



# AGENDA

## Council Meeting

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Tuesday, 18 October 2016 at 6.30pm

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**AGENDA FOR ORDINARY COUNCIL MEETING  
TUESDAY, 18 OCTOBER 2016**

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**NOTICE OF MEETING**

Elected Members

An Ordinary Meeting of the Council will be held on **Tuesday, 18 October 2016** in the Council Chamber, 135 Canning Highway East Fremantle commencing at 6.30pm and your attendance is requested.



GARY TUFFIN  
Chief Executive Officer

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**AGENDA**

**1. DECLARATION OF OPENING OF MEETING/ANNOUNCEMENTS OF VISITORS**

**2. ACKNOWLEDGEMENT OF COUNTRY**

*"On behalf of the Council I would like to acknowledge the Nyoongar people as the traditional custodians of the land on which this meeting is taking place."*

**3. RECORD OF ATTENDANCE**

**3.1 Attendance**

**3.2 Apologies**

**3.3 Leave of Absence**

**4. RESPONSE TO PREVIOUS PUBLIC QUESTIONS TAKEN ON NOTICE**

None.

**5. PUBLIC QUESTION TIME**

**6. CONFIRMATION OF MINUTES OF PREVIOUS MEETING**

**6.1 Ordinary Meeting of Council (20 September 2016)**

**6.1 OFFICER RECOMMENDATION**

**That the minutes of the Ordinary meeting of Council held on Tuesday, 20 September 2016 be confirmed as a true and correct record of proceedings.**

**7. ANNOUNCEMENTS BY PRESIDING MEMBER**

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- 8. PRESENTATIONS / DEPUTATIONS / PETITIONS**
  - 8.1 Presentations**
  - 8.2 Deputations**
  - 8.3 Petitions**
  
- 9. DISCLOSURES OF INTEREST BY MEMBERS**
  
- 10. APPLICATIONS FOR LEAVE OF ABSENCE**
  
- 11. LATE ITEMS**

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## 12. REPORTS OF COMMITTEES

### 12.1 Town Planning & Building Committee Meeting (4 October 2016)

<b>File ref</b>	C/MTP1
<b>Prepared by</b>	Andrew Malone, Executive Manager Regulatory Services
<b>Voting requirements</b>	Simple Majority
<b>Documents tabled</b>	Nil
<b>Attachments</b>	1. Town Planning & Building Committee Minutes

#### **Purpose**

To submit the minutes and delegated decisions of the Town Planning & Building Committee for receipt by Council.

#### **Executive Summary**

The Committee, at its meeting on 4 October 2016, exercised its delegation in all statutory matters before it.

There is no further action other than to receive the minutes, including delegated decisions, of that meeting.

#### **Consultation**

Town Planning & Building Committee.

#### **Statutory Environment**

Nil.

#### **Policy Implications**

Nil.

#### **Financial Implications**

Nil.

#### **Strategic Implications**

Nil.

#### **Site Inspection**

Not applicable.

#### **Triple Bottom Line Assessment**

##### Economic implications

There are no known significant economic implications associated with this proposal.

##### Social implications

There are no known significant social implications associated with this proposal.

##### Environmental implications

There are no known significant environmental implications associated with this proposal.

**Comment**

The unconfirmed minutes of the Town Planning & Building Committee meeting are now presented to Council to be received.

**12.1 OFFICER RECOMMENDATION**

**That the unconfirmed Minutes of the Town Planning & Building Committee Meeting held on 4 October 2016 be received.**



### 13. REPORTS OF OFFICERS

#### 13.1 HEALTH REPORTS

##### 13.1.1 Review of the Disability Access and Inclusion Plan (DAIP) 2012-2016

<b>File ref</b>	H/CDP1
<b>Prepared by</b>	Principal Environmental Health Officer Shelley Cocks
<b>Supervised by</b>	Executive Manager Regulatory Services Andrew Malone
<b>Voting requirements</b>	Simple Majority
<b>Documents tabled</b>	Nil
<b>Attachments</b>	1. Draft Disability Access and Inclusion Plan 2016-2020 2. Disability Access and Inclusion Survey Results

#### **Purpose**

The purpose of this report is to seek Council's endorsement of the recent review of Council's Disability Access and Inclusion Plan (DAIP) prior to the DAIP 2016-2020 being advertised for public comment.

