



Information Statement 2022/23



Welcome to Country:

Gnullah gjurapin noonarkah nitcha gnulla Whadjuk boodja
Nitjah gnullah moort boodja koorah yey Kalyakool
Gnullah koort, gnulla wirryin bwora gnarduh Nitja gnullah boodja
Woolah Gnullah Boodja

We are happy that you are here on the traditional lands of Whadjuk part of the Bibbulman nation and its people. The land of our families past present forever, our heart our blood and our spirit are buried deep in our land, this is where we are from, Welcome to our Country.

We also respectfully acknowledge the strength resilience and capacity of all our Elders past and the contribution they have made for our people to move forward and participate in today's society and the City of Armadale for the strong relationship we share with each other.

Acknowledgement:

The City of Armadale acknowledge the Traditional Owners and the Custodians of the land upon which we stand, work and play.

We acknowledge the Aboriginal people as the First nation People and their connection to the lands and the waters, as they are part of them spiritually and culturally.

We acknowledge their ancestors, the Elders past and present, who have led the way for us to follow in their footsteps and the emerging leaders of today and tomorrow.

This Information Statement is published by the City of Armadale in accordance with the requirements of the *Freedom of Information Act 1992*.

Reviewed January 2023

Disclaimer:

The information contained within this publication is considered to be correct at the time of printing. The information has been compiled with care, but no warranty, expressed or implied, is given to the accuracy, correctness or completeness of the information, or for any advice given, or omissions.

Readers relying on the content of this document do so entirely at their own risk and should seek their own independent investment advice and undertake such investigations as they see fit to enable them to come to their own conclusions.

This document is available in alternative formats upon request.



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Introduction

Section 94 of the *Freedom of Information Act 1992* requires each government agency, including local governments, to prepare and publish an Information Statement annually. The Information Statement must:

- State the structure and functions of the City;
- Describe the ways in which functions of the City affect members of the public;
- Describe arrangements that exist to allow members of the public to participate in the formulation of the City's policy and performance of the City's functions;
- Describe the type of documents usually held by the City;
- Describe the arrangements for giving members of the public access to documents, including which kinds of documents can be inspected, purchased or obtained free of charge.
- Describe the arrangements for amending personal information.

This document therefore constitutes the City of Armadale's Information Statement, copies of which are available from the City of Armadale Administration Centre 7 Orchard Avenue Armadale Western Australia or from the City of Armadale website www.armadale.wa.gov.au.

Enquiries about this document may also be made by contacting the Freedom of Information Officer on **(08) 9394 5000** Monday to Friday from 8.15am to 4.45pm, or by email at info@armadale.wa.gov.au.

1.1 Freedom of Information Legislation

Should you wish to obtain a copy of the *Freedom of Information Act 1992* or associated regulations please visit the Western Australian Legislation website at www.legislation.wa.gov.au where a full copy of all State legislation is available.

Further information about Freedom of Information (FOI) can also be found on the Freedom of Information Commissioner's website www.oic.wa.gov.au.





2 History and Local Information

2.1 Heritage

The original inhabitants of the Armadale region were the Noongar people and a significant Indigenous community remains today.

European settlers gazetted the first local township of Kelmscott in 1830, while in the 1850s, convict labour built a road from Perth to Albany, passing through Armadale.

The first era of development for the Armadale and Kelmscott area was the early colonial period from 1830 to 1850, this period saw the development of agriculture and early mineral exploration and mining. In 1893 the railway line from Perth to Bunbury was officially opened and the Armadale siding developed into a busy railway station, from which products of the region were freighted.

In 1894 the southern section of the Canning Road Board, an area of approximately 504 square kilometres, was formed and named the Kelmscott Roads Board after the most significant town in the area.

In 1905 Roleystone was opened by Peet and Co, whose advertising brochures promoted the virtues of living in an area of beautiful scenery and fertile valley soils. Throughout this period planting of orchards grew at an increasing rate in Roleystone and Karragullen. In 1909 the Armadale townsite was officially gazetted and in 1910 the Kelmscott Road Board became the Armadale-Kelmscott Roads Board.

The 1920s brought to the area an increase in motorised transport, the introduction of electricity and the beginning of construction of Churchman Brook Dam (the first of three major water storage projects to be carried out in the hills).

The 1930s started badly as the effect of the Great Depression began to take its toll, though it was fortunate that the economic setbacks to Armadale's development were more than compensated for when the State Government commenced construction of the Canning Dam in 1933. It opened in 1940.

The era 1934 to 1944 was one of growth, with rural enterprises generally making good returns. In 1942 the Munitions Depot was established at Byford, providing employment for over 100 people during the war years.

The following decade saw the arrival of migrants from war-devastated Eastern and Central Europe. Initial housing was provided in two Nissen Hut Camps on River Road (Roleystone Road) and Marmion Street in Kelmscott. Also arriving from 1948 onwards were large numbers of Dutch migrants.

By 1950 a minor housing boom occurred in the area as the State Housing Commission initiated a program of building cheap but comfortable houses to counter the acute housing shortage that had developed. By 1951 the new State Brickworks situated just south of Armadale had been finished and the bricks produced were crucial to post-war recovery.

The population of the Road Board area was estimated at just over 6,000 in 1956, and the District still had the characteristics of a rural community, although this began to change as increasing prosperity was reflected in the development of new civic and social facilities. This included the opening of a swimming pool at Kelmscott in 1957, the first such pool to be constructed by a metropolitan municipal authority. Also in 1957 the Armadale High School was opened in its finished form (having opened in a limited fashion in 1956 while unfinished), a major leap forward in the district's educational capacity that allowed large numbers of students to attend school locally instead of commuting to schools in distant suburbs.

In 1959 and 1960, Public Libraries were established at Armadale and Kelmscott in conjunction with the State Library Board (a first for any Local Government).

The Armadale-Kelmscott Shire Council was formed on 1 July 1961. However, it was the opening of the Armadale Kelmscott Memorial Hospital in 1964 that demonstrated the degree of progress the district was enjoying.

1964 to 1974 was a decade of unprecedented population growth for the District. Whole new areas of housing appeared at Kingsley, Westfield Park and Clifton Hills, where many of the residents were British immigrants. By 1970 major urban development was being undertaken on sections of the scarp slopes.





Construction of community facilities matched the rapid pace of growth in that decade, with new railway stations (Challis and Kingsley), primary schools (Kingsley, Westfield, Neerigen Brook, Clifton Hills, Challis), shopping centres (Kelmscott Village in 1969 and Armadale Square in 1972), plus sports grounds and playing fields. In 1973 Kelmscott Senior High School was opened.

The population of the Shire increased five-fold from 7,000 in 1967 to 35,000 in 1979, the third-highest growth for any local government in the Perth metropolitan area. January 1st 1979 also saw the formation of the Armadale Town Council. There was also rapid growth in services and facilities, including the opening of the Gwynne Park Recreation and Sporting Centre in 1979, the Armadale Aquatic Centre in 1980 and a third government high school, Cecil Andrews in West Armadale, also in 1980.

Light industry was established and service industries increased in number and variety, with banks, service stations, building societies, accountancy firms, restaurants, fast food outlets, and tourism initiatives.

On the 16 November 1985 Armadale was granted City status, coinciding with the opening of the City's Administration Centre. The Armadale business precinct underwent considerable change, with unprecedented building activity being carried out. In Kelmscott, the commercial and business area along Albany Highway had also changed dramatically. Yet despite these very obvious changes to the built environment, there was a growing consciousness of the need to appreciate and preserve the past. The name "Heritage Country" was registered and there was also increased focus on the natural environment, with one of the most significant achievements being the preservation and rejuvenation of Araluen Botanic Park in Roleystone, which draws the appreciation of West Australians far beyond the boundary of Armadale.

In 2002 the State Government established the Armadale Redevelopment Authority (ARA) to partner with Armadale City Council to revitalise the City. It also undertook an Enquiry by Design Study to investigate ways to revitalise the Kelmscott town centre and plan for its future.

The new Armadale-Kelmscott District Memorial Hospital was opened in 2002 and provided a vital modern hospital facility for the entire community. A new \$8.3 million railway station was officially opened in Armadale in November 2004.

In December 2003, a quarter century era commenced of State Government direct planning controls over parts of Armadale, when the ARA began to take control over several land redevelopment areas. The State Government later restructured the ARA as part of the Metropolitan Redevelopment Authority and again in 2019 when it became Development WA. The process of reincorporating the State Government redevelopment areas back under the jurisdiction of the City's Local

Planning Scheme and Metropolitan Region Scheme commenced in 2011 with this process set to continue in stages well into the late 2020s.

In 2005 a state-of-the-art four-screen cinema opened in Armadale Plaza (now Armadale Central Shopping Centre). The ARA, supported by the City, later amended the existing planning scheme to enable the further expansion of the complex. The City's other major retail centre, Armadale Shopping City, commenced a major \$75 million extension and redevelopment to freshen up the centre and cater new major retailers. This project was finalised in 2007.

The City and the ARA contributed significant funding to undertake joint infrastructure and streetscape projects within the City centre. The City completed road works in Commerce Avenue, Third Road and Jull Street that improved access to the City centre.

