confidence to submit an expression of interest to be part of the United Reds Football League. This is an opportunity for children with or without disability to develop fundamental football skills in a fun, inclusive and less competitive team environment.
- On completion of the Lathlain Precinct Redevelopment Project, the Town will have five new ACROD bays with shared zones adjacent.
- People who are not able to attend Council meetings can participate via live streaming. This along with the new voting technology improves accessibility and transparency of the local government process allowing our community to engage.

- Service users of Edge Employment were provided with a tour of the Town of Victoria Park Administration facilities as well as an opportunity to meet with the Town's events, parking and library teams. This initiative provided an opportunity for people with disability who are work ready, to explore ordinary workplaces that align with their interests.
- The Town's website has been updated with information regarding accessible parking bays and public transport as well as on all social media platforms for all Town led events.
- A new process to induct staff has been developed when onboarding new staff. This provides the staff

member with knowledge and awareness about the Disability Access and Inclusion Plan and how to provide inclusive service to the community.

- The Town has committed to take part in the Someone's Bay Someone's Day campaign which raises awareness about the effects it has on ACROD permit holders, when non permit holders park in an ACROD bay.
- Our Access and Inclusion Advisory Group focused on providing advice and commentary to improve the accessibility of Town facilities, assets and projects aligned to the DAIP.

Employee Remuneration

Determination of the salaries and Allowances Tribunal – CEO Remuneration

Introduction text As at 30 June 2020	
Defined Benefit	As at 30 June 2019
Cash Salary	\$268,165
Packed Benefits	\$43,151
Total Package	\$311,316

Employees with a salary greater than 100,000

The table below is prepared in accordance with Section 19B of the Local Government (Administration) Regulations 1996. This section requires the Town of Victoria Park reports in bands of \$10,000, the number of employees entitled to annual salary of \$100,000 or more at 30 June 2020.

Salary Band	2020	2019	2018
\$260,000 – \$269,000	1	1	1
\$180,000 – \$189,000	3	3	3
\$140,000 – \$149,000	7		
\$130,000 – \$139,000	3	12	10
\$120,000 – \$129,000	3	2	3
\$100,000 – \$109,000	4	5	5

Financial Assistance

Operating Subsidies

To	Amount
Connect Vic Park	\$50,000
Harold Hawthorne Community Centre	\$119,354
Victoria Park Centre for the Arts	\$100,000
Perth Football Club	\$50,000
Perth Cricket Club	\$195,000
Vic Park Croquet Club	\$15,000
Total	\$529,354

COVID-19 Community Response Grants

To	Amount
Carlisle/Victoria Park Toy Library Inc	\$3,862
Connect Victoria Park	\$4,950
Fusion WA	\$9,805
GLBTI Rights Aging	\$3,690
Harold Hawthorne Community Centre	\$10,000
Nardine Wimmins Refuge	\$10,000
Riverview Community Services	\$9,000
Tracey Gibbs (Artist)	\$3,846
Victoria Park Community Centre	\$4,413
Victoria Park Cricket Club	\$4,300
Victoria Park Soccer Club	\$6,042
TOTAL	\$69,908

Community Grants

To	Amount
Community Forum	\$500
Connect Vic Park	\$9,806
Friends of Kensington Bushland	\$2,750
Harold Hawthorne Community Centre	\$5,401
Millen Primary School	\$2,717
St Mary's Outreach	\$9,684
The Essentials Inc.	\$6,172
Victoria Park Community Centre	\$9,850
Victoria Park Community Garden	\$434
Victoria Park Primary Parents and Citizens	\$500
Victoria Park Primary Parents and Citizens (Auspice)	\$3,000
TOTAL	\$50,814

Individual Donations

To	Amount
Individual Donation – Sport – Australian Gymnastics Championships	\$200
Individual Donation – Sport – Australian Hockey Championships	\$200
Individual Donation – Sport – Cross Country Championships	\$200
Individual Donation – Sport – Irish Dance World Championships	\$300
Individual Donation – Sport – National Junior Table Tennis Championships	\$200
Individual Donation – Sport – Singapore Junior Squash Open Championships	\$300
TOTAL	\$1,400

School Welfare Donations

To	Amount
Carson Street School	\$400
East Victoria Park Education Support Centre	\$400
East Victoria Park Primary School	\$400
Lathlain Primary School	\$400
Millen Primary School	\$400
St Clare's Primary School	\$400
TOTAL	\$2,400