#### **Executive Summary**

It is recommended that:

1. Council endorse the draft Disability Access and Inclusion Plan 2016-2020, attached to this report, for public comment for a period of 21 days.
2. Should no public submissions be received, Council adopt the Disability Access and Inclusion Plan 2016-2020

#### **Background**

The Disability Services Act 1993 (amended 2004) requires local government authorities to review their DAIP at least every five years. Local government authorities must undertake community consultation, in accordance with the regulations, whenever reviewing or amending a DAIP. The purpose of the review is to assess how well the strategies are overcoming barriers and achieving the outcomes of the DAIP. It will assist the Town to identify if activity undertaken through the plan has achieved the proposed DAIP objectives, and give the Town the opportunity to update our strategies.

#### **Consultation**

As the Town of East Fremantle's DAIP 2012-2016 is due for review, the Town of East Fremantle has undertaken the community consultation component of the review process. The community consultation was conducted by Stoneham and Associates by means of a survey. A link to the survey was placed on Council's website and emailed to key stakeholders. Additionally our Home and Community Care Day Centre clients were surveyed. The existence of the survey was also advertised in community newspaper The Herald and the Richmond Primary School newsletter.

A total of 55 completed responses were received. The results of the survey are included as an attachment to this report.

Once the survey results were analysed and compiled, revisions and editions were made to the existing DAIP. The reviewed DAIP is included as an attachment.

#### **Statutory Environment**

Disability Services Act 1993 (amended 2004)

### **Policy Implications**

Nil

### **Financial Implications**

The consultation component of the Disability Access and Inclusion Plan review cost \$5,000. The financial implications of implementing the plan are included in the individual budget items eg footpaths, building maintenance, pram ramps and so on rather than an overall budget for disability access and inclusion.

### **Strategic Implications**

Key focus Area 1: Community Strength and Identity.

- Access to information, resources, culture and entertainment.
- Protection of community health, safety and amenity.
- Provision of HACC Services in the Town.

Key focus Area 2: Infrastructure and Waste Services

- Ensure the Town is connected, safe and accessible.
- Council owned buildings for public use are maintained, accessible and safe.

The infrastructure and services that we provide are highly utilised and valued by our community. We maintain the physical and environmental assets of the Town.

Key focus Area 4: Governance and Leadership

- Effective communications and community engagement.
- High standards of service to the Town's customers.

### **Site Inspection**

Site inspection undertaken: Not applicable

### **Triple Bottom Line Assessment**

#### Economic implications

There are no known significant economic implications associated with this proposal.

#### Social implications

The Town of East Fremantle is committed to improving access and inclusion within the Town to people with a disability.

#### Environmental implications

There are no known significant environmental implications associated with this proposal.

### **Comment**

Should any comments be received following advertising, a further report will be prepared for Council's consideration.

**13.1.1 OFFICER RECOMMENDATION**

**That:**

- 1. Council advertise the draft Disability Access and Inclusion Plan 2016-2020 for public comment for a period of 21 days.**
- 2. Should no public submissions be received, Council adopt the Disability Access and Inclusion Plan 2016-2020.**

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## 13.2 FINANCE REPORTS

### 13.2.1 Monthly Financial Activity Statement 30 September 2016

<b>File ref</b>	F/FNS2
<b>Prepared by</b>	Les Mainwaring, Executive Manager Finance & Administration
<b>Supervised by</b>	Gary Tuffin, Chief Executive Officer
<b>Voting requirements</b>	Simple Majority
<b>Documents tabled</b>	Nil
<b>Attachments</b>	1. Monthly Financial Activity Statement

#### **Purpose**

For Council to receive the Monthly Financial Activity Statement.

#### **Executive Summary**

To provide timely financial information to Elected Members and regular review of the current forecast. This statement compares actual performance against budget estimates, and summarises operating and capital results in accordance with statutory requirements.

Staff recommend that Council receives the Financial Activity Statement for the period ending 30 September 2016.

#### **Background**

The report comprises the monthly financial results with commentary focusing on comparisons to the year to date budget position.