The Tonkin Highway extension to Thomas Road, south of Armadale completed a vital link in the regional road network. It enabled high-speed road access north-east and south-west and a much needed stimulus for industrial and residential growth west of the Armadale City centre. Most significantly it led to development of the 197 hectare Forrestdale Business Park located in the area bordered by Tonkin Highway, Ranford Road and Armadale Road.

The opening of the Champion Lakes Regatta Centre in April 2007 was a major event. The international-standard





rowing course is a drawcard for the City and the State, as the first of its kind in Australia. The maiden regatta hosted 500 rowing, canoeing and dragon boat demonstrations.

In 2008, the western portion of Brookdale was divided into two new suburbs, Haynes and Hilbert, named after prominent local families who operated dairy farms in the area. At the same time, the two new localities of Harrisdale and Piara Waters hosted development of new residential estates, for the rapidly growing City population.

The City of Armadale is one of WA's fastest growing local government areas, with its population forecast to reach over 150,000 by 2041. The newer western suburbs are the focus of intense residential and infrastructure development, with many new schools including Piara Waters Primary (2012), Harrisdale Primary (2016), Harrisdale Senior High School (2017), Aspiri Primary (2018), North Harrisdale Primary (2021) and Piara Waters Senior High School (2023)

Recently-built recreation facilities servicing the newer western localities include Piara Waters Pavilion (2014), Harrisdale Pavilion (2017), Rossiter Pavilion (2018) and Novelli Pavilion (2021).

The rapid growth of these western localities was a catalyst for major roadworks on Armadale Road, improving the link between Armadale and Cockburn. These included the \$145 million duplication of Armadale Road between Anstey Road and Cockburn Central and the \$166 million

bridge linking Armadale and North Lake roads to the freeway.

Several notable local facilities were redeveloped between 2017 and 2021, including the \$26 million Armadale Aquatic and Fitness Centre (AFAC) project in 2019, the revitalised Kelmscott Hall also in 2019 and the \$4.9million Armadale District Hall extension that opened in January 2021.

A new \$1.6 million state-of-the-art bike track facility was opened at John Dunn Challenge Park in 2022, providing a world-class bike sports venue in Kelmscott.

In 2020 construction began on the \$86 million justice complex in Armadale, incorporating a new police station and courthouse, expected to open in 2023

Strategically located at the gateway arterial routes of Armadale Road, South Western Highway and Albany Highway, the Armadale CBD is a modern urban hub quickly establishing itself as a major metropolitan shopping, commercial and service centre. The development of the City centre into a hive of local activity has proven a welcome addition for families and for City businesses, with more and more people calling the City of Armadale home each year.



2.2 Current Facts



Armadale, Ashendon, Bedforddale, Brookdale, Camillo, Champion Lakes, Forrestdale, Harrisdale, Haynes, Hilbert, Karragullen, Kelmscott, Lesley, Mt Nasura, Mt Richon, Piara Waters, Roleystone, Seville Grove and Wungong



3

Strategic Vision and Objectives

3.1 Our Vision

ARMADALE - Where City meets Country. A place of natural beauty, rich in heritage and respectful of culture, with diverse landscapes and lifestyles, and a wealth of business and investment opportunities.

3.2 Our Aspirations

The City is proactive in providing the community with the best possible outcomes across our four key aspirational areas over the next 10 years:

Community

- Foster and strengthen community spirit
- Improve community wellbeing
- Community facilities meet community needs
- An inclusive and engaged community

Environment

- Conservation and restoration of the natural environment
- Attractive, inclusive and functional public places
- Functional, inclusive and sustainable infrastructure
- Sustainable waste management
- Quality development that enhances the amenity and livability of the City of Armadale

Economics

- Increased economic growth, job creation and retention, as well as educational opportunities
- Positive image and identity for the City of Armadale
- Responsive and flexible support of business
- Thriving Tourism Industry

Leadership and Innovation

- Strategic leadership and effective management
- A culture of innovation
- Financial sustainability
- Effective community engagement and communications



3.3 Our Values

Safety

We demonstrate personal responsibility for the safety and wellbeing of everyone around us. Everything we do relies upon the safety of our workforce and the community. We care about the safe management of the environment.

Honesty

We are honest, consistent, open and transparent in our dealings with our stakeholders and are committed to building mutual trust and respect.

Accountability

We set high performance expectations and hold ourselves accountable for the quality of our work and the results we achieve as individuals, as team members and as an organisation.

Respect

We are sincere, fair and forthright, treating others with dignity and respecting their individual differences, feelings and contributions.

Professionalism

We show pride, enthusiasm and dedication in everything that we do. We are committed to delivering high quality service and advice.

3.4 Future Directions

The City's Corporate Business Plan outlines the key actions that will be undertaken over the next four years to progress the achievement of the aspirations and objectives outlined in the City's Strategic Community Plan.

The City's Corporate Business Plan and Strategic Community Plan, as well as other current City strategies and plans are available here:

<https://www.armadale.wa.gov.au/plans-and-strategies>



4 Structure of the City

4.1 Council Structure

In accordance with the *Local Government Act 1995* (LG Act), Council's role is to:

- Govern the City's affairs
- Be responsible for the performance of the City's functions
- Oversee the allocation of the City's finances and resources
- Determine the City's policies.

The LG Act also grants Council the authority to delegate certain decision making functions to Committees or to the Chief Executive Officer. These delegations are listed in the City's Delegations Register, which is available from the Council Administration Centre or on the City's website <https://www.armadale.wa.gov.au/delegations-and-council-policies>

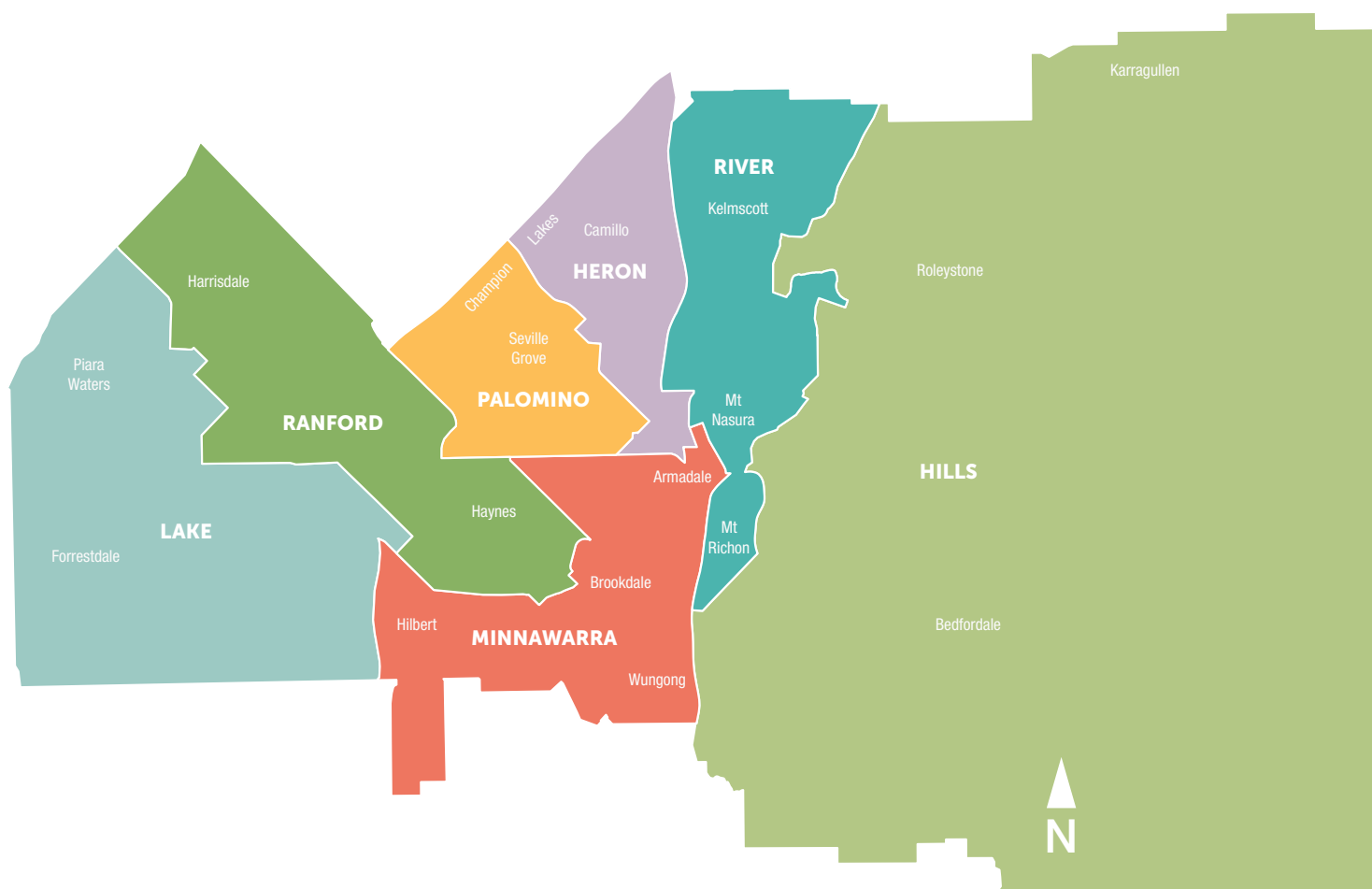
The council itself is an elected body comprising of 14 elected members (Councillors). Each councillor is elected for a four year term and represents one of seven wards (depicted below). The Mayor, who is also one of the 14 councillors, is elected by the Council for a 2 year term.