Fee Waivers for COVID-19 Pandemic as per the April Special Council Meeting Resolution

To	Amount
Perth Training and Obedience Dog Club – Annual	\$1,791.24
Carlisle Football Club – Winter Season	\$13,934
Curtin University Football Club – Winter Season	\$7,090.10
Curtin Victoria Park Cricket Club – Winter Season	\$4,465
Emerald Football Club – Winter Season	\$4,033.60
Fraser Park Football Club – Winter Season	\$4,133.20
Perth Royals Football Club – Winter Season	\$6,149.80
Victoria Park Soccer Club – Winter Season	\$9,590.80
TOTAL	\$51,187.74

Fee Waivers for COVID-19 Pandemic as per the April Special Council Meeting Resolution

To	Amount
Curtin University Football Club – Summer Season	\$2,024
Curtin University Football Club – Winter Season	\$37,451.20
Carlisle Cricket Club – Summer Season	\$4,627
Victoria Park Soccer Club – Winter Season	\$6,686.20
Vic Park Raiders Junior Football Club – Winter Season	\$58,009
South Perth Junior Cricket Club – Summer Season	\$60,672.40
TOTAL	\$169,469.80

Cash Sponsorship

To	Amount
Awards Australia	\$12,950
Movies by Burswood	\$17,500
Pride Western Australia Inc.	\$7,500
Property ESP Pty Ltd	\$5,000
Southcare Inc.	\$5,000
Stopping Family Violence Inc.	\$10,000
Town Team Movement Ltd	\$10,000
VenuesLive Management	\$5,000
Total	\$72,950

In Kind Sponsorship (Fee Waiver)

To	Amount
Corporate Sports Australia	\$4,545.45
Event Mill	\$13,816.44
Rotary Club of Victoria Park	\$2,090.91
RSPCA WA (Inc)	\$1,102.73
Victoria Park Primary Parents and Citizens	\$1,170.91
Total	\$22,726.44

Place Grants

To	Amount
Vic Park Collective – Park Flicks	\$4,621
Vic Park Collective – Town Team Conference	\$830
Lathlain Primary School Parents and Citizens – Christmas Carols	\$3,873.20
Burswood Neighbourhood Watch – Neighbour Event	\$2,236
Vic Park Collective – Projection Fest	\$2,840
Total	\$14,400.27

Urban Forest Grants

To	Amount
Vic Park Connect – Connect Canopy Project	\$9,400
Kent Street High School P&C – Urban Forest Initiative	\$9,975
Millennium Kids – Patrick's Postcards	\$4,037
Total	\$23,412

Street Meet 'n' Greet

To	Amount
9 Street Celebrations	\$3,014.91
14 Neighbourhood Get Togethers	\$2,473.82
Total	\$5,488.73

CCTV Partnership Project

To	Amount
90 Partnerships Established	\$66,478
Total	\$66,478

Security Incentive Scheme

To	Amount
58 Rebates Provided	\$9,800
Total	\$9,800

Adopt a Verge

To	Amount
26 Approved Applicants	\$13,000
Total	\$13,000

Operating Subsidies Reporting

S1 - A healthy community

S2 - An informed and knowledgeable community

S3 - An empowered community with a sense of pride and belonging

EN5 – Appropriate and sustainable facilities for everyone that are well built, maintained and managed

Connect Victoria Park

A well-established community organisation, Connect Victoria Park of WA Inc. has been active for 60 years in Victoria Park. Connect Victoria Park's twofold mission is to provide access to affordable housing for low income people over 60, and to create opportunities for older people to connect with each other and build a sense of community. In addition to residential units on Mackie and Cargill streets, Connect Victoria Park run a well-known community venue, The Homestead, on 5 Mackie Street.

At The Homestead, community members over 55 years attend regular fitness and exercise classes, a creative writing group, meet others to go for a walk or a bike ride, have lunch with friends every Tuesday and a delightful sundowner on the last Friday of every month. The Homestead run's special and one-off events to help people age successfully and create meaningful connections.

Since January 2018, Connect Victoria Park has been implementing Western Australia's first Village Hub, building a community of people 55+ who help each other, share knowledge and skills to be able to enjoy full and purposeful lives.

