City of Rockingham

MINUTES

Community Development Committee Meeting

Held on

Wednesday 7 December 2011

4:00pm

Council’s Boardroom
Council Administration Building
Civic Boulevard, Rockingham
# City of Rockingham
## Community Development Committee Meeting
### 4:00pm Wednesday 7 December 2011

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<th>Addendum Agenda</th>
<th>54</th>
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<td>15.</td>
<td>Motions of which Previous Notice has been given</td>
<td>54</td>
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<td>16.</td>
<td>Notices of Motion for Consideration at the Following Meeting</td>
<td>54</td>
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<td>Urgent Business Approved by the Person Presiding or by Decision of Council</td>
<td>54</td>
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<td>18.</td>
<td>Matters Behind Closed Doors</td>
<td>54</td>
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<tr>
<td>19.</td>
<td>Date and Time of Next Meeting</td>
<td>54</td>
</tr>
<tr>
<td>20.</td>
<td>Closure</td>
<td>54</td>
</tr>
</tbody>
</table>
City of Rockingham
Community Development Committee Meeting
4:00pm Wednesday 7 December 2011

MINUTES

1. Declaration of Opening

The Chairman declared the Community Development Standing Committee Meeting open at 4:00pm and welcomed all present.

2. Record of Attendance/ Apologies/ Approved Leave of Absence

2.1 Councillors

Cr Leigh Liley Chairperson
Cr Joy Stewart
Cr Deb Hamblin
Cr Lorraine Dunkling

2.2 Executive

Mr Bob Jeans Acting Chief Executive Officer
Ms Gay Thornton Director Community Development
Mr Michael Yakas Acting Director Corporate Services
Mr Michael Quirk Manager Community Infrastructure Planning
Mr Bill Mead Manager Library Services
Ms Genevieve Rowles Manager Community Safety
Mr Nick Brown Manager Community & Leisure Facilities
Mr Michael Holland Manager Community Capacity Building
Mrs Lyn Spearing Personal Assistant to Director Community Development

Members of the Public: Nil
Press: Nil

2.3 Apologies: Nil

2.4 Approved Leave of Absence: Nil
3. **Responses to Previous Public Questions Taken on Notice**  
   Nil

4. **Public Question Time**  
   Nil

5. **Confirmation of Minutes of the Previous Community Development Committee Meeting**

   **Moved Cr Dunkling, seconded Cr Hamblin:**

   That Council *CONFIRM* the Minutes of the Community Development Committee Meeting held on 7 November 2011, as a true and accurate record.

   Committee Voting - 4/0

6. **Matters Arising from the Previous Community Development Committee Meeting Minutes**  
   Nil

7. **Announcement by the Presiding Person without Discussion**

   The Chairman announced to all present that decisions made at Committees of Council are recommendations only and may be adopted in full, amended or deferred when presented for consideration at the next Council meeting.

8. **Declarations of Members and Officers Interests**  
   Nil

9. **Petitions/ Deputations/ Presentations/ Submissions**

   **9.1 Presentation**

   4:03pm

   Mr Michael Holland, Manager Community Capacity Building presented to the Community Development Standing Committee Meeting the Western Australian Sport and Recreation Industry Award which the City won in the category of Industry Award for Management. This Department for Sport and Recreation award was presented to the City for its program on the delinquent debt recovery between the City of Rockingham and the Rockingham City Football Club. This award will be presented to the December 2011 Council Meeting by Cr Leigh Liley, Chairperson of the Community Development Standing Committee.

10. **Matters for which the Meeting may be Closed**  
    Nil
## 11. Bulletin Items

### Community Development Information Bulletin - December 2011

#### Community Support Services
1. Community Support Services Team Overview
2. Human Resource update
3. Project Status Reports
   - 3.1 Regional Community Services Leadership Management Programmes
   - 3.2 Urban Art
   - 3.3 Rockingham Connect
4. Information items
   - 4.1 Community Support Services General
   - 4.2 Youth Services
   - 4.3 Out of School Hours Care (OSHC)

#### Library Services
1. Library Services Team Overview
2. Human Resource update
3. Project Status Reports
4. Information items
   - 4.1 Young People's Services - Safety Bay Library and Warnbro Community Library
   - 4.2 Libraries - General
   - 4.3 Australian Book Industry Report

#### Community Infrastructure Planning
1. Community Infrastructure Planning Team Overview
2. Human Resource update
3. Project Status Reports
   - 3.1 City of Rockingham Public Open Space Strategy
   - 3.2 Baldivis District Sporting Complex Feasibility Study & Concept Plan
   - 3.3 Secret Harbour Community Library Feasibility Study & Concept Plan
   - 3.4 Rockingham Arts Centre
   - 3.5 Baldivis Library and Community Centre
   - 3.6 Secret Harbour Surf Life Saving Club Redevelopment
   - 3.7 Baldivis Group Settlement School Buildings - Conservation Works
   - 3.8 Rockingham Aquatic Facility Strategy
   - 3.9 Community Infrastructure Plan
   - 3.10 Community Purpose Site Strategy
   - 3.11 Youth Outdoor Recreation Space Strategy
4. Information items
   - 4.1 Peel Cycling Club - Regional Cycling Facility Feasibility Study
   - 4.2 Physical Activity Taskforce - Active Living in Youth Neighbourhoods
   - 4.3 Department of Housing - Keralup Community Needs Assessment
### Community Capacity Building

1. Community Capacity Building Team Overview
2. Human Resource update
3. Project Status Reports
   - 3.1 Rockingham City Football Club
   - 3.2 Naragebup Environmental Centre
   - 3.3 Rockingham Rams Football Club
   - 3.4 Community Grants Program (CGP)
   - 3.5 Infrastructure Planning & Development Grants (IPDG)
   - 3.6 Disability Access and Inclusion Plan
   - 3.7 Bert England Lodge: Management and Governance
   - 3.8 Rockingham Active Ageing Precinct Master Plan
4. Information items
   - 4.1 Reconciliation Action Plan
   - 4.2 Community Garden
   - 4.3 Active Ageing
   - 4.4 Challenger Court – Aged Persons Unit
   - 4.5 Challenger Lodge
   - 4.6 Youth Development
   - 4.7 Sport and Recreation
   - 4.8 Community Capacity Building Events
   - 4.9 Rockingham Early Years Group
   - 4.10 Rockingham Education & Training Advisory Committee (RETAC)
   - 4.11 Events Advisory Group
   - 4.12 Culture Development and the Arts

### Community Safety

1. Community Safety Team Overview
2. Human Resource update
3. Project Status Reports
   - 3.1 CCTV Camera System – Upgrades and Migration to IP Based Platform
4. Information items
   - 4.1 CCTV System – Operational
   - 4.2 Community Safety General
   - 4.3 Rangers

### Community and Leisure Facilities

1. Community and Leisure Facilities Team Overview
2. Human Resource update
3. Project Status Reports
4. Information items
   - 4.1 Rockingham Child Care Services
   - 4.2 Rockingham Aquatic Centre
4.3 Rockingham Autumn Centre
4.4 Gary Holland Community Centre
4.5 Aqua Jetty, Warnbro Community Y & Mike Barnett Sports Complex Management Committee Minutes 16 November 2011
4.6 Aqua Jetty Manager's Report – October 2011
4.7 Warnbro Community Manager's Report – October 2011
4.8 Mike Barnett Sports Complex Manager's Report – October 2011

**Committee Recommendation:**
That Councillors acknowledge having read the Community Development Information Bulletin – December 2011 and the contents be accepted.

Committee Voting - 4/0

**12. Agenda Items**

4:35pm Mr Nick Brown, Manager Community and Leisure Facilities and Mr Bill Mead, Manager Library and Information Services left the Community Development Standing Committee Meeting.
### Community Infrastructure Planning

<table>
<thead>
<tr>
<th>Reference No &amp; Subject:</th>
<th>CIP-020/11 Lotterywest Conservation of Cultural Heritage Grant - Baldivis Primary School (former)</th>
</tr>
</thead>
<tbody>
<tr>
<td>File No:</td>
<td>CPR/14</td>
</tr>
<tr>
<td>Proponent/s:</td>
<td>Mr Michael Quirk, Manager Community Infrastructure Planning</td>
</tr>
<tr>
<td>Author:</td>
<td>Ms Carly Kroczek, Community Infrastructure Planning Officer</td>
</tr>
<tr>
<td>Other Contributors:</td>
<td></td>
</tr>
<tr>
<td>Date of Committee Meeting:</td>
<td>7 December 2011</td>
</tr>
<tr>
<td>Previously before Council:</td>
<td>CIP-003/10 (23 November 2010)</td>
</tr>
<tr>
<td>Disclosure of Interest:</td>
<td>Executive Function</td>
</tr>
<tr>
<td>Nature of Council’s Role in this Matter:</td>
<td></td>
</tr>
<tr>
<td>Site:</td>
<td>Reserve R23952</td>
</tr>
<tr>
<td>Lot Area:</td>
<td>Lot 1376 (part of), 13.7 hectares</td>
</tr>
<tr>
<td>Attachments:</td>
<td></td>
</tr>
<tr>
<td>Maps/Diagrams:</td>
<td>1 – Aerial Location Map</td>
</tr>
<tr>
<td></td>
<td>2 – Baldivis Primary School (fmr) Buildings</td>
</tr>
</tbody>
</table>
CONFIRMED AT A COMMUNITY DEVELOPMENT MEETING HELD ON MONDAY, 13 FEBRUARY 2012
PRESIDING MEMBER

1. **Purpose of Report**

To seek Council endorsement of a submission for a Lotterywest Conservation of Cultural Heritage Grant to undertake refurbishment works to the former Baldivis Primary School Building/s.

2. **Background**

The former Baldivis Primary School is located at 214 Fifty Road, Baldivis and comprises both the original school building constructed in 1923 and the second school building relocated to the site in 1954. The site is included on the City’s Municipal Heritage Inventory (LGA Place No. 2) as a place of cultural significance for its aesthetic, historic and social values. The site comprises a pair of...
single storey, timber framed, asbestos and weatherboard pavilion style gable buildings with corrugated iron roofs. Skillion weatherboard and timber verandas are located at the front and rear of the buildings and timber ramps are located at the front of the buildings leading up to the verandas and main entrance. One of the buildings is occupied by the Baldivis Playgroup and the second building was until mid 2010 occupied by the Rockingham Visual Arts Society. Issues identified with building support stumps and subsequent distortion of one of the buildings required relocation of the Rockingham Visual Arts Group to Settlers Hills Community House whilst asset renewal options are considered.

A full condition report on these buildings was prepared during development of the City’s Asset Management and Services Plan which identified an extensive works schedule necessary to preserve the structures and enable their continued usage as community buildings. Subsequently, an amount of $206,000 was included within Council’s 2010/11 budget. Given the heritage significance of the former Baldivis Primary School a Heritage Impact Statement was prepared in August 2010 to guide any refurbishment works. The preliminary cost estimate to undertake these works was $333,000, and given the funding shortfall it was resolved at the Ordinary Council Meeting in November 2010 (Report CIP-003/10) to submit a grant application to the Lotterywest Conservation of Cultural Heritage Grants Program. In May 2011, the City was advised that the grant application was unsuccessful with priority given to projects supported by Conservation Plans and urgent conservation works. Lotterywest received applications totalling more than $6.9 million yet only $1.8 million was available for allocation.

A Conservation Plan for the former Baldivis Primary School was completed in September 2011 as the guiding document for future conservation and management of the place, and to assist with external funding submissions. In addition, with the site included on the Heritage Council of Western Australia’s Assessment Program it is likely that a Conservation Plan would be a requirement prior to any refurbishment works taking place. A detailed schedule of works within the Conservation Plan has been costed at approximately $305,000 and whilst $191,000 remains available within Council’s 2011/12 budget there remains an $114,000 funding shortfall. With the continued availability of Lotterywest ‘Conservation of Cultural Heritage Grants’ to assist with the conservation of the State’s cultural heritage it is considered appropriate to again submit a funding application.

3. Details

The Lotterywest ‘Conservation of Cultural Heritage Grants’ are available to not-for-profit organisations and local government authorities for urgent conservation work on places or objects of significant heritage value. Projects are encouraged where the community will be able to access or use the place once it is conserved, and grants for works are usually only considered if a conservation or treatment plan has been completed. Applications close in early to mid November on an annual basis.

