

# Councillor Information Bulletin

For the Ordinary Council Meeting held on Thursday 20<sup>th</sup> April 2023

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# 1. CALENDAR OF EVENTS

# 2. TABLED CORRESPONDENCE

# • CEACA.

Executive Summery.

# • OFFICE OF THE AUDITOR GENERAL.

Local Government Financial Audit Opinions to be finalized imminently.

# • WEROC.

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# WALGA.

Letter regarding the 21/22 audit.

# • MARKET CREATIONS.

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# 3. CHIEF EXECUTIVE OFFICER'S REPORT

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# 5. OTHER

• REGIONAL ROAD GROUP.

**April 2023 Report** 



# **SHIRE OF WESTONIA**

# April/May 23

Date & Time	What	Where	Who
Monday	Great Eastern Zone	Merredin	Cr Crees & Cr Day
17 April			
Tuesday	WNE SRRG Meeting	Zoom	Cr Geier & CEO
18 April			
Thursday	Council Meeting	Chambers	Councillors, Senior
20 April			Staff
Saturday	Wessy on the Green	Westonia	Everyman and his
22 April			dog!!!!
Tuesday	ANZAC Day	Old Miners Hall	Anyone!
25 April			
Wednesday	WEROC Board Meeting	Southern Cross	President & CEO
26 April			
Thursday	Council Meeting	Chambers	Councillors, Senior
18 May			Staff



# **Executive Summary**

Accommodation	Seventy-one (71) Independent Living Units ("Units") constructed with the assistance of State Government Funding and Member Shires.  Upkeep and maintenance of Units is by local trades.
	Total CEACA Units conservatively valued at \$8.4m based on average market rents and a yield of 11%.  Current CEACA weekly rent is set at \$164 - \$170/week, or \$215 - \$230/week for tenants not qualifying as "low income".
	Currently planning to apply for further Government funding to build more Units.
Care Services	Relationships have been developed with registered care providers, which has helped to improve the availability of home care to the citizens of CEACA members.  CEACA is assisting these care providers with referrals and putting on Information Sessions.

Other Services	CEACA is well positioned to assist with the management of accommodation units owned by member shires.  Currently investigating a proposal to manage the Bruce Rock shire retirement units.
Financial Viability	The CEACA Units are generating a financial surplus, which will be applied towards the future refurbishment of the Units.  CEACA is an efficient and low-cost operation (only 1.4 FTE).  Annual membership fee (currently \$15k) from shires is applied to governance costs. Governance costs include all aspects of management of CEACA and planning for future projects.  Members are currently considering a minimum three (3) year membership commitment for both existing and new members.
Independent Incorporated Body	CEACA is an independent, incorporated body controlled by its eight (8) Member Shires, providing an ability to take on projects not possible by an individual shire.  CEACA is also a registered charity.



# **History and Milestones**

Date	Milestone
June 2012	CEACA (Central East Aged Care Alliance) formed as an Unincorporated Body, for its Shires to work together to improve the accommodation and care services for aged persons, allowing them to live out retirement in their communities.  Member Shires - Merredin, Kellerberrin, Bruce Rock, Wyalkatchem, Koorda, Trayning, Nungarin, Mukinbudin, Mt Marshall, Yilgarn, Westonia.
November 2012	Verso report on Infrastructure and Service solutions for Aged People in CEACA Shires. This was the first of several Verso reports between 2012 and 2016.
July 2015	CEACA Incorporated Body, ABN and GST registered. Governance structure - Management Committee comprising a representative of each Member Shire. Executive Committee comprising office holder roles and others from Management Committee, Independent Chairperson, Executive Officer (with Operations Manager appointed during 2019).
July 2015	Stage 1 (Land Assembly and Servicing) Finance Agreement signed - Royalties for Regions funding (\$2m). Funding was arranged via Shire of Merredin.
June 2016	Stage 2 (Construction of ILUs) Finance Agreement signed – Royalties for Regions funding (\$20m – subsequently reduced to \$15m). Funding via Shire of Merredin.  Shire Contributions to CEACA (\$2m in total – approximately \$28,000 per Unit).

March 2018	Design and Construct contract (\$17m) signed with Pindan Contracting P/L ("Pindan").
November 2019	Practical Completion of 63 Units (with 8 Units at Bruce Rock completed in July 2020).  Force Real Estate appointed as Managing Agent. First Units Tenanted.
January 2020	CEACA Charitable Status Registered, Deductible Gift Recipient (DGR) status endorsed.
December 2020	Elders appointed as Managing Agent (to replace Force Real Estate).  Name changed to "Central East Accommodation and Care Alliance" ("CEACA").
May 2021	Pindan appoints Administrators due to insolvency and closes down. Defects to be addressed directly by CEACA management with guidance from the Project Superintendent.
July 2021	Two shires, Trayning and Nungarin, withdraw their membership of CEACA.
September 2021	Construction Contract Security Bond (\$235k) received from Insurers. This was vital for the funding of the defect rectification works.
November 2021	Care Service Alliance Agreements negotiated with Catholic Homes and Baptistcare. Both Catholic Homes and Baptistcare subsequently reduce Wheatbelt presence due to staff shortages.
March 2022	Department of Primary Industries and Regional Development (DPIRD) advised acquittal of grants, subject to completion of audited Project reporting.
July 2022	Koorda shire withdraws its membership of CEACA.
March 2023	DPIRD confirmed acquittal of Government funding in relation to the seventy-one (71) Units.



Our Ref: 8389

Mr Arthur Price
Chief Executive Officer
Shire of Westonia

WESTONIA WA 6423

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Dear Mr Price

# ALL LOCAL GOVERNMENT FINANCIAL AUDIT OPINIONS TO BE FINALISED IMMINENTLY

As you would be aware, local government financial audits are legislated to be completed by 31 December. We have been working with entities, including yours, beyond this date to endeavour to resolve issues that have been delaying audit completion and to facilitate clear audit opinions wherever possible. However, this approach has resulted in excessively long delays. To uphold our auditor reporting obligations, we have decided to issue all outstanding local government financial audit opinions within the next few weeks. Your OAG engagement leader will contact you to discuss what this means for your entity.

We may not be able to attend all audit committee or general council meetings prior to issuing our audit opinions. However, audit exit meetings will occur as normal, and we can provide additional briefings at your council or committee meeting after our auditor's report is issued. Entities that are close to finalising their financial report may not be impacted by this accelerated approach.

