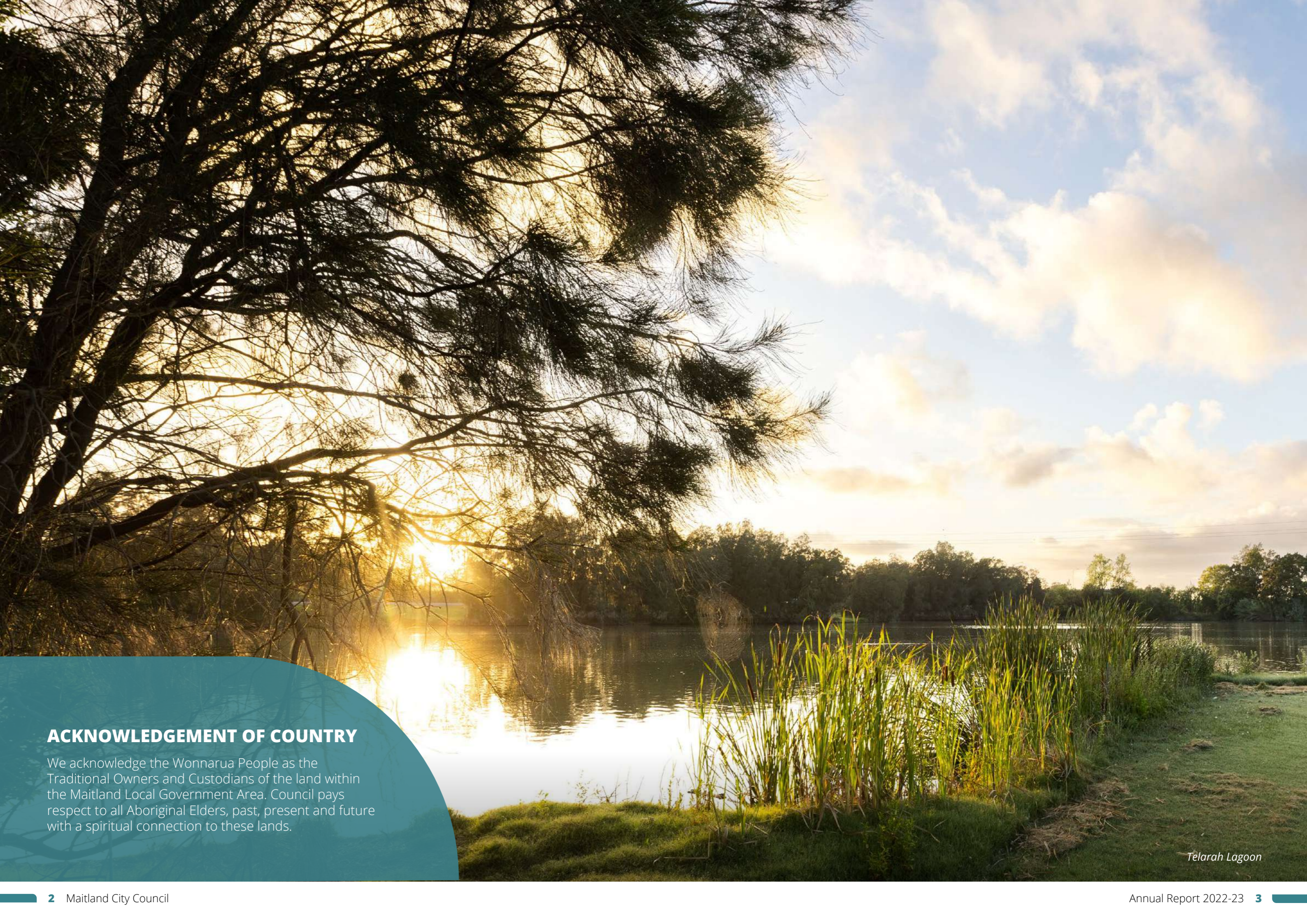


# ANNUAL REPORT

2022-23

**maitland**  
city council





## **ACKNOWLEDGEMENT OF COUNTRY**

We acknowledge the Wonnarua People as the Traditional Owners and Custodians of the land within the Maitland Local Government Area. Council pays respect to all Aboriginal Elders, past, present and future with a spiritual connection to these lands.

*Telarah Lagoon*



Maitland Gaol

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# Welcome

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*LIVE at the Levee, Maitland*

# ABOUT OUR REPORT

This Annual Report shows how Maitland City Council is delivering on our vision and outlines the performance of our Community Strategic Plan, Maitland +10, and achievement of the Delivery Program 2022-2026 and Operational Plan 2022-23.

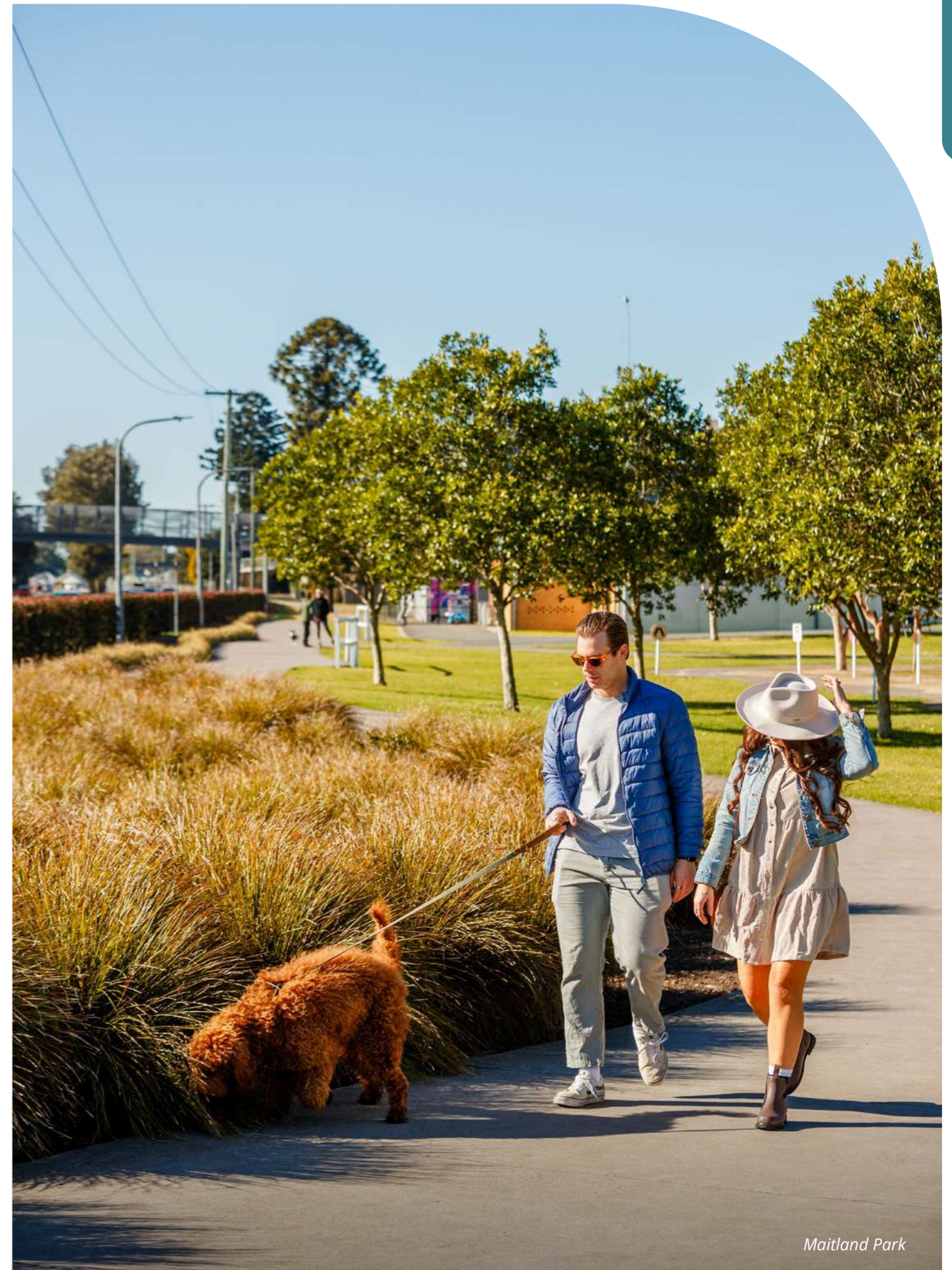
This report provides an insight into the future of our city and key actions taken in 2022-23 toward each of our Community Strategic Plan's four themes, demonstrating our commitment to deliver on our Maitland +10 vision. We see the Annual Report as a crucial tool for informing our community and stakeholders about our achievements and challenges, by providing information on service delivery and financial performance. It is a vital part of our overall governance framework and shows our commitment to transparency and accountability. This report also provides a platform to inform and engage our employees with information on how we have performed over the year, how their efforts have contributed to achieving our vision and what to expect in the coming year.

Maitland City Council aims to go beyond the statutory requirements by producing a report that is comprehensive and engaging, detailing a wide range of activities undertaken and services delivered. In addition to meeting our legislative obligations, the report aims to:

- communicate our vision, themes and outcomes to the community
- instil community confidence in our ability to show strong leadership and deliver on our promises
- demonstrate our commitment to good governance as an accountable and transparent local council
- build confidence and satisfaction in the partnerships that are being created with other levels of government, community groups, local business and industry leaders through key projects and services
- recognise the achievements of our organisation
- position Council as an employer of choice.

The report is divided into the following main sections:

- Year in review – summary of performance
- Our Maitland – overviewing the city, services, community and council
- Our achievements – detailed performance results organised according to our four strategic themes
- Our organisation – structure, corporate governance, workforce profile and safety performance
- Our accountability – outlining our risk, audit and governance approach, including our legislative requirements
- Our financials – providing detailed reports and financial statements.



Maitland Park



## MESSAGE FROM OUR MAYOR

Welcome to our 2022-23 Annual Report.

I take great pride in leading a council committed to our shared vision for Maitland, as captured in our community strategic plan, Maitland +10. This plan serves as our guiding compass, shaping the projects, activities and services that Council provides, aiming to make Maitland a great place to live, work and play.

While we may have thought the challenging years were behind us, the July 2022 floods have shown us these challenges are still ever present in our lives. But through it all, one thing has continued to shine – Maitland's spirit. Collectively, we have shown we are a city that is resilient in times of crisis.

We have worked hard to continue to deliver to the people of Maitland, despite the challenges and this Annual Report showcases our achievements.

I want to take a moment to recognise the remarkable 50 year service of David Evans PSM at Council, with an impressive 25 years dedicated to his role as General Manager. Retiring from Council in July, it's essential to acknowledge his substantial contributions to the city's growth. On behalf of many, I extend our heartfelt thanks to him for his unwavering commitment and invaluable contributions to Maitland over the long term.

With David's departure, I am delighted to introduce Jeff Smith as the new General Manager. I am confident Jeff will help lead our organisation to the next level as we continue to deliver quality services and infrastructure for the people of Maitland.

We have continued to advocate to both the State and Federal Governments, emphasising the necessity of essential infrastructure to accommodate the demands of our rapidly growing community. Specifically, actively pursuing and obtaining funding for a new sportsground in Chisholm, a revitalisation project for Walka Water Works and upgrades to key sports facilities such as Max McMahon Oval, Rutherford and Cooks Square Park, East Maitland.

Over the past year, we've witnessed significant progress on several major projects. Among them, starting work on the \$26 million upgrade to the Raymond Terrace Road and Government Road, Thornton intersection while it is no doubt an inconvenience during construction it is a key project in our work to address traffic congestion across the Thornton road network. We have also undertaken a \$7 million enhancement at Harold Gregson Reserve in Maitland. Additionally, we opened an impressive new skate park in Woodberry and launched our bulky waste collection service.

I had the pleasure of connecting with residents during our extensive series of family friendly events throughout the year. Our community united to commemorate Morpeth's bicentenary in November, featuring a weekend packed with activities, including an open day at Morpeth Bridge. The Burton Automotive Hunter Valley Steamfest returned to Maitland Station for the first time since 2019, attracting an impressive 60,000 attendees. The event marked a belated celebration of its 35th anniversary, following disruptions caused by COVID-19 lockdowns and flood events over the past three years.

I hope you find the Annual Report informative. We are committed to providing our residents with the information needed to be informed of Council's operations. I encourage you to visit [maitlandyoursay.com.au](http://maitlandyoursay.com.au) and share your feedback.

Thank you to the councillors for their leadership and collaboration and our dedicated, hard working staff and many volunteers for their passion and commitment to making this city a better place to live, work and play.

Together, we make Maitland.

## MESSAGE FROM OUR GENERAL MANAGER

It is an honour to present my first Annual Report to Council and our community as General Manager. In doing so, I must also recognise the efforts of the former General Manager David Evans PSM who led the organisation throughout this financial year.

The Annual Report summarises our achievements in 2022-23 and significant contributions to realising our four year Delivery Program and Maitland +10. This report serves as a testament to our transparent accountability, showcasing the decision making process throughout the year. We aim to go beyond the statutory requirements by producing a report that is comprehensive and engaging, detailing the various activities undertaken and services delivered.

Our investment of \$224.3 million supported a significant program of capital works, major recreational infrastructure projects, a diverse series of programs and provision of essential services. Our staff delivered services and programs through our libraries, aquatic centres, Maitland Gaol and Maitland Regional Art Gallery. We delivered on construction and maintenance programs, managed development application processes, household waste, recycling and organics collection and disposal, planning and designing of infrastructure, events, management of sports and leisure facilities, and many more core activities.

More than 300 staff members, spread across multiple locations, transitioned into our new Maitland Administration Centre (MAC) in February. A primary objective was to enable more of our staff to connect under one roof in a contemporary work environment and provide a facility that instils civic pride. The new facility incorporates more efficient systems and offers increased workplace flexibility, ultimately fostering improved collaboration, communication and our workforce's overall health and wellbeing.

Maitland remains one of Australia's fastest growing regional cities, resulting from regional migration and new residents attracted by our mix of rural amenities and city conveniences. Throughout the year, we approved more than 1,100 new housing lots with an investment in our city from development applications worth \$441.3 million.

Our Capital Works Program yielded numerous noteworthy achievements, with investments totalling \$76.6 million dedicated to construction and maintenance projects. Key highlights from this program included the successful renovation of the town hall, the installation of new play areas at the John Wilkinson Sporting Complex at Bolwarra, enhancements to the historic grandstand and amenities at Robins Oval and the completion of the first stage of the Morpeth to Walka Shared Pathway.

We are actively advancing our Customer Driven Transformation, including introducing our enhanced website, thoughtfully designed with our customers at the forefront.

We want to consistently provide excellent service regardless of how our customers interact with us. We have taken a human centred design approach by directly involving customers in reviewing and designing processes and systems, defining how they will interact with Council's services.

We remain committed to enhancing environmental sustainability, exemplified by initiating our bulky waste collection service. We've also completed the first stage of the Maitland Resource Recovery Facility and introduced RecycleSmart services – a complimentary collection service addressing problematic waste issues.

We brought our community together to celebrate events like the very popular Maitland Taste, held across the broad footprint of central Maitland, using laneways and alternate public spaces for music, food and entertainment. We've activated our suburbs, holding Street Eats at many locations around the city, and delivered after dark light shows highlighting our unique Maitland architecture.

I want to thank our councillors, staff and stakeholders for their efforts to ensure Maitland's growth and development continue in a way that benefits our entire community. Our city's success is the sum of many parts and Maitland's results in 2022-23 are a testament to the performance of everyone involved.



# OUR VISION

We are a proud and changing community, celebrating our heritage and future potential. Our housing choices are diverse, with education and job opportunities for all. We have everything we need close to home, from parks to sports and culture. The iconic Hunter River shapes our landscape, bringing both opportunities and challenges. We aim to live sustainably, restoring our natural environment and reducing waste where we can. Our leaders are always listening, and let the community know about decisions made. Together, we make Maitland.



Maitland Park



# Year in review




- 16 | Showcasing our annual success
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Community engagement, Maitland Park






# SHOWCASING OUR ANNUAL SUCCESS

 <p><b>717,374</b> Website visits</p>	 <p><b>177,719</b> Library visits</p>	 <p><b>61,900</b> Art gallery visits</p>
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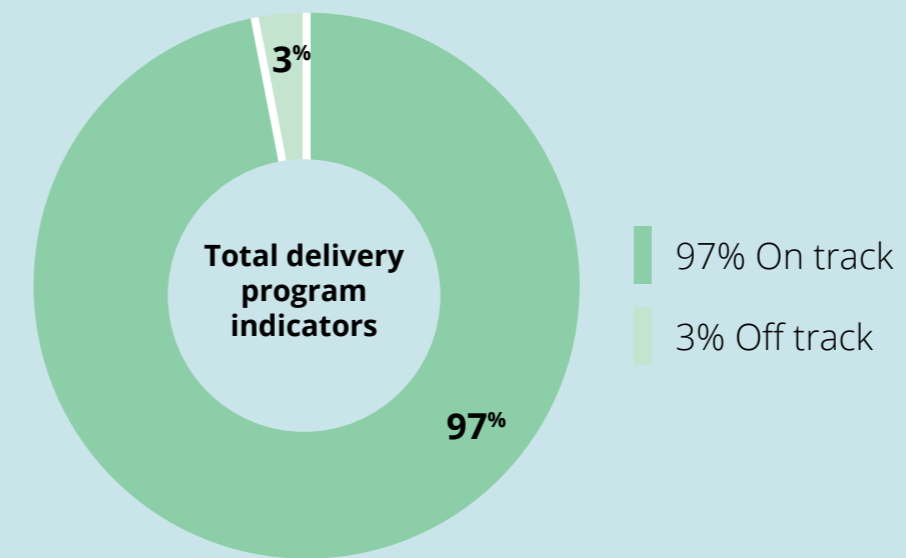
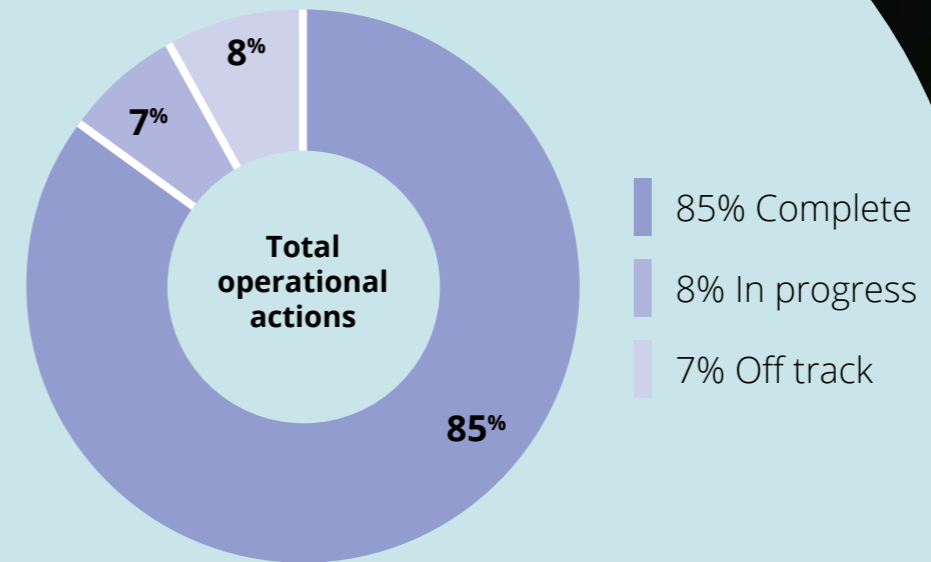
 <p><b>\$76.6m</b> Invested in capital works</p>	 <p><b>\$94.7m</b> Received in grant funding and contributions</p>	 <p><b>\$108,000</b> Community grants and sponsorship awarded</p>
---	---	---

 <p><b>24,871t</b> Household waste collected kerbside</p>	 <p><b>5,182t</b> Recyclables collected kerbside</p>	 <p><b>10,330t</b> Garden organics collected kerbside</p>
--	---	---

 <p>Maitland's major events attracted over <b>130,000</b> people, with a <b>\$5m</b> economic impact</p>	 <p><b>\$40.8m</b> Asset renewals</p>
---	--

 <p><b>\$12.5bn</b> Annual economic output</p>	<p><b>91%</b> are satisfied with councils performance</p> 
---	--

<p><b>9,900</b> Facebook Live reach</p> 	<p><b>96%</b> rated their quality of life as good to excellent</p> 	 <p><b>\$73.1m</b> New assets</p>
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**\$224.3m**  
Total investment in our infrastructure and services




Maitland Taste Festival

## MAJOR PROJECTS

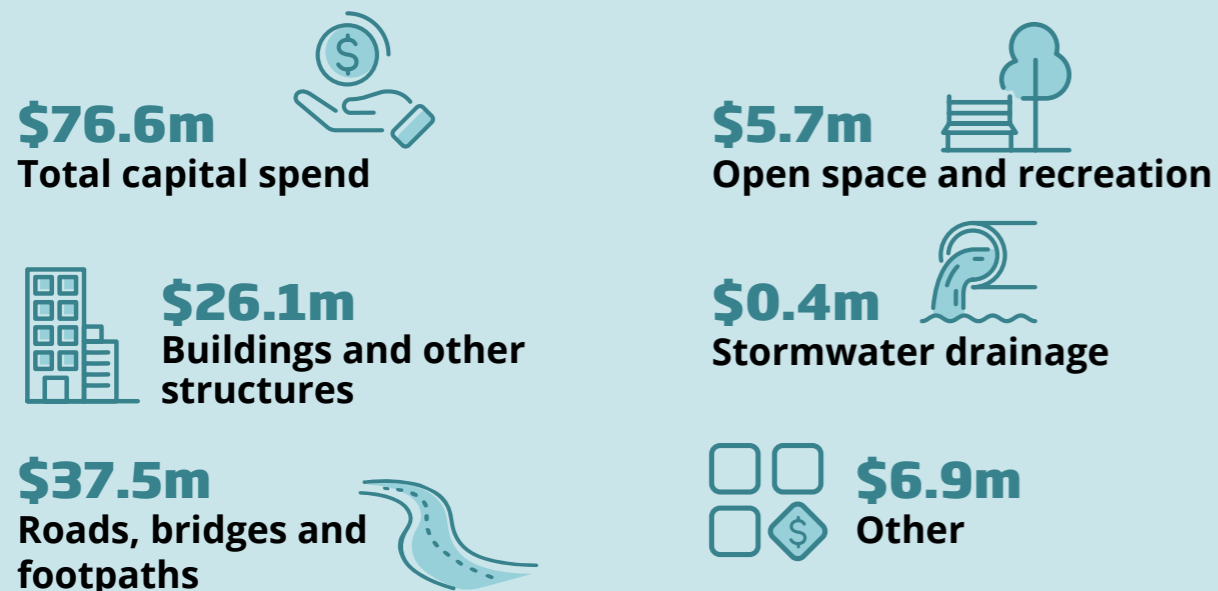
Maitland is located within a major growth corridor. To respond to this growth, we are focused on ensuring infrastructure delivery meets community needs, both now and into the future.

Focused on key and major infrastructure improvements, Council has diligently secured grant funding to enable the delivery of projects such as Maitland Regional Sports Complex, major road upgrades, playground improvements and shared pathway extensions. These projects otherwise would have required alternate funding and would have taken much longer to achieve. In addition, the use of loan funding continues to provide a fundamental source of capital revenue for Council as we increase our recurrent borrowings to fund appropriate infrastructure renewals and, where necessary, match grant funding. This allows those who will benefit from new facilities over upcoming years to also share in meeting the cost of providing those facilities.

This program of works will continue to enhance our city now and into the future, ensuring Maitland remains a wonderful place to live, work and visit.

Major projects that we continued to progress or have completed during 2022-23 include:

- Completion of Maitland Administration Centre
- Restoration of the Maitland Town Hall
- Intersection and road upgrades at Thornton, including commencement of Raymond Terrace Road and Government Road
- Maitland Regional Sports Complex stage 4 – Harold Gregson Park upgrades at Maitland
- Maitland Park – Robins Oval grandstand and amenities
- Section of Morpeth to Walka Shared Pathway
- John Wilkinson Bolwarra Sports Complex irrigation works
- Maitland Resource Recovery Centre.



Note: figures above are calculated as renewals plus new assets minus non-cash contributions as per the financial statements.

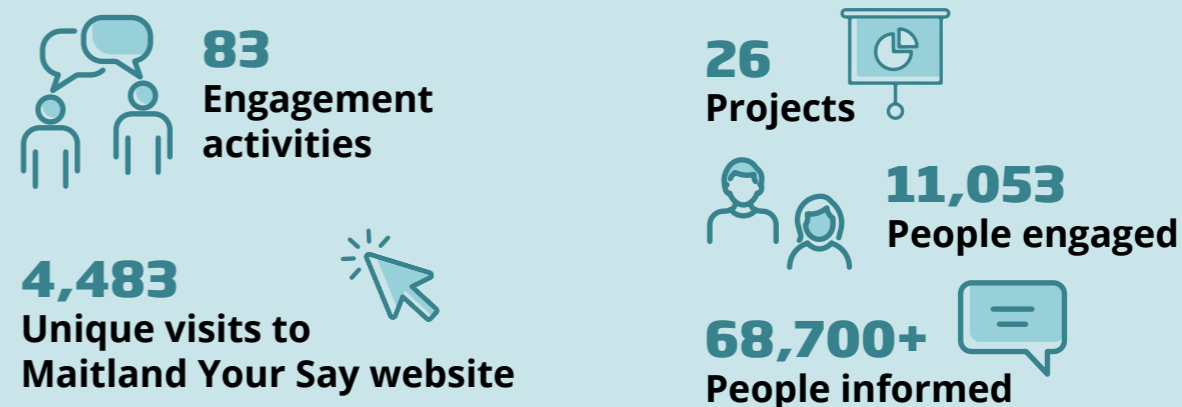
## COMMUNITY CONVERSATIONS

Community engagement is at the heart of what we do. Listening and having community voices shapes Council's plans and supports strong communities.