The inclusion of the former Baldivis Primary School on the City’s Municipal Inventory and the Heritage Council’s Assessment Program, the recent completion of a Heritage Impact Statement and Conservation Plan, and the condition assessment that confirms the urgency of conservation works to both buildings provides strong justification for the project to be supported through this Lotterywest Program. The project meets key eligibility criteria including community benefit and significance, community access and support, skills and capability to carry out the project, adherence to conservation practices and standards, evidence of significance and urgency, and confirmation that a recognised practitioner is involved.

The Conservation Plan includes a detailed schedule of works necessary for the physical conservation of the former Baldivis Primary School buildings and site. Given the dilapidation of the buildings a significant majority of the works is recommended within the short term (0 to 12 months) and further works then recommended within the medium term (1 to 3 years) and long term (over 3 years). An ‘Opinion of Probable Cost’ has been prepared by a certified Quantity Surveyor for these works valued at $304,634 including $140,056 for the original school building and $164,578 for the relocated school building. To enable all conservation works to proceed as a matter of urgency a
Lotterywest grant application for $114,800 has been prepared to supplement funds available with
the Council’s 2011/12 budget.
Notably, whilst the City shall seek a funding contribution towards this project any proposed works
remain subject to consideration under Council’s Planning Policy 3.1.7 - Heritage Conservation &
Development. Given that the former Baldivis Primary School has been classed as ‘Management
Category A’ within the Municipal Heritage Inventory (worthy of the highest level of protection) any
proposal must be referred to Council for determination under this policy. The Conservation Plan,
and the specific works subject to the Lotterywest grant application, shall be evaluated by Council’s
Heritage Reference Group and will then be subject to consideration by Council.

4. Implications to Consider

a. Consultation with the Community
   Not applicable.

b. Consultation with Government Agencies
   The City’s Community Infrastructure Planning Team has liaised directly with the Lotterywest
   Program Manager to confirm the eligibility of the former Baldivis Primary School
   refurbishment works under the Conservation of Cultural Heritage Funding Scheme.

c. Strategic
   Community Plan
   This item addresses the Community’s Vision for the future and specifically the following
   Aspiration/s contained in the Community Plan 2011:-
   **Aspiration 3:** A vibrant community, enjoying access to a wide range of education, cultural and artistic activities and a wide range of other social opportunities
   **Aspiration 7:** Community facilities and services that are well utilised, accessible and cost effective, and where appropriate, multi-functional

d. Policy
   Any conservation, protection and/or development of places of cultural heritage significance
   must be undertaken in accordance with the City’s Planning Policy 3.1.7 - Heritage
   Conservation and Development Policy. Due regard shall be given to the conservation and
   protection of any place which is included in the Heritage List under clause 5.4.2 of the City
   of Rockingham Town Planning Scheme No.2. The former Baldivis Primary School is included
   as LGA Place No. 002 within the Municipal Heritage Inventory.

e. Financial
   An amount of $219,775 has been allocated within the 2011/12 budget for asset renewal of
   the former Baldivis Primary School buildings. A Quantity Surveyor has estimated
   refurbishment works to both buildings at approximately $304,634 and therefore external
   funding to the amount of $114,800 is being requested from Lotterywest to negate any
   impact on the City Business Plan.

f. Legal and Statutory
   The assessment, conservation, protection and/or development of places of cultural heritage
   significance must adhere to State Planning Policy 3.5 - Historic Heritage Conservation. In
   addition, given that the former Baldivis Primary School has been nominated for inclusion on
   the State Register of Heritage Places due consideration will be required under the Heritage
   of Western Australia Act 1990.
5. **Comments**

Based on the Heritage Impact Statement and Conservation Plan for the former Baldivis Primary School it is evident that urgent asset renewal works are required given its cultural significance and aesthetic, historic and social values. Whilst any works remain subject to further consideration by Council, in accordance with *Planning Policy 3.1.7 - Heritage Conservation & Development*, the opportunity has been taken to seek external funding to supplement the 2010/11 capital works budget allocation. This grant application was submitted on 3 November 2011 to meet the Lotterywest ‘Conservation of Cultural Heritage Grants’ deadline.

6. **Voting Requirements**

Simple Majority

7. **Officer Recommendation**

That Council *ACCEPT* the submission of a Lotterywest Conservation of Cultural Heritage Grant for refurbishment works to the former Baldivis Primary School subject to further consideration of this matter in accordance with *Planning Policy 3.1.7 - Heritage Conservation and Development Policy*.

8. **Committee Recommendation**

That Council *ACCEPT* the submission of a Lotterywest Conservation of Cultural Heritage Grant for refurbishment works to the former Baldivis Primary School subject to further consideration of this matter in accordance with *Planning Policy 3.1.7 - Heritage Conservation and Development Policy*.

Committee Voting – 4/0

9. **The Committee’s Reason for Varying the Officer’s Recommendation**

Not applicable

10. **Implications of the Changes to the Officer’s Recommendation**

Not applicable
Community Development
Advisory & Occasional Committee Minutes
Community Capacity Building

<table>
<thead>
<tr>
<th>Reference No &amp; Subject:</th>
<th>CCB-028/11 Rockingham Education and Training Advisory Committee Meeting Minutes</th>
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</thead>
<tbody>
<tr>
<td>File No:</td>
<td>CSV/1522</td>
</tr>
<tr>
<td>Author:</td>
<td>Kim Byrnes, Community Development Officer</td>
</tr>
<tr>
<td>Other Contributors:</td>
<td></td>
</tr>
<tr>
<td>Date of Committee Meeting:</td>
<td>7 December 2011</td>
</tr>
<tr>
<td>Terms of Reference:</td>
<td>To facilitate collaboration between key stakeholders to best identify and meet the lifelong educational needs of the Rockingham community.</td>
</tr>
<tr>
<td>Composition:</td>
<td>2 Councillors 10 Community Members Executive Support: Community Development - Community Capacity Building Team</td>
</tr>
<tr>
<td>Disclosure of Interest:</td>
<td></td>
</tr>
<tr>
<td>Nature of Council’s Role in this Matter:</td>
<td>Executive Function</td>
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<tr>
<td>Attachments:</td>
<td>Minutes of the Rockingham Education and Training Advisory Committee Meeting held 9 November 2011</td>
</tr>
<tr>
<td>Maps/Diagrams:</td>
<td></td>
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</tbody>
</table>

1. **Receipt of Minutes**

That Council receive the minutes of Rockingham Education and Training Advisory Committee meeting held on 9 November 2011 for information.

2. **Recommendations to Standing Committee**

There are no recommendations arising from the Rockingham Education and Training Advisory Committee meeting.
### 3. Committee Recommendation

That Council **RECEIVE** the minutes of Rockingham Education and Training Advisory Committee meeting held on 9 November 2011 for information.

Committee Voting - 4/0

### 4. The Committee’s Reason for Varying the Officer’s Recommendation

Not applicable

### 5. Implications of the Changes to the Officer’s Recommendation

Not applicable
## Community Development Advisory & Occasional Committee Minutes
### Community Capacity Building

<table>
<thead>
<tr>
<th>Reference No &amp; Subject:</th>
<th>CCB-029/11 Active Ageing and Care Advisory Committee Meeting Minutes</th>
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</thead>
<tbody>
<tr>
<td>File No:</td>
<td>CSV/534-03</td>
</tr>
<tr>
<td>Author:</td>
<td>Ms Julie McDonald, Active Ageing Development Manager</td>
</tr>
<tr>
<td>Other Contributors:</td>
<td></td>
</tr>
<tr>
<td>Date of Committee Meeting:</td>
<td>7 December 2011</td>
</tr>
<tr>
<td>Terms of Reference:</td>
<td>To drive the development of Rockingham communities to provide lifestyle opportunities, facilities and support services, for people post retirement, seniors, frail elderly and their carers, to ensure their continued participation and inclusion in the community, in order that they can meet their own needs and aspirations.</td>
</tr>
<tr>
<td>Composition:</td>
<td>3 Councillors, 6 Community Members</td>
</tr>
<tr>
<td>Disclosure of Interest:</td>
<td></td>
</tr>
<tr>
<td>Nature of Council's Role in this Matter:</td>
<td>Executive Support - Community Capacity Building Team</td>
</tr>
<tr>
<td>Attachments:</td>
<td>Minutes of the Active Ageing and Care Advisory Committee Meeting held 10 November 2011</td>
</tr>
<tr>
<td>Maps/Diagrams:</td>
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</tbody>
</table>

### 1. Receipt of Minutes

That Council receive the minutes of Active Ageing and Care Advisory Committee held 10 November 2011 for information.

### 2. Recommendations to Standing Committee

#### 2.1 Recommendation 1: Election of Committee Member

**Advisory Committee Recommendation:**

That Council **APPOINT** Kate Gregory as a Committee Member of the Active Ageing and Care Advisory Committee until October 2012.
Implications to Consider

a. Strategic

Community Plan

This item addresses the Community’s Vision for the future and specifically the following Aspiration/s contained in the Community Plan 2011:-

Aspiration 15: Governance systems that ensure decision making and resource allocation is accountable, participative and legally and ethically compliant.

b. Policy

Complies with the City of Rockingham Governance and Meeting Framework Policy June 2011 Section 5.1 of Active Ageing and Care Advisory Policy which specifies the active ageing and care advisory committee composition is 3 councillors and 6 community members of which one of the community positions is vacant and filled by this recommendation.

c. Financial

Nil

d. Legal and Statutory

In accordance with the Local Government Act 1995, Section 5.10 - Appointment of Committee Members.

e. Voting Requirements

Absolute Majority

Officer Comments & Recommendation if Different to Committee Recommendation

Nil

3. Committee Recommendation

That Council

1. RECEIVE the minutes of Active Ageing and Care Advisory Committee held 10 November 2011 for information.

2. APPOINT Kate Gregory as a Committee Member of the Active Ageing and Care Advisory Committee until October 2012.

Committee Voting - 4/0

4. The Committee’s Reason for Varying the Officer’s Recommendation

Not applicable

5. Implications of the Changes to the Officer’s Recommendation

Not applicable
Community Development
Community Capacity Building Services

Reference No & Subject: CCB-030/11 Settlers Hills Community House Lease
File No: COM/97
Proponent/s: Ms Tenille Wightman, Community Development Officer
Author: Mr Michael Holland, Manager Community Capacity Building
Other Contributors: Mr Paul O’Leary, Coordinator Community Leisure Facilities
Date of Committee Meeting: 7 December 2011
Previously before Council: CD53/8/09
Disclosure of Interest: Executive Function
Nature of Council’s Role in this Matter:

Site: Settlers Hills Community House, Arpenteur Drive, Baldivis
Lot Area:
Attachments:
Maps/Diagrams:

1. Purpose of Report

To seek Council endorsement to enter into a new lease with Mark Fletcher (private landowner) for the Settlers Hills Community House located on Arpenteur Drive, Baldivis for a period of two years from January 2012 to January 2014.

2. Background

The Settlers Hills Community House (SHCH) is a residential building previously leased by Stockland Ltd as a facility for a number of community groups to conduct their activities. Stockland advised the City in 2009 that as of 15 December 2009, Stockland’s two year lease of the building would expire, and that they did not intend to renew the lease. The City then undertook an analysis of the use of the facility, and the alternate options within the local area for the user groups.

As a result of this, on 25 August 2009 Council resolved to:

“Agree in principle to establish the Settlers Hills Community Meeting House at Arpenteur Drive as a City of Rockingham Community Centre for a maximum of 2 years until
arrangements are made for the relocation of community groups to suitable premises in Baldivis.”

The SHCH is a residential building that the City leases from private landowner Mark Fletcher in December 2009 for a period of two years. The building offers a facility for a number of community groups in Baldivis to conduct their activities. Currently there are 7 community groups with regular bookings at the House and a number of other groups with casual or one off bookings. There are currently no other City operated Community Centres in the Baldivis area.

The existing two year lease for the SHCH expires on 14 December 2011. Current negotiations have extended this lease to 14 January 2011. Given the important role of the SHCH, and the activities and services that are provided by the user groups to the Baldivis Community, it is considered the City needs to determine whether to enter a new lease until such a time as the Baldivis Library and Community Centre opens to locate user groups within this alternate accommodation (if available). The City has undertaken an analysis of the community user group’s activities and membership, alternative facility options within the local area that the community groups could be relocated to, and general financial implications.

