



2020-21 Annual Report

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Mayor's message

The end of a financial year is a great opportunity to reflect on the year that was and what lies ahead. I'd like to acknowledge my predecessor Penny Taylor and her work during the last four years. While the COVID-19 pandemic was (and will continue to be) still very much a part of our life, the 2020–21 financial year saw the City adapt, adjust and prepare.

The City rolled out a comprehensive COVID-19 relief and support package for residents and businesses which included a one-off \$2 million contribution towards rates to help offset the impacts of the pandemic, which lowered the rates payable.

In 2021 for the second financial year in a row Council adopted a zero per cent rate rise with no increase to waste service charges, the rate in the dollar or the minimum rate.

One of the big highlights was becoming the first certified carbon neutral local government in Western Australia under the Commonwealth's Climate Active program. I know our community is passionate about sustainability and we're proud to be leading the way in our sector regarding action on climate change.

The City planted some significant new trees, including a ginkgo biloba tree on International Day of Peace to recognise 75 years since the atomic bombing of Hiroshima and Nagasaki, and Aleppo pines for Remembrance Day to commemorate those who serve and served our country.

While the pandemic twice delayed FORM's Scribblers Festival, we finally welcomed it to its new home in Subiaco along with a large influx of visitors. The City was proud to support this festival of literature and arts for young people that celebrates the magic of storytelling and creativity.

Another fantastic event that the City supported was the free Christmas community lunch for those who live alone or don't have family nearby. The festive period can be a difficult time for some people and it's a privilege to help support all members of our community.

Throughout the financial year, DevelopmentWA's planning for the Subi East redevelopment area pressed forward, and the demolition of Princess Margaret Hospital has begun.

After a community consultation process, Council resolved to reduce the number of Councillors from eleven to eight, and adjust the ward boundaries. Primarily, this was to address an imbalance in representation ratios. The change took effect at the October 2021 election, when our new-look Council was welcomed in.

Thank you to everyone who worked with us throughout the year on a number of key projects that will help shape our City's bright future. Councillors and I are planning for the future, and I am excited about what we can deliver over the next year and beyond.

David McMullen

Mayor

November 2021



CEO's message

The City of Subiaco is a beautiful place to work, with an engaged and growing community. In the short time since I joined the City as CEO, I am already feeling settled in. I would like to thank the staff and current and past Mayor and councillors for making me feel so welcome during my first months here.

I would also like to acknowledge my predecessors, Ms Rochelle Lavery and Mr Cliff Frewing for their work and dedication to the City during the 2020–21 financial year that this document reports on.

This year saw ongoing upheaval due to the COVID-19 pandemic. As well as continuing to deliver essential services, the City worked with local businesses to ensure all necessary safety measures were in place, including contact registers.

In April and May 2020, we received feedback via the Community Scorecard measuring our performance against key indicators in the Strategic Community Plan and identifying community priorities. The results, which are available in full on our website, have given Council and staff plenty to think about, especially with an imminent review of the Strategic Community Plan. We continue to build upon the high quality services that our community values like our parks and reserves, streetscapes and verges, and Subiaco Library. In addition, we are working to address community priorities like town centre development, supporting local businesses, managing growth, community consultation, parking management, and maintaining heritage and identity.

This financial year the closure and successful reopening of Hay Street, the release of an Authorised Inquiry report into the City, and ongoing investigations into improving parking at the King Edward Memorial Hospital site, have meant that the City was under considerable scrutiny. I congratulate all staff for continuing to deliver high quality services during this time and for upholding our organisational values of teamwork, respect, integrity and customer service.

The State Government took inspiration from the City's approach to cutting red tape, by exempting the need for planning approval for small business, by including the approach in state-wide legislation. This demonstrated the City as a leader in supporting small business and town centres.

I respect, and look forward to continuing the working relationships the City has developed and continues to cultivate, including peak bodies such as the Western Suburbs Business Association, tertiary institutions and hospitals, State Government and its agencies, and health precincts to support and promote the economic development, growth, connectedness and prosperity of the City that make it a vibrant place for our community.

Thank you to all City staff for your hard work over the past financial year and for your commitment to our community. As the City's new CEO, I'm looking forward to building on the great work of the past 124 years and continuing our journey of delivering the best possible services to our community.

Colin Cameron
Chief Executive Officer
November 2021

About the City of Subiaco

Our history

The City of Subiaco is established on the traditional homelands of the Noongar people, who were the custodians of the land long before the first European settlers arrived.

In 1851, a group of Benedictine monks came to the area and named their monastery New Subiaco after the birthplace of the Benedictine Order – Subiaco, Italy. When the Perth to Fremantle railway opened in 1881, the name Subiaco was adopted for a railway station near the monastery and later for the cluster of houses and businesses that became the present Subiaco.

Subiaco was proclaimed a municipality in 1897 and officially gazetted as the City of Subiaco in 1952.

Subiaco today

The City of Subiaco local government area includes the suburbs of Subiaco and Daglish, and parts of Jolimont and Shenton Park.

