



Shire of
Serpentine
Jarrahdale

Special Council Meeting Agenda

7pm

Monday, 27 February 2023

Purpose: Consideration of the following reports:

1. Community Perception Survey 2022;
2. Strategic Community Plan Major Review - Community Engagement Plan.

Contact Us

Enquiries

Call: (08) 9526 1111
Fax: (08) 9525 5441
Email: info@sjshire.wa.gov.au

In Person

Shire of Serpentine Jarrahdale
6 Paterson Street, Mundijong WA 6123
Open Monday to Friday 8.30am-5pm (closed public holidays)



www.sjshire.wa.gov.au



Councillor Attendance Register

In accordance with the 11 April 2022 Ordinary Council Meeting, Council Resolution OCM067/04/22, clause 1 – “That Council requests the Chief Executive Officer maintain a Councillor Attendance Register recording Councillor Attendances at Ordinary Council Meetings, Special Council Meetings, Q & A briefings for Ordinary Council Meetings, Q & A briefings for Special Council Meetings, Councillor Workshops held for Project Briefings, Councillor Workshops held for Budget Preparations and Policy Concept Forums”.

In accordance with the 12 December 2022 Ordinary Council Meeting, Council Resolution OCM313/12/22, clause 6 – “That Council requests that the Councillor Attendance Register published in the Agenda and Minutes displays attendances for the calendar year and notes that the full Councillor Attendance Register, including previous calendar years, will continue to be published on the Shire’s website.”

Council 1 January 2023 –

Date	Type	Cr Rich	Cr Atwell	Cr Byas	Cr Coales	Cr Dagostino	Cr Duggin	Cr Mack	Cr Strange	Cr Strautins
20/02/23	OCM	✓	✓	✓	✓	✓	✓	✓	✓	✓
20/02/23	Q & A cont. (OCM)	✓	✓	✓	✓	✓	✓	✓	✓	✓
15/02/23	WORKSHOP (Community Perception Survey)	✓	✓	✓	✓	✓	✓	✓	✓	A
13/02/23	Q & A (OCM)	✓	✓	A	✓	A	✓	A	✓	✓
06/02/23	PCF	✓	A	✓	✓	A	✓	✓	✓	✓
06/02/23	SCM	✓	A	✓	✓	A	✓	✓	✓	✓
30/01/23	SCM	✓	✓	✓	✓	✓	✓	✓	✓	✓
30/01/23	Q & A (SCM – 6 February 2023)	✓	✓	✓	✓	✓	✓	✓	✓	A
23/01/23	Q & A (SCM – 30 January 2023)	✓	✓	✓	✓	✓	✓	A	✓	✓
23/01/23	WORKSHOP (Catalyse Presentation - Community Perception Scorecard)	✓	✓	✓	✓	✓	✓	A	✓	✓

A – Apology

LoA – Leave of Absence

NA – Non Attendance

EPNG – Electronic Participation Not Granted



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The purpose of this Council Meeting is to discuss and, where possible, make resolutions about items appearing on the agenda. Whilst Council has the power to resolve such items and may in fact, appear to have done so at the meeting, no person should rely on or act on the basis of such decision or on any advice or information provided by a Member or Officer, or on the content of any discussion occurring, during the course of the meeting. Persons should be aware of the provisions of the *Local Government Act 1995* (section 5.25(1)(e)) and Council's *Standing Orders Local Law 2002 (as Amended)* – Part 14, Implementing Decisions. No person should rely on the decisions made by Council until formal advice of the Council resolution is received by that person.

The Shire of Serpentine Jarrahdale expressly disclaims liability for any loss or damage suffered by any person as a result of relying on or acting on the basis of any resolution of Council, or any advice or information provided by a Member or Officer, or the content of any discussion occurring, during the course of the Council meeting.

At the 20 June 2022 Ordinary Council Meeting, Council resolved that Council and Committee Meetings will be audio recorded in accordance with Council Policy. If you are asking a public question or making a statement or deputation to the meeting this will be audio recorded. Members of the public are reminded that no other visual or audio recording of this meeting by any other means is allowed.



Continued

Special Council Meeting Agenda Monday, 27 February 2023

Dear Elected Member

A Special Council Meeting of the Shire of Serpentine Jarrahdale will be held on Monday, 27 February 2023 in the Council Chambers, Civic Centre, 6 Paterson Street, Mundijong, commencing at 7pm.

Paul Martin

Chief Executive Officer

24 February 2023

Agenda

1. **Attendances and apologies (including leave of absence):**
2. **Public question time:**
3. **Public statement time:**
4. **Petitions and deputations:**
5. **Declaration of Councillors and Officers interest:**



6. Receipt of Reports:

6.1 - Community Perception Survey 2022 (SJ3948)	
Responsible Officer:	Director Community Engagement
Senior Officer:	Chief Executive Officer
Disclosure of Officer's Interest:	No Officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the <i>Local Government Act 1995</i> .

Authority / Discretion

Executive	The substantial direction setting and oversight role of the Council such as adopting plans and reports, accepting tenders, directing operations and setting and amending budgets.
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Report Purpose

This report is to request Council to:

- receive the results of the 2022 Community Perceptions Survey.
- endorse the Shire's response to the 2022 Community Perceptions Survey results.
- endorse the new Strategic Communications Plan – 2023.
- consider a Values and Culture Workshop for Elected Members.

Relevant Previous Decisions of Council

Ordinary Council Meeting – 18 March 2019 - OCM041/03/19 - COUNCIL RESOLUTION / Officer Recommendation - extract

3. *ADOPTS revised Council Policy - Community Perception Survey, as contained within attachment 6 and REVOKES Council Policy 1.3.4 Community Survey.*

Background

Council Policy 1.3.4 Community Perception Survey requires that a community survey be undertaken at least every two years to gauge the level of success the Shire is achieving in its delivery of local government services.

