

# CITY OF ARMADALE

## AGENDA

OF COMMUNITY SERVICES COMMITTEE TO BE HELD IN THE COMMITTEE ROOM, ADMINISTRATION CENTRE, 7 ORCHARD AVENUE, ARMADALE ON TUESDAY, 8 SEPTEMBER 2009 AT 7.00 PM

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

**PRESENT:**

**APOLOGIES:**

**OBSERVERS:**

**IN ATTENDANCE:**

*“For details of Councillor Membership on this Committee, please refer to the City’s website – [www.armadale.wa.gov.au/your\\_council/councillors](http://www.armadale.wa.gov.au/your_council/councillors).”*

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## **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**

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## **QUESTION TIME**

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## **DEPUTATION**

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## **CONFIRMATION OF MINUTES**

### **RESOLVED**

**Minutes of the Community Services Committee Meeting held on 4 August 2009 be confirmed.**

**Moved**

**MOTION CARRIED ( )**

## **ITEMS REFERRED FROM INFORMATION BULLETIN – ISSUES NO. 14/2009**

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The following matters were included for information in the Community Services section – Issue No. 15/2009:

- **Outstanding Matters**  
Report on Outstanding Matters – Community Services Committee..... C-1
- **Monthly / Quarterly Departmental Reports**  
Library & Heritage Services General Monthly Report – July 2009 ..... C-2  
Manager Ranger & Emergency Services Monthly Report – July 2009..... C-11
- **Minutes of Occasional/Advisory Committees**  
Armadale Highland Gathering Working Group – 14 July 2009 ..... C-19/“CA-3”-25  
Seniors’ Interest Advisory Group Meeting – 31 July 2009 ..... C-19 “CA-4”-29  
Public History Advisory Committee - ..... C-19 “CA-5”-31
- **Miscellaneous**  
WA Seniors’ Card Information Session – Friday, 21 August 2009 ..... C-20

*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 September 2009

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***MINNAWARRA FESTIVAL AND MINNAWARRA ART AWARD***

WARD ALL  
FILE REF: CUL/EVT/1  
DATE 26 August 2009  
REF NK  
RESPONSIBLE MANAGER Executive Manager  
Community Services

**In Brief:**

In August 2009 the Community Services Committee considered a review into the City's Cultural Events Program with a number of the review's recommendations subsequently endorsed (C28/8/09 refers). Committee requested additional information relating to the Minnowarra Festival and Minnowarra Art Award to enable it to more fully consider the recommendations for those particular events.

This item incorporates additional information in support of the review's recommendations to hold the Minnowarra Festival as a one day event and to move the Minnowarra Art Award to late May.

It is recommended that Council:

1. Hold the Minnowarra Festival as a one day event.
2. Move the Minnowarra Art Award to late May

**Tabled Items**

Nil

**Officer Interest Declaration**

Nil

**Strategic Implications**

2. Building Our Community

Relevant Aims:

- facilitate a wide range of social and cultural experiences;
- encourage community participation and responsibility;
- cultivate community pride and ownership of the City's direction.
- foster a supportive and caring community;
- improve the overall well-being and safety of the community.

3. Communicating and Marketing

Relevant Aims:

- communicate our achievements to the community;
- promote and market the City locally, nationally and internationally

**Legislation Implications**

Nil

**Council Policy/Local Law Implications**

Nil

**Budget/Financial Implications**

Nil

**Consultation**

- Councillor Workshop - 2 June 2009
- Minnowarra Festival Working Group – 23 July 2009
- Community Services Committee – 4 August 2009
- Internal consultation with City of Armadale Officers
- Minnowarra Art Award Curator

**BACKGROUND**

In May 2009, the Community Services Committee requested a review into the City's Cultural Events Program. This review was presented for consideration by Council in August 2009 and included recommendations for a set of overarching objectives for the overall events program as well as a number of recommendations relating to specific program elements to align them with the proposed overall objectives.

At the August 2009 Community Services Committee meeting, all recommendations of the review were endorsed with the exception of those relating to the Minnowarra Festival and Minnowarra Art Award. Committee felt that it required additional information to more fully consider the original recommendations, which were to;

- Concentrate Minnowarra Festival as a one day event in order to create a more Festive atmosphere;
- Move the Minnowarra Art Award to late May in order to spread major events more evenly throughout the year;

The overarching objectives which were endorsed by Council and which now provide context for each of the events are to:

- Ensure that the City of Armadale community is encouraged, and has opportunities to actively participate in events and activities;
- Ensure the Program encompasses a range of events and activities that appeal to different demographics and to people from different cultural backgrounds;
- Ensure a balance between events with a regional or local focus;
- Ensure that events are accessible to the entire community;
- Take into account and build on the strengths of events in the community presented by external organizations; and
- Take advantage of opportunities to further develop the Events Program through partnerships with external organisations and through collaboration between City of Armadale Departments.