The residential population of the City of Subiaco is almost 19,000 people and the City attracts around 20,000 workers to the area each weekday. The Subiaco town centre incorporates a mix of land uses, including commercial, residential, retail, hospitality and entertainment, and has very good access to public transport.

The City incorporates heritage buildings and modern architecture, and the City's parks, streets and open spaces provide a pleasant backdrop for a great lifestyle.

A great place to live, work and visit, the City of Subiaco is consistently ranked as one of the most liveable local government areas in Western Australia.







Our Council

MAYOR



Penny Taylor

The City of Subiaco comprises four wards. Throughout the 2020–21 financial year three councillors represented each of the Central, East and North wards and two councillors represented the South Ward. The Mayor is elected to represent the entire electorate.

Due to a ward and representation review conducted during this financial year, following the October 2021 local government election each of the City's four wards will be represented by two councillors, with the Mayor elected to represent the entire electorate.

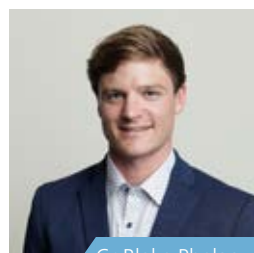
The City of Subiaco Council from 1 July 2020 to 30 June 2021:

NORTH WARD



Cr Derek Nash

EAST WARD



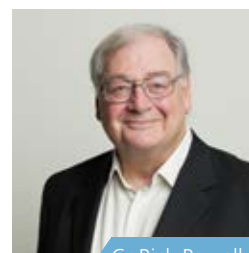
Cr Blake Phelan

CENTRAL WARD



Cr Jodi Mansfield

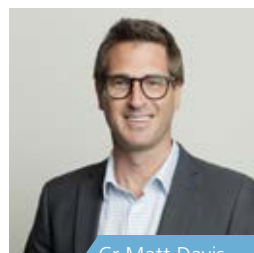
SOUTH WARD



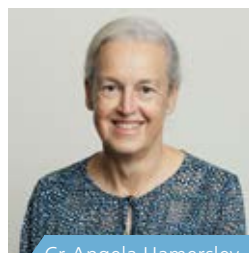
Cr Rick Powell



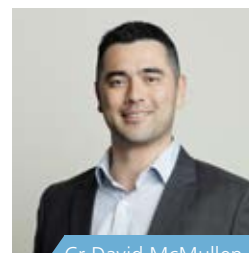
Cr Stephanie Stroud
(Deputy Mayor)