We acknowledge that this approach may result in additional modified audit opinions (including qualifications) across the sector, however we are comfortable that this will more accurately reflect the status of the sector overall and challenges in individual entities. Moreover, it will allow local government entities to discharge their financial reporting responsibilities to ratepayers in a more timely way than if we continue to wait for entities to be available to provide access to necessary staff and information. This approach will also allow our audit staff, contract audit firms and local government employees time to prepare for and appropriately focus on the forthcoming year end reporting requirements.

Yours sincerely

Caroline Spencer Auditor General 31 March 2023 Eastern Wheatbelt
Emergency Management
Workshop

Disaster Resilience and Capability

28 March 2023









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# 1. EXECUTIVE SUMMARY

### Overview.

The Eastern Wheatbelt Emergency Management Day held in Kellerberrin on 28 March 2023 was designed and facilitated to enhance understanding across Local Governments of the risks and impacts that could emerge as a result of our changing climate, and encourage local governments, agencies, and other organisations to begin considering how to build their communities' resilience and capabilities to better withstand these impacts.

The Wheatbelt DEMC recently endorsed a strategy of which one key priority was to assist strengthen relationships and coordination across organisations in the district by encouraging and supporting clustered activities such as this one.

A total of 31 participants attended from **6** local government areas. (see attendance list at section 6 of this report)

A presentation was given outlining some of the anticipated climate trends that can be expected and identifying some expected risks and challenges.

The workshop members were then asked to undertake a "Group Think" to discuss a series of questions to identify what a changing climate might mean for the Wheatbelt, what a resilient community might look like and what the LEMCs role in this might be.

After this discussion an exercise was held. The scenario was based on a decaying cyclone and subsequent severe storm.

Below is the summary of outcomes from the workshop.

# Findings and Opportunities.

1. The building of relationships between neighbouring Local governments and organisations together with the multi -agency approach to issues was considered by attendees to be very valuable.

The groups emphasised the need to grow and maintain exceptional communication and coordination between all organisations to

- Ensure lack of duplication of effort and resources
- Ensure good understanding of each agency's capabilities and limitations
- To coordinate effective delivery of all resources and services. Opportunity1. These cross boundary multi-agency networking events continue to be held on a regular basis.
- 2. Attendees had proactive ideas as to how their LEMC could assist build more resilience. It would seem that it is not a lack of understanding, but simply a lack of resources and prioritisation that is impeding LEMCs in the area from functioning well.

Opportunity 2. Examination of DEMC and LEMC memberships to ensure appropriate representation, including social services and industry and any other organisations who may be able to provide assistance in the form of resources, either people, machinery advice or funding.

3. Very few local governments have formal processes in regard to early actions and initial warnings and public information. There is a strong reliance on the CEO or other senior staff to be available 24/7. Agencies have more formalised processes.

Opportunity 3. The regional DFES office and Local Governments work together to develop a more robust process for communications of severe weather and warnings in the initial stages.







4. Communication during power outages remains a major issue and there is limited understanding and availability of contingencies, including radios, the STAND project and the unsuitability of town sirens.

Opportunity 4. All organisations look at contingency plans for communications failure due to power outages. Development of a simple communications plan itemising a variety of communications methods and any contingencies can be included in the LEMA.

5. Attendees identified the criticality of local governments being prepared going into the recovery phase, and the need to have identified roles and responsibilities and planning in place. The lack of resources and recovery training to carry this out was an area of major concern. The discussion also included a suggested amalgamation of local and district recovery models to cover the multiple local government districts in a way to best maximise the use of limited resources.

Opportunity 5. Further recovery training be carried out and the local/district recovery model be further explored in a workshop/exercise activity.

"We don't have a choice; we have to be resilient to survive"

Shires of Kellerberrin and Narembeen.

# 2. WORKSHOP OUTCOMES

1. Impacts of a changing climate in the eastern Wheatbelt.

Attendees worked together to paint a picture of what a changing climate could mean to their communities. Common themes included:

- More emergencies (fire, storms and flash flooding in particular).
- Larger events that maybe of longer duration and harder to control.
- Greater impacts in general.
- Environmental Heat stress, drought and soil erosion
- Impact on availability of natural resources/ water shortages
- Liveability of towns, shift of population to the west.
- Increasing age of population.
- Health needs may increase due to heat wave conditions
- Changes in agricultural practices including seeding and harvest, may now run into high threat fire periods.
- More frequent and concurrent emergencies will create enormous stress on resources/staff/volunteers.
- Changes to corporate farming means less volunteers available.
- BAU may be affected as so much more time is spent responding and recovering.
- Enormous impacts on the economy with a greater focus on prevention ie TFB and HVMBs stopping industry from carrying out BAU.







 Economic and social recovery may be longer resulting in family impacts and mental health issues.

# 2. Why do we strive for a Resilient Community and what characteristics would it have?

Members developed an excellent framework of what characteristics a resilient community should have to limit the impacts as above.

They felt that resilient communities;

- Had less reliance and dependence on "Outside" influence.
- Resilience was not a choice for many small communities, they needed to be resilient to survive.
- Were able to recover/rebound from a disaster more quickly.
- Were able to return to normal more quickly
- Had a sense of pride and ownership in their community.

The characteristics of a resilient community that were mentioned included;

- Sustainable emergency services/volunteers. Reliable volunteers.
- Sharing of previous knowledge and lessons learnt.
- Self-reliant
- Ability to forward plan for future events with increased understanding.
- Well prepared
- Financially stable.

- Strong community networks that can "rally" around each other.
- Use of existing community champions.
- Community ownership and investment
- Robust building standards
- Ability to adapt to a different normal
- Access to resources.
- Strong leadership
- Understand their risks and likely impacts

"A resilient community - must have positivity and a "fix it" attitude.

Shire of Narembeen's table

# 3. What is the purpose of a LEMC and how can it assist build community resilience?

Attendees also had many ideas as to how their LEMC could assist build more resilience. It would seem that it is not a lack of understanding that is impeding the LEMCs from functioning well, but in most cases simply a lack of resources and prioritisation.

Some common themes were:

• LEMC is an organised approach for all stakeholders to prepare for disasters.