With regard to the Minnowarra Festival and Minnowarra Art Award the Cultural Events Review made the following comments:

*The Minnowarra Festival is a very good sized Local event for the City of Armadale community though patronage has dropped in recent years. The Festival has also been an excellent ‘incubator’ for the Minnowarra Art Award which has developed into a significant regional based Award and Exhibition in its own right. If the Festival were to be considered one to have a distinctive Regional focus, significant changes and additional resources would be required. Ideas presented for the Minnowarra Festival are aimed at further developing a sense of Community Celebration though the inclusion of more interactive elements and encouraging more external groups to develop discrete and active program elements. These ideas include:*

- *Concentrate the activities that make up the event in one day rather than two in order to create a more festive atmosphere and to utilise available funds to develop stronger event elements.*
- *Maintain some main stage entertainment but incorporate more roving entertainment and activities, particularly for children, and move away to an extent from a ‘stage centred’ passive event to a more interactive one.*
- *Through partnerships with schools and other organisations, create projects and partnerships before the event that have an outcome at the Festival, for example community art projects.*
- *Move the Minnowarra Art Award to late May in order to spread the City’s major events throughout the year.*

This item contains additional information in support of the original recommendations of the Cultural Events Review relating to the Minnowarra Festival and Minnowarra Art Award.

## **DETAILS OF PROPOSAL**

This item proposes:

- That the Minnowarra Festival is held as a one day event.
- That the Minnowarra Art Award is moved away from the Festival to late May.

## **COMMENT**

### Analysis

Over time community aspirations and expectations change, affecting in this case, the appeal and relevance of the City’s events. Ongoing evaluation of events against set objectives, and scrutiny of the objectives themselves creates a continuous improvement model ensuring that events retain their relevance while continuing to assist in working towards the City’s strategic goals. It is in this context that the recommendations to hold the Minnowarra Festival as a one day event and to move the Minnowarra Art Award are proposed.

## **MINNOWARRA FESTIVAL**

The Cultural Events Review recommended that the primary focus of the Minnowarra Festival is towards the local City of Armadale community rather than, as a primary objective, attracting people from throughout the metropolitan area. In no way is this intended to downplay the importance of the Festival, rather that it is a celebration of the local community with a strong emphasis on encouraging community participation.

Similarly, the proposal to hold the event on one day rather than over two, is not intended to diminish its significance. Concentrating the Festival on one day will allow for a stronger consolidation of activities and provide opportunities for more elements to be added to the Program, making the day more interesting for patrons and encouraging them to spend more time at the event. It will also allow available funds to be used to create stronger elements rather than having to sustain a program over two full days; particularly if elements of the type outlined below are included. These factors, along with the natural increase in patronage because of the change from two days to one, will create a greater festive ‘buzz’ giving patrons a more memorable experience.

### Interaction

It is entirely appropriate that the Minnowarra Festival is the City’s most important cultural event with every effort made to encourage and facilitate event elements with schools, community groups, service providers, service clubs as well as through involvement with the various Departments within the City’s organisational structure.

While past Festivals have included external groups, the experience has been primarily passive rather than interactive. The range of activities that can be introduced as part of the Festival program to make it more interactive is very broad and could include for example; Community Art, theatre, inter-generational, environmental, sporting & leisure, music or craft.

A hypothetical example may be an inter-generational hip hop project involving a seniors’ centre and a school. Students could interview seniors to gain an understanding of past experiences and then translate these histories into hip hop songs which could be performed at the Festival. With good forward planning this type of project could be worked into a school curriculum and may attract funding as a youth-based performance project. In addition to adding an interesting community-based element to the Festival program, this type of project encourages inter-generational understanding with the potential to add to the City’s oral history collection. It may be that some of the seniors were game enough to participate in the hip hop performances themselves!

This is only one example of additional activities that could be explored and it would be intended that other activities that would attract and be of interest to all ages, not necessarily the usual target groups such as seniors, children and youth would also be a prioritised. The aim would be for the Minnowarra Festival to have ‘something for everyone’ including a variety of adult activities and information.

Introducing projects, for which the performance aspect is just one element, is a way of taking advantage of the City’s events as part of a strategy for broader community building however these types of initiatives take more effort to plan and facilitate.

While existing resources including staff time, are adequate for the current format, there is no additional capacity to develop the event by introducing these types of projects.

**MINNAWARRA ART AWARD**

Festivals provide an excellent vehicle for incubating and growing projects that in time are able to stand alone. This has certainly been the case with the Minnowarra Art Award which has flourished under the umbrella of the Festival to become a significant regional cultural event.

The following table details patronage at the Award and exhibition;

**Minnawarra Art Award  
 Daily Attendance Figures 2003 - 2009**

	2009	2008	2007	2006	2005	2004	2003
Thursday	35	41					
Friday	28	53					
Saturday	77	69	50	73		30	36
Sunday	37	76	64	45		37	30
Monday	41	18	41	36		14	12
Tuesday	22	41	46	37	52	16	31
Wednesday	32	70	43	36	36	31	34
Thursday	34	65	31	42	32	22	31
Friday	36	64	47	49	32	41	25
Saturday	106	125	191	244	250	265	322
Sunday	173	243	254	284	415	270	490
<b>Total</b>	<b>621</b>	<b>865</b>	<b>767</b>	<b>846</b>	<b>817</b>	<b>726</b>	<b>1011</b>

The table shows that more people visit the Award exhibition on Minnowarra Festival days (Saturday and Sunday) than at other times, although there has been a downward trend in overall numbers corresponding with the same trend in Festival patronage.

It is proposed that the Minnowarra Art Award is moved to late May, primarily to schedule a major event at another time of the year. There are two major advantages in doing this. The first is that it provides an additional opportunity to promote Armadale in the wider community.

