CITY OF ARMADALE

AGENDA

OF **COMMUNITY SERVICES COMMITTEE** TO BE HELD IN THE **COMMITTEE ROOM**, ADMINISTRATION CENTRE, 7 ORCHARD AVENUE, ARMADALE ON **TUESDAY, 8 JULY 2008 AT 7:00 PM**

A meal will be served at 6:15 p.m.

PRESENT:

APOLOGIES: Cr K Lethbridge, JP - Leave of Absence

OBSERVERS:

IN ATTENDANCE:

DISCLAIMER

The Disclaimer for protecting Councillors and staff from liability of information and advice given at Committee meetings to be read.

DECLARATION OF MEMBERS' INTERESTS

QUESTION TIME

DEPUTATION

CONFIRMATION OF MINUTES

RESOLVED

Minutes of the Community Services Committee Meeting held on 3 June 2008 be confirmed.

Moved
MOTION CARRIED ( )

ITEMS REFERRED FROM INFORMATION BULLETIN – ISSUE NO. 11/2008

The following matters were included for information in the Community Services section:

- **Outstanding Matters**
  Report on Outstanding Matters – Community Services Committee
- **Monthly / Quarterly Departmental Reports**
  Library & Heritage Services General Monthly Report
  Manager Ranger & Emergency Services Monthly Report
- **Minutes of Occasional/Advisory Committees**
  Armadale Highland Gathering Committee – 18 December 2008
  Armadale Youth Advisory Committee – 26 May 2008
  Disability Advisory Team – 6 May 2008
  Seniors' Interests Advisory Group – 15 May 2008

If any of the items listed above require clarification or a report for a decision of Council, this item to be raised for discussion at this juncture.

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COMMUNITY SERVICES COMMITTEE

8 July 2008

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COMMUNITY SERVICES DIRECTORATE – DRAFT BUDGET 2008/2009

WARD	ALL
FILE REF:	FM/CS/4
DATE	23 June 2008
REF	CA
RESPONSIBLE MANAGER	Executive Director Community Services

In Brief:

This report recommends:

- that the 2008-2009 Draft Budget for the Community Services Directorate, as presented to and amended by Committee, be referred to the Special City Strategy Committee on 29 July 2008 for consideration.

Tabled Items
Nil

Officer Interest Declaration
Nil

Strategic Implications
- Planning Ahead and Evaluating our Progress.
- Building our Community
    - Deliver a range of services to meet community needs.
- Developing our City
    - Develop processes to measure and allocate costs of Council services.
    - Developing improved financial management reports.

Legislation Implications
Nil

Council Policy/Local Law Implications
Nil

Budget/Financial Implications
2008-2009 Draft Budget and Forward Financial Plan.

Consultation

This report brings together the work undertaken at prior Councillor workshops held on 9 April 2008, 27 May 2008 & 4 June 2008 as well as specific Councillor presentations in relation to the Aquatic Centre (5 February 2008), Youth Activity Area (16 April 2008) and Active Sporting Reserves (12 May 2008). It provides Directorate input to the Special City Strategy Committee Meeting to be held on 29 July 2008 to consider the City's Strategic and Forward Financial Plans as well as the 2008-2009 draft Budget.

DETAILS OF PROPOSAL AND COMMENT

Committee is referred to the 2008-2009 Draft Budget Report for the Community Services Directorate and supporting documentation relating to the responsibilities of this Committee. (**Refer to Attachment "A-1" – Summary of Attachments – buff page).**

The task before Committee is essentially to:

- Be satisfied that the directions reflected by the range of the services and programmes to be provided in 2008-2009 are both warranted and acceptable.

- Evaluate and confirm the reasonableness of the revenue and expenditure estimates as relating to each of the services and programmes proposed for the 2008-2009 year.

- Consider the future proposals contained within the forward financial plan with a view to determining and confirming the appropriateness in terms of timing and/or resourcing and recommend to City Strategy accordingly.

- Consider any currently unfunded proposals with a view to determining which, if any, of these proposals should be recommended to the City Strategy Committee for prioritisation within the Draft Budget, should additional funding be identified in the subsequent stages of the Draft Budget process.

Councillor workshops have been held and the draft strategic context of the budget has been considered. Initial assessment suggests it is clear that there is little scope for other additional activities/development beyond those proposed in the Financial Plan. 2008/2009 now forms the base year for a future 15 Year Forward Financial Plan and as such the services, programs and activities contained within it are funded.

RECOMMEND

That the Community Services Directorate Draft 2008-2009 Budget report, as presented to Committee and attached to these Minutes at Attachment "A-1", together with the following proposed amendments, be referred to the Special City Strategy Committee for consideration.

a. That the following unfunded proposals be considered priority items in 2008-2009 and subject to both the Chief Executive Officer's Staff Establishment Report and/or additional funding being identified in the subsequent stages of the Draft Budget process:

i. Community Development Administration Officer $40k

ii. Armadale Arena Gym Equipment (repair and/or replacement) $75k

Moved
MOTION CARRIED/LOST ( )

INDIGENOUS CHILDREN'S PROGRAMME

WARD	ALL
FILE REF:	CD/I/1
DATE	12 June 2008
REF	YC
RESPONSIBLE MANAGER	Executive Director Community Services

In Brief:

Negotiations have recently taken place with the Federal Government Department for Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) for an Indigenous Children's Programme (ICP) as part of the Indigenous Development Centre at Champion Drive.

This report provides an outline of those negotiations and recommends Council support the acceptance funding to deliver the programme if it is approved by FaHCSIA.

Tabled Items
Nil

Officer Interest Declaration
Nil

Strategic Implications
Building Our Community

Legislation Implications
Nil

Council Policy/Local Law Implications
Nil

Budget/Financial Implications
The final amount of the grant is still to be determined by FaHSCIA, however it is anticipated to be in excess of $100,000 per annum. There may also be establishment funds of approximately $40,000 to assist with providing play equipment at the Champion Centre.

Consultation

The Indigenous Development Centre has had significant community consultation and involvement in its development and establishment.