We are committed to ongoing and honest conversations with our community and engagement activities shaped by our Guiding Principles, social justice principles of equity, access, participation and rights, and best practice engagement. By inviting community participation, we aim to create a sense of belonging, connection and involvement and ultimately build a better Maitland.

In 2022-23, we developed the Communication and Engagement Strategy, our roadmap for creating and maintaining positive relationships and effective engagement with our community.

### Snapshot of engagement activity in 2022-23:



During 2022-23, community informed decision making was undertaken on the following projects:

- Anambah former landfill
- Aquatics Strategy
- Belmore Road parking
- Community Engagement Strategy
- Community satisfaction survey
- Delivery Program and Operational Plan
- Economic Development Strategy
- Environmental Sustainability Strategy
- Flood impacts on local businesses
- James Street Reserve, Morpeth
- Largs Skate Park design
- Liveability census
- Maitland Regional Art Gallery review
- Maitland to Morpeth shared pathway
- No stopping zone, Princess Street, Morpeth
- Residential Parking Permit Scheme
- Rural Lands and Local Housing Strategy
- Scobies Lane flooding
- Spotted Gum Ironbark Forest
- Thornton Road project
- Thornton Skate Park design
- Waste Management Strategy
- Youth Week 2023.

### FACEBOOK LIVE

Annual Report Q&A session	Operational Plan Q&A session	Walka Water Works Q&A session
2.9k reach	2.2k reach	4.8k reach
1.4k views	982 views	1.5k views





Stockland Greenhills

## CUSTOMER EXPERIENCE

Our vision is to consistently deliver great service regardless of how customers interact with us.

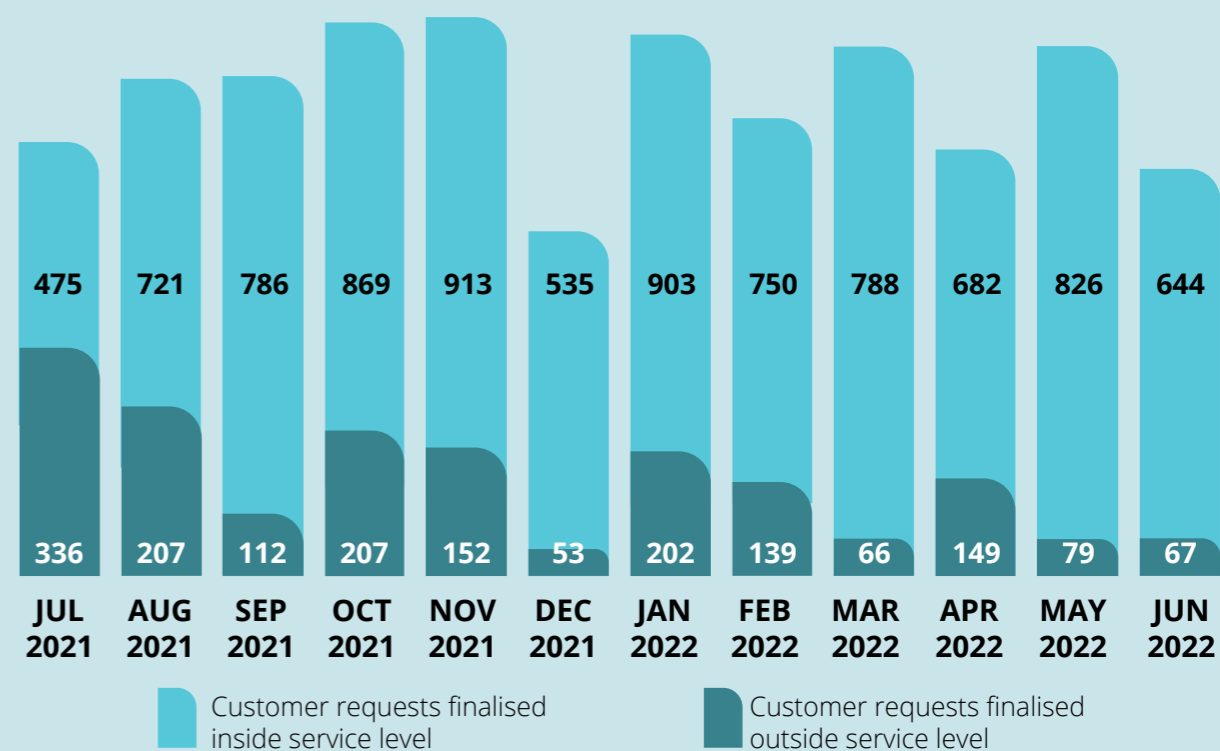
Council's Customer Experience Team received 58,271 calls, a slight reduction compared to the previous year of 65,848. Our corporate website received 717,374 visits and we facilitated 5,059 live chats, both an increase from last year.

Council has agreed service levels that it aims to meet for each customer service request category, subject to the seriousness of the issue. These range from three days for waste related matters to 10 days for pothole repairs and 15 days for footpath maintenance. Of all the requests finalised during the period, we completed 72% within agreed service levels.

 <b>58,271</b> Phone calls received	 <b>7,358</b> Visitors to customer counter	 <b>31,606</b> Emails received
 <b>72%</b> Service requests completed within agreed service levels	 <b>717,374</b> Website visits	 <b>5,059</b> Online live chats

### Customer service requests

**12,373**



Note: graph excludes 1,712 requests that were received during 2022-23 but were not yet finalised by the end of the reporting period.

## WORKING WITH PARTNERS TO DELIVER BETTER OUTCOMES

We are proud to work with the NSW and Federal Governments to deliver services and improved facilities to our community through one off grant funding secured in 2022-23.



### NSW GOVERNMENT

The following projects have secured grant funding and will be proudly funded by the NSW Government and Council:

#### Department of Planning and Environment

**\$5,505,500** from NSW Accelerated Infrastructure Fund Round 3 to fund the Northern (Chisholm) Catchment Sportsground.

**\$500,000** from Places to Play to fund Roy Jordan Oval Skate park and Playspace.

**\$148,826** from the Restoration and Rehabilitation Program 2022 to fund the rehabilitation of two Endangered Ecological Communities - habitat and connectivity improvement in Maitland.

**\$25,000** from the Local Government Heritage to fund Maitland Local Heritage Fund.

#### Transport for NSW

**\$73,295** from the Local Government Road Safety Program, to provide up to 50% funding contribution to the salary of a Road Safety Officer and funding for local road safety projects.

**\$910,000** from the Fixing Local Roads Round 4 to fund road works at Wollombi Road, Farley and Rutherford.

**\$915,000** from the Fixing Country Road Rounds 6 to fund Tocal Road rehabilitation.

**\$258,718** from the Fixing Local Roads Pothole Repair to fund Maitland's Pothole Repair Program.

**\$570,000** from the Active Transport NSW to fund Maitland to East Maitland Shared Pathway design and Maitland to Rutherford Shared Pathway design.

**\$1,373,647** from the Regional and Local Roads Repair Program to fund the Maitland Regional and Local Roads Repair program.

**\$2,540,584** from the Regional Roads and Transport Recovery Package for the betterment of Melville Ford Bridge.

#### Crown Lands NSW

**\$270,083** from the Crown Reserve Improvement Fund Program to fund the refurbishment of the Maitland Gaol Chapel, environmental weed control at Tenambit Wetland, One Mile Gully and Two Mile Creek, Maitland Cemetery control of weeds and East Maitland and Hunter River alligator weed treatment.

#### Department of Regional NSW

**\$311,547** from the Reconnecting Regional NSW – Community Events Program to fund March in Maitland.

**\$277,500** from the Regional NSW Business Case and Strategy Development Fund to fund Maitland Gaol Hotel Development Business Case and Feasibility.

**\$10,000,000** from the Resources for Regions Round 9 to fund Walka Water Works redevelopment - Stage 1.

**\$2,018,511** from the Stronger Country Communities Fund Round 5 to fund the Maitland shared path lighting, universal toilet and car parking at Wirraway Park Thornton, outer field lighting at Maitland Park, tennis court surface replacement at Rutherford, playspace at Metford Oval, shared pathway and exercise stations at Norm Chapman Oval in Rutherford and tennis court replacement at East Maitland.

**\$2,708,640** from the Resources for Regions Round 9 to fund the Maitland Regional Sportsground Complex Stage 4b Improved community infrastructure at Harold Gregson Reserve.

#### Environmental Protection Authority

**\$329,060** from Go FOGO Grant Program to fund Maitland's Food Organics and Garden Organics program.

**\$55,000** from the Local Government Waste Solutions Fund Round 1 to fund a Circular Economy Hub Feasibility.

**\$83,000** from the Illegal Dumping Prevention Program to fund Weblands Street Land Illegal Dumping Prevention.

#### NSW Environmental Trust

**\$109,700** from the Flying-fox Habitat Restoration Program to fund the Flying Fox Home Base Project.

#### Multicultural NSW

**\$650,000** from the Stronger Together Local Councils Major Festival Grant to fund Maitland Riverlights Multicultural Festival.

#### National Australia Day Council

**\$20,000** from the Australia Day 2023 Community Grants to fund Australia Day in Maitland.

#### NSW Department of Communities and Justice

**\$5,581** from Youth Week 2023 to fund Maitland Youth Week 2023.

#### NSW Office of Sport

**\$15,000** from Active Fest to fund Maitland Active Fest.

**\$150,000** from the NSW Football Legacy Fund – Infrastructure Round 1 to fund floodlighting at Lochinvar Sportsground.

#### NSW Rural Fire Service

**\$60,000** from the Bush Fire Risk Mitigation and Resilience Grant Program to fund Bush Fire Risk Mitigation and Resilience.

#### Office of Responsible Gambling

**\$20,000** from the Community Development Fund 2022 to fund the provision of the Conversations for Art & Dementia program.



Australian Government

### NSW AND AUSTRALIAN GOVERNMENT

The following projects are being funded under a grant from the Federal and NSW Governments:

#### Office of Local Government (NSW Government) joint with Commonwealth

**\$1,000,000** from the Local Government Recovery Grants to fund various recovery projects across Maitland.

#### Department of Infrastructure, Transport, Regional Development, Communications and the Arts

**\$1,733,544** from the Local Roads and Community Infrastructure Program Phase 3 to fund shared pathways, road intersections and recreation projects across the LGA.

Maitland Regional Art Gallery (MRAG)

# OUR EVENTS

Our events were held at many locations across our LGA including the Levee, central Maitland, our Libraries, Maitland Regional Art Gallery, Maitland Gaol, sporting grounds and many of our local suburbs.

2022

07

## JULY

- Street Eats - East Maitland
- Warming the Streets mini market
- Connected to Nature Exhibition: Mai-Wel Creative Arts



08

## AUGUST

- Street Eats - Aberglasslyn
- Maitland Aroma Coffee and Chocolate festival



09

## SEPTEMBER

- Foreign Film Night
- Summer Launch - Maitland Aquatic Centre
- Spring 2022 exhibition opening

10

## OCTOBER

- Street Eats - Tenambit
- Street Eats - Thornton
- Foreign Film Night
- Drumming and jewellery making school holiday workshops
- Guided Slow Looking Tour

11

## NOVEMBER

- Street Eats - Gillieston Heights
- LIVE at The Levee at Coffin Lane
- Morpeth Bicentenary
- Bitter & Twisted Boutique Beer Festival
- International Mens Day event - East Maitland Library



12

## DECEMBER

- Street Eats - Telarah
- Santa Photos at The Levee
- A Merry Little Christmas market
- Summer 2022 Exhibition Opening Event
- FIFA World Cup Live Site Australia V Argentina with Maitland Football Club

01

## JANUARY

- Street Eats - MRAG
- Street Eats - Morpeth
- Dive in Cinema
- Wild Twilight picnic at East Maitland Library
- LIVE at The Levee Changing Tides
- Maitland River Regatta
- Australia Day celebrations
- Rutherford Shred (youth space activation)



03

## MARCH

- Street Eats - Metford
- Maitlanes LIVE
- LIVE at The Levee
- Comedy on Coffin
- International Women's Day event - East Maitland Library
- Kungka Kunpu (Strong Women) Opening Event

2023



05

## MAY

- Maitland Taste
- Street Eats - Rutherford
- Homelessness Summit
- Grant Writing workshop
- Exhibition Maitland Portrait Prize

06

## JUNE

- Street Eats - Maitland Park
- Street Eats - Chisholm
- Maitland Libraries MasterChef Trio event
- Active Fest - BMX community day
- Woodberry Mural - community painting day



02

## FEBRUARY

- Street Eats - Woodberry
- Seniors week - Maitland Aquatic Centre
- Seniors Festival
- Active Fest - Metford Recreation Reserve
- East Maitland Shred (youth space activation)

04

## APRIL

- Burton Automotive Hunter Valley Steamfest
- Make It Maitland - Let's Roller Skate
- Street Eats - Raworth
- Falling Leaves mini market
- Winter launch - Maitland Aquatic Centre
- Youth Week - Maitland Aquatic Centre
- 300 Paintings with comedian Sam Kissajukian



Morpeth

## OUR FLOOD RESPONSE

Maitland faced its biggest flood clean up in 15 years after floodwater inundated properties, isolated entire communities, and blocked roads in several suburbs in July 2022, the second in just four months. The flood event resulted in damage to infrastructure across the city, with recovery efforts taking many months to complete.



**35,000**  
Residents isolated



**255mm**  
Received of rain in  
just four days



**10.41 meters**  
Hunter River peak

Council stood as one to keep our community safe and dry. Our libraries and community centres became a place of refuge and comfort for many and crews across Council worked day and night tirelessly to help keep Maitland running and safe for the community.

'Belmore Bridge saw its average monthly rainfall of 130 mm fall in a single day'  
- Bureau of Meteorology

**\$1m**  
Received from Local Government Recovery Grants Program (NSW Severe Weather and Flood Grant)

Maitland declared **natural disaster**

**2**  
Additional trucks hired for 'hot mix' pot hole repairs

Supported **SES, RFS, SLSC** and other emergency services

Provided **facilities** and other emergency services

**60**  
Road closure barriers installed

**76**  
Road closures managed

**190**  
Social posts

**50t**  
Asphalt used to fill potholes in one week

**30+**  
Teams deployed for flood response

**7,055**  
Shares

Council voted to pass on the EPA Natural Disaster Exemption and waive the remaining waste disposal fees for flood impacted properties needing to dispose of damaged materials or debris left by flood waters.

# SUPPORTING AN ACCESSIBLE AND INCLUSIVE COMMUNITY

We aspire to make Maitland an accessible and inclusive city. We deliver a range of programs in partnership with our community to empower it to take collective action on social issues that are important to the community.

Under *Section 13(1) of the Disability Inclusion Act 2014*, Council has continued implementing our Disability Inclusion Action Plan.

Highlighted under the following focus areas:

1. Developing positive community attitudes and behaviours
2. Creating liveable communities
3. Supporting access to meaningful employment
4. Improving access to mainstream services through better systems and processes.

## 1. DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS

Over the year we worked in partnership with internal stakeholders and external service providers to encourage and support initiatives to promote accessibility and inclusion awareness within Maitland.

### Administrative support and guidance on grants

We have provided the community with administration support and guidance on grants for a range of funding opportunities including Council's Section 356 Community Grant Program to support disability inclusion and access, Commemorative and Recognised Days Program, ClubGRANTS and Community Connections Forum.



East Maitland Library

### Key achievements:

- ✓ Funding provided through High Achievers Sports grants for representation of Australia at World Deaf Basketball Championships in Heraklion, Greece.
- ✓ Cerebral Palsy Alliance was funded to provide mobile disability services for children and adults living with a disability and their families in the Maitland region.
- ✓ Funding provided to The Sensory Clinic to host a World Autism Day Picnic and Parade for a diverse demographic of people sharing a common diagnosis to come together and support each other.
- ✓ Early Links Inclusion Support Service was funded to provide a Kids Gym Holiday Program to raise awareness and provide a safe and inclusive space for participants with autism to develop their skills.
- ✓ Talk Together Connection provided by The Shepherd's Centre to deliver a program for parents of children with hearing loss living in Maitland area.

## 2. CREATING LIVEABLE COMMUNITIES

We have implemented a range of initiatives over the year to help ensure people with a disability feel part of the community and have the same opportunities as everyone else to participate in the services Council provides.

### Sensory processing tool for gallery visitors

Maitland Regional Art Gallery (MRAG) implemented initiatives, including sensory processing assistance tools for gallery visitors. These tools include a social script, a visual schedule and a sensory bag. MRAG developed the social script in consultation with a young visitor requiring sensory processing assistance and their family. The social script provides visitors with special needs an opportunity to understand what to expect when visiting the Gallery, providing a visual and scripted guide.

MRAG created a visual schedule alongside the social script, including nine picture and word cards about what you can see and do in the Gallery. This schedule assists visitors who may experience anxiety if visiting for the first time. The Gallery has also created a sensory bag for people with sensory processing sensitivities and their families and carers, who can use the bag and the sensory assistance items.

### Key achievements:

- ✓ Maitland Regional Art Gallery won a national Australian Museums and Galleries Award for its Art & Dementia program 'conversations'. The Art & Dementia program, which runs with support from the NSW Government, is specifically designed for people living with dementia and their carers. It aims to combat social isolation and provide opportunities for attendees to develop ongoing quality relationships.
- ✓ We design community engagement plans to be inclusive and accessible, removing barriers to participation by people with disability.
- ✓ Council's website is Web Content Accessibility Guidelines (WCAG) 2.0 compliant and recently upgraded to focus on the customer's experience. We coordinated and hosted 13 testing sessions with 23 diverse community members to listen to their thoughts and reactions to the new website's content, navigation and design.
- ✓ The Maitland Events website provided accessibility information for each flagship event.
- ✓ Acceptance of the Companion Card for the Bitter & Twisted ticketed flagship event.
- ✓ We developed a protocol for the operations of the Including You Tent.
- ✓ Expression of Interest form revised for organisations to facilitate the addition of the Including You Tent at events.
- ✓ Communication boards designed for flagship events in partnership with Hunter Prelude.
- ✓ 509 access and inclusion learn to swim lessons completed.
- ✓ 3,846 carer visits at Maitland Aquatic Centre.
- ✓ Auslan interpretation provided at Maitland Regional Art Gallery and libraries.
- ✓ 12 Journeys Creative Connections workshops held at MRAG for adults with a lived mental health experience.
- ✓ A performance workshop was held with Mai-Wel participants with Catapult Dance.
- ✓ The libraries provided a digital audio collection for general access, including for those with low vision or who are blind.
- ✓ A weekly home library for the frail and aged and people with a disability.
- ✓ Staff who have undertaken volunteer level tutoring training offer Adult Literacy tutoring, and the libraries established a community of practice to support practice development and service improvement.
- ✓ Coaching to build staff awareness and practice around working with low vision and low literacy customers at libraries.
- ✓ Numerous bus stops have been upgraded across the LGA to improve accessibility.

### 3. SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

Council supports workforce participation and volunteering for people with a disability and encourages people with a disability to apply for employment with Maitland City Council. We continue to implement initiatives of Equal Employment Opportunity (EEO) and ensure our recruitment processes are fair and barrier free.

#### Key achievements

- ✓ Ongoing relationships maintained with local disability service provider Mai-Wel and working together to create opportunities for the community within the organisation.
- ✓ Regularly review recruitment and employee support to ensure fair and barrier-free processes.
- ✓ Incorporate inclusion awareness into staff induction programs through equity, diversity and respect in the workplace.
- ✓ We provide Respectful Workplace Training to all staff, including bullying and discrimination, covering disability and inclusion.
- ✓ Council offers EEO training under the Corporate Training Plan and continues an active EEO committee.
- ✓ Management worked with employees who required support to enable workplace adjustments, flexible work arrangements and external support providers to assist in improving their ability to fulfill their role requirements and experience as an employee of Council.
- ✓ Council's suite of Guiding Principles aligns with the direction of the Disability Inclusion Action Plan (DIAP).
- ✓ The new Maitland Administration Centre provides improved access for all.



East Maitland Library

### 4. IMPROVING ACCESS TO MAINSTREAM SERVICES THROUGH BETTER SYSTEMS AND PROCESSES

Several works were completed in 2022-23 to improve accessibility and meet Disability Discrimination Act compliance, including works on footpaths, shared pathways, cycleways, traffic facilities and car park surface upgrades.

#### Playspace Design

We have aligned the design of several local playspaces following the release of the NSW Government's Everyone Can Play Guidelines. Works included Morpeth Common Playspace and Vi Denny Playspace. The design of Morpeth Common playspace is unique to Maitland as it includes exploratory and nature play equipment that is drawn from the surrounding environment, creating an opportunity for unstructured play. The design of the Vi Denny playspace at Telarah nurtures exploratory and imaginative play.

Council has designs drawn and commenced tenders to upgrade amenities and changerooms to provide gender inclusivity and accessibility at a number of existing sites including Cooks Square Park at East Maitland and Maitland Park outer fields at Maitland, which are being done in accordance with funding provided by the State Governments Stronger Country Communities Fund.

#### Food Network

We have facilitated the Food Assistance Network with all organisations assisting those in need in the Local Government Area. The network has connected network members, providing additional meal services and enabling leftover meals from services to be distributed by other providers.

#### Access and Inclusion Reference Group (AIRG)

Collaboration with the AIRG provides an opportunity to hear the voices of those living with disability and facing exclusionary practices within our region, acknowledge them and actively integrate feedback into our planning and programming. The AIRG provided feedback on several engagement strategies, policies and designs, including:

- Maitland Aquatics Strategy
- Economic Development Strategy
- Morpeth Common and Vi Denny playspaces
- Evaluation of the benefits and challenges completed to inform future AIRG engagement.



Greenhills Gardens playground



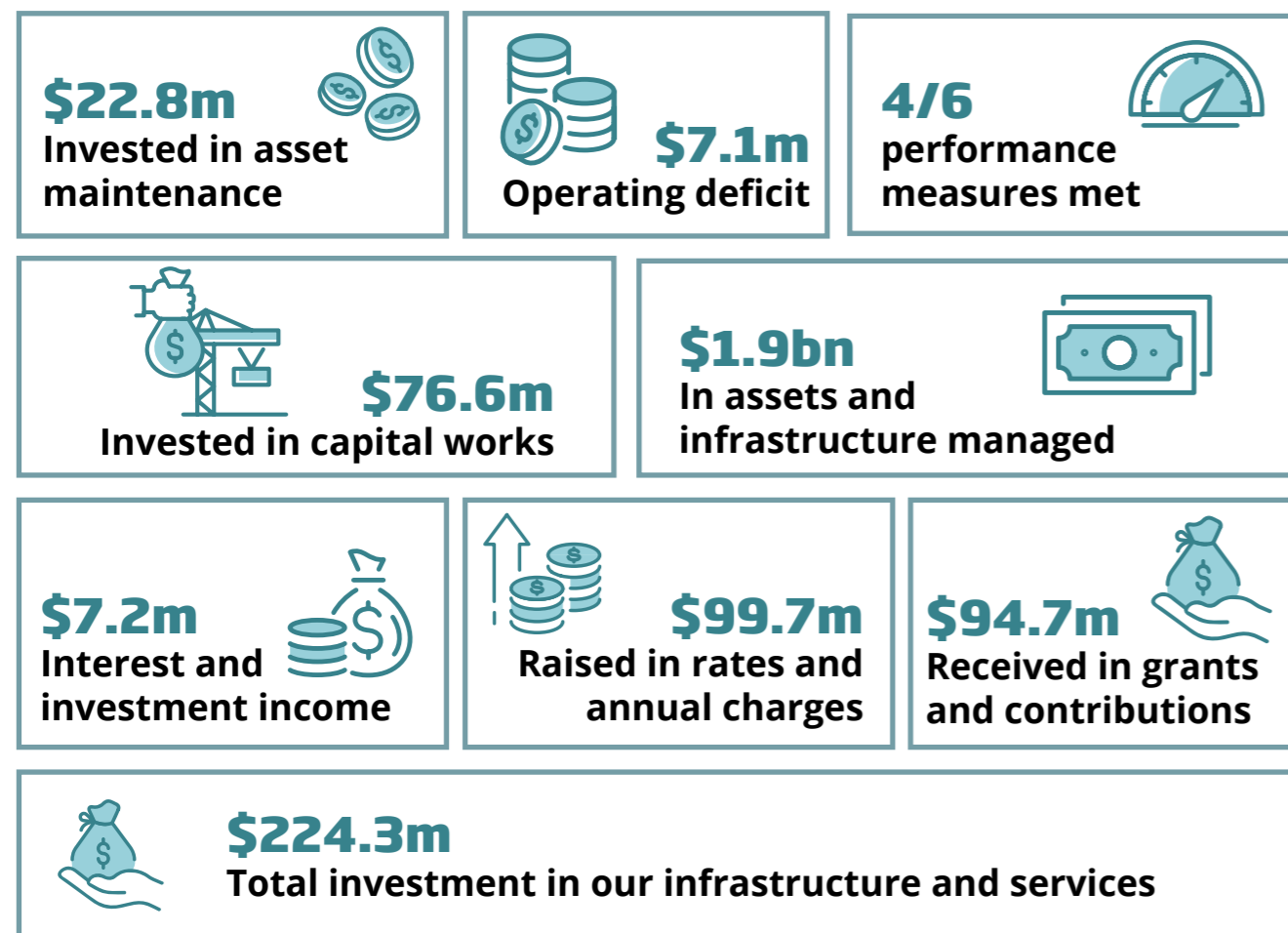
# COMMUNITY FINANCIAL REPORT

This year, Council spent \$147.7 million to provide services and facilities to over 93,000 residents. We managed \$1.9 billion of assets and invested \$76.6 million in capital works, including roads, bridges, drains, halls, recreation and leisure facilities, libraries and parks for the benefit of the local and visiting community.