The previous community survey was undertaken in 2020.



Community / Stakeholder Consultation

Community Consultation

The survey was conducted between 8 September and 30 September 2022. In addition to the survey being directly sent to 6,000 randomly selected residents (2,000 by mail and 4,000 by email), the following community engagement was undertaken:

- Shire eNewsletters
- Social media posts
- Emails to community and sporting organisations

Residents who did not receive a copy or the scorecard or an email invitation to participate were still able to participate by completing the scorecard online.

Presentation of Community Perception Scorecard Results

Meeting Date	23 January 2023
Councillors in Attendance	Cr Rich, Cr Atwell, Cr Byas, Cr Coales, Cr Dagostino, Cr Duggin, Cr Strange, Cr Strautins

Community Perception Survey Workshop

Meeting Date	15 February 2023
Councillors in Attendance	Cr Rich, Cr Atwell, Cr Byas, Cr Coales, Cr Dagostino, Cr Duggin, Cr Mack, Cr Strange

Statutory Environment

Nil.

Comment

Community profile

In total 815 local resident completed the 2022 Community Perception Survey, 587 of these were from the randomly selected group and 228 responses were from residents who were outside of the randomly selected group and opted to take part in the survey.

The number of people who participated in the 2022 survey represents 219 fewer survey responses compared to 2020.

In the 10 years since the Shire's 2013 Community Perception Survey, there has been 4,000 new households added to the Shire, nearly doubling the total number of households.

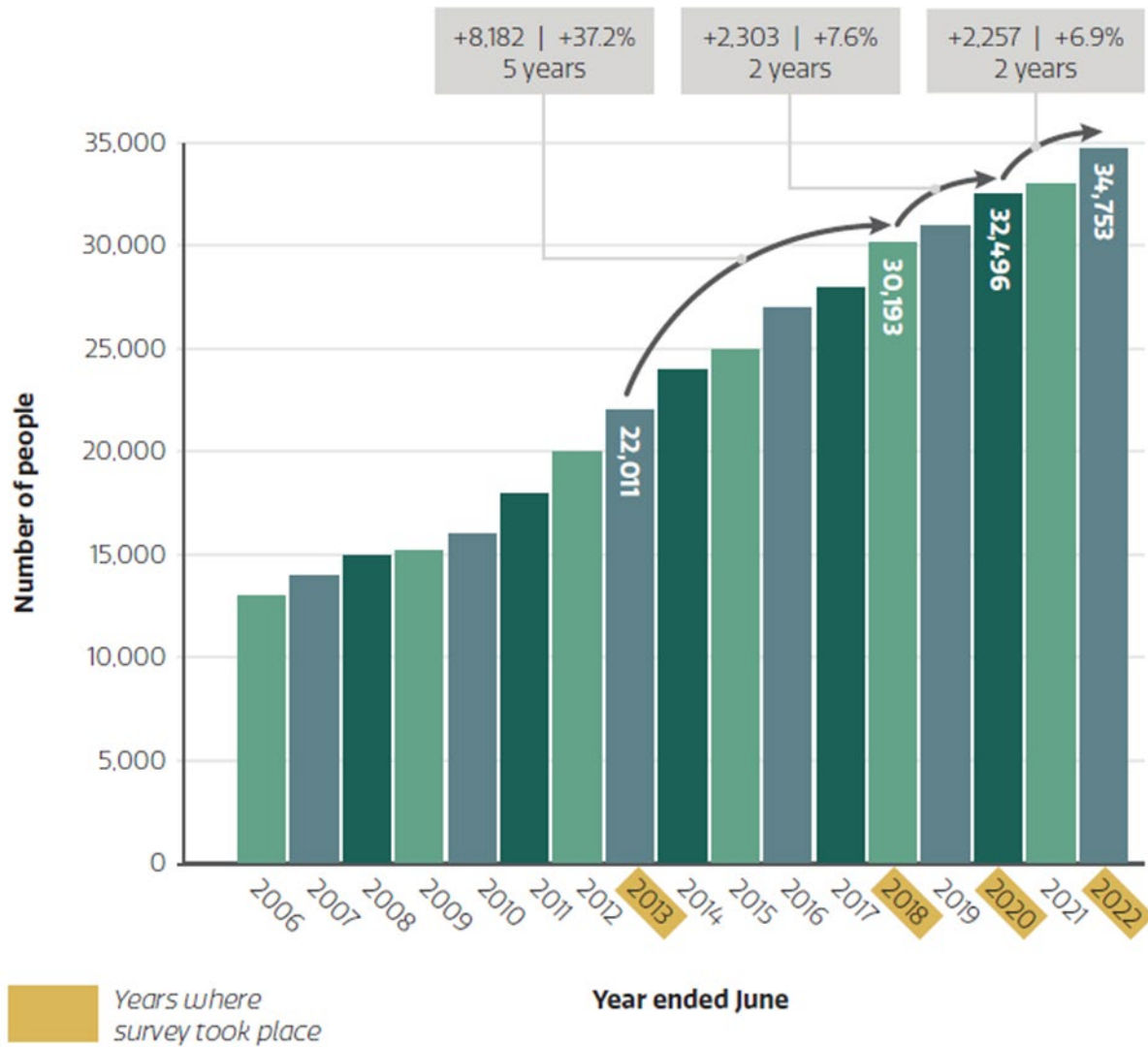
Since 2020, an additional 2,257 people have moved to the Shire, most of which are couples with children.

The population growth in the Shire against the years the Shire has carried out a Community Perception Survey is demonstrated in the image on the next page of this report.



Estimated Resident Population (ERP)

Shire of Serpentine Jarrahdale



2022 Community Perceptions Survey

The biannual Community Perceptions Survey allows Council to receive an overview of the organisations performance in service delivery and provides Council with further input from the community to consider in the delivery of the Strategic Community Plan and annual budgets.