3. Details

The SHCH plays an important role in accommodating a number of community user groups including a playgroup, socially isolated women’s group, religious groups, arts and crafts groups, and the Settlers Hills Residents Association and the Child Health Nurse. As an emerging community it is vital that local residents continue to have access to the activities and services provided by these user groups. Therefore, the decision for the City to seek a lease extension for another two year term or to relocate the user groups into other facilities throughout the Baldivis area has necessitated a detailed analysis as follows:

Audit of Current Community User Groups

<table>
<thead>
<tr>
<th>Regular user Group</th>
<th>Activities</th>
<th>Membership</th>
<th>Days/ Times Group meets</th>
<th>Rooms currently used</th>
<th>Equipment required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Playgroup</td>
<td>Playgroup - 0-4 year olds, indoor play, outdoor play, crafts and parent support/interaction</td>
<td>89 families with most parents bringing two children. Each day has different families</td>
<td>3 days per week, though considering demand would like a 4th day (12 families on wait list)</td>
<td>All downstairs living areas, garage, outside yard area, kitchen and store room</td>
<td>Safe indoor and outdoor play area, toilet and kitchen facilities, seating for adults, secure storage space.</td>
</tr>
<tr>
<td>Child Health Nurse</td>
<td>Provide early intervention partnership model of service to parents and their children from birth to four years. Strong links with playgroup. Developmental screening.</td>
<td>Approximately 140 clients in this area, though this is expected to expand as the area grows.</td>
<td>Tuesdays. This could expand due to the birth notifications being high for this area.</td>
<td>Currently use front bedroom as their child health centre.</td>
<td>Desk. Require access to telephone points and also need to have access to broadband internet if possible. Toilet and kitchen facilities.</td>
</tr>
<tr>
<td>Aglow</td>
<td>Aglow is a Christian organisation which provides a service to women in the community, with a focus on socially isolated women. Social support and guest speakers.</td>
<td>Between 20-40 women per session.</td>
<td>First Tuesday of every month. 1pm to 9.30pm.</td>
<td>All downstairs living areas, toilets, kitchen and laundry as their store room.</td>
<td>Kitchen and toilet facilities, tables and chairs. Storage.</td>
</tr>
</tbody>
</table>
### Regular user Group

<table>
<thead>
<tr>
<th>Activities</th>
<th>Membership</th>
<th>Days/ Times Group meets</th>
<th>Rooms currently used</th>
<th>Equipment required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settlers Hills Community Church</td>
<td>Church group service on Saturdays</td>
<td>Currently 12 people but always expanding.</td>
<td>Every Saturday morning from 9.30am to 12.30pm.</td>
<td>Downstairs living area and toilets.</td>
</tr>
<tr>
<td>Settlers Hills Residents Association</td>
<td>Residents meetings and forums</td>
<td>Approximately 100 members. Usually 30-40 members attend each meeting.</td>
<td>Third Wednesday of every month from 6.30pm to 10.00pm.</td>
<td>Downstairs living area for their meetings and the smaller upstairs area for their storage. Toilets and kitchen.</td>
</tr>
<tr>
<td>Vision Counselling</td>
<td>One to one or group counselling sessions.</td>
<td>Client load varies from month to month.</td>
<td>Varies from month to month. Usually two or three sessions a month.</td>
<td>Upstairs room. Toilets and kitchen.</td>
</tr>
<tr>
<td>Arts and Craft Group</td>
<td>General arts and crafts activities. Were moved from the Baldivis Heritage buildings on Baldivis Road.</td>
<td>Permanent group of 10-20 people.</td>
<td>The group has a arrangement with the City to have one of the rooms for their activities to use as required.</td>
<td>Small user room.</td>
</tr>
</tbody>
</table>

### Analysis of Alternative Facility Options

Given that the City is currently in the early stages of the establishment of the Baldivis Library and Community Centre within the Baldivis Town Centre, it is considered necessary to thoroughly investigate alternative accommodation options until such a time that the Baldivis Library and Community Centre is completed.

There are limited facility options available within the local Baldivis area; however the City investigated options including the Baldivis Recreation Centre, Tranby College, Tuart Ridge Sales Office, and the Salvation Army Building/New Heights Church Centre.

**Amex Tuart Ridge Sales Office (Makybe Drive, Baldivis)**

Although available for community use in 2009 when the initial lease was agreed, The Estate Manager informed the City that this is no longer the case, thus this was no longer an option.

**Baldivis Recreation Centre (Cnr Fifty Road and Baldivis Road, Baldivis)**

Based on current bookings, some of the once a month user groups could meet in the Baldivis Recreation Centre meeting room. The Recreation Centre could not cater for the larger groups, as the meeting room is too small and booking times conflict with existing users of the main hall. Storage would not be available at this facility.

**Tranby College (Tranby Drive, Baldivis)**

Tranby College has recently received Federal Government funding to build a multi-purpose community centre on the school grounds. This has been completed and after speaking with the school Property Manager, the community space includes two large classrooms and a basketball court main hall which can be leased from Tranby at reasonable rates out of school hours. This may be a suitable option for the out of hour's groups, but does not cater for the Women's Group, Playgroup or the Child Health Nurse which are three key user groups of the SHCH during the day.

**Salvation Army, New Heights Church Centre (Cnr Fifty Road and Mandurah Road)**

Located on the corner of Fifty Road and Mandurah Road, the Salvation Army and New Heights Church Community Centre does have several meeting room spaces which could accommodate some of the groups. As the centre used to be a youth camp, the biggest concern is that there is only one central toilet ablation block. This toilet block is not readily accessible for the user groups in the site, and this type of facility is a central requirement to all user groups, particularly the Playgroup. The site buildings are old and in need of renovation which the Salvation Army intend to do at a later
date. The surrounding areas of the centre are not really suitable for the Playgroup as they require a sectioned off play area for outdoor play. User groups have also indicated that the distance from the town centre would mean losing members as there is no current public transport route to this centre. Discussions with the Major (Minister) of the Salvation Army have demonstrated that community groups are welcome to use the building if it meets their needs.

4. Implications to Consider

a. Consultation with the Community

The City’s Community Development Officer and Coordinator of Community Leisure Facilities had discussions with each community group using the facility to ask what their current membership status is and their requirements for a facility to continue their service in the Baldivis community. The groups were all very clear that they are happy with the facility they are currently using, and that if given the option, they would prefer to stay in the SHCH rather than be moved to another location, (only to be moved once again in 2 years time). The biggest user group, the Playgroup has a wait list for 10 more families and can use another day at the SHCH if available. Many of the groups discussed they would consider being open to an increase of fees in the near future to support the groups staying at the SHCH.

b. Consultation with Government Agencies

Consultation with the Child Health Nurse from Department of Health has indicated that they will adjust their service if they are to be moved from the current facility, as the alternate options do not provide a central point for their clients to access, particularly as the only suitable option is not on the public transport route and it is very isolated. The adjusted service will have to include more home visits and a carpooling system which may affect their ability to provide the service to the community.

c. Strategic Community Plan

This item addresses the Community’s Vision for the future and specifically the following Aspiration/s contained in the Community Plan 2011:-

**Aspiration 3:** A vibrant community, enjoying access to a wide range of educational, cultural and artistic activities and a wide range of other social opportunities.

**Aspiration 7:** Community facilities and services that are well utilised, accessible and cost effective, and where appropriate, multi-functional.

d. Policy

Nil

e. Financial

The current lease agreement is $35,000 per annum. Under this lease agreement the City is responsible for all outgoing utilities, rates and taxes, as well as building maintenance. Based on the Council endorsed fees and charges, the current total facility income for 2010/2011 was $11,527, leaving a minimum deficit of $23,473 per year, before utilities, rates and building maintenance. These figures do not include the costs associated with coordination of the booking process.

It should be noted that income attracted by the SHCH will be subject to change based on facility usage, particularly given that user groups have indicated that they may use the facility more often if the lease is renewed. Any increase in fees and charges will be reviewed as part of the 2012/2013 budget process.

The land owner has indicated he will negotiate a new lease for a minimum of two years. Upon endorsement of the provision of a new lease for the SHCH the City’s Community Leisure Facilities team will need to negotiate the terms and conditions of the new lease with expectation that it will be similar to the current lease agreement. A commercial valuation will be carried out prior to negotiations taking place, but it is expected that a similar
agreement will be put in place, with the same amount of funding required to continue the
lease of this building. This is estimated to be close to the $35,000 per annum.

f. Legal and Statutory
Lease documentation will be prepared by the City's Leasing Officer in accordance with the

5. Comments
Analysis of the key user groups of the SHCH, and the exploration of alternate options of appropriate
locations these groups could be moved to are important considerations to whether the lease should
be renewed for another two years. While the number of user groups are relatively low, the services
that these groups provide to the Baldivis community are of high importance, that being early
childhood services and the services for socially isolated women. Without an appropriate facility,
these services may not run within the community, and this would have a strong impact. The
locations that have been sourced as options are appropriate for some groups; however, appropriate
locations could not be sourced for each group, particularly the Play Group. These groups have
indicated that they are happy with the current accommodation, and would prefer not to move if
that was possible, until such a time when the Baldivis Library and Community Centre is built.
Anticipated dates for completion of the Baldivis Library and Community Centre are 18 months to
two years from the date of this report.

In addition, it is important to consider the area where the SHCH is located, Baldivis Ward. Until the
completion of the Baldivis Library and Community Centre, there are little other opportunities for the
community to be connected to a facility in the Baldivis Ward, so consideration needs to take place
of the potential impact on the community, and the message that may be taken from removing one
of the main places that the Baldivis community are connected to. It is important to send the
message to these groups that the City values their contribution through the services they provide to
the Baldivis Community.

6. Voting Requirements
Simple Majority

7. Officer Recommendation
That Council ENDORSE the City entering into a new lease agreement with Mark Fletcher (private
landowner) for the Settlers Hills Community House at Arpenteur Drive, Baldivis, for a maximum of
two years.

8. Committee Recommendation
That Council ENDORSE the City entering into a new lease agreement with Mark Fletcher (private
landowner) for the Settlers Hills Community House at Arpenteur Drive, Baldivis, for a maximum of
two years.

Committee Voting – 4/0

9. The Committee's Reason for Varying the Officer's Recommendation
Not applicable

10. Implications of the Changes to the Officer's Recommendation
Not applicable
1. **Purpose of Report**

To seek Council approval in principle of the City’s Draft Disability Access and Inclusion Plan 2012-2015. The draft will then be open to a public comment period before being resubmitted to Council for final endorsement.

2. **Background**

Local Governments play a significant role in the lives of people with disability because of their broad mandate. All Local Government functions directly or indirectly have an impact upon the quality of life of people with disability who live, work and socialise in their local communities.

The Disability Services Act 1993 (the Act), amended in 2004, requires public authorities to develop and implement Disability Access and Inclusion Plans (DAIPs). These DAIPs ensure that people with disability can access services and facilities provided by public authorities in Western Australia in a way that facilitates increased independence, opportunities and inclusion within the community. The Act makes DAIPs mandatory, and guides their development, implementation and reporting. The Act
also requires that DAIPs apply to agents and contractors providing a service to the public for public authorities, as well as the staff of the authority.

Section 29B of the Act states “a public authority that has a Disability Access and Inclusion Plan must take all practicable measures to ensure that the plan is implemented by the public authority and its officers, employees, agents or contractors”.

Schedule 3 of the Disability Services Regulations 2004 specifies six desired outcomes that DAIPs progress:

1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.
2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of a public authority.
3. People with disabilities receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.
4. People with disabilities receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.
5. People with disabilities have the same opportunities as other people to make complaints to a public authority.
6. People with disabilities have the same opportunities as other people to participate in any public consultation by a public authority.

The DAIP is the strategic approach to creating a City that welcomes diversity and celebrates difference. People with disability comprise up to 20% of the City’s population, a percentage which is only likely to grow as the City’s population expands in the coming years. With this number growing, it is imperative that the City is in touch with the current issues for people with disability, their families and their carers, and has a strategic plan to improve the quality of life of these residents in Rockingham. The City’s current DAIP expires 31 December 2011, hence the need for its review and refresh.

### 3. Details

For the review and development of this Disability Access and Inclusion Plan, a review of literature and trends relevant to People with Disability at national, state and local levels, as well as both sector and community consultation, were undertaken.