The second advantage is that resources would be spread over time, thereby enabling a focus on this event to grow. As with the Festival, the current allocation of resources (financial & staff) is sufficient to continue with the events in their current format but does not allow for further development. In the case of the Art Award, opportunities would exist to put more effort into increasing patronage by encouraging and/or facilitating groups to visit the exhibition. One example is to organise trips to view the exhibition packaged with tours of the Minnowarra Historic Precinct and lunch in the CBD.

Another view is that the Art Award is a significant cultural element in the Minnowarra Festival Program, and that holding both concurrently allows Festival patrons easy access to an excellent exhibition. This is certainly the case and as the figures show, the Festival allows for greater patronage than would otherwise have been the case.

The decision to move the Art Award is therefore not clear cut but one to be made that considers a balance of benefits.



### Options

The following options are presented as considerations:

1. Endorse the recommendations of this item.
2. Not endorse the recommendations and retain the status
3. Amend the recommendations of this item

Option 1 is recommended

### Conclusion

To retain the same format for the Festival and to keep the Art Award coupled to it provides very little scope to develop either event. We can continue to do what we are doing but little else.

Introducing more community-based elements into the Minnowarra Festival and moving from a passive event to one that is more interactive is way of engendering community spirit and building a greater sense of ownership in the Festival.

It is an obvious statement that outdoor community events are held in the summer months however this also concentrates resources and staff effort over this time. It is logical therefore to consider moving the Art Award to a time that is not weather dependant to create additional capacity for developing the City's events.

Separating the Festival and Art Award creates additional opportunities to promote the City in the wider community, in particular to promote the Art Award more effectively by working closely with community groups.

Having a clear set of objectives will enable the success of the City's events to be measured. Ongoing evaluation, including regular scrutiny of the objectives themselves will allow the City's events to remain responsive and relevant.

Finally, any change takes time to gain traction. It is anticipated that having set a new direction for the Minnowarra Festival and separating the Minnowarra Art Award from it, a number of initiatives can be implemented for the 2010 events and that more will be added in the years to come. Ongoing dialogue with community groups will be required to develop ideas and plan projects with more groups wanting to become involved as they see, rather than just hear about the benefits of this new approach.

**RECOMMEND**

**That Council:**

- 1. Hold the Minnowarra Festival as a one day event.**
- 2. Move the Minnowarra Art Award to late May**

**Moved**

**MOTION CARRIED/LOST ( )**

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***PIARA WATERS OVAL AND PAVILION – DRAFT CONCEPT PLAN***

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WARD LAKE  
FILE REF: PLU/DCA/3  
DATE 31 August 2009  
REF PGQ  
RESPONSIBLE Executive Manager  
MANAGER Community Services

**In Brief:**

The report recommends that Council:

1. Receive a further report via the December 2009 Community Services Committee Meeting on the proposed new oval and pavilion at Piara Waters following completion of the draft concept plan.
2. Defer commencement of the new oval and sporting pavilion at Piara Waters until 2011-12 in line with community needs, and the 15 Year Financial Plan be adjusted accordingly.
3. Advise the North Forrestdale Steering Group of its intentions to defer commencement of the proposed Piara Waters Oval and Pavilion until 2011-12.

**Tabled Items**

Nil

**Officer Interest Declaration**

Nil

**Strategic Implications**

- Deliver a range of services to meet community needs.
- Maintain and improve the physical infrastructure to meet the needs of the local community.
- Ensure that all activities have a strong focus on sustainability.

**Legislation Implications**

Town Planning Scheme No.4 – Developer Contribution Arrangements

**Council Policy/Local Law Implications**

RECN 1 – Lighting on Sporting Reserves

RECN 3 – Club/Community Group Applications for Council Support of Capital Works Projects.

ENG 13 – Asset Management Vision

**Budget/Financial Implications**

The financial implications of the proposal are outlined in the report.

**Consultation**

- Manex
- Asset Steering Group

- Community, Development and Technical Services staff
- Dept of Sport and Recreation
- Stockland.
- Executive Manager Planning Services.

## **BACKGROUND**

The revised Developer Contribution Plan (DCP) No. 3 for Piara Waters and Harrisdale was adopted by Council (D94/8/09) via the August 2009 Development Services Committee meeting.

The DCP includes provision for a range of infrastructure and community facilities to service the new residential areas of Piara Waters and Harrisdale.

One of the major community and sporting facility projects to be funded in the DCP is the provision of a new oval and sporting pavilion at Lot 48 Nicholson Road, Piara Waters.

An internal reference group has been established to oversee the preparation of a concept plan for the site which includes playing fields and a new community and sporting pavilion. As per Council resolution (T62/7/09) Scott Penn Hall Architecture and Interior Design were awarded the tender to prepare a concept plan and cost estimates for the project.

A draft site plan has been prepared and is included as an attachment (**Refer Attachment A -2 Summary of Attachments**). A full size coloured plan will be available for viewing at the Community Services Committee meeting.

In terms of the timing of the project, funds are currently listed in the City's 15 Year Financial Plan in 2009-10 and 2010-11 based on the DCP. The proposed funding strategy for the project as identified in the DCP and the City's 15 year Plan relies on a significant grant from the Department of Sport and Recreation from the Community Sporting and Recreation Facilities Fund (CSRFF).