- It can assist with planning and mitigation to lessen the impacts of major events
- Sets out a base line and accountability.
- It assists with building relationships and networks.
- Pools resources
- It assists with knowledge sharing, (including local knowledge)
- Creates good leadership and structure
- Instils trust in the community.
- Provides processes on where to start and what to do.
- Provides a platform for conducting exercises, training and workshops to continue education.
- It assists educate the community to understand their risks, resourcing and helps identify gaps.
- Develops and tests the recovery process
- It assists with LEMA and sub plan development, including detailed planning that assists get things right in an emergency.
- Assists to identify problems before the emergency event.

# 3. THE EXERCISE.

# Aim

The aim of the exercise was to share the emergency management learnings that arose from the incident and highlight Preparedness issues, capability against such a risk and explore early recovery considerations. The scenario was based on a decaying cyclone and the subsequent severe storm.

# **Objectives**

- 1. To enhance understanding and improve processes in regard to initial actions and communications.
- 2. To highlight the importance of coordination across agencies and political borders.
- 3. To raise awareness of capabilities and limitations against existing risk.
- 4. To improve understanding of recovery considerations and processes.

### Scenario

On the 27th March 2023 Ex TC Damien crossed the coast in the Mid-West and has decayed into a slow moving system and the Bureau of Meteorology has issued a s sever weather warning for all areas in the eastern Wheatbelt.

Damaging winds of 98 kms an hour with wind gusts exceeding 125km/hour are predicted. It is possible that there will be thunderstorms embedded in the system and there is potential for areas of heavy rainfall and possible flash flooding with falls in excess of 100 mls possible.

A list of impacts was provided, and attendees were asked to contextualise this list to their own local government areas.

Questions were asked against core capability areas, and the attendees' key issues and information as noted is listed below.







# 1. Preparedness

Initial communications and preparations.

- In general it was noted that most agencies have formal processes in place to receive and dissemination severe weather warnings of any type, regardless of whether it is out of normal business hours.
- Local Governments have more informal arrangements and rely heavily on the CEO or key members of staff being available 24/7.

# Early actions.

- Attendees reported that they had many processes to check on general preparations from staffing rosters to fuelling generators and vehicles.
- Many agencies have BCPs that they use.

Engagement across other agencies and the community.

- One consideration would be to call a special meeting of the LEMC to discuss preparations and ensure all agencies are aware.
- Social media and SMS systems was a common method of engagement.
- Daily community meetings were also mentioned.

# 2. Impacts

- The loss of power and subsequent issues was of major concern. Loss of power resulting in
  - Limited communications
  - o Effect on water supply
  - Effect on availability of all services including health.

- Affect availability of goods including basic commodities and fuel.
- Impact availability of staff for key roles
- Impact vulnerable members in facilities such as hospitals and aged care centres.

It was noted that many businesses now have generators.

- Damage to road networks.
  - A large number of trees would be down and clearing would take some time, inhibiting access.
  - Gravel roads may impassable due to flooding for some time.
  - Will greatly affect ability to receive and distribute goods and services.
  - Will affect ability to assist residents who may be isolated or unwell. Affect emergency services operations.

# 3. Multi-Agency Coordination

- · Vital for coordination of services
- Gives a structured coordinated approach
- Excellent source of information for all attendees

Ideas to combat the issue around meeting across 7 affected local governments.

- MS teams ( where power allows)
- Meet at locations where STAND and power are available ie Kellerberrin Rec Centre
- Have on large overarching OASG/ISG meeting, with local attendees phoning in.







 Have smaller IMT/ISG meetings at the local level with one representative sitting at the OASG to raise issues.

# 4. Resources

The attendees identified resource gaps and brain stormed ways to fill these and ideas that can be undertaken now to improve availability for the next incident.

- Limitations on resources was generally across all agencies and services including
  - Essential services
  - Social services
  - Economy
  - Staffing and volunteers
  - Accommodation
  - Fatigue and mental health were seen as two major limitations.

Attendees struggled to identify where additional resources could be found. Discussions were around;

- MOUs, however neighbouring LGs would also be affected.
- Use of local contractors ( of which there are currently many)
- Use of community and businesses rather than just relying on emergency services
- Processes to escalate resource requirements to the district and state.

In terms of what can be done now to improve availability of resources;

- Identify businesses who may have resources to assist and invite to LEMC/DEMC
- Apply for funding for specific resources. Perhaps from a district or sub district level.

- Improve process for deployment of volunteers from across the state.
- Update contacts and resource registers and keep current.

# 5. Evacuation Focus

During severe storms where wind gusts can reach destructive levels, the question was posed as to where residents would go if they wanted to leave their homes to evacuate, prior to the storm hitting.

- Only a small percentage of people require accommodation at the evacuation centre. Most will seek shelter with friends and family.
- The evacuation centre is more than provision of shelter, it also becomes a communication hub and can be used as a muster point.
- In a slow moving storm, residents may be safely directed to an evacuation centre outside the storm's path.
- Local evacuation centres may be used if there is some confidence that they can withstand the forecast wind gusts.
- Some National funding available that could be applied for to have Engineers test current evacuation centres for wind ratings.
- Hospitals have excellent planning around evacuation due to a number of events involving evacuation in the Wheatbelt in recent years.







# 6. Recovery Considerations

- Attendees identified the criticality of local governments having excellent situation awareness during the response phase to ensure a solid foundation of knowledge leading into recovery.
- It was noted that it is important to have key recovery positions nominated before an event.
- Like the response, it will be difficult to manage recovery meetings across such a large area. The District Recovery Coordination Group model was mentioned, and it was agreed a local recovery coordination group would have to meet as well to capture local level issues.
- Key recovery strategies that would need to be considered in the immediate term included;
  - Residents' wellbeing This includes basic welfare and provision of accommodation, food, potable water and basic essential goods. Outreach programmes ensure everyone is accounted for.
  - Communication strategy, including community meetings, one stop shops, regular newsletters, social media pages, website pages etc...
  - o Clean up programme
  - Animal welfare strategy
  - o Reestablishment of transport corridors
  - Restoration of essential services including local sewerage systems.
  - o Infrastructure and residential housing assessments
  - Insurance assessments, assistance with insurance claims.
  - DRFA WA claims and the processes in place to enable that.
  - o Grant funding applications

# 4. EVALUATION.

An evaluation form was provided, and a summary of comments is listed below.