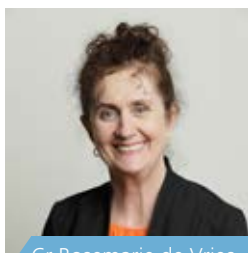
Cr Matt Davis



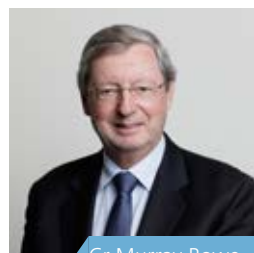
Cr Angela Hamersley



Cr David McMullen



Cr Rosemarie de Vries



Cr Murray Rowe



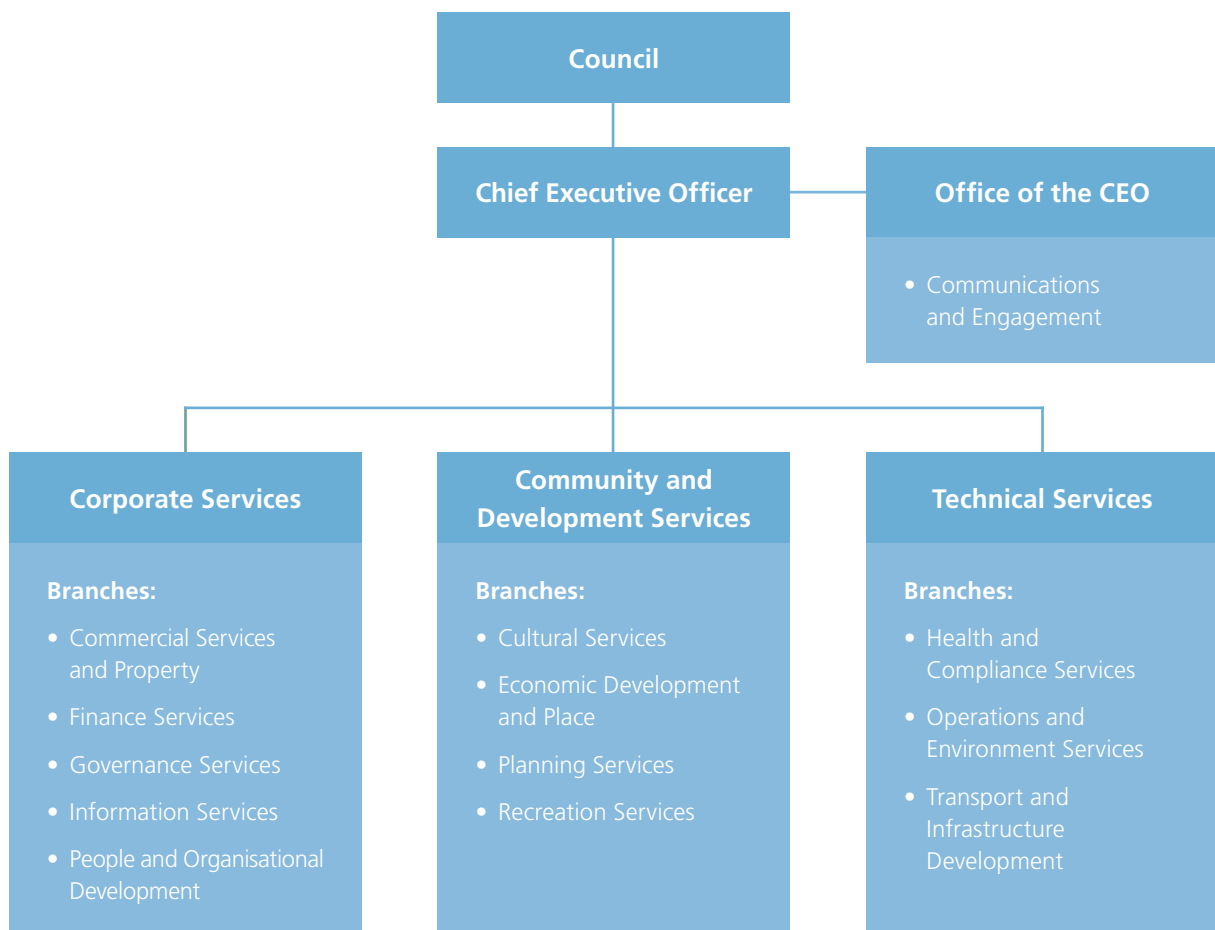
Cr Lynette Jennings



Our services

Our workforce is made up of people with diverse skills across different roles, all working together to make the City of Subiaco a leading local government.

The Chief Executive Officer and three directors provide leadership for the City's branches, which deliver services to the community and the organisation.



We work by our values

Teamwork

We work cooperatively and support one another to achieve our goals.

Respect

We acknowledge and value the opinions and contributions of others.

Integrity

We are committed to being ethical, honest and transparent in everything we do.

Customer service

We aim to deliver a high quality service that is both efficient and professional.



Plan for the future

Community vision

In 2030, the City of Subiaco is a unique, popular and welcoming place. The City celebrates its rich history, while embracing the diversity and vitality of the present. The parks, public spaces, events and recreational opportunities are easily accessible and promote a healthy and happy lifestyle for all. There is a diverse range of local businesses and entertainment that contributes to a lively atmosphere. The City faces the challenges of the future with strong leadership, an innovative approach, and an emphasis on community values and voices. Sustainability, in all its forms, is at the core of the community and underpins the City's operations.

Corporate vision

An innovative, community-focused organisation providing strong leadership to build a unique and welcoming place.

Community plan

The Strategic Community Plan 2017–27 guides the future direction of the City of Subiaco and our community. The plan was developed through extensive engagement with the community in 2011 as part of the Think2030 visioning project, and outlines six focus areas. Further consultation took place in 2016–17 to endorse the current version of the plan, followed by a minor review in 2019, and a review of the plan is due to take place the coming financial year.

It is our commitment to the community that the City's operations, services and projects are driven by the desires and needs of the community.

Corporate plan

The Corporate Business Plan 2020–24 outlines the City's key priorities and actions. The plan is informed by the Strategic Community Plan and aims to integrate the community's aspirations into the City's operations. It is our contract with the community to deliver projects and services for the benefit of our residents, businesses and visitors, as well as for the generations to come. This plan will be updated following a review of the Strategic Community Plan. The Strategic Community Plan and the Corporate Business Plan form part of the Western Australian Government's Integrated Planning and Reporting Framework.

How to read this report

The City has been progressively implementing the actions within the six focus areas of its Strategic Community Plan and Corporate Business Plan. The annual report outlines the progress made in the past year to deliver on the objectives and strategies in these plans. The report is divided into six chapters, reflecting the six focus areas that support our community's vision for the City of Subiaco:

- Our sense of community
- Parks, open spaces and places
- A unique destination
- The built environment
- An effective and integrated transport system
- Council leadership

Information in this report is for the period 1 July 2020 to 30 June 2021.

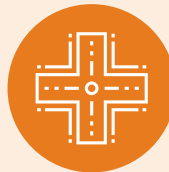
On the horizon: 2020–21

Projects

- Development of an e-parking permit system
- Continue to work with the State Government to advocate for community priorities in the Subi East Redevelopment Area project
- Finalise the shared user agreement for Subiaco Oval to ensure community access
- Engage with the community on their vision for the Strategic Community Plan
- Implement Verge Valet trial, a personalised bulk waste service
- Progress the local development plans for Seddon Street and Rokeby Road South
- Upgrade Rosalie Park's floodlighting and install a new mixed-use sporting facility
- Expand the sustainable living stream at Cliff Sadlier Reserve

Budget highlights

The City will continue to help create a safer environment for pedestrians and motorists through road and footpath improvements and preserve and enhance our valuable green spaces. Moderate refurbishments at selected social and community buildings like Lords Recreation Centre will take place. The City will also continue to deliver on streetscape upgrades, including sustainability initiatives and lighting replacements with more efficient LED fittings. Drainage maintenance works to reduce flooding risks will carry on.