Ordinary Local Government elections are held every two years on the third Saturday in October when half the positions on council (one in each ward) are offered up for election.

Committee Meetings are held on a monthly basis while Council meetings are held fortnightly. Meeting dates, times, agendas and minutes are listed on the City's website

<https://www.armadale.wa.gov.au/council-and-committee-meetings>

All committee and Council meetings are open to the public.





Armadale is one of 139 local governments (also known as City, Town or Shire Councils) in Western Australia.

The Armadale City Council meets regularly to make decisions on behalf of residents. There are four primary committees of Council, each concentrating on different areas of operation.

1 Corporate Services Committee

The Corporate Services Committee considers corporate matters, reviews the City's strategic and financial position and matters that cross the boundaries of other committees.

3 Development Services Committee

The Development Services Committee considers development proposals, subdivisions, land-use matters, swimming pools, building applications, building safety, immunisation, food handling and disease control.

2 Community Services Committee

The Community Services Committee deals with all recreation, aquatic, library and cultural matters. The Committee also deals with community development issues and ranger services.

4 Technical Services Committee

The Technical Services Committee is responsible for roads, footpaths, parks, reserves, the construction and maintenance of Council buildings and the collection and disposal of waste, including recycling.

Each committee comprises seven Councillors. One Councillor is elected as the chairperson for a two-year term.

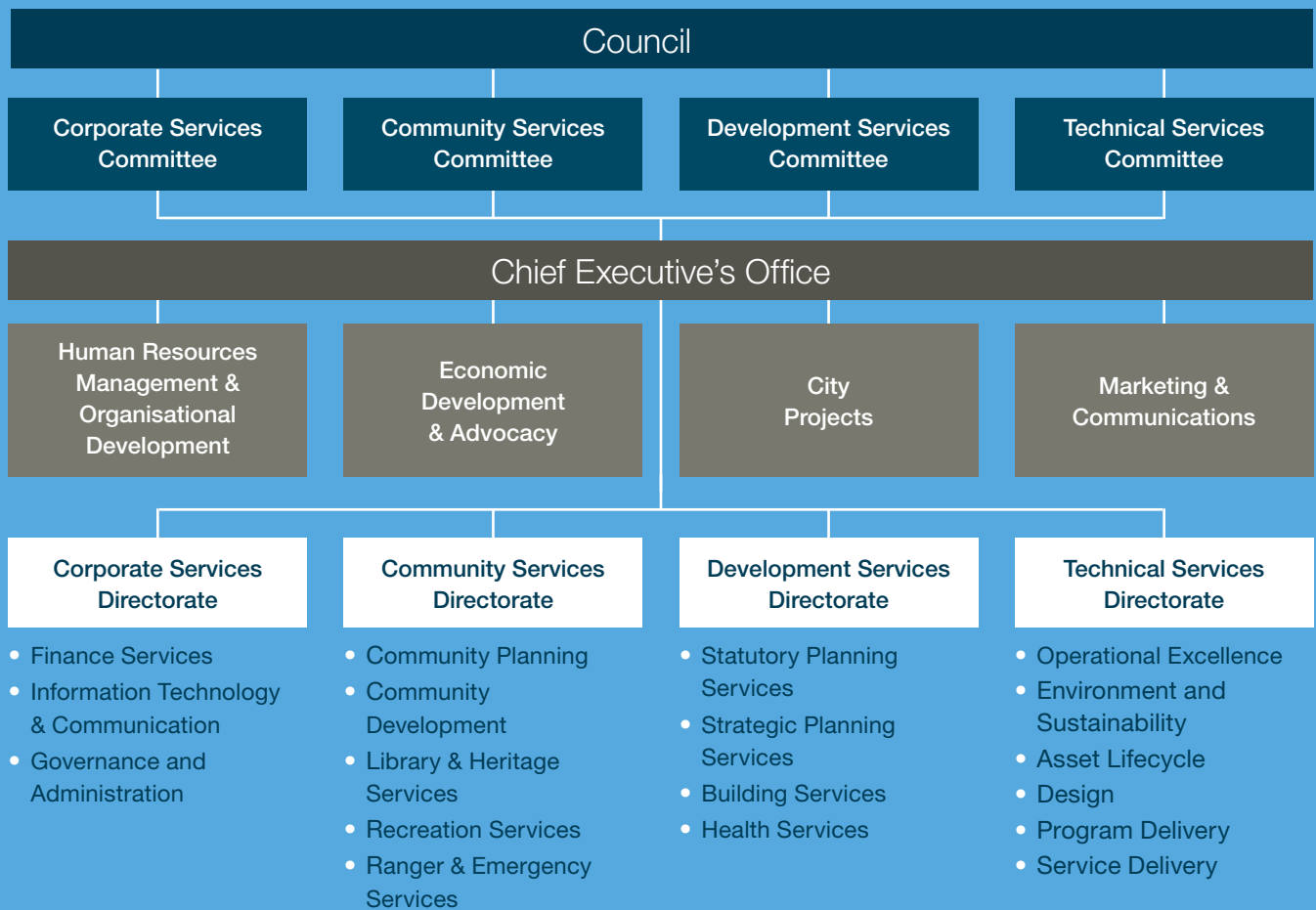
To ensure that all issues are thoroughly examined, each issue is discussed by one of the four committees before being considered by a full meeting of Council.





4.2 Organisational Structure

The CEO is responsible for managing the day to day operations of the City, who, along with an Executive Leadership Team and staff, act on the Council's decisions by developing and putting into practice Council policies and resolutions.



City of Armadale Key Staff



Joanne Abbiss
Chief Executive Officer



Jason Lyon
Executive Director Corporate Services



Suzette van Aswegen
Executive Director Community Services



Paul Sanders
Executive Director Development Services



Mike Andrews
Executive Director Technical Services



4.3 Services

The City's structure of directorates contain the following business units and broad areas of responsibility:

Chief Executive's Office

Service	Sub Service
CEO's Office Administration	
Council & Executive Services	Advocacy
	CEO & Corporate Support
	Council Meeting Support
	Executive Leadership Team Support
	Mayoral & Councillor Support
	Organisational Management Team Support
	Strategy and Governance
Economic Development & Advocacy	
Economic Development	Advocacy and Investment
	Local Business Support
Tourism & Visitor Services	Destination Development
	Visitor Services
Major City Projects	
Project Management	Deliver Major Projects
	Support Project Management
Communications & Marketing	
Communications & Marketing	Brand Management
	External Communications
	Graphic Design
	Internal Communications
	Marketing & Promotion
	Media Relations
Economic Development & Advocacy	
Human Resources Management	Employee Relations
	Industrial Relations
	Recruitment
Workplace Health & Safety	Injury Management
	Well-being
	Workers Compensation
	Workplace Health and Safety (WHS)
Organisational Development	Performance Management
	Training & Development
	Workforce Planning
Payroll Services	Payroll Processing
	Workers Compensation (Payroll)



Community Services

Service	Sub Service
Community Development	
Community Development	Advocacy
	Capacity Building
	Contract Management
	Community & Sector Engagement
	Disability Access & Inclusion
	Financial Assistance
	Sector Organisation Coordination
	Volunteer Services
Major Events & Arts	City of Armadale Arts Collection
	Community Arts Management
	Event Management
	Public Art Management
	Public Event Approvals
Aboriginal Development	Coordination of Aboriginal Services Network and Forums
	Coordination of Champion Centre as a Service Hub
	Food Security and Emergency Relief
	IAS Children and Schooling Programs
	Support to Aboriginal Elders
Community Planning	
Community Infrastructure Planning	Coordinating Reviews of Funding Models
	Maintaining and Implementing an External Funding Strategy
	Needs and Feasibility Analysis for New/Upgraded Facilities
	Planning for New and Upgraded Community Facilities
Social Planning	Demographic and Social Issues Information Management & Analysis
	Developing Community Engagement Plans
Library & Heritage Services	
Library Services	Branch Library Operations including Lending
	Corporate Library
	Facility Hire (Meeting Rooms)
	IT/Digital Services
	Programs and Events
	Reference and Information Services
Heritage Services	Heritage Plaques
	History Preservation Services
	Local History Recording
	Museum Operations
	Programs and Reference Service
Ranger & Emergency Services	
Ranger Services	Animal Management Compliance
	Animal Management Facility