- The effectiveness and management of the day was marked as good or excellent.
- Many agreed it highlighted some gaps and actions for them.
- Attendees appreciated the multi-agency discussions and networking. Found the teamwork around the table and sharing of ideas and information valuable
- · Built a better understanding.
- Too many acronyms.
- A different perspective, more strategic way of looking at things.
- Built on current knowledge
- Good way of meeting other people in the EM community.
- Deeper consideration on how to be more prepared as an organisation and assist the community be prepared.
- Helped to understand the importance of the LEMC
- Good to be able to think through what the impacts might be.
- Actual case studies would be useful.
- Enjoyed meeting face to face and working in groups.







# 5. ATTENDANCE

Name	Role	Agency	
Damien Pumphrey	Superintendent	DFES – Goldfields Midlands	
Sherryl Wolfenden	A/ Ops Manager	WACHS - East	
Diane Dixon	HSM	WACHs - Merredin	
Jo Spadaccini	DESO	Dept of Communities	
Phil Van de Merwe	VFRS/Councillor	Shire of Merredin	
Rob Scantlebury	Superintendent	WA Police - Wheatbelt	
Sheree Lowe	ESO	Shire of Merredin	
Jeremy Willis	Area Officer	DFES – Midlands Goldfields	
Rodney Forsyth	Councillor	Shire of Kellerberrin	
Joanne Soderland	CEO	Shire of Tammin	
Brett Taylor	SFO	Shire of Kellerberrin	
Raymond Griffiths	CEO	Shire of Kellerberrin	
Codi Brindley-Mullen	MOG	Shire of Kellerberrin	
Chris McCormack		WA Police Kellerberrin.	
Mick Jones	SJA	Kellerberrin	
Theresa Beech	Health mgr	WACHS	
Sara Curtis	Administration	Kellerberrin Hospital	
Romy Babu	Manager	WACHs Cunderdin	
Ash Smith	DO Natural Hazards	DFES - Midlands	
Jye Morrell	CSO	WA Police	







Name	Role	Agency		
Rob Doncon	EMR Volunteer	SJA Kellerberrin		
Kellie Mortimore	President	Shire of Narembeen		
Chris Bray	Councillor	Shire of Narembeen		
Paul Sheedy	A/CEO	Shire of Narembeen		
Alan O'Toole	d/CEO	Shire of Bruce Rock		
Tony Vuleta	Inspector	WA Police - Wheatbelt		
Josh Humble	OIC	WA Police Kellerberrin		
Justin Corrigan	Area Officer	DFES Midlands Goldfields		
Kelly Watts RSO		Shire of Yilgarn		
Shane Wynne	Coord regional	Education Dept.		
	services			
Yvette Grigg	DEMA/facilitator	DFES		
	31 Attendees			

### Dear CEO

I understand you will have received the following advice from the OAG concerning the 21/22 financial audit:

As you would be aware, local government financial audits are legislated to be completed by 31 December. We have been working with entities, including yours, beyond this date to endeavour to resolve issues that have been delaying audit completion and to facilitate clear audit opinions wherever possible. However, this approach has resulted in excessively long delays. To uphold our auditor reporting obligations, we have decided to issue all outstanding local government financial audit opinions within the next few weeks. Your OAG engagement leader will contact you to discuss what this means for your entity.

This advice has been issued to 40 Local Governments, so the issues you may have experienced in finalising your audit are shared across the sector.

As always, we are available to provide support in whatever way possible but we would appreciate any insights you are able to share in relation to your audit experience.

WALGA is jointly surveying the sector with LG Professionals to collate specific information, but I am available as required to discuss any issues you'd like to raise in person.

Kind regards

Tony

# Tony Brown | Acting CEO | WALGA

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www.walga.asn.au | www.youreveryday.com.au

WALGA acknowledges the continuing connection of Aboriginal people to Country, culture and community. We embrace the vast Aboriginal cultural diversity throughout Western Australia, including Boorloo (Perth), on the land of the Whadjuk Noongar People, where WALGA is located and we acknowledge and pay respect to Elders past and present.

**New Users Users** 3,823 3,733 **22.7% 23.1%** 

Sessions 4,170 **22.0%** 

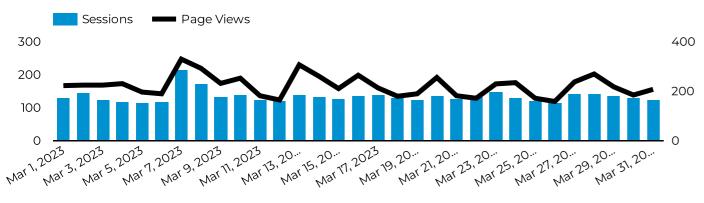
**Pageviews** 6,868 **18.9%** 

**Session Duration** 00:00:51 **.** -8.8%

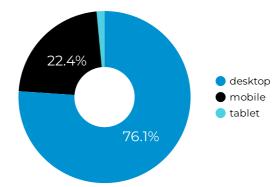
Pages/Session 1.65 **:** -2.6%

**Bounce Rate** 82.81%

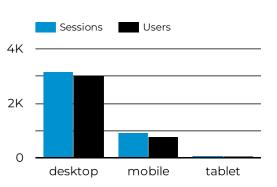
# **Sessions & Pageviews**



# **Device Breakdown**



# Sessions & Users (by device)



# **Traffic Sources**

	Source/Medium	Sessions	% New Sessions	Bounce Rate
1.	(direct) / (none)	2,628	98%	96%
2.	google / organic	1,245	74%	58%
3.	facebook.com / referral	123	99%	99%
4.	bing / organic	77	74%	44%
5.	l.facebook.com / referral	26	15%	31%
6.	m.facebook.com / refer	21	90%	57%
7.	lm.facebook.com / refe	13	77%	31%
8.	yahoo / organic	7	57%	57%
9.	australiasgoldenoutbac	7	43%	71%

# **Page Views & Unique Page Views**

	Page	Page Views	Unique Page Views
1.	/news/	2,195	2,187
2.	1	545	430
3.	/explore/where-to-stay-eat/wes	329	227
4.	/explore/what-to-do-attractions	328	274
5.	/explore/what-to-do-(attractions	207	157
6.	/explore/where-to-stay-eat/wes	174	132
7.	/accommodation/	149	123
8.	/accommodation//	142	106
9.	/explore/what-to-do-attractions	137	108