In September 2022 Shire Officers engaged the service of Catalyse Pty Ltd to undertake the 2022 community perceptions survey in line with the requirements of Council Policy 1.3.4 Community Perception Survey.

Catalyse have undertaken previous customer perception surveys on behalf of the Shire and has assisted over 40 local government authorities with their customer surveying needs.



The MARKYT Community Scorecard as supplied by Catalyse was used as the base template for the survey, which enabled benchmarking against other local governments that also use the scorecard in their surveying.

The community perception survey sought to:

- Measure overall perceptions of the Shire of Serpentine Jarrahdale;
- Evaluate community perceptions of selected services and facilities;
- Identify community priorities;
- Provide benchmarking and historical analysis (where available);
- Determine whether perceptions differ across the community (by selected geo-demographics such as age, gender, where they live, etc.); and whether these differences are statistically significant.

The number of people who participated in the 2022 survey represents 219 fewer survey responses compared to 2020, where 1,034 people completed the survey.

Overall, the responding residents scored the Shire 68/100 as a place to live. This has dropped 4 points from the last community survey which Officers interpret as being a lower score for those respondents who are families with young children.

As a governing organisation, the Shire received 33/100. This is down from a score of 43 in both the 2018 and the 2020 surveys. Officers propose this is due in part to the following factors:

- The outcome of the Council election in the North Ward in 2021. During this election two members of the community were charged with stealing mail (election ballot papers). The Shire and a community member submitted invalidity complaints on the outcome of the election in the North Ward. The Court of Disputed Returns determined the election to be invalid and a fresh election was held for the North Ward. Comments about this process were received in the survey responses.
- The timing of the survey being conducted was a month prior to the new fresh election mentioned above. Officers are unsure how much the timing of the survey impacted upon the findings.
- Some of the comments referred to the behaviour and conduct of Elected Members and if Councillors are working together as a team. In response to this, Officers are recommending Council participate in a values and culture workshop.
- Many comments referred to questioning if the Elected Members were listening to what the residents wanted. Officers expect this is related to two major decisions the Council has made recently being the abolition of curb side rubbish collection and the relocation of the Library to Byford. Comments received in the survey support this theory.

The 'Overall Performance Index Score' is a combined measure of the Shire as a 'place to live' and as a 'governing organisation'. The Shire's overall performance index score is 51 out of 100, 14 index points below the industry standard for Western Australia.

This represents an overall drop of 5 points in the Shire's score since the last survey. Officers sought clarification from Catalyse on the experience of other local governments participating in the survey recently and the table below summarises the advice.



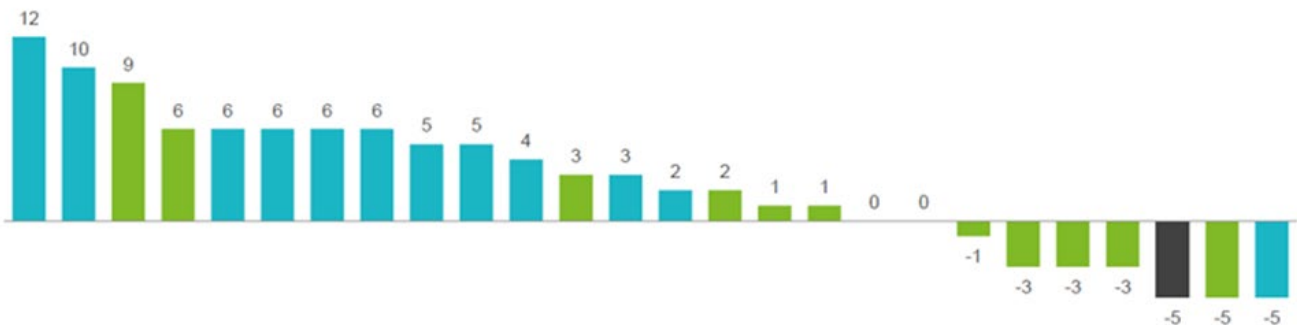
Change in overall performance | pre- and post-COVID

Overall Performance Index Score
average of 'place to live' and 'governing organisation'

- Shire of Serpentine-Jarrahdale
- Metropolitan Councils
- Regional Councils

Among 26 councils that completed pre- and post- COVID-19 studies,
19 improved or remained steady and 7 declined.

The average change was **+2 points**.



The 2022 Community Perceptions Survey results are provided as **attachment 1**.

In response to the question of what does the community value most about the Shire, the community identified the following values:

- Natural bushland and wildlife
- Country feel
- Open space and proximity to services
- Friendly, community spirit
- Peacefulness

The Shire recorded its strongest performing areas in:

- Waste services
- Serpentine Jarrahdale Community Recreation Centre
- Access to housing
- Library services

The Shire recorded improvements in:

- Ranger Services
- Environmental health management
- Festivals, events, arts and cultural activities



The Community Perception Survey results identified 12 community-driven priorities, which are:

- Building and maintaining local roads
- Community safety and crime prevention
- Waste services
- Streetscapes, trees and verges
- Playgrounds, parks and reserves
- Sport and recreation facilities and services
- Lighting of streets and public places
- Festivals, events, art and cultural activities
- Footpaths, trails and cycleways
- Stormwater drainage
- Youth services and facilities
- Council's leadership

Shire response to 2022 Community Perceptions Survey results

Given the Shire's significant population growth over the past 10 years, the Shire acknowledges the community's feedback in the 2022 Community Perceptions Survey results. While significant planning has been carried out to deliver the community infrastructure to meet the requirements of our growing community, delivery of these projects and the ability to fund has been unable to keep up at the pace required. This is reflected in the Shire's 2022 Community Perception Survey results.

Through the 2022 Community Perception Survey results, 12 community-driven priorities were identified.