BACKGROUND

Council has previously agreed to support "in principle" the concept of an Indigenous Development Centre using the community facility now known as the Champion Centre and to receive further reports in relation to funding, operations and management. (CS30/4/07).

The Indigenous Development Team, which is part of the Community Development Department, has been based at the Centre since March 2008 and there has been significant progress in the development of the Centre's activities. This report summarises negotiations with FaHCSIA in regard to an Indigenous Children's Programme.

Council may recall that the City received funding from FaHCSIA in 2002 to provide the Aboriginal Family Support Service (AFSS), which became the Koorlangah Mia programme following a review of funding objectives by FaHCSIA. The City negotiated the transition of the Koorlangah Mia programme to WAMINDA Aboriginal Corporation. WAMINDA has recently ceased its operations and the aged care services they provided are being temporarily delivered by Armadale Home Help and Silver Chain services. The Koorlangah Mia programme also ceased operation.

FaHCSIA is aware that an Indigenous Children's Programme (ICP) is needed in the Armadale area and with the Indigenous Development Centre focusing on a multi-faceted approach to Indigenous community and social services, discussions have been held about the likelihood of an ICP operating from the Centre.

Following those discussions, a model has been proposed for an Indigenous Children's and Families Officer to be appointed and located at the Champion Centre. The Officer will co-ordinate and support parents, carers and children to ensure that families are aware of opportunities to maximise early childhood growth and development. There are a number of services who provide complimentary programmes and activities and it will be the role of the Indigenous Children's and Families Officer to network and link those services with the Indigenous community using the Indigenous Centre as a base for access and service delivery. Some of the programs envisioned will include parenting programs, healthy eating, early literacy, supported playgroups, protective behaviours, school holiday programs, support for young parents and a possible grandparent's playgroup.

The expected outcomes from the programme are**:**

- An increase in the number of parents, carers and children participating in a range of programs and activities.
- Increased awareness by parents, carers and children of opportunities to maximise early childhood growth and development.
- Increased co-operation and collaboration between key service providers that target Indigenous parents, families and children.

The model is currently being assessed by FaHCSIA and we are expecting a response in the near future and fast tracking of funding agreements if successful. The purpose of this report is to gain Council's endorsement and approval "in principle" so as to minimize delays in the City's ability to accept any funds if any positive decision by FaHCSIA is made.

DETAILS OF PROPOSAL

The City has submitted a proposal to FaHCSIA for funding for an Indigenous Children's Programme (ICP) to operate through the Indigenous Development Centre at the Champion Centre. If successful the ICP funding will appoint an Indigenous Children's and Family Officer to work with Indigenous parents, families and children to link them with appropriate services and activities that operate from the Champion Centre and other areas. The aim will be to maximize the participation in support services for Indigenous families and those programmes that are focused on early childhood growth and development.

This report is seeking Council approval to proceed with funding agreements in the event that the proposal is approved by FaHCSIA.

COMMENT

Analysis

Council has previously agreed to the development and establishment of an Indigenous Development Centre at the Champion Centre. Part of that development has been to negotiate with service providers and funding agents for the provision of suitable activities and programmes to operate from the Centre. It has been identified that an Indigenous Children's Programme, that complements the services already targeting Indigenous parents, families and children would provide a necessary co-ordination and linking role. The aim is to ensure maximisation of existing services and minimization of duplication. It will also work to identify complementary and additional services using an action research model based on parents, families and children's needs.

Options

Council has the following options:

1. Agree with the proposal and authorise officers to proceed with the acceptance of funding if it is approved by FaHCSIA.

2. Not agree with the proposal and authorise officer to proceed with the acceptance of funding if it is approved by FaHCSIA.

Option 1 is recommended.

Conclusion

The Indigenous Development Centre has drawn interest and support from a number of services providers and agencies. It is becoming accepted by the local Indigenous Community and there will be further negotiations and consultations with relevant stakeholders for service provision and funding sources. A future report to Council will outline its future operation and management plans. The ICP will be one component of the range of services and activities envisioned for the Indigenous Development Centre.

RECOMMEND

That Council endorse the proposal for a FaHCSIA grant funded Indigenous Children's Programme to operate under the concept of the Indigenous Development Centre and authorise the Chief Executive Officer to sign the funding agreement on behalf of Council if the proposal and grant is approved by FaHCSIA.

Moved
MOTION CARRIED/LOST ( )

AFTER HOURS RANGER SERVICES

WARD	All
FILE REF:	CUS/PS/2
DATE	1 July 2008
REF	BW
RESPONSIBLE MANAGER	Executive Director Community Services

In Brief:
This report recommends that Council:

a. Refer to the Special City Strategy Committee Meeting on 29 July 2008, the currently unfunded proposal to increase its After Hours Service capabilities through the inclusion of an additional Ranger and an increase in rostering of Rangers on duty at weekends.

b. Refer the above unfunded proposal to be considered a priority item in the 2008/09 Budget and subject to both the Chief Executive Officer's Staff Establishment report and/or additional funding being identified in the subsequent stages of the draft Budget process.

Tabled Items
Nil

Officer Interest Declaration
Nil

Strategic Implications
Social Infrastructure – To have in place the range of services to enhance the well-being and safety of the community and to foster a professional environment for the effective governance and administration of the City's services.

Legislation Implications
Nil

Council Policy/Local Law Implications
Nil

Budget/Financial Implications
Costs associated with this proposal are currently unbudgeted within the 2008/09 draft Budget and 15 Year Financial Plan. Estimates for the full time cost of a Ranger is $65,000 per annum (recurrent costs including salaries and vehicle operating expenses) and the capital cost for a vehicle and establishment costs is a further $55,000 (vehicle, workstation, PC, phone etc.)

Consultation
Manex

BACKGROUND

The matter of After Hours Response Services by the City has been raised by Councillors in recent times for both emergency and non-emergency situations, including smoke nuisance

and burning on Sundays, the taking of firewood from reserves, dumping of rubbish, off-road vehicles, issues relating to the control of demolition licences and activities related to building sites such as dust and noise nuisance. An internal analysis of current operating procedures and the associated resource implications have been undertaken with a view to recommending a more effective after hours response service.