The North Forrestdale DCP includes significant road works (including Warton Road and Nicholson Road), land acquisitions, upgrading of Bakers House and other specified works over the next 1-4 years. The total cost of these projects is substantial and the deferment of some of the works would be beneficial to the management of the DCP and prioritisation of works.

This report provides an update on the status of the project and presents a proposal to defer commencement of the project until 2011-12.

## **DETAILS OF PROPOSAL**

The key elements of the draft concept plan include:

- Playing fields to accommodate two senior soccer pitches overlaid on one full size Australian Rules Football oval, plus a senior size cricket oval.
- A new community and sporting pavilion overlooking the playing fields.

- Access Roads and car park (100 bays) to service the complex.
- Oval and car park lighting
- Entry statement to the park
- Children's playground
- Cricket nets
- Pathways and landscaping.

The Brief calls for a design that creates a modern and aesthetically attractive facility that is inviting and welcoming to residents and visitors. In terms of the new building, a principal aim is to design a facility that is flexible and can also function as a community centre that is suitable for a range of activities, rather than a traditional sporting pavilion design.

With regard to the timing of the project, whilst the developer is keen for the facility to be constructed as soon as possible, the community need is not yet at a level that justifies the project commencing in 2010-11. The public open space reserve has not yet been created by the developer and works are required by the developer, prior to the Recreation Reserve being created.

Recent consultation and advice from the Department of Sport and Recreation suggests that the preferred approach would be to delay the project by one year, and apply for a CSRFF grant in the 2011-12 round. This would allow all planning processes to be finalised and see the new facility come on line when community needs are greater.

## **COMMENT**

### *Analysis*

The proposal to delay commencement of the proposed new oval and pavilion at Piara Waters by one year will not have any significant detrimental affect on the local community. Whenever new residential areas are developed it is not until the population reaches a certain point that it becomes viable for new clubs and community groups to become established.

From both the City's perspective and the local community, the ideal scenario is for any new facilities to come on line when community needs are evident and there is a strong demand for the new facility.

The DCP has a number of projects which have significant costs attached and there is benefit to the prioritisation of those works, if the pavilion and new oval are considered in 2011-12 rather than its current proposal of 2010-11.

Given the benefit on the DCP and advise from DSR, it is advisable to delay the commencement of the new oval and pavilion at Piara Waters.

Options

Should Council not be supportive of the proposal as outlined in this report, the alternative option is to proceed with the project in 2010-11 as currently planned.

Conclusion

Whilst there is an argument for the new oval and pavilion to be constructed as a means of attracting potential homeowners, the anticipated community demand for the facilities in 2010-11 is not necessarily identifiable. For that reasons and also the benefit to the DCP as outlined in the report it is recommended that Council endorse the deferment of the new oval and pavilion at Piara Waters to 2011-12.

**RECOMMEND**

**That Council:**

- 1. Receive a further report via the December 2009 Community Services Committee Meeting on the proposed new oval and pavilion at Piara Waters following completion of the draft concept plan.**
- 2. Defer commencement of the new oval and sporting pavilion at Piara Waters until 2011-12 in line with community needs, and the 15 Year Financial Plan be adjusted accordingly.**
- 3. Advise the North Forrestdale Steering Group of its intentions to defer commencement of the new Piara Waters Oval and Pavilion until 2011-12.**

**Moved**

**MOTION CARRIED/ LOST ( )**

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***VOLUNTEER POLICY***

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WARD ALL  
FILE REF: CD/V/6  
DATE 10 August 2009  
REF NK/WS  
RESPONSIBLE EXECUTIVE MANAGER  
MANAGER Community Services

**In Brief:**

In November 2008, the Community Services Committee endorsed a recommendation that officers investigate and report back to Council on the formulation of a policy for City of Armadale volunteers.

On 4 August 2009, the Community Services Committee considered a report incorporating a Volunteer Policy and Management Practice for the City. The Committee felt that the Policy and Management Practice should more clearly define a grievance procedure and resolved to recommit the matter of a Volunteer Policy to a future meeting of the Community Services Committee.

This item incorporates the requested information.

**Tabled Items**

Nil

**Officer Interest Declaration**

Nil

**Strategic Implications**

2. Building Our Community

Relevant Aims

- facilitate a wide range of social and cultural experiences;
- encourage community participation and responsibility;
- cultivate community pride and ownership of the City's direction.
- foster a supportive and caring community;
- deliver a range of services to meet community needs; and
- *improve the overall well-being and safety of the community.*

5. Developing Our Organisation

Relevant Aims

- deliver high quality, professional governance and administration;
- enhance our ability to embrace and manage change;

**Legislation Implications**

Local Government Act

2.7. *The role of the council*

(1) *The council —*

- (a) *directs and controls the local government's affairs; and*
- (b) *is responsible for the performance of the local government's functions.*

(2) *Without limiting subsection (1), the council is to —*

- (a) *oversee the allocation of the local government's finances and resources; and*
- (b) *determine the local government's policies*

### **Council Policy/Local Law Implications**

Bush Fires Act 1954

### **Budget/Financial Implications**

Volunteering allows organisations to extend programs and activities beyond core service delivery. It is estimated that in the 2008/2009 financial year, over 2,500 volunteers contributed approximately 49,900 hours to City of Armadale initiatives. At a rate of \$24.09, which is recognised as a realistic indication of the value of volunteering, this equates to \$1.2M in labour costs for community-based activities over and above what the City can provide.