We generate income to fund services and facilities via rates on property, government grants, interest on investments and user charges.

We then spend this income on construction, maintenance, staff costs, grants to the community and other services to the community like libraries, pools, art gallery programs and waste facilities.

The following information provides a summary of our 2022-23 financial statements.



## HOW WE INVEST EVERY \$100 IN OUR COMMUNITY

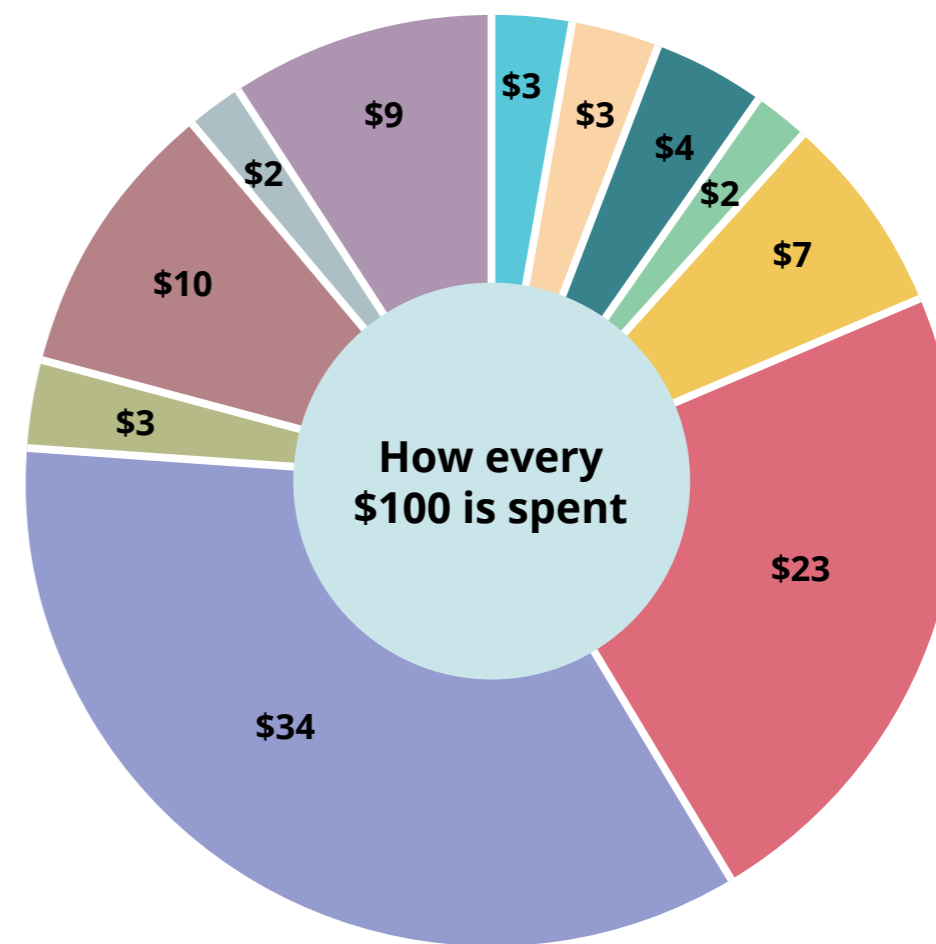
Out of every dollar in revenue we receive, only 56 cents comes from rate revenue. Other sources, including user fees, grants and investments, generate the remaining 44 cents.

Diversifying our revenue sources beyond rates reduces the burden on ratepayers and ensures a more stable and sustainable financial foundation. While some councils have the means to develop additional non rate revenue streams, like income from parking facilities or commercial properties, many councils, especially those in rural and regional areas, have fewer opportunities to generate such revenue.

To address this challenge, Council will continue to review our service levels and explore additional ways to generate revenue to ensure we can maintain the delivery of quality and sustainable services to our community.

The below graph represents both our capital and operational investment of \$224.3m. Our capital works program is an investment in our roads, assets, facilities and recreation facilities. The July 2022 floods required substantial investment in roads and disaster recovery efforts, resulting in significant additional costs.

The below graph shows how we invest every \$100 into our community and city. The objective of this graph is to ensure that financial information is easy to understand and available to every member of the community.



- \$3** Supporting our culture and community
- \$3** Supporting our Digital Transformation and Customer Experience
- \$2** Supporting our people
- \$4** Showcasing our economic development and tourism
- \$2** Protecting and enhancing our environment
- \$7** Managing our finances and governance
- \$23** Maintaining our assets and facilities
- \$34** Maintaining and building our roads, bridges and shared pathways
- \$3** Planning and assessing for our city
- \$10** Maintaining our recreational facilities
- \$2** Supporting our people
- \$9** Manging our waste



# Our Maitland

- 36 | Maitland at a glance
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- 50 | Our services

# MAITLAND AT A GLANCE

**4** Public libraries

**5** District buildings

**4** Childcare centres

**16** Community halls

**1** Regional art gallery

**1** Regional sports complex

**17** Bridges

**769km** Local road network

**45** Major culverts

**39** Flood gates

**4** Operational cemeteries

**5** Historic cemeteries

**426km** Creeks and rivers

**83** Playgrounds

**8** Grandstands

**7** Skate parks

**342km** Cycleways and footpaths

**450ha** Passive and open spaces

**15%** Remnant bushland

**1,290** Recorded flora species

**390** Recorded fauna species

**8,354ha** Native vegetation

**34** Amenities buildings

**1** Maitland Gaol

**1** Walka Water Works

**2** Aquatic centres

# OUR COMMUNITY, OUR CITY



Located in the lower Hunter region of New South Wales, Maitland is a 90 minute freeway drive to Sydney and 30 minutes to the vineyards, Newcastle and Port Stephens, with the airport, shipping terminals and freight rail access. You won't find a better place than Maitland.



**396km<sup>2</sup>** Area

**228 persons/km<sup>2</sup>**  
Population density

**93,616**  
Estimated population in 2023

**144,550**  
Projected population by 2041

## ANNUAL GROWTH

MAITLAND **2.4%**

NSW **1.0%**

## FORECAST POPULATION GROWTH OVER THE NEXT 20 YEARS

MAITLAND **61.1%**

NSW **20.9%**

The Wonnarua people are the traditional land owners and custodians of the Maitland area and their lands extend throughout the Hunter Valley. A Dreamtime story explains how the hills and rivers in the Hunter Valley were created by a spirit called Baiame. Neighbouring nations to Wonnarua include Geawegal, Worimi, Awabakal, Gamilaroi, Wiradjuri, Darkinjung and Birpai.

Maitland is one of the oldest regional centres in Australia, built on the banks of the Hunter River, and a key centre in the Hunter Region. The city provides a diverse mix of iconic heritage sites, historic villages and town centres. The river and floodplains provide a distinctive mix of rural, agricultural, residential and commercial lands.

Over 93,000 residents live within the town centres, new and growing suburbs and quiet rural areas spread over the 396 square kilometres of the city limits. We welcome around 2,000 new people each year, and we expect the population to grow with an additional 54,800 residents between 2021 (from 89,750) and 2024 (to 144,500), representing a forecasted population growth of 61% over the next 20 years.

**Our city is one of the fastest growing inland cities in Australia with an annual growth rate consistently above 2.4%.**

Source data: Planning NSW population projections, Census data 2021 and Remplan data 2021.

## OUR COMMUNITY

	MAITLAND	NSW
Median age	<b>36</b>	<b>39</b>
Families	<b>25,243</b>	<b>2,135,964</b>
Aboriginal and Torres Strait Islander	<b>▲ 8%</b>	<b>3%</b>
People with disability	<b>▲ 5.8%</b>	<b>5.4%</b>
Born overseas	<b>▼ 13.1%</b>	<b>34.6%</b>
Population over 65	<b>▼ 15.6%</b>	<b>17.7%</b>
Speak a language other than English at home	<b>▼ 9.4%</b>	<b>32.4%</b>

## OUR HOUSING

	MAITLAND	NSW
Average people per household	<b>▲ 2.7</b>	<b>2.6</b>
Renting	<b>▼ 29.8%</b>	<b>32.6%</b>
Owned with mortgage	<b>▲ 39.1%</b>	<b>32.5%</b>
Owned outright	<b>▼ 28.0%</b>	<b>31.5%</b>
Single detached dwelling	<b>▲ 87.3%</b>	<b>65.6%</b>
Average number of bedrooms per dwelling	<b>▲ 3.400</b>	<b>3.100</b>
Median monthly mortgage repayment	<b>▼ \$1,829</b>	<b>\$2,167</b>
Median weekly rental cost	<b>▼ \$370</b>	<b>\$420</b>

## OUR ECONOMY

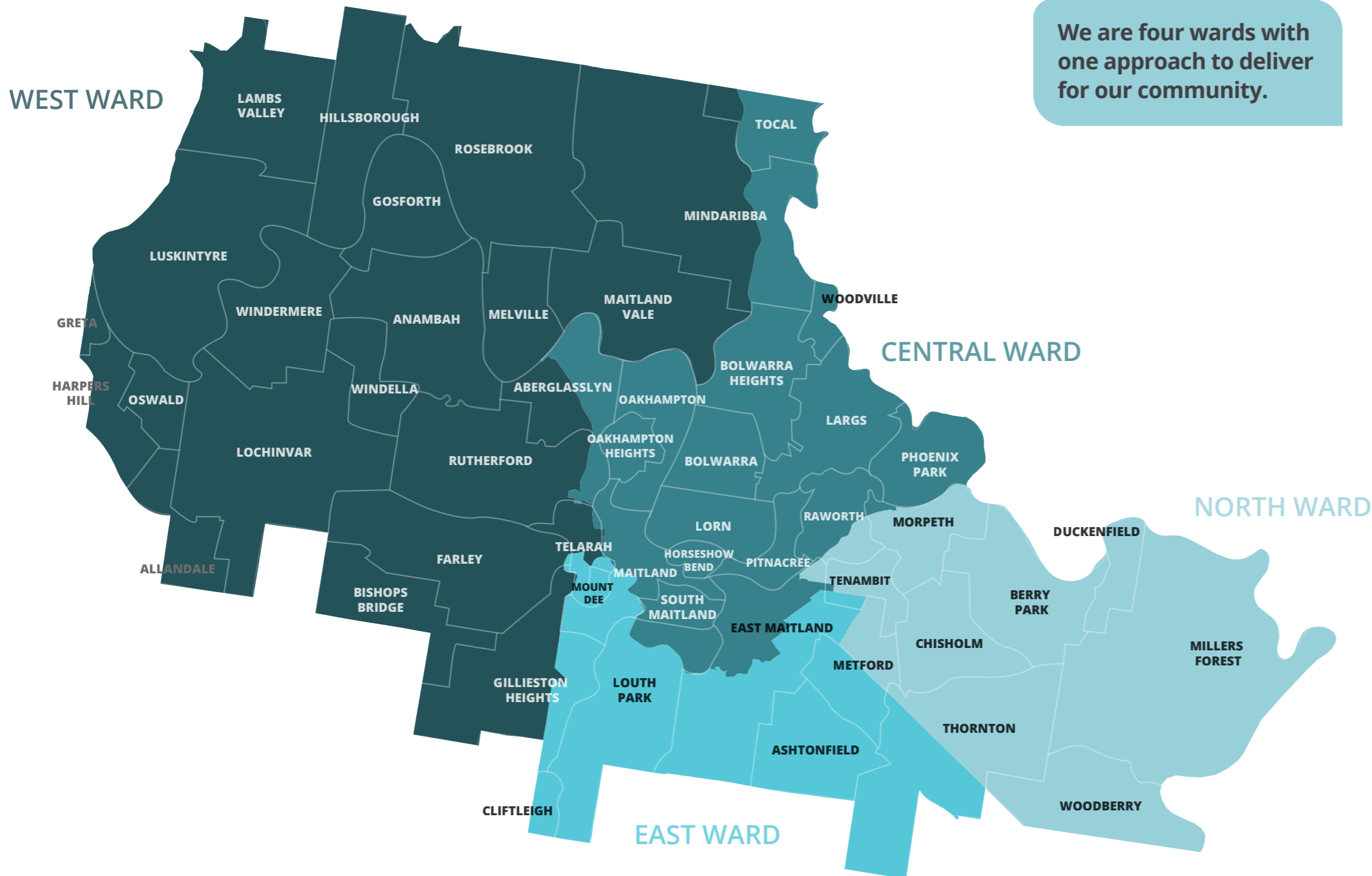
	MAITLAND	NSW
Economic output	<b>\$12.5bn</b>	<b>\$1412.2bn</b>
Active trading business	<b>5,555</b>	<b>862,769</b>
People in the labour force	<b>▲ 64.0%</b>	<b>58.7%</b>
Unemployment rate	<b>▼ 4.7%</b>	<b>4.9%</b>
Gross regional product	<b>\$6.1bn</b>	<b>\$697.4bn</b>
Median weekly household income	<b>▼ \$1,766</b>	<b>\$1,829</b>

# GOVERNING OUR CITY

## OUR ELECTED COUNCIL

Maitland City Council has a popularly elected Mayor and 12 Councillors elected by residents in four wards: North, West, Central and East. The ward names are in the process of being changed for financial year 2023-24.

Elected in December 2021, Council now has the highest representation of female council members in its history.



We are four wards with one approach to deliver for our community.



### Mayor Philip Penfold

First elected to Council in 2008, Mayor Philip Penfold was born and raised in Maitland.

He studied at Maitland Boys High School and Rutherford Technology High School, played soccer with Rutherford Football and the Maitland Magpies and discovered a passion for martial arts.

During a stint living in the United States, where he saw first hand the positive impact of community working together, Philip was inspired to run for Council, citing a desire to have a seat at the table and make a difference.

Philip is a Justice of the Peace and has a career background in banking and finance. He is an eager contributor to his community and an advocate for causes such as support for people in crisis.

His priorities include sound fiscal management, increased focus on sporting and recreation infrastructure and road improvements that reduce traffic congestion.



Scan the QR code to get to know who is representing you and how to contact them.

# OUR COUNCILLORS

## NORTH WARD



### Deputy Mayor Mitchell Griffin

Cr Mitchell Griffin, now in his second term on Council, was born in Morpeth and has lived in Metford with his wife, two sons and two dogs for over 10 years.

Mitchell is a big motorsports fan, a foundation member of H2O Baptist Church in Thornton, a JP Association Maitland Patron, a supporter of East Maitland Lions Club and Maitland District Historical Society member.

He values heritage and has a family lineage woven into the city's history, with ancestors landing here in 1839.

Maitland's growth and recognising the need for infrastructure to create a liveable and vibrant future city, was what inspired him to run for Council.



### Councillor Robert Aitchison

Cr Robert Aitchison is a Thornton local and third term councillor proud of what Maitland as a city and a community continues to achieve.

Robert moved to the area in 2000 to start a tour business and raise his two children in an idyllic location that is both prosperous for trade and rich in community.

As a proud Freemason, a local association that raises money and helps those in need, he values volunteering, treating others with respect and helping those less fortunate.

Several years ago, Robert became concerned that the community and Council were losing connection and decided to run for Council to help bridge that divide and advocate to give people a fair go.

Talking about Maitland, he says, 'I love the fact we've got such heritage. We're small enough that we can get around and see everything easily and have retained a community feel.'



### Councillor Mike Yarrington

Cr Mike Yarrington, who owns and runs a trophy and promotions business in Maitland, has lived in the area for more than 25 years, residing in Thornton and is a second term councillor.

Mike has been a member of the Rotary Club of Maitland Sunrise since 2000 and is an ardent Sydney Swans fan. He cites new pathways and cycleways across Maitland as a key priority.

A keen recreational cyclist, Mike says he ran for Council to shape what happens in Maitland and to effect change. 'Over this term of Council, I am excited to see some of the projects and initiatives that we've started developing continue to come into reality, such as work on the Morpeth to Walka Water Works shared pathway,' he says.

In addition to growing visitation to Maitland through improved pathways and infrastructure, Mike cites advocating for safer and smoother roads among his priorities.

Mike also loves being outdoors, working in his garden and takes a lot of pride in his home brewing. Thanks to his tasty wheat beer, he even won Maitland's Best Home Brew award in 2016 and 2018.

## EAST WARD



### Councillor Peter Garnham

Cr Peter Garnham has lived in Maitland for more than 60 years and is in his sixth term after being first elected in 1999.

Currently Maitland's longest continuously serving councillor, Peter ran for Council because he felt he had something valuable to contribute. Peter and his wife Kelly have four children, nine grandchildren and one great grandchild.

A former Maitland Boys High School student, Peter is a longstanding member of many community organisations, including Lions Club, Apex and the Maitland Steam and Antique Machinery Association.

With a keen interest in steam engines, Peter's passion is attracting people to Maitland and expanding its visitor economy through flagship events like Hunter Valley Steamfest. Peter is also interested in creating employment, facilitating growth and making Maitland an even more vibrant city for future generations.



### Councillor Kanchan Ranadive

Second term councillor, Cr Kanchan Ranadive, has called the Hunter Valley her home for 20 years after moving from Pune, India, in 2002. According to Kanchan, Maitland and Pune are similar cities: rich in culture and history, yet modern.

An engaged local community member, Kanchan is involved in local Indian-Australian community groups, the Rotary Club of Rutherford Telarah and organisations that help get young people and women into work when they need an extra hand.

One of her passions is doing her bit to encourage more women to enter jobs in STEM (science, technology, engineering, and mathematics).

Kanchan loves the diversity of Maitland across the board in things like sport, art, industry, heritage and the people who call our city home. She's proud to be a part of the community and loves Maitland's rich heritage.



### Councillor Ben Whiting

Third term councillor, Cr Ben Whiting, grew up in the Green Hills area of Maitland before heading overseas for work. He returned to his hometown with his wife to raise their two young daughters.

Ben is a special needs teacher and is also actively involved in his local parish. He is a Maitland Park Recreation board member and is proud to see the growth of the Park, 'the city's jewel,' during his time on the Board.

Ben is also a keen local hockey player with the Maitland Rams and is involved in the Bruce Street Community Hall.

One of Ben's favourite things about Maitland is the rural features and the fact they will remain given the city's floodplains. Another is Maitland's 'perfect size': big enough to provide everything you could want but small enough to maintain a community connection.

## CENTRAL WARD



**Councillor**  
**Loretta Baker**

Cr Loretta Baker is a proud community health nurse, a Lorn local and represented Maitland in the last council term as its first ever female mayor.

After moving to Maitland over 30 years ago, Loretta started working in community health in Maitland, supporting those with mental health and addiction problems and running an immunisation program at schools across the city.

She is passionate about the arts and creative movement in Maitland, a member and big supporter of the Maitland Regional Art Gallery, a supporter of the Repertory Theatre and a regular at the Maitland Writers Festival.

Loretta became a Councillor in 2008, seeking to improve lives through furthering social justice and improving amenity and facilities in the city.



**Councillor**  
**Bill Hackney**

The youngest of seven siblings, Cr Bill Hackney grew up in Louth Park. After returning from Sydney for schooling, Bill met his wife Narelle and settled back in Metford to start a family. They now have two children together.

With a career background in construction and business ownership that has resulted in Bill winning multiple Housing Industry Australia (HIA) awards, this is Bill's first term on Council.

Bill is a keen advocate for community safety, serving as Hunter Region Coordinator and New South Wales President of Neighbourhood Watch. He is also passionate about recreational sport, working closely with the East Maitland Griffins and the Maitland Pickers rugby league clubs.

Outside of work, Bill enjoys boating, motorcycles, camping, fishing and spending time with his family at the many events Maitland hosts.



**Councillor**  
**Sally Halliday**

Second term councillor, Cr Sally Halliday, moved to Maitland approximately 25 years ago to raise her family. It was not an unfamiliar city, as Sally's ancestors ran Maitland's first picture theatre and her great grandfather represented Maitland in the NSW State Legislative Assembly.

Sally is a member of many community groups, like the East Maitland Lions Club, the Maitland and District Historical Society and NDIS related support organisations. She is passionate about helping projects and people reach their potential and making the world a better place.

Variety and diversity are the things Sally loves the most about Maitland. It has everything you need in a city, from sports and facilities, to education, retail, business, community groups, a range of employment and so much more.

## WEST WARD



**Councillor**  
**Stephanie Fisher**

First term councillor, Cr Stephanie Fisher, grew up in Ashtonfield, having the perfect childhood of friends, family and sport. After studying and living in Canberra for a time, she returned to Maitland to give her children the same amazing childhood she had.

Stephanie was previously an events manager for East Maitland Bowling Club and is a member of the Hunter Women's Network.

She's also a sports fanatic, pushed by a natural competitive streak that serves her well in everything she tries her hand at.

Stephanie became a councillor to be a voice for the people in the community who are not confident enough to speak out for themselves, to help those less fortunate than herself and values listening to what people have to say.



**Councillor**  
**Kristy Flannery**

First term councillor, Cr Kristy Flannery, is Rutherford raised, living there now with her family and is passionate about community and giving her kids the same amazing childhood she was lucky to have.

Kristy describes Maitland as 'an ideal place to grow up'. In her youth, she played netball and practised gymnastics locally. She even trained in karate for many years under the tutelage of Mayor Penfold.

She's been involved in the PCYC, Maitland Mustangs, West Maitland Football Club, dance studios, and more, all through her kids, keeping her close to the community she loves.

Seeing Maitland's growth and the opportunity to help shape the city that is part of her family's future, is what made Kristy want to be a councillor. She wants it to be the best for them.

She's worked in aged care, gyms and now a family business in Rutherford.



**Councillor**  
**Ben Mitchell**

Cr Ben Mitchell grew up on a family farm in rural Western Australia and first came to Maitland a little over 10 years ago, then quickly fell in love with the area and has been here ever since. First elected in 2017, he represents Maitland as its youngest ever councillor. This is Ben's second term on Council and he was Deputy Mayor from September 2020-21.

In his spare time, you'll find Ben helping around the city in his capacity as vice president of the Rotary Club of Maitland or gardening. Ben said, 'what's important is for Council to be an enabler for the amazing community groups we have here in Maitland.'

The influence of his parents and family being closely involved in their community, initially inspired Ben to become a councillor. He was also tired of people talking online about what could and should be done, so he put his hand up to be a practical part of the solution to issues in the community.

Ben is the operations manager at a local family owned nursery and is a horticulturist by trade. Ben is a Telarah resident and a proud Monarchist who values good governance.

## ROLE OF COUNCILLORS

Councillors are entrusted with the responsibility of voicing the community's perspectives when making decisions that align with the community's welfare. They are expected to exhibit behaviours that meets the community's standards and aspirations while also overseeing the running of the organisation.

Councillors can have a major and positive impact on the health and wellbeing of the whole community. A good working relationship between councillors, the mayor, the general manager and other council staff is fundamental to an effective council. Councillors must also understand how to manage external relationships with the community, the media and other organisations including State agencies.

Under the *Local Government Act 1993*, councillors have a responsibility to:

- be an active and contributing member of the governing body
- make considered and well informed decisions as a member of the governing body
- participate in the development of the Integrated Planning and Reporting framework
- represent the collective interests of residents, ratepayers and the local community
- facilitate communication between the local community and the governing body
- uphold and accurately represent the policies and decisions of the governing body
- make all reasonable efforts to acquire and maintain the skills necessary to perform the role of a councillor.