The monthly Financial Activity Statement for the period ending 30 September 2016 is appended and includes the following:

- Financial Activity Statement
- Notes to the Financial Activity Statement including schedules of investments, rating information and debts written off.
- Capital expenditure Report

The attached Financial Activity Statements are prepared in accordance with the amended Local Government (Financial Management) Regulations 1996; together with supporting material to provide Council with easily understood financial information covering activities undertaken during the financial year.

#### **Consultation**

Nil.

#### **Statutory Environment**

*Local Government Act 1995 (As amended)*

*Local Government (Financial Management) Regulations 1996 (As amended)*

#### **Policy Implications**

Significant accounting policies are adopted by Council on an annual basis. These policies are used in the preparation of the statutory reports submitted to Council.

### **Financial Implications**

The September 2016 Financial Activity Statement shows variances in income and expenditure when compared with year to date draft budget estimates.

There are no proposed changes to the current budget forecast.

All amounts quoted in this report are exclusive of GST.

### **Strategic Implications**

The matter being put to the Council is not likely to have a direct impact on the strategies of the Council.

*4.9 A financially sustainable Town – Provide financial management services to enable the Town to sustainably provide services to the community.*

### **Site Inspection**

Site inspection undertaken: Not applicable

### **Triple Bottom Line Assessment**

#### Economic implications

The budget is balanced therefore there are no economic implications.

#### Social implications

There are no known significant social implications associated with this proposal.

#### Environmental implications

There are no known significant environmental implications associated with this proposal.

### **Comment**

The following is a summary of information on the attached financial reports:

#### Revised Budget Forecast

The current budget forecast for the 30 June 2017 indicates a breakeven of \$0 which is not represented by any change to date.

#### Operating YTD Actuals (compared to the YTD Budget)

The September 2016 Financial Activity Statement shows variances in income and expenditure when compared with year to date current budget estimates.

Operating Revenue 99%; is \$76,000 less than the YTD budget. (Unfavourable)

Operating Expenditure 97%; is \$72,000 less than the YTD budget. (Favourable)

After non-cash adjustments, the total operating cash forecast is \$27,000 more than the YTD budget (Favourable).

Operating Revenue is 1% Unfavourable to year to date budget.

Favourable variance in General Purpose Funding- \$20,000 Financial Assistance Grant which will be the subject of a future budget amendment.

Unfavourable variance in Recreation & Culture – is an additional Swan River Trust Grant of \$60,000 which is available dependent on the level of foreshore works exceeding \$335,000.

Operating Expenditure is 3% Favourable to year to date budget.

The main areas of favourable variation for operating expenditure are timing differences in: Governance – Communications, Advocacy and Public Relations \$31,000 which is a timing difference as projects get underway, such as rebranding; Administration Employee costs \$40,000 timing difference from turnover and recruitment; Strategic and Business Plan Consultants \$27,000 until projects commence.

Other areas of favourable variance are spread across various programs as detailed in the report.

Unfavourable Recreation & Culture – City of Fremantle Library \$120,000 timing variance which will offset in October.

All capital activities have been set forward in the budget so that they can be easily monitored in terms of progress.

The majority of Infrastructure projects are in the early stages of mobilisation during September.

Other details can be found in the attached notes to the financial activity statement.

#### Capital Programs YTD Progress Summaries

Annual Timeline 25% of year elapsed

Land & Buildings 0% expended

Infrastructure Assets 3% expended

Plant & Equipment 15% expended

Furniture & Equipment 5% expended

Capital expenditure is \$3,990,000 less than the YTD budget (Favourable) which represents 97% of the capital programs to be completed. The report provides details on individual capital works payments to have progressed as at 30 September 2016.

#### **13.2.1 OFFICER RECOMMENDATION**

**That Council receives the Financial Activity Statement for the period ending 30 September 2016.**

### 13.2.2 Accounts for Payment – September 2016

<b>File ref</b>	F/FNS2
<b>Prepared by</b>	Les Mainwaring, Executive Manager Finance & Administration
<b>Supervised by</b>	Gary Tuffin, CEO
<b>Meeting Date</b>	18 October 2016
<b>Voting requirements</b>	Simple Majority
<b>Documents tabled</b>	Nil
<b>Attachments</b>	1. Monthly List of Payments – September 2016

#### **Purpose**

For Council to receive the monthly list of accounts paid.