\$3.97M

Road improvements



\$2.47M

Parks improvements



\$2.41M

Community centre and building upgrades



\$1.19M

Environmental initiatives



\$1.09M

Rosalie Park lighting upgrades



\$608K

Drainage works



\$338K

Lighting upgrades



\$155K

Footpath improvements



FAST FACTS

1065 new library members and 2551 museum visitors

3270 group fitness classes and 4802 futsal, netball and basketball games held at Lords Recreation Centre

608 registered cats and 1631 registered dogs in the City

More than 60 volunteers donated their time to City projects

7200 attendees at five sunset@subi concerts

Our sense of community

**Our community is welcoming, diverse and respectful of each other.
We have a strong sense of identity and the City's history is celebrated.**

Highlights

- Supported Scribblers Festival, FORM's popular annual festival of literature and arts for young people, which celebrates the magic of storytelling and the powerful role that creativity plays in shaping the world. In conjunction with Scribblers Festival the City built on FORM's Lego minifig art exhibition, RELICS: Bricks of the New World, encouraging the public to hunt for nine escaped minifig installations in the town centre and at Subiaco Library.
- Established and continued partnerships with FORM for the Scribblers Festival, Mission Australia for an arts exhibition, Beyond Blue on their 24/7 mental health support services and Australian Red Cross to run virtual sessions providing relief and support.
- Launched Seniors Space for older residents to relax, socialise and try a range of new activities each week, and continued to deliver events to build connections in the community.
- Received more than 1350 inspiring short stories from across the state in the twenty-eighth Tim Winton Award for Young Writers.
- Celebrated nineteen years of the prestigious Shaun Tan Award for Young Artists, encouraging imagination and creativity in young people and a place for them to express themselves, with 1124 incredible entries submitted.
- Held the City's twentieth Photographic Awards showcasing the original works of 59 finalists' photographs, with a total prize pool of more than \$2500.
- Hosted a virtual music competition to support and celebrate young people while allowing them to connect from home. Ampfest@home saw over 20 entries from local musicians and bands with the City's Subi Voice of Youth members selecting the winners based on originality, musicianship and storytelling.
- Delivered 259 energising community centre classes for seniors including Chair Yoga, Gold Fitness, Gold Pilates and Zumba. Lords Recreation Centre welcomed 508,859 patrons through their doors.
- Developed a Nature Passport to entice kids to play, explore and learn in the great outdoors in collaboration with Nature Play WA, including six park activities, a wildlife safari and additional ideas of things to do outside.
- Recognised and celebrated the history, culture and achievements of Aboriginal and Torres Strait Islander peoples during NAIDOC Week. The front doors of the Administration Centre and Subiaco Library were painted by proud Noongar woman and artist, Seantelle Walsh, and free events were held including a free special performance by Yirra Yaakin and storytime sessions at Subiaco Library.
- Hosted and promoted the outdoor sunset@subi concert series for its thirty-third season. The five concerts covered a range of genres from pop and Aussie rock to rhythm and blues, and everything in between. An Auslan interpreter was at three shows.
- Subiaco Museum exhibited some of the ways in which the Subiaco community pulled together in the past to support the war effort. The exhibition highlighted the Voluntary Aid Detachments, air-raid wardens and other ways which locals served and contributed to meet the needs of those fighting overseas.
- Continued to implement the Community Development grants program, providing funding to community organisations for activities such as a junior squash development program, an allergy fun day for children, a play centre revamp, a toy library event and membership drive, cancer patient workshops and Wandana social housing resident's morning tea program.

FAST FACTS

34 per cent vegetation cover and 19.9 per cent canopy cover

Managed 11,964 street trees and 3403 park and reserve trees

Managed 66 hectares of public open space

496 new trees planted during winter planting season

15,832 natives planted in City parks and reserves

Completed the reporting process to become Certified Carbon Neutral for 2019–20 operations, offsetting a total of 3226 tonnes CO₂-e



Focus area two

Parks, open spaces and places

We have access to and enjoy a diverse and sustainable range of parks, streetscapes, open spaces and public places.