Total Support Hours (per annum)

40 hours

Support Used

19 h 40 m

Support Remaining

20 h 20 m

# **Storage**

Storage Allowance

Unlimited

Storage Used

9.33 GB

# **Bandwidth**

Bandwidth Allowance Bandwidth Used (current month)

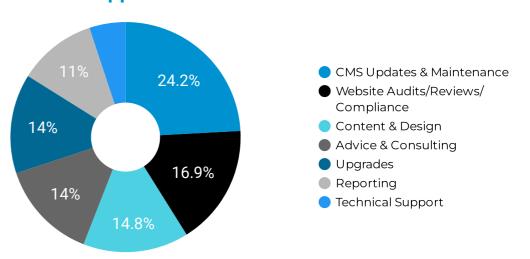
Unlimited

67.72 GB

# **Website Support & Maintenance Breakdown**

Category •	Billable Support	<b>Unbillable Support</b>
Website Audits/Reviews/Compliance	3 h 20 m	0 h 0 m
Upgrades	2 h 45 m	0 h 0 m
Technical Support	1 h 0 m	3 h 0 m
Reporting	2 h 10 m	0 h 0 m
Content & Design	2 h 55 m	0 h 30 m
CMS Updates & Maintenance	4 h 45 m	0 h 0 m
Advice & Consulting	2 h 45 m	0 h 0 m

# **Billable Support**



# **Website Support & Maintenance Explanation**

# **Advice & Consulting**

Client liaison (phone and email) and consulting services, including advice a nd guidance on website management and optimisation

# **CMS Updates & Maintenance**

Updates to Spark CMS including version upgrades, patches, bug fixes, licensing renewals and general maintenance

# **Content & Design**

Content updates and minor design changes

# Reporting

Monthly reports and any additional requested reports

# **Technical Support**

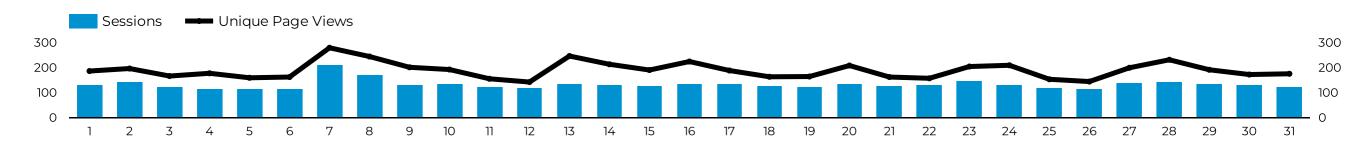
Telephone and email website support, troubleshooting, development work and training

# Website Audits, Reviews, Compliance

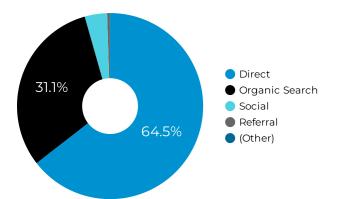
Monitoring of usage and performance, including compliance with relevant legislation, user experience analysis and recommendations for improvement

# **Multi Sites**

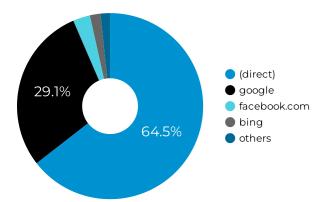
Support and maintenance hours cover all websites hosted under your CouncilConnect subscription. This is inclusive of multi sites such as intranets, councillor portals, visitor centres websites and alike.



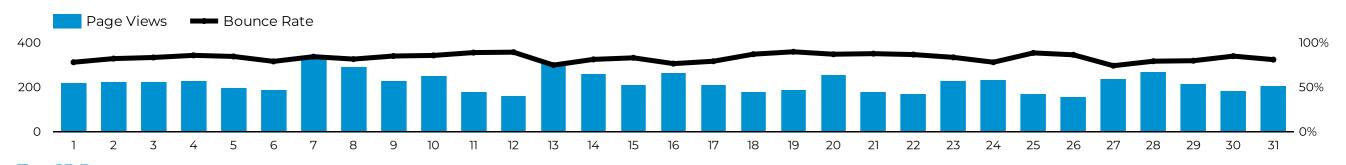
# **Channels & Sources**



	Channel	Users	New Users	Sessions	Bounce Rate	Pages/Session	Avg. Session Duration
1.	Direct	2,586	2,576	2,628	95.89%	1.14	00:00:08
2.	Organic Search	1,069	984	1,331	57.63%	2.56	00:02:09
3.	Social	161	155	183	79.78%	2.25	00:01:34
4.	Referral	25	19	27	70.37%	1.89	00:01:03
5.	(Other)	1	1	1	100%	1	00:00:00



	Source/Medium	Users	Sessions	Pages/Session	Avg. Session Duration	Bounce Rate	% New Sessions
1.	(direct) / (none)	2,586	2,628	1	00:00:08	95.89%	98.02%
2.	google / organic	997	1,245	3	00:02:09	58.39%	73.98%
3.	facebook.com / ref	123	123	1	00:00:07	99.19%	99.19%
4.	bing / organic	65	77	3	00:02:25	44.16%	74.03%
5.	m.facebook.com /	20	21	2	00:00:13	57.14%	90.48%