During the 2019-2020 Financial Year, Connect Victoria Park programs attracted and supported over 11,000 participants.

During this period Connect Victoria Park ran a number of programs and initiatives including:

- Culture Connect – a partnership between Connect Victoria Park, Wanjoo, Ursula Frayne Catholic College and Kent Street High School to participate in Intergenerational Noongar Singing
- Victoria Park Community Centre, Befriend Inc, Active Mental Health and Town of Victoria Park Digital Hub – production of step-by-step guide on how to use Zoom for online video-conferencing after physical distance restrictions were put in place due to Covid-19, as well as planning and running Skillshare Zoom with Friends online tutorial to keep Vic Park community members connected during self-isolation
- Curtin University and Independent Living Assessment - Connect Victoria Park began working with Curtin University and Independent Living Assessment to design a holistic Wellness Program and a research project to measure its impact. The Connect 60+ Mind, Body and Soul wellness program will begin in July 2020.

When surveyed:

- 92.63% of participants reported that Connect Victoria Park programs and initiatives made them feel welcome and included
- 88% said learnt new things
- 88% experienced increased physical activity, and
- 83% felt more connected to people in the community.

Victoria Park Centre for the Arts

The Victoria Park Centre for the Arts encourages, stimulates and promotes local arts and cultural activities for established and emerging artists of all persuasions.

The Victoria Park Centre for the Arts is an integral part of the Town's art scene and work with members, tutors, artists, partners and the community, to facilitate and nurture creative and cultural growth in the community. The Victoria Park Centre for the Arts provides a meeting place for community, artists and those interested in the arts, a cross-section of workshops, exhibitions and events, a gift shop showcasing the work of local artists and advocate for the arts.

During the 2019-2020 Financial Year, Victoria Park Centre for the Arts programs and initiatives attracted and supported over 3,000 participants. During this period the Victoria Park Centre for the Arts ran a number of programs and initiatives including:

- Create Connect - A series of workshops to support and encourage development of creative and artistic abilities for people with complex disabilities.
- English Conversation Sessions - A series of sessions and workshops offered free to CaLD members of the community allowing participants to practice their English language skills in every day community situations (shopping, visits to the doctor, library, employment).

Harold Hawthorn Community Centre

Harold Hawthorne Community Centre has been supporting and enhancing the quality and vibrancy of life for people within our community since 1968. Offering a Community Centre, over 55's Village, home and community support as well as employment and volunteering programs. Harold Hawthorne's mission is to support the independence and overall wellbeing of seniors and younger people with disabilities in the local community.

During the 2019-2020 Financial Year, Harold Hawthorne programs and initiatives attracted and supported:

- over 8,000 participants in the Active Living programs which are designed to provide opportunities for community members to connect, socialise and learn new skills (activities, events, venue hire etc)
- the delivery and provision of over 24,000 meals
- over 800 people to stay in their own homes longer by providing over 43,000 hours of home care and social support services
- 6,779 transport trips for people to attend medical appointments and to access the community
- volunteers and students with opportunities to volunteer over 11,000 hours.

Perth Football Club

The Town continues to provide an operating/maintenance subsidy to the Perth Football Club for the responsibility of maintaining the Lathlain Oval grounds and also for the operations and maintenance of the Perth Football Club facility. The subsidy essentially assists in offsetting some of the Town's financial responsibility for the day to day operational and maintenance costs of this facility.