Highlights

- Provided quarterly pruning and ongoing non-chemical weed control in all laneways.
- For the twelfth year in a row National Tree Day was celebrated, with 30 community members helping plant 3500 Western Australian native plants in a newly created hydrozoned bed at Lake Jualbup in Shenton Park.
- Received a donation of four industrial inspired seating pieces, installed on Railway Road and Hay Street to provide more seating following community consultation.
- Installed stage one of a sustainable living stream at Cliff Sadlier Reserve to improve its function and appearance including slowing water run-off, preventing erosion, increasing biodiversity and improving water quality.
- Improved water quality through the installation of an innovative floating island in Subiaco Common Lake. The structure supports native semi-aquatic plants that aim to help enhance the biodiversity of the area, improve the water quality and provide a habitat for native animals.
- Planted new Aleppo pines for Remembrance Day to commemorate those who serve our country. The pines hold a strong association with Gallipoli and have historical significance. Over 300 community members attended the City's Remembrance Day Service.
- Planted 900 water-wise native plants at Cliff Saddlier Reserve, providing food sources for birds and insects, and helping keep the trees healthy by providing some ground cover. Subi Kids Crew enjoyed making a contribution to this initiative and building on their leadership, teamwork and communication skills.
- Reviewed and updated the City's street tree management guidelines to allow play equipment on verges including swings, rope ladders and other structures in sturdy and healthy verge trees.
- Offered ratepayers up to 80 local native plants for their verge and garden at a subsidised cost, in partnership with the Western Suburbs Regional Organisation of Councils. The plants enhance and support local biodiversity and require little water once they are established.
- Supported and encouraged residents to plant a sustainable verge, completing 20 waterwise native verge gardens.
- Re-endorsed as a gold council by the Water Corporation, celebrating 10 years as a waterwise council. The City was gifted a commemorative park bench which was installed in Cliff Sadlier Reserve near the living stream.
- Continued identifying heat islands within the City and planting additional trees to reduce the urban heat island effect.
- Worked with local schools including Perth Modern School and Subiaco, Jolimont and Rosalie primary schools to provide native plants, trees and mulch. Organised a planting event and maintenance of the only remnant bushland in Subiaco, located at Jolimont Primary School.
- Installed new interpretive signage at Lake Jualbup, as part of the Whadjuk walking trails.



FAST FACTS

Delivered 21 destination marketing events, activations and campaigns to over 42,000 people

Processed and waived fees for 72 outdoor dining permits

Registered 25 new food businesses

Received 124,917 engagements on See Subiaco's social media channels

82,798 visits to See Subiaco's website

Subiaco as a destination

Subiaco is a destination for everyone. There is a lively atmosphere, an exciting range of entertainment options and local businesses are well-positioned to generate wealth.

Highlights

- Rolled out a dedicated weekly food organics bin service to local businesses to help reduce waste to landfill while reducing general waste pick-up and processing costs. The collected food waste is made into compost, helping to create a more circular economy with 14 businesses taking part in the sustainability initiative.
- Partnered through RAC's Reconnect WA initiative, to deliver the Subiaco Pop-up Square using a portion of Churchill Avenue to help build opportunities for communities to come together, create safer streets for pedestrians and cyclists, increase vibrancy in the town centre, and help support local businesses. Visitation to the town centre increased by an average of 82 per cent during the six-week trial.
- Encouraged locals and visitors to indulge in a range of caffeinated experiences for the Subi Coffee Series. Events included high coffee, a barista workshop, a coffee-inspired long lunch and a walking tour, close to 20 venues hosted events with 70 per cent of attendees from outside of the City.
- Commissioned a 25-metre long mural at the Hadyn Bunton Drive underpass by Perth artist and Lego Masters winner, Jackson Harvey, and year seven Bob Hawke College students. The artwork helped to increase vibrancy and brighten up the popular path, as well as provide a number of social benefits.
- Partnered with AusIndustry to launch an expert in residence program to support innovative businesses, entrepreneurs and start-ups in the STEAM (Science, Technology, Engineering, Arts, and Mathematics) industries. Provided access to mentoring, training and technical experts to help local innovators scale-up and develop their ideas.
- Offered a free six month program that connected more than 20 new businesses and innovators with experienced mentors, investors and advisors who guided participants in commercialising their business idea.
- Launched a winter grants program to help local food and beverage, arts and recreation, retail, and tourism-based businesses get back to business. As part of See Subiaco's Roam Subiaco campaign, the grants supported 13 eligible businesses with \$500 towards items, services or experiences to attract visitors to the town centre.
- Commenced a partnership with Curtin University for the Ignition Program to provide an opportunity to trial business ideas for the commercial environment. Worked with two local organisations to be part of the one-week intensive growth program for aspiring entrepreneurs, start-ups and innovators through mentoring and guidance.
- Delivered the second Subi Lounge Series, where artists performed across bars and restaurants, laneways and on street corners in the City over 10 evenings. The unique series helped support the local economy, businesses, artists and performers by encouraging visitation, increasing vibrancy and providing work opportunity for artists.
- Hosted a Digital Futures month featuring a series of six cyber education events for adults and young people, delivered in partnership with Edith Cowan University and Aust Cyber Innovation Hub to help bridge a current skills shortage in cyber security workers. The City has one of the highest concentrations of STEAM creative businesses in Western Australia.
- Rolled out a Christmas window grant program to 19 independently owned or operated businesses for the festive season to increase vibrancy.
- Collaborated with local businesses and artists to deliver a 10-day event series, Celebrate Subi. Pop-up spaces, live art and music, heritage walking tours, laneway activations, wellness sessions in the park, a block party, workshops, classes and many more festivities activated the streets of Subiaco.

FAST FACTS

778 registered swimming pools in the City

291 building approvals issued

192 development applications approved

700 tonnes of residential green waste collected

15 heritage grants awarded



Focus area four

The built environment

Our heritage buildings, places and streetscapes are protected and maintained, and new developments have been integrated with respect for this heritage. The City has planned effectively for the increased residential population and business community.