#### 3.1 Sector Consultation

One on one interviews were conducted with representatives from identified community agencies in Rockingham, who work with people with disability. In total, 38 staff members from a variety of agencies were interviewed from the following agencies and groups:

- City of Rockingham Disability Access Reference Group
- City of Rockingham Active Ageing Advisory Committee
- Rockingham Local Area Coordinators (Disability Services Commission)
- South Metropolitan Personnel Lifeskills2work
- Intework
- Interchange
- Riding for the Disabled WA (Baldivis)
- Activ Foundation
- Rocky Bay
- Bethanie Wellness Centre
- Malibu School
- WA Disability Sports Association
Association for the Blind WA

The informal interviews explored the current issues for people in Rockingham with disability, and focused on some of the solutions that could be implemented to work towards reducing these barriers. The top three issues that consistently were raised during the interviews were:

- the need for increased social inclusion opportunities for people with disability – particularly young people
- the need for networking and information sharing opportunities for people working in the sector,
- General physical access issues to the City’s facilities – particularly the two aquatic centres.

### 3.2 Community Consultation

A community consultation workshop was held to provide additional information from the community in order to update the Plan prior to its expiry date in 2011. This was done to ensure that information captured from one on one discussion with people working in the sector reflected the current concerns of people with disability, their families and their carers.

The consultation workshop was held on the 6 July 2011 and was attended by forty people. There was a strong community representation at this workshop. The consultation process was internally facilitated and the participants, working in small groups, were encouraged to identify together, as a community, what the current issues were for people with disability in Rockingham. This resulted in drawing out key issues and concerns that pertained to having an inclusive community. Each group was then given one of the six outcomes outlined in the DAIP and asked to work as a small community to provide their thoughts on what key strategies should be in place to address these outcomes. The workshop was well received and there was strong feedback that the opportunity for community members to have their say was a positive experience, and that there should be more opportunities for people to have their say on integral matters such as access and inclusion in the future.

Below is a table with the top eight themes that were consistently raised and discussed as priority action items from this community consultation.

<table>
<thead>
<tr>
<th>Top Priorities for Action in the refreshed DAIP</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ongoing physical access issues with parking, ramps and toilets - mainly on private property</td>
</tr>
<tr>
<td>2. City of Rockingham Recreation and Leisure facilities - meeting current Access to Premises Standards</td>
</tr>
<tr>
<td>3. Specific need to address access issues to the Aquatic Centres in Rockingham regarding hoists, changing facilities etc.</td>
</tr>
<tr>
<td>4. City of Rockingham website, making it meet accessible standards and also providing current information</td>
</tr>
<tr>
<td>5. Promotion of current City of Rockingham events and services as inclusive to the Rockingham community (and extra support to include people with disability in these programs)</td>
</tr>
<tr>
<td>6. Social inclusion events are becoming an important priority for people with disability (including International Day for People with Disability)</td>
</tr>
<tr>
<td>7. The need for consistent consultation opportunities as well as networking and information sharing opportunities</td>
</tr>
<tr>
<td>8. Continued need to work with planners, builders and engineers to ensure that facilities are built with access and inclusion principles in mind</td>
</tr>
</tbody>
</table>

Generally, there was a consensus that physical access was improving around the City of Rockingham, but there were some specific areas identified as being of immediate concern. There was also still a need to educate and encourage officers in the City to work towards exceeding the minimum standards when planning major community infrastructure. One evident outcome of this
consultation was that there is an obvious need to work on increasing the awareness of the limitations of what Local Government is able to do in terms of improving physical access as the immediate priorities were still many issues raised of parking, ramps and accessible toilets on private property, to which the City can only advocate for change. The City is however, able to examine its own facilities and buildings to ensure things like parking, toilets, lifts and footpaths are accessible for people with disability.

Access to the City’s recreation and community facilities was identified as an area needing improvement, with the aquatic centres identified specifically for improvement. More explicitly, it was identified that there is a need to review the current changing facilities, access to the water within the aquatic centres and hours of operation for the hydrotherapy pool as immediate priorities.

General access to print and auditory information was discussed at length, with suggestions of including important access information in rates notices being discussed as a way to support this issue. The participants identified that the City’s website was a weak point in terms of updated regular information, and it being presented in an accessible format.

Social inclusion activities were identified as an emerging issue, particularly for younger people. There is a need to provide regular social events for people with disability, as well as continue to celebrate International Day for People with Disability. In addition to this, there is a strong need to work with recreation and leisure providers in the City to consider becoming more inclusive to people with disability. The hire of the City’s community buildings was also a major issue, as it was too expensive for disability organisations to be able to hire regularly, reducing the amount of programs that were able to be provided by these organisations, and therefore decreasing access to social opportunities.

Another consistent matter that was discussed was the need for networking and information sharing opportunities, which is something the City could facilitate in partnership with local service providers. There were several opportunities for people to network around the state, but nothing for local service providers in Rockingham. It was evident that there was a gap in what service providers knew about each other’s services, so providing a networking opportunity would work to resolve some of these gaps.

The Disability Access and Inclusion Plan implementation actions derive from the six key elements as mandated by the Disability Services Commission. These implementation actions are a direct result from the sector and community consultation outcomes and will provide opportunities for the development and inclusion of people with disability in the Rockingham community and contribute to working towards being a City that welcomes difference and celebrates diversity.

4. Implications to Consider

a. Consultation with the Community

Extensive consultation and engagement was undertaken with members from the Rockingham community, including people with disability, carers, family members, community agencies and not-for-profits, as outlined above.

b. Consultation with Government Agencies

Consultation was undertaken with a wide range of Government agencies within the disability sector in Rockingham, including the Disability Services Commission Local Area Coordinators, and Department of Transport.

c. Strategic Community Plan

This item addresses the Community’s Vision for the future and specifically the following Aspiration/s contained in the Community Plan 2011:-

Aspiration 1: An involved and engaged community enjoying a lifestyle that caters for all residents including those with specific or special needs.
Aspiration 7: Community facilities and services that are well utilised, accessible and cost effective, and where appropriate, multi-functional.

d. Policy


e. Financial

All programs, events and projects identified within the Disability Access and Inclusion Plan that require funds have budgeted allocations presented within the Team Plan which, in turn are represented in the City Business Plan and annual budgets, including potential external funding sources.

f. Legal and Statutory

The Act requires public authorities to develop and implement Disability Access and Inclusion Plans (DAIPs). Section 29B of the Act states “a public authority that has a Disability Access and Inclusion Plan must take all practicable measures to ensure that the plan is implemented by the public authority and its officers, employees, agents or contractors”.

5. Comments

It is a requirement of the Act, that all Local Government authorities will have a Disability Access and Inclusion Plan (DAIP). This draft DAIP fulfils this requirement and has been developed with key implementation actions that have derived from strong sector and community engagement. These actions will be closely aligned with the City’s team plans, as well as underpinning aspirations within the City’s Community Plan.

It is important to acknowledge that over 20% of the City’s population has a disability of some kind. This DAIP is significant for this particular community group as it will provide opportunities for the development and inclusion of people with disability in the Rockingham community and contribute to working towards being a City that welcomes difference and celebrates diversity. Each action has been carefully developed by the guidance of the community engagement, and represents the City’s commitment to continue to strive for excellence in the area of disability access and inclusion.

6. Voting Requirements

Simple Majority

7. Officer Recommendation

That Council **ACCEPT** the draft Disability Access Inclusion Plan 2012-2015.

8. Committee Recommendation

That Council **ACCEPT** the draft Disability Access Inclusion Plan 2012-2015.

Committee Voting – 4/0

9. The Committee’s Reason for Varying the Officer’s Recommendation

Not applicable

10. Implications of the Changes to the Officer’s Recommendation

Not applicable
### Community Safety

#### Community Development Advisory & Occasional Committee Minutes

**Community Safety**

<table>
<thead>
<tr>
<th>Reference No &amp; Subject:</th>
<th>CSA-012/11 City Safe Advisory Committee Meeting Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>File No:</td>
<td>COM/55</td>
</tr>
<tr>
<td>Author:</td>
<td>Ms Jo Harriman, Events &amp; Administration Officer</td>
</tr>
<tr>
<td>Other Contributors:</td>
<td>3 Councillors, 9 Community Members</td>
</tr>
<tr>
<td>Date of Committee Meeting:</td>
<td>7 December 2011</td>
</tr>
<tr>
<td>Terms of Reference:</td>
<td>To provide a consultative forum that can effectively advise Council on community safety matters that arise in the City of Rockingham.</td>
</tr>
<tr>
<td>Composition:</td>
<td>3 Councillors, 9 Community Members</td>
</tr>
<tr>
<td></td>
<td>Executive Support – Community Development</td>
</tr>
<tr>
<td></td>
<td>Community Safety Team</td>
</tr>
<tr>
<td>Disclosure of Interest:</td>
<td>Executive Function</td>
</tr>
<tr>
<td>Nature of Council’s Role in this Matter:</td>
<td></td>
</tr>
<tr>
<td>Attachments:</td>
<td>Minutes of the City Safe Advisory Committee Meeting held on 10 November 2012</td>
</tr>
<tr>
<td>Maps/Diagrams:</td>
<td></td>
</tr>
</tbody>
</table>

1. **Receipt of Minutes**

That Council receive the minutes of the City Safe Advisory Committee meeting held on 10 November 2011 for information.

2. **Recommendations to Standing Committee**

There were no recommendations arising from the City Safe Advisory Committee Meeting held on 10 November 2011.
3. **Committee Recommendation**

That Council *RECEIVE* the minutes of the City Safe Advisory Committee meeting held on 10 November 2011 for information.

Committee Voting - 4/0

4. **The Committee’s Reason for Varying the Officer’s Recommendation**

Not applicable

5. **Implications of the Changes to the Officer’s Recommendation**

Not applicable
1. **Purpose of Report**

Council to consider a number of options regarding the continuation or cessation of the Community Security Service currently provided under contract by Wilson Security.

2. **Background**

For a number of years prior to 2005, City of Rockingham residents voiced concern to Councillors and City of Rockingham Officers, around response times of Police and the priority in which offences such as anti-social behaviour and burglaries were given. The City of Rockingham undertook a
professional community consultation process between 2005 and 2006 using Business Horizons Consultants. Highlighted was community interest in the investigation of security patrols operating within the City as a method to improve community safety and crime prevention, to reduce the fear of crime, to provide proactive alternatives to crime and crime prevention, and where possible, provide an alternative to residents for assistance/attendance, due to perceived issues around Police response times. In 2006 the City Safe business unit with relevant partners and stakeholders, developed the inaugural Community Safety and Crime Prevention Partnership Plan. Community interest in security patrols was reiterated throughout this process and led to its inclusion in the plan.

The main role of the Community Security Service and the Community Security Patrol Officer at inception was defined as to, observe, report and monitor incidents involving safety and security within the community. The main objectives and strategies that were agreed to be incorporated in the original contract required the following activities:

- Develop a set of prospective security patrol formats for implementation across the City of Rockingham.
- To undertake community and business consultations to seek input regarding the above.

At completion of the objectives, a report was presented to Council on 23 January 2007 which resulted in a resolution to:

1. Approve in principle the appointing of an external provider for a period of two years to undertake the provision of Community Security Patrols.
2. Appoint a working party comprising of Mayor Sammels, Manager Executive Services, Coordinator Community Safety and Security, Manager Accounting Services and Senior Rates Clerk to investigate funding of the Community Security Patrols through a service charge on owners of land within the district as permitted by Section 6.38 of the Local Government Act 1995.
3. Prepare appropriate tender documentation.
4. Call tenders for the provision of the Community Security Patrols by an External Provider and further consider this matter upon presentation of the results of the investigation of funding options and details of relevant tenders.

Further, Council invite input from community organisations or private companies that currently undertake independent security patrols within specific areas throughout the City to have input into the proposal.”

Following the above, tender requests were received, processed and Council appointed the tender contract to Wilson Security for the initial two year period from 1 July 2008 until 30 June 2010. The contract allowed for the service to be renewed by the City of Rockingham after the initial two (2) year period, in one (1) year increments for a further three (3) years.


A remaining one (1) year increment extension option remains on the current contract with Wilson Security. As the current second year extension option draws to an end on 30 June 2012, it is necessary to review the Community Security Service to date and consider appropriate arrangements to be put in place for 1 July 2012.

3. **Details**

3.1 **Current Costs**

The total price of the Community Security Service for the 2011/2012 financial year (as detailed in the prior report to Council on 27 April 2011) is $1,685,566.96 + GST.
The Community Security Service is funded through a rate payers levy applied to each rateable property in the City of Rockingham. The current annual cost per rateable property in the fourth year of operation is $36.60.