For each of the 12 community driven priorities, a response has been developed for the focus areas under each priority. Responses have been separated in to "Officer comment/current status" and "Additional Actions to be considered during the 23/24 IPR processes". The Shire's response is provided at **attachment 2**.

Officers review of the findings can be summarised as follows:

- Many of the issues identified in the survey are currently being addressed or planned to be addressed by the Shire or the State Government in the coming years.
- The Shire must do a better job to communicate and continue to update the community on the progress being made to address community priorities. This is covered later in this report.
- A major issue for the Shire in particular, is to do more to address the needs of families with young children which make up the most significant cohort of the Shire's growing population. This is an area which is not well catered for in the Shire's current future planning.
- Many of the issues identified in the survey relate to increases in levels of service or new and improved facilities. The challenges for Council will be to prioritise the limited resources available to meet the needs of a growing population.



Community Priority: Building/maintaining local roads

Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
Maintain all roads to higher standard (potholes, drainage, resurface)	<ul style="list-style-type: none"> • Additional \$750k in this years budget. • Rowley Road upgraded. • Hypergrowth Road construction commencing this financial year. • Captured asset data into Enterprise Resource Planning System. • Better road upgrade planning. • Charging extractive industries. 	<ul style="list-style-type: none"> • Consider additional local roads reseals. • Advocate for further funding for local roads as part of 2025 election. • Prioritise Asset Management Plan for Roads within 10 year forward works plan, linked to Long Term Financial Plan and annual budget. • Improved communication about what has been done and what is scheduled to be done.
Ensure maintenance is a permanent solution	<ul style="list-style-type: none"> • Handed over Thomas Road to State Government. • Doing more asphalt treatment on roads rather than chip seal. 	<ul style="list-style-type: none"> • Commence advocating for handing over of Mundijong and Anketell Roads to State Government.
Bituminise unsealed roads	<ul style="list-style-type: none"> • Not financially able to occur – or in some cases not best outcome for low traffic volumes. 	<ul style="list-style-type: none"> • Consideration of additional funding for gravel re-sheeting. • Investigate gravel pit for Shire use.
Review of intersections to improve safety.	<ul style="list-style-type: none"> • Review crash data from Main Roads WA. • Assessment of Blackspot locations and funding applications submitted. • Many intersections will be resolved when Tonkin Highway construction. • Upgrades to Kargotich will address intersection safety concerns on this road. • Undertaking speed audit of roads. 	<ul style="list-style-type: none"> • Improve communication and coordination of works with Main Roads WA.
Plan for increase traffic volumes – widen roads	<ul style="list-style-type: none"> • Upgrade of Hypergrowth Roads to commence this financial year. • Some sealing of shoulders is occurring (i.e. Keirnan Street). 	<ul style="list-style-type: none"> • Identify next stage of road upgrades as priorities for 2025 State/Federal Elections. • Consider hosting a host forum with developers to achieve more coordination on road upgrades.



Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
	<ul style="list-style-type: none"> • Developers delivering some road widening (i.e. Orton Road, Kargotich Road). 	
Prioritise Tonkin Highway	<ul style="list-style-type: none"> • Advocacy has not been to prioritise the timing of the project to date, instead to ensure a good planning outcome for the community. 	<ul style="list-style-type: none"> • Commence advocating for prioritisation of Tonkin Highway and communicating this to public.

Community Priority: Community Safety and Crime Prevention

Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
Advocate for greater Police presence - Hooning, train to Byford, Petty Crime	<ul style="list-style-type: none"> • Agreed. This can be done. • Working with MetroNet to reduce impact of end of line social issues. 	<ul style="list-style-type: none"> • Request meeting with Police Minister to raise community concerns. • Engage more with Armadale and Mundijong Police. • Request Metronet to hold a community forum as part of planning for Byford Metronet.
Advocate for Police Station in Byford	<ul style="list-style-type: none"> • Not possible given station in Mundijong. 	<ul style="list-style-type: none"> • Advocate for Station to be 24hrs.
Provide security patrols, especially at night	<ul style="list-style-type: none"> • Not able to afford nor found effective. 	<ul style="list-style-type: none"> • Advocate for greater police presence in hot spots.
Provide increased Ranger presence	<ul style="list-style-type: none"> • Ranger services currently provided throughout the Shire. 	<ul style="list-style-type: none"> • Consider additional Ranger resourcing in 2023/24 FY budget. • Review Neighbourhood Watch activities and engagement. • Greater promotion of Friendly Neighbourhood grant and eWatch newsletter.
Install more CCTV cameras and lighting	<ul style="list-style-type: none"> • CCTV as part of building planning as design principles. • CCTV installation being considered as part of Byford skate park upgrades. 	<ul style="list-style-type: none"> • Work with developers to install CCTV cameras in new parks. • Update Community Safety Crime Prevention Plan with a focus upon being able to attract funding for CCTV, lighting and other initiatives in 2023/24 FY.



Community Priority: Waste Services

Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
Reinstate verge collections	<ul style="list-style-type: none"> Complex issue currently being reviewed as part of Waste Transfer Station review. 	<ul style="list-style-type: none"> Investigate options as part of Waste Transfer Station review Communicate investigations occurring and timeline with the community.
Provide alternatives to the waste transfer station - skip bins, on demand services	<ul style="list-style-type: none"> Review of Waste Transfer Station being undertaken this year which will provide recommendations moving forward. 	
Introduce 3 bin system (FOGO)	<ul style="list-style-type: none"> Feasibility Study for FOGO being undertaken this year in accordance with Waste Management Plan and being presented to Council this financial year. 	