Highlights

- Completed 16 local planning policy reviews following the Minister's approval of the Local Planning Scheme No. 5. The first two policy reviews ensure considered and effective interfaces between different densities, to protect the amenity of existing properties, informed by a community working group.
- Approved the Rokeby Road South Local Development Plan following community consultation and the Western Australian Planning Commission approval of certain elements of the plan to coordinate future development of this unique area.
- Reviewed the Local Heritage Survey for the Triangle Precinct identifying and including an additional 34 places with heritage value. The survey helps keep a historic record of the area, which has the highest concentration of heritage buildings and character value streetscapes in the City.
- Formed a Heritage Advisory Group to inform the consultation for the Local Heritage Survey of the Triangle Precinct, leading to additional community suggestions like heritage area street signage recognising the City's residential heritage streets.
- Reduced the speed limit on Rokeby Road between Roberts and Bagot roads in Subiaco to 30 kilometres per hour, to improve pedestrian safety and town centre amenity.
- Marked 20 years of the popular See Subi on Sunday walking tours. Marion Gathercole has hosted and researched the walks from the beginning, sharing Subiaco stories, history, heritage, character and beauty through six walks each year.
- Awarded 15 heritage grants for works to properties which demonstrated consistency with conservation principles, were sympathetic to the heritage significance of the buildings and would enhance the heritage value of the place.
- Provided feedback on DevelopmentWA's development approval relating to public realm and landscape works within the Subi East Redevelopment Area, seeking for a number of matters to be given due consideration including speed zoning. The works will create high quality open spaces and improve existing streetscape treatments.
- Helped residents to unlock the history of their house through a new brochure detailing useful and readily accessible resources that can help to fill out the picture of a property. The information is intended to add richness to owners understanding of the community's history and heritage.
- Nine property owners accessed the Heritage Advisory Service to support and assist the conservation of heritage places. The City successfully produced a series of short videos of residents describing their personal experience of living in and developing their heritage buildings which were well viewed on the City's communication channels.
- Facilitated and supported reinstatement of historical turnstiles at the Subiaco Oval heritage gates, ensuring the iconic entry continues to conserve the oval's heritage.





FAST FACTS

Resurfaced 3.67 kilometres of roads

Replaced and upgraded 1328 metres
of footpaths

Processed and approved 434 obstruction permits

Added 396 new all day parking bays

Focus area five

An effective and integrated transport system

There is a range of sustainable transport options and supporting infrastructure available, making it easy to get into and around the City.

Highlights

- Opened a new 85 bay public carpark in the basement of the 500 Hay Street building underneath The Vibe Hotel.
- Managed 240 bays at the Subiaco Oval Haydn Bunton Drive carpark, provided temporarily by DevelopmentWA.
- Continued celebrating Bike Month with free events and activities including a special storytime session, movie, bike workshop, social ride, and a free bike maintenance service at Subi Farmers Market.
- Endorsed the City's Bike Plan 2021–25 to improve bike safety, cycling networks and infrastructure in the City.
- Endorsed the City's first Social Infrastructure Report, intended to inform decision making on what to invest in and advocate for on behalf of the community to ensure the needs of the population now and into the future are met. Social infrastructure is made up of the facilities, spaces, services and networks that support the quality of life and wellbeing of the community, such as schools, parks, libraries and community centres.
- Improved Subiaco Men's Shed with a number of upgrades to the space including an extension to double the footprint and resurfacing of the car park, using materials containing recycled concrete and crumbed rubber. The Men's Shed provides a safe and friendly environment for men to work on meaningful projects and make connections with others.
- Delivered four drain improvement projects which included installing 14 soak wells to reduce the risk of flooding.
- Conducted maintenance and repair works at York Street carpark to resurface and replace line marking and kerbing lifted by tree roots.
- Continued to progressively upgrade carpark ticket machines to ticketless machines, to reduce ongoing maintenance expenditure and improve usability.
- Completed 13 footpath replacement projects to improve cycling and walkability.



FAST FACTS

178 council decisions made

178,805 unique visitors to the City's website

1531 submissions through Have your say
Subiaco online community engagement hub

\$4 million COVID-19 response package

8 hybrid vehicles added to the City fleet,
bringing the total to 16 hybrid and 4 electric

Council leadership

A council that manages competing demands through engagement, accountability and transparency.