Costs associated with volunteering initiatives are met through relevant program allocations. Volunteer Program Coordinators may need to consider revising the allocation for volunteer recognition as a result of this Policy being adopted.

Armadale Volunteer Services, which provides a referral service for individuals and organisations, receives an annual State Government grant through the Department for Communities to complement City funds to deliver the service. In 2008/09, this grant was \$26,191.85, with funding confirmed until June 2010.

### **Consultation**

- MANEX
- CoA Human Resources Department
- City of Armadale officers supervising volunteers in City of Armadale programs.
- Birtwistle Local Studies Library
- History House Museum
- Armadale Gosnells Landcare Group
- Bushcare and Environmental Advisory Committee
- Drop n Shop
- Libraries
- Events
- Armadale Visitor Centre
- Champion Centre
- People Against Vandalism
- ARK Roadwise Committee
- Bushfire Brigades
- Armadale State Emergency Service
- Seniors' Advisory Group
- Disability Advisory Group
- Youth Advisory Group

### **BACKGROUND**

At the Council Meeting of 27 October 2008, the matter of a "Volunteer Policy and Management Practice" was raised. It was considered at the Community Services Committee meeting on 4 November 2008 (C54/11/08) which determined:



*“That officers investigate and report back to Council on the formulation of a Policy for City of Armadale volunteers.”*

## Volunteering

In 2008, the Department for Communities released the report *“The Economic Value of Volunteering in Our Community”*. Key indicators in the report included estimating the volunteering contribution made to WA in 2006 was \$6.6 billion and the equivalent of 146,000 full time jobs.

Volunteers enhance and extend many of the City’s services. The following table provides a summary of current volunteering initiatives and the extent to which they contribute to community-based programs. This table does not take into account the numerous hours Councillors and external community organisations contribute to assist in City of Armadale programs and events.

<b>Volunteer Program</b>	<b>Number of Volunteers</b>	<b>Annual hours contributed</b>
Birtwistle Local Studies Library	14	2156
History House Museum	11	1543
Armadale Gosnells Landcare Group	2039	8185
Bushcare and Environment Advisory Committee Friends Groups	182	4728
Drop n Shop	5	832
Champion Centre including ATSIAC	38	804
Libraries	5	453
Events	36	281
Armadale Visitor Centre	15	1697
People Against Vandalism	16	2340
ARK Roadwise Committee	8	432
Roleystone Bushfire Brigade	45	9402
Bedforddale Bushfire Brigade	45	9400
Armadale State Emergency Service	35	7401
Public History Advisory Group	5	45
Seniors Interest Advisory Group	2	8
Disability Advisory Group	6	132
Youth Advisory Group	4	60
<b>Total</b>	<b>2511</b>	<b>49899</b>

As can be seen from this table, volunteers are engaged in a wide range of volunteering activities. These range from ‘one off’ projects to an ongoing involvement in community-based initiatives. In some cases, for example the Bushfire Brigades and Environmental Friends Groups, guidelines have been developed that meet the needs of specific programs. Documentation and guidelines applicable to other volunteer programs vary in scope and sophistication. Currently, relevant documentation for City of Armadale Volunteer programs includes:

- Bush Fires Act 1954;
- Birtwistle Local Studies Library Volunteer Handbook;
- History House Museum Volunteer Handbook;
- Friends Group Manual (Community groups and individuals concerned with management of bushland);

- Visitor Centre Volunteer Manual.
- Drop n Shop procedures

Armada Volunteer Services (AVS) commenced as a City program in 2003 and receives ongoing financial support from the Department for Communities. It is part of a State-wide alliance promoting the benefits and increasing the awareness and opportunities of volunteering throughout the community. Armada Volunteer Services is a referral service for individuals seeking volunteering opportunities. AVS also provides advice and assistance to organisations (including City of Armada Departments) that manage volunteer-focused programs. Since its inception, the service has fielded more than 1,200 queries from individuals and currently has over 100 groups registered as host organisations.

## **DETAILS OF PROPOSAL**

A draft Policy and Management Practice has been prepared that aims to ensure volunteers are treated in a fair and equitable manner while minimising the City's exposure to risk. (**Refer to Attachment "A-1" – Summary of Attachments – buff page.**) The Policy and Management Practice will provide a structure to ensure the following three main objectives are met:

- Clearly define the roles and responsibilities of the volunteer and the City;
- Reduce risk of harm or litigation to the volunteer and the City of Armada;
- Acknowledge the contribution of volunteers in the community;

Officers supervising volunteers will also report the number of volunteers and volunteer hours completed in their programs to gain a clear picture of the value of volunteering to the City and the community.

### Analysis

The intention of implementing this Policy is to ensure that the rights of volunteers are protected in the same way that award provisions protect paid staff. Therefore, organisations and volunteers have to determine what Rights and Responsibilities are applicable. In general terms this involves:

#### Volunteers' Rights

- To work in a safe and healthy environment.
- To be interviewed and appointed in accordance with Equal Opportunity legislation.
- To be adequately covered by insurance.
- To have a position description and agreed working hours, including appropriate leave.
- To be provided with an introduction to the organisation and appropriate departmental orientation.
- To be provided with appropriate training for the position undertaken.
- To have access to a grievance procedure.
- To be recognised for their contribution.