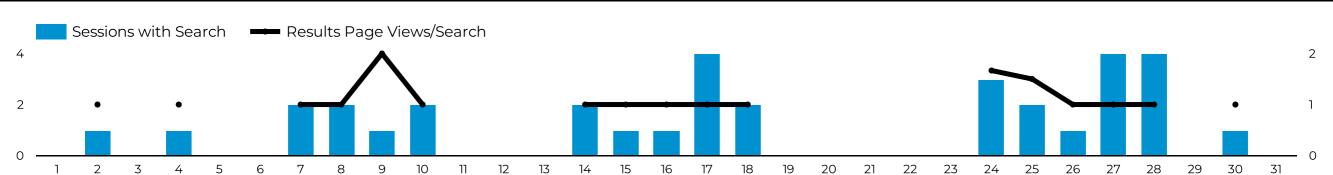
# **Top 15 Pages**

	Page	Page Views 🕶	Unique Page Views	Avg. Time on Page	Entrances	Bounce Rate	% Exit
1.	/news/	2,195	2,187	00:00:28	2,176	99.95%	99.13%
2.	/	545	430	00:00:58	372	45.43%	40.92%
3.	/explore/where-to-stay-eat/w	329	227	00:01:40	176	37.5%	33.43%
4.	/explore/what-to-do-attractio	328	274	00:02:53	245	75.51%	68.6%
5.	/explore/what-to-do-(attracti	207	157	00:01:33	99	50.51%	41.06%
6.	/explore/where-to-stay-eat/w	174	132	00:02:13	86	61.63%	57.47%
7.	/accommodation/	149	123	00:01:36	102	79.41%	69.13%
8.	/accommodation//	142	106	00:02:21	10	80%	44.37%
9.	/explore/what-to-do-attractio	137	108	00:02:41	78	65.38%	53.28%
10.	/staff-contacts	114	83	00:01:14	36	52.78%	35.96%
11.	/explore/what-to-do-(attracti	104	92	00:01:05	59	84.75%	58.65%
12.	/explore/what-to-do-(attracti	78	44	00:00:58	7	57.14%	19.23%
13.	/explore/where-to-stay-eat/c	73	65	00:02:47	41	87.8%	61.64%
14.	/events/	68	49	00:00:38	12	16.67%	17.65%
15.	/explore/what-to-do-(attracti	63	58	00:02:23	31	83.87%	47.62%

# **Top 20 Pages**

	Page	Page Views ▼	Unique Page Views	Avg. Time on Page	Entrances	Bounce Rate	% Exit
1.	/news/	2,195	2,187	00:00:28	2,176	99.95%	99.13%
2.	/	545	430	00:00:58	372	45.43%	40.92%
3.	/explore/where-to-stay-eat/w	329	227	00:01:40	176	37.5%	33.43%
4.	/explore/what-to-do-attractio	328	274	00:02:53	245	75.51%	68.6%
5.	/explore/what-to-do-(attracti	207	157	00:01:33	99	50.51%	41.06%
6.	/explore/where-to-stay-eat/w	174	132	00:02:13	86	61.63%	57.47%
7.	/accommodation/	149	123	00:01:36	102	79.41%	69.13%
8.	/accommodation//	142	106	00:02:21	10	80%	44.37%
9.	/explore/what-to-do-attractio	137	108	00:02:41	78	65.38%	53.28%
10.	/staff-contacts	114	83	00:01:14	36	52.78%	35.96%
11.	/explore/what-to-do-(attracti	104	92	00:01:05	59	84.75%	58.65%
12.	/explore/what-to-do-(attracti	78	44	00:00:58	7	57.14%	19.23%
13.	/explore/where-to-stay-eat/c	73	65	00:02:47	41	87.8%	61.64%
14.	/events/	68	49	00:00:38	12	16.67%	17.65%
15.	/explore/what-to-do-(attracti	63	58	00:02:23	31	83.87%	47.62%
16.	/your-council/administration/	61	54	00:01:25	30	73.33%	55.74%
17.	/councillors	59	30	00:00:54	7	42.86%	11.86%
18.	/crc/	58	35	00:00:31	22	54.55%	25.86%
19.	/documents/council-newslett	58	47	00:02:55	16	87.5%	65.52%
20.	/your-council	51	11	00:00:22	1	0%	1.96%
20.	/your-council	51	11	00:00:22	1	0%	





# **Site Search**

Sessions with Search

34

**47.8**%

Total Unique Searches

37

**\$** 42.3%

Results Page Views/Search

1.11

**‡** -17.7%

Avg. Search Depth

2.78

**\$** 95.6%

% Search Exits

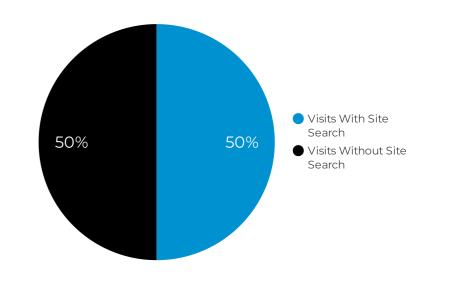
37.84%

**£** 64.0%

Time After Search 00:01:31

**37.9%** 

Search Term	Total Unique Searches	Results Page Views/Search	% Search Exits	Avg. Search Depth
Мар	2	2	50%	11.5
Tender	1	1	0%	2
fire	1	1	100%	0
prices	1	1	0%	1
road closure	1	1	100%	0
drummuster	1	1	0%	3
Sea container	1	1	0%	1
Wessy on the green	1	1	0%	2
fire_season_information_s	1	2	100%	0
cemetery	1	1	0%	1









The number of pages visitors viewed after getting results for the search term.

# Avg. Session Duration

The average length of a Session.

# Avg. Time on Page

The average amount of time users spent viewing a specified page or screen, or set of pages or screens.

### **Bounce Rate**

The percentage of single-page sessions in which there was no interaction with the page. A bounced session has a duration of 0 seconds.

### **Entrances**

Entrances is the number of times visitors entered your site through a specified page or set of pages.

# % Exit

%Exit is (number of exits) / (number of pageviews) for the page or set of pages. It indicates how often users exit from that page or set of pages when they view the page(s).

### **Exits**

Exits is the number of times visitors exited your site from a specified page or set of pages.

# **Landing Page**

The pages through which visitors entered your site.

# **New Users**

The number of first-time users during the selected date range.

# **Page**

The pages visited, listed by URI. The URI is the portion of a page's URL following the domain name; for example, the URI portion of

www.example.com/contact.html is /contact.html.

# **Page Views**

Pageviews is the total number of pages viewed. Repeated views of a single page are counted.

# Pages/Session

Pages/Session (Average Page Depth) is the average number of pages viewed during a session. Repeated views of a single page are counted.

# **Results Page Views/Search**

Results Pageviews/Search is the average number of times visitors viewed a search results page after performing a search.

# % Search Exits

The number of exits from your site that occurred following a result from an internal search.

# Sessions

Total number of Sessions within the date range. A session is the period time a user is actively engaged with your website, app, etc. All usage data (Screen Views, Events, Ecommerce, etc.) is associated with a session.

### **Session Duration**

The average length of a Session.