#### **Executive Summary**

To endorse the list of payments made under delegated authority for the month of September 2016.

It is therefore recommended that Council receives the List of Accounts paid for the period 1 September to 30 September 2016, as per the summary table.

#### **Background**

The Chief Executive Officer has delegated authority to make payments from the Municipal and Trust Accounts in accordance with budget allocations.

The Town provides payments to suppliers by electronic funds transfer, cheque or credit card. Attached is an itemised list of all payments made under delegated authority during the said period.

#### **Consultation**

Nil.

#### **Statutory Environment**

Regulation 13: *Local Government (Financial Management) Regulations 1996 (as amended)*

#### **Policy Implications**

Policy F8.1 Ordering of Goods and Services.

#### **Financial Implications**

Accounts for Payment are sourced from budget allocations.

All amounts quoted in this report are inclusive of GST.

#### **Strategic Implications**

Town of East Fremantle Strategic Community Plan

Key Focus Area 4: Governance and Leadership

*“4.9 A financially sustainable Town – Provide financial management services to enable the Town to sustainably provide services to the community”*

#### **Site Inspection**

Not applicable.

### Triple Bottom Line Assessment

#### Economic implications

There are no known significant economic implications associated with this proposal.

#### Social implications

There are no known significant social implications associated with this proposal.

#### Environmental implications

There are no known significant environmental implications associated with this proposal.

### Comment

The attached itemised list of payments is prepared in accordance with Regulation 13 of the amended *Local Government (Financial Management) Regulations 1996*.

The list of payments is to be presented to Council at the next Ordinary Meeting after it has been prepared, and recorded in the minutes of that meeting.

### 13.2.2 OFFICER RECOMMENDATION

That the list of accounts paid for the period 1 September to 30 September 2016 be received, as per the following summary table:

SEPTEMBER 2016		
Voucher No	Account	Amount
5019 – 5027	Municipal (Cheques)	\$4,116.53
EFT23007 – EFT23134	Electronic Transfer Funds	\$957,680.25
Payroll	Electronic Transfer Funds	\$212,079.67
Superannuation	Electronic Transfer Funds	\$35,706.74
Credit Card	Corporate Credit Card	\$650.41
	<b>Total Payments</b>	<b>\$1,210,233.60</b>



### 13.2.3 Swan Yacht Club – Rental Waiver

<b>Applicant</b>	Swan Yacht Club
<b>File ref</b>	R/RSB8
<b>Prepared by</b>	Les Mainwaring, Executive Manager Finance & Administration
<b>Supervised by</b>	Gary Tuffin, Chief Executive Officer
<b>Meeting Date</b>	18 October 2016
<b>Voting requirements</b>	Simple Majority
<b>Documents tabled</b>	Nil
<b>Attachments</b>	Nil

#### **Purpose**

The Swan Yacht Club is seeking a waiver of rent for 5 years to assist with civil works required to complete renovations.

#### **Executive Summary**

The allocation of Council funds is a scarce resource and ultimately is allocated on a needs basis to achieve equity of application. It is recognised that in recent years the Swan Yacht Club management have worked hard to restore relations with the Town and improve their operations. Given the information provided by the Club, they appear to have achieved the strategic aims of strengthening the Club's membership through amalgamation with the Fremantle Club in 2014, then using the funds to upgrade the facility in order to derive a greater scope of revenue potential going forward. The Club must be commended for what they have achieved.

The current and future financial analysis of the club indicates that the Club has a strong financial future going forward. The Club has gained in financial strength since the inclusion of the Fremantle Club in 2014 and the financial performance has increased since that date. With the information at hand it appears that the Club will move from strength to strength notwithstanding the matter of lease payments, therefore whilst any additional money is welcome to an organisation, especially during a time of construction outlays, the argument for relief of lease payments does not appear to be in response to significant financial adversity based on previous results or forward estimates.

It is therefore recommended that Council does not support the provision of a lease rental waiver for a period of 5 years.

#### **Background**

On 12 August 2016, the Town received confirmation from the Swan Yacht Club that the Club will be seeking full rent relief from Council for the next 5 years to assist with the civil works required to complete the renovation process. The club is completing stage 2 building works, which are projected to run over initial estimates by \$500,000, to a total project cost of \$5.4 million.