#### Volunteers' Responsibilities

- Be dependable and give adequate notice if unable to attend or wishing to resign.
- Be willing to undertake relevant training and orientation pertaining to the position.

- Seek assistance, guidance or information, where necessary, and receive constructive feedback, as appropriate.
- Ensure that confidential information is respected.
- Report any incidents and accidents to their supervisor.
- Abide by the rules and regulations of the organisation.
- As representatives of the City, volunteers should conduct themselves in a manner which is professional, ethical and reflects favourably on the City

#### Organisational Responsibilities

- To promote and recognise volunteering as an important activity that makes a significant contribution to community well being
- To ensure that effective procedures are in place that respect the rights of the volunteer and protect the volunteer and the organisation from risk.

The intention of developing a Volunteer Policy and related Management Practice is to:

- Ensure that volunteers are managed within a structured system by capable personnel, with appropriate authority and resources.
- Identify and document the policies and procedures for volunteer involvement and ensure that these are understood, implemented and maintained at all levels of the organisation where volunteers are involved.
- Have defined systems to control all documentation and personnel records that relate to the management of volunteers.
- Have clearly documented volunteer recruitment, screening, selection and orientation procedures that are consistent with Equal Employment Opportunity practices and guidelines.
- Clearly specify and control a volunteer's participation and work place, ensuring that it is conducive to their well being and provides a safe and healthy environment.
- Define and document the scope of the volunteer's role. This may be in the form of a Position Description document or scoping document of a general nature.
- Undertaking a Risk Assessment of any activity involving volunteers ensures that:
  - OH&S-related requirements are identified;
  - Potential exposure to litigation by third parties on the volunteer or City as a result of the volunteering activity;
  - Police and working with children checks are obtained, where necessary.
- Ensure appropriate inductions are undertaken.
- Ensure that relevant training and support mechanisms are provided for volunteers.
- Ensure that volunteers are recognised within the organisation and within the community for their efforts in contributing to the improved well-being of the community.
- Continually work towards best practice in volunteer management, utilising the 'Volunteering Australia National Standards for Involving Volunteers in Not for Profit Organisations'.

#### **GRIEVANCE PROCEDURE – CLARIFICATION**

At the 4 August 2009 Community Services Committee meeting, Committee requested that the right of volunteers to have access to an effective grievance procedure be clearly identified in the Management Practice.

Volunteers have the same Equal Opportunity rights, and are covered by the same procedures as paid employees. Any revisions and amendments to these procedures will apply equally to volunteers as to employees.

The following information summarises the City's grievance procedure as it applies to volunteers.

### **Grievance Procedure**

In the event that volunteers feel that they are not getting support or believe that they are being discriminated against, harassed or bullied, they will have access to the same grievance procedures available to all City employees under the City's Policy ADM16 – Equal Employment Opportunity, which states:

*The City recognises its legal obligations under the Equal Opportunity Act, 1984 (as amended) and will actively promote the principles of equity and diversity in the workplace. This means that the City aims to provide a work environment that fosters good working relationships where employees, contractors and volunteers are treated fairly and equally and that unlawful discrimination does not take place.*

The City's comprehensive EEO guidelines and grievance procedures fall under the responsibility of the Human Resources Department and in general terms follow these guiding principles;

- Mediation: the EEO Co-ordinator, manager or another neutral party hears each side of the story separately and acts as an intermediary or go-between until an agreed resolution is reached.
- Conciliation: means that the opposing parties meet in the presence of the neutral party. Conciliation is used when the neutral third party, having mediated to a point of agreement, brings the two parties together for the final resolution process, including the establishment of a monitoring process to ensure the agreement does not break down. While mediation is often sufficient to reach a resolution, successful conciliation is usually the preferred option especially if the two parties work together.
- Formal investigation: In this instance, the EEO Co-ordinator investigates the matter via formal interview and statements. The EEO Co-ordinator presents facts and reports to the Executive Director and the Chief Executive Officer who both make a decision on the outcome/action. Depending on the seriousness of the grievance/complaint, the outcome of investigation can result in disciplinary action being taken.
- Resolution/mediation/decision following investigation should not exceed the period of five weeks of the matter being referred to the EEO Coordinator. If it is not possible to meet this timeframe, the EEO Coordinator should advise all parties about an alternative timeframe.
- If the complainant is not satisfied with the outcome, the complainant can bring the matter to the attention of the Equal Opportunity Commission (should the grievance relate to EEO), or Worksafe (should the case relate to bullying or a safety matter).

In the event of grievances by volunteers, the City's Human Resource Department will implement the relevant procedures, as appropriate, and as amended from time to time.

The introduction of a City of Armadale Volunteer Policy and Management Practice will not replace existing procedures but will assist in identifying gaps in existing procedures and work towards consistency in volunteer management. They will also assist in the development of procedures and guidelines for new volunteering initiatives.

Armadale Volunteer Services will play a key role in implementing the Volunteer Policy and Management Practice by assisting Departments to develop and review their program-specific guidelines. Armadale Volunteer Services can ensure that volunteer management is managed in a consistent manner across the organisation and that the City is constantly working towards best practice in this area.