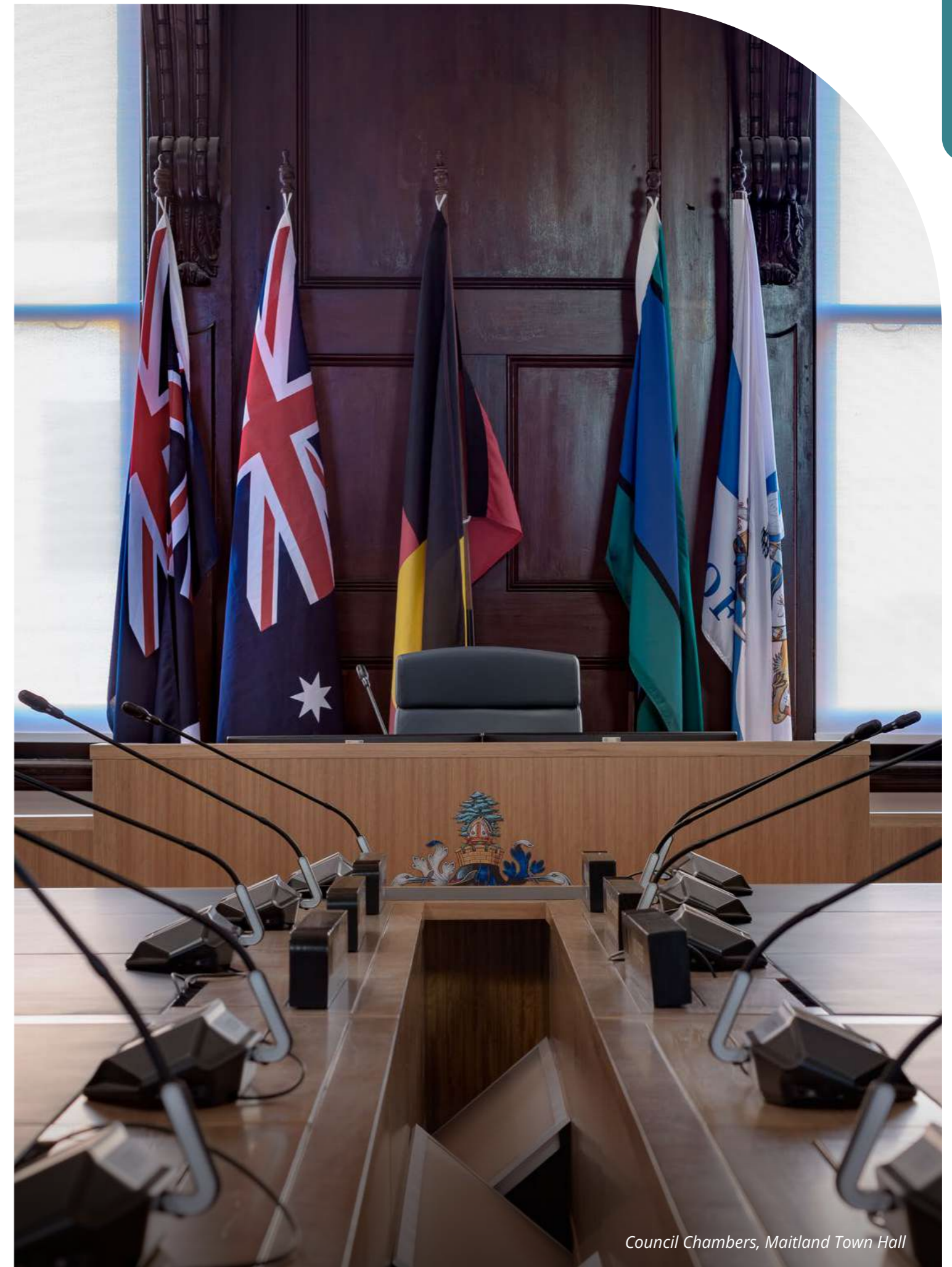
As members of the governing body and in the interests of ensuring the organisation operates effectively to achieve the best outcomes for the community, councillors should endeavour to work constructively with council staff who are responsible for implementing council decisions.

A councillor represents residents and ratepayers, provides leadership and guidance to the community and facilitates communication between the community and Maitland City Council.

## COUNCIL MEETINGS

The elected Council conducts its business at open and publicly advertised meetings (details are available on Council's website), generally held on the second and fourth Tuesdays of the month. Meetings are live streamed and accessible via Council's Facebook page and the corporate website. Business papers and minutes are also available on the website.

Council conducts meetings under an adopted Code of Meeting Practice. The elected Council publicly exhibited and adopted Code of Meeting Practice on 28 June 2022. The Code of Meeting Practice applies to Council meetings, extraordinary meetings and Committee of Council meetings.



*Council Chambers, Maitland Town Hall*



## COUNCILLOR PROFESSIONAL DEVELOPMENT

*Act Reg cl 186*

Holding elected office is a role that carries significant responsibilities and councillors are responsible for ensuring that they hold and maintain the skills necessary to exercise their functions effectively on behalf of the community.

Councils are required to report on the participation of each councillor in a professional development program during the year. The Councillor Expenses and Facilities Policy governs the costs of professional development activities.

Councillors participate in professional development through:

- attendance at fortnightly councillor workshops/briefings - 21 briefing sessions were held in the 2022-23 period and covered a variety of topics, including but not limited to, updates on planning laws/instruments and financial and corporate planning.
- individual enrolment in professional development courses.

The table below lists the number of standalone professional development sessions attended by a councillor in 2022-23.

FUNCTION	NAME
Local Government NSW Annual Conference - Hunter Valley NSW 23 - 25 October 2022	Councillor Griffin and Councillor Halliday
NSW Public Libraries Association Annual Switch Conference 2022 - Albury NSW 9 - 11 Nov 2022	Councillor Aitchison
Keep Australia Beautiful NSW, Tidy Towns Initiative - Singleton NSW 3- 5 March 2023	Councillor Griffin
FMA Conference - Sydney NSW 24 - 26 May 2023	Mayor Penfold
2023 LGNSW Destination & Visitor Economy Conference - Manly NSW 29 - 31 May 2023	Councillor Aitchison
*Australian Local Government Association (ALGA) National General Assembly Conference 2023 - Canberra ACT 13 - 16 June 2023	Mayor Penfold, Councillor Aitchison and Councillor Griffin
*Australian Local Government Women's Association (ALGWA) Breakfast - Canberra ACT 14 June 2023	Councillor Halliday

*Reg CL 217(1)(a)*

No overseas travel was undertaken by the Mayor or Councillors during 2022-23. In the table above, an asterisk (\*) denotes where a councillor travelled interstate.



Steamfest, 2023

# OUR SERVICES



## CITY LEADERSHIP

We steer the development of a contemporary city and desirable community through the leadership of our elected council and senior staff. Together, these groups represent community interests in making decisions, setting policies and delivering services.



## ASSET CONSTRUCTION AND MAINTENANCE

We plan, build and manage community assets, including roads, footpaths, car parks, stormwater drains, recreation facilities and cemeteries to meet the needs of a growing community.



## CITY APPEARANCE

We plan and deliver a range of activities that contribute to the character of our city, from parklands, to street trees, signage and flags, to street sweeping, graffiti removal and litter collection.



## CULTURAL AND EDUCATIONAL SERVICES

We contribute to our community's cultural development and learning through the management and promotion of our libraries, art gallery and museum, in addition to initiatives like public art.



## COMMUNITY SERVICES

We enhance and support our community and its many groups within it through active planning, partnerships and the provision of high quality and accessible services.



## EVENTS AND PLACE ACTIVATION

We deliver and support events, celebrating what we love about our city and commit to retaining a sense of place in Maitland's streets and public places.



## ECONOMIC DEVELOPMENT AND MARKETING

We contribute to the growth of our local economy through efficient, timely approval processes and marketing and visitor economy. We support high profile events and assist in developing Maitland Gaol and Walk Water Works as iconic tourist destinations.



## ENVIRONMENTAL MANAGEMENT

We help protect and enhance our natural environment through planning, partnerships and the delivery of a range of various programs.



## HEALTH AND SAFETY

We enhance community health and safety by delivering a range of programs, and help protect our community in times of emergency or disaster.



## PLANNING AND DEVELOPMENT

We plan and manage our city's sustainable growth and development, while respecting our rich heritage built environment.



## RECREATION AND LEISURE

We manage our city's recreation areas, including parks, sportsgrounds and green spaces, aquatic facilities and a range of community buildings, including neighbourhood centres and the Town Hall.



## ROADS AND TRANSPORT

We provide transport routes for vehicles, bicycles and pedestrians through planning and managing road and transport networks in the city.



## WASTE MANAGEMENT AND RECYCLING

We manage the collection and disposal of our waste and recover recyclable materials.



Maitland Regional Art Gallery (MRAG)



# Our achievements

54 | How to read

56 | Let's connect with each other

66 | Let's create opportunities

78 | Let's live sustainably

88 | Let's lead together

*Morpeth Bridge*

# HOW TO READ THIS DOCUMENT

## OUR COMMITMENT TO OUR COMMUNITY

The four themes of our Delivery Program, Operational Plan and Maitland +10, our Community Strategic Plan, are presented within our Annual Report.

### 1. LET'S CONNECT WITH EACH OTHER

**What our community wants:**

- To stay friendly happy and proud as our city grows.
- To easily get to where we want to go.
- To acknowledge First Nations peoples and their stewardship of the land within our city.
- To be healthy and active with access to local services and facilities.
- To celebrate what makes our city unique - our history, our people and our river.

### 2. LET'S CREATE OPPORTUNITIES

**What our community wants:**

- To shop and work locally.
- To afford the house in the neighbourhood we like.
- To have central Maitland as the vibrant heart of our city.
- To show off our city.

### 3. LET'S LIVE SUSTAINABLY

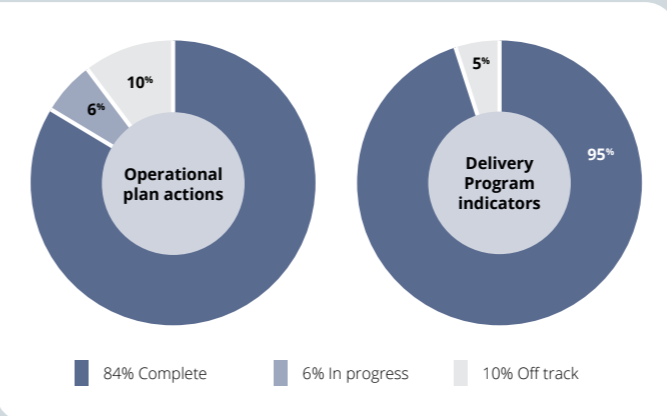
**What our community wants:**

- To love and look after our outdoors.
- To reduce our reliance on non-renewable natural resources.
- To be ready for more hot days, storms and floods.
- To reduce our waste.

### 4. LET'S LEAD TOGETHER

**What our community wants:**

- To have elected leaders that look out for us.
- To have an effective and efficient Council.
- To work together to be the best our community can be.



### How we are progressing the outcomes in our Delivery Program

Delivery indicators show the impact of our service delivery on our city and community. We use these indicators to track progress and performance against our delivery program and to guide our decision making.

### Compared to previous data

▲ **Increasing**    
 ▼ **Decreasing**    
 ⊖ **Maintaining or no previous data**

- To promote readability and accessibility, abbreviations and technical terminology have been kept to a minimum. The abbreviations and key terms used are explained below in plain English
- All figures are accurate as at 30 June 2023 unless otherwise stated
- Legislations will be quoted in full. However, this document will reference the *Local Government Act 1993* as Act and *Local Government Regulations 2005* as Reg.

Tables within this report use the following:

- \$m for million dollars
- \$bn for billion dollars
- NA for not applicable.

### How we are achieving our objectives in the Operational Plan

These are the projects, programs and actions we undertook during the financial year, including measures and output data. This data helps show the impact of our services and programs on achieving our objectives set out in our Delivery Program.

#### Creative Streets

Creative Streets is a Place Activation initiative that has seen Council partner with the community to co-create, reimagine and creatively transform places around Maitland through temporary and semi permanent projects. The aim is to create places where people feel connected, want to stay longer and see public spaces in a new light.

Council cofunded six creative projects totalling over \$42,000 that were delivered in central Maitland between February and July 2023, including:

- Classical by Candlelight: Josh Anderson delivered a free micro concert held in the Riverlink, featuring an array of classical string musicians and hundreds of LED candles
- Nature and Nurture: Nature and Nurture NSW delivered 12 free sensory art workshops held over eight dates, supporting young children to explore their senses through creativity
- Luminous Laneways: Ifrah delivered a free fire and circus performance produced by members from the Maitland and Newcastle arts community, including the public and drew more than 300 people to experience Stillbury Lane
- The Pied Piper of Maitland: The Alchemy of Arts delivered a series of four roving performances, paired with other Maitlans and Your High Street programs, to add atmosphere and engagement to other activations
- Sunbirds: Sunbirds delivered two live music performances programmed to add a unique atmosphere and entertainment to other activations
- Little Festival: A free street art festival walking trail comprising of live street art paintings, miniatures and small sculptures, repurposed found objects, street art workshops and pop up exhibitions took place along High Street.

Largely funded through two NSW Government Grants - Streets as Shared Spaces and Your High Street, both of which had programming elements to the grant delivery scope, which 'Creative Streets' contributed towards.

#### KEY ACHIEVEMENTS

- ✓ The Morpeth Bridge lit up to celebrate Morpeth's bicentenary festivities, International Women's Day, National Reconciliation Week, Coronation of His Majesty King Charles III and acknowledgment of NSW SES efforts to keep Maitland safe in the July 2022 floods.
- ✓ Steamfest After Dark held 30 April.
- ✓ National Reconciliation Week took place from 29 May - 3 June, the theme this year was 'Be a Voice for Generations'.
- ✓ \$15 million for Walka Water Works redevelopment announced.
- ✓ Walka Water Works partially reopened to help inform staged reopening of Walka Water Works.
- ✓ Woodberry Skate Park opened on 4 March 2023.
- ✓ 1,061 Economic Development Strategy quizzes completed.
- ✓ Maitland Grants Hub launched to provide all local businesses with a comprehensive list of available grant and funding opportunities.
- ✓ The planting of mature street trees from High Street, Central Maitland between Grant Street and the Ken Tulman Drive roundabout, completed as part of the Your High Street program.
- ✓ Make it Maitland, summer program delivered.
- ✓ \$14 million hotel investment in High Street underway.
- ✓ Changing tides attracted over 7,700 people.
- ✓ Over 1,000 families received a free photo with Santa at the Levee.

#### CHALLENGES

- ⊖ Forecasted rain and potential flooding caused the cancellation of Maitland Riverlights.

#### OUR ACHIEVEMENTS

##### MAITLAND REGIONAL ART GALLERY VISITATION

21-22	48,826	▲ 27%
22-23	61,900	

The increase in 2022-23 is attributed to the end of COVID-19 restrictions and the recommencement of programs and events. Notably, the visitation numbers have surpassed the pre-COVID-19 restrictions in 2019-20 by 12%.

##### MAITLAND GAOL VISITATION

21-22	12,769	▲ 145%
22-23	31,238	

The 2022-23 visitation increase is attributed to the end of COVID-19 restrictions, recommencement of programs and events, and new programming. The visitation numbers have surpassed the pre-COVID-19 restrictions in 2019-20 by an outstanding 85%.

##### MAITLAND VISITORS INFORMATION CENTRE VISITATION

21-22	5,077	▲ 59%
22-23	8,050	

This year's total number of in centre customers was 8,050, is a 59% increase on the figures for 2021-22 but significantly less than pre-COVID-19 figures reported for 2020-21 (9,415) and 2019-20 (9,811).

##### 16k Attended Maitland Aroma

##### 14 Street Eats held across city

##### 7 Laneways activated across city through Maitlans initiative

##### 130k Attendees across eight flagship events

##### 60k Visitors to Steamfest

##### 1,147 Lots released

##### 140 Representatives attended business networking opportunities

##### \$5m Spend of visitors in our city during events

##### 141k Visits to the My Maitland website

### Integrated Planning and Reporting Framework

Legislated by the Local Government Act 1993, the Integrated Planning and Reporting (IPR) framework allows NSW councils to draw their plans together, understand how they interact and inform each other, and get maximum benefit from their efforts by planning holistically for the community's future. Under the IPR framework, councils must adequately address the quadruple bottom line - Social, Economic, Environmental and Civic Leadership. Planning and reporting within the IPR framework enables us to:

- integrate the community's vision and priorities into strategies and plans
- support our community and stakeholders to play an active role in shaping the future of their community
- plan resources to support delivering our vision and priorities
- maintain accountability and transparency through regular reporting.





# 1. LET'S CONNECT WITH EACH OTHER

## What our community wants:

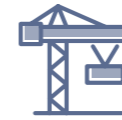
- 1.1 To stay friendly, happy and proud as our city grows.
- 1.2 To easily get to where we want to go.
- 1.3 To acknowledge First Nations peoples and their stewardship of the land within our city.
- 1.4 To be healthy and active with access to local services and facilities.
- 1.5 To celebrate what makes our city unique - our history, our people and our river.



Aerial, Maitland

## IMPROVING OUR ROADS

Three consecutive La Niña years and two major flood events in 2022 have heavily impacted our road system and our teams have been working harder than ever to keep our roads in good condition.



**\$37.5m**  
Capital works spend  
on roads, bridges and  
footpaths



**\$22.8m**  
Maintenance spend  
on roads, bridges and  
footpaths



**769km**  
Roads

We've been out and about actioning pothole requests across Maitland, temporarily adding an extra potholing crew and committing more staff to road repairs.

On top of that, much of the roadwork we do around Maitland is preemptive, so we can extend the life of our roads and keep them in good condition for longer.

Road improvements have been happening across the city, including:

- Jointly funded with the NSW Government, construction continues on the \$26 million worth of upgrades at the intersection of Government Road and Raymond Terrace Road in Thornton. Once completed, the road widening and traffic lights will make journeys along this stretch safer, smoother and faster. We expect this work to finish by late 2024.
- Design works are progressing for nearly \$3 million worth of road works that will better connect the growing suburb of Farley with Rutherford and beyond. Part of this project has seen works completed to upgrade Wollombi Road from Green Street in Telarah to Owl Pen Lane in Farley, plus a shared pathway along the same stretch to provide residents with a safe alternative to driving.

Our important road rehabilitation and resurfacing initiatives have been actively underway, with more than 161 roads in Maitland undergoing repairs and improvements during this financial year, including:

- Mount Vincent Road, East Maitland
- Parks Street, Rutherford
- Woodberry Road and Lawson Avenue, Woodberry
- Maitland Vale Road, Lambs Valley
- Phoenix Park Road and Hinton Road - Morpeth Bridge to Hinton Road, Morpeth
- Anambah Road, Gosforth
- Luskintyre Road, Luskintyre
- Edithville Road, Millers Forest
- Paterson Road, Bolwarra Heights
- Station Lane, Lochinvar
- Phoenix Park Road, Phoenix Park
- Maitland Vale Road, Lambs Valley
- Brigantine Street, Rutherford.

## WHAT WE DELIVERED

### Woodberry mural

Woodberry Shopping Village's new mural, created in collaboration with UP&UP, John Robinson Aboriginal Art and the community, was unveiled in June. The event featured an Acknowledgement of Country, Smoking Ceremony, storytelling by John Robinson, Aboriginal Art and a free sausage sizzle on the day.

### Floodlights for sportsgrounds

Sportsgrounds across Maitland received floodlighting upgrades before daylight savings ended.

Lighting upgrades at Coronation and Hartcher Ovals in Telarah, and Morpeth Oval in Morpeth were all finished before the winter sports season began.

We installed brand new LED lighting to ensure that each ground meets sportsground floodlighting Australian Standards for community sports.

### Woodberry Skate Park

A brand new skate park in Woodberry opened in March for skaters, scooters, BMXers, plus rollerskaters and bladers.

In consultation with the community, the skate park has a skate bowl with extensions and a vert wall, a street section with various skate elements, and an overhaul of the existing BMX pump track.

### Future of Maitland's aquatic facilities

We're diving into the future of Maitland's pools, and we have been collecting the communities input. Our upcoming Aquatic Strategy will inform the strategic direction for the next 10 years of aquatic facilities in Maitland, and we wanted to ensure our plan meets the community's needs, both now and moving into the future.

### Road safety

Road safety is important at Maitland. Council's Road Safety Officer encourages the public to become safer road users through education, training, and promotional campaigns. This program includes visiting schools, workshoping and talking with the local community and community groups, and arranging presentations and displays.

Working in collaboration with various stakeholders in the community, such as the police, businesses, community groups, and individuals to develop support, awareness, ownership, and participation to improve local road safety.

The development and delivery of road safety projects, information toolkits, social media, and workshops have worked to achieve outcomes.

### Maitland Libraries culinary extravaganza

Maitland Libraries held a culinary extravaganza in June, where three renowned chefs and former MasterChef contestants came to Gillieston Heights Community Hub for an evening of engaging conversations, cooking demos, and tastings. Brendan Pang, Reece Hignell, and Hayden Quinn showcase their culinary expertise, and Brendan launched his newest book, 'This Is A Book About Noodles'.

### New and improved Robins Oval

After 12 months of hard work (and a few flooding delays), we were proud to finally hold the official opening for the new and improved Robins Oval at Maitland Park in June.

The scope of this project included refurbishing the existing grandstand, which needed to be in better condition to meet the current needs of our community.

It is now been fitted with reconstructed tiered seating, built using recycled materials from the existing grandstand decking and pays tribute to the pavilion's heritage.

### Sportsground update

New turf, new drainage and upgrades completed just in time for winter sports at Maitland Regional Sportsground, Cooks Square Park, East Maitland and Max McMahon Oval, Rutherford. Cooks Square Park and Max McMahon Oval received drainage oval upgrades, and Maitland Regional Sportsground was resurfaced. All three have been oversewn with ryegrass to provide a high quality, wearing playing surface at each venue. Aussie rules, football, cricket and rugby league all use these venues.

### New playspace at John Wilkinson Sporting Complex

In December, the John Wilkinson Sporting Complex at Bolwarra opened its new playspace, which includes a play gym with slides, monkey bars, swings and an accessibility play item and is perfect for kids aged six and up.

To ensure everyone can access the playground, we've also installed retaining walls, ramps, new footpaths and upgrades to the car park.

### Maitland Community Support

The library community supported the 2022 community food appeal and Mayor's Toy Drive. Libraries supported the appeal and collected a large quantity of food donations gifted to Maitland Community Support. Three Library staff volunteered to assist with packing hampers and toys donated to the Susan Roskell Toy Drive.



Dive in Cinema 2023



Woodberry Mural

## WHAT WE DELIVERED

### Art & Dementia Program

Art & Dementia Program is a 90 minute social and creative exhibition tour created for people with dementia and their carers. The sessions are guided by a trained facilitator who uses art to trigger conversation and self expression through art making, enabling visitors to express their thoughts and emotions in a friendly and supportive environment.

Art & Dementia Program is a great opportunity for those living with dementia and their carers to reconnect and connect with their peers. It aims to combat social isolation and provide opportunities for attendees to develop ongoing quality relationships.

Art & Dementia Program is proudly sponsored by the NSW Government Community Development Fund.

### Promoting our Capital Works Program

Council's Capital Works Program and major infrastructure projects were promoted heavily via social media, with 35 project updates, 10 road closures and 19 other infrastructure and works updates highlighted on the corporate Facebook page.

Four issues of the Momentum newsletter highlighted a range of initiatives, including various road rejuvenation, rehabilitation and reconstructions, drainage upgrades at sportsgrounds across the city, upgrades to John Wilkinson Sporting Complex, Stages 3 and 4 of Maitland Regional Sports Complex, Maitland Administration Centre, Robins Oval grandstand and amenities works, Thornton Road Network, the continuation of the Walka to Morpeth Shared Pathway, LED lighting for sportsgrounds and Maitland Resource Recovery Facility improvements.

We distributed 12 media releases related to infrastructure and works projects resulting in six news items in the Maitland Mercury newspaper.



Dive in Cinema 2023

### Active Fest for 2023

Maitland held an Active Fest event to support the Maitland BMX Riders with their 'come and try' day. The event was a great success, with over 200 people in attendance and the BMX club received over 30 registrations for the free BMX skills clinics.

Our team handed out sports subsidies to community members on the day, and a Road Safety Officer organised helmets from Transport NSW, along with restored second hand bikes donated from the Newcastle Bike Library.

The NSW Government funds Active Fest via the Office of Sport and encourages children to return to sport post COVID-19 by highlighting the social, physical and emotional benefits.

Another successful Active Fest event was held at Metford Recreation Reserve earlier this year, which coincided with the winter sports registration for soccer, netball, little athletics and AFL.

### Wild Twilight Picnic at East Maitland Library

East Maitland Library hosted our first Wild Twilight Picnic, a free community event with family friendly entertainment and activities presented by Council's libraries team.

The first event of its kind hosted by our libraries team, there was a wide range of entertainment on offer, including farm animals for curious kids to pat and feed, a specially created puppet theatre inside the library, live music, Dreamtime stories read by Auntie Michelle from Kilipiynpiyn Workshops and the Library and Reader's Cafe were both open for a book or delicious meal.

### Walls that Talk

Walls that Talk is a place activation initiative displayed on the front facade of Maitland City Library that inspires the community's imagination through art, culture and visual storytelling at one of central Maitland's gateways.

Working closely with the Maitland Digital Library Collection, Maitland Country Women's Association and Morpeth Museum, Walls that Talk displayed the following exhibitions

- His Majesty King Charles III
- Maitland's Flood History
- Vale Her Majesty Queen Elizabeth II 1926 - 2022
- Country Woman's Association – 100 years Strong
- Maitland's Heritage.

### Dive in Cinema

Dive in Cinema has become a regular staple to the summer calendar for Maitland, making up part of the 'Make it Maitland' program.

On Saturday 28 January 2023, Maitland Aquatic Centre hosted 693 ticket holders across two films for the event.

Using an LED screen instead of an inflatable screen for the first time improved access for families with young children as it allowed for earlier showings of two movies on the same evening,

In addition to the movies, free entertainment was provided, including free swim time, lawn games, laser tag, pool noodles, a DJ, popcorn and ice block handouts by Maitland Swimming Club volunteers.

### Maitland and Hunter Home School Network

The pilot project is designed to activate East Maitland Library and support literacy and learning for this target audience with a series of regular programs held on Monday and Friday. Programs include French for Home School, School of Earth, a chess club and a social program.

Other community partnerships have been established in 2022-23 to provide an extended range of accessible and inclusive learning opportunities for the Maitland community. Some of the groups visiting libraries include:

- Maitland Repertory Theatre
- National Disability Insurance Scheme pop up
- Seniors Advisory Service
- Children's Books Council of Australia – Newcastle
- Universities of the Third Age (U3A) - Newcastle

### Maitland Hall of Fame

In June, Council endorsed a recommendation to establish a physical depiction of the Maitland Hall of Fame in the Maitland Park Rotunda with additional signage and marketing to support visitation and interpretation.

Having the physical depiction of the Maitland Hall of Fame within the Maitland Park Rotunda provides a site of significance for the display, celebration of the Hall of Fame inductees and a gathering space for the reflection and celebration of their achievements.

