



TOWN OF  
MOSMAN PARK

# ANNUAL REPORT 2022-23



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## This is a Yarn

A place to talk, to s

Storytelling has always been  
on knowledge, culture, and  
space that allows for the  
passing down of impor  
young

In a Yarning Circle, e  
while others listen c  
valued equally. The g  
space where pe  
perspectives, a





## Yarning Circle

Share and connect.

...en a significant way of passing  
...d history. The Yarning Circle is a  
...sharing of these stories and the  
...rtant teachings from elders to  
...er generations.

...ach person takes turns speaking  
...ttentively. Every person's voice is  
...al is to create a safe and respectful  
...ople can share their experiences,  
...nd knowledge with one another.

TOWN OF  
MOSMAN PARK



The Town of Mosman Park acknowledges the Whadjuk Nyoongar people as the traditional custodians of the lands and waters where the Town is situated and pay our respects to Elders past and present.



Located 15km from the Perth CBD and nestled between river and sea, the Town of Mosman Park is a small local government with a strong focus on creating welcoming and inclusive neighbourhoods where community spirit and connection is alive and celebrated. The Town is innovative in delivering services that are future-focused and sustainable.



# Mayor's report



**As the year comes to a close, I reflect on the remarkable achievements and milestones that have defined Council's commitment to the Mosman Park community.**

Together with a hard-working Administration, we have navigated challenges, celebrated successes, and forged ahead on a path of progress and unity.

Enhancing the quality of life for our residents has been evident in the strategic infrastructure upgrades undertaken this year. From road improvements to essential utilities, we have advocated tirelessly for projects that directly impact your daily lives. These upgrades not only contribute to the physical landscape of our community but also lay the foundation for a sustainable and resilient future.

One of the hallmarks of our community is the vibrant tapestry of events that bring us together. This year, we have celebrated diversity, creativity, and shared experiences through a myriad of community events. From pop-up activations that showcase the spirited creativity of our youngest residents to gatherings that foster a sense of belonging, these events have been the heartbeat of Mosman Park's community spirit.

In our continued commitment to inclusivity and respect for all, we have proudly adopted a Reconciliation Action Plan (RAP). This plan reflects our dedication to building meaningful relationships with Indigenous communities, acknowledging our shared history, and taking tangible steps toward reconciliation.

We believe that embracing diversity strengthens the fabric of our community, and the RAP serves as a guiding document for our ongoing journey towards a more inclusive future.

As we reflect on these accomplishments, I want to express my gratitude to every member of our community. Your engagement, support, and passion are the driving forces behind our success. Together, we have proven that when a community comes together with a shared vision, there is no limit to what we can achieve.

I would also like to acknowledge the Town's CEO, Carissa Bywater, for her unwavering passion and dedication in leading an Administration team that thrives on a culture of excellence, connection and accountability.

Looking ahead with a new Council in the chambers, I am confident we can build on the important foundations laid this year. Our collective input and involvement are crucial as we embark on new initiatives, tackle challenges, and create a community that we can all be proud to call home.

**Paul Shaw**  
Mayor

Looking ahead with a new Council in the chambers, we will build on the important foundations laid this year.



# CEO's report



**As your Local Council CEO, it is both an honour and a privilege to serve you, and I wanted to take a moment to share our commitment to a community-first approach and the pursuit of excellence in all that we do.**

At the heart of our mission is the belief that a strong and thriving community is built upon the active participation and collaboration of its residents. Your voices, concerns, and ideas are invaluable to us, and we are dedicated to ensuring that our decision-making processes are transparent, inclusive, and reflective of the diverse needs of Mosman Park.

We recognise that excellence is not a destination but a journey, and we are wholeheartedly committed to this journey with you. Our team is tirelessly working to enhance the quality of services we provide, from maintaining well-kept public spaces to fostering economic development initiatives that benefit all residents.

We believe in going above and beyond, striving for excellence in every project, program, and service we deliver.

In the spirit of community engagement, we encourage you to actively participate in local events, drop-in sessions, and Council Meetings. Your input helps us shape policies and initiatives that truly reflect the aspirations and values of our community.