The Swan Yacht Club was established in 1904 and was originally located where the Stirling traffic bridge is today, on the East Fremantle side. Because of the proposed Stirling Bridge construction the Club moved to its present site on reclaimed land at Preston Point in 1964, where a succession of leases have been granted by the Town since 1965.

The subject land comprises Reserves 27376 with a designated purpose of "yacht club and club premises" and Reserve 27377 with a purpose of "yacht club and free pedestrian access" to allow access along the river. The reserves are vested with the Town.

Pursuant to the Land Administration Act 1997 and subject to the approval of the Minister for Lands, the Management Order allows the Town the power to lease the whole of any portion of the land in question, for a term not exceeding 21 years.

The previous lease on peppercorn rental had expired on 29 September 2006 and went through a holding over period before a new lease was finalised in 2012. During the period leading to the expiry of the previous lease there was an unfortunate history that involved breaches of lease, pro-active political involvement and litigation. A new lease was supported to be mutually beneficial for both parties, by giving a reasonable return for the Town whilst allowing the Club to legally carry out revenue raising activities in its function centre role. The proceeds of which help subsidise the Club's predominant purpose of Yacht Club. A new lease was also a form of recognition that new management at the club were working hard to restore positive relations with the Town and improve their operations.

The current lease commenced on 1 September 2012, for a period of 21 years expiring 31 August 2033. Rent is reviewed annually by CPI, except for market reviews which occur every 7 years in 2019 and 2026.

The annual lease rental was initially set at \$40,000 in 2012; this has risen by CPI to a proposed lease fee from 1 September 2016 of \$43,064, which is approximately \$828 per week. The calculation of the opening rental primarily involved equity considerations with the East Fremantle Yacht Club (EFYC), based on the size of the respective areas of land under lease and the existing lease rental paid by the EFYC.

The current Gross Rental Value placed on the club by the Valuer General is \$795,000 pa, which equates to rates raised of \$79,139.

#### **Consultation**

Nil

#### **Statutory Environment**

Nil

#### **Policy Implications**

Nil

#### **Financial Implications**

At the current lease rental, a full rent waiver for five (5) years would equal \$215,320 in additional support for the club, plus any CPI and 2019 market review increases.

#### **Strategic Implications**

Nil

#### **Site Inspection**

Not applicable

#### **Triple Bottom Line Assessment**

##### *Economic implications*

The economic implications associated with this proposal are an annual loss of revenue equal to 0.6% in annual rates each year for 5 years.

Social implications

There are no known significant social implications associated with this proposal.

Environmental implications

There are no known significant environmental implications associated with this proposal.

**Comment**

The essence of the request is a claim for financial support of \$215,000+ over five (5) years, or \$43,000+pa.

Funding Issue

It may be better to consider this as a funding issue, separate from the lease; otherwise it traverses the complication of a market lease review in 2019. Any change to existing lease rental terms may tip the balance of perceived equity between like clubs, causing claims for rebalancing to the detriment of the Town.

Community Grants

There has recently been an initiative to encourage community groups to apply for funding through the Community Grant Fund, and whilst this has been designed for somewhat smaller requests, the intent is the same. An alternative option could be to consider separate policy for financial assistance to community groups that have invested significantly in capital improvements, which may be measured in either proportion to capital improvements or lease payments, but as a separate matter to existing lease terms.

Town Support

During 2016 the Town has provided Ranger Services support to assist with parking control of boat trailers on SYC leased land, at the request of SYC and in the interests of collaborative control of parking in the foreshore area and boat ramp carpark. This service has been provided without cost to the Club, on an on-call basis, and should be noted as an in-kind contribution that has assisted the SYC members attain quiet enjoyment of exclusive access to parking on their leased land. The value of this service could be measured against what it would cost for parking control to be contracted from a private service provider.

The Town can also provide active support to the Club by use of the facilities on a corporate basis, as and when required, which is in line with the Buy Local provisions of the purchasing policy adopted by Council in August 2016.

Consideration of a low interest self-supporting loan would also provide the benefit of access to very low interest finance, with rate certainty for many years and no establishment or on going account fees for the facility.