Service	Sub Service
Emergency Management	Litter Control
	Parking and Off Road Vehicles
	Fire Safety and Prevention
	Incident Response and Emergencies
	Volunteer Brigade Management
Recreation Services	
Armadale Fitness & Aquatic Centre	Aquatics
	Creche (AFAC)
	Health and Wellbeing Programs
	Swim School
Armadale Recreation Centre	Creche (ARC)
	Facility Hire
	Health and Wellbeing Programs
	Sport and Leisure Programs
Sport & Recreation Service	Club Development
	Facility Hire & Operations

Corporate Services

Service	Sub Service
Corporate Services Administration	
Organisational Planning and Performance	Internal Audit
	Risk Management & Business Continuity
	Integrated Strategic Planning
	Performance Reporting
	Quality Management
Governance And Administration	
Customer Service	Cashiering
	Customer Contact & Information Services
	Customer Service Standards & Improvement
Governance & Administration	Administration Services
	Election Management & Roll Maintenance
	Governance, Legal & Compliance
	Insurance Management
	Freedom of Information
Procurement & Purchasing	Contracts Administration
	Tenders and Major Quotes Administration
Print Services	City Corporate Material
	City Promotional Materials
	Councillor Minutes and Agendas
	Print Services to other Local Governments
Records	Document Management



Service	Sub Service
Financial Services	
Financial Planning & Management	Financial Planning & Budgeting
	Management Accounting
	Financial Accounting
Rates Revenue	General Rating Services
	Rates, Rubbish Charge and Emergency Levy Collection and Debt Recovery
	Landowner Information Services
	Smarter Way to Pay
	Pensioner and Seniors Rebates and Deferments
	Rates Exemption Applications and Review
Information & Communication Technology	
Governance	Cyber Security and Risk Management
	Technology Advisory Service
Customer Service	Incident & Request Management (Service Desk)
	Asset Management (EUC & Software)
	Telecommunications Provisioning and Management
Infrastructure Services	Infrastructure Administration & Maintenance
	Infrastructure Improvement
	Infrastructure Availability & Capacity Maintenance
Business Systems Services	Business Intelligence & Data Analytics
	Business Systems Administration & Maintenance
	Business Systems Improvement
	Web Design & Development

Development Services

Service	Sub Service
Development Services Administration	
Developer Contribution Plans Management	Developer Contribution Plans (DCP) Management
Development Services	Responses to State Government Policies & Legislation
Planning	DevelopmentWA Normalisation
Health Services	
Protective/Compliance Health	Built Environment Legislation Management
	Contaminated Land Management
	Control of Communicable Diseases
	Food Safety & Quality
	Health Asbestos Management
	Investigating Public Health Nuisances
	Permit and Inspection of Waste Water Systems
	Pollution Control and Investigation
	Public Health Emergency Management & Public Safety
	Public Housing and Temporary Accommodation



Service	Sub Service
	Recreational Waters and Drinking Waters Safety and Quality
Preventive Health	Chronic Disease Prevention
Building Services	
Building Approval Services	Building Advice
	Building Applications
	Certification Services
	Fencing Local Law Variations
	Provision of Building Records
	Residential Design Code Variations
Building Compliance Services	Building Notices, Orders, Prosecutions, Complaints & Investigations
	Private Swimming Pool/Spa Safety Barrier Inspections
Building Surveyor	Building Surveying Advice
	Certification Services
Statutory Planning	
Statutory Planning Assessments and Approvals	Development Application Assessment and Reporting
	DevelopmentWA Planning Application Referrals
	Housing Numbering & Nomenclature of Suburbs, Parks, Streets
	Land Administration & Property (Parcel) Maintenance
	Planning Compliance
	Subdivision Assessments and Referrals (WAPC) and Clearance
Strategic Planning	
Strategic Land Use Planning	DevelopmentWA Structure Plans & Normalisation
	Geographic Information Systems & Mapping
	Local Heritage Survey
	Local Planning Schemes and Amendments
	Sale for Strategic Land Assets and Public Open Space (POS) Strategy
	Strategic Land Use Planning
	Strategic Planning Projects
	Structure Plan Assessment & Reporting

Technical Services

Service	Sub Service
Technical Services Administration	
Technical Services	Operational Excellence
	Environment and Sustainability
	Asset Lifecycle
	Design
	Program Delivery
	Service Delivery



Service	Sub Service
Civil Works	
Depot Administration	Inventory Management and Stock Control
	Procurement & Financial Reporting
Asset Protection and Compliance	Asset Protection and Inspections
	Crossover Applications
	Street Light Matters
	Traffic Management Plan Approval
	Verge Bond Applications
	Works in Road Reserves
Infrastructure Construction	Drainage Renewal and/or Upgrade Construction
	Footpath Construction
	Local Area Traffic Management Treatment
	Roads Renewal and/or Upgrade Construction
Infrastructure Maintenance	Drainage Maintenance
	Footpath Maintenance
	Footpath/Road Defects Rectification
	Road Maintenance
	Road/Carpark/Footpath Sweeping
	Streetscape Maintenance
Mechanical Workshop Maintenance Services	Maintenance and Repairs of Fleet and Plant
Engineering Design	
Civil Design Service	Civil Engineering & Design Service
	Transport & Drainage Customer Enquiries
Civil Infrastructure Planning	Drainage Infrastructure Planning
	Prepare Capital Works Programs
	Technical Review and Advice of Strategic Planning Submissions
	Transport Infrastructure Planning
Subdivisional Engineering Services	Civil Works Subdivision Approvals
	Civil Works Subdivision Construction Compliance
Environmental Services	
Environmental Assessments	Environmental Assessments on City Works Program
	Environmental Assessments on Development Applications
Environmental Project Delivery	Management of Natural Areas
	Minimisation of City's Carbon Footprint
	Production of Strategic Documents to Guide Management of City's Environmental Assets
Environmental Volunteer Groups and Partnership Arrangements	Assistance to Volunteer Groups
	Provision of Support to the Armadale Gosnells Landcare Group
	Provision of Support to the Switch Your Thinking Program
Parks & Reserves	
Natural Area Management	Bushfire Hazard Mitigation
	Living Streams Management



Service	Sub Service
Open Space Planning & Development	Natural Areas Management & Regional Bushland
	Pest Plant and Disease Management
	Landscape Assessments
	Landscape Design
	Planning of Recreational Areas
Public Access Ways & Streetscapes	Provision of New/Upgraded Parks & Facilities
	Industrial Area Verge Management
	Irrigation Management
	Public Access Ways Management
	Street Gardens
Public Open Space Management	Townscape Amenity (Verge) Management
	Traffic Management (Streetscapes only)
	Active Reserve Management
	BBQ & Park Infrastructure Management
	Community Facility Landscape Management
Tree Management	Irrigation Management
	Park Lighting Management
	Passive Reserve Management
	Playground Management
	Street Tree Management
Property Services	Tree Hazard Reduction
	Urban Forest Strategy
	Facility Upgrades and Renewals
	New Building Construction
	Building Security & Access
Property Maintenance	Cleaning Services
	Events Set Up and Knockdown
	Property Maintenance
	Waste Administration
	Landfill Operations
Waste Services	Resource Recovery Operations
	Roleystone Green Waste Site
	Transfer Station
	Advice and Education
	Bulk Rubbish Collection
	Green Waste Collection
Waste Collection	Illegal Waste Removal
	Kerbside General Waste Collection Service
	Kerbside Recycling Service
	Waste Administration
	Landfill Operations
Waste Disposal	Resource Recovery Operations
	Roleystone Green Waste Site
	Transfer Station



5 Functions of the City

The City of Armadale is a local government authority constituted by the *Local Government Act 1995 (LG Act)*.

All local government authorities operate within a framework of delegated legislation, including orders and proclamations made by the Governor, by-laws, regulations and ordinances made by other statutory authorities. This legislation governs the operations and responsibilities of the local government.

The functions of the City are to provide services and facilities, by proper and democratic government, in an efficient and cost-effective manner, subject to the LG Act and other legislation that provide the powers and directions for local government.

In carrying out its functions, a local government is to use its best endeavours to meet the needs of current and future generations through integration of environmental protection, social advancement and economic prosperity.

Under the LG Act, the City has general, legislative and executive functions:

5.1 General Functions

Section 3.1

The general function of a local government is to provide for the good government of people living and working within its district.

5.2 Legislative Functions

Section 3.5

A local government may make local laws that are necessary or convenient for it to perform any of its functions.

The City's local laws are published in the government gazette and can be viewed on the City's website: <https://www.armadale.wa.gov.au/local-laws>

5.3 Executive Functions

Section 3.18

A local government is to administer its local laws and may do all other things that are necessary or convenient to be done for, or relating to, performing its functions.

Executive functions are enabled through:

- Legislation (i.e. Act and Regulations)
- Local Laws;
- Council adopted Policy; and
- Executive approved policies and guidelines.

5.4 How Decisions Affect the Community

The City has been entrusted with the responsibility to oversee the development and progression of the community. The decisions of the City can impact the everyday life of its residents.

The provision of roads and footpaths, drainage, parks, recreation and leisure facilities, libraries, welfare services, refuse collection and disposal facilities, cultural services, and environmental health control activities are just some of the matters requiring decisions by Council at various levels of consideration. Where appropriate decisions are delegated to the Chief Executive Officer and designated employees in the administration in accordance with the *Local Government Act 1995*. These delegations are reviewed annually and detailed in the City's Delegation Register which is available on the City's website.