Community Priority: Streetscapes, trees and verges

Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
Improve verge maintenance	<ul style="list-style-type: none"> Reviewing Verge Maintenance Policy. Zone plan for maintenance implemented. 	<ul style="list-style-type: none"> Operations Centre review recommendations to be considered as part of the budget process. Communicate schedules and what we are doing.
Beautify streetscapes and roundabouts	<ul style="list-style-type: none"> Centre island on South West Highway in Byford being reviewed and improvement being considered. 	
Improve Weed Management	<ul style="list-style-type: none"> New schedules for spraying developed to be implemented. 	
Ensure Drains are cleaned	<ul style="list-style-type: none"> 25km of drains cleaned out last financial year and a further 25km to be delivered this financial year. 	
More Street Cleaning	<ul style="list-style-type: none"> Street Sweeper purchased and undertaking cleaning schedule. 	

Community Priority: Playgrounds, parks and reserves

Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
Provide new and updated Playgrounds - nature/adventure playgrounds,	<ul style="list-style-type: none"> MetroNet Town Centre in Byford. Bike Pump track feasibility commencing. 	<ul style="list-style-type: none"> Feasibility study for destination playground in the Shire in next year's budget and advocate in 2025 election.



Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
	<ul style="list-style-type: none"> Water Corp currently upgrading playground facility at Serpentine Dam Serpentine Falls upgrades being delivered by State Government. 	<ul style="list-style-type: none"> Investigate grant funding for new construction of playgrounds.
Update and upgrade existing playground equipment	<ul style="list-style-type: none"> Playground Audit in progress. Asset data being captured this year. 	<ul style="list-style-type: none"> Funding for short term maintenance works in playgrounds at mid-year review. Investigate other grant funding for improvements.
Provide all ages equipment in playgrounds	<ul style="list-style-type: none"> Playground upgrade plan being prepared this year including park classification. 	<ul style="list-style-type: none"> Ask developers to include all ages equipment in new parks.
Ensure Playgrounds have public toilets, water, seating, BBQ's, bins and lighting	<ul style="list-style-type: none"> Playground upgrade plan being prepared this year including park classification. 	<ul style="list-style-type: none"> Consider playground upgrade plan recommendations in the 23/24 annual budget.
Ensure adequate shade	<ul style="list-style-type: none"> Playground upgrade plan being prepared this year including park classification. 	<ul style="list-style-type: none"> Consider playground upgrade plan recommendations in the 23/24 annual budget.
Ensure parks and clean, safe and well maintained.	<ul style="list-style-type: none"> Create position to clean and undertake maintenance of playground equipment. 	<ul style="list-style-type: none"> Playground maintenance position in next year's budget – inspection and repairs.

Community Priority: Sport and Recreation Facilities

Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
Provide greater range of sport and recreation activities	<ul style="list-style-type: none"> Deliver club development programs with sporting clubs. Keirnan Park stages (1A, 1B and 1C). 	<ul style="list-style-type: none"> Access more Community Sporting and Recreation Facilities Fund (CSRFF) funding for facility upgrades.
Provide an Aquatic Centre with swimming pool	<ul style="list-style-type: none"> Swimming Pool identified within the Keirnan Park Master Plan. 	<ul style="list-style-type: none"> To be considered in future planning as part of Keirnan Park Master Plan implementation.
Improve existing recreational facilities	<ul style="list-style-type: none"> SJ Community Rec Centre - \$500k being invested in upgrades this FY. 	<ul style="list-style-type: none"> Advocate for 2 additional indoor courts at SJ Community Rec Centre in 2025 election.



Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
		<ul style="list-style-type: none"> • Work with Clubs to advocate for CSRFF Small Grants.
Resurface the netball courts	<ul style="list-style-type: none"> • Determine costs for resurfacing courts and present for consideration for 2023/24 Budget. 	<ul style="list-style-type: none"> • Consider funding for resurfacing of courts in 2023/24 Budget.
Provide greater access to community gyms	<ul style="list-style-type: none"> • SJ Community Recreation Centre currently 24/7. 	<ul style="list-style-type: none"> • Work with YMCA to improve promotion and signage of SJ Community Recreation Centre.

Community Priority: Lighting of streets and public places

Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
Ensure lighting is well maintained	<ul style="list-style-type: none"> • Majority of lighting is Western Power responsibility 	<ul style="list-style-type: none"> • Promote how residents can report faulty lights to Western Power
Ensure streets are well lit to enhance community safety	<ul style="list-style-type: none"> • All new developments incorporate latest standards for public lighting 	<ul style="list-style-type: none"> • Western Power rolling out lighting upgrades to LED which will improve level of lighting
Ensure footpaths and public places are well lit	<ul style="list-style-type: none"> • All new developments are designed with appropriate level of lighting 	
Provide more street lighting at intersections	<ul style="list-style-type: none"> • \$50k for Abernethy/Hopkinson intersection lighting included in this financial year. 	<ul style="list-style-type: none"> • Black Spot projects will identify future intersections for lighting upgrades
Improve lighting in Old Byford area.	<ul style="list-style-type: none"> • No funding currently considered for this. 	<ul style="list-style-type: none"> • Western Power rolling out lighting upgrades to LED which will improve level of lighting

Community Priority: Festivals, events, art and cultural activities

Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
Hold more events to encourage community connection and bring visitors to Shire (Food festivals, Famers Markets, Music Events, Art Exhibitions).	<ul style="list-style-type: none"> • Currently support an annual events program (Farmers Market, Food and Farm Fest, Food Truck Fiesta series etc) • Log Chop event returning 2023 	<ul style="list-style-type: none"> • Consider recommencing a Music Festival and/or Opera at the Mill • Consider increasing the number and type of events delivered



Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
	<ul style="list-style-type: none"> • Promoted through Major Events Guide – hard copy to each household annually • 3-year funding agreements for major events with external organization, providing certainty 	<ul style="list-style-type: none"> • Increase promotion of community events program (street banners)
Ensure activities and events cater to a variety of demographic groups (Families etc)	<ul style="list-style-type: none"> • Currently support an annual events program (Farmers Market, Food and Farm Fest, Food Truck Fiesta series etc) • Annual survey carried out to identify community priorities 	<ul style="list-style-type: none"> • Consider increasing the number and type of events delivered • Increase promotion of community events program (street banners)