At the same time, it gives the Maitland Park Rotunda a new focus and evolution of its life as a significant structure within Maitland Park.

The works are identified within the 2023-24 Operational Plan.

## KEY ACHIEVEMENTS

- ✓ A new electronic scoreboard installed at No.1 Sportsground in May.
- ✓ Over 2,000 people engaged for the development of our future Aquatics Strategy.
- ✓ Youth Week held from 20 - 30 April.
- ✓ New Upriver Downriver exhibition took over MRAG in June.
- ✓ New gateway entrance signs installed at Cessnock Road, Mt Vincent Road and Raymond Terrace Road.
- ✓ Over 130,000 people visited central Maitland to attend a range of regular programmed events and a suite of new events that supported the City's night time economy.
- ✓ Morpeth shared pathway opened.
- ✓ Improvements completed at Ray Lawler Reserve at Morpeth Common car park.
- ✓ Telarah playspace completed.
- ✓ Youth Week Grants, totalling \$3,000 were distributed to four organisations including the Maitland Business Chamber, Thornton Scouts, Australian School of Entrepreneurship (ASE) and Headspace.
- ✓ International Women's Day and Men's Day events held at Maitland Library.
- ✓ Eight youth activations held.
- ✓ Grant writing workshop to build capacity in our community delivered in May.
- ✓ MRAG opened seven days a week for school holidays.
- ✓ Libraries held Maitland Heritage exhibition.

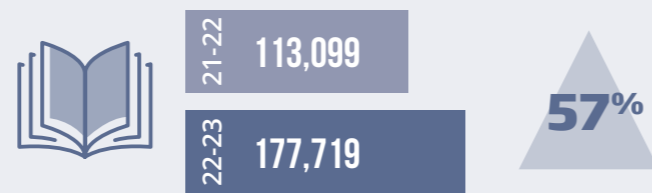
## CHALLENGES

- ⊖ Flooding caused extensive damage to our road network.



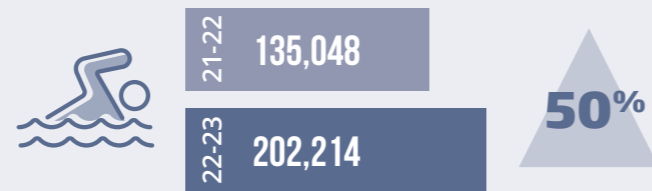
Vi Denny-Bowtell playspace, Telarah

## LIBRARY VISITATION



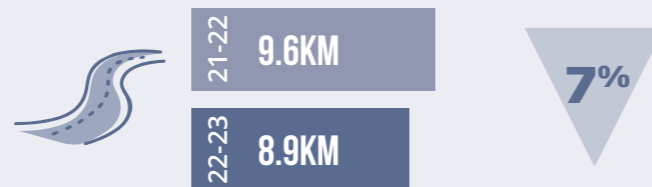
Increase attributed to the end of COVID-19 restrictions and recommencement of programs and events.

## AQUATIC CENTRES VISITATION



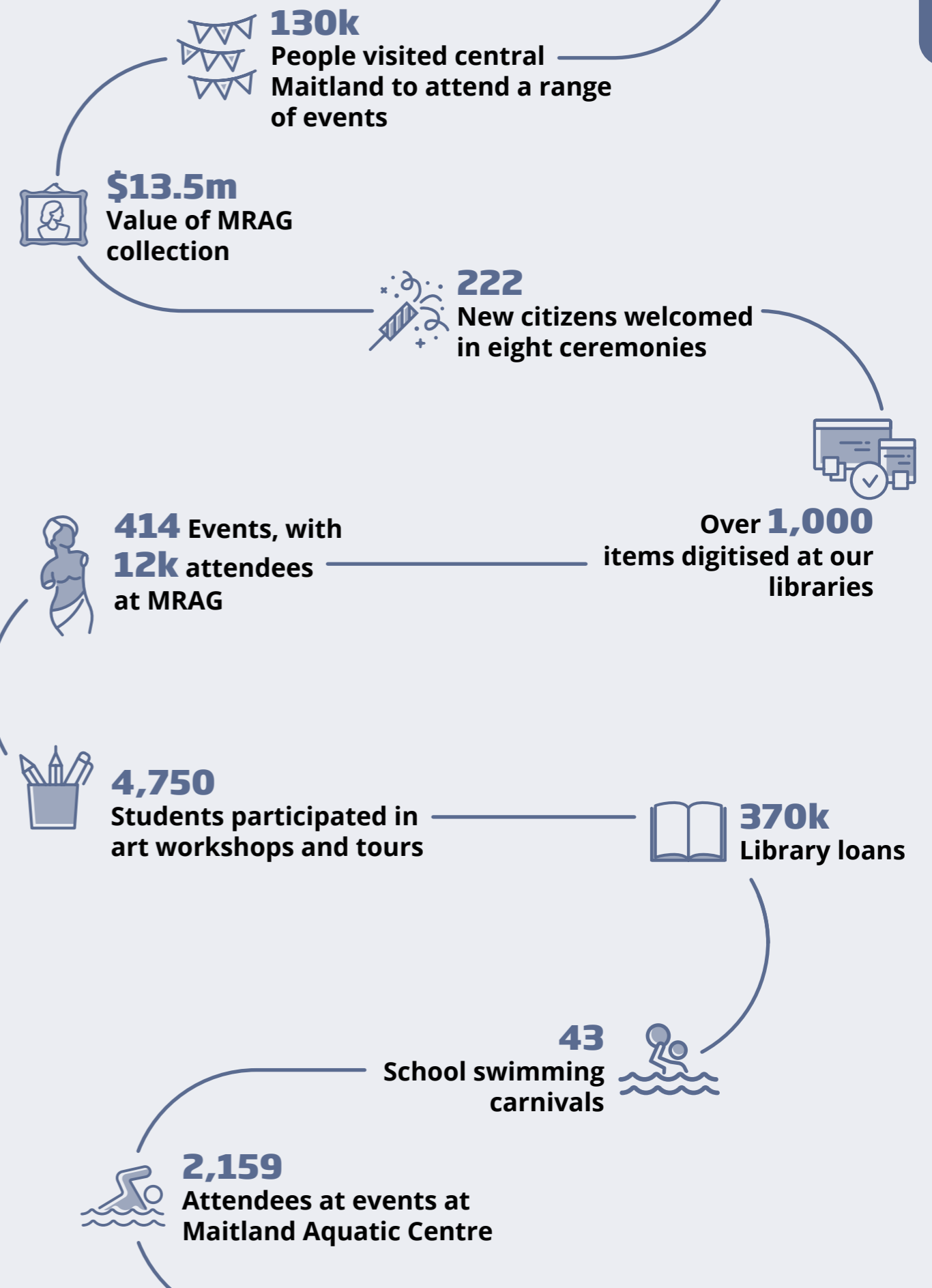
Increase attributed to the end of COVID-19 restrictions and recommencement of programs and events. Noting East Maitland Aquatic Centre was closed from 21 September 2022 impacting potential visitation numbers.

## LENGTH OF NEW ROADS ADDED



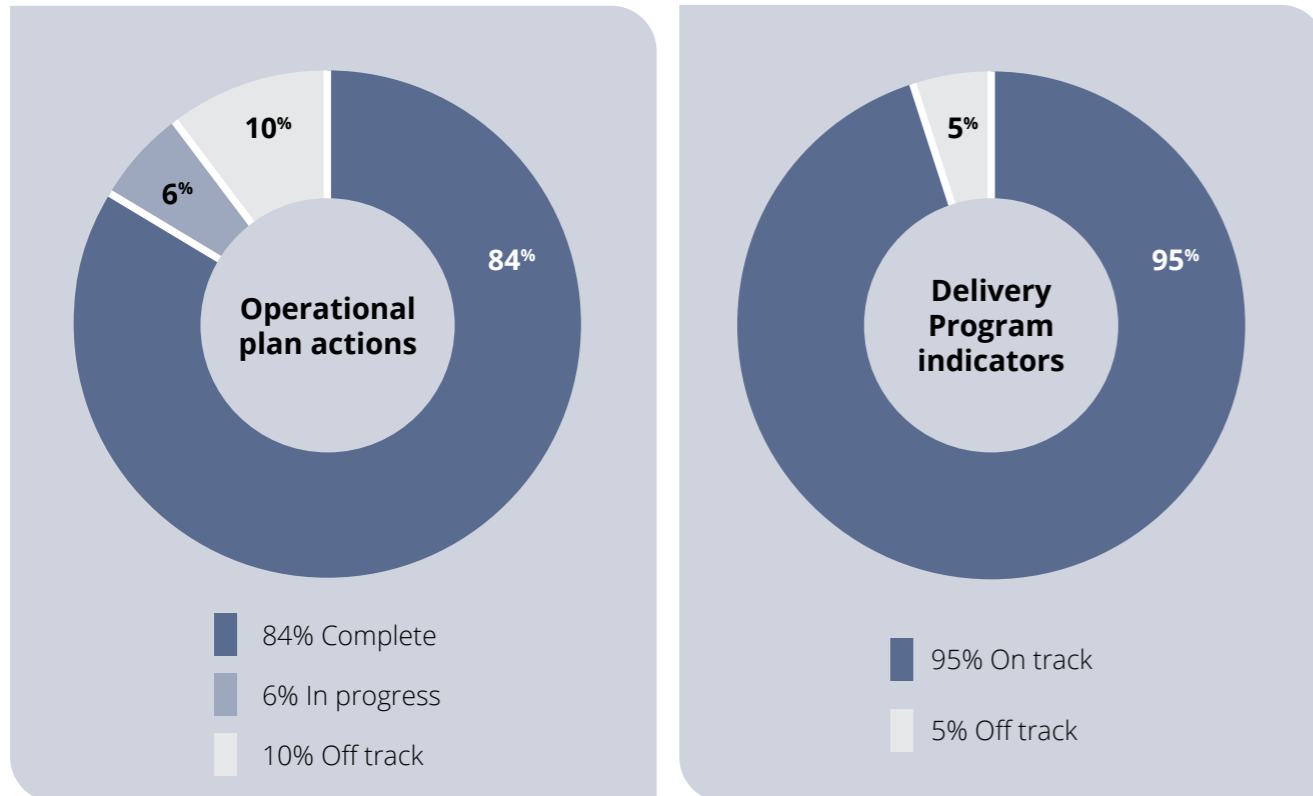
With the growth of our LGA, there has been a large investment in new roads and a large volume of new roads being added.

## OUR ACHIEVEMENTS





## PROGRESSING OUR DELIVERY PROGRAM



### DELIVERY PROGRAM INDICATORS HIGHLIGHTS

Community Satisfaction Survey score greater than 3 indicates a higher number of satisfied respondents than dissatisfied respondents.

A score greater than 3.5 indicates high satisfaction within the community. Maitland aims for community satisfaction levels above 3.

- |   |   |
|---|---|
| <p>⊖ <b>96%</b><br/>Rated quality of life living in Maitland as good to excellent</p>               | <p>⊖ <b>3.7</b><br/>Community satisfaction with playgrounds</p>             |
| <p>⊖ <b>3.6</b><br/>Community satisfaction with creating a beautiful city and surrounding areas</p> | <p>▽ <b>4.2</b><br/>Community satisfaction with Libraries</p>               |
| <p>▲ <b>4.4</b><br/>Community satisfaction with MRAG</p>  | <p>⊖ <b>3.9</b><br/>Community satisfaction with sportsgrounds and ovals</p> |
| <p>⊖ <b>4.3</b><br/>Community satisfaction with Maitland Regional Sports Complex</p>                | <p>▲ <b>3.3</b><br/>Community satisfaction with footpaths</p>               |
| <p>▲ <b>4.1</b><br/>Community satisfaction with pools</p>   | <p>▽ <b>2.6</b><br/>Community satisfaction with roads</p>                   |

Graphic indicators denote data trend compared to previous data - see 'How to read this document' on page 55.



Maitland Libraries Master Chef Trio event, Gillieston Heights



## 2. LET'S CREATE OPPORTUNITIES

### What our community wants:

- 2.1 To shop and work locally.
- 2.2 To afford the house in the neighbourhood we like.
- 2.3 To have central Maitland as the vibrant heart of our city.
- 2.4 To show off our city.



Morpeth Bicentenary

## MORPETH BICENTENARY

In 2021, Council adopted three Bicentenary infrastructure projects to leave legacy pieces of community infrastructure to commemorate 200 years of Morpeth.



Steamer Street Shared Path



Lighting of Morpeth Bridge



Riverside Shared Path

### Steamer Street Shared Path

This project included the construction of a shared pedestrian and bicycle path between Morpeth Road, near the sandstone culvert, and Queens Wharf to create an impressive and scenic shared loop that includes Swan Street, Queens Wharf and Morpeth Road, including Fig Tree Hill.

### Lighting of Morpeth Bridge

We've lit up the iconic Morpeth Bridge. This project involved the architectural lighting of Morpeth Bridge, highlighting its impressive 1898 Allan type timber truss construction.

The lighting is a permanent fixture and is now used as an anchor attraction to boost the nighttime economy of Morpeth, with multiple vantage points across the township.

### Riverside Shared Path

Connecting Robert Street, near the former Morpeth Railway Station, and extending West to Illalaung Park, the Riverside Shared Path's construction showcases the Hunter River's scenic views. This section is the first stage of the shared pathway project from Morpeth to Walka Water Works.

### 200 Years celebration

Council partnered with the Morpeth community to make the weekend's bicentenary commemoration a memorable milestone for the historic Hunter Valley township.

Postponed from its original date of November 2021 due to COVID-19, the November 2022 event was a huge success. Thousands flocked to Morpeth to enjoy the programmed activities, street activations, Morpeth Bridge open day, live music, market stalls and more.

Queens Wharf came to life during the night, where crowds enjoyed tasty food trucks and live music leading up to a fireworks and laser show, with an estimated 15,000 people attending the two day event.

## WHAT WE DELIVERED

### Local Housing Strategy and Rural Land Strategy adopted

Through extensive consultation, you've told us you wanted to see changes in how our rural lands and housing are planned and managed – these strategies result from what you've told us.

The Rural Land Strategy will guide how we respond to the pressures on rural land while increasing economic opportunity and protecting the natural, ecological and scenic quality of rural areas.

The Local Housing Strategy will respond to population growth and demographic changes by looking at what types of future housing will be needed, the best locations and how we can help influence better housing outcomes.

### Steamfest 2023

Burton Automotive Hunter Valley Steamfest was held at Maitland Station between 30-31 April 2023 for the first time since 2019.

Sixty thousand people attended the event, celebrating its belated 35th anniversary after COVID-19 lockdowns and flood events disrupted the last three years.

For only the second time in history, Steamfest hosted a landmark 'quad run' during the Australian Rail Track Corporation (ARTC) Great Train Race on Sunday morning, where four legendary locomotives all travel side by side – something not seen since Steamfest's anniversary in 2016.

### New Year's Eve celebrated

Fifteen thousand gathered in central Maitland to bid 2022 farewell during New Year's Eve festivities. The event, proudly presented by PRD Hunter Valley, saw fireworks, activities and amusements at both RH Taylor Reserve in Lorn and the Riverside car park.

### Bitter & Twisted back (and bitterer than ever)

Over 3,000 people poured into Bitter & Twisted at Maitland Goal in November after a two year break due to COVID-19. Attendees had the opportunity to experience a variety of craft brews and were treated to music from the likes of Middle Kids and The Beautiful Girls.

### Future Maitland

Council kicked off the Future Maitland project in August 2022 with a series of thought provoking events designed to ignite a conversation and gather insights about the possibilities for Maitland's economic future.

The results of this engagement, delivered by futurist James Tuma, were categorised into four potential economic futures for testing with the community, businesses and industry.

Round two of Future Maitland was launched in May 2023 and included an interactive quiz, networking events, Your Say engagement pop ups in key locations across the city, internal engagements and face to face stakeholder meetings.

Once this second round of engagement has concluded, an Economic Development Strategy will be drafted, with Council endorsement and commencement of delivery of the Strategy expected in 2023-24.

### Maitland Taste

Maitland has a growing reputation for its food scene, including local produce, restaurants and chefs.

Maitland Taste, a three day event, featured an array of stalls and activities featuring local, regional and organic produce. The program included gourmet food and artisan markets, food trucks, pop up eateries, garden and cooking demonstrations, live music, kids activities and vibrant light installations.

Taste's evening program was spectacular, with vibrant and interactive lighting installations throughout The Levee. The 'Imaginary Botanicals,' 'Chromatica', and the mesmerising projection on The Riverlink were on show.

### Maitlanes, activating our city

Some of central Maitland's laneways transformed into vibrant and unique spaces with splashes of colour and creativity thanks to the Maitlane's initiative.

The laneways encompassed everything from murals, overhead decorative lighting, soundscape, augmented reality experience, additional seating and greenery accompanied by three months of activation.

Maitlanes was proudly funded by NSW Governments – Streets as Shared Spaces program.

### Pop up roller skating rink

We invited local families to lace up some roller skates during the April school holidays when Maitland Regional Athletics Centre hosted a large pop up roller skating rink. Attendees enjoyed fun and games, including food trucks and a community barbecue, a live DJ, lawn and arcade games, ice cream and coffee vans, plus popcorn and fairy floss.

Thousands attended the three day event with the themed Saturday night offering 80's classics, complete with 80's video clips on the big screen.

### Gaol Tower Experience

Work is officially underway on a brand new tour offering at Maitland Gaol, with construction crews now on site to open up access to two of the Gaol's existing guard towers. The new tour program, called 'The Tower Experience,' will give patrons a chance to tour the gantries for the first time and see what a day in the life of an officer was really like.



New Years Eve celebration



Pop up roller skating rink

## WHAT WE DELIVERED

### Maitland Regional Art Gallery wins national awards

During May, colleagues from Australia and New Zealand gathered for the Australian Museums and Galleries National Conference. MRAG won six awards:

- Community engagement and outreach for the Maitland Archive
- Indigenous project for Maitland Cultural Resurgence
- Exhibition for Nonggirra Marawili: Daughter of the Lightning Snake
- Digital learning experience for Arts Health Activity
- Exhibition designer, Clare Hodgins won Exhibition catalogue for Nonggirra Marawili: Daughter of the Lightning Snake
- The National Award for overall excellence demonstrated through museum display, design and interpretation.

We are all very proud of the well deserved recognition given to Maitland Regional Art Gallery through these national awards.



Maitland Regional Art Gallery

### Central Maitland events and activations

New events and activations, enhanced nighttime programming, a renewed memorandum of understanding with Slow Food Hunter Valley (SFHV) and the development of multi day itineraries to encourage visitation to central Maitland businesses underpinned the activation of central Maitland in 2022-23.

Highlights of the central Maitland events program included Lets Roller Skate, a pop up roller skating rink activation, live music on the Maitland riverbank from a floating stage on the Hunter River as part of 'Changing Tides' and Live at The Levee, the expansion of the Steamfest program into the evening featuring live music, food stalls, traction engine displays and an up close experience with locomotive 3801 on Maitland Railway Station, and Maitland Taste, which saw over 14,000 visitors to central Maitland from Friday night to Sunday afternoon.

### Street Eats

Council's Street Eats program grew to include 14 dates across 13 suburbs in 2023, including two held in conjunction with other Council events. These activations provided opportunities for thousands of residents to connect in their neighbourhood, providing a range of food trucks, live music and, occasionally, lighting. The program included activation in Aberglasslyn, Chisholm, East Maitland, Gillieston Heights, Maitland, Metford, Morpeth, Raworth, Rutherford, Telarah, Tenambit, Thornton and Woodberry.

### Your High Street

In May 2021, Council successfully obtained \$594,000 in grant funding through the NSW Government 'Your High Street' (YHS) program.

The YHS program has seen Council improve the amenity and functionality of High Street, central Maitland between Grant Street and the Ken Tubman Drive roundabout, through a series of interventions to improve local accessibility and connection and build upon the unique mix of businesses in the precinct.

To date, the project has delivered the following permanent interventions within the identified precinct: 600 lineal metres of renewed pedestrian footpath, road line marking for efficient car parking, a Shared Zone/10km speed limit in Lee Street, starting at the junction of High Street running south on Lee Street for approximately 80m, an 80m mural on the road surface in the Lee Street Shared Zone and some footpath murals on High Street in collaboration with Studio Amsterdam, nine semi mature Crepe Myrtle street trees and creative pebble seating on corner of High and Free Church Street.

### Creative Streets

Creative Streets is a Place Activation initiative that has seen Council partner with the community to co-create, reimagine and creatively transform places around Maitland through temporary and semi permanent projects. The aim is to create places where people feel connected, want to stay longer and see public spaces in a new light.

Council cofunded six creative projects totalling over \$42,000 that were delivered in central Maitland between February and July 2023, including:

- Classical by Candlelight: Josh Anderson delivered a free micro concert held in the Riverlink, featuring an array of classical string musicians and hundreds of LED candles
- Nature and Nurture: Nature and Nurture NSW delivered 12 free sensory art workshops held over eight dates, supporting young children to explore their senses through creativity
- Luminous Laneways: Ifitah delivered a free fire and circus performance produced by members from the Maitland and Newcastle arts community, including the public and drew more than 300 people to experience Stillsbury Lane
- The Pied Piper of Maitland: The Alchemy of Arts delivered a series of four roving performances, paired with other Maitlanes and Your High Street programs, to add atmosphere and engagement to other activations
- Sunbirds: Sunbirds delivered two live music performances programmed to add a unique atmosphere and entertainment to other activations
- Little Festival: A free street art festival walking trail comprising of live street art paintings, miniatures and small sculptures, repurposed found objects, street art workshops and pop up exhibitions took place along High Street.

Largely funded through two NSW Government Grants - Streets as Shared Spaces and Your High Street, both of which had programming elements to the grant delivery scope, which 'Creative Streets' contributed towards.

## KEY ACHIEVEMENTS

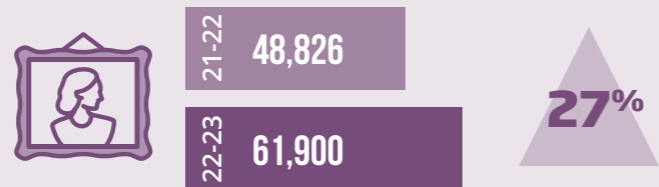
- ✓ The Morpeth Bridge lit up to celebrate Morpeth's bicentenary festivities, International Women's Day, National Reconciliation Week, Coronation of His Majesty King Charles III and acknowledgment of NSW SES efforts to keep Maitland safe in the July 2022 floods.
- ✓ Steamfest After Dark held 30 April.
- ✓ National Reconciliation Week took place from 29 May - 3 June, the theme this year was 'Be a Voice for Generations'.
- ✓ \$15 million for Walka Water Works redevelopment announced.
- ✓ Walka Water Works partially reopened to the public in December 2022.
- ✓ New community liaison group established to help inform staged reopening of Walka Water Works.
- ✓ Woodberry Skate Park opened on 4 March 2023.
- ✓ 1,061 Economic Development Strategy quizzes completed.
- ✓ Maitland Grants Hub launched to provide all local businesses with a comprehensive list of available grant and funding opportunities.
- ✓ The planting of mature street trees from High Street, Central Maitland between Grant Street and the Ken Tubman Drive roundabout, completed as part of the Your High Street program.
- ✓ Make it Maitland, summer program delivered.
- ✓ \$14 million hotel investment in High Street underway.
- ✓ Changing tides attracted over 7,700 people.
- ✓ Over 1,000 families received a free photo with Santa at the Levee.

## CHALLENGES

- Forecasted rain and potential flooding caused the cancellation of Maitland Riverlights.

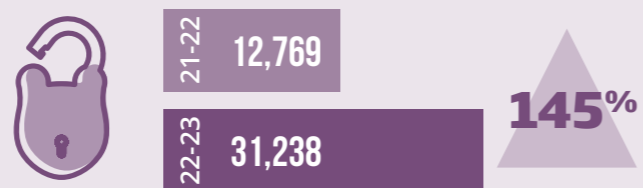


### MAITLAND REGIONAL ART GALLERY VISITATION



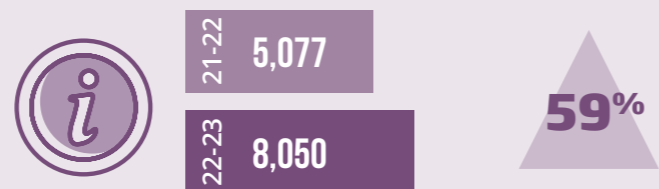
The increase in 2022-23 is attributed to the end of COVID-19 restrictions and the recommencement of programs and events. Notably, the visitation numbers have surpassed the pre-COVID-19 restrictions in 2019-20 by 12%.