As we move forward, our focus remains on building a community that we can all be proud to call home. Together, we can create an environment that promotes collaboration, celebrates diversity, and ensures the well-being of every resident.

**Carissa Bywater**

Chief Executive Officer

**As we move forward, our focus remains on building a community that we can all be proud to call home.**



# Attendance at meetings

## Council and Committee Meetings attended in 2022-23

	Ordinary Council Meetings	Special Council Meetings	Agenda Forum Meetings	Audit Committee Meetings
Mayor P. Shaw	10	2	8	5
Deputy Mayor G. Carey	10	2	11	6
Councillor A. Maurice	11	2	10	N/A
Councillor J. Allsop	11	2	8	N/A
Councillor A. Baird	11	2	11	5
Councillor Z. Johnson (term ended January 2022)	5	N/A	6	N/A
Councillor R. Nash	11	2	10	4



Left to right: Cr Andrew Baird, Cr Josh Allsop, Cr Robert Nash, Mayor Paul Shaw, Cr Zenda Johnson, Deputy Mayor Georgie Carey, Cr Andrew Maurice



# Employee remuneration and gender diversity

Regulation 19B of the Local Government (Administration) Regulations 1996 requires the Town of Mosman Park to include the following in its Annual Report:

- (a) the number of employees of the local government entitled to an annual salary of \$130,000 or more
- (b) the number of employees of the local government entitled to an annual salary that falls within each band of \$10,000 over \$130,000
- (c) the remuneration provided to the CEO in the financial year.

## Remuneration Report 2022-23

Three employees were entitled to an annual salary of \$130,000 or more, in the following bands:

Salary Range	Male	Female
\$130,000 - \$139,000		
\$140,000 - \$149,000		
\$150,000 - \$159,000	2	
\$160,000 - \$169,000		
\$170,000 - \$179,000		
\$180,000 - \$189,000		
\$190,000 - \$199,000		
\$200,000 - \$209,000		1

The remuneration provided to the CEO during the 22/23 financial year was \$210,483.

## Gender diversity 2022-23

Female

59%



Male

41%







# Our Town between river and sea

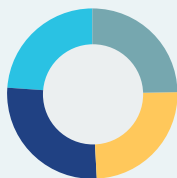
## Population

# 9,169

### Age categories

Even spread of ages

- 25% 19 and younger
- 24% aged 20 to 39
- 27% aged 40 to 59
- 24% aged 60 and over



# 6

schools



# 5

churches



# 5500

approximately  
street trees



# 42%

 Rateable land

# 15km

Distance to  
Perth CBD

# 61%



**Long term residents**  
who have lived here  
for five years+



# 64%

**family  
households**

### How we live

Family households percentage is lower than WA average, while single person households is higher.

- 64% Family households
- 31.5% Single person households
- 3.7% Group households



### Where we live

Less people living in houses than the WA average (79.1%)

- 61% Houses
- 23% Flats, units, apartments
- 16% Duplex, villas, town houses

# 35.6%

rent



# 63%

own their home

# 34



Parks and  
reserves

# 11

Playgrounds



# 12

Community  
facilities



# Community Engagement report



**10.3k**  
visits to  
**Your Say**



**359**  
new registrations to  
**YourSay**



**1100**  
number of **surveys**  
completed



**21**  
engagement  
**projects**

The Town is actively committed to continuously improving and delivering effective community engagement opportunities that are inclusive and enable high levels of meaningful participation.

Effective community engagement supports the achievement, goals, and outcomes within the Town's Strategic Community Plan and the integrated planning framework.

In 2022-23, community engagement has helped to inform policies, processes and delivery outcomes for projects.

For example, a commitment to invite our community to help us develop key documents such as a Sustainability Strategy and a Local Planning Strategy.

We continue to move forward with the Precinct Structure Plan for our Town Centre.

We have also seen the progression of the Local Planning Policy 32 - Community Benefits. The Town of Mosman Park is leading the way with the development of this policy as it will provide a framework to guide community benefit contributions from developers where discretion is sought.

Based on what the community told us about how they wish to be informed and engaged, we have also made changes to communication channels and engagement methods over the past 12 months.