Many of the issues that require a Council decision are subject to policy aimed at providing consistency in determinations, as well as indicating to the public the Council's position on a particular matter. Policy enables the effective and efficient management of the City's resource and assist officers and Council to make equitable, transparent and consistent decisions. Each policy has been developed in order to address specific matters.

A list of the City's policies is available on the City's website, or alternatively available for viewing at the City's Administration Centre.





6 Public Participation

Many functions and services that local government provides impact the greater community and consequently, public participation is a vital process for effective governance. The City offers a number of opportunities to participate in the development of the City's plans, policies and strategies as well as opportunity to make comments on the performance of the City's functions.

6.1 Council Meetings

Where the Council is required to make decisions, it does so through regular Council meetings. Council meetings are held every second and fourth Monday of each month in the Council Chambers at 7.00pm, unless otherwise specified.

These meetings are held on the first floor of the City's Administration Centre, 7 Orchard Avenue, Armadale.

For up to date information about the date and time of meetings please contact the Administration centre on (08) 9394 5000. or visit <https://www.armadale.wa.gov.au/council-meeting-calendar>

6.2 Presenting Issues to Council

In order to assist the public to participate and enhance community relationships, there are a number of options available for residents to present issues to Council for consideration. These options include the following:

Councillors

Residents can contact Councillors to discuss any issue relevant to Council. Contact details of each ward Councillor are available here: <https://www.armadale.wa.gov.au/mayor-councillors-and-wards>

Public Question Time

Members of the public may ask questions at the beginning of each Council or Committee meeting. To provide a fair and equitable opportunity for all members of the public who wish to ask a question at a council or committee meeting, and receive a response within the allotted fifteen (15) minutes, only two (2) questions per person will initially be considered with a limit of two (2) minutes per person.

All questions:

- Must be put clearly
- Should be addressed to the chairperson
- Should be relevant to the businesses of local government.

It is preferable for these questions to be presented to the chairperson in writing and prior to the start of the meeting. If at the end of public question time persons still have outstanding questions, those questions may be submitted in writing to the Chief Executive Officer and will be dealt with administratively. If a resident has a detailed question they may submit it a day or so before the meeting so that if possible, an answer may be prepared.

For more information about public question time please view the Public question time procedure available here: <https://www.armadale.wa.gov.au/council-and-committee-meetings>

Written Requests

A member of the public can write to the City on any issue within Council's jurisdiction. Written questions should be marked to the attention of the Chief Executive Officer and forwarded via; post to Locked Bag 2 Armadale, Western Australia 6992, in person to 7 Orchard Avenue, Armadale, Western Australia 6112 or emailed to info@armadale.wa.gov.au

Petitions

Petitions inform the Council, in a public way, of the views of a section of the community and serve as one means of placing community concerns before Council.

Written petitions on any issue within Council's jurisdiction can be submitted to Councillors for presentation at a Council meeting. Care must be taken in the wording of

petitions as the City requires certain information and content to be included to be a valid petition. A template is available on the City's website: <https://www.armadale.wa.gov.au/council-and-committee-meetings>

Deputations

Where a member of the Community has an interest in an item listed for discussion at a Committee meeting, upon prior written application to the Chief Executive Officer will be invited to give a deputation.

Such deputations shall consist of no more than five persons with only two who may address the meeting for a period not exceeding 15 minutes.

6.3 Public Notices and Advertising

The Local Government Act 1995 and other legislation may require the City to provide notice of its intention to take a particular course of action or decision. The City may also advertise certain proposed courses of action or decisions in order to provide the community with an opportunity to make submissions. These notices and advertisements generally appear within the *The West Australian*, *Examiner Newspapers* and *Perth Now* newspapers.

6.4 Community Engagement

The City of Armadale is committed to encouraging community engagement. Council has adopted a Community Engagement Strategy that is underpinned by its Community Engagement Policy, both of which are available on the City's website. The City regularly engages with its residents and key stakeholders on a variety of matters that have an impact on people's everyday lives.

At times the whole community may be asked to comment on a particular issue, whilst in other circumstances only the people directly affected by an issue will be consulted.

Differing levels of engagement are used depending on legislation and policy requirements and the impact, complexity and level of interest in an issue. Some of the more commonly used methods of consultation are:

- Public Meetings
- Expressions of Interest
- Leaflet Drops
- Community Surveys
- Notices/Signs On Site
- Consultative Committees
- Workshops
- Advertisements in Local Newspapers
- Direct Mail Out
- Social Media Posts

The above public consultation processes allow for active public involvement in the City's decision-making process through which policy is formalised.

6.5 Council Advisory and Management Committees and Groups

To assist Council in its decision making, Committees and Groups are formed from time to time by Council. Membership on these groups and committees is generally a mix of community representatives, Councillors and Council staff.



6.6 Electors Meetings

Each year the City must hold a General Elector's meeting at which the City's Annual Report is presented. The matters discussed at this meeting are, firstly the contents of the annual report for the previous financial year and then any other general business. These meetings are generally held during December at the City of Armadale's function room, second floor of the Administration Centre.

6.7 Customer Feedback

The City's Customer Feedback Protocol has been established to monitor the level of service provided to our community.

The City welcomes complaints relating to our products, services, staff or the handling of a complaint as an opportunity to learn, and to improve our services. The feedback protocol aims to resolve complaints; identify complaint causes; reduce the number of future complaints and increase public satisfaction and support for the City. Complaints can be made:

Email: info@armadale.wa.gov.au

Website: www.armadale.wa.gov.au

Write to: Chief Executive Officer
City of Armadale
Locked Bag No 2
Armadale WA 6992

Telephone: (08) 9394 5000

In person: Administration Centre
7 Orchard Avenue
Armadale
WA 6112



7

Legislative Requirements

7.1 Legislation Administered

As a government body, Councils functions, financial management, day to day operations and conduct of its officers are subject to a wide variety of legislation.

The principal legislation governing the operations of all Western Australian Local Government is the *Local Government Act 1995* and associated regulations.

Although not exhaustive, the following list of legislation provides a general overview of the areas Council and its Officers are required to enforce and adhere to:

- *Aboriginal Heritage Act 1972*
- *Animal Welfare Act 2002*
- *Building Act 2011*
- *Building and Construction Industry Training Fund and Levy Collection Act 1990*
- *Building Services (Registration) Act 2011*
- *Building Services Levy Act 2011*
- *Bush Fires Act 1954*
- *Caravan Parks and Camping Grounds Act 1995*
- *Conservation and Land Management Act 1984*
- *Contaminated Sites Act 2003*
- *Control of Vehicles (Off Road Areas) Act 1978*
- *Cat Act 2011*
- *Disability Services Act 1993*
- *Dividing Fences Act 1961*
- *Dog Act 1976*
- *Electronic Transactions Act 2011*
- *Electoral Act 1907*
- *Emergency Management Act 2005*
- *Emergency Services Levy Act 2002*
- *Environmental Protection Act 1986*
- *Equal Opportunity Act 1984*
- *Fines, Penalties and Infringement Notices Enforcement Act 1994*
- *Firearms Act 1973*
- *Food Act 2008*
- *Freedom of Information Act 1992*
- *Graffiti Vandalism Act 2016*
- *Health Act 1911*
- *Health (Miscellaneous Provisions) Act 1911*
- *Heritage Act 2018*
- *Land Administration Act 1997*
- *Library Board of Western Australia Act 1951*
- *Litter Act 1979*
- *Local Government Act 1995*
- *Local Government (Miscellaneous Provisions) Act 1960*
- *Local Government Grants Act 1978*
- *Main Roads Act 1930*
- *Occupational Safety and Health Act 1984*
- *Parliamentary Commissioner Act 1971*
- *Planning and Development Act 2005*
- *Planning and Development (Local Planning Scheme) Regulations 2015*
- *Public Health Act 2016*
- *Public Interest Disclosure Act 2003*
- *Rates and Charges (Rebates and Deferments) Act 1992*
- *Road Traffic (Vehicles) Act 2012*
- *State Administrative Tribunal Act 2004*
- *State Records Act 2000*
- *Strata Titles Act 1985*
- *Transfer of Land Act 1893*
- *Valuation of Land Act 1978*
- *Waste Avoidance and Resource Recovery Act 2007*
- *Western Australian Planning Commission Act 1985*
- *Workers Compensation and Injury Management Act 1981*
- *Working with Children (Criminal Record Checking) Act 2004*

7.2 Local Laws

The City of Armadale also has the power under the *Local Government Act 1995* (and other legislation) to make local laws which are used to establish and maintain the quality of life and amenity in keeping with community expectations.



The City currently has local laws relating to the following:

- Activities and Trading in Thoroughfares and Public Places
- Bushfire Brigades
- Dogs
- Environment, Animals and Nuisance
- Extractive Industries
- Fencing
- Health
- Livestock
- Parking
- Pest Plant
- Property
- Removal of Refuse, Rubbish and Disused Materials
- Standing Orders
- Street Numbering.