The current price is calculated on the previous years’ actual costs, which were escalated in line with the then current estimates of CPI rates. See Table 1 for a breakdown of the price associated with the fixed price contract. The current year and previous years costs are actual figures and the year four figures are based on the 2010/11 budget escalated by the then estimated 3.0% CPI, which is in accordance with the current contract with Wilson Security, Section 4.4 ‘Annual Price Variation’ which states,

‘Notwithstanding the provisions of Clause 3.23, if the Contract is extended in accordance with Clause 4.2 then the Contract rates shall be subject to a price variation every 12 calendar months from the date of award. Such a price variation shall be calculated in accordance with the variation in the Consumer Price Index (CPI) for Perth Western Australia for all groups for the 12 months preceding the last completed CPI quarter as at the date the price variation is due’.

However, Wilson Security issued a quote for the 2011/2012 financial year that exceeded the forecast CPI rate of 3.0%. The increase above CPI was related to an increase in salaries in the security industry which has been driven by the Fair Work Act requirements to ensure continuity and parity in staffing salaries.

Please see Table 1 for a comparison of actual costs issued by Wilson Security from 2008/2009 to 2010/2011 and the quote for 2011/2012.
### Table 1: Wilson Security Fixed Price Contract Breakdown 2008/09 to 2010/11. Current 2011/12 budget (year 4) including 3.0% CPI verses Wilson Security Quote at 4.5% Projected Expenditure

<table>
<thead>
<tr>
<th></th>
<th>Year 1 Actual Costs 2008/09</th>
<th>Year 2 Actual Costs 2009/10</th>
<th>Budget Year 3 2010/2011 (including CPI)</th>
<th>Projected Budget Year 4 2011/2012 (including CPI at 3.0%)</th>
<th>Wilson Security Quote Year 4 2011/2012 (Increase 4.5%)</th>
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<tr>
<td>1</td>
<td>Labour (Security Level III Award Wages)</td>
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<tr>
<td></td>
<td>- Supervisor allowance x 2</td>
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<td>- Senior Guard allowance x 2</td>
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<td>- Includes a first aid allowance x 16</td>
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<td>Direct Labour Costs</td>
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<td>- Annual Leave 11.00%</td>
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<td>- Sick Leave 2.00%</td>
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<td>- Long Service Leave 0.75%</td>
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<td>- Superannuation 9.00%</td>
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<td>- Payroll Tax 5.50%</td>
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<td>- Workers Compensation 5.00%</td>
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<td>Indirect</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Vehicle Costs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- 5 x Hyundai i30 / Elantra</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- GPRS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Two Way Radios</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Fuel</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Maintenance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Light Bar, Signage, First Aid</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Insurance Rego</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Contractors Depot</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Rent</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Outgoings – Office Costs, Fax/Phone line</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Administration and Management 8%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3.2 The Community Security Service - Wilson Security

3.2.1 Operational Details
Since 1 July 2008, the Community Security Service has operated twenty-four (24) hours per day, seven (7) days per week throughout the year, including public holidays. Four (4) mobile Security Patrol Officers are on duty at all times, covering three (3) patrol zones. During this period the licensed Security Officers have responded to a wide range of issues.

Community Security Service Officers can respond to:
- Anti social behaviour and vandalism - street/public property, drinking and loitering
- Damage and graffiti to property
- Suspicious activity
- Holiday Watch
- Intelligence sharing and reporting to Police
- Noisy parties
- Targeted patrols (requested by residents, City of Rockingham and Police)
- Attend criminal proceedings as a witness

Community Security Service Officers are not a substitute for the Police and cannot respond to criminal offences including, but not limited to:
- Assaults
- Domestic Violence
- Life threatening or serious acts of crime

City of Rockingham Officers and Community Security Service Officers continue to educate residents, visitors and businesses that if they witness a criminal offence or feel threatened or unsafe, they should always call Police on 131 444, or if an emergency, 000.
3.2.2 Zones and Staffing

The City of Rockingham has been divided into three (3) designated zones (see Zone Map below) each with a dedicated patrol vehicle, the 4th supervisor vehicle acts as a roving support between the designated zones. Flexibility within the contract enables the City of Rockingham to redefine the zones as required. Wilson Security Officers work on a 7 day on, 7 day off, 12 hour per shift roster system.

Figure 1: Zone Map

3.3 Evaluation of Outcomes and Performance Against Key Performance Indicators

The current contract is a performance based contract with measurable Key Performance Indicators (KPIs) and minimum standards of performance targets. Weekly operational meetings are held between community safety officers and Wilson Security supervisory officers to discuss day to day operational issues and to address any performance issues that have been raised. Monthly strategic meetings are held between community safety officers and the Wilson Security management team, to discuss the ongoing operation and strategic performance of the Community Security Service.

An example of the current KPIs in place for the 3rd quarter of 2011 (July 2011 to September 2011) are shown in Table 2.

The tracking system used to evaluate if a KPI has been met or not, is the green or red system. Green simply means the KPI has been met and red means that the KPI was not met (see Table 2).

The associated performance results for the 3rd quarter KPIs that are shown in Table 2 are displayed in Table 3a, b and c. Please be aware that response times displayed in Table 3a, b and c represent requests from residents and also include responses to City of Rockingham alarm call outs.
### Table 2  Key Performance Indicator Tracking

<table>
<thead>
<tr>
<th>Measurable</th>
<th>Action</th>
<th>July 2011</th>
<th>August 2011</th>
<th>Sept 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patrol Hours</td>
<td>Four Vehicles, 24 hours a day, Seven days a week, Vehicles to start and finish within the City of Rockingham. Total: 90 patrol hours per day. Performance should not fall below 90% of the 90 hours.</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Response Time</td>
<td>Respond within a 15 minute time frame from initial complaint. Performance should not fall below 80% of meeting this criteria.</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td>Customer Satisfaction Survey</td>
<td>Return at least 90% favourable response where favourable is defined as achieving a score of 5 or more on a scale of 1-10.</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Statistical Information and Reports</td>
<td>Deliver statistical information as outlined in the Service Description. This should include: Daily Incident Reports Monthly Graphical Reports by Suburb Annual Statistical Reports Reports as requested by the City of Rockingham</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Statistical Analysis</td>
<td>Assist in the development of strategies and initiatives based on the statistical data.</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Demonstrated Skills Competency and Ongoing Training of Staff</td>
<td>Provide a training plan and ongoing staff development to address any gap and needs analysis.</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Global Positioning System</td>
<td>Provide GPS tracking data when required by the City of Rockingham.</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Alarm Response Time to all Council Assets</td>
<td>Respond within a 15 minute timeframe to alarm call outs. Performance should not fall below 80% of meeting this criteria.</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Delivery of Council Satchels</td>
<td>Delivery of Satchels within 4 hours of notification each Thursday. Performance should not fall below 90% of meeting this criteria.</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Perimeter Checks of Council Assets</td>
<td>Provide daily perimeter checks of Council Administration Building and other Council Assets as directed.</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Damage Reports</td>
<td>Provide daily damage reports to the City and other Agencies.</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
</tbody>
</table>
Table 3a: Total Monthly Response Times - July 2011

Response Times by Zone - Monday to Sunday

<table>
<thead>
<tr>
<th>ZONE 1</th>
<th>ZONE 2</th>
<th>ZONE 3</th>
<th>TOTALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over 15 mins</td>
<td>12</td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>11 to 15 mins</td>
<td>22</td>
<td>13</td>
<td>7</td>
</tr>
<tr>
<td>6 to 10 mins</td>
<td>56</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>1 to 5 mins</td>
<td>28</td>
<td>2</td>
<td>5</td>
</tr>
</tbody>
</table>

Total Attendances 179
Total Attendances in 15 minutes or under 155

Zone 1 - Attendances under 15 Minutes 90%
Zone 2 - Attendances under 15 Minutes 72%
Zone 3 - Attendances under 15 Minutes 92%

Total Percentage of attendance 15 minutes or under 87%
Total Percentage of attendance over 15 minutes 13%
### Table 3b: Total Monthly Response Times - August 2011

Response Times by Zone - Monday to Sunday

<table>
<thead>
<tr>
<th>ZONE 1</th>
<th>ZONE 2</th>
<th>ZONE 3</th>
<th>TOTALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over 15 mins</td>
<td>22</td>
<td>18</td>
<td>3</td>
</tr>
<tr>
<td>11 to 15 mins</td>
<td>24</td>
<td>17</td>
<td>4</td>
</tr>
<tr>
<td>6 to 10 mins</td>
<td>45</td>
<td>7</td>
<td>13</td>
</tr>
<tr>
<td>1 to 5 mins</td>
<td>33</td>
<td>8</td>
<td>3</td>
</tr>
</tbody>
</table>

Total Attendances: 197
Total Attendances in 15 minutes or under: 154

Zone 1 - Attendances under 15 Minutes: 82%
Zone 2 - Attendances under 15 Minutes: 64%
Zone 3 - Attendances under 15 Minutes: 87%

Total Percentage of attendance 15 minutes or under: 78%
Total Percentage of attendance over 15 minutes: 22%
**Table 3c: Total Monthly Response Times - September 2011**

**Response Times by Zone - Monday to Sunday**

<table>
<thead>
<tr>
<th></th>
<th>ZONE 1</th>
<th>ZONE 2</th>
<th>ZONE 3</th>
<th>TOTALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over 15 mins</td>
<td>17</td>
<td>8</td>
<td>3</td>
<td>28</td>
</tr>
<tr>
<td>11 to 15 mins</td>
<td>29</td>
<td>11</td>
<td>5</td>
<td>45</td>
</tr>
<tr>
<td>6 to 10 mins</td>
<td>49</td>
<td>18</td>
<td>8</td>
<td>75</td>
</tr>
<tr>
<td>1 to 5 mins</td>
<td>25</td>
<td>5</td>
<td>5</td>
<td>35</td>
</tr>
</tbody>
</table>

Total Attendances | 183
Total Attendances in 15 minutes or under | 155

Zone 1 - Attendances under 15 Minutes | 86%
Zone 2 - Attendances under 15 Minutes | 81%
Zone 3 - Attendances under 15 Minutes | 86%

Total Percentage of attendance 15 minutes or under | 85%
Total Percentage of attendance over 15 minutes | 15%
KPI results for the third quarter of 2011 show that the Community Security Service, provided by Wilson Security, is meeting all of their set targets, apart from a decrease in the August 2011 response time in Zone 2 (Table 3b). Currently Zone 2 is the largest of the three (3) zones and takes in Baldivis, Warnbro & Port Kennedy. Response times can be affected by a number of factors that include, the number of requests to the service at any given time and priorities, as determined by the City of Rockingham.

As part of the ongoing performance management of the Wilson Security contract, community safety Officers receive daily, monthly and annual operation reports. During weekly and monthly strategy meetings, KPI’s are reviewed and options are discussed and agreed upon to facilitate improvements. This results in a consistent and continued focus on changing areas of demand and assists the service in meeting the safety and security aspirations of residents and visitors to the City of Rockingham.

Table 4a shows the proposed strategic changes that will be implemented for the fourth quarter 2011. All fields that have been highlighted in yellow signify a change or edit in the existing third quarter KPI’s shown in Table 2. Table 4b shows additional methods of managing the performance of the Wilson Security contract that have been implemented and monitored by City of Rockingham, Community Safety Officers.