### Options

Council has the following options:

1. Adopt and support the Volunteer Policy.
2. Make amendments to the Volunteer Policy prior to formal endorsement.
3. Not approve the Volunteer Policy at this time.

Option 1 is recommended

### Conclusion

The City can play a key role in promoting the value of volunteering in the community by demonstrating best practice in volunteer management and acknowledgement. Articulating a commitment to supporting volunteers through this proposed Policy is a positive step in this direction.

It is recommended that Council adopt the Volunteer Policy and note the Management Practice as presented.

### **RECOMMEND**

#### **That Council:**

- a. **adopts the Volunteer Policy pursuant to Section 2.7(2)(b) of the Local Government Act 1995; and**
- b. **notes the Management Practice;**

**as presented at Attachment "A-1" to these Minutes.**

**Moved**

**MOTION CARRIED/LOST ( )**

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***AUTHORIZED PERSONS***

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WARD	ALL
FILE REF:	LE/L/12
DATE	10 August 2009
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 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**

### **That Council:**

- 1. Appoint the following persons 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.**

### **Railway Avenue Veterinary Hospital**

**Lue Jones  
Jackie Atkinson  
Kym Knight  
Kellie Thatcher  
Gemma Sillitto  
Johanne Taylor  
Kirsty Fowler  
Leigh Green  
Jasmine Hart  
Dr. Tim Piper  
Dr. David Kirke  
Dr. Wendy Hobleby  
Dr. Maria Butler  
Dr. Lauren Armstrong  
Phoebe Spencer  
Stephen Treanor  
Kerri Anthony**

### **Ark Veterinary Clinic**

**Shaan Russell-Smith  
Chloe Bain  
Joanne Lynch  
Nicole Brennan**

### **Armadale/Byford Veterinary Hospital**

**Glenda Miller  
Martine Stuart  
Michelle White  
Tracey Morey  
Kelly Coppins  
Emma Stuart  
Petra Bailey**

**Carmilla Atkinson  
Suzanna Sowa  
Tricia Matthews  
Keira Rubery  
Hannah Bignell  
Verona Finnigan**

**Champion Lakes Veterinary Centre**

**Dr. Colin Sherry  
Lesley Sherry  
Dr. Emily Glass  
Dr. Monica Lyn  
Ashleigh Webster  
Juanita Meachen  
Kerry Bell  
Louise Royal  
Erin Fleay**

2. **cancel all previous appointments as “Registration Officers” at the abovementioned Veterinarian facilities.**

**Moved**

**MOTION CARRIED/LOST ( )**



***EXECUTIVE DIRECTOR COMMUNITY SERVICES REPORT***

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***COUNCILLORS' ITEMS***

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**COMMUNITY SERVICES COMMITTEE**

**SUMMARY OF “A” ATTACHMENTS**

**8 September 2009**

<b>Attachment No.</b>	<b>Subject</b>	<b>Page</b>
A-1	DRAFT POLICY & VOLUNTEER MANAGEMENT PRACTICE – COMD3 – VOLUNTEER INVOLVEMENT	14
A-2	PIARA WATERS & OVAL – DRAFT CONCEPT PLAN	10



POLICY

**COMD 3 – Volunteer Involvement**

**Management Practice**

**COMD 3**

**Relevant Delegation**

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**Rationale**

To establish a framework that respects and protects the relationship between the City and its volunteers and recognises the valuable contribution made by volunteers in the community.

**Policy**

The City of Armadale will develop and implement procedures that define and acknowledge both the roles and responsibilities of its volunteers and those of the City as a volunteer host organisation.

**Related Local Law**

**Related Policies**

**Related Budget Schedule**

**Last Reviewed**

**Next Review Date**

**Authority**

## **MANAGEMENT PRACTICE**

COMD  
3

### Volunteer Involvement

Volunteers participate in a wide range of City of Armadale programs for the benefit of the community. These range from ‘one off’ projects to an ongoing involvement in community-based initiatives. The City is committed to ensuring best practice procedures are in place that:

- Clearly define the roles and responsibilities of the volunteer and the City;
- Reduce risk of harm or litigation to the volunteer and the City of Armadale;
- Acknowledge the contribution of volunteers in the community.

#### **DEFINITION**

Formal volunteering is an activity that takes place in organisations and is undertaken: -

- For the benefit of the community and the volunteer.
- Of the volunteer’s own free will and without coercion.
- For no financial payment.
- As a designated volunteer position only.

#### **AIM OF VOLUNTEER INVOLVEMENT WITHIN THE ORGANISATION**

To involve volunteers in partnership with paid workers, to:

- Initiate, enhance and extend service provision;
- Add a community perspective;
- Increase community awareness and involvement.