# **Sessions with Search**

The number of sessions during which at least one site search occurred.

# Source/Medium

Source/Medium describes where your traffic comes from. The Source is the place users are before seeing your content, like a search engine or another website. The Medium describes how users arrived at your content. Values for Medium include "organic" for unpaid search traffic and "none" for direct traffic. Custom values you define for Source and Medium will also be included in this dimension.

# **Time After Search**

The amount of time visitors spent on your site after getting results for the search term.

# **Total Unique Searches**

Total Unique Searches is the number of times people searched your site. Duplicate searches within a single visit are excluded.

# **Unique Page Views**

Unique Pageviews is the number of sessions during which the specified page was viewed at least once. A unique pageview is counted for each page URL + page Title combination.

### Users

Users who have initiated at least one session during the date range.

# **CEO'S REPORT**

# GENERAL MATTERS

• The majority of the month has been project overseeing the Bowls Stadium project and set up works for the Wessy on the Green Event.





 The RAC streetscaping project is progressing very well with the completion of the artwork and mural in Wolfram Street, nearing completion of the little shops and the installation of new street furniture.









- Zoom conference with Woodside representatives in relation to proposed Carbon Offset farm in the north of the shire.
- Kerry Hermon has been appointed acting Wellbeing Officer in Emilies maternity leave absence. Kerry has vast experience in Aged care services and has been welcomed by the locals.
- Follow up on several untidy properties has been ongoing.

- Follow up on the illegal dumping of asbestos at the Greenwaste tip site.
- The Swimming Pool was closed on the 31<sup>st</sup> March for another season. It is likely to be Ashtons last year as Manager.
- Meeting with potential clients of the new HACC service being implemented.
- Participated in the Audit exit meeting with Cr Crees & DellaBosca and DCEO on Wednesday 12
   April.
- Along with several Crs I met with Richard Marshall CEACA Executive Officer in Westonia on Wednesday 12 April.

# • DELEGATED AUTHORITY ACTIONS

Nil

# • ROADCREW

- The Warralakin RRG reconstruction project has been completed.
- New culverts have been installed at the Baladjie Lake system North Boodarockin Road crossing.
- Still having trouble with the employment of a new road train driver.
- The new HP sidetippers have arrived.

# • TOWN

• The new stage and shade structures, which repurposed the old bowls shade structures are a magnificent addition to the aesthetics and amenity at the oval. Well done to Graham Jones for his efforts in this project.





- The town crew have been working hard in presenting town in its best condition for the Wessy on the Green event.
- Excavation of 300mm of old basecourse material from the bowling greens in ready for the new basecourse product being installed by the Green installers.
- Fence septic tank area at the oval.

# ENVIRONMENTAL HEALTH & BUILDING MATTERS

Nil

# • PLANT HOURS

The following is a list of plant and vehicle kilometre and hour readings for the period ending 1.4.23

Item		1.3.23	1.4.23
P1	CAT 140 GRADER	1,393hrs	1,482hrs
P2	CAT 12M GRADER	7,522hrs	7,635hrs
P3	PRIME MOVER (OLD FREIGHTLINER)	215,424kms	217,950kms
P4	ROAD TRAIN (NEW FREIGHTLINER)	93,222kms	96,375kms
P5	JOHN DEERE LOADER	4,418hrs	4,451hrs
P6	CAT ROLLER (SKIP)	893hrs	965hrs
P7	MINI-EXCAVATOR	973hrs	979hrs
P8	TELEHANDLER JCB	2,444hrs	2,466hrs
P9	TOYOTA (GRADER UTE)	20,122kms	21,786kms
P10	MITSUBISHI CANTER	3,857kms	4,641kms
P11	TOYOTA HILUX (GARDENER) WT 35	97,771kms	98,413kms
P12	JOHN DEERE (5100)	2,496hrs	2,529hrs
P14	TOYOTA LANDCRUISER GXL (CEO)	8,970kms	11,500kms
P15	TOYOTA HILUX D/CAB (W/SUPER)	0kms	1,843kms
P16	TOYOTA RAV4 (ADMIN)	84,296kms	87,578kms
P17	TOYOTA HILUX DUAL CAB	15,066kms	17,480kms
P19	FAST ATTACK	16,542kms	16,596kms
P20	FIRE TRUCK	6,727kms	6,727kms
P18	WESSY BUS	136,115kms	136,650kms
P22	KUBOTA RIDE ON MOWER (OVAL)	2,001hrs	2,004hrs
P23	TOYOTA MINI-BUS (WT COM V)	34,034kms	34,321kms
P24	CAT ROLLER (LOLA)	1,152hrs	1,250hrs
P25	MICK's BEAUT UTE	159,440kms	160,330kms
P27	TOYOTA PRADO GXL (DCEO)	43,297kms	47,877kms

# COMMUNITY DEVELOPMENT AND WELLBEING REPORT

### COMMUNITY DEVELOPMENT REPORT



Stacey attended the new CRC Coordinator/Manager workshop in Perth held on the 15 and 16<sup>th</sup> of March. This was delivered by the DPIRD CRC team covering Contract obligations, Community service procurement, DPIRD WACRN Portal, Reporting & Regional Community Engagement.

Our Last working group meeting was held on Monday 3/4/23 to discuss the progress and any new direction for "Wessy on the Green" 22<sup>nd</sup> of April 2023.

# Grant applications & award nominations submitted:

 Department of Communities – Youth Week Grant successful application we received \$2345.00 to enable us to hold a Youth week movie night on the 14<sup>th</sup> April 2023 it covers Movie rights/hire (Buckley's Chance), food and drinks. It

also allowed us to cover the cost of Perth Reptile co. display, Face painter and a portion of MMM advertising for "Wessy on the Green".

- Rural Health West Nomination to WA Rural health excellence awards, category "Peoples Choice" for her Contributions to the community Laura Black NP. Laura was presented as the winner of her award category. Dr Olga Ward was a finalist in her category in "GP of the year". Shire representatives in Jasmine & Daimon Geier, Renea & John Corsini and Olga and Laura's partners Andrew & Ron were there to witness & celebrate the remarkable efforts of these two accomplished and highly regarded Women of their fields. At the 2023 WA Rural Health Excellence Awards, held on Saturday 11 March in the Perth Convention and Exhibition Centre.
- 2023-25 Regional Airports Development Scheme funding. To provide a water supply for the airport terminal (1x 32000L Poly tank). We have received a Funding Deed which has been signed and returned to the RADS team for the grant of \$5343.00 along with the Shire's agreed payment of \$5343.00 to cover the total cost of the project.
  - Collgar Wind farm Community fund Application Level 2 Sponsorship application has been submitted in March 2023. (Being for local initiatives, educational programs and scholarships). The application to upgrade the Westonia picture theatre projector system was successful, and we will receive \$10,000 ex GST towards the project.