This report also responds to the recent referral from the City Strategy Committee (CS19/2/08) which expressed concerns about the current capacity of the City, primarily through Ranger Services, to respond to "out of hours" calls and the current levels of service on weekends and public holidays. In particular, and in order to address the current smoke issues, it was requested that consideration be given to the employment of an additional Ranger on weekends until 30 September. Whilst the issue of smoke is primarily a health issue, the only officers currently rostered to work at weekends and who are qualified to investigate such matters, are Rangers. This report will therefore outline the current level of service delivery by Rangers and provide an analysis of the After Hours Service (including a comparison of current LGA services provided across the metropolitan area) in order to assess the possibility of the City providing a more proactive and responsive service for the community.

DETAILS OF REPORT

The following section provides Council with an analysis of the current tasks and activities carried out by Ranger Services followed by a summary of the analysis carried out by Administration & Governance Officers in relation to the City's After Hours Service (Insight). The task analysis also identifies operational functions that are only being carried out as time permits. The most noticeable of these is the limited capacity of the Rangers to carry out proactive patrols throughout the district, due to the high demands from the general public in relation to requests for action and general complaints, particularly on weekends.

This report will also outline the associated costs involved in increasing staffing levels within Ranger Services to accommodate the increasing demands by the community and the higher level of customer service requested by Council.

Role	**Tasks & Activities Performed Currently**	**Tasks Performed as Time Permits**
Dog Control	• Impounding straying or wandering dogs. • Issuing relevant infringement notices, cautions, or warnings as appropriate. • Follow up complaints. • Ensuring all correspondence in relation to dog control is carried out. • Collection of evidence and prosecutions of offenders and court appearances. • Arranging for destruction of dogs when necessary. • Property inspections for dog registrations. • Kennel inspections. • Dangerous Dog Declaration investigation. • Pound Cleaning and maintenance. • Dog registration checks.	• Regular patrols of district. • Any proactive work - public education. • Monitoring of dog exercise areas.

Role	Tasks & Activities Performed Currently	Tasks Performed as Time Permits
Parking Control	• ACROD parking throughout City. • Parking patrols generally. • School parking patrols. • Issuing of parking infringement notices, cautions and warnings as appropriate. • Investigation of complaints. • Investigate and report damage caused by illegal parking (reserves etc.) • Regular parking patrols primarily in Jull Street. • Commercial vehicle parking (on complaint only).	
Control of Vehicles (Off Road Areas)	• Act on complaints. • Work in liaison with Police Service. • Apprehension of offenders. • Associated correspondence. • Issuing of cautions, warnings, or infringement notices.	• Off Road vehicle Patrols in areas known to be frequented by offenders. • Impounding of Off Road Vehicles. • Any proactive work - public education.
Control of Litter	• Investigate complaints relating to dumping of rubbish. • Issue infringement notices, cautions or warnings and take court action where appropriate.	• Litter control patrols in areas subject to littering. • Any proactive work - public education.
Abandoned Vehicles	• Liaison with local police. • Arrange for vehicle to be impounded or disposed off at waste management site. • Carry out the appropriate administration regarding vehicles that have been impounded in accordance with the Local Government Act and Council policies.	• Abandoned vehicles are dealt with on complaint. Proactive patrolling would assist in clearing derelict vehicles from street verges.
Wandering Stock	• Act on complaint. • Impound where necessary. • Enter all details in pound register. • Advise police of impounding • Destruction of stock in accordance with Local Government Act. • Maintenance and cleaning of stock pound.	• Regular patrols of district. • Any proactive work - public education relating to fencing etc.
Fire Control	• Investigate complaints. • Carry out firebreak inspections. • Compile reports. • Issue Infringement notices/cautions where appropriate. • Institute legal action. • Attend court as witness. • Support fire services as required.	• Proactive educational programmes aimed at fire hazard reduction. • Community Fire Safety programmes. • Respond to complaints regarding smoke nuisance and burning on Sundays and public holidays.

Role	Tasks & Activities Performed Currently	Tasks Performed as Time Permits
Other General Duties which may be performed by Rangers during any given working day	• Maintenance and operation of Incineration system. • Delivery of Council Agendas and other confidential correspondence. • Responding to Councillor requests. • Security during special meetings and other miscellaneous events. • Assist other departments within the organisation. • School education/promotional visits • Provide support to other events, such as: ➢ Minnawarra Festival. ➢ Australia Day Celebrations. ➢ Highland Gathering. • Other Miscellaneous Events (from time to time).	

Summary of Existing Service:

From the task analysis schedule it is apparent that the main tasks that are not being attended to on a regular basis are proactive patrols, educational activities and ability to respond to call outs out of hours, weekends and on public holidays. Whilst it is fair to say that Rangers are regularly driving through most areas of the City on a daily basis, it is usually as they are on their way to attend to a particular incident or request for service. However, where a Ranger observes something that requires immediate attention he would deal with that issue as a matter of priority.

Due to the significant development occurring throughout the City, the pressure on existing Ranger resources is increasing with the current service levels delivered by existing staff struggling to keep up with the work load, particularly on weekends and outside normal hours of operation.

Comparative Services:

An analysis has been undertaken of Ranger Services in other Local Authorities with similar demographics to the City of Armadale with the view of providing some comparison of current service levels.

Local Authority	Number of Rangers	Population	Area Sq. Km	Monthly Requests for Service	Rangers on Weekend Roster
City of Armadale	6	56,000	560 km2	570	1
City of Gosnells	6	92,000	126 km2	400	1
Shire of Kalamunda	4	50,000	349km2	220	1
Shire of Mundaring	5	34,000	644km2	300	1
City of Cockburn	7	79,000	150km2	380	2
Note: It is to be noted that these figures do not include other daily general duties that fall within the province of Ranger Services (as outlined above)					

After Hours Call Service:

An internal review of the After Hours Service has also recently been conducted and a report prepared for Management Executive. Issues from that review are summarised here as part of this report and provides estimated costs of the City's external call centre service, addresses issues related to Councillor and community access, summarises current services operated by other LGAs, and recommends options available to Council.