Community Priority: Footpaths, trails and cycleways

Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
Provide a more extensive network of well connected footpaths	<ul style="list-style-type: none"> • Walk and Bike Plan which identifies major connecting paths required • Funding applications with State Government • Currently allocate only \$50k for footpath renewal annually. 	<ul style="list-style-type: none"> • Prepare a Footpath Plan to identify gaps and renewal of local footpaths • Consider increasing funding for footpath renewal in annual budget.
Provide cycleways to encourage safe cycling	<ul style="list-style-type: none"> • \$3million allocated for Soldiers Road Principal Shared Path. • Principal Shared Path to be delivered as part of Tonkin Highway and Thomas Road 	<ul style="list-style-type: none"> • Advocate for State Government to prioritise delivery of Soldiers Road Principal Shared Path and Tonkin Highway and Thomas Road Principal Shared Path.
Keep all footpaths and cycleways clean and well maintained	<ul style="list-style-type: none"> • Maintenance carried out on a reactive basis in line with budget constraints 	<ul style="list-style-type: none"> • Consider purchasing a footpath sweeper in 23/24 budget (and additional staff member)
Create more bush walk, trails and bridle paths	<ul style="list-style-type: none"> • Enough walking and bridle trails • New bridle path in Jarrahdale in partnership with Department of Biodiversity, Conservation and Attractions (DBCA) 	<ul style="list-style-type: none"> • Greater promotion and maintenance of existing trails • Lobby Department of Biodiversity, Conservation and Attractions (DBCA) for greater maintenance of their trails



Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
		<ul style="list-style-type: none"> • Consider funding actions from Equine Trails Master Plan in 23/24 budget.

Community Priority: Stormwater Drainage

Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
Improve stormwater drainage systems	<ul style="list-style-type: none"> • 25km of open drains cleaned in 2021/22 and Operations Team are on track to clean similar length of drains (25kms) by end of 2022/2023 financial year. • Attachment for street sweeper being purchased to clean pits and gullies • Audit of culvert conditions being carried out which will be used to develop improvement plans 	<ul style="list-style-type: none"> • Lobby Water Corporation to maintain their drains.
Ensure stormwater drains are regularly maintained and cleaned	<ul style="list-style-type: none"> • Maintenance works are being carried out 	<ul style="list-style-type: none"> • Schedule of proactive maintenance works to be developed • Investigate cold burning program for priority areas where terrain is not suitable for slashing.
Improve drainage around roads	<ul style="list-style-type: none"> • More cleaning carried out around drains 	<ul style="list-style-type: none"> • Continue drain maintenance program.
Address concerns over mosquitos in stagnant water	<ul style="list-style-type: none"> • Proactive and reactive mosquito monitoring based on complaints or reports from Department of Health. 	<ul style="list-style-type: none"> • Raise awareness by educating residents • Turn stormwater drains and basins into living streams. Investigate Living Streams into Natural Resource Management scope.



Community Priority: Youth Services and Facilities

Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
Provide safe spaces for young people	<ul style="list-style-type: none"> Briggs Park Pavilion - Funds allocated for facility upgrades 	<ul style="list-style-type: none"> Advocate for new Briggs Park pavilion to free up pavilion for dedicated Youth Centre
Provide a greater range of activities for youth	<ul style="list-style-type: none"> Pump track feasibility currently being undertaken 	<ul style="list-style-type: none"> Consider additional funding for youth programs in 23/24 budget. Review youth program and activities being delivered
Provide more activities and the Rec Centre	<ul style="list-style-type: none"> YMCA provides calendar of events and activities 	<ul style="list-style-type: none"> Work with YMCA on greater promotion of activities and events
Upgrade the Skate Park	<ul style="list-style-type: none"> \$800k upgrade to occur this year. 	<ul style="list-style-type: none"> Complete Byford Skate Park upgrade.
Ensure young people have access to public transport	<ul style="list-style-type: none"> Advocating to Metronet for greater bus public transport around Byford when Byford train extension is delivered. 	<ul style="list-style-type: none"> Continue advocacy with Metronet.

Community Priority: Council's Leadership

Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
Review and improve Council culture		<ul style="list-style-type: none"> Undertake a Values and Purpose workshop with Elected Members.
Increase transparency, accountability and integrity		<ul style="list-style-type: none"> Recognise contributions of community where appropriate.
Address concerns with election process	<ul style="list-style-type: none"> Submitted invalidity complaint New election held 	<ul style="list-style-type: none"> 2023 Local Government Election format to be considered by Council.
Improve community engagement (inform, involve and listen to community)	<ul style="list-style-type: none"> New Engagement Officer position created in 22/23 budget. New Strategic Communications Plan developed. Major Review of Strategic Community Plan being undertaken 	<ul style="list-style-type: none"> Implement new Strategic Communications Plan. Complete Strategic Community Plan – Major Review Project.



Community Driven Action	Officer Comment / Current Status	Additional Actions to be considered during the 23/24 IPR processes
Improve value for money for Council rates	<ul style="list-style-type: none"> Planning underway for a range of community infrastructure projects (Keirnan Park, Skate Park, Hypergrowth Roads etc) 	<ul style="list-style-type: none"> Improve communication and promotion of Shire projects being planned and delivered Improve physical signage at project locations informing community of works being delivered.

The Community Perceptions Survey results also identified three key areas for improvement regarding communication and engagement:

- communication with residents
- engaging with residents
- communicating Shire vision

Officers had already identified this as an area needing improvement and have undertaken the following:

- Restructured the organisation to create a position of Director Community Engagement. This directorate will focus upon improving how the organisation communicates and engages with the community and customers.
- Reclassified a position at the Library to be a dedicated Children and Families Officer to increase program and service delivery for families and children.
- Council funded a new position in the 2022/23 FY budget of a Community Engagement Officer. This additional resource will assist the organisation to better engage with the community.