### Table 4a: Proposed KPI’s for Wilson Security - Fourth Quarter

<table>
<thead>
<tr>
<th>KPI</th>
<th>Performance Measurement</th>
<th>Time Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response Time</td>
<td>Respond within a 15 minute time frame from initial complaint. Performance should not fall below 80% of meeting this criteria.</td>
<td>Monthly</td>
</tr>
<tr>
<td>Customer Satisfaction – Survey on Call Centre Staff Performance</td>
<td>Return at least 90% favourable response on survey, where favourable is defined as achieving a positive customer satisfaction score on a scale of 1-5.</td>
<td>Monthly</td>
</tr>
<tr>
<td>Customer Satisfaction – Survey on Security Officer’s Performance</td>
<td>Return at least 90% favourable response on survey, where favourable is defined as achieving a positive customer satisfaction score on a scale of 1-5.</td>
<td>Monthly</td>
</tr>
</tbody>
</table>
| Statistical Information and Reports      | Deliver statistical information as outlined in the Service Description. This should include:
  - Daily Incident Reports **within two days**.
  - Monthly Graphical Reports by Suburb **within one week of end of month**.
  - Annual Statistical Reports.
  - Reports as requested by the City of Rockingham **within one working day**. Minimum of five ‘good news’ stories to be supplied. | Monthly   |
| Alarm Response Time to all Council Assets | Respond within a 15 minute timeframe to alarm call outs. Performance should not fall below 80% of meeting this criteria                                                                                                                                 | Monthly   |
| Delivery of Council Satchels             | Delivery of satchels within 4 hours of notification each Thursday. Performance should not fall below 100% of meeting this criteria.                                                                                   | Weekly    |
Table 4b: City of Rockingham Contract Monitoring Mechanisms

<table>
<thead>
<tr>
<th>Measurable</th>
<th>City of Rockingham Action</th>
<th>Time Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review Reports for the previous week</td>
<td>Review daily reports from previous week.</td>
<td>Monday, Weekly</td>
</tr>
<tr>
<td>Send Customer Service Survey to 10 users of the service in previous week</td>
<td>Select 10 random users of the Service (exclude Holiday Watch, Cocooning, Additional Patrols) and send Community Security Service Survey and letter, including reply-paid envelope.</td>
<td>Monday, Weekly</td>
</tr>
<tr>
<td>Review GPS Tracking Software for 30 minutes</td>
<td>Log in to Smart Track System and review vehicles, confirm functionality of GPS System.</td>
<td>Once, Weekly</td>
</tr>
<tr>
<td>Delivery of Council Satchels</td>
<td>Confirm that satchels were delivered within 4 hours (email to be sent by Wilson Shift Supervisor upon completion of delivery).</td>
<td>Friday, Weekly</td>
</tr>
<tr>
<td>Call 1300 # and rate Operator</td>
<td>Call service and place job, rate call operator, review daily job sheet to confirm attendance, time taken to respond and action taken. Form (attachment A) to be completed as template.</td>
<td>One call, Monthly</td>
</tr>
<tr>
<td>GPS Tracking</td>
<td>Request a random day of GPS reporting from the contractor</td>
<td>Once, Monthly</td>
</tr>
<tr>
<td>Feedback to Contractor</td>
<td>Complete Monthly KPI Tracking Sheet and forward to Wilson Security with comments within one week of monthly Reports being received. If KPI’s are not met, request written explanation (to be returned within one week of request).</td>
<td>Once, Monthly</td>
</tr>
</tbody>
</table>

3.4 Analysis of Statistics

All projects and initiatives conducted through the Community Safety team work together in a multifaceted approach, therefore it’s important to note that the following is a result of projects working together, hence successes and weaknesses are difficult to attribute to a single stand alone product or service.

The outputs listed in Table 5 are affected by crime trends and reflect hotspots, focus areas and community concerns that are often in a state of change. From Table 5 it can be seen that in a number of areas, calls received and requests made of the service, have fluctuated from the services inception in July 2008 to September 2011. Please note that the reporting of City of Rockingham maintenance issues is a developing strategy. Examples of issues that patrolling officers come across are broken street lights, road surface deficiencies, damaged kerbing etc. Whilst some of these issues are currently reported through the ‘Rangers/Parking/Dogs’ column in Table 5, this data has not been broken down into individual categories (broken street light etc). Trials are currently under way with a new reporting system that aims to fully record and categorise all Officers’ experiences whilst patrolling the City.

Table 5: Analysis of Outputs

<table>
<thead>
<tr>
<th></th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011 (1 Jan 2011 to 21 Sept 2011)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Patrols</td>
<td>165</td>
<td>284</td>
<td>406</td>
<td>389</td>
</tr>
<tr>
<td>Alarms - COUNCIL</td>
<td>N/A</td>
<td>0</td>
<td>420</td>
<td>907</td>
</tr>
<tr>
<td>Alcohol</td>
<td>104</td>
<td>46</td>
<td>38</td>
<td>18</td>
</tr>
<tr>
<td>Anti-Social Behaviour</td>
<td>954</td>
<td>830</td>
<td>543</td>
<td>295</td>
</tr>
</tbody>
</table>
CONFIRMED AT A COMMUNITY DEVELOPMENT MEETING HELD ON MONDAY, 13 FEBRUARY 2012

<table>
<thead>
<tr>
<th>Category</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assault</td>
<td>33</td>
<td>20</td>
<td>9</td>
<td>8</td>
</tr>
<tr>
<td>Burglary</td>
<td>39</td>
<td>37</td>
<td>27</td>
<td>16</td>
</tr>
<tr>
<td>Customer Request</td>
<td>95</td>
<td>106</td>
<td>59</td>
<td>135</td>
</tr>
<tr>
<td>Drugs</td>
<td>40</td>
<td>18</td>
<td>16</td>
<td>1</td>
</tr>
<tr>
<td>Environment</td>
<td>31</td>
<td>52</td>
<td>62</td>
<td>48</td>
</tr>
<tr>
<td>Fire</td>
<td>59</td>
<td>59</td>
<td>73</td>
<td>33</td>
</tr>
<tr>
<td>Graffiti</td>
<td>120</td>
<td>46</td>
<td>94</td>
<td>229</td>
</tr>
<tr>
<td>Holiday Watch</td>
<td>271</td>
<td>334</td>
<td>433</td>
<td>274</td>
</tr>
<tr>
<td>Medical Assistance</td>
<td>11</td>
<td>8</td>
<td>13</td>
<td>4</td>
</tr>
<tr>
<td>Missing Person</td>
<td>13</td>
<td>8</td>
<td>11</td>
<td>8</td>
</tr>
<tr>
<td>MV - Abandoned/Theft</td>
<td>295</td>
<td>203</td>
<td>154</td>
<td>66</td>
</tr>
<tr>
<td>Noise Complaint</td>
<td>155</td>
<td>190</td>
<td>230</td>
<td>66</td>
</tr>
<tr>
<td>Offender Detained</td>
<td>5</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Police Requested Patrols</td>
<td>48</td>
<td>48</td>
<td>751</td>
<td>880</td>
</tr>
<tr>
<td>Property</td>
<td>243</td>
<td>285</td>
<td>191</td>
<td>117</td>
</tr>
<tr>
<td>Rangers/Parking/Dogs</td>
<td>90</td>
<td>150</td>
<td>207</td>
<td>165</td>
</tr>
<tr>
<td>Recovered Property</td>
<td>32</td>
<td>22</td>
<td>30</td>
<td>15</td>
</tr>
<tr>
<td>Stealing</td>
<td>32</td>
<td>24</td>
<td>20</td>
<td>17</td>
</tr>
<tr>
<td>Suspicious Activity</td>
<td>524</td>
<td>343</td>
<td>343</td>
<td>211</td>
</tr>
<tr>
<td>Traffic Incident</td>
<td>94</td>
<td>68</td>
<td>47</td>
<td>77</td>
</tr>
<tr>
<td>Trespass</td>
<td>80</td>
<td>90</td>
<td>77</td>
<td>32</td>
</tr>
<tr>
<td>Vandalism/Damage</td>
<td>354</td>
<td>305</td>
<td>314</td>
<td>143</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>3,887</td>
<td>3,577</td>
<td>4,568</td>
<td>4,154</td>
</tr>
</tbody>
</table>

Community education and the ongoing promotion of the service appears to have contributed to an increase in residents knowledge of, and utilisation of, the Community Security Service, and has seen additional requested patrols (‘Additional Patrols’) from residents more than double from 165 requests 2008 to 389 requests in 2011 (1 January 2011 to 21 September 2011). This is an indication that the community is utilising the service as a proactive tool, for example a resident may have noticed anti-social behaviour in an area and has therefore requested additional patrols to that area for a period of time.

Holiday Watch is a confidential service which can provide random patrols of a resident’s property whilst they are away or on holiday. This service has been popular within the community and is reflected in the steady increase in requests for this service over the past three years from 271 in 2008 to 433 in 2010. The number of requests to date for 2011 (1 January 2011 to 21 September 2011) currently sits at 274.

Police requested patrols have increased dramatically with over fifteen times more requests since the services inception, an increase from 48 in 2008 to 751 in 2010. The number of Police requested patrols to date for 2011 (1 January 2011 to 21 September 2011) currently sits at 880. This is a direct result of the City of Rockingham facilitating the Community Security Service and Police to increase communication and exchange of intelligence twice daily. Community Safety Officers, Police and the Community Security Service have also increased the undertaking of joint operations.

Significant drops in requests for assistance involving alcohol and anti-social behaviour have occurred and may be attributed to a number of contributing factors. Community education is a priority and may have resulted in more residents contacting Police directly to deal with these issues (these offences generally
remain the responsibility of Police). Additionally, as Wilson Security call centre staff become more efficient in processes and procedures, when receiving requests that aren’t within the Community Security Service, calls are directed to Police or other relevant agencies such as Department of Conservation, Main Roads etc.

To date, in 2011 (21 September), Community Security Officers completed approximately 461 jobs per month, an increase from 324 per month in 2008. It is important to note that the length of time to complete jobs can vary. Some may take an Officer a matter of minutes whereas other tasks, such as patrols and delivery of councillor satchels, may take a number of hours. The non tangible benefits to the community and their opinions of safety including the deterrence of incidents from a visible presence, are difficult to measure however, as indicated in feedback regarding the Community Security Service, are considered real benefits to the expanding community.

3.5 Improvement of Current Service – Wilson Security

The 2011 Community Security Service Survey (Attachment 3) provided respondents an opportunity to comment on possible improvements to the current Community Security Service. Question 20 of the survey queried ‘If you would like to see the current Community Security Service expanded, which one or more of the following would you choose to see happen?’

The following results (based on the first 500 responses received between Monday 22 August 2011 and 26 September 2011) have been collated:

- 70.9% of respondents would like additional patrol vehicles,
- 62% would like additional patrol officers,
- 59.3% would like mobile CCTV cameras added to vehicles; and
- 8.9% selected no improvements.

Further, when respondents were asked Question 21, ‘Would you be prepared to pay an increase in the annual levy to expand the Community Security Service?’ Out of 500 surveys received, 463 people answered this question with 54.2% saying ‘yes’ and 45.8% saying ‘no’.
Table 6: Question 21

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response %</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
<td>54.2</td>
<td>251</td>
</tr>
<tr>
<td>NO</td>
<td>45.8</td>
<td>212</td>
</tr>
</tbody>
</table>

Number of people who answered question 463
Number of people who skipped question 37

In reply to Question 22, ‘What times/days do you think the Community Security Service should operate to be most effective?’ respondents were given the following options:
- 24 hours a day, 7 days a week
- Night patrols only - 7 days a week, 6pm - 6am
- Weekend night patrols only - Thursday - Sunday, 6pm - 6am

The majority of respondents (70.5%) stated that the Service should operate 24/7, as per the current contract, 21.4% responded that night patrols, between 6pm and 6am, would be most effective and 8.1% indicated that weekend night patrols, Thursday to Sunday 6pm to 6am was their preferred option.

3.6 Detailed Options for Continuation/ Cessation of Community Security Service

Four (4) options for the future direction of the Community Security Service have been identified as follows:

Option 1: Discontinue the Community Security Service from 1 July 2012.
Option 2: Adopt one (1) final year extension option of current Wilson Security contract with no variations, from 1 July 2012.
Option 3: Call for tenders early 2012 for an outsourced Community Security Service provider under a new contract from 1 July 2012.
Option 4: In-house provision of Community Security Service – New business unit.

The following information explores the advantages and disadvantages of the four (4) options given.

Option 1 – Discontinue the Community Security Service

This option would see all community security service operations discontinued as of 1 July 2012.

Financial Implications

Discontinuing all community security operations from 1 July 2012, would see the current levy of $36.60 per rateable property in the City, abolished. There would be no further impact on the ‘bottom line’ of the City's annual budget.

Advantages

- Reduced cost for residents in City Rates Notice. This would equate to an estimated saving per household of $36.60 (cost per rateable property 2010/2011).
- City of Rockingham Officer resources could be redirected to other projects/services including a focus on education and partnerships with Police targeting current issues and hot spot areas.
- The City of Rockingham could continue to act as advocates for the community by lobbying the State Government for more police officers in the area.
Disadvantages

- Community expectation for such a service has been created. Discontinuing the service may have a negative impact on the perceptions of crime and also on the City of Rockingham due to a perceived lack of interest in community safety.

- Reducing fear of crime is difficult to measure, however losing the visual deterrent and achievement of Key Performance Indicators and outputs, including response times, may not be fulfilled by Police or other agencies due to available resources.

- A contract for alarm responses and delivery of Councillor satchels would need to be instigated at an approximate cost of $40,000 per year.

- A possible increase in anti-social behaviour and the like, which appear to be impacted by the Community Security Service.

- Loss of established business rapport, understanding and accumulated intelligence generated over the previous four (4) years.