## Top engagement projects in 2022-23



**392**

people engaged in  
Have Your Say on  
Memorial Hall



**265**

people engaged in  
helping us shape  
the future of the  
McCabe Precinct



**151**

people engaged in  
Community  
Communications  
Survey



**124**

people engaged in  
a sustainable  
Mosman Park



**109**

people engaged in  
Proposed Local  
Planning Policy 32 -  
Community Benefits  
Contribution - Mixed  
Use Development and  
Apartments



**170**

people engaged in  
Revitalise Mosman  
Park: Transforming our  
Town Centre together

Our online engagement platform 'YourSay' captures community feedback, thoughts and ideas that help shape the decisions Council make.





# Our services

## Facilities and Infrastructure

### Strategic Community Plan (SCP) alignment

The Town manages its assets in an economically, environmentally, culturally, and socially responsible manner, supporting a range of services that enrich the lives of current and future residents.

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### 2022-23 in review

#### Asset Management

Alf Adams Pavilion has undergone an interior flooring replacement, installation of a wall mounted hot water unit, and a full lighting replacement. Additionally, we have initiated plans for a fence installation.

We continued our program of improvements to footpaths, street reconstruction, kerbing, and drainage during 2022-23.

#### Traffic management

New traffic counters have been installed on our local roads to assist in identifying speeding issues and enable us to work closer with Western Australian Police by reporting speeding patterns. This investment will also capture up to the minute traffic data statistics within our network. Ultimately these measures will help Mosman Park access Black Spot and Roadside Project Grant funding.

#### Leases

The Memorial Hall lease with Mosarts came to an end in early 2023. Negotiations for a new lease began shortly after with a new prospective head tenant. The team utilised this period of transition to complete various maintenance works to the heritage building and preserving its excellent condition.

### Grant Funding

#### Roads to Recovery (RTR)

Fairbairn Street was resurfaced using the 2022/23 RTR grant funding.

#### Metropolitan Regional Roads Group (MRRG) Road Rehabilitation Projects Program

Grant submissions for rehabilitation of Wellington Street (from Solomon Street to Moyhnihan Mews) and McCabe Street (from the Town's boundary to Beagle Street), were approved. These projects will be constructed during the 2023/24 financial year.

### 2022-23 projects

#### Capital works projects

##### Road resurfacing (total budget \$397,000)

- Dover Court
- Arthur Street
- Jameson Street
- Sibbald Lane
- Fairbairn Street
- Witt Lane
- Joynes Place
- O'Dowling Mews

Footpaths and kerbing were replaced in Dover Court. Additionally, kerbing along a section of Wellington Street was undertaken with a combined budget value of \$60,000.

## Parks and environment

### SCP alignment

Mosman Park is home to over 30 parks and beautiful natural sanctuaries, encompassing bushland remnants and riverbank environments. With a unique variety of landscapes, soil types, flora and fauna species, we strive towards the preservation and enhancement of our natural environment and parklands for the community to use and enjoy.

### 2022-23 in review

The past 12 months have seen a continued focus on supporting the Town's urban forest through various planting projects in natural areas, parks and in streetscapes. 250 new street trees were planted during the winter seasonal planting period.

### Planting



**5065 plants** were planted in 13 natural area sites across the Town of Mosman Park's natural areas.

We would like to thank groups such as Friends of Mosman Park Bushland, Bird Park and Genders Park, our community, and schools including Christchurch Grammar and Scotch College for contributing to our 2022-23 planting effort.

### Grants

The Town was successful (along with the City of Fremantle and Fremantle Ports Authority) in our 2023/2024 Coastal Adaptation and Protection (CAP) Grant for \$33,890.

This funding will ensure the Leighton and Mosman Beaches Coastal Monitoring Program continues. This monitoring informs our Coastal Hazard Risk Management and Adaptation Plan that outlines future climate change impacts on Mosman Beach.

### Waterwise program

The Town was re-endorsed as a Gold Waterwise Council in 2022-23.

This was possible through actions such as:

- giving residents access to subsidised native plants, which need less water
- extending the ecozone area at Buckland Hill and reducing the amount of watered turf.