The City first introduced an after hours telephone service in 2001, with the service being provided by Link Communications. This contract terminated in May 2003 as a result of them relocating their premises to the Eastern States. Synergy Contact Centre Services was engaged but subsequently fell into liquidation and ceased operations in April 2005. Insight Contact Centre Services was engaged from this date and continues to operate. Insight was the only Western Australian based company at the time and still is the preferred supplier through WALGA.

In addition, an internal emergency contact manual has been produced for a number of years, even prior to the introduction of an after hours service, and supplied to all those included in the manual as well as all Councillors. The manual provides the contact names and numbers of staff and contractors who staff could contact in the event of any after hours emergency.

Insight (WALGA preferred supplier) provides after hours services to the following local government authorities:

Armadale	Belmont	Cockburn	Cambridge
Capel	Cottesloe	Cuballing	Gosnells
Joondalup	Kalamunda	Mandurah	Manjimup
Nannup	Perth	South Perth	Stirling
Subiaco	Swan	Wanneroo	Wongan Ballidu

All these Councils operate in a similar fashion to Armadale. In general they provide Insight with a matrix and calls are forwarded to the duty Ranger. In the event an emergency situation arises outside of rostered hours then a call out is made.

The Town of Vincent utilise the services of a company called Allcare who operate from an office in Newcastle St, West Perth. They operate in the same fashion as Insight with regards to scripts and passing on the information.

The City of Rockingham utilise the services of Wilson Security and Hutchinsons. Wilson's provide both an answering service and call out service with Hutchinsons providing a paging service. In general, Wilson security guards attend emergencies only (classed as life threatening eg stock on road, dog attack still in progress) after the rostered Ranger has finished his shift. They do not attend whilst there is a Ranger on duty nor after hours on a weekend. After normal working hours on a weekend Wilson's basically operate as a call centre and pass messages through to Hutchinsons who in turn page the Ranger if required. Wilson's make the judgement call as to whether a Ranger is called out or not.

The Cities of Bayswater, Canning and Melville operate their own 24/7 service with the City of Cockburn utilising the services of Melville. Each of these Councils have a Ranger's department and a Security department with each operating as stand alone business units but both overseen by the one manager.

The City of Bayswater has a 1300 number which is used for residents to make contact with City officers after hours. This number is advertised in a similar fashion to Armadale.

- It is answered by council employees who are employed in their security department. Once a call is received, office staff relay the message by telephone to the duty security guard.
- It operates 24 hours per day, 365 days of the year and they work on a roster system utilising 7 staff plus a supervisor.
- The office is manned from 7.00am to 2.00am the following morning, 7 days a week 52 weeks of the year. Between the hours of 2.00 am to 7.00 am the calls are diverted direct to the security patrol.

The City of Melville also operates their own after hours service, utilising internal resources. They operate on the same principal as the City of Bayswater with the following variations:

- Their office is manned 24 hours a day 365 days of the year.
- They have 50 personnel in security, working on a 12 member team basis at any one time.
- All departmental emergency staff contacts are on 24 hour stand by worked on a rotational basis i.e. one range will be on call one week then another Ranger will be on call the next week and they are paid accordingly.

The City also provides a 24/7 security service to the City of Cockburn.

The City of Canning has 3 patrol officers (Rangers) and 16 Security officers who work on a rostered system operating 24/7. In addition to these staff the City employs a Manger and Senior Ranger (both of which oversee both departments) and one administrative officer. It is intended to increase the support staff by a further 1 FTE when their CCTV in the business area is introduced. The cost of operating their security department is approx $1.2 million pa excluding the capital purchase of vehicles, broken down into approx $870,000 for security aspects and $340,000 related to patrols other than security. The cost of the normal Ranger service is approx $600,000 pa. They have very little Ranger-related calls at night time and mostly deal with security issues. The public access the after hours service by ringing a centralised number which is attached to an answering machine which in turn pages the on duty officer when a call is received. The officer then accesses the message from his vehicle by calling the answering machine direct.

The City of Cockburn actually utilise two services, Insight and the City of Melville. Insight is used purely for Ranger related issues and the City of Melville is utilised primarily for security purposes. The Ranger Services operate through Insight the same as we do with their after hours service operating between the hours of 5.00pm to 7.00am. Rangers are only called out for emergencies only and are paid call out rates. The call out Ranger is generally that officer who was on duty that day. Security officers from Melville attend to all calls when Rangers are not on duty which is 5.00pm to 7.00am the next day. If any situation requires a Ranger then they call them out but otherwise deal with it themselves. For this service Cockburn pays Melville 4/7ths of the personnel, vehicle and infrastructure costs, which equates to approximately $1.9 million pa.

It should be noted that all the officers engaged on a 24/7 system with the Cities of Bayswater and Canning are appointed as authorised officers and have the same powers as a Ranger. The City of Melville security officers are not empowered as Rangers in the City of Cockburn and as such only perform security duties hence the reason the City of Cockburn still use the services of Insight for their Ranger services.