Option 2 - Renew the Existing Contract for Provision of the Service with Wilsons Security (No Variations from 2011 Terms)

This option would see the City use the final 12 month extension option that exists in the current contract with Wilson Security. The current contract can be extended for one (1) year from 1 July 2012 to 30 June 2013. After this final one (1) year extension option, the City of Rockingham could then choose to discontinue the service (Option 1) or call for tenders in early 2013 for an outsourced community security service provider (Option 3) or explore options to bring the service in-house (Option 4).

Financial Implications

The anticipated budget for 2012/2013 is $1,736,134 excluding GST. This would be levied to ratepayers at a cost of $36.17 per property (based on an estimated rateable property growth of 2000 properties per 12 months). This cost is calculated using a quote from Wilson Security including a 3% CPI increase.

Advantages

- In Western Australia, most local government authorities that have introduced security patrols have chosen to outsource the service. This has been accepted as a preferred strategy when a local government is introducing a security service for the first time and/or has no managerial or in-house expertise in this area.

- Meeting Key Performance Indicators, recruitment, training and management of staff, addressing complaints and complying with all relevant legislation is the responsibility of the contractor and is monitored and overseen by City of Rockingham Officers.

- Security industry background, expertise and knowledge is provided when outsourced to a reputable company.

- City of Rockingham Officer time managing the contract is currently limited to one Officer and one Coordinator, spending approximately a total of 8 hours per week overseeing operations.

- All data, statistics and any other requested information is available upon request and in a timely fashion.

- The Chief Executive Officer has the delegated authority to renew the current contract.

Disadvantages

- The City of Rockingham has limited input into recruitment of Community Security Services Officers.

- There may be a difference in the organisational values, processes and procedures between City of Rockingham Officers and any other contractor’s Officers.

- There may be a restricted opportunity to influence the embedding of a community capacity building culture with outsourced Officers.
Option 3 – Call for Tenders Early 2012 for a New Contract for the Continuation of the Service. No Variation to Current Contract Terms

This option would see the City of Rockingham test the security industry for best practice and value. It entails the City declining to extend the existing contract with Wilson Security for 2012/2013 and to undertake an open tender process early in 2012 with a new contract commencing 1 July 2012. City of Rockingham officers would assess interested security providers’ submissions and provide a report to Council for consideration and resolution of a suitable appointment for the following five (5) years.

Financial Implications

Quotes will vary however they should be competitive in the open market. It is not anticipated that they will escalate dramatically or vary significantly from the quotation provided by Wilson Security ($1,736,134 excluding GST for 2012/2013).

Advantages

• The tender process will test the market to ensure the City is receiving the best value.
• Maintain current service provision which is strongly supported by community members and other stakeholders as outlined in Attachment 4 ‘Results 2011 Community Security Service Survey’.
• Opportunity to expand on the existing scope of works to focus more on a community liaison and community capacity building philosophy. Also there may be the possibility to request/scope a different rostering system than that currently used by Wilson Security (7 day on, 7 day off, 12 hour per shift). Consultation with the security industry has commented that employees in the security industry can sometimes become mentally and physically exhausted when working 7 day on, 7 day off, 12 hour per shift rosters. Attachment 1 ‘Example Roster 3 Zones’, is just one alternative option to the 7 day on, 7 day off, 12 hour per shift roster system. Other roster models are available that aim to ensure employees are well rested and offer alternative working days of the week to ensure family time is available to officers if required. It should be noted however that there are advantages and disadvantages of all rostering systems over a 24 hour, 7 day week period. Depending on the employee circumstances, personal preference will always mean that the 7 day on, 7 day off, 12 hour per shift roster, will be suited to some employees and not others. In summary, the roster system will always be open for negotiation and possible change should it become an issue to employees.

Disadvantages

• Required officer time for both the tender process and lead time for a possible change of provider; for example preparation of promotional materials, uniforms, vehicles, location of office space, training of supplier in City requirements, policies and procedures.
• Possible loss of established business rapport, understanding and accumulated intelligence generated over the previous four (4) years, should the winning tender not be awarded to Wilson Security.

Option 4 – The City of Rockingham to Create a Business Unit to Provide the Service In-House from 2013/2014

This option would require the current contract with Wilson Security to be renewed for one year by Option 2 detailed above. This would allow the City of Rockingham officers time to procure a business development specialist to prepare a detailed business case, recruit a senior officer to facilitate the creation of the business unit, prepare all necessary policies and procedures, prepare all resources and recruit and train staff.

Financial Implications

Initial calculations for providing the Service in-house for year 1 (one) of operation, based on the current contract terms and similar resources provided by Wilson Security (x3 patrol zones and x4 officers/vehicles) has been estimated at $2,713,510.94 including GST. This would equate to an estimated levy of $51.40 per rateable property in the City of Rockingham for the 2013/2014 financial year (based on 48,000 rateable properties).
However the following information should be taken into consideration when comparing the estimated in-house cost of $2,713,510.94 including GST, at an estimated cost of $51.40 per rateable property for year 1, verses the quotation from Wilson Security at $1,736,134 excluding GST, at a cost of $36.17 per property, both based on 48,000 rateable properties.

- The costs provided in Attachment 2 ‘Estimated Costs 3 Zones’ are conservative estimates.
- Some of the costs provided in Attachment 2 ‘Estimated Costs 3 Zones’ include additional resources that do not currently exist in the current Wilson Security contract and cost. An example of these additional resources are, In-car CCTV Systems and a Fully digitised job allocation and reporting system at an estimated cost of $25,500 including GST.
- The total estimated cost to setup the new business unit is $145,500 including GST (see Attachment 2, heading ‘Office Setup Costs’). These costs would only be incurred in the first year of operation and would drop to an estimated $9,500 in year 2 and $14,500 in year 3.
- Vehicles are a considerable expense and would need to be replaced annually due to the high mileage that can expect to be incurred (approximately 180,000kms per year, per patrol vehicle).
- The estimated $150,000 required for a Business Development Officer, will only be required for the first year of operation and consequently will not be included in the costs for year 2 and 3.
- Internal corporate charges are factored into the quotation from Wilson Security. An estimated internal corporate cost of $350,000 is estimated for year 1 operation of the in-house service.
- A 10% tolerance has been added to the total figures for all estimated three years of operation. The 10% tolerance is represented as $246,682.81 year 1, $218,409.26 year 2 and $236,962.02 year 3.

Whilst the bottom line figures of both the Wilson Security quotation, and the estimated in-house costs for the 2013/2014 financial year (year 1), have a difference of $803,763.54 including GST (the Wilson Security quotation being the lesser of the two), on further examination of the year 2 and 3 costs in Attachment 2 ‘Estimated Costs 3 Zones’, it’s clear to see that a reduction in costs can be estimated and expected.

**Advantages**

- Possible improvement of service delivery via strong policy, procedure, recruitment, training and internal partnerships and joint operations.
- Risks associated with some perceived negative aspects of the security industry labour market can possibly be avoided.
- Valuable intellectual knowledge about the City of Rockingham is more easily retained.
- Officers are more likely to adopt and display behaviours that are congruent with the City of Rockingham’s organisational values and customer service charter.
- The Service can recover some costs if officers are gazetted and able to issue infringements. However this strategy may also be an option applied to the scope of works for outsourcing the security service also.
- Resources can possibly be better managed meaning lower operation costs.
- The proposed roster, Attachment 1 ‘Example Roster 3 Zones’, details five (5) 8.5 hour shifts per week, aiming to create a more attractive and productive working environment for prospective employees and employer alike. Wilson Security currently operates a 7 day on, 7 day off, 12 hour per shift roster system for the City of Rockingham Service. Consultation with the security industry has commented that employees working in the security industry can sometimes become mentally and physically exhausted when working 7 day on, 7 day off, 12 hour per shift rosters. Attachment 1 ‘Example Roster 3 Zones’, is just one alternative option to the 7 day on, 7 day off, 12 hour per shift roster system. Other models are available that aim to ensure employees are well rested and offer alternative working days of the week to ensure family time is available to officers if required. It should be noted however that there are advantages and disadvantages of all rostering systems over a 24 hour, 7 day week period. Depending on the employee circumstances, personal
preference will always mean that the 7 day on, 7 day off, 12 hour per shift roster will be suited to some employees and not others. In summary, the roster system will always be open for negotiation and possible change should it become an issue to employees.

- Employment of local people who either already live in the City of Rockingham and/or are familiar with the area and the associated demographics and localised community issues.

Disadvantages

- Period of time required to build a new business unit that consistently delivers a professional standard of service delivery.

- Additional workloads and cost for a number of departments within the City including but not limited to Human Resources, Financial Services, Executive Support (Governance), Information Technology and Engineering Operations - Workshop. Based on information supplied by other local governments who operate in-house community security operations, internal costs can be difficult to track and calculate. It should be estimated for a new business unit of over 20 employees, that the City can expect to incur approximately $350,000 of internal corporate overheads for a business unit of this size. This figure has been factored into and displayed in Attachment 2 ‘Estimated Costs 3 Zones’.

- Continual human resource and performance pressures will be experienced on a day to day operational level that would not be experienced by the City, if outsourced to a contractor.

- Acting contrary to positive public feedback which has been received on the current contract with Wilson Security, through Attachment 4 ‘Results 2011 Community Security Service Survey’.

- An estimated increase of $803,764 including GST when compared with outsourcing the service in year 1 (1 July 2013 to 30 June 2014).

In-House Considerations

- At least one member of City of Rockingham staff will need to sit and pass the Security Agent Licence exam. This licence authorises you to advertise and supply the services of Security Officers, Security Bodyguards, Security Consultants or Security Installers. It does not authorise you to work as a Security Officer, Security Bodyguard, Security Consultant or Security Installer. Holders of Agent licences are not permitted to perform the duties of the other licence classes. They are only permitted to supply the services of the holders of other licences. Additionally, agents have particular obligations placed on them by the Act (Security and Related Activities Control Act 1996), to maintain particular records and communicate information to the Commissioner of Police. An agent licence cannot be transferred and is only valid for the company it was originally applied for on behalf of. The exam is open book and the technique required to pass the exam involves the study of the Act and Regulations.

- The City of Rockingham would need to fund the procurement of a business development specialist to prepare a detailed business case and the recruitment of a senior officer to facilitate the creation of the business unit, prepare all necessary policies and procedures, prepare all resources and recruit and train staff prior to the start of the Service. The estimated cost to the City would be approximately $150,000 (reflected in Attachment 2 ‘Estimated Costs 3 Zones’). This estimated cost would need to be accounted for in the 2012/2013 financial year and would be additional to the quotation issued by Wilson Security in Option 2 detailed above. However, although the estimated $150,000 would be required in the 2012/2013 financial year, the same accounted amount in Attachment 2 ‘Estimated Costs 3 Zones’, would not be required in the 2013/2014 year 1 operation of the in-house service, and can therefore be deducted from the total amount.

- Considerations would be required to locate suitable premises and if required, renovate those premises to meet the necessary standard required for operation.

- The City is required to comply with requirements of section 6.38 of the Local Government Act 1995 and Service Charges and Regulation 54 of the Local Government (Financial Management) Regulations 1996, which allows for a service charge to be imposed on owners or occupiers of rateable properties.
4. Implications to Consider

a. Consultation with the Community

2009 Community Security Service Satisfaction Survey
The introduction of the Community Security Services in June 2008, made a significant impact on improving the community perception of safety and security in their area. The 2009 survey revealed that 70.4% of respondents felt the service made them feel safer in their community and 83.3% supported the continuation of the service.

2010 Community Safety Consultation Survey
The 2010 survey reflected that 63% of respondents “Agreed” or “Strongly Agreed” with the statement “I feel safe living in the City of Rockingham. 15% of respondents “disagreed” and 2% “strongly disagreed”.

The Holiday Watch program was utilised by residents over 430 times in 2010.
69.6% of respondents supported the continuation of the Community Security Service, 7.8% did not support and 22.6% were unsure.

2011 Community Safety Consultation Survey
In August 2011, a Community Safety Survey was introduced to engage with residents of the City of Rockingham, to obtain community views on how well the current security service is performing. 1000 surveys were sent out via mail to randomly selected residents. An editorial article on the security service was printed in the community newspapers and contained the website address for residents to complete the survey online. City of Rockingham officers have also provided hard copies of the survey in strategic locations throughout the City. As part of security officer’s everyday duties, Officers have been requested to hand out surveys to all residents on the completion of attended calls. The City of Rockingham website also contains a link for residents to follow to complete the survey online.