### 2022-23 projects

- Following community consultation, Stringfellow Park was upgraded with new shade sails, a revamped nature play space and a basketball/netball ring.
- The existing bore at the Town's depot was re-constructed to enable greater efficiencies in supplying groundwater to irrigate surrounding parkland and verges.
- The old bore pump at Rope Works Park was replaced.
- 280 m of bollards were installed along the new cycle path on Curtin Avenue to protect recent planting.
- Davis Oval was upgraded with new sports lighting to provide an improved and safer training environment for junior soccer players.





## Waste and recycling

### SCP alignment

The Town of Mosman Park is committed to providing sustainable waste management services that reduce waste generation and encourage reuse and recovery.

### 2022-23 in review

We collected a total of 3,610 tonnes of waste from kerbside bins, comprising 1,891 tonnes of general waste, 891 tonnes of recycling, and 827 tonnes of garden organics. This represents a 1% decrease on 2021-22 tonnages across all 3 waste streams.

A total of 257 tonnes of bulk waste and 140 tonnes of green waste were collected through Verge Valet this year. Of the material collected, 66% of bulk waste and 100% of green waste was recovered.

### 2022-23 projects

- Preparation commenced for the rollout of the 3-bin FOGO (Food Organics Garden Organics) system including procurement of kitchen caddies and compostable liners, and the development of communications materials.
- We worked with the Western Metropolitan Regional Council to deliver waste education to the community, including 25 workshops, tours and school incursions, and bin tagging for 552 households.
- Council resolved to make the Waste Local Law in March 2023.

Preparation commenced for the rollout of the 3-bin FOGO system.

## Regulatory services

### SCP alignment

To work towards the Strategic Community Plan's aspiration of Thriving and Sustaining, the Town's Urban Planning and Development team continue to work diligently in areas including Statutory and Strategic Urban Planning, Building and Compliance services, and Environmental Health.

In November 2022, the Town's Urban Planning and Development team received the Planning Institute of Australia Award for Excellence for WA Local Government Bands 2-4.

### 2022-23 projects

#### Strategic Urban Planning

<b>Major projects commenced</b>	Local Planning Strategy (LPS) Review	The LPS Review includes several critical amendments to the Town's Local Planning Scheme No.3 and various planning instruments in response to the Planning Reform Agenda.
	Established a Community Working Group (CWG) for strategic planning project consultation	The CWG was formed to facilitate conversations with the community on key strategic urban planning matters affecting the Town.
	Precinct Structure Plan (PSP) for the Mosman Park Town Centre	A PSP for the Mosman Park Town Centre will ensure that land use, built form, traffic and public realm support a vibrant Town Centre.
	Public Open Space (POS) Strategy	The draft POS Strategy seeks to provide opportunities for people to recreate and to plan for future infrastructure.
	Local Planning Policy (LPP) for Sea Containers	
	LPP – Management of Heritage Places	
	Local Heritage Survey and Heritage List	
	LPP– Voluntary Community Benefits Contributions	Through the development of a policy framework for Voluntary Contributions for Community Benefits, the Town will seek to provide a framework for developers to contribute to tangible and needed assets required by the Town.
	LPP – Payment in Lieu of Parking	
	LPP – Percentage Contribution for Public Art	
	Signage LPP and Scheme Amendment	



<b>Major projects completed</b>	LPP – Residential Aged Care Facilities	
	LPP – McCabe Precinct, Desired Future Character	The Town engaged considerably with the residents of the McCabe Precinct, which ultimately formed the adopted Local Planning Policy – McCabe Precinct Context and Character.
	LPP – Land Use Exemptions	
	LPP – Construction and Demolition Management Plans	
	LPP – Childcare and Family Day Care Centres	The Town continued its program of policy development for land uses such as childcare and family day care centres, residential aged care facilities.
	LPP – Short Term Accommodation	
	Local Planning Policy SAT Procedures	
	Community Reference Group (CRG) Mosman Park formed	The CRG informs the Town and its consultants in the planning for the Mosman Park PSP.
	Mosman Park Community Needs Analysis (CNA)	The Town adopted its CNA which informs the development of policy and forward planning regarding community assets.
	Council Policy – Compliance	