### MAITLAND GAOL VISITATION



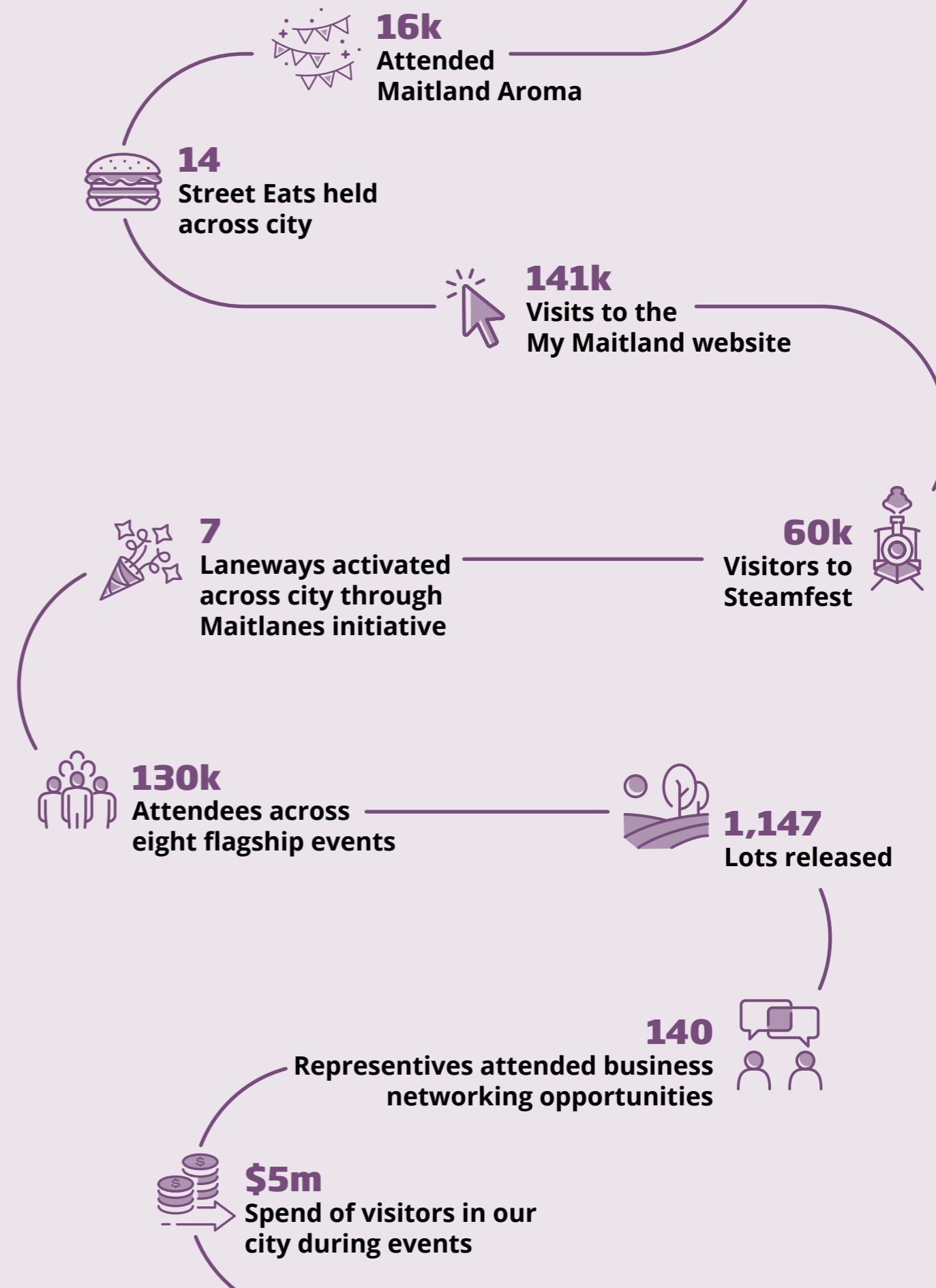
The 2022-23 visitation increase is attributed to the end of COVID-19 restrictions, recommencement of programs and events, and new programming. The visitation numbers have surpassed the pre-COVID-19 restrictions in 2019-20 by an outstanding 85%.

### MAITLAND VISITORS INFORMATION CENTRE VISITATION



This year's total number of in centre customers was 8,050, is a 59% increase on the figures for 2021-22 but significantly less than pre-COVID-19 figures reported for 2020-21 (9,415) and 2019-20 (9,811).

## OUR ACHIEVEMENTS



# DEVELOPMENT IN OUR CITY

The NSW Department of Planning & Environment's (DPE) population projections released in 2022 estimate that Maitland's population will grow by an additional 54,800 residents between 2021 (from 89,750) and 2041 (to 144,550). Based on a 'common planning' scenario, this represents a forecast population growth of 61% or the compound average growth rate of 2.4% for the next 20 years.



Maitland continues to be one of the fastest growing regional cities in Australia. Our approval statistics indicate the amount of building and development activity across the city and the efficiency of our processing systems. Our median processing times remain well below the Premier's target, with 90% of development applications processed in under 40 days.

## Maitland remains the fastest growing regional city in NSW

We approved 1,147 new housing lots in the 2022-23 financial year.

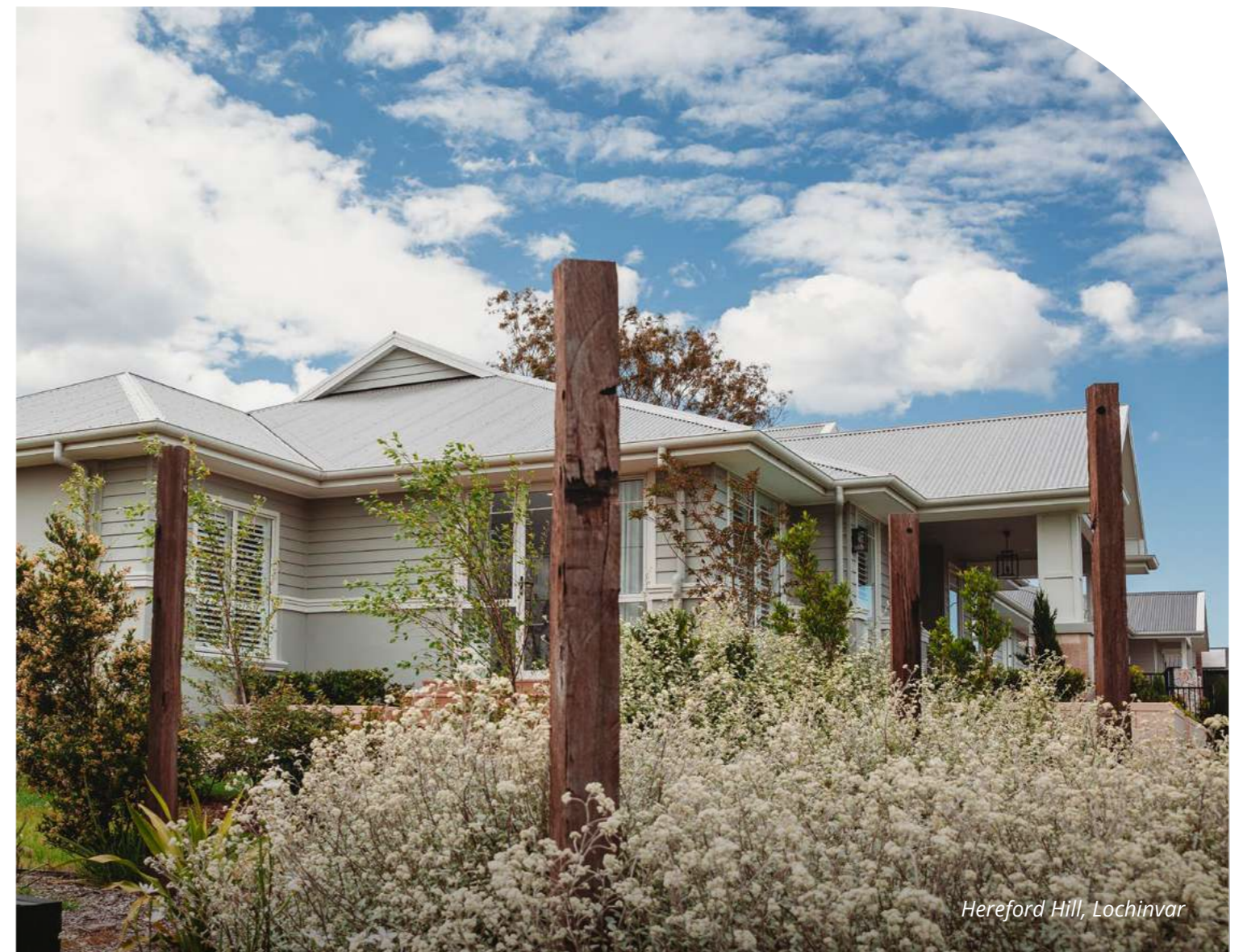
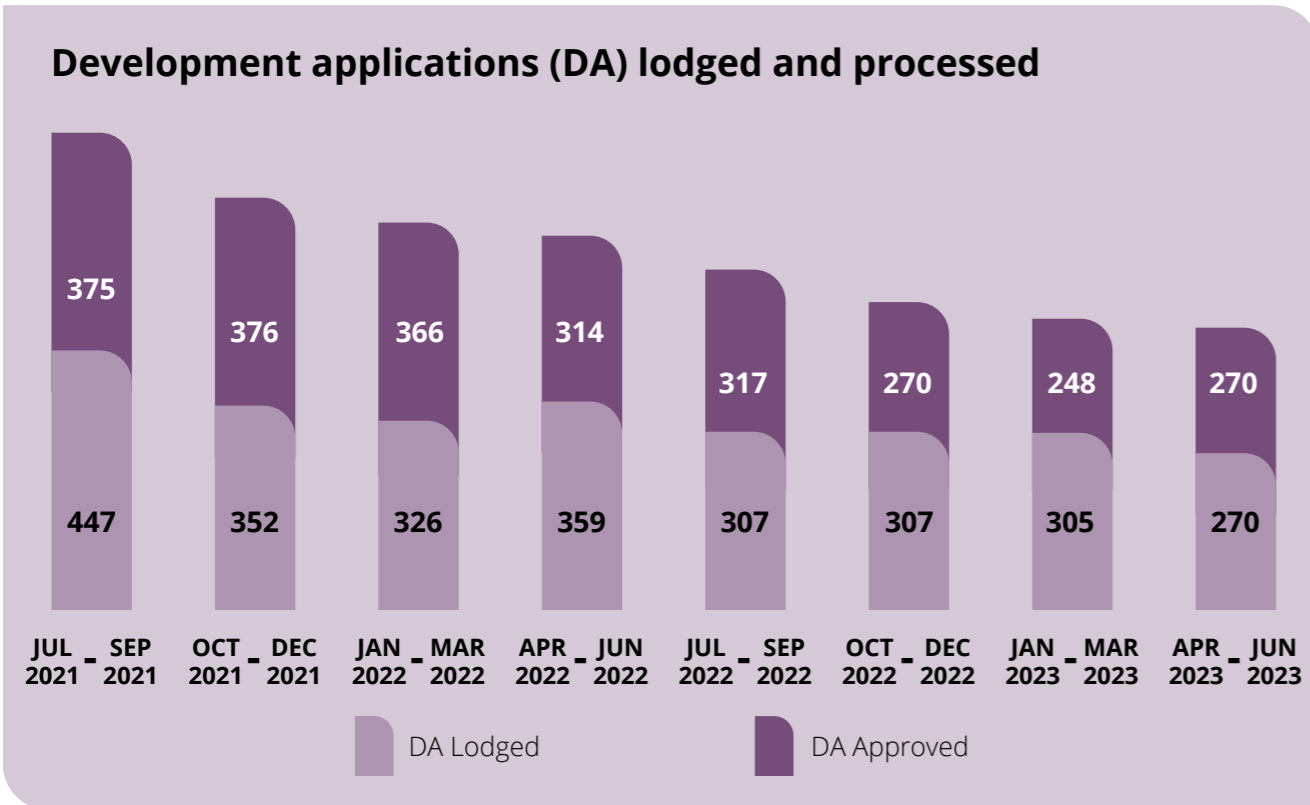
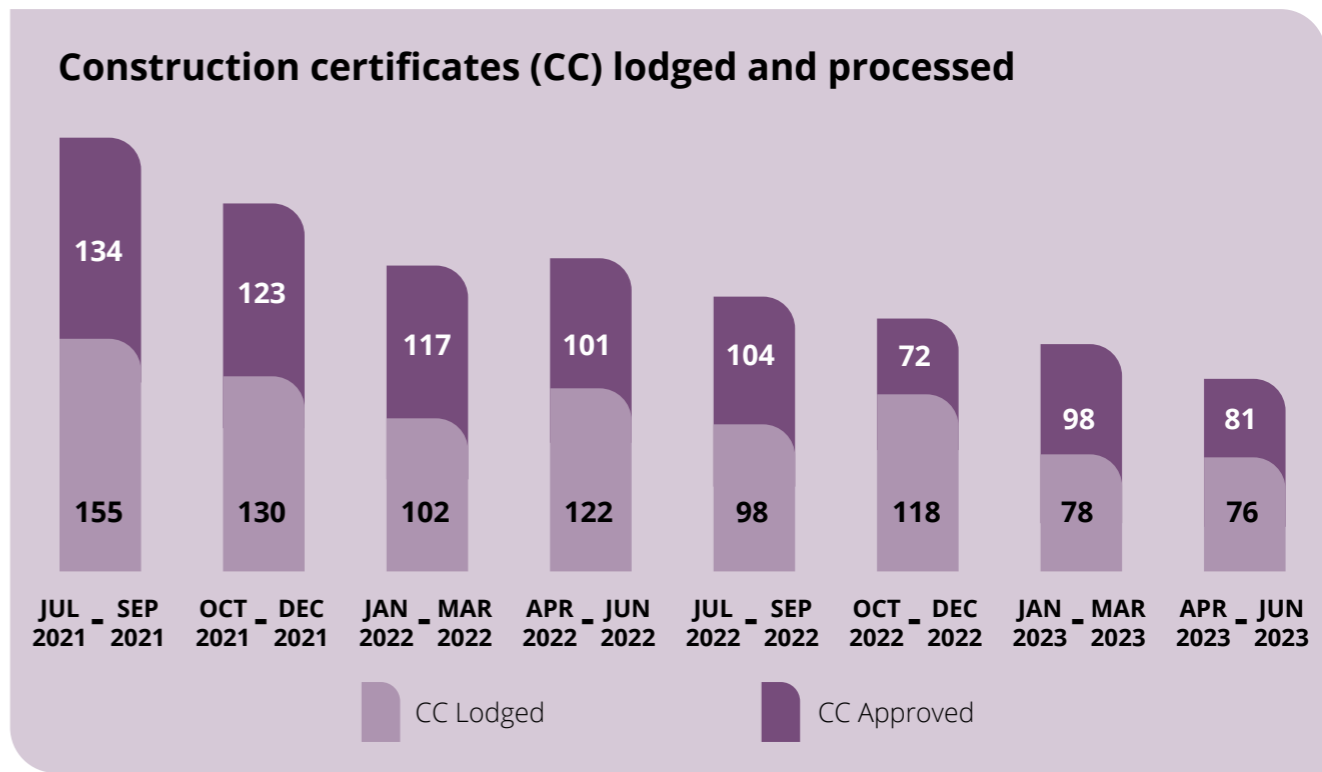
Maitland has 1,100 lots awaiting construction, 800 with construction underway and another 889 have roads built and civil works finished. This situation will likely continue with developers seeking consent for another 2,500 blocks across the LGA.



**\$441.3m**  
Planned investment in our city from development applications

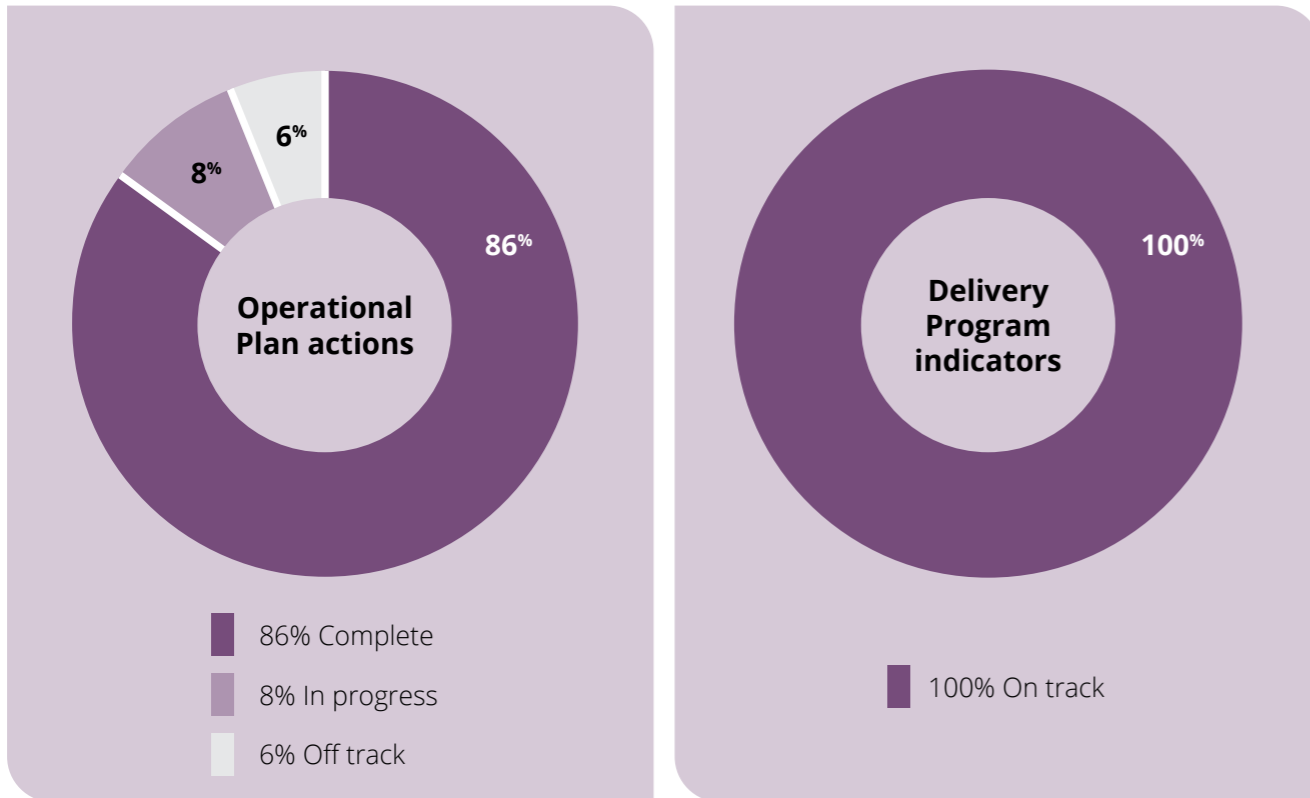
**30 days**  
Median processing time for development applications

**36 days**  
Median processing time for construction certificates



Hereford Hill, Lochinvar

# PROGRESSING OUR DELIVERY PROGRAM



## DELIVERY PROGRAM INDICATORS HIGHLIGHTS

A Community Satisfaction Survey score greater than 3 indicates a higher number of satisfied respondents than the dissatisfied respondents.

Scores greater than 3.5 indicate high satisfaction within the community. Maitland aims for community satisfactions levels above 3.

- ⊖ **3.6** Community satisfaction with the promotion of the city
- ⊖ **4.1** Community satisfaction with Maitland Gaol
- ✓ **Progressing the Destination Management Plan**
- ⊖ **3.4** Community satisfaction with the encouragement of local jobs
- ⊖ **71%** Residents are at least somewhat supportive of seeing different types of housing
- ▽ **3.9** Community satisfaction with festivals and major events
- △ **3.9** Community satisfaction with The Levee Lifestyle Precinct
- ✓ **'It must be Morpeth' campaign implemented**
- ⊖ **3.8** Community satisfaction with place activation
- ✓ **Progressing the Development Contributions Plans review**

Graphic indicators denote data trend compared to previous data - see 'How to read this document' on page 55.



Pop up roller skating rink



### 3. LET'S LIVE SUSTAINABLY

#### What our community wants:

- 3.1 To love and look after our outdoors.
- 3.2 To reduce our reliance on non renewable natural resources.
- 3.3 To be ready for more hot days, storms and floods.
- 3.4 To reduce our waste.



Waste staff, MAC Open Day

## NEW BULKY WASTE COLLECTION SERVICE

In June, we commenced our new bulky waste kerbside collection service.



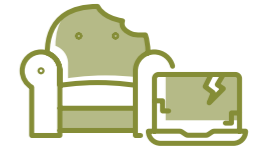
**2**  
Kerbside waste  
collections per  
household per year

or



**2**  
Waste vouchers per  
household per year

or



**1 of each**  
One kerbside collection  
and one waste voucher

The convenient new service offers greater flexibility for Maitland households and introduces new ways for residents to responsibly dispose of bulky household waste.

There's also the option to mix and match, with one booked kerbside collection and one 250kg waste voucher each year.

Through the new service offered from July 2023, eligible households can now book up to two dates each year for their bulky waste – such as furniture, e-waste (old computers and hardware), mattresses and bundled green waste collected from the kerbside.

Alternatively, residents can order up to two 250kg waste vouchers each financial year, allowing them to drop off their bulky waste at the Maitland Resource Recovery Facility (formerly Mount Vincent Road Waste Management Facility).

Bookings are quick and easy to make using an online portal, where residents can pick from a range of available kerbside collection dates or lodge a voucher request with the push of a button.

This new service will make it easier for Council to separate different types of waste and recover recyclable materials on the kerb and through our transformation of the Maitland Resource Recovery Centre, enabling further resource recovery outcomes.



## WHAT WE DELIVERED

### Community engagement about our environment

What we heard:

Our community's top environmental priorities for Council are:

1. Reducing illegal dumping
2. Improving access to resource recovery facilities
3. Preserving and increasing native bushland along the Hunter River and throughout the local area
4. Creating and preserving safe wildlife corridors
5. Stormwater collection and reuse.

How resilient and prepared the community feels:

- 72% of the community feel able to adapt to change well
- Younger residents and non ratepayers are significantly less likely to feel prepared.

### Maitland's Environmental Sustainability Strategy drafted

We have developed a new strategy that provides a roadmap that outlines our environmental and sustainability actions over the coming years.

The draft Environmental Sustainability Strategy is the first of its kind for Maitland and covers all things environment, sustainability, waste management and reduction, resource recovery, resilience and climate change.

After an extensive period of community consultation in 2022, the feedback from our community has played a significant role in shaping the key themes, aims and actions attributed to the strategy.

### Maitland Resource Recovery Facility

Stage 1 of the Maitland Resource Recovery Facility on Mount Vincent Road was completed, with site handover in September 2023. Stage 1 will improve the customer experience and expand the range of accepted recycling materials.

The four stage project will enhance the recycling process and improve community access to the Maitland Resource Recovery Facility while improving the city's recycling and circular economy capabilities.

### Council supports the NSW single use plastic ban

Council supported the NSW single use plastic ban through compliance across all major venues and facilities and engagement with the residential and business communities.

At our major venues, single use plastic items outlined in the ban are no longer permitted, including at our community centres and sporting facilities. The Major Venues and Facilities team have conducted site inspections to remove any banned products owned by Council.

The Conditions of Hire outline the hirers' responsibility to ensure they are not using or supplying banned items.

### Street trees

A Council arborist has assessed the 495 applications submitted by Maitland residences, who self nominated to receive a free street tree in front of their property. The assessment determines the location's suitability and the best species to plant in each suitable spot.

Once the tree is in place, the homeowner takes custodianship of it – looking after the watering and other care of the tree during its establishment phase.

### Bushwalking trails

We've recently completed works on two bushland walking trails in Largs and Aberglasslyn, following feedback from our community about a need for more tracks along Dunmore Road and Weblands Street.

More than 500 metres of track have been upgraded, with additional erosion mitigation and benches to give visitors somewhere to stop and stay a while.

We've also been restoring areas of the surrounding bushland. Working with our local community, we planted 800 native seedlings across both sites to restore endangered ecological ecosystems. The Department of Regional NSW's Resources for Regions program funded this initiative.

### RecycleSmart service

RecycleSmart offers a free home collection service for problem waste that can't go in the yellow recycling bin, such as batteries, e-waste, clothes and soft plastics.

Under the trial, all households in the Maitland LGA can request two bags of recycling be collected from their doorstep each month for free, using the RecycleSmart app.

Maitland City Council is the only local government in the Hunter to offer this service to its residents.

Since it launched in November last year, Maitland City Council has seen uptake of the service continue to grow – growth which has prompted the move to extend the trial for a further 12 months.

Since the trial started, RecycleSmart has collected an estimated 2,755kgs of waste between November 2022 and June 2023 from Maitland households.



Seedling giveaway at Maitland Library



Farmland near Walka Water Works

## WHAT WE DELIVERED

### School environment programs

Our Environment team help with environmental education in preschool, primary school and high school curriculums through presentations and resource kits. This year, we presented the topics of our three bins, water pollution, composting and worming and energy and water saving to 33 daycares. Five schools requested resources under Maitland's School Environment Program. These resources enhance native vegetation within the school and assist in improving vegetable gardens at schools.

### Chemical cleanout

Maitland residents can drop off some household chemicals free of charge. Materials that can be dropped off include garden chemicals, pool chemicals, household cleaners, poisons, batteries, paint, motor oils and fuels, fluoro lights, gas bottles, fire extinguishers and smoke detectors.

Maitland completed two Household Chemical Cleanout collections during the 2022-23 period, with the first event in November seeing 6.75 tonnes collected and attended by 195 households and the second event in June saw 6.09 tonnes collected, attended by 171 households.

### Stormwater management services

*Act Reg cl 217(1)(e)*

During 2022-23, we received \$821,697.12 in Stormwater Management Service Charge funds. We performed maintenance works on underground pipe networks, open channels and drains, flood gates, detention basins and gross pollutant traps worth \$1.77 million.

We constructed 17 new pits, eight new headwalls and 294 meters of assorted concrete pipes at a combined cost of \$1,172,000 on the following roads:

- Paterson Road, Bolwarra Heights
- Melbourne Street, East Maitland
- Redford Street, Horseshoe Bend
- Russell Street, Telarah.