Conclusion

On balance there is nothing in the recent financial analysis of the Club that indicates financial stress in the organisation or that the Club does not have a strong financial future going forward. The Club has gained in financial strength since the inclusion of the Fremantle Club in 2014 and the financial performance has increased since that date. With the information at hand it appears that the Club will move from strength to strength notwithstanding the matter of lease payments.

**13.2.3 OFFICER RECOMMENDATION**

**That Council does not support the provision of a lease rental waiver for a period of 5 years.**

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### 13.3 GOVERNANCE REPORTS

#### 13.3.1 Advocacy – Support the Planning for the Development of the Fremantle Ports Outer Harbour

<b>File ref</b>	T/PFL1
<b>Prepared by</b>	Wendy Cooke, Coordinator Strategic Planning & Projects
<b>Supervised by</b>	Gary Tuffin, CEO
<b>Meeting Date</b>	18 October 2016
<b>Voting requirements</b>	Simple Majority
<b>Documents tabled</b>	Nil
<b>Attachments</b>	Nil

#### **Purpose**

To seek Council's endorsement to advocate for the commencement of planning for the future development of the Fremantle Port Outer Harbour (Outer Harbour).

#### **Executive Summary**

The Mayor, CEO and Coordinator Strategic Planning & Projects attended a breakfast meeting facilitated and hosted by the City of Kwinana on Friday 23<sup>rd</sup> September, 2016.

The City of Kwinana presented a branded media and information campaign to the attending Mayors and Chief Executive Officers from the local governments of Armadale, Cockburn, Rockingham, East Fremantle, Serpentine-Jarrahdale on the need for the development of the Outer Harbour now.

Support for the branded campaign and key messaging was sought from the City of Kwinana to allow the campaign to commence immediately. Attending local governments advised that until they had endorsement from their Councils they were unable to commit to either the branded campaign or the key messages presented, although all indicated they are supportive of the development of the proposed Outer Harbour.

#### **Background**

The development of the Outer Harbor has been with Department of Planning/Western Australian Planning Commission for many years and was scheduled to commence detailed planning approximately two years ago.

In July 2016 the Minister for Transport released the Perth Transport Plan (PTP) for 3.5 Million and beyond.

The PTP comprises a number of transport components being:

- Public Transport Plan
- Road Network Plan
- Cycling Network Plan
- Travel Demand Management Plan
- Perth Freight Network Plan

The current State Government has committed to constructing the Perth Freight Link to the existing Fremantle Port Inner Harbour (Inner Harbour). Plans to develop the Outer Harbour are still yet to be

fully costed and prioritised, however it and various transport infrastructure projects are included in the PTP.

Interestingly the State Government considers the current Inner Harbour has future capacity for at least another 25 years, and possible more, given the recent downturn in container trade, a 4% decrease from 2014/15.

It is anticipated that the construction of an Outer Harbour in Cockburn Sound will deliver considerable economic benefits to the southern corridor of the metropolitan area and would provide employment for the growing population in this area.

#### **Consultation**

Cities of Fremantle, Cockburn, Rockingham, Kwinana, Armadale and the Shire of Serpentine-Jarrahdale.

#### **Statutory Environment**

Nil

#### **Policy Implications**

Nil

#### **Financial Implications**

Council's 2016/17 Budget has provided an amount of \$40,000 for advocacy – Account E04266.

The City of Kwinana advises that supporting the campaign will not incur any resources other than officer and elected member time.

#### **Strategic Implications**

Key Focus Area: Infrastructure and Waste Services: The needs of our community are met through the provision of high quality infrastructure and waste services

- Outcome: Providing amenity, recreation opportunities and enhancement of the natural environment
- Outcome: Ensure the Town is connected, safe and accessible

#### **Site Inspection**

Not applicable

#### **Triple Bottom Line Assessment**

##### Economic implications:

If the Outer Harbour was to proceed its development would have the potential to provide economic benefits through job creation throughout the southern corridor suburbs of the metropolitan area.

##### Social implications

If the Outer Harbour was to proceed it is envisaged that the potential social issues associated with such a project would be explored in detail during the detailed planning process.

Environmental implications

If the Outer Harbour was to proceed it is envisaged there would be environmental implications that would be subject to extensive environmental investigations.