City of Armadale (Insight)

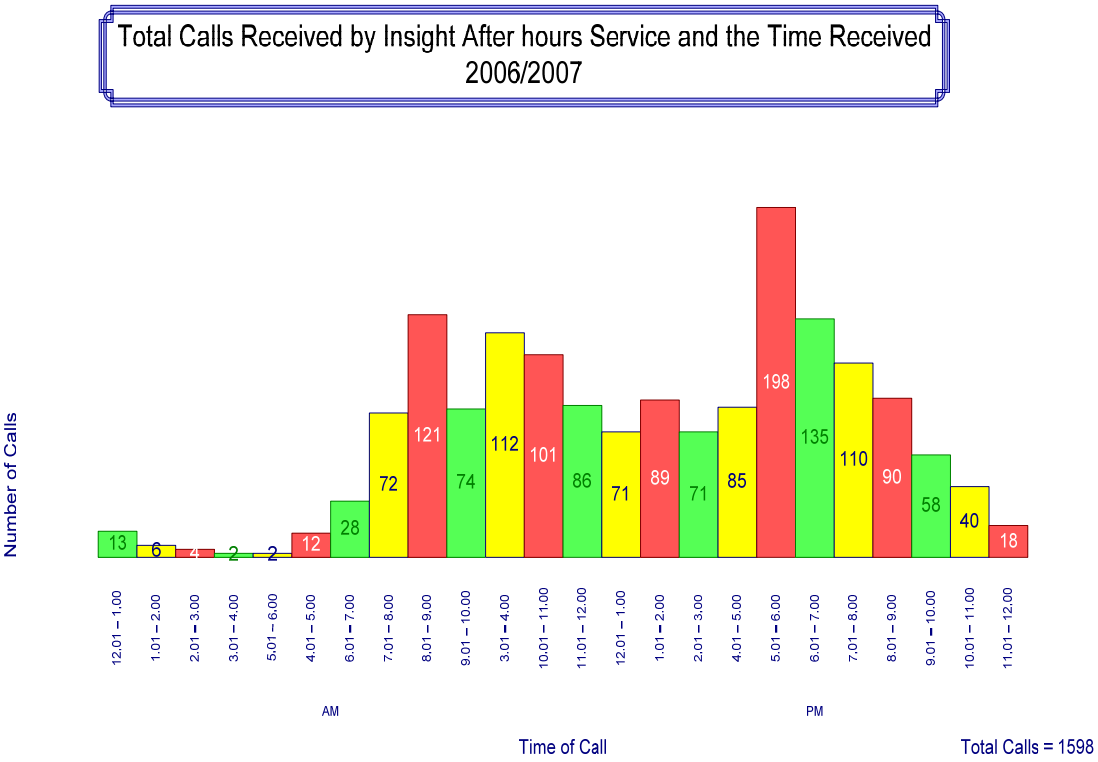
For any calls made outside the normal business hours, the City currently has an after hours number advertised in the white pages and on our switchboard night message. When a resident rings this 1300 number it is automatically diverted to the Insight call centre.

The City supplies Insight with a matrix outlining different scenarios that identify what response is required from them in order that the call can be dealt with and the Ranger roster each month. In essence when a call is received that is Ranger-related after business hours but whilst a Ranger is on duty, Insight SMS the duty Ranger to advise that a call has been received. The duty Ranger then calls back the centre to firstly acknowledge that they have received the message and secondly to obtain details of the message. The Ranger then determines whether any action is required and proceeds accordingly.

Outside of the Rangers rostered hours and if the situation is life threatening then Insight call the Ranger diverter number, which proceeds to ring the Ranger's residences in turn. If there is no response from the Rangers then the police are notified. If the situation is not an emergency then it is recorded and sent with the daily report the next day.

With all other Directorates there is a response protocol in place where individual officers home and mobile numbers are provided to Insight and they actually telephone the officer concerned. No SMS messages are sent to these officers. Insight provides a report daily of all calls received and what action they have taken.

This service operates all hours outside of normal business hours, including weekends and public holidays and has been called upon on occasions to take calls during business hours.



A further breakdown of the above figures into Departments is as follows.

Department	**Total Calls for the period 1/7/06 to 30/6/07**	**% of calls each Department receives**
Rangers	1255	78%
Parks and Reserves	70	4%
Waste	6	1%
Civil	50	3%
Property	26	2%
Health	22	1.5%
Other (General enquiries)	169	10.5%
Total	**1598**	**100%**

As the Rangers receive nearly 80% of the after hours calls a further breakdown of their calls into specific areas is provided in the table below.

Related Subject Matter	**Total Calls for the period 1/7/06 to 30/6/07**
Dog	915
Stock	123
Off Road	110
Other	51
Parking	42
Fire	14
Total	**1255**

This spreadsheet clearly indicates that the majority of calls are between the hours of 7.00 am to 10.00pm. For information, a Ranger is on duty between the following hours:

- Summer (1 November to 30 April) 7.00am and 7.30pm
- Winter (1 May to 31 October) 7.00am and 7.00pm
- Weekends (All year round) 8.30am and 5.00pm

Summary & Options:

The matter of the After Hours Service is one that is constantly monitored by staff in liaison with the Insight Call Service and changes are made on a regular basis. At present, Council does not offer a "security service" to the community, while many other LGAs not only provide such a service but also administer a "levy" in order to off-set the cost of that service. The most recent analysis of the current call outs suggest that a security service is not warranted at this time, however may need to be considered by Council in the future. The majority of after hours calls are for services delivered through the Ranger's Department and, as has been reported to Council each month and through the budget process, this workload has been and continues to increase. Should it be decided that the range of issues that require a call out be increased, together with any extension of the current rostering hours for Rangers, there will be an imperative to increase staffing and related resources to meet that need.

In general, it is the officer's view that the current service provided by Insight appears to be working well. It is not considered economically viable for the City, at this time, to implement its own 24/7 dedicated after hours phone or security service. However, in light of a number of recent issues relating to dust on building sites, the dumping of rubbish in reserves, the illegal use of off-road vehicles and smoke nuisance within the hills area, Council may be of a mind to increase its capacity within Ranger Services to meet this need. It has to be noted that Rangers are already operating at maximum capacity and this currently includes a weekend roster with ***one*** Ranger rostered on between 8.30 am and 5.00 pm each day.

The current workloads on weekends is now at such a level that there is little opportunity for Rangers to attend to all call outs and as such, tasks are "prioritised" as appropriate and according to individual situations. If there is an intention to increase response rates at weekends and/or broaden the issues currently referred to Rangers for a more immediate response (currently the above issues are listed with Insight as a "next day" business report), then there will need to be a commensurate increase in resources.