We also initiated the design and preparation for stormwater drainage upgrades on:

- Golden Ash Drive, Aberglasslyn
- Scobies Lane, Oakhampton Heights
- Day Street, East Maitland
- Riverview Road, Bolwarra Heights.

These projects are estimated to cost \$912,480 and are programmed for construction in 2023-24.

### Taking a regional approach to environmental sustainability

The Environment and Sustainability team participates in regional forums, joint sustainability projects and initiatives, as resourcing allows, including:

- Sustainable Development Goals reporting task group

Council has joined the Hunter Regional UN Sustainable Development Goals reporting task group and supported the preparation of a regional report card. With the report card parameters for the region finalised, the University of Newcastle is preparing a final regional dashboard.

- Hunter Resilience Network

Council officers attended the inaugural resilience network meeting facilitated by the Hunter JO in the fourth quarter and met with Hunter Water to discuss their upcoming climate reporting initiative and how Council could support it. Council officers attended a Hunter JO demonstration of simtables for natural disaster resilience education and used simtables at the Maitland Youth Forum.

- Hunter JO Net Zero Network

Council participated in Hunter JO Net Zero Network, regional grant applications and assessments of regional resourcing needs to transition the region to net zero per State policy.

- Lower Hunter Water Strategy Group

Council officers attended a quarterly Lower Hunter Water strategy group run by Hunter Water to discuss issues relating to water supply, stormwater, water sensitive cities and community water resilience initiatives.

- Environmental Sustainability Strategy

Agencies and neighbouring councils attended Maitland's agency and council consultation session for the preparation of the Environmental Sustainability Strategy in September 2022. Council invited neighbouring councils to provide input on the draft Strategy while on exhibition.

## KEY ACHIEVEMENTS

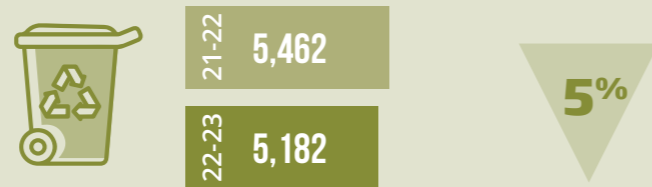
- ✓ Drum Muster collection day was held at Maitland Council Works Depot on 12 May.
- ✓ We hosted a stall on weed management at Tocal Field Days 5-7 May.
- ✓ Waste Workshop held on 20 June in partnership with Good For The Hood, teaching food waste avoidance.
- ✓ RecycleSmart trial extended until June 2024.
- ✓ Mattress Muster at Maitland Showground June 23 and 24.
- ✓ Household Chemical Clean Out event was held on Sunday 18 June.
- ✓ Environmental Sustainability Strategy went on public exhibition.
- ✓ Over 1,000 responses were collected via phone and online surveys in 2022 to inform our Environmental Sustainability Strategy.
- ✓ \$148,826 in funding was secured to rehabilitate ecosystems from the NSW Government's Environmental Restoration and Rehabilitation Program.
- ✓ Tenambit Flying Fox Camp Management Plan adopted July 2022.
- ✓ Water quality dashboard available to the public, June 2023.
- ✓ Management Plan developed for the land adjacent to Weblands Street, Aberglasslyn and Dunmore Road, Largs.
- ✓ Clean up Australia Day was held on Sunday 5 March, with 14 community and 12 school groups registered.
- ✓ We held the Maitland Environmental Youth Forum in May.
- ✓ We released four term school newsletters.
- ✓ We hosted an Eat Better and Avoid Waste workshop in November.

Red bin collection



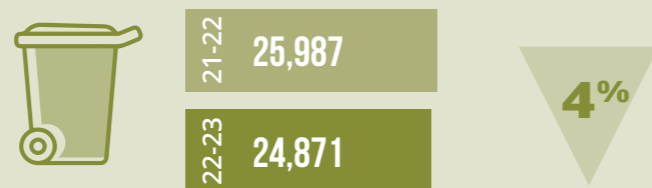
Chisholm

### RECYCLABLES COLLECTED AT KERBSIDE



Continued decreases in collected recyclables are due to the Return and Earn program.

### WASTE COLLECTED AT KERBSIDE



The decreased materials collected are due to fewer garden organics overflowing into the red bin in 2023.

### GARDEN ORGANICS COLLECTED AT KERBSIDE

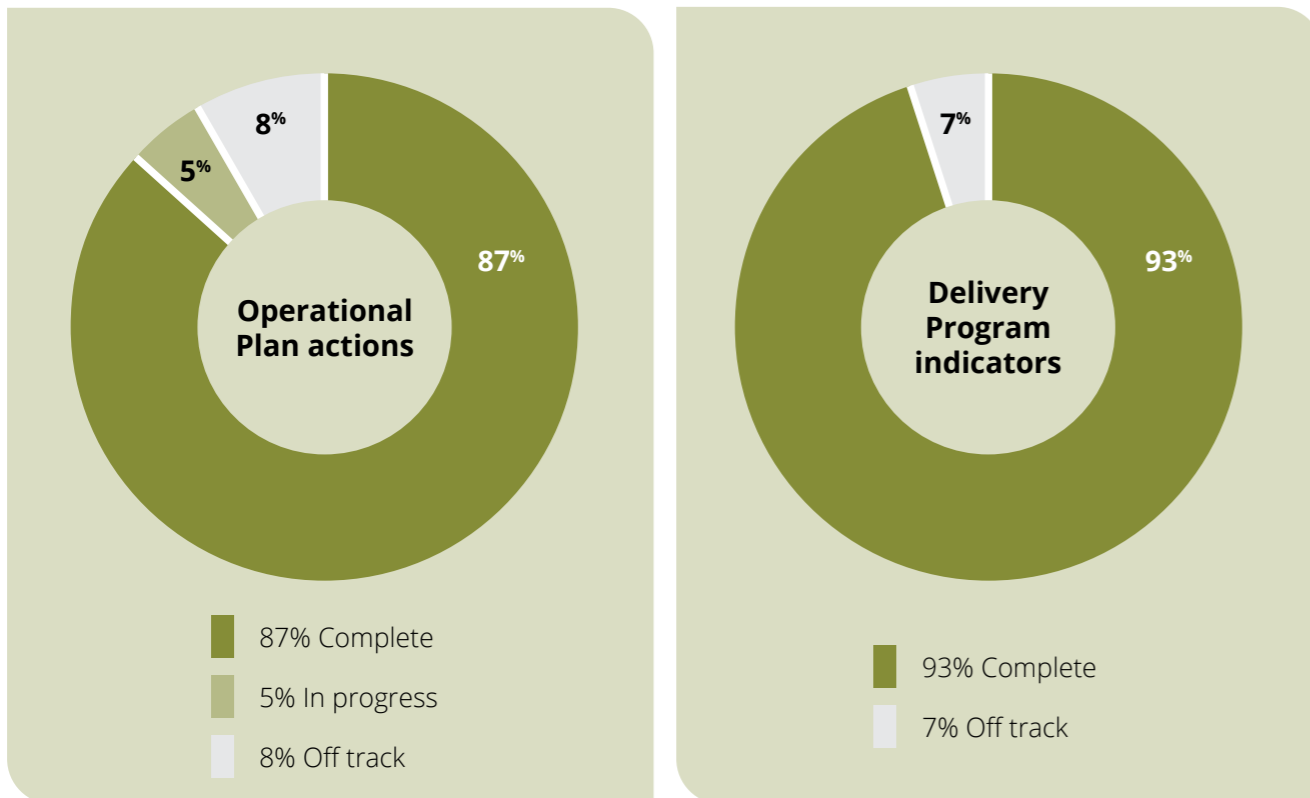


High volumes of garden organics were collected at the kerbside in 2022 due to the weather conditions resulting in a high growth year. In 2023, levels have decreased as the weather returns to a more typical growing pattern.

## OUR ACHIEVEMENTS



## PROGRESSING OUR DELIVERY PROGRAM



### DELIVERY PROGRAM INDICATORS HIGHLIGHTS

A Community Satisfaction Survey score greater than 3 indicates a higher number of satisfied respondents than the dissatisfied respondents.

Scores greater than 3.5 indicate high satisfaction within the community. Maitland aims for community satisfaction levels above 3.

-  **3.4** Community satisfaction with access to public bushland and open spaces
-  **3.9** Community satisfaction with waste and recycling services
-  Hunter River Estuary Coastal Management Plan progressed
-  **3.7** Community satisfaction with flood planning and emergency response
-  **3.3** Community satisfaction with environmental and sustainability initiatives
-  **3.6** Community satisfaction with Maitland Resource Recovery Centre
-  **15.6%** Tree canopy coverage
-  **38%** Waste diversion rate
-  **3.4** Community satisfaction with adequate stormwater management and drainage
-  **85%** LED streetlights (energy efficient)

Graphic indicators denote data trend compared to previous data - see 'How to read this document' on page 55.



Telarah Lagoon



## 4. LET'S LEAD TOGETHER

### What our community wants:

- 4.1 To have elected leaders that look out for us.
- 4.2 To have an effective and efficient Council.
- 4.3 To work together to be the best our community can be.



Maitland Administration Centre

## NEW MAITLAND ADMINISTRATION CENTRE AND REFURBISHED TOWN HALL OPEN

Maitland City Council has transitioned to our new building with a new and improved Customer Experience Centre located on the ground level of the Maitland Administration Centre.



**\$46m**  
spent on the Maitland Administration Centre and Maitland Town Hall



**over 300**  
staff move to MAC



**\$100m**  
local economic boost

On 3 June 2023, the Maitland Administration Centre and the neighbouring Maitland Town Hall were officially opened by Maitland Mayor Philip Penfold and dignitaries at a ceremony onsite.

The new building, situated at 263 High Street in Maitland, is across from the Maitland Regional Art Gallery. It also includes the historic 19th century Town Hall Café, accessible from the foyer of the Maitland Administration Centre.

Before the transition, our team of over 300 staff members were working across various sites, such as the former Administration Building, offices at Ken Tubman Drive, Maitland Library, and the Visitor Information Centre.

Our new office space is purpose built and offers a range of modern amenities, including a flexible multipurpose design, community areas, and proximity to the surrounding green spaces.

One of the main drivers when designing the building was to create a modern work environment and provide a facility our staff and community would be proud of. Our new Administration Centre enhances collaboration, communication, and workplace health and wellbeing by featuring more efficient systems and greater workplace flexibility.

The fitout provided staff with contemporary dedicated kitchen and dining facilities and meeting rooms to encourage better communication and collaborative decision making. All these elements are working together to promote improved connectivity and create an environment where staff can deliver better outcomes for our community.

In addition to the fit for purpose office space, we undertook a nearly \$10 million refit and refurbishing of the historic Maitland Town Hall with changerooms, kitchen facilities and a new stage loading dock.

With the first stone laid in January 1888, Maitland Town Hall is one of the oldest buildings in our city. It has seen and undergone a lot of change and these latest updates bring the building into the 21st century.

We have also preserved many of its original features as a link to the past, including the original spring floor in the auditorium, ornate ceilings and cornices and the wooden staircase.

The Town Hall seamlessly integrates into the broader Maitland Administration Centre with improved accessibility to the renovated Council Chambers and bookable spaces for the community.

The wider project has provided a significant economic boost to our city, generating close to 200 additional jobs and injecting an estimated \$100 million into the local economy.

## WHAT WE DELIVERED

### Providing community information

We provided the community with various materials covering different topics and information about our operations, finances, services, and infrastructure. We produced four issues of the Momentum newsletter, two editions of the On The Move report, and the Annual Report. All these documents are available in digital format on our corporate website. We also deployed a series of social media posts related to these materials, breaking down the content into easy to understand highlights and achievements for better accessibility.

### Three Facebook Live events

We organised three Facebook Live Q&A sessions with a total reach of 9,900. These events provided the community a platform to ask questions and hear directly from our executive leadership team about various topics such as decision making processes, project updates, and how and why Council allocates money. We dedicated one event to the staged reopening of Walka Water Works. Each event witnessed a surge in engagement in terms of live comments from the community.

### Customer Driven Transformation Program

Our Customer Driven Transformation Program commenced in 2021 with a vision to deliver consistently great service regardless of how customers interact with us. The program draws together two pivotal plans, our Customer Experience Plan and Digital Transformation Strategy and

Roadmap to deliver a shared vision of delivering un-council like service.

Throughout the year, the team have released a number of initiatives to improve our customer experience and protect our information from security threats. One of the major initiatives is the introduction of a full digital mapping service including development application tracking, council facilities locations, bin collection days, public car parking locations and bushfire prone vegetation information.

We have also enhanced our cyber security presence with additional infrastructure and security testing enabled to protect our customers information together with formal cyber security training rolled out to our staff and councillors.

The program has completed a range of significant milestones with the review of services with high customer impact, including waste digital vouchers, bins, facility bookings, rates, roads, animal registry, footpaths and driveways. Taking a human centered design approach to these reviews, we have directly involved customers in designing how they prefer to interact with our services.

The My Council self service portal is getting closer to being implemented to enable self service for our customers, helping them track the progress of their requests and introducing new and improved workflows to make managing customer requests even easier.

### Announcement of new General Manager

We welcomed Jeff Smith in July as our new General Manager. Jeff has an extensive 29 year career in both the private and public sectors, with senior local government roles at Port Stephens Council and Randwick City Council. He most recently served as the Director of Corporate and Legal at Northern Beaches Council from 2019.

### New website launch

Council launched its new website, featuring design, navigation and content updates for improved user experience. This project reflects our commitment to incorporating customer feedback and transforming service delivery.

### New liaison group set to help inform staged reopening of Walka Water Works

Council launched a new Community Liaison Group to work with Council to renovate and reopen the Pumphouse, return weddings and park space, and provide some accommodation options.

The group will ensure that community members directly receive accurate information from Reflections and Council. The community's input will also help us design plans that work for the local environment.

### Operational Plan adopted

The Operational Plan outlines the actions Council will undertake over the financial year and how these will be measured. These actions will help achieve the objectives of the Delivery Program and Community Strategic Plan.

This Operational Plan will see the start of a range of new projects, from upgraded sports facilities, improved parks and playgrounds, and an expanded shared pathway network. Our focus on renewing and replacing ageing facilities, roads and drainage will continue and the construction of new assets in our growing new suburbs.

### A new approach to community engagement

We recently reviewed our community engagement approach and strategy to identify the best way forward. The review's outcome is a shift from a project based engagement approach to a more continuous conversation with the community. This new approach was integrated into our Communication and Engagement Strategy, which we presented to Council in December 2022.



New Years Eve celebration, The Levee

## WHAT WE DELIVERED

### Vibrant City Sponsorship

The Vibrant City Sponsorship program provides financial and in kind sponsorship opportunities to the community, industry groups, events and organisations for initiatives that create a vibrant city for the community and deliver tangible and measurable benefits to Council. We awarded \$18,480 for community events, including City of Maitland Pipes and Drums Inc., Dogs in the Park NSW, Maitland Triathlon, IF Maitland Indie Writers Festival and Artfest, Apex 40 Australia Inc. for 'Taste of the Hunter' Annual Convention 2023, Maitland Girl Guides and Maitland Junior Football Club.

### Citizen and Young Citizen of the Year named

Local community members were honoured during Council's official Australia Day ceremony. Bolwarra Heights resident Todd Sheldon was named our 2022 Citizen of the Year. Todd has been instrumental in the ongoing success of the Susan Roskell Toy and Gift Drive. Emily Causley's role as a student body leader at Maitland Christian School and her creative extracurricular activities have earned her two accolades: Young Citizen of the Year and Creative Arts Person of the Year. Lifelong East Maitland resident Norm Burton OAM was named Freeman of the City, recognising decades of services to the local community.

### Grants received

As part of its efforts to accelerate the Delivery Program and Operational Plan, Council has submitted 74 grant applications, out of which 47 (64%) were successful, receiving a total of \$30.85 million to invest in various projects.

Grant highlights this year include:

- \$10 million from the NSW Regional Tourism Activation Fund to revitalise Walka Water Works (stage 1 of a \$15.1 million project)
- \$5.5 million from the NSW Accelerated Infrastructure Fund to build a new \$7.34 million sportsground in Chisholm, Thornton
- \$2.7 million from the NSW Resources for Regions program to transform Harold Gregson Reserve into a youth and events space (part of a \$7 million project)
- Over \$2 million from the NSW Stronger Country Communities Fund to deliver seven community and recreation infrastructure projects across Maitland
- \$1.37 million from the NSW Regional and Local Roads Repair Program to fix potholes across Maitland.



Bike track, Walka Water Works

### Continuous improvement

We strive to provide quality and inclusive services to our community. To achieve this, we continually assess ways to improve how services and projects are delivered and ensure they are delivered cost effectively, efficiently and sustainably.

Our new service review framework builds on our continuous and process improvement culture, showing our commitment to delivering our services better and aligns with the Integrated Planning and Reporting requirements of service reviews.

**419** Promapp processes reviewed

**2** Promapp Champion sessions held

**5** Promapp team training sessions held

Trained over **65** people in Promapp

Process improvement highlights include:

- pay by exception and online leave
- policy reviews, including the procurement policy
- Grants Management Framework
- improved customer experience with the new website
- waste digital vouchers
- new process for facilities bookings, missed bins, animal registry and driveway applications
- new recruitment portal.

Our new service review approach supports Council to:

- drive commitment to continuous improvement
- identify opportunities for improvement and innovative solutions
- integrate the improvements into our daily operations and planning
- establish productivity and efficiency through service based analysis
- align service levels with community expectations and legislative requirements whilst balancing our resources.

### KEY ACHIEVEMENTS

- ✓ We awarded \$20,950 in Heritage Grants to help our community with conservation projects for local heritage buildings or places.
- ✓ Expressions of interest and ideas sought for reuse of the former Administration Building.
- ✓ New Procurement Policy adopted.
- ✓ Communication and Engagement Strategy adopted in December 2022.
- ✓ Operational Plan 2023-24 adopted by Council.
- ✓ Long Term Financial Plan reviewed and adopted by Council.
- ✓ Internal communication with staff and Council supported through 49 editions of the 'Good Work' newsletter.
- ✓ New online recruitment portal was launched.
- ✓ Advocacy report finalised in the lead up to State Election held in March.
- ✓ Annual Report 2021-22 delivered.
- ✓ NSW Grants Commission public meeting held in June to explain Grants Commission operations and the basis of its determination of general purpose grants.
- ✓ Our Executive Leadership Team hosted three Facebook Live Q&A events.
- ✓ We granted \$30,000 through the High Achievers Grant program - an increase on last year.
- ✓ Advertising on Facebook generated almost 6,870,000 impressions and received 409,430 content interactions.
- ✓ Council's organic reach on Facebook increased by 98.7% to reach 960,273 people, with spikes during the July 2022 floods and Steamfest in April 2023.

### CHALLENGES

- Flood and wet weather events impacted the delivery of services and caused damage to infrastructure.

# COMPANION ANIMALS

**We continue to promote, improve and enforce the rules in seven off leash dog exercise areas.**

- Bakers Brickyard Quarry, Raworth (fenced)
- Verge Street, Telarah
- A&D Lawrence sporting fields, Thornton
- Rathluba Lagoon, East Maitland
- Les Circuit, Gillieston Heights
- The Esplanade, Lorn
- Alliance Street, East Maitland.

# COMPANION ANIMALS

Act Reg cl 217(1)(f)

## Enforcement activities and compliance operations

Council employs five rangers who administer the various statutory responsibilities of Council, including the *Companion Animals Act 1998*.

In 2022-23, 1,954 complaints were received and attended by our rangers regarding barking, unleashed and aggressive dogs, dog attacks and cat matters, representing 47% of all service requests received by rangers during the year.

## Maitland Animal Management Facility

During 2022-23, the Maitland Animal Management Facility (MAMF) operations continued under contractor management.

The fees associated with impounding animals and our service agreements with Cessnock City Council and Dungog Shire Council, who use the MAMF for their animal impounding requirements, partly offset the ongoing operational cost. We put aside the funds raised by these activities and agreements for future investment in animal management related activities, such as the possible expansion and ongoing maintenance of the facility.

During 2022-23, the facility received 1,020 animals through impounding or surrender under Maitland City Council operations. During the period, Council returned approximately 80% of impounded dogs and 17% of impounded cats to their owners.

## Lodgement of attack statistics

Council is compliant with the requirements of the *Companion Animals Act 1998* and appropriately notifies the Office of Local Government of all reportable attacks via the Companion Animals Register.

## Community education

Educational programs pertinent to the *Companion Animals Act 1998* were presented via public venues and media releases.

## Strategies to promote the desexing of companion animals

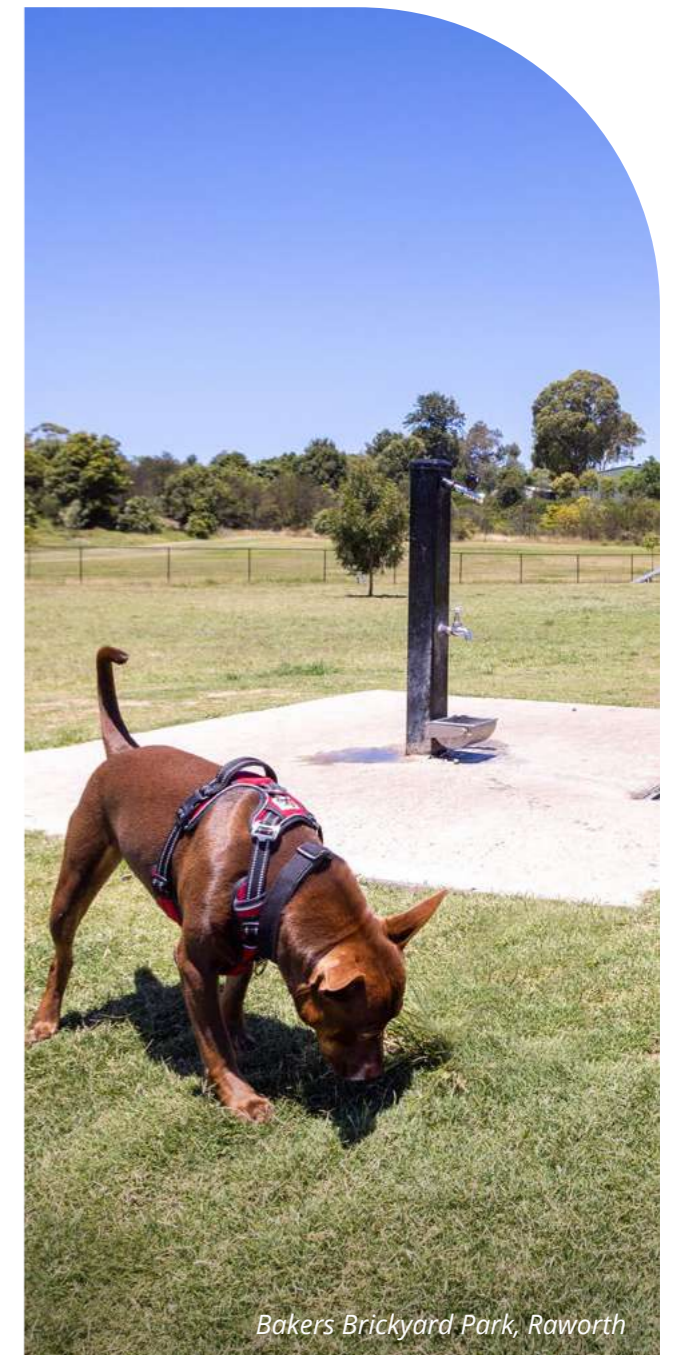
Council continues to proactively notify owners of unregistered companion animals and promote information regarding the importance of desexing. Registration fees and permit amounts act as an incentive for owners to desex their companion animals.

## Seeking alternatives to the euthanising of unclaimed animals

The Central Coast Animal Care Facility conducts vigorous rehoming campaigns on behalf of Council. In 2022-23, 17 animals had to be euthanised due to poor animal health and significant behavioural issues. However, all the other animals were either returned to their owners or rehomed.

## Use of the companion animals fund

Funds are used in the preparation of information packs, provision and servicing of off leash signage and litter bins, repair and modification of pound facilities, and provision of animal management services.