### Statutory Urban Planning

<b>Local Planning Scheme Amendments completed</b>	Amendment #1 12 Gill Street Approval
	Amendment #2 Riversea View Refusal
	Amendment #3 Heritage Transitions Approval
	Amendment #4 30 Glyde Street Approval
	Amendment # 5 Lot 95 Hill Terrace Approval
<b>Development Applications</b>	147 Applications processed, including 1 application for the JDAP
<b>Orders and Requisitions</b>	237 completed orders
<b>Subdivision Referrals</b>	8 Responses to the DPLH processed
	9 Clearances finalised
	1 Built Strata application finalised
<b>Deemed to Comply Checks</b>	17 Deemed-to-Comply checks finalised
<b>Other Significant Projects</b>	SDAU – Referral for 46 Manning Street - Wellington Village. Shopping Centre – Mixed Use
	JDAP 16 Glyde Street, Mixed Use Development
	Local Planning Scheme 3, Report of Review- WAPC



# Environmental Health

## 2022-23 projects

### Strategic

Projects commenced

- Public Health Plan
- Memorial Hall Noise Investigation; associated FOI and DWER correspondence.

### Operational



**321**

Customer Service  
Requests



**57**

Noise  
complaints



**228**

Orders and  
Requisitions  
for Health



**41**

Temporary  
Event Food  
Permits



**25**

Food  
Inspections



**14**

Recreational  
Water Samples



**60**

Aquatic Facilities  
Water Samples



**13**

Event  
Application  
Approvals



**11**

Noise  
Management  
Plan Approvals



**11**

New Food  
Applications





# Building and Compliance

## 2022-23 projects and stats

The annual pool inspection report to Ombudsman Western Australia for 2022/2023 has been completed and provided to Department of Mines, Industry Regulation and Safety.



**136**

Building Permits



**7**

Building Approval  
Certificates



**6**

Occupancy Permits



**6**

Demolition Permits



**155**

Total Building  
Approvals



**963**

Residential  
registered pools



**374**

Residential swimming  
pool inspections  
carried out



**25**

Building compliance  
matters resolved





# Ranger Services

## SCP alignment

The Town's dedicated team of Rangers play a vital role in our community, with the work they do aligning to the SCP's aspiration of 'Connecting'.

Our Rangers play a key role in the management of animals with an ethos of striving to return lost pets to their owners. Town Rangers support the community through these areas:

- Parking and traffic
- Animal control
- Litter and illegal dumping
- Illegal camping
- Snake handling
- After hours call-outs
- School patrols
- Fire break inspections



**1,207**  
Dogs registered



**337**  
Cats registered

## 2022-23 in review

### Pinforce

The Town's Rangers department has successfully introduced Pinforce for issuing infringements for parking control, animal control along with other local laws. Rangers received training on the new system to ensure their competency in the daily use of the new technology.

### CCTV and community safety

The mobile CCTV unit has been successfully mobilised in known 'problem spots' within the Town. This has helped prevent illegal dumping and damage to property in these areas. The Police have been able to use our CCTV footage to identify known offenders.

### Safety for our staff

Town Rangers now wear body cameras as part of their uniform safety equipment. This has helped minimise the number of verbal abuse incidents from members of the public. The cameras have also proven to be valuable as an accountability tool in the event the Town receives complaints about an Officer's conduct when on duty.

### Snake control

The Town now engages a professional snake removal service on residents' properties to minimise potential snake bites. Using a contractor has proven to be more cost-effective than training Rangers to maintain a sufficient level of expertise in snake control and removal.

### Customer Service

This year has seen a greater focus on high-level customer service to ensure that all complaints are addressed efficiently and professionally. Casual Rangers have become more efficient with Datascape to reliably record information relevant to any complaint.

### Responsible dog ownership

Rangers have been patrolling off and on-lead areas for the safety and benefit of all community members in public areas throughout the Town.



# Community Enrichment

## SCP alignment

Community Enrichment collaborates with internal and external stakeholders to nurture a healthy, connected and inclusive community. Building and maintain relationships with local community groups, clubs and schools is an important part of their role.