Copies of these local laws are available at **www.armadale.wa.gov.au** or from Council's Administration Centre.





8

Information Held By the City

8.1 Information Held

The City maintains comprehensive records of all of its dealings in its electronic document management system (CM9) including; correspondence, memoranda, file notes, reports, plans, sketches, maps, diagrams, documents pertaining to the keeping of records, applications, approvals notices etc.

The table below lists the types of documents held by each directorate. This list is not to be taken as comprehensive.

Directorate	Information Held
CEOs Office	Common Seal Register
	Citizenship Records
	Civic Functions Details
	Council Committee Agendas and Minutes
	Council Agendas and Minutes
	Employee Personal Files
	Media Releases/Speeches
	Payroll Records
	Workers Compensation and Rehabilitation Records
	Training Records
	Recruitment information
	Advertising Information
	Annual Reports
Corporate Services	Banking Information
	Contract and Tender Details
	Creditors Records
	Debtors Records
	Electoral Records
	General Financial Records
	Insurance Records
	Legal Action Information
	Rates Incentive Scheme Information
	Rates Records
	Trust and Municipal Fund Details
	Valuation Advice
	Gift Registers



	Customer Service Charter
	Delegation of Authority Manual
	Local Laws
	Declarations of Interest Register
	Primary and Annual Returns Register
	Code of Conduct
	Corporate Records
	Recordkeeping Plan
Development Services	Building applications / approvals with associated plans and documentation
	Planning applications / approvals with associated plans and documentation
	Mapping Information
	Swimming Pool Inspections
	Town Planning Studies
	Municipal Heritage Inventory
	GIS (Geospatial Information)
	Planning, Building and Health prosecutions
	Food businesses
	Annual Risk Inspections / Assessments
	Noise Complaints
	Breaches and Infringements
	Zoning Information
	Detailed Area Plans
	Town Planning Scheme Amendments
Technical Services	Graffiti Incident Register
	Material Testing Records / Data
	Bore and Pump Licence Details for Parks/Reserves
	Fleet management records
	Waste management information
	Crossover Applications
	Council Operated Buildings Maintenance Records
	Diversion from Landfill Statistics
	Independent Arboriculture / Tree Assessments
	Independent Playground Operational Audits
	Rainfall Data
	Roads Design Plans
	Subdivision and Drainage Plans
	Traffic Surveys
	Assets
	Irrigation Plans
	Playground Inspections
	Park Maintenance Inspections
	Park Landscape Development plans



Community Services	Animal Pound Register
	Cat Registrations
	Dog Kennel Licenses
	Firebreak Inspections
	Swim school information
	Aquatic and Fitness programs
	Membership Records
	Dog Registrations
	Facility Booking Records
	Infringements Register
	Grants Register
	Leisure Activities Program Information
	Leisure Centre Patron Details (held at the centre concerned)
	Signs Impound Register
	Sporting Clubs Database
	Vehicle Impound Register
	Art exhibition and award details
	Venue hire information
	Library book and collection catalogues
	Museum collections
	Local History Information

Minutes and Agendas

Council and Committee agendas and minutes are available for inspection at the City's Administration Centre. Minutes and Agendas dated after 2001 are available on the City's website: <https://www.armadale.wa.gov.au/agendas-and-minutes>

For access to Council and Committee meeting minutes and agendas from 17 March 1986 to 31 December 2001, please contact the City directly at info@armadale.wa.gov.au. Electronic copies will be provided at no cost.

Agendas and minutes prior to 1986 are available from the State Records Office of Western Australia.

Municipal Heritage Inventory

The Heritage Act 2018 requires all local governments in Western Australia to compile, and periodically update and review a Local Heritage Survey (formerly known as a Municipal Heritage Inventory). The Local Heritage Survey is to include a detailed list of all properties considered of significant heritage value and includes the property address, physical description, and historical information, statement of significance and images of each building. This information is available on the City's website: <https://www.armadale.wa.gov.au/local-heritage-survey-and-heritage-list>

Internal Manuals

Section 97 of the *Freedom of Information Act 1992* requires that agencies make their internal manuals available for inspection and purchase by members of the public. Charges for supervised access, photocopying and any other related costs are prescribed by the *Freedom of Information Regulations 1993*.

Internal manuals can take the form of an instructions or operations manuals, booklets, handbooks, rules, procedures or guidelines for internal operations. Their primary purpose is to provide advice to officers in the exercise of their duties.

The regulations also allow for exempt matter to be deleted where appropriate.

8.2 Library Facilities

The City of Armadale currently has 3 library facilities and are open to all members of the public.

Library membership is free, with children under the age of 18 needing a parents/guardian's signature to become a member.



Library Locations

Armadale

Shop 64/10 Orchard Avenue ARMADALE
Phone (08) 9394 5125

Kelmscott

2784 Albany Highway KELMSCOTT
Phone (08) 9394 5810

Seville Grove

78 Champion Drive SEVILLE GROVE
Phone (08) 9394 5800

The City also maintains historical materials which relate to the history and development of the City of Armadale municipal area:

Bert Tyler Vintage Machinery Museum

Perth Hills Armadale Visitor Centre, 40 Jull Street
ARMADALE
Phone (08) 9394 5410

Birtwistle Local Studies Library

Inside the Armadale Library - Shop 64/10 Orchard Avenue
ARMADALE
Phone (08) 9394 5641

History House Museum

Minnawarra Historic Precinct, 7 Orchard Avenue
ARMADALE
Phone (08) 9394 5670

8.3 Record Keeping Systems

The City of Armadale maintains a large number of corporate recordkeeping systems and applications. The main Electronic Document and Records Management System used by the City is Content Manager 9 (CM9).

This system manages administrative files and documents through their continuum. The system enables the City to create, capture, register, and maintain records and documents to their ultimate disposal.

History of Systems

Hardcopy System A Files – 1900's to 1960's
Hardcopy System B Files – 1960's to early 1970's
Hardcopy System C Files – Early 1970's to 1992
Hardcopy TM22 Developments Applications – Early 1970's to 1992
Hardcopy Administrator System (including Subject Files and Property Assessment Files) – 1992 to 2006
CIVICA Authority – 2004 to current
Domino – 2006 to 2007
TRIM – 2007 to August 2017
CM9 – Sept 2017 to current
OneCouncil – July 2022 to current

8.4 Documents held by the State Records Office of Western Australia

Established under the *State Records Act 2000*, the State Records Office (SRO) is the Western Australian official repository for all State archives. The SRO is responsible for managing, preserving and providing access to non-current government public records created by state and local government authorities such as the City of Armadale.

Up until 2014, the City of Armadale deposited records of administrative, fiscal, evidential and historical value to the SRO's State archival collection. However, many State archives were also retained by the City of Armadale as official custodians.

The State archives collection include the following historical record creating entities (now proclaimed the City of Armadale) and associated records:

Kelmscott Road Board - 14 December 1894 to 23 March 1910

- Rates Books - 1 January 1910 to 30 June 1961
- Council Minutes
- Ledger of Disbursements & Income

Armadale-Kelmscott Road Board – 24 March 1910 to 1 July 1961

- Burials Register - 1 January 1911 to 1 January 1937
- Rates Books - 1 January 1910 to 30 June 1961
- Council Minutes
- Pound Register
- Committee Minutes

Shire of Armadale Kelmscott – 1 July 1961 to 1 January 1979

- Town Planning Scheme No 1 Amendments - 1 February 1973 to 31 December 1978
- Council Minutes
- Pound Register
- Committee Minutes

Town of Armadale – 1 January 1979 to 15 November 1985

- Council Minutes
- Committee Minutes

For access to the above records, contact the State Records Office for more information:

Address:
25 Francis Street
PERTH WA 6000
Telephone:
+61 8 9427 3600
Email: sro@sro.wa.gov.au



8.5 Retention and Disposal of Records

Records are retained and for varying periods depending on their administrative and historical value and disposed of in accordance with the standards and practices approved by the *State Records Act 2000* and General Disposal Authority for Local Government Records. The City of Armadale has determined that some records will not be disposed of.

8.6 How to Access Documents Held by the City

Documents that are readily available, either for purchase or free of charge can be obtained / viewed via the City's website or from the relevant City Business Unit.

Enquiries should be directed to the Business Unit or the Freedom of Information Officer by telephoning 9394 5000.

Information readily available is for inspection only unless otherwise stated.

8.7 Publications

Documents the City has published (physically or digitally) are available for access outside of the FOI process free of charge. The following is a list of publications that are available on the City of Armadale website.

- Annual Budget
- Annual Report
- City Planning Schemes
- Code of Conduct
- District Maps
- Fees & Charges
- Financial Interests Register
- Future Plans
- Gifts Register
- Local Laws
- Policy

8.8 Documents for Inspection

Section 5.94 and 5.95 of the *Local Government Act 1995* details the type of documents that a local government must make available for inspection and those where restrictions apply. Any member of the public may attend the City's Administration Centre and request to view these documents. Copies can also be provided upon payment of any relevant charges for production in accordance with the City's fees and charges schedule.