**Comment**

The development of the Perth Freight Link is scheduled for construction well ahead of development of an Outer Harbour. The PTP doesn't provide any indication as to when the current government would commence any detailed planning for the Outer Harbour or any project for that matter.

The Plan provides three (3) broad timeframes based on population targets, 2.7 million, 3.5 million and beyond 3.5 million. The current population estimates suggest 2.7 million will be reached by 2031, and 3.5 million by 2050.

The State opposition (ALP) have already advised that a McGowan Labor government would spend \$20 million over four years to complete planning for an outer harbour at Kwinana, including costings. It has also promised it would maintain Fremantle Port in public ownership, cap its capacity to less than half the planned rise to 1.5 billion containers a year and increase subsidies for using rail freight to discourage truck use.

According to the WA Port Operations Task Force February 2016 meeting papers the total movements in 2015 was 719,406 Twenty Foot Equivalent Units (TEUs).

It is recommended that in recognition of the significant benefits this facility would bring to the region, that Council support the commencement of planning for the future development of an Outer Harbour.

**13.3.1 OFFICER RECOMMENDATION**

**That Council supports the commencement of planning for the future development of an Outer Harbour and acknowledges the significant benefits such a facility would bring to the region.**

### 13.3.2 Customer Service – Office Opening Hours

<b>File ref</b>	A/THL1
<b>Prepared by</b>	Wendy Cooke, Coordinator Strategic Planning & Projects
<b>Supervised by</b>	Gary Tuffin, Chief Executive Officer/Les Mainwaring EMFA
<b>Meeting Date</b>	18 October 2016
<b>Voting requirements</b>	Simple Majority
<b>Documents tabled</b>	Nil
<b>Attachments</b>	Nil

#### **Purpose**

To advise Council of a change to the Town of East Fremantle office opening hours from 8:30am-5:00pm to 8:30am-4:30pm Monday to Friday.

#### **Executive Summary**

Following a survey undertaken by the Executive Manager Finance & Administration in relation to the number of customer service and cashier enquiries, and a review of South West Group and other local governments, it is recommended that the opening hours for the administration centre at the Town Hall be amended from 8:30am-5:00pm to 8:30am-4:30pm Monday to Friday.

#### **Background**

In April this year a survey was undertaken of the number of customer enquiries received at the front counter during the first half hour of the morning and the last hour of the afternoon over a period of four (4) weeks.

The data gathered indicates that on average during the period reviewed, there were 1.5 activities per hour. The majority of enquiries occurred during the morning period between 8:30am-9:00am – average 2.1 per hour; the busiest day being Monday; and an average of only 0.7 enquiries per hour occurring in the period from 4:30-5:00pm, the quietest day being Friday and Monday.

Payments were mainly in relation to parking; other enquiries during the period reviewed included planning; appointments; and a range of skip bin, HACC, couriers, rat bait, bus hire, rates, vandalism and dog enquiries.

It is evident that the half hour between 4:30pm and 5:00pm is the quietest time of the day for customer service officers. At present customer service staff are required to work on a split shift system. That is, the person who opens the doors and the cash register, has left the office when the cash register and the office front door is closed. Due to the size of the organisation and the small number of front counter enquiries, it means that the staff hours are staggered requiring more people to cover a decreasing service.

Also in April this year, the Town's new look and updated website was launched under the WALGA 'Council Connect' Program.

This initial upgrade and re-design of the website included additional functionality with Modules that include:

- Document Centre
- News Centre
- Image Gallery
- Quicklink Manager



- Email and customer service form
- Council Meeting Module

It is proposed that during 2016/17, via IT Vision Synergy online integration, the website will offer the opportunity for online payments of infringements, a customer service lodgement and tracking module and a rates enquiry and payment option (please note that there is already payment options for Rates, however the Synergy module offers ratepayers a secure and convenient method to query information in relation to their assessment, valuations and payment amounts). Future initiatives will include on-line dog registration and payments, with a view also for development applications.

It is envisaged that with greater opportunity for customers to make a payment online, the number of cashier contact hours/enquiries will reduce further.

Table 1.