Whilst there are understandable concerns by the existing Rangers with a potential increased impact on weekend rostering, i.e. two Rangers rostered each weekend day, the current Workplace Agreement 2007 (26.2.3) confirms that Rangers are considered seven day a week positions and their ordinary hours are from Monday to Sunday (inclusive). For this work, they receive an additional 15% loading on all ordinary hours. However, as an employer of choice, the City does take into account the impact of work rosters on its officers and it is therefore recommended that there be an increase in staff resources as a direct outcome of further increasing workloads (two person weekend rosters).

In relation to the actual after hours service options, it is the officer's recommendation that the City continue to use the current Insight service, albeit with amendments to the existing scripts and referral priorities, and that the community continue to use the 1300 number, as appropriate. In

addition, and with the introduction of VOIP services within the City's telephone system, that a separate number is set up for Councillors to call, which is programmed to forward all calls to the nominated duty Ranger's mobile. The advantage in this system is that Councillors then have immediate access to duty Rangers, a more direct service can be offered, and calls made to this number can be recorded and reported for workload purposes. This would be predicated upon the development of call out protocols and clarification of the role of Elected Members in reporting issues to staff.

As has been indicated in the past the only shortcoming, in terms of the City's ability to offer a full and comprehensive commitment to the community in respect of Ranger Service delivery is one of staff resources and the high demand from the general public in relation to requests for action and satisfactory response to complaints.

In relation to the most recent referral from the City Strategy Committee concerning this matter and in particular, the issue of smoke nuisance between May and September each year, Council does have the option of addressing this in isolation of the other issues raised in this report and consider the employment of a contract Ranger during the (6) six month period outlined. This position could then work specifically on the smoke nuisance issues and other matters as time and priorities permit. The financial impact of this decision would reduce the salaries component (albeit possibly paying a premium for short term contract work) and the possible substitution of a purchased vehicle for a lease arrangement. Whilst this option has some merit it will not address all of the issues raised by Councillors and Committee and will only allow for a "partial" increase in service standards at weekends during the May to September period. This is not the preferred recommendation by officers but does represent an alternative option for council to consider.

Ranger Services currently operate a **one** Ranger roster system on weekends and public holidays. The most recent Workplace Agreement (2007) allows for all Rangers to be rostered to work at weekends, however, the likely impact of introducing one additional Ranger will see the need for all Rangers to work more than the current practice of "one weekend in four". The addition of **two** Rangers would see a maintenance of that practice.

In order to better cope with the demand from the public after hours and at weekends, Council may wish to consider employing an additional Ranger thereby increasing the level of general Ranger Services and enable a roster to be put in place which would cover the additional hours on weekends and public holidays (noting the comments above and the indicative financial costs).

RECOMMEND

That Council:

a. Refer to the Special City Strategy Committee Meeting on 29 July 2008, the currently unfunded proposal to increase its After Hours Service capabilities through the inclusion of an additional Ranger and an increase in rostering of Rangers on duty at weekends.

b. Refer the above unfunded proposal to be considered a priority item in the 2008/09 Budget and subject to both the Chief Executive Officer's Staff Establishment report and/or additional funding being identified in the subsequent stages of the draft Budget process.

Moved
MOTION CARRIED/LOST ( )

AUTHORIZED PERSONS

WARD	ALL
FILE REF:	LE/L/12
DATE	24 June 2008
REF	BLW
RESPONSIBLE MANAGER	Executive Director Community Services

In Brief:

- The appointment of persons as "Authorised Person" for the purpose of carrying out the duties of a Registration Officer pursuant to the Dog Act 1976.

Tabled Items
Nil

Officer Interest Declaration
Nil

Strategic Implications
Nil

Legislation Implications
Section 11(1)(3) Dog Act 1976

Council Policy/Local Law Implications
Local Laws Relating to Dogs

Budget/Financial Implications
Nil

Consultation
Nil

BACKGROUND
Nil

DETAILS OF PROPOSAL

To enable the following staff member, and nominated persons at external dog registration facilities, to undertake the appropriate responsibilities it is a requirement that Council shall, in writing, appoint them to exercise on behalf of the Local Government the powers conferred on an "Authorised Person" for the purpose of carrying out the duties of a Registration Officer pursuant to the Dog Act 1976. It is further proposed that all previous appointments to the herein listed veterinary establishments be cancelled.

COMMENT

The recommended appointment of the following persons as "Authorised Person" is consistent with their position role description and will serve to facilitate and assist in the orderly business and performance of the Ranger Services.

RECOMMEND

1. That the following persons be appointed as "Authorised Person" in accordance with the provisions of Section 29 (1) of the Dog Act 1976, for the purpose of effecting dog registrations only.

City of Armadale Administration

Glenn Caird

Railway Avenue Veterinary Hospital

Wendy Hobley
Natasha Glumac
Maria Butler
Ant Donohoe
Lou Jones
Jackie Atkinson
Kym Knight
Kellie Thatcher
Gemma Tripp
Johanne Taylor
Kirsty Fowler
Leigh Green
Karyn Garritt

Ark Veterinary Clinic

Shaan Russell-Smith
Chloe Bain
Suzanne Ward

Armadale/Byford Veterinary Hospital

Glenda Miller
Martine Stuart
Michelle White
Tracey Morey
Kelly Coppins
Penny Terpstra
Emma Stuart
Petra Bailey
Carmilla Atkinson
Suzanna Sowa
Tricia Matthews

Champion Lakes Veterinary Centre

Colin Sherry
Lesley Sherry
Maria Tarr
Amanda Beckett
Ashleigh Webster
Juanita Morrison
Helen Mantle
Juanita Meachon
Jeanette Pullen

2. **That all previous appointments as "Registration Officers" at the abovementioned veterinarian facilities be cancelled.**

Moved
MOTION CARRIED/LOST ( )

CITY OF ARMADALE FIREBREAK NOTICE

WARD	All
FILE REF:	ES/FM/3
DATE	24 June 2008
REF	BLW
RESPONSIBLE MANAGER	Executive Manager Community Services

In Brief:

This report proposes an amendment to the "The City of Armadale Firebreak Notice" in order to provide an alternative to perimeter earthen firebreaks on any lot having an area of less than 5,000m2.