Highlights

- Certified carbon neutral under the Commonwealth's Climate Active program. The City was the first local government in Western Australia to achieve this. Involved committing to ambitious targets to reduce greenhouse gas emissions from its operations, including obtaining and maintaining certified carbon neutral status and moving to 100 per cent renewable energy by 2025.
- Collaborated with DevelopmentWA to ensure community feedback was received on their draft master plan for the Subi East Redevelopment Area, which included three key neighbourhoods along the railway, around Subiaco Oval and the Princess Margaret Hospital area, with the intention of accommodating more than 2700 new residential dwellings. A number of changes were introduced into the plan finalised in October 2020, including a cap on building heights for landmark sites, reduced building heights at some locations, better access into the Princess Margaret Hospital neighbourhood and additional public open space.
- Planted a ginkgo biloba tree on International Day of Peace outside the City's Administration Centre, to recognise 75 years since the atomic bombing of Hiroshima and Nagasaki. The tree was grown from seeds from one of the few ginkgo trees that survived the bombing in Hiroshima in 1945.
- Responded to 10,493 online customer service requests. Online services almost doubled, offering customers convenience and ease with the ability to submit enquiries 24 hours a day. Online requests include a new bin service or size, making a rates payment, tree pruning, change of address, and lodging a planning or building application. Eighty-four per cent of customer feedback forms gave the City a five star rating.
- Donated to the Lord Mayor's Distress Relief Fund to help those affected by the bushfires in the Perth hills.
- Reviewed the ward system and the number of elected members through a ward and representation review. Community consultation considered realignment of ward boundaries and changes to the number of councillors. The Council decision to change from a Mayor and 11 councillors to a Mayor and eight councillors, with realigned ward boundaries, was approved by the Minister for Local Government and the changes will be implemented at the October 2021 local government elections.
- Conducted four citizenship ceremonies with 160 new citizens becoming Australian citizens representing over 71 countries around the world.
- Evaluated community priorities and measured the City's performance against key indicators in the Strategic Community Plan through the annual Community Scorecard.
- Adopted the Corporate Business Plan 2020–24, Council's blueprint to the community to deliver on the community's vision outlined in the Strategic Community Plan.
- Endorsed the 2020–25 Waste Plan guiding the City in sustainable waste and recycling practices, to establish and maintain consistent, cost effective and functional waste management practices reducing waste to landfill. This plan is driven by the targets set by State Government, including reducing household general waste by five per cent per capita by 2025.
- Promoted Plastic Free July through a competition at Subiaco Library encouraging the community to minimise and efficiently manage waste. As a member of the Western Metropolitan Regional Council the City took part in the Council Challenge which highlighted that 15 per cent of all western suburbs residents participated in Plastic Free July 2020.



Statutory compliance

Record keeping

The City is committed to best practice record keeping and compliance in accordance with the *State Records Act 2000*. The City's Recordkeeping Plan was most recently approved by the State Records Office in 2020, and continues to be an effective and efficient tool in governing the City's recordkeeping practices. The City has a multi-layered approach to its recordkeeping training program including online and face-to-face training sessions, and takes into consideration the roles and responsibilities of each staff member. This training program is reviewed regularly and updated as required.

Freedom of information

The *Freedom of Information Act 1992* gives the public the right to apply for access to documents held by the City of Subiaco. The City aims to make information available outside of the Freedom of Information process wherever possible. The City processed 12 Freedom of Information applications in 2020–21.

Disability access and inclusion

The City of Subiaco is committed to ensuring that access and inclusion of people of all abilities remains at the forefront of decision-making. In order to identify and create opportunities for improvement, the Council adopted the City's Disability Access and Inclusion Plan (DAIP) 2017–22 to translate the principles and objectives of the *Disability Services Act 1993* (amended 2004) into action. The plan outlines the City's commitment to provide people with disability the same opportunities as others to access services, buildings and facilities, information, quality of service, opportunities to provide feedback, public consultation and employment. Key achievements for 2020–21 included: delivering Auslan interpreters at three sunset@subi concerts, six of the City's 14 partnerships had a specific focus on disability, helped reduce the misuse of ACROD parking bays through the National Disability Services and the ACROD Parking Program, two workshops held for staff on disability, access, inclusion and mental health awareness, and approved funds for the supply and installation of a Universal Accessible Toilet at the Regal Theatre.

Payments ordered by the Local Government Standards Panel

Regulation 19B of the Local Government Administration Regulations require a local government to report any amount ordered under section 5.110(6)(b)(iv) to be paid by a person against whom a complaint was made under sections 5.107(1), 5.109(1) or 5.114(1) to the local government during the financial year. The amount order this financial year was \$0.

Remuneration and Allowances paid the by Local Government Standards Panel

For the 2020–21 year, the amount the City paid in sitting fees to the standards panel was \$0.

Competition policy

The City met its obligations with regard to its competition policy. The City has no local laws or policies that contain anti-competitive provisions. No complaints were received by the City in 2020–21 in relation to anti-competitive practices.

Employee remuneration

There were 26 employees entitled to an annual cash salary of \$100,000 or more:

\$130,000 to \$139,999	5
\$140,000 to \$149,999	6
\$150,000 to \$159,999	0
\$160,000 to \$169,999	0
\$170,000 to \$179,999	1
\$180,000 to \$189,999	0
\$190,000 to \$199,999	0
\$200,000 to \$209,999	3
CEO remuneration	\$210,752

Elected Member information

It is not known how many elected members identified as Aboriginal or Torres Strait Islander, or their age, gender, country of birth or linguistic background.

Attendance at Council Meetings

Attendance of Elected Members at Agenda Briefings, Council and Committee meetings, and Council Workshops is detailed in the following table. The table reflects meetings held while each Elected Member was in office.