Types of documents that are generally available for inspection is as follows:

- Annual Returns (limitations Apply)

- Corporate Asset Management Plan
- Corporate Business Plan
- Delegated Authority Register (including decisions made under Delegation)
- Electoral Roll (Owner and Occupiers or Consolidated Roll)
- Long Term Financial Plan
- Policy Manual
- Rates Records
- Public Notices
- Strategic Community Plan
- Tenders Register

8.9 Documents for Purchase

Building Records

Building records can be accessed for a fee. There are three types of record searches available:

- Specific plan: such as a floor plan or site plan
- Specific set of building records: building permit for a specific structure
- Building approval enquiry: an archival search of all building records.

Access to this information is available subject to the consent of the current owner of the property. The availability of plans in all instances cannot be assured.

Further information can be found on the City of Armadale website.



Further information about the Freedom of Information process purchasing building records can be found via the QR Code

Rates Records

A statement of rates or rate book confirmation letter is available for a fee.

Further information can be found on the City of Armadale website.

Planning Records

Copies of Development approvals are available for a fee. Please note owner approval is required.

Further information can be found on the City of Armadale website.





9 Freedom of Information

9.1 What is Freedom of Information?

The *Freedom of Information Act 1992* (the FOI Act) provides a general right of access to documents held by the City. It also enables the public to ensure that personal information held by the City is accurate, complete, up to date and not misleading.

The FOI Act is designed to make State and Local Government agencies more open and accountable by:

- Enabling the public to participate more effectively in governing the State.
- Making the persons and bodies that are responsible for State and Local Government more accountable to the public.

The City of Armadale gives effect to the FOI Act in a way that:

- Creates a general right to access to documents held by the City (subject to the sensitivities of the document – i.e. exemptions).
- Allows access to documents promptly and at the lowest reasonable cost.
- Assists the public to ensure that personal information held by the City is accurate, complete, up to date and not misleading.
- Ensures certain documents concerning government operations are made available to the public. Whenever possible, documents will be provided outside of the Freedom of Information process.

9.2 The FOI Process

Before you start

Before lodging a Freedom of Information application with the City of Armadale, you should check to see if the information is available outside the Act.

There are various documents available for public inspection at the Administration Building, 7 Orchard Avenue, Armadale, free of charge and on our website. Members of the public may purchase copies of these and other documents.

Submitting your request

Upon receipt of a written application together with payment of the prescribed \$30 application fee the City's Freedom of Information Coordinator will begin to identify the documents requested. These documents will then be reviewed to determine if any exemptions* apply. The requested documents will be provided within the shortest possible time (within 45 days) at the lowest reasonable cost.

Amendment of personal information

If the City holds personal information about you which you believe is incorrect, incomplete, out of date or misleading, you can apply for this to be amended. Applications must be made in writing and submitted to the FOI Officer. There is no application fee or charges associated with an application for personal information about the applicant, or the amendment of personal records.

*Schedule 1 of the FOI Act.

9.3 How do you Apply?

Freedom of Information applications must be in writing and include an Australian address to where notices can be sent. Ideally contact details like your full name, telephone number and email address will be beneficial in assisting with your application.

You also need to provide enough information to assist us to identify the requested documents and process your request. The more specific an application is, the quicker the process. Requests of a general nature, such as all documents about a subject for an unspecified period of time, can be time consuming and costly.

You may wish to contact the Freedom of Information Coordinator when completing your application for assistance in reducing the scope of your request. This can also prevent the likelihood of the City refusing to deal with your application due to the scope being too large.



Your completed Application form together with the prescribed \$30 fee can be sent:

By Post

Freedom of Information Officer
City of Armadale,
Locked Bag No2 Armadale WA 6992

In Person

7 Orchard Ave Armadale WA 6112

By Email

info@armadale.wa.gov.au
(Alternative payment will need to be arranged)

Application forms can be collected from the City's Administration Building or available on the City's website www.armadale.wa.gov.au. If you are requesting personal information, please include evidence of your identity.

Applicants will receive a response from the City as soon as possible within the statutory forty-five (45) days of the City receiving the request with the appropriate application fee attached.

9.4 What type of Information can you Apply for?

The FOI Act makes it possible for you to apply for any "record of information" held by the City.

This may include, but is not restricted to:

- paper files
- computer records
- maps
- plans
- photographs
- tape recordings
- films / video tapes
- electronically stored information

9.5 Reason for the Information

Your right to apply is not affected by any reasons you have for wishing to access the documents or our belief as to why. However such information can often assist the Freedom of Information Officer to process your application more quickly.

9.6 Freedom of Information Charges

No fees or charges apply for personal information or amendment of personal information about yourself (e.g. your medical records; details of employment etc) however applications for other documents (i.e. which are non-personal in nature) require a \$30 application fee to be paid when the application is lodged.

Fees (GST Exempt)

Application fee for non-personal information	\$30
(Mandatory)	

Application fee for personal information	No fee
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Charges (GST Applicable)

Charge for staff dealing with application and photocopying	\$30/hr
--	---------

Supervised access to records for inspection only	\$30/hr
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Transcribing information from tape, film or computer	\$30/hr
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Photocopying	\$0.20/page
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Duplicating a tape, CD, DVD or computer information	Actual cost
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Delivery, packing and postage	Actual cost
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Deposits

An advance deposit may be required	25%
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An additional advance deposit may be required for large applications	75%
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NOTE: There is a 25% cost reduction of charges for financially disadvantaged applicants or those in receipt of pension or health benefits (Proof may be required).



9.7 Forms of Access

Access to documents can be by way of:

- Inspection
- A photocopy of the document
- A copy of an audio or video recording.

Where access to documents is sought by way of inspection, it is a condition of the City of Armadale to provide supervision by staff and a fee will be charged (see Fees and Charges).

Where the City of Armadale is unable to grant access in the form requested, access may be provided in a different form.

9.8 What Happens once your Application has been Processed?

Once all information/records have been assessed, you will be provided with a "Final Notice of Decision". This notice will detail the process undertaken with your application, the documents identified as falling within the scope of your application, what if any information is to be withheld (due to exemptions) and the options you have available should you be dissatisfied with the decision. Copies of the released documents may also be included with the decision or will be provided shortly thereafter.

9.9 Notice of Decision

A notice of Decision will be issued to you by the City of Armadale as soon as practicable – within the legislated 45 days of receipt of the application (in the case of an extensive or complex FOI request, an extension to the 45 day limit may be negotiated with the applicant).

A Notice of Decision will include details such as:

- The date which the decision was made.
- The name and position of the officer who has made the decision.
- If any documents are exempt, and the reasons for classifying them as exempt or editing them.
- Information on the right of review.

9.10 Refusal of Access

While the FOI Act provides a general right of access to documents, Schedule 1 of the Freedom of Information Act recognises that some documents require a level of protection.

The most frequent reasons for refusal to provide access to information are:

Personal Information	Information that would reveal personal information about an individual (e.g. their name, contact details, signature etc.) may be exempt under Schedule 1 Clause 3 of the <i>FOI Act 1992</i> and s5.95 (8) of the <i>LG Act</i> .
Commercial Information	Information that would reveal trade secrets, information of a commercial value (e.g. documents containing technical designs that, if released, would harm the company), or the financial affairs of a person (e.g. debts owed to the City) may be exempt under Schedule 1 Clause 4 of the <i>FOI Act</i> .
Law enforcement, Public Safety and Property Security	Information that may endanger the physical safety of an individual, or the security of a property may be exempt under Schedule Clause 5 of the <i>FOI Act</i> .
Deliberative Processes	Information that would reveal a decision made during a deliberative process closed to the public (e.g. confidential Council meeting) may be exempt under Schedule 1 Clause 6 of the <i>FOI Act</i> and s5.23 of the <i>LG Act</i> .
Legal Professional Privilege	Information that would reveal legal advice may be exempt under Schedule 1 Clause 7 of the <i>FOI Act</i> .
Confidential Communications	Information that would be a breach of confidence for which a legal remedy could be obtained may be exempt under Schedule 1 Clause 8 of the <i>FOI Act</i> .

However, exemptions may not be claimed unless there are good reasons to deny access to requested information. The City of Armadale is required to give full reasons for denying access to documents detailed in their Notice of Decision.



9.11 Internal Review

If you are dissatisfied or aggrieved by certain decisions of the City regarding access to documents or amendments of personal information, you can apply to the City for an internal review of our decision. To apply for an internal review:

- You must submit a letter, or fill in an “internal review application form” and lodge it with the City within 30 days after being given notice of the decision
- The lodgement must give details of the decision you wish to have reviewed and give an address in Australia to which notices can be sent
- The City will then conduct a review within 15 calendar days.

NOTE: There is no right to an internal review of a decision made by the Principal Officer of the City (Usually the Chief Executive Officer).

9.12 External Review by the Information Commissioner

If, after an internal review has been completed, you are still dissatisfied with the City’s decision, you can make a complaint to the Information Commissioner.

The Information Commissioner may allow a complaint to be made even though an internal review has not been sought or has not been completed if you can show that there are good reasons why you should not apply for an internal review or why an internal review should not be completed.