Tabled Items
Nil

Officer Interest Declaration
Nil

Strategic Implications
Social Infrastructure – To have in place the range of services to enhance the well-being and safety of the community and to foster a professional environment for the effective governance and administration of the City's services.

Legislation Implications
Section 33, Bush Fires Act 1954
Subject to subsection (2) a local government at any time, and from time to time, may, and if so required by the Minister shall, as a measure for preventing the outbreak of a bush fire, or for preventing the spread or extension of a bush fire which may occur, give notice in writing to an owner or occupier of land situate within the district of the local government or shall give notice to all owners or occupiers of land in its district by publishing a notice in the Government Gazette and in a newspaper circulating in the area requiring him or them as the case may be within a time specified in the notice to do or to commence to do at a time so specified all or any of the following thing- to plough, cultivate, scarify, burn or otherwise clear upon the land fire-breaks in such manner, at such places, of such dimensions, and to such number, and whether in parallel or otherwise, as the local government may and is hereby empowered to determine and as are specified in the notice, and thereafter to maintain the fire-breaks clear of inflammable matter;

Council Policy/Local Law Implications
Council's Rangers continue to undertake property firebreak inspections in accordance with the annual firebreak inspection programme, the Bush Fires Act 1954 and the current Management practices during the period of 1 December and 14 March the following year.

Budget/Financial Implications
Nil

Consultation
• Fire Emergency Services Authority (FESA)
• Volunteer Bush Fire Brigades

BACKGROUND

In carrying out the annual review of the "City of Armadale Firebreak Notice" **(refer to Attachment "A-2" – Summary of Attachments – buff page**) it is considered that the requirements relating to the keeping of grass to a height of less than 5 centimetres on any lot having an area of less than 3,000m2 should be increased to 5000m2 in order to provide a more considered approach to individual fire management strategies.

DETAILS OF THE PROPOSAL

By relying on individual property owners to ensure fire preparedness, the City needs to be flexible in the type of firebreak that it considers acceptable. Individuals seeking to preserve vegetation on their land (which is also an aim of the City) are not required to have earthen firebreaks and may choose a range of alternatives.

Fire control measures can be tailored to meet individual property needs and should be negotiated with the Chief Bush Fire Control Officer, who can consult with other City staff as required. This includes opportunities for alternative firebreaks and other property specific measures.

When undertaking fire management planning, a balance needs to be achieved between fire management and bushland protection. The community is very aware of the need to protect remnant bushland and, in places like Roleystone and Bedfordale, the natural environment plays a strong part in the hills lifestyle.

Accordingly, it is proposed that the current City of Armadale Firebreak Notice be amended to read "On any lot having an area of less than 5,000m2, the keeping of grass on the lot at all times covered by this notice to a height less than 5 centimetres will be acceptable in lieu of clearing a firebreak. For the purpose of this notice grass kept at a height of less than 5 centimetres will be deemed not to be flammable material".

COMMENT

The City also needs to ensure that, within this flexibility, the minimum provisions of the Bush Fires Act are adhered to. The application of the Bush Fires Act in this context is considered to be appropriate.

RECOMMEND

That Council resolve to adopt the following amendment to the 2008-2009 "City of Armadale Firebreak Notice"

"On any lot having an area of less than 5,000m2, the keeping of grass on the lot at all times covered by this notice to a height less than 5 centimetres will be acceptable in lieu of clearing a firebreak. For the purpose of this notice grass kept at a height of less than 5 centimetres will be deemed not to be flammable material".

Moved
MOTION CARRIED/LOST ( )

CULTURAL EVENTS SPONSORSHIP PROPOSALS

WARD	ALL
FILE REF:	RCS/A/6
DATE	24 June 2008
REF	PQ
RESPONSIBLE MANAGER	Manager Recreation Services

In Brief:

- The report presents a number of sponsorship proposals related to the Cultural Events Programme for consideration and endorsement by Council.

Tabled Items
Nil

Officer Interest Declaration
Nil

Strategic Implications
Facilitate a wider range of social and cultural experiences.
Promote the City locally, nationally and internationally

Legislation Implications
Nil

Council Policy/Local Law Implications
RECN 2 Sponsorship of the City of Armadale Events, Programs, Facilities & Publications

Budget/Financial Implications
Increase the revenue available to host Council's Cultural Events Program

Consultation
Potential sponsors

BACKGROUND

Council's adopted procedure (C54/08/07) for considering sponsorship of the Cultural Events Program is for all sponsorship proposals to be referred to the Community Services Committee for consideration and recommendation to Council.

Initial contact, and in some cases preliminary negotiations, has been held with both current and prospective sponsors and a list of targeted sponsors are now presented for Committee's consideration. A number of these organisations have been regular sponsors of the Cultural Events Program in previous years. **(Refer to Attachment "B-1" – Summary of Attachments – buff page.)**

A new approach was taken in 2008 in regard to engaging new and potential sponsors as a means of fostering good corporate relations with companies to which the City conducts businesses with. (25) twenty five companies were directly contacted and invited to be a

sponsor. These companies were chosen as they either received significant business from the City in monetary value or they enjoyed ongoing and repeat business as the preferred supplier of goods and services.

Whilst this approach appeared to make economic sense at the time, it did not result in a significant response from new sponsors.

Several new sponsors were engaged as a result of their initiative of contacting the City directly, indicating a willingness to enter into sponsorship negotiations. This direct contact indicated the favourable economic climate in the 2007/2008 year and companies, new to the area, valuing the City's events program as a means of introduction and exposure.

DETAILS OF PROPOSAL

In line with Council's aim to maximise external funding for the Cultural Events Programme, sponsorship agreements and grant applications are currently being explored and negotiated with a number of existing and potential new sponsorship partners.

With the sponsorship market being highly competitive, it is essential to develop partnerships which help achieve the objectives and provide benefits to both parties.