The survey consists of three sections. Section one requests basic demographic information from the respondent, section 2 provides participants the opportunity to review the current service and section 3 asks participants how they would like to see the current service improved. Please see Attachment 3 ‘2011 Community Security Service Survey’ for a copy of the survey in current distribution.

As of 26 September 2011, 500 surveys have been completed. See Attachment 4 ‘Results of 2011 Community Security Service Survey’.

Overall support for the Community Security Service has been substantial and its recognition within the City of Rockingham has been acknowledged and supported by the community, Police, partners/stakeholders and the City Safe Advisory Committee.

Recent consultation regarding the City of Rockingham Community Plan has again highlighted the importance placed on community safety by residents, with the aspiration from the community that Rockingham is “A safe community where residents feel secure, relaxed and comfortable within their home, work and social environments”.

Committee Support
Since the introduction of the Community Security Service in July 2008, the City Safe Advisory Committee has been informed of the number of incidents and outcomes of the current Community Security Service. In 2007 the Committee supported the introduction of this service, appointing a working party and ensuring the service was introduced.

In a meeting held in February 2011, the City Safe Advisory Committee confirmed it was supportive of the Community Security Service continuing for an additional year until 30 June 2012, under the current contract conditions. At this time members also supported a full review of the Service detailing all options available to the City at June 30, 2012.
b. **Consultation with Government Agencies**

The City of Joondalup has provided a ‘City Watch Community Patrol Service’ to the Joondalup community since 1997, the current contract services are also provided by Wilson Security. The Service provides community safety patrols for residents, local businesses (perimeter patrols) and visitors to the City of Joondalup. In collaboration with local police, City Watch provides a physical presence in the community and aims to deter activities such as anti-social behaviour, graffiti vandalism and damage. The City Watch Community Patrol Service operates 24 hours, day in four patrol zones.

The City of Melville has an in-house Community Security Service and states on the website that the role of the Community Security Service is to observe, monitor and report suspicious behaviour to police. It aims to create a safer, more secure community through a mobile surveillance and liaison service and is an important part of achieving the City’s shared vision of a safer Melville.

The City of Stirling also has an in-house security service where officers work closely with Ranger Services and Police. The City of Stirling website states that security patrol officers are often the first to arrive for many incidents that happen in the City. The City of Stirling works closely with the Western Australia Police, particularly in the exchange of crime intelligence and information. Since starting the security patrols, the Service has been recognised by police for contributing to a number of arrests for offences such as graffiti vandalism, damage, theft and burglary, as well as assisting in the location of stolen cars, finding missing persons, and responding to alarms.

**Testimonial from Mark Longman - Senior Sergeant 7327 Officer In Charge, Rockingham Police Station - Given 10 November 2011**

“The Rockingham Police work closely with the Rockingham Community Security Service to ensure a safer and more secure community in the City of Rockingham. The Rockingham Police and the Community Security Service are in contact up to three times a day exchanging information in regards to areas of issue and crime/anti social behaviour “hot spots” in the City of Rockingham. This allows us to effectively double our staff on patrol and gives us more sets of eyes and ears on the street. I consider the Community Patrols to be an invaluable partner in achieving our common goal of making the City of Rockingham a safer and secure community.”

c. **Strategic**

**Community Plan**

This item addresses the Community’s Vision for the future and specifically the following Aspiration/s contained in the Community Plan 2011:-

**Aspiration 2:** A safe community where residents feel secure, relaxed and comfortable within their home, work and social environments.

d. **Policy**

The current contract with Wilson Security allows for the service to be extended by the City of Rockingham after the initial two (2) year contract period in one (1) year increments for three (3) years. As of 30 June 2012, a remaining one (1) year extension option remains on the contract as per section ‘4.2 Contract Period’ of contract C07/08-61. ‘Notwithstanding the provisions of Clause 3.23, if the Contract is extended in accordance with Clause 4.2 then the Contract rates shall be subject to a price variation every 12 calendar months from the date of award. Such a price variation shall be calculated in accordance with the variation in the Consumer Price Index (CPI) for Perth Western Australia for all groups for the 12 months preceding the last completed CPI quarter as at the date the price variation is due.’

e. **Financial**

**Option 1** - That expenditure on the community security patrols will discontinue and the community security levy will discontinue from 1 July 2012 hence there will be no impact on balancing the budget from 2012/13.

**Option 2** - The anticipated budget for 2012/2013 is $1,736,134 ex GST. This would be levied to ratepayers at a cost of $36.17 per property (based on an estimated rateable property growth of
CONFIRMED AT A COMMUNITY DEVELOPMENT MEETING HELD ON MONDAY, 13 FEBRUARY 2012

2000 properties per 12 months). This cost is calculated using a quote from Wilson Security including a 3% CPI increase.

**Option 3** - Quotes will vary but they should be competitive in the open market. It is not anticipated that they will escalate dramatically or vary significantly from the quotation provided by Wilson Security ($1,736,134 ex GST for 2012/2013).

**Option 4** - Initial calculations for providing the Service in-house for year 1 (one) of operation, based on the current contract terms and similar resources provided by Wilson Security (x3 patrol zones and x4 officers/vehicles) has been estimated at $2,713,510.94 including GST. This would equate to an estimated levy of $51.40 per rateable property in the City of Rockingham for the 2013/2014 financial year (based on 48,000 rateable properties).

However the following information should be taken into consideration when comparing the estimated in-house cost of $2,713,510.94 including GST, at an estimated cost of $51.40 per rateable property for year 1, verses the quotation from Wilson Security at $1,736,134 excluding GST, at a cost of $36.17 per property, both based on 48,000 rateable properties.

- The costs provided in Attachment 2 ‘Estimated Costs 3 Zones’ are conservative estimates.
- Some of the costs provided in Attachment 2 “Estimated Costs 3 Zones” include additional resources that do not currently exist in the current Wilson Security contract and cost. An example of these additional resources are, In-car CCTV Systems and a Fully digitised job allocation and reporting system at an estimated cost of $25,500 including GST.
- The total estimated cost to setup the new business unit is $145,500 including GST (see Attachment 2, heading ‘Office Setup Costs’). These costs would only be incurred in the first year of operation and would drop to an estimated $9,500 in year 2 and $14,500 in year 3.
- Vehicles are a considerable expense and would need to be replaced annually due to the high mileage that can expect to be incurred (approximately 180,000kms per year, per patrol vehicle).
- The estimated $150,000 required for a Business Development Officer, will only be required for the first year of operation and consequently will not be included in the costs for year 2 and 3.
- Internal corporate charges are factored into the quotation from Wilson Security. An estimated internal corporate cost of $350,000 for is estimated for year 1 operation of the in-house service.
- A 10% tolerance has been added to the total figures for all estimated three years of operation. The 10% tolerance is represented as $246,682.81 year 1, $218,409.26 year 2 and $236,962.02 year 3.

Whilst the bottom line figures of both the Wilson Security quotation, and the estimated in-house costs for the 2013/2014 financial year (year 1), have a difference of $803,763.54 including GST (the Wilson Security quotation being the lesser of the two), on further examination of the year 2 and 3 costs in Attachment 2 ‘Estimated Costs 3 Zones’, it’s clear to see that a reduction in costs can be estimated and expected.

**f. Legal and Statutory**

The City is required to comply with requirements of Section 6.38 of the Local Government Act 1995 – Service Charges and Regulation 54 of the Local Government (Financial Management) Regulations 1996 which allows for a service charge to be imposed on owners or occupiers of rateable properties. The City of Rockingham is then required to administer the service charge in a number of ways, in brief this includes using the money in the financial year that the charge is imposed; placing monies in a reserve account for the purpose of that service; monies may only be used for the specific purpose for which the charge was imposed; monies received which are more than required must be refunded or credited for future liabilities for rates or service charges in respect to that land.
Council will also need to comply with Local Government procurement requirements in the advertising, opening and selection of tender applications.

The Chief Executive Officer has the delegated authority to sign the renewal of the contract with Wilson Security. A Council resolution will be required if the contract goes to tender for the appointment of an external provider.

5. Comments

Wilson Security is one of the leading professional organisations in Australia for the supply of security services. During the term of the contract Wilson Security has conducted itself professionally and has met the requirements issued to it by the City of Rockingham. Wilson Security continues to work with the community safety team to strategically improve and adapt the service to better meet the needs of residents and visitors to the City of Rockingham and consistently meets its operational requirements.

The community safety team feels that the ideal Community Security Service, based on visits to other local governments who have both in-house and external contracted services, would be one that adopts a community capacity building and community liaison attitude, as well as retaining the behaviours of a best practice security service.

The option to gazette Officers to enable the enforcing of the City's bylaws is also an attractive feature that the community safety team would like the City's service to introduce. Looking to the near future, it would also be highly desirable for any future Community Security Service to be fully digital in its logistics and reporting procedures. Some of the benefits of a fully digitised system would include, but not be limited to, live on-line patrol vehicle job allocation, real-time electronic reporting, mobile CCTV on all patrol vehicles and real-time vehicle tracking for OH&S purposes.

Whilst all the desirable features of the ideal Community Security Service, mentioned above, could be incorporated into a new in-house business unit, there is no reason why a future scope of works for tendering, cannot include all these desirable features as a condition of any new outsourced contract also.

Whilst there are possible long term benefits of bringing the service in-house, there is no way of knowing if this option will be successful. High risks should be anticipated when trying to create a new business unit of over 20 new employees and within a 12 month time frame and having the service fully operational.

Although on first examination of the possibility of bringing the service in-house seems desirable, further examination shows that the desired final result can be achieved through careful construction of a new scope of works and through diligent management of an outsourced contract.

Upon detailed review and analysis, it is considered that Option 2 - Renew Existing Contract for Provision of the Service with Wilsons Security (No Variations from 2011 Terms) is the most prudent option for the continuation and management of the Community Security Service.

During the final 12 months of the Wilsons Security contract (1 July 2012 to 30 June 2013), the community safety team will work on creating a very detailed and specific scope of works that includes all the ideal and desirable features of a security service that have been mentioned as part of this report. This scope of works will then be used in a retendering process, to be issued early 2013, for the proposed 2013/14 financial year community security service contract. Community Safety Officers will continue to performance manage the final 12 months of the Wilsons Security contract and will continue to encourage and promote community capacity building and community liaison behaviour as a requirement of the community security service contract.

6. Voting Requirements

Simple Majority
7. **Officer Recommendation**

That Council:

1. **ADOPT** Option 2 to Renew the Existing Contract with Wilson Security for the Provision of the Community Security Service with no variations from the 2010/2011 terms, at a maximum cost for the 1 year extension of $1,736,134 + GST, to be included in the City's business planning process.

2. **INVITE** tenders for the community security service for the 5 year period commencing 1 July 2013.

8. **Committee Recommendation**

That Council:

1. **ADOPT** Option 2 to Renew the Existing Contract with Wilson Security for the Provision of the Community Security Service with no variations from the 2010/2011 terms, at a maximum cost for the 1 year extension of $1,736,134 + GST, to be included in the City's business planning process.

2. **INVITE** tenders for the community security service for the 5 year period commencing 1 July 2013.

   Committee Voting – 3/1

9. **The Committee’s Reason for Varying the Officer’s Recommendation**

Not applicable

10. **Implications of the Changes to the Officer’s Recommendation**

Not applicable
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<tbody>
<tr>
<td><strong>13. Reports of Councillors</strong></td>
<td>Nil</td>
</tr>
<tr>
<td><strong>14. Addendum Agenda</strong></td>
<td>Nil</td>
</tr>
<tr>
<td><strong>15. Motions of which Previous Notice has been Given</strong></td>
<td>Nil</td>
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<tr>
<td><strong>16. Notices of Motion for Consideration at the Following Meeting</strong></td>
<td>Nil</td>
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<tr>
<td><strong>17. Urgent Business Approved by the Person Presiding or by Decision of the Committee</strong></td>
<td>Nil</td>
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<td><strong>18. Matters Behind Closed Doors</strong></td>
<td>Nil</td>
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<tr>
<td><strong>19. Date and Time of Next Meeting</strong></td>
<td>The next Community Development Committee Meeting will be held on <strong>Monday 13 February 2012</strong> in the Council Boardroom, Council Administration Building, Civic Boulevard, Rockingham. The meeting will commence at 4:00pm.</td>
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<tr>
<td><strong>20. Closure</strong></td>
<td>There being no further business, the Chairman thanked those persons present for attending the Community Development Committee meeting, and declared the meeting closed at 5:10pm.</td>
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