## 2022-23 in review

### Access and Inclusion

The Town's Access and Inclusion Plan 2022 – 2027 was endorsed by Council in September 2022, furthering our commitment to encouraging an accessible and inclusive community for people with disabilities, their families and carers.

### Journey towards Reconciliation

Council endorsed the Town's Reflect Reconciliation Action Plan (RAP) in December 2022. The Town's first RAP received accreditation from Reconciliation Australia in early 2023.

The RAP features artwork by Mosman Park resident Kahlie Lockyer. Kahlie is a member of the Ngarluma and Karriyarra Peoples of the Pilbara Region and the NyulNyul, Yawuru and Jaru Peoples of the Kimberley Region.

### Vibrant community events

- We hosted several Citizenship Ceremonies over the past year, welcoming 33 new Australians to Mosman Park.
- Our community food truck event 'Sunset Eats' has become a much-loved event in Mosman Park and will continue to run in 2023.

### Preserving community memories

- Stolen plaques from Mount Lyall were replaced with etched granite recreations.
- A commemorative plaque was installed at Alf Adams Pavilion, celebrating its namesake.

- Historical pictures and plaques have been installed inside Alf Adams Pavilion so that we can continue to reflect on the history of Mosman Park's community, through its sporting achievement and active RSL.
- Excess pictures and memorabilia that could not fit in Alf Adams are now in the care of The Grove Library, where they will be preserved and displayed as part of a small installation.

### Flourishing community

- The Town's Community Partnership Program continued to help local clubs and community groups grow.
- The Town partnered with Volunteering WA and Mentally Healthy WA (Act-Belong-Commit) to provide support and resources to local sporting clubs and groups.
- Spearheaded by former Councillor Zenda Johnson, Prime Movers (a wellness program) now operates at Alf Adams Pavilion with the support of the Town. This is an opportunity for the older members of the community to stay active and healthy.

Quote xx



## 2022-23 projects

### **RAC Reconnect – Solomon Street pop-up activation**

The Town teamed up with RAC as part of the Reconnect WA project that seeks to revitalise streets and public spaces. The space between Davis and Mann Ovals came alive with a host of activities and a pop-up bike lane that bridges a critical gap in the local path network and paves the way for a vibrant, people-friendly space along Solomon Street. This was an exciting first for Mosman Park that hopes to inspire residents and the local business community to co-design and drive long-term change in their own neighbourhood. The project also allowed the Town to collect valuable data from residents of all ages on common walking/cycling routes throughout the Town.

### **Youth-led Placemaking**

2022-23 saw the start of an exciting youth-led placemaking project in collaboration with RAC, Better Block and Town Team Movement. We worked with Mosman Park youth aged 16-24 to revitalise an area outside Mann Oval and Alf Adams Pavilion:

- the skate bowl and basketball area was revamped in a sea of colour
- accessible concrete pathways and murals featured throughout
- ‘Wikiblock furniture’ was installed as a sustainable and low-cost furniture option
- a launch day event was held with a Welcome to Country, food trucks, activities and musical performances.

This youth-led project is set to run until November 2023.





### **Wellington Wishes**

In our commitment to enabling community-led events, the Town supported Wellington Wishes Town Team to deliver the Seasons Streetings Event in December 2022. The Town Team received Connecting Communities external grant funding.

### **Partnerships with First Nations peoples**

Meaningful events and initiatives to honour and celebrate Aboriginal culture were held throughout 2022-23:

- Australia Day 2023
- Gurangup Park Storytelling and Welcome to Country at Minim Cove
- National Reconciliation Week breakfast at Town Administration
- Installation of yarning circle seating at Mann Oval, 6 seasons garden and art mural
- Aboriginal storytelling sessions and childrens' activities during May as part of the Solomon Street pop-up activation.

The Town will continue to facilitate respectful conversations and build relationships with local Elders as we journey towards reconciliation and the fulfilment of our Reflect RAP.

### **Community safety**

The Town continued to strengthen partnerships with WA Police, Department of Communities and service providers. The 'Let There Be Light' solar sensor light initiative helped residents light dark areas throughout the neighbourhood. The Town has also installed solar lighting in some public areas including the Mosman Park Tennis Club carpark.