The attached table lists the name of current and potential sponsors, the event(s) being sponsored, an approximate value of the sponsor's commitment and the benefits offered. The 2008/2009 potential sponsors listed will be contacted, inviting them to register an expression of interest**.** Further negotiations and specific tailoring of the sponsorship, including which event(s) they wish to sponsor, will be undertaken once an interest is registered**.**

The sponsor benefits will be tailored to suit the needs of the sponsor and will include an appropriate mix of the following benefits which have previously been endorsed by Council:

- Naming rights;
- Logo recognition on various marketing material, including the City's website;
- Signage placement at the events;
- On-site presence opportunities;
- VIP passes to sponsorship functions;
- Verbal recognition during events;
- Opportunity to quote on the supply of goods and services procured by the City.

COMMENT

Analysis

The City's Cultural Events Program has provided a successful range of community activities and entertainment. The level of sponsorship received significantly contributes to these budgets, enabling an increased level of performance, service and equipment.

This year, the sponsorship program has taken the same format of approaching previous and potential new organisations for funding. As always the details of the contracts are negotiated and a mutual agreement reached. Thus far a mixture of cash and in-kind support has been

provided and future negotiations will continue along this track, with a preference towards cash, where possible.

New sponsors require time to build the relationship. The ground work done now is to ensure sponsor satisfaction which may lead to ongoing sponsorship in the future.

Options

Council could elect not to proceed with any or all of the sponsorship proposals presented, however this option is not recommended.

Conclusion

Securing corporate sponsorship for the Cultural Events Program is vital to facilitate and further a wider range of social and cultural experiences for the City. It is therefore recommended that Council endorse the draft sponsorship proposals, as presented, subject to the successful conclusion of negotiations.

RECOMMEND

That Council:

a. endorse the Draft Proposals for the sponsorship of Council's Cultural and Community events, as presented at Attachment "B-1" to these Minutes.

b. authorise, subject to the successful conclusion of negotiations on the Draft Proposals, the Chief Executive Officer to sign the resulting Sponsorship and Grant Agreements.

Moved
MOTION CARRIED/LOST ( )

EXECUTIVE DIRECTOR COMMUNITY SERVICES REPORT

COUNCILLORS' ITEMS

COMMUNITY SERVICES COMMITTEE

SUMMARY OF "A" ATTACHMENTS

8 July 2008

Attachment No.	Subject	Page
A-1	2008-09 COMMUNITY SERVICES DIRECTORATE BUDGET	See Separate Attachment
A-2	THE CITY OF ARMADALE FIREBREAK NOTICE	29 - 30

BUSHFIRES ACT 1954

City of Armadale

NOTICE TO ALL OWNERS AND OCCUPIERS OF LAND WITHIN THE CITY OF ARMADALE

Pursuant to the powers contained in Section 33 of the Bush Fires Act 1954, you are hereby required on or before the 30th day of November 2008 or within fourteen days of you becoming the owner or occupier of land should this be after the 30th day of November 2008 to clear firebreaks and remove flammable materials from the land owned or occupied by you as specified hereunder and to maintain the specified land and firebreaks clear of all flammable materials up to and including the 14th day of March 2009.

FIREBREAKS

Subject to item 5, firebreaks must be established not less than three (3) metres in width in the following positions on all land owned or occupied by you and situated within the City of Armadale.

1 Immediately inside all external boundaries of the land.

2 Immediately surrounding all buildings erected on the land.

3 Immediately surrounding all fuel ramps and dumps on the land.

4 Immediately surrounding all haystacks on the land.

5 On any lot having an area of less than 5,000m2, the keeping of grass on the lot at all times covered by this notice to a height less than 5 centimetres will be accepted in lieu of clearing a firebreak. For the purpose of this notice grass kept at a height of less than 5 centimetres will be deemed not to be flammable material.

Such firebreaks may be constructed by one or more of the following methods:

PLOUGHING, CULTIVATING, SCARIFYING, BURNING, CHEMICAL SPRAYING OR OTHER APPROVED METHOD.

And are to be cleared to the satisfaction of an Authorised Officer of the City of Armadale In addition you may be required to carry out further works which are considered necessary by an Authorised Officer of the City and specified by way of a separate written notice forwarded to the address as shown on the City of Armadale rates record for the relevant land.

In some instances naturally occurring features such as rocky outcrops, natural watercourses or landscaping such as reticulated gardens, lawns or driveways may be an acceptable substitute for cleared firebreaks. This option must first be discussed with an Authorised Officer of the City, and approved by the Authorised Officer in writing.

All firebreaks and other alternative arrangements allowed by the preceding parts of this notice must be established on or before the 30th day of November 2008 (or within 14 days of you becoming the owner or occupier should this occur after that date) and maintained clear of flammable material up to and including the 14th day of March 2009.

APPLICATION TO VARY THE ABOVE REQUIREMENTS

If it is considered impracticable for any reason whatsoever to clear firebreaks or establish other arrangements as required by this notice, you may apply in writing to the Council of the City of Armadale, or its duly Authorised Officers not later than the 1st day of November 2008 for permission to provide firebreaks in alternative positions on the land. If permission is not granted by the Council or its duly Authorised Officers you must comply with the requirements of this notice.

If the requirements of this notice are carried out by burning, such burning must be in accordance with the relevant provisions of the Bush Fires Act.

Except when specifically authorised to do so for purpose of fuel reduction by a Bush Fire Control Officer (BFCO) appointed by Council under the provisions of the *Bush Fires Act 1954*, an owner or occupier of land shall not set fire to, or cause or allow to be set on fire, any bush, rubbish or refuse whatsoever on a Sunday or a day that is a public holiday.

THE PENALTY FOR FAILING TO COMPLY with this Notice is a fine not exceeding $5,000 and a person in default is also liable whether prosecuted or not to pay the costs of performing the work directed by this notice if it is not carried out by the owner and/or occupier by the date required by this notice.

By order of the Council.

R S TAME
CHIEF EXECUTIVE OFFICER