Lease Reductions/Peppercorn Leases

Property Address	Premises	Type of Contract	Other Parties	Rent	Rental Valuation (per annum nett of GST and outgoings)
248 Gloucester Street, Victoria Park	Sporting Group office space within Leisurelife	Lease	Perth Basketball Association Inc	\$4,400	\$4,000
248 Gloucester Street, Victoria Park	Office space within Leisurelife	Lease	Agility Rehabilitation	\$5,808	\$4,000
248 Gloucester Street, Victoria Park	Community Group office space within Leisurelife	Lease	WA Disabled Sports Association Inc	\$15,125.04	\$13,750
248 Gloucester Street, Victoria Park	Family Centre Building and Courtyard – Community Group via Department of Communities	Lease	Minister for Community Welfare	\$1	\$33,000
248 Gloucester Street, Victoria Park	Leisurelife Café	N/A	Vacant	\$ -	\$12,500
42 Somerset Street, East Victoria Park	Aqualife Café	N/A	Vacant	\$ -	\$12,500
1-5 Sussex Street	Billabong Child Care Centre – Community Group via Department of Communities	Lease	Minister for Community Welfare	\$1.00	\$80,000 – \$100,000
2 Lathlain Place	Scout Hall and Grounds	Lease	The Scout Association of Australia (WA Branch)	\$1	\$13,000 – \$15,000
6 Lathlain Place	Keith Hayes Community Centre	Lease	Child Adolescent Health Service (Unit 1)	\$1	\$26,000
6 Lathlain Place	Keith Hayes Community Centre	Lease	Carlisle/Victoria Park Toy Library Inc (Unit 2)	\$1	\$31,500
6 Lathlain Place	Keith Hayes Community Centre	Lease	Lathlain Playgroup Inc (Unit 3)	\$1	\$34,000
29 Sussex Street, East Victoria Park	Community Law Centre Building	Lease	Sussex Street Community Law Service Inc	\$4,000	\$40,000
12 Kent Street	House, Art Workshop and Land	Lease	Victoria Park Centre for the Arts Inc	\$1	\$30,000
34 Goddard Street	Sporting Group - Lathlain Park Grandstand and Clubrooms	Lease	Perth Football Club Inc	\$1.00	Not Determined
42 Bishopsgate Street	Sporting Group – Lathlain Ovals and Administration Building	Lease	Indian Pacific Ltd (West Coast Eagles Football Club)	\$10	\$415,000

31 Rushton Street	Sporting Group - Croquet Club Building and Courts	Lease	Victoria Park Croquet Club Inc	\$1	Not Determined
1 Fred Bell Parade, East Victoria Park (Higgins Park)	Hall and Grounds	Lease	The Returned and Services League of Australia Inc (WA Branch)	\$1	\$50,000
Lot 256 Garland Street	Shed – Wildlife Rescue Centre	No formal agreement	Malubilai Wildlife Carers Group	\$ -	\$3,500
500 Albany Highway	Community Garden	Lease	Victoria Park Community Garden Association Inc	\$1	Not Determined
98 Rutland Avenue	Community Garden	Lease	Victoria Park Community Garden Association Inc	\$1	Not Determined
6 Sunbury Road	Community Garden	Lease	Victoria Park Community Garden Association Inc	\$2,000	\$2,000
190-192 Rutland Avenue, Carlisle also known as 2 Memorial Avenue	Senior Citizen Centre, Carlisle Memorial Hall and Frail Aged day Care Centre	Lease	Harold Hawthorn Community Centre Inc	\$1	\$222,000
4-6 Memorial Avenue, Carlisle	Senior Citizens Aged Persons Units	Lease	Harold Hawthorn Community Centre Inc	\$1	\$82,882,500
51 Anketell Street/63 Kent Street, Kensington	KPCYC Buildings and Land	Sub-Lease	The Federation of Western Australia Police and Citizens Youth Centres Inc	\$1	Not Determined
Playfield Street	Sporting Group – Tennis Courts and Hall	Lease	Higgins Park Tennis Club Inc	\$2,418.76	\$42,500
Weston Street, Carlisle (Fletcher Park)	Sporting Group - Fletcher Park Building	Seasonal Lease Agreement	Perth Cricket Club Inc	\$2,919.31	Not Determined
18 Kent Street	Sporting Group - Bowling Club Building and Greens	Lease	Victoria Park Carlisle Bowling Club Inc	\$7,428.32	\$60,000
Weston Street, Carlisle (Fletcher Park)	Sporting Group - Fletcher Park Building	Seasonal Lease Agreement	Victoria Park Xavier Hockey Club Inc	\$2,919.31	Not Determined
21 Lichfield Street (Read Park)	House and Land	N/A	Vacant	\$ -	\$15,000 – \$16,000
15 Hillview Terrace, East Victoria Park	Hillview Clinic	Lease	Disability Services Commission	\$1	Not Determined
6 Temple Street	Dental Clinic	Lease	Dental Health Service of WA	\$1	\$70,000
4 Temple Street	Infant Health Clinic	No formal agreement	Health Department of WA	\$1	\$29,000

For more information or to
request this document in an
alternative format, contact:

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