## The Town's Access and Inclusion Plan 2022-2027 was endorsed by Council on 27 September 2022.



## Disability Services Report 2022-23

The Disability Services Act 1993 requires local governments to have a Disability Access and Inclusion Plan (DAIP).

The DAIP is implemented by not the public authority, but also by its agents and contractors who provide services to the public on behalf of the local government.

The Town's Access and Inclusion Plan 2022-2027 was endorsed by Council on 27 September 2022.

The progress made in these outcome areas by the Town, and its agents and contractors, are detailed below.

### **Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, the Town of Mosman Park.**

#### Inclusive community events

- Auslan Interpreters and live streaming have featured in major community events.
- 'Wikiblock' furniture designed as part of the Youth-led Placemaking project incorporated all-abilities design features to accommodate wheelchairs and prams.

#### Online booking and other services

- The launch of the Town's ERP now means our residents and community can access greater online services via our website 24/7. Customers requiring specific access needs can choose to organise their requirements online rather than by telephone or attending the administration building in person.

Outcome 2: People with disability have the same opportunities as other people to access the Town of Mosman Park buildings, facilities, and infrastructure.

- The Town's Draft Public Open Space Strategy project takes into consideration outcome areas in our AIP.
- Alf Adams Pavilion was refurbished in 2023. The Town expanded the accessible features of the building to include laminate flooring, acoustic ceiling panels and seating. The sound echo was reduced by 70 per cent making meetings and activities more comfortable.

**Outcome 3: People with disability receive information from the Town of Mosman Park in a format that will enable them to access the information as readily as other people are able to access it.**

- Closed captions are included in visual video content where possible.
- The Town's print and digital materials aim to be as inclusive as possible by being available in a range of formats and communicated through a variety of methods.

**Outcome 4: People with disability receive the same level and quality of service as other people from the staff of the Town of Mosman Park.**

- The Town's Customer Service Charter was reviewed.
- The Town's Customer Service team readily adjusts to people's unique needs.
- Information relating to translators, interpreters, and assistance with hearing impairment are made available.

**Outcome 5: People with disability have the same opportunities as other people to make complaints to the Town of Mosman Park.**

- The Town has begun drafting a complaints procedure
- The Town's new online services and the Antenno app offers more methods to provide complaints and feedback

**Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Town of Mosman Park.**

- The Town's Community Engagement Policy shares the AIP's commitment to be open and inclusive
- Comprehensive community consultation offers in-person opportunities for residents to have their say. Venues are accessible and inclusive.

**Outcome 7: People with disability have the same opportunities to obtain and maintain employment with the Town of Mosman Park.**

- All staff are provided with access and inclusion information, training, support and resources relevant to recruitment and employment.

**Outcome 8: People with disability have the same opportunities as others to have their entitlements considered in all of Town of Mosman Park's processes.**

- The AIP forms a key part of the Town's overall policy development process. Furthermore, this is embedded in the strategic planning processes.

Quote here  
Quote here

# Office of the Chief Executive Officer (CEO)

## SCP alignment

During 2022-23, The Office of the CEO continued to work towards open and accessible service delivery, underpinned by a strong governance framework.

## 2022-23 in review

- The Town implemented a new corporate enterprise system to provide more efficient service, deliver our performance goals, and make it easier for residents to interact with the Town.
- The Town's Risk Management Framework continued to be implemented.

## Emergency Management

The Town is a member of the Western Central Local Emergency Management Committee. The committee met regularly throughout 2022 to discuss emergency management matters relevant to western suburbs' local government districts.



### Record keeping and records training

The number of records captured in the Town's ERP system during 2022/23 was 7,451.

The Town conducted 6 staff records training sessions, and a further 8 records inductions.



### Freedom of Information

The *Freedom of Information (FOI) Act 1992* provides the public with the right to apply for access to information held by the Town of Mosman Park.