In response to the community survey findings and in addition to the above initiatives, Shire Officers have completed a review of the Shire's approach to communication and engagement. Following this review, and engagement with Elected Members through one-on-one catch ups and workshops, a new Strategic Communications Plan 2023 has been developed to guide the Shire's approach to communications and engagement, which is available at **attachment 3**.

The new Strategic Communications Plan will provide Shire Officers with a clear and targeted approach to our communication and engagement efforts, with the goal of improving the community's perceptions about the Shire's performance.



Options and Implications

Option 1

That Council:

1. ACKNOWLEDGES and THANKS the community for participating in the Community Perceptions Survey.
2. RECEIVES the results of the Shire of the Serpentine Jarrahdale Community Perceptions Survey 2022, as provided at **attachment 1**.
3. ENDORSES the Shire's response to the Community Perception Survey, as provided at **attachment 2** and REQUESTS the Chief Executive Officer to incorporate the findings into the upcoming IPR processes.
4. ENDORSES the new Strategic Communications Plan 2023 as provided at **attachment 3** to improve the way the Shire communicates with the community.
5. REQUESTS the Chief Executive Officer to organise a Values and Culture Workshop for Elected Members at a cost approximately \$4,400 to be funded from Members of Council Consultancy budget (GL5200-17101-6230) in the current financial year.

Option 2

That Council:

1. RECEIVES the results of the Shire of the Serpentine Jarrahdale Community Perceptions Survey 2022, as provided at **attachment 1**.
2. NOTES the Shire's response to the Community Perception Survey, as provided at **attachment 2**.
3. ENDORSES the new Strategic Communications Plan 2023 as provided at **attachment 3** to improve the way the Shire communicates with the community.

Option 1 is recommended.

Conclusion

While significant planning has been carried out to deliver community infrastructure to meet the requirements of our growing community, delivery of these projects has been unable to keep up at the pace required. This is reflected in the Shire's 2022 Community Perception Survey results.

These results will be used to inform the development of the Shire's new Strategic Community Plan, with a major review of the plan currently being undertaken.

The results of the 2022 Community Perception Survey along with the Shire's response to the community priorities will be published on the Shire's website. Those who participated in the survey online and asked to receive an update will be provided with the survey results via email.



Attachments (available under separate cover)

- **6.1 - attachment 1** – Community Perceptions Survey 2022 - MARKYT Community Scorecard Report (E23/832)
- **6.1 - attachment 2** – Shire Response to Community Perceptions Survey 2022 Results (E23/2207)
- **6.1 - attachment 3** – Strategic Communications Plan 2023 (E23/2206)

Alignment with our Strategic Community Plan

Outcome 4.1	A resilient, efficient and effective organisation
Strategy 4.1.1	Provide efficient, effective, innovative, professional management of Shire operations to deliver the best outcome for the community within allocated resources
Strategy 4.1.2	Maximise the Shire’s brand and reputation in the community
Outcome 4.2	A strategically focused Council
Strategy 4.2.2	Ensure appropriate long term strategic and operational planning is undertaken and considered when making decisions

Financial Implications

A quote has been received from a company already doing work for the organisation on values to conduct a Councillor workshop on culture and values. This quote is approximately \$4,400. Officers are recommending the costs of this workshop are taken from the Members of Council Consultancy budget (GL5200-17101-6230) which has a budget of \$5,000. Officers are recommending this action be undertaken as soon as possible in the current financial year.

Additional actions identified in response to community priorities will be considered during the 23/24 Integrated Planning and Reporting processes.

Risk Implications

Risk has been assessed on the Officer Options and Implications:

Officer Option	Risk Description	Controls	Principal Consequence Category	Risk Assessment			Risk Mitigation Strategies (to further lower the risk rating if required)
				Likelihood	Consequence	Risk Rating	
1	Nil						
2	Council does not respond to the survey priorities which could indicate it is not listening to community feedback	Major Review of Shire’s Strategic Community Plan underway	Reputation	Unlikely	Minor	LOW	Option 1



Voting Requirements: Simple Majority

Officer Recommendation

That Council:

- 1. ACKNOWLEDGES and THANKS the community for participating in the Community Perceptions Survey.**
- 2. RECEIVES the results of the Shire of the Serpentine Jarrahdale Community Perceptions Survey 2022, as provided at attachment 1.**
- 3. ENDORSES the Shire's response to the Community Perception Survey, as provided at attachment 2 and REQUESTS the Chief Executive Officer to incorporate the findings into the upcoming IPR processes.**
- 4. ENDORSES the new Strategic Communications Plan 2023 as provided at attachment 3 to improve the way the Shire communicates with the community.**
- 5. REQUESTS the Chief Executive Officer to organise a Values and Culture Workshop for Elected Members at a cost approximately \$4,400 to be funded from Members of Council Consultancy budget (GL5200-17101-6230) in the current financial year.**



6.2 – Strategic Community Plan Major Review - Community Engagement Plan (SJ3617)

Responsible Officer:	Director Community Engagement
Senior Officer:	Chief Executive Officer
Disclosure of Officer's Interest:	No Officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the <i>Local Government Act 1995</i> .

Authority / Discretion

Information	For the Council / Committee to note.
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Report Purpose

The purpose of this report is for Council to note the Community Engagement Plan for the Strategic Community Plan Major Review.

Relevant Previous Decisions of Council

Ordinary Council Meeting – 19 September 2022 - OCM237/09/22 - COUNCIL RESOLUTION That Council:

1. *ENDORSES the proposed timeline and schedule for the delivery of the Shire's Strategic Community Plan – Major Review, as per the Project Plan provided at attachment 2.*
2. *NOTES that the Chief Executive Officer will:*
 - a. *develop a Community Engagement Plan for the Shire's Strategic Community Plan – Major Review project.*
 - b. *provide an update on the Strategic Community Plan – Major Review project to Council by April 2023, as per the Project Plan schedule.*
3. *NOTES the Officer's comments in the report in relation to SJ2050.*

Background

In September 2022 Council endorsed the Project Plan for the Strategic Community Plan – Major Review project, which is provided at **attachment 1**.