**FRONT COUNTER SURVEY SUMMARY – April 2016**

8:30 AM - 9:00AM & 4:00PM - 5:00PM

**19 Days Plus 1 Public Holiday; Activity on 17 Days**

**Average Activity Per Hour**

TIME	MON	TUE	WED	THU	FRI	WEEK
8:30AM - 9:00AM	2.7	1.0	2.0	2.5	2.5	2.1
4:00PM - 4:30PM	0.7	2.0	0.5	4.5	0.0	1.6
4:30PM - 5:00PM	0.0	1.0	2.0	0.5	0.0	0.7
<b>DAILY AVERAGE</b>	<b>1.1</b>	<b>1.3</b>	<b>1.5</b>	<b>2.5</b>	<b>0.8</b>	<b>1.5</b>

**Ratio of payments to enquiries**

	PAYMENTS	ENQUIRY
AM	30%	70%
PM	38%	62%
<b>TOTAL</b>	<b>35%</b>	<b>65%</b>

A review of the opening hours and customer service/cashier contact hours in the South West Group local governments and neighbouring western suburb local governments indicates that 50% of these councils provide a face to face service from 8:30am-4:30pm - Table 2 below shows the opening hours of the listed local governments.

Table 2.

Local Government	Customer Service Hours	Cashier Hours
City of Fremantle	8:00am-5:00pm	8:30pm-4:30pm
City of Kwinana	8:00am-5:00pm	8:00am-4:00pm
City of Melville	8:30am-5:00pm	8:30am-5:00pm
Shire of Peppermint Grove	8:30am-5:00pm	8:30am-5:00pm
City of Rockingham	8:30pm-4:30pm	8:30pm-4:30pm
City of Cockburn	8:30pm-4:30pm	8:30pm-4:30pm
Town of Mosman Park	8:30pm-4:30pm	8:30pm-4:30pm
Town of Cottesloe	8:30pm-4:30pm	8:30pm-4:30pm

**Consultation**

South West Group councils (Melville, Fremantle, Rockingham, Cockburn, Kwinana)

Town of Mosman Park  
Shire of Peppermint Grove  
Town of Cottesloe

Information regarding this change will be circulated in the local newspapers, Town notice boards and social media platform, advising the proposed change will become effective from the start of December 2016.

#### **Statutory Environment**

Not applicable.

#### **Policy Implications**

Nil

#### **Financial Implications**

Nil

#### **Strategic Implications**

Key Focus Area: Governance and leadership

Aspiration: The community is served by a leading and listening local government.

Outcome: High standards of service to the Town's customers:

Provide customer service to the community via the front counter, telephone and email.

#### **Site Inspection**

Not applicable

#### **Triple Bottom Line Assessment**

##### Economic implications

There are no known significant economic implications associated with this proposal.

##### Social implications

There are no known significant social implications associated with this proposal.

##### Environmental implications

There are no known significant environmental implications associated with this proposal.

#### **Comment**

Allowing for the relatively small number of customer service enquiries on average per month in the last half hour of the day, and that the Town is moving to provide more online payment and information services, the move to change the face to face hours in the administration building would be in line with contemporary customer service practices. Given the growth of 'DIY' services provided on-line, it is not envisaged that the change of face to face hours will cause significant impediments to the provision of customer service to the community.

In the event that negative feedback is received from the community, a further review will be undertaken.

**13.3.2 OFFICER RECOMMENDATION**

That Council receive the Chief Executive Officer's report regarding the change to the Town of East Fremantle Administration Centre office opening hours to 8:30am-4:30pm Monday to Friday, effective from 1 December 2016.

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14. MOTIONS OF WHICH PREVIOUS NOTICE HAS BEEN GIVEN
  15. NOTICE OF MOTION FOR CONSIDERATION AT THE NEXT MEETING
  16. CONFIDENTIAL BUSINESS

**16. OFFICER RECOMMENDATION**

That Council resolve the meeting be closed to the public to discuss item 16.1 under the terms of the *Local Government Act 1995, Section 5.23(2)(c) & (e)*.

**16.1 Swan Yacht Club – Self Supporting Loan Proposal**

**PROCEDURAL MOTION**

That the meeting be opened to the public.

17. NEW BUSINESS OF AN URGENT NATURE INTRODUCED BY DECISION OF THE MEETING – ELECTED MEMBERS, OFFICERS
18. CLOSURE OF MEETING