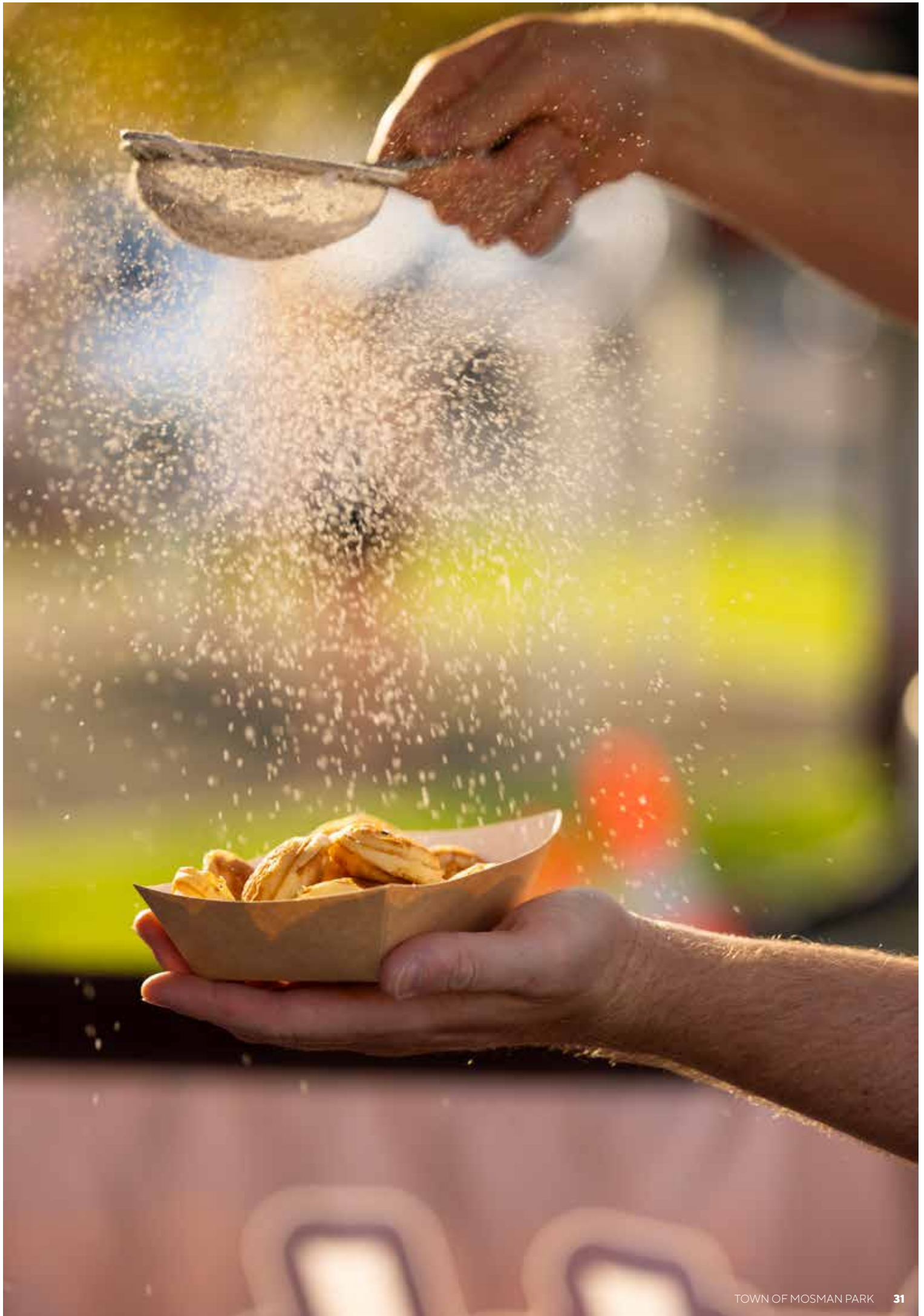
The Town received and processed 10 Freedom of Information applications in 2022/2023.



### Complaints

During 2022/23, the Town received no minor breach complaints.





# Financial services

## SCP alignment

In line with our ‘Sustaining’ aspiration, the Finance team works to ensure that Mosman Park can economically thrive now and in the future through financial management, rates management, and effective procurement. Long-term financial planning and governance ensures the protection of rate payers, good decision making, and the support of local businesses and jobs.

The 2022/23 year concluded with a surplus of \$TBA.

3,130

Rateable residential properties

61

Non-rateable

82

Commercial properties