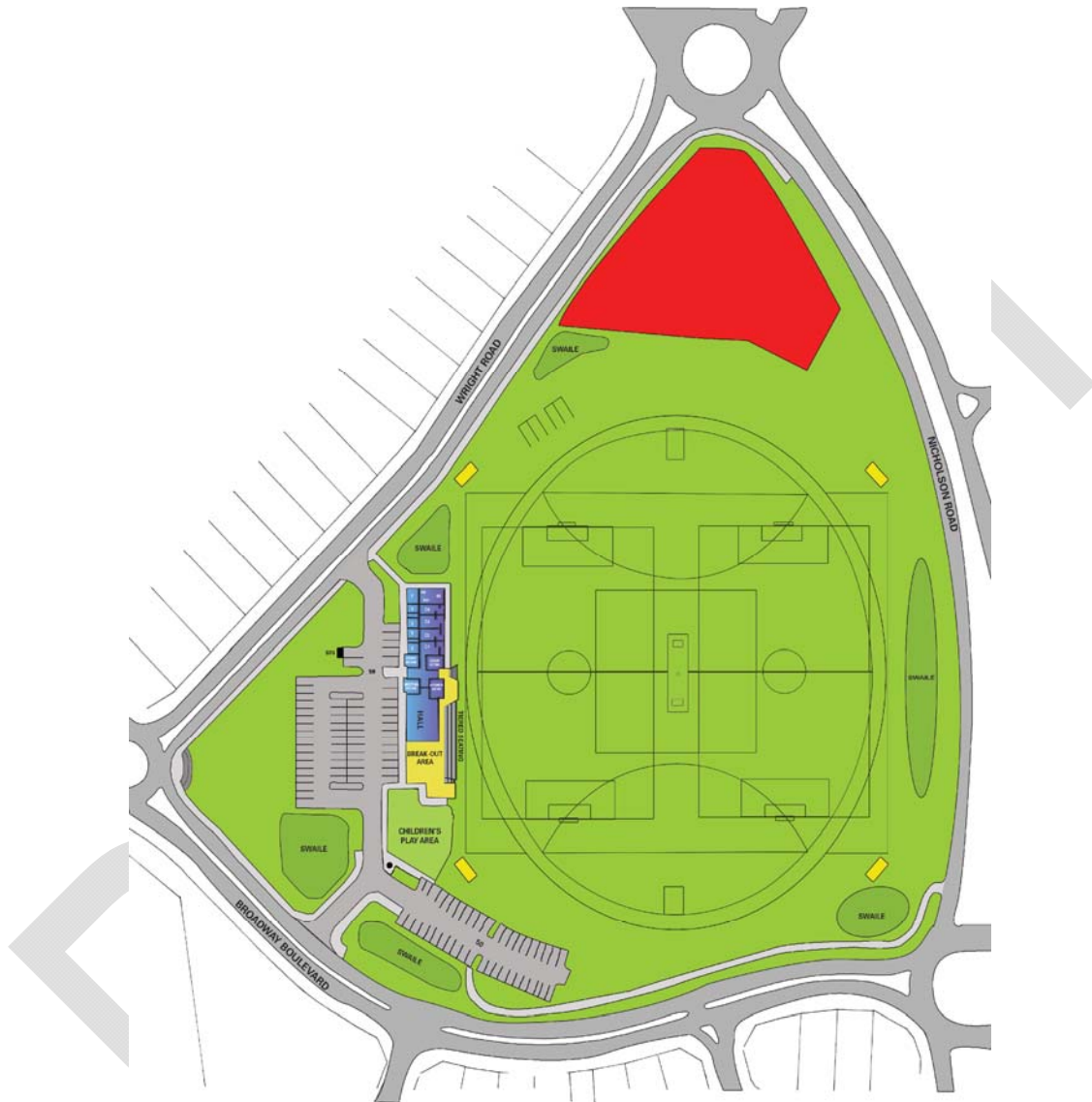
#### **MANAGEMENT OF VOLUNTEERS AND VOLUNTEER PROGRAMS**

The roles of volunteers vary greatly depending on the scope of the activity undertaken. Whenever working with volunteers however, the following guidelines should be applied:

- Ensure that volunteers are managed within a structured system by capable personnel, with appropriate authority and resources.
- Identify and document the policies and procedures for volunteer involvement and ensure that these are understood, implemented and maintained at all levels of the organisation where volunteers are involved.
- Have defined systems to control all documentation and personnel records that relate to the management of volunteers.
- Have clearly documented volunteer recruitment, screening, selection and orientation procedures that are consistent with non-discriminatory practices and guidelines.
- Clearly specify and control the volunteer’s participation and work place, ensuring that it is conducive to their well being and provides a safe and healthy environment.
- Ensure that volunteers have access to and are aware of the same grievance procedure as that available to paid staff and contractors.

- Define and document the scope of the volunteer’s role. This may be in the form of a Position Description document or scoping document of a general nature.
- Undertake a Risk Assessment of any activity involving volunteers ensures that:
  - OH&S related requirements are identified;
  - Potential exposure to litigation by third parties on the volunteer or City as a result of the volunteering activity;
  - Police and working with children checks are obtained where necessary.
- Ensure appropriate inductions are undertaken.
- Ensure that relevant training and support mechanisms are provided for volunteers.
- Ensure that volunteers are recognised within the organisation and within the community for their efforts in contributing to the improved well being of the community.
- Continually work towards best practice in volunteer management, utilising the ‘Volunteering Australia National Standards for Involving Volunteers in Not for Profit Organisations’.

<b>DRAFT CONCEPT PLAN</b>	
<b>PLU/DCA/3</b>	<b>Piara Waters Oval &amp; Pavilion</b>



**Piara Waters Sports Pavilion  
Concept Plan**