A complaint must be:

- Lodged to the Information Commissioner in writing
- Must give details of the decision to which the complaint relates
- Must include an address in Australia to which notices can be sent.

If you are a third party to an application for access to personal or commercial or business information concerning yourself, your complaint must be lodged within 30 days after being given written notice of the decision.

As a general rule, each party to a complaint pays his/her own costs however, the Information Commissioner may order a person to pay the costs of another party to a complaint in certain circumstances.

9.13 Appeals to the Supreme Court

Any party to a complaint may appeal to the Supreme Court on any question of law arising out of a decision of the Information Commissioner, except for a decision as to the deferral of access to a document, the charges to be imposed for dealing with an access application and the payment of a deposit on account of charges.

The procedures relating to appeals to the Supreme Court are established by the Court.

Information on these procedures can be obtained from the Office of the Information Commissioner, Level 12, St Martin’s Tower, 44 St George’s Terrace, Perth 9220 7888.



9.14 Summary of Time Limits

Below is a summary of time limits permitted under the FOI Act.

NOTE: All time limits are in calendar days.

City of Armadale	Process application as soon as practicable (but in any event within 45 days) 15 calendar days to conduct internal review 30 calendar days to process application for amendment of personal information
Applicant	30 days to respond to estimate of charges or to pay a deposit 30 days to lodge internal review 60 days to lodge external review
Third Party	30 days to lodge internal review 30 days to lodge external review
Information Commissioner	30 days to make a decision on a complaint unless Commissioner considers it impractical
Supreme Court	Party may lodge an appeal on a point of law only within 21 days, subject to the Rules of the Supreme Court



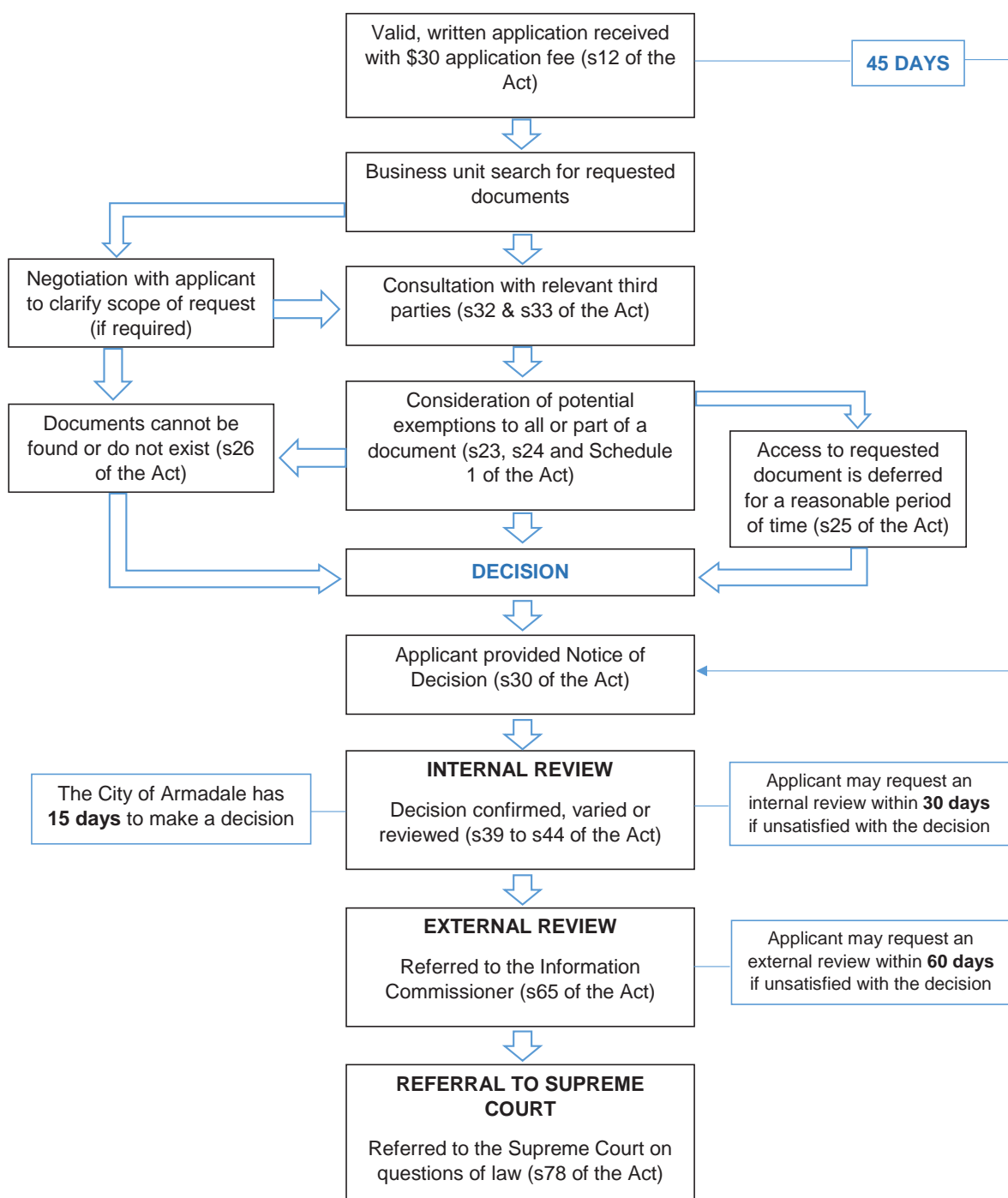
Further information about the Freedom of Information process can be found via the QR Code





Appendix 10

Freedom of Information Processing Flowchart





Freedom of Information Application

Pursuant to the *Freedom of Information Act 1992* (WA) you have the right to access documents held by the City of Armadale subject to some limitations.

Applicant Details

**Organisation /
Business Name:**
(if applicable)

Given Name/s:

Surname:

**Street Address or
PO Box:**

Suburb:

Postcode:

Phone:

Email:

Client Details (if applicable)

If you are applying on behalf of another person, or are a company representing a business / individual to whom the information you seek relates, please provide their details below.

Please note that a signed authority from the individual/ client (or business) is required.

**Organisation /
Business Name:**

OR

Given Name/s:

Surname:

Service Assistance

Do you have a disability that means you require assistance to access our services?

☐ No

☐ Yes

If yes, please tell us how we can assist:



Do you need a translator?	<input type="checkbox"/> No <input type="checkbox"/> Yes
---------------------------	---

If yes, please tell us what language you require:

Request Details

Please select **one** (1) of the below options:

- ☐ **Request for documents containing personal information only**
(A request for personal information can include your name, identifying details, contact information, personal images or other identifying matter. Proof of identity may be required.)
- ☐ **Request for non-personal documents that contain information relating to third parties**
*(Incurs **\$30 application fee** and additional charges may apply).*

Date Range: If applicable, please indicate date range of requested document/s:

Start Date:	/	/	End Date:	/	/
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Document Description:

Please describe the documents you are requesting (include names, dates, location, subject matter or any other information that would assist with identifying the documents).

If more space is required please attach a separate sheet with this FOI request titled *document description*.

Reason for Request (optional):

Please provide a reason for this request as this may assist in the accurate identification of documents.

If more space is required please attach a separate sheet with this FOI request titled *reason for request*.

Access Method

Please indicate how you would like to access the documents by selecting one of the below options.

Where the City of Armadale is unable to grant access in the form requested, access may be given in a different form. This includes, by way of inspection, a copy of a document or audio/video tape, a computer disk or a written transcript.

☐ Email

☐ Post

☐ Collection

☐ Other, please specify:

Authorisation and Consent

Please note: If you select any of the boxes below, the City of Armadale may not need to consult third parties, which means your application may be dealt with quicker and incur lower charges.

- | | |
|--------------------------|---|
| <input type="checkbox"/> | <p>I consent to all 'personal information' of third parties being deleted from the requested document/s</p> <p><i>(This includes: names, contact details, signatures and identifying information of third parties that are not state and local government officers)</i></p> |
| <input type="checkbox"/> | <p>I consent to all 'personal information' and 'prescribed details' of WA state and local government officers being deleted from the requested document/s</p> <p><i>(This includes: names, position titles, contact details and signatures of WA state and local government officers, including the City of Armadale)</i></p> |
| <input type="checkbox"/> | <p>I consent to my name being disclosed to a third party consulted by the City of Armadale in relation to this application</p> <p><i>(Providing this information to third parties who ask for it enables the consultation process to be finalised more efficiently and quickly as third parties are generally more willing to consent to the release of personal and/or business information if the applicant is known)</i></p> |

Additional Information

- Your application will be dealt with as soon as practicable (or at the latest, **within 45 days**) after it is received.
- Payment for non-personal applications is required before the request is processed.
- You may be required to pay processing charges in respect of your application. An estimate of charges will be provided in advance should these charges exceed \$25.
- The *Freedom of Information Act 1992* (WA) is available to download for free from Western Australia Legislation <https://www.legislation.wa.gov.au/>
- Further information can be obtained from the City of Armadale Freedom of Information Officer or the Office of the Information Commissioner WA (<https://www.oic.wa.gov.au>).

armadale.wa.gov.au