	Ordinary Council Meetings				Special Council Meetings		Council Agenda Briefing Forums		
Members	Held	Attended	Apologies	Approved leave	Held	Attended	Held	Attended	Apologies
Mayor Penny Taylor	12	10	2	0	8	5	10	8	2
Cr Derek Nash	12	11	1	0	8	7	10	7	3
Cr Stephanie Stroud	12	12	0	0	8	6	10	10	0
Cr Rosemarie de Vries	12	11	0	1	8	7	10	9	1
Cr Blake Phelan	12	9	2	1	8	5	10	5	5
Cr Matt Davis	12	12	0	0	8	7	10	8	2
Cr Murray Rowe	12	9	2	1	8	5	10	6	4
Cr Jodi Mansfield	12	10	2	0	8	4	10	3	7
Cr Angela Hamersley	12	12	0	0	8	5	10	10	0
Cr Lynette Jennings	12	12	0	0	8	7	10	10	0
Cr Rick Powell	12	12	0	0	8	7	10	10	0
Cr David McMullen	12	11	0	1	8	6	10	7	3

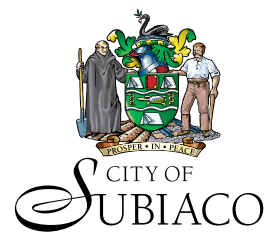
	Property and Investment Assets Committee			Economic and Business Sustainability Advisory Committee			Audit and Risk Committee			Disability, Access and Inclusion Committee		
Members	Held	Attended	Apologies / leave of absence	Held	Attended	Apologies / leave of absence	Held	Attended	Apologies / leave of absence	Held	Attended	Apologies / leave of absence
Mayor Penny Taylor	2	1	1	2	2	0	2	1	1	3	1	2
Cr Stephanie Stroud	2	N/A	N/A	2	N/A	N/A	2	N/A	N/A	3	N/A	N/A
Cr Derek Nash	2	N/A	N/A	2	2	0	2	N/A	N/A	3	N/A	N/A
Cr Rosemarie de Vries	2	N/A	N/A	2	N/A	N/A	2	N/A	N/A	3	3	0
Cr Blake Phelan	2	N/A	N/A	2	N/A	N/A	2	N/A	N/A	3	1	2
Cr Matt Davis	2	N/A	N/A	2	N/A	N/A	2	2	0	3	N/A	N/A
Cr Murray Rowe	2	1	1	2	N/A	N/A	2	N/A	N/A	3	N/A	N/A
Cr Jodi Mansfield	2	2	0	2	1	1	2	N/A	N/A	3	N/A	N/A
Cr Angela Hamersley	2	N/A	N/A	2	N/A	N/A	2	2	0	3	N/A	N/A
Cr Lynette Jennings	2	2	0	2	N/A	N/A	2	N/A	N/A	3	N/A	N/A
Cr Rick Powell	2	N/A	N/A	2	2	0	2	N/A	N/A	3	N/A	N/A
Cr David McMullen	2	2	0	2	N/A	N/A	2	N/A	N/A	3	N/A	N/A

2020–21 income and expenditure summary

	2020–21 \$'000s	2019–20 \$'000s
Revenue		
General purpose funding	25,799	27,090
Law, order and public safety	43	39
Health	28	69
Education and welfare	40	42
Community amenities	4,867	4,749
Recreation and culture	3,305	2,702
Transport	3,770	2,984
Economic services	410	142
Other property and services	5,820	5,994
	44,082	43,811
Expenses		
Governance	(2,184)	(2,405)
General purpose funding	(2,611)	(609)
Law, order and public safety	(640)	(596)
Health	(834)	(820)
Education and welfare	(742)	(547)
Community amenities	(5,986)	(5,654)
Recreation and culture	(13,337)	(13,156)
Transport	(10,405)	(10,615)
Economic services	(2,914)	(2,232)
Other property and services	(2,185)	(1,850)
	(41,838)	(38,483)
Finance costs		
Recreation and culture	(124)	(135)
Transport	(10)	(13)
Economic services	(239)	(251)
Other property and services	(9)	(8)
	(382)	(407)
	1,861	4,921
Non-operating grants, subsidies and contributions	1,487	808
Profit on disposal of assets	130	149
(Loss) on disposal of assets	(7)	(510)
Fair value adjustments to investment property	29,121	27,595
Share of net profit of associates accounted for using the equity method	(150)	(211)
	30,581	27,831
Net result for the period (before net asset adjustment)	32,442	32,752
Gain on net assets transferred following termination of lease	2,877	0
Net result (after net asset adjustment)	35,320	32,752
Other comprehensive income		
<i>Items that will not be reclassified subsequently to profit or loss</i>		
Changes in asset revaluation surplus	35,820	(1,273)
Total other comprehensive income for the period	35,820	(1,273)
Total comprehensive income for the period	71,140	31,479

This document, in conjunction with the Annual Financial Statements, forms the City's Annual Report for 2020–21. This page is an extract from the Annual Financial Statements, available in full at www.subiaco.wa.gov.au or upon request. The independent auditor's report confirming compliance with the *Local Government Act 1995* and *Local Government (Financial Management) Regulations 1996* can be found on page 58 of the Annual Financial Statements.





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alternative formats on request.