# Future grant opportunities & award nominations:

• Department of LG, Sport & Cultural Industries – Active Regional Communities Grants (up to \$5000) categories; Capacity building, Event hosting and Participation. Applications open all year.

# **WELLBEING REPORT**

# Age Care

Application to provide Aged Care by a Government Organisation – Approval has been given and the Shire are now able to provide Domestic support, Gardening/Home Maintenance, Transport and more and will be able to support existing programs such as wellbeing activities, nursing and other health related areas. We are currently applying to be registered with my aged care to become an organisation administrator.

Whilst our Health and Wellbeing officer is on maternity leave, Kerry Hermon has brought her skill set to the shire and we welcome her back with open arms. She will continue to visit the most vulnerable of our community, planning outings and keeping communication lines open. Staff and volunteers continue to supply meals on wheels, helping with any maintenance, IT or Service issues where possible.

# Community activities and resources

Heal Program with Wheatbelt health is still running with great attendance. The course is engaging, informative & interactive. The participants have been given resources and step by step guidance on healthy routines with simple way's to achieve their goals.

Meals on Wheels – now has a total of 12 seniors, utilising this fantastic service. We have been capped at 12 people as a maximum for this service as this is a total of 36 meals per week.

# Upcoming events and projects

Mums and bubs hours of power TBA

### **TOURISM REPORT**

# WESTONIA TOURIST PARK

The upcoming event Wessy on the Green has seen all accommodation at the park fully booked months in advance, however there are a few spots that have opened up again due to some cancellations. The Park has been busy to say the least we have increased takings by \$1000.00 at the same time last year.

# **REPAIRS & MAINTENANCE**

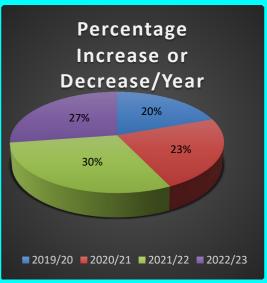
 Various minor repairs and maintenance ongoing. Focal area being bathroom maintenance (fixtures and disabled bathroom upgrade)

# **FUTURE PROJECTS**

- Permanent signage required to say "If office is unattended, please ring the caretakers phone or Shire office alternatively you can visit the Shire office during business hours Monday to Friday to complete your booking".
- Overflow new signs needed for sites and information sign needed to describe who ring or see to book in and outline that you must un-hook also defined bays might be a good idea for this area.

# **STATISTICS**







# **HOOD-PENN MUSEUM**

Museum is now open over the weekend from 10 am to 12 noon a large amount of visitors have already come through at the weekends which is a fantastic start to the tourist season. The farm scene is still a work in progress with works on constructing a shire map with the early settlers and who owned which location underway.

# **REPAIRS & MAINTENANCE**

Various minor repairs and maintenance ongoing

# **RECENT PROJECTS**

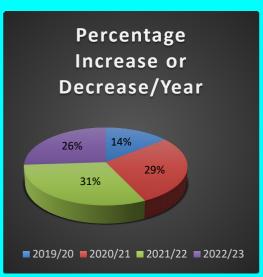
• Old Truck modification for farming scene and Back drop in-place.

# **FUTURE PROJECTS**

• New scenes to be created in the existing space of the old storage room to tell the stories of our primary industries of which Westonia was founded on.

# **STATISTICS**









# Roads

# Condition Assessment of Roads of Regional Significance

The Australian Road Research Board (ARRB) have completed the visual condition survey covering strategically significant roads (ROADS 2040) in the Wheatbelt Region, presented to the Regional Road Group meetings and delivered two workshops for technical staff. All data has now been delivered and WALGA will send a hard drive to each Local Government with the video data, PowerBI dashboard, and report soon. It is proposed to survey the South West Region in the next phase of this project.

# Local Government Transport and Roads Research and Innovation Program

WALGA and Main Roads have recently commenced three major research projects in key areas of focus for Local Governments. The three projects are to develop 1) a Local Government guideline for sustainable road construction practices in WA, 2) a guideline for the selection and implementation of low-cost road safety improvements on rural roads, and 3) a practical guide to the timely sealing for Local Government roads. The projects will support the uptake of best practice in these areas in the Local Government sector and are forecast to be completed by mid-2023.

# **Funding**

# Multi-Criteria Assessment (MCA) Model Revisions

Work has continued to harmonise the MCA models used by Regional Road Groups to prioritise proposed projects. The proposed changes reflect the new focus areas of the State Roads Funds to Local Governments Agreement, while still allowing for flexibility to recognise the significant differences between regions. The review processes for each region will commence in June/July 2023 with the intent of delivering a revised MCA model in each region for assessment of 2025/26 projects.

# **Road Safety**

# Road Safety Ratings for Local Government Roads Project

WALGA and the UWA Western Australian Centre for Road Safety Research project team has developed a new tool and prepared draft guidelines to support the development of safety ratings for Local Government roads. The Road Safety Ratings for Local Government Roads Assessment Guide and Reference Document are being used by seven Local Governments in the pilot phase of the project. This pilot phase will enable further refinements to the tool and assess the usability of the tool for Local Governments. The final tool is expected to be completed by mid-2023.

# Road Safety Council Update

The Road Safety Council met on 10 March 2023. It was the first meeting of the new membership, established by the incoming chairperson and confirmed by Ministerial appointment, consisting of senior representatives from transport, police, health, planning, education, Insurance Commission, Road Safety Commission, the RAC and WALGA represented by CEO Nick Sloan.

At this meeting, members considered the delivery of the Driving Change road safety strategy and the priorities for evaluating Road Trauma Trust Account (RTTA) funded projects. The Road Safety Council also noted that the Office of the Auditor General is conducting a Performance Audit – Managing Road Safety Funding and Strategies.