Following the endorsement of the Project Plan, a dedicated Community Engagement Plan for the Strategic Community Plan – Major Review project has been developed.

Community / Stakeholder Consultation

Policy Concept Forum

A briefing on the Community Engagement Plan was presented to Councillors.

Meeting Date	6 February 2023
Councillors in Attendance	Cr Rich, Cr Byas, Cr Coales, Cr Duggin, Cr Mack, Cr Strange, Cr Strautins



Statutory Environment

Local Government Act 1995, section 5.56

A Strategic Community Plan must:

- (i) Cover a period of at least 10 financial years.*
- (ii) Set out the community vision, aspirations, and objectives.*
- (iii) Be developed or modified through engagement with the community, and describe how this was undertaken.*
- (iv) Have regard to current and future resource capacity, demographic trends and strategic performance measurement.*
- (v) Be adopted, or modified by an absolute majority of council.*
- (vi) Be reviewed at least once every 4 years.*

Comment

External consultants Aha! Consulting have been engaged to assist the Shire in the development of a comprehensive Community Engagement Plan (**attachment 2**), which includes the design and delivery of community and stakeholder engagement methods and tactics. Additionally, Aha! Consulting will undertake data analysis for the major review project as well as writing of the revised Strategic Community Plan.

The goals of the engagement for the Strategic Community Plan – Major Review are to:

- Create a new vision with the community for the Shire of Serpentine Jarrahdale.
- Understand community aspirations and themes for the future.
- Identify areas for action and incorporate these in the Strategic Community Plan.

The Community Engagement Plan outlines the following opportunities for community involvement:

- Survey – online via Your Say SJ website and hard copies available at Administration Centre and SJ Library Services
- Targeted community engagement sessions including:
 - Youth
 - Seniors
 - Community groups
 - Sporting clubs
 - Businesses
- Pop up events at Shire facilities (Byford Library, Mobile Library Service and SJ Community Recreation Centre) and suburbs (Byford, Jarrahdale, Keysbrook, Mundijong and Serpentine).
- Workshop for community to provide feedback on priorities and themes



Staff and Councillors will have the following opportunities as part of the development of the new Strategic Community Plan:

- Staff workshop to review summary of findings from engagement to refine the priorities for the first draft.
- Council workshop to review summary of findings from engagement and workshop Strategic Community Plan priorities.

The Community Engagement Plan is a living document and will be continually reviewed throughout the engagement period to ensure engagement methods and tactics are responsive to community needs.

A Communications Plan has been developed to support the promotion and marketing of opportunities for community involvement in the above engagement sessions.

As per the project timeline, key dates for the Strategic Community Plan – Major Review are:

DATE	WHAT
March 2023	Community engagement
April 2023	Analysis of community feedback
May 2023	Staff and Council workshops
June 2023	Present draft Strategic Community Plan to Council for consideration for advertising

Options and Implications

Option 1

That Council:

1. APPROVES the Community Engagement Plan at **attachment 2** for the Strategic Community Plan Major Review project.
2. NOTES that the draft Strategic Community Plan will be presented to Council in June 2023.

Option 2

That Council:

1. APPROVES the Community Engagement Plan at **attachment 2** for the Strategic Community Plan Major Review project, with amendments.

[Amendments to be specified by the Councillor moving motion]

2. NOTES that the draft Strategic Community Plan will be presented to Council in June 2023.

Option 1 is recommended.

Conclusion

The dedicated Community Engagement Plan outlines how the Shire will provide opportunities for community involvement in providing feedback and input in the development of the new Strategic Community Plan.



Attachments (available under separate cover)

- **6.2 - attachment 1** – Project Plan for the Strategic Community Plan – Major Review project (E22/8698)
- **6.2 - attachment 2** – Strategic Community Plan Major Review – Community Engagement Plan (E23/1304)

Alignment with our Strategic Community Plan

Outcome 4.2	A strategically focused Council
Strategy 4.2.3	Provide clear strategic direction to the administration

Financial Implications

Council has allocated an amount of \$100,000 in the 2022/23 financial year budget for the purpose of undertaking the major review. Costs associated with engagement activities within the Community Engagement Plan can be accommodated within this budget.

Risk Implications

Risk has been assessed on the Officer Options and Implications:

Officer Option	Risk Description	Controls	Principal Consequence Category	Risk Assessment			Risk Mitigation Strategies (to further lower the risk rating if required)
				Likelihood	Consequence	Risk Rating	
1	Low buy-in and engagement of the wider community, resulting in community priorities and aspirations not reflected in the new Strategic Community Plan	Development of Community Engagement Plan and supporting Communications Plan	Social / Community Outcomes	Unlikely	Minor	LOW	Review the Engagement Plan throughout the project and make changes as required to ensure engagement is meeting community expectations
2	Amendments to the Community Engagement Plan may not be able to be achieved or delivered by Shire Officers, resulting in dissatisfaction from Council.	Community Engagement Plan provides a range of methods and opportunities for community involvement	Organisational Performance	Possible	Minor	MODERATE	



Continued

Special Council Meeting Agenda Monday, 27 February 2023

Voting Requirements: Simple Majority

Officer Recommendation

That Council:

- 1. APPROVES the Community Engagement Plan at attachment 2 for the Strategic Community Plan Major Review project.**
- 2. NOTES that the draft Strategic Community Plan will be presented to Council in June 2023.**



Continued

Special Council Meeting Agenda Monday, 27 February 2023

- 7. Motions of which notice has been given:**
- 8. Urgent business:**
- 9. Closure:**