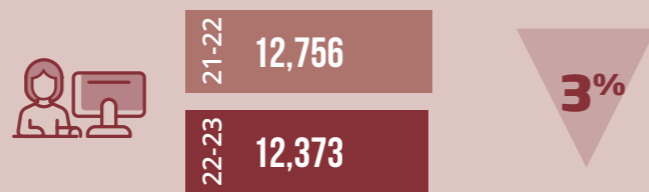
Bakers Brickyard Park, Raworth





Maitland Administration Centre

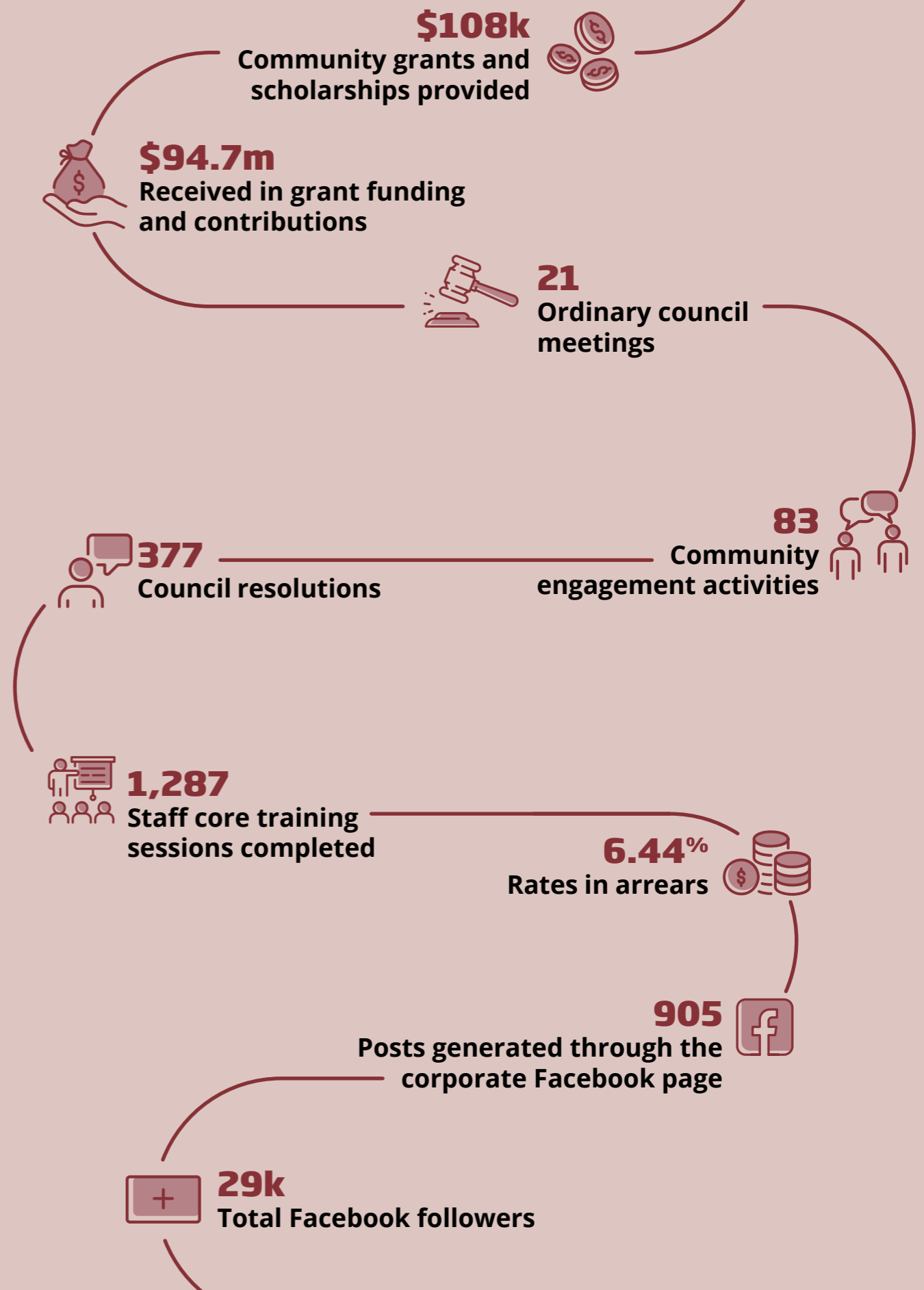
## CUSTOMER SERVICE REQUESTS RECEIVED



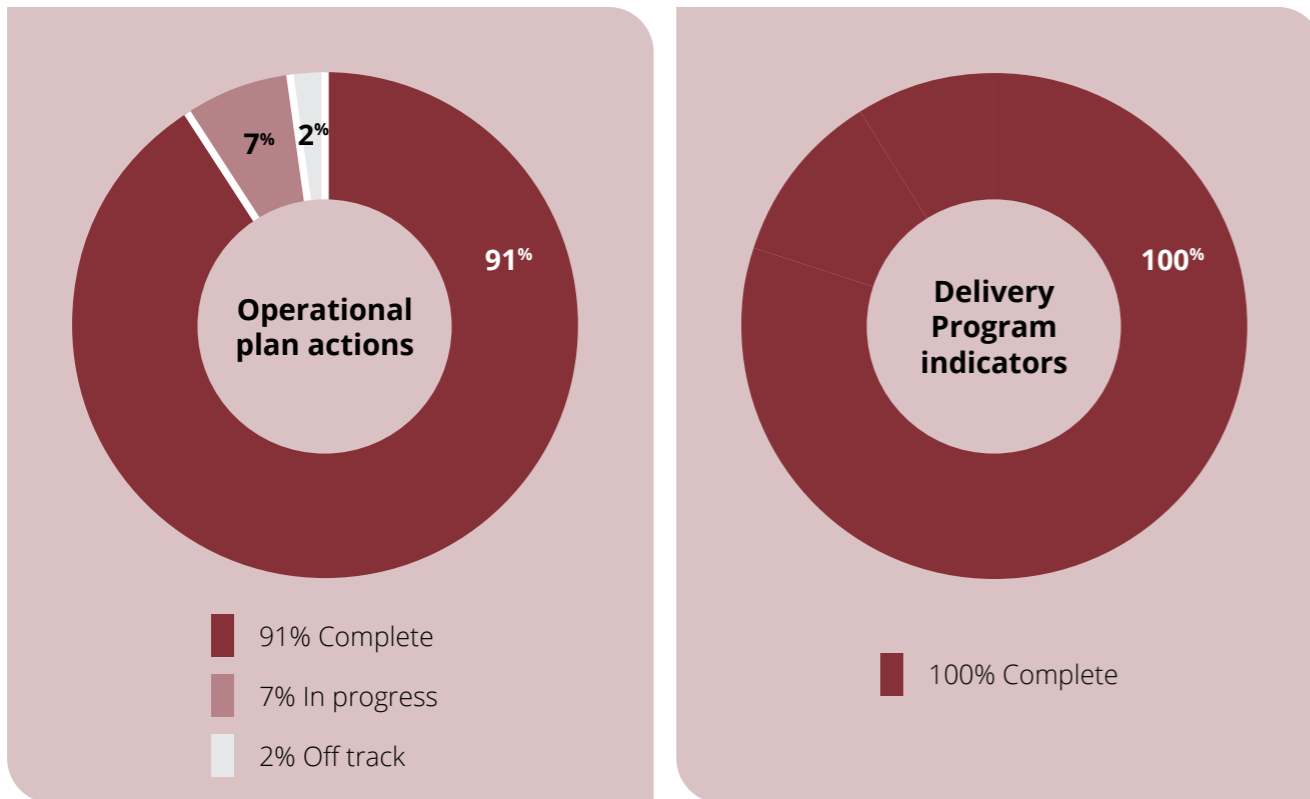
## TOP 5 CUSTOMER SERVICE REQUESTS



## OUR ACHIEVEMENTS



# PROGRESSING OUR DELIVERY PROGRAM



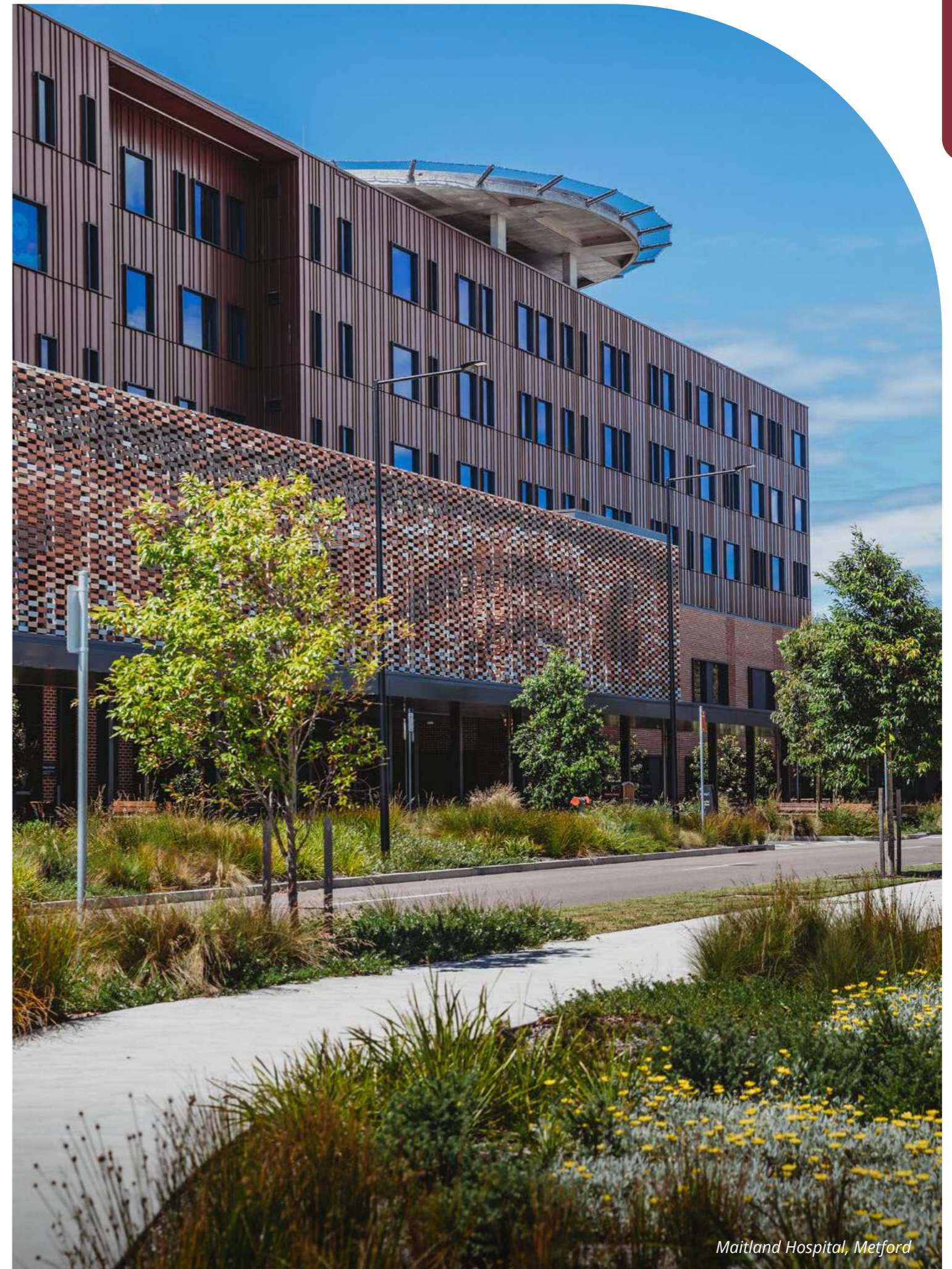
## DELIVERY PROGRAM INDICATORS HIGHLIGHTS

A Community Satisfaction Survey score greater than 3 indicates a higher number of satisfied respondents than the dissatisfied respondents.

Scores greater than 3.5 indicate high satisfaction within the community. Maitland aims for community satisfaction levels above 3.

- 3.5** Overall community satisfaction
- 3.4** Community satisfaction with providing leadership that enables and moves the community forward
- 4/6** Financial performance ratios met
- 3.2** Community satisfaction with opportunities to have their say on Council's planning
- 3.2** Community satisfaction with Council's financial management
- \$30m** Successful grant funding applications
- Integrated Planning and Reporting legislation met
- Active member of the Hunter Joint Organisation of Councils and collaboration with member councils
- 74%** Employees engaged with the 2023 employee survey
- 65%** Employees reported feeling supported in their wellbeing in the 2023 employee survey

Graphic indicators denote data trend compared to previous data - see 'How to read this document' on page 55.



Maitland Hospital, Metford



# Our organisation

- 102 | Our organisation structure
- 104 | Our guiding principles
- 105 | Our people
- 108 | Diversity and inclusion
- 109 | Work health and safety
- 110 | Learning and development opportunities
- 112 | Our stakeholders

Maitland Administration Centre

# OUR ORGANISATION STRUCTURE

**General Manager**



**Jeff Smith**  
General Manager

We are a large regional council with 573 employees.

We are responsible for providing services and facilities to more than 93,000 people.

Our structure establishes clear lines of accountability and responsibility to ensure we achieve the outcomes our community expects.

**Executive**



**Departments**



Maitland Administration Centre

## OUR GUIDING PRINCIPLES

Our Guiding Principles help guide us to live and breathe customer centric behaviours that our customers value. We embrace these principles in everything we do, whether we're planning a new road, designing a new policy or interacting directly with our community.

We will:



### MAKE THINGS EASY

Do the hard work to make things intuitive for everyone.



### BE WELCOMING

Care for everyone as people, not tasks or numbers.



### BE OPEN MINDED

Listen to each other and work together to find solutions.



### KEEP YOUR PROMISES

Follow through on your commitments to everyone.



### LOOK OUT FOR ME

Thoughtfully anticipate what will make our days go smoother.

## OUR PEOPLE

As an employer, we pride ourselves on providing opportunities for staff to be part of a high performing, dynamic and progressive team and establish fulfilling careers. Our people come from diverse backgrounds and professions, creating a dynamic workforce. We are highly motivated and focused on providing a positive customer experience as we work towards delivering the outcomes set by our community.



**573**  
Employees



**64%**  
Indoor staff



**47%**  
Are female



**42**  
Average  
employee age



**36%**  
Outdoor staff



**53%**  
Are male

*Above data accurate as at June 2023*

## OUR WORKFORCE

To ensure that we are working toward achieving our community's vision, we undertake workforce planning to predict staffing needs and ensure we have the capacity and capabilities to deliver our role within the community.

We achieve this by identifying how our staffing levels and skill requirements will be met, including recruitment, staff progression and development, and succession planning. Our environment requires flexibility, responsiveness and a continuous improvement mindset to meet agile labour markets, skills shortages and an ageing workforce.

Our workforce has grown significantly across the 2022-23 year. The increase can be attributed to the growth within our LGA creating more opportunities and an increase in roles at Council.

The figures below show a snapshot of our workforce in attendance at work on Wednesday 23 November 2022:

*Reg cl 217*

- 549 people performed paid work.
- 50 people were engaged by Council, under a contract or other arrangement with the person's employer, that is wholly or principally for the labour of the person.
- Five people are 'senior staff' for *Local Government Act 1993* purposes.
- Three people supplied to Council, under a contract or other arrangement with the person's employer, as an apprentice or trainee.

Number of people directly employed by Council:

- 383 permanent full time basis
- 51 permanent part time basis
- 11 casual basis
- 51 under a fixed term contract



*Staff, Maitland City Council Open House community event*

## WORKFORCE MANAGEMENT PLAN

Our Workforce Management Plan outlines our workforce priorities and actions for the next four years (2022–2026). It aims to ensure our people can deliver the commitments and priorities detailed in Maitland +10.

We developed this plan during the 2021-22 period through consultation with key stakeholders, analysis of internal and external workforce data, and consideration of the opportunities and challenges we face locally, nationally and internationally.

The focus areas of the Workforce Management Plan significantly impact on how we deliver our services to the community, highlighting the importance of workforce planning and engagement.

### The key priorities of our workforce management plan are to:

1. **foster an engaged workforce that is skilled, collaborative and focused on our customers**
2. **support workforce efficiency and effectiveness**
3. **provide an environment of safety and wellbeing.**

These three strategic objectives support our Delivery Program and community vision, reflect best practices and relevant workforce trends, build on what we do well and embrace the steps we need to take to be ready for the future and equip our organisation with a skilled, adaptive and collaborative workforce who can deliver great service.

We undertake workforce planning to project staffing needs and ensure we have the capacity and capability to deliver our role within the community. It is the effective integration and alignment of human resource strategies to ensure we have the right people in the right place, doing the right work at the right time. This planning process identifies the organisation's challenges in shaping our future workforce and opportunities to support achieving our goals through our workforce.

Influences on the development of our Workforce Management Plan include:

- an ageing demographic
- technology and automation
- diversity and inclusion
- flexibility and contemporary workplace arrangements
- industry skills shortages
- improved physical and mental wellbeing
- rapid growth in our LGA.

Our Workforce Management Plan is a key element and guiding document within the overarching Integrated Planning and Reporting Framework and outlines how we aim to recruit, train, manage and develop our people, through actions supporting our strategic directions for Maitland and our organisation.

## MAITLAND LEADING THE WAY

Women increasingly feature among the leadership ranks of departments here at Council.

Women in leadership positions play a crucial role in fostering diversity, innovation, and inclusivity within organisations and society at large. Their contributions lead to better decision making, enhanced performance, and a more equitable and prosperous future for all. Council continually supports efforts to promote and support women in leadership.

Our wider Corporate Leadership Group (CLG) boasts a percentage of 57% female leaders. Of our workforce, 47% are female and five of our 13 councillors are female.



## STAFF WELLBEING



**113**  
Influenza  
vaccinations



**173**  
Healthy lifestyle  
payments



**160**  
New employee  
health  
assessments

We're committed to ensuring the health and wellbeing of our staff. Through the Healthy Lifestyles Program, Council supports wellbeing initiatives such as new employee health assessment, influenza vaccinations and a healthy lifestyle payment. Information to support wellbeing is accessible via our staff intranet.

## CELEBRATING ACHIEVEMENTS

Over the past year, to thank staff for their commitment to our goals and objectives, and demonstration of our Guiding Principles, we celebrated with regular office based work lunches and breakfasts, allowing staff to acknowledge success and to enjoy a meal while connecting with workmates.

Maitland City Council won the following awards during 2022-23.

DESCRIPTION	AWARD	TEAM
Aquatic & Recreation Awards of Excellence NSW Awards	Environmental Sustainability Initiative of the Year award	Maitland Aquatic Centre
Australian Museums and Galleries National Conference	Winner: Community Engagement and Outreach for the Maitland Archive Winner: Indigenous Project for Maitland Cultural Resurgence Winner: Exhibition for Nongirrna Marawili: Daughter of the Lightning Snake Winner: Digital Learning Experience for Arts Health Activities Winner: Exhibition designer, Clare Hodgins won Exhibition Catalogue for Nongirrna Marawili: Daughter of the Lightning Snake Winner: The National Award for overall excellence demonstrated through museum display, design and interpretation.	Maitland Regional Art Gallery

## KEEPING OUR STAFF INFORMED

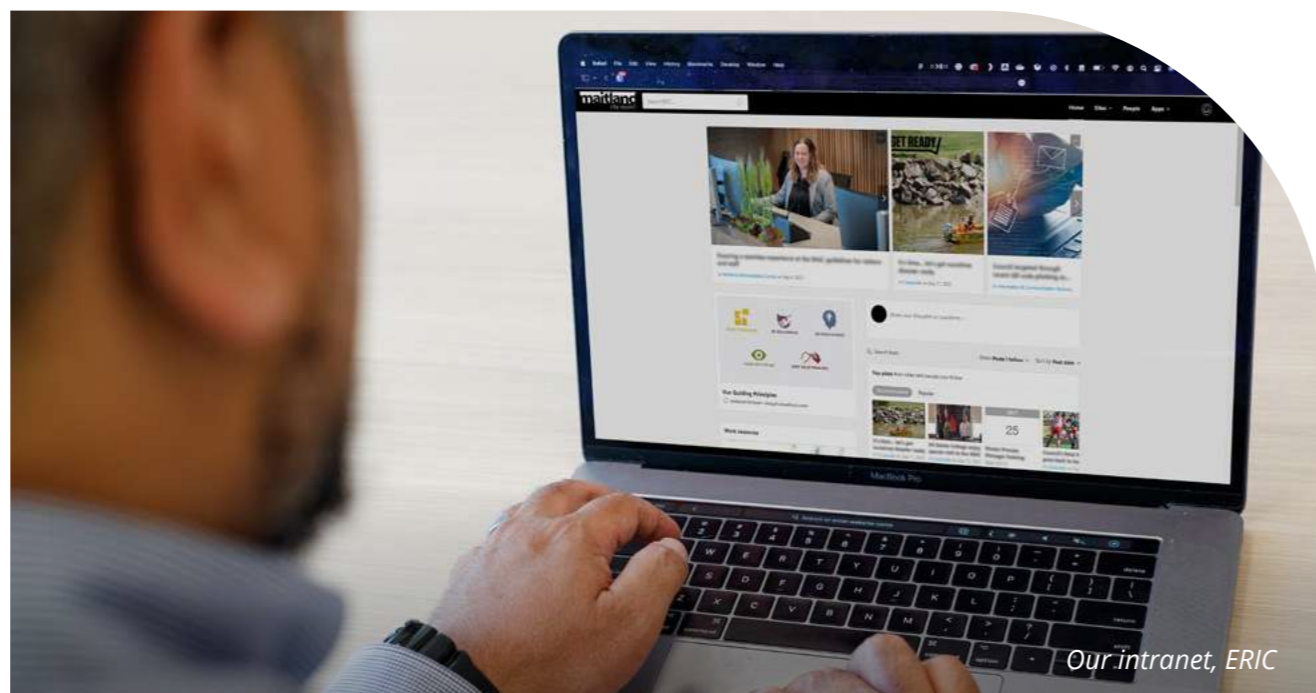
Keeping staff informed and connected is central to fostering employee engagement and a strong sense of organisational unity as they work together to achieve Council's broader objectives and goals.

Our intranet, ERIC, is a hub of important information, staff news, events, successes, completed projects, internal resources and tools, all assisting in keeping staff informed and inspired. Our weekly employee newsletter, Good Work, supports ERIC by sharing critical operational information and inspiring news for the week.

Our General Manager invites all staff to attend quarterly briefing sessions and fortnightly Council meeting updates. These sessions are an important opportunity to connect with our leaders and learn about decisions and projects that Council is undertaking.



**49**  
Editions of our newsletter Good Work sent to staff and councillors



Our intranet, ERIC

## DIVERSITY AND INCLUSION

We are committed to creating a diverse, fair, equitable and inclusive workplace for all employees. To ensure we actively recognise and uphold equal employment opportunity (EEO) across the organisation, we revised the EEO Management Plan for 2022-25.

We identified the four focus areas below to ensure Council actively recognises and upholds EEO across the organisation:

- communication and awareness
- recruitment
- learning and development
- workplace culture.

We now have twelve EEO contact officers across various sections of the organisation.

## WORK HEALTH AND SAFETY

The past 12 months have seen several key initiatives rolled out across the organisation to promote a safe workplace, develop work health and safety (WHS) best practices, and improve staff wellbeing. We focused on delivering the following initiatives:

- Developed a suite of 20 online learning packages for topics including induction, incident recording, contractor management, due diligence, WHS leadership and Code of Conduct
- Staff consultation, information sessions, risk assessments, training and preparation for moving to the new Maitland Administration Centre
- Significant input into the safe development of the new bulky waste service
- Participation in the Infrastructure & Works Safety Induction Day
- System review of Leader Standard Work, ongoing training and development of reporting systems
- WHS audits, including risk management, contractor management, Chain of Responsibility, and consultation
- Review of Infrastructure & Works templates in line with *Work Health and Safety Regulation 2017*
- Incident investigations
- Attendance at Transport for NSW's Safety Leadership Summit and StateCover Conference
- Reviewed emergency plans for Libraries, Maitland Gaol, Maitland Regional Art Gallery and Town Hall
- Attended Move 4 Life Train the Trainer course
- Delivered health and wellbeing programs such as Flu Vax, Healthy Employee Program, Everyone Has a Story and RUOK? Day.

We enhanced our WHS management system, by reviewing or developing the following documents to comply with the WHS Act, WHS regulations, codes of practice and/or Australian Standards, or via WHS audits:

- Emergency plans for Council sites
- Developed new WHS planning and reporting and WHS purchasing procedures
- Reviewed the procedure for asbestos disposal at the Maitland Resource Recovery Facility
- Developed templates for the WHS management plan, safe work method statement and standard operating procedures.

We monitored identified opportunities to enhance the WHS management system through the BeSafe incident reporting and Hazard & Corrective Action Management System. As a result, we now continually review Council's WHS management system to ensure it meets legislative compliance.

Staff and contractors engaged by Council reported workplace incidents. In the 2022-23 period, there was a decrease in property damage and at fault incidents compared to 2021-22.

While there was an increase in the number of reportable events, it aligns with the significant increase in the number of site workers and contractors.

There were 358 reported events, including incidents, injuries and near misses.

EVENT	2019-20	2020-21	2021-22	2022-23
Incidents	154	250	190	246
Injuries/illness	65	60	45	90
Near misses	23	16	24	22
<b>TOTAL</b>	<b>242</b>	<b>326</b>	<b>259</b>	<b>358</b>

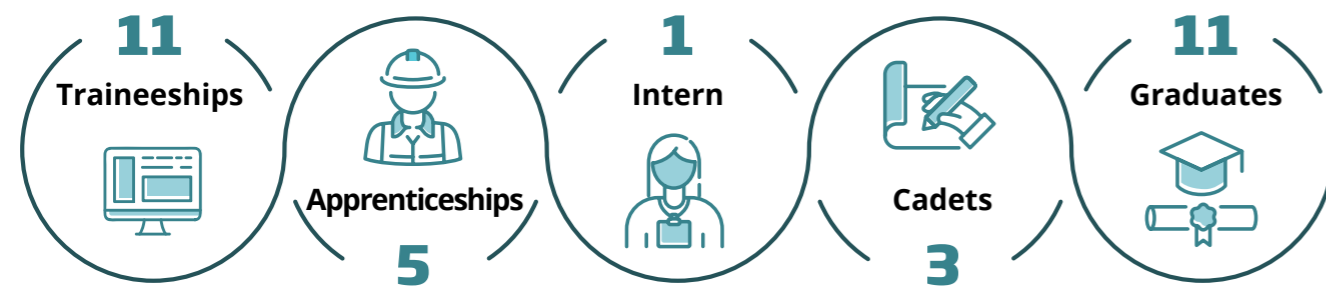
# LEARNING AND DEVELOPMENT OPPORTUNITIES

The capability of our workforce remains instrumental in our capacity to deliver an exceptional customer experience and an ambitious program of work for our community. Every year, we offer our employees opportunities to develop through study and assist in the learning needs and growth opportunities that align with achieving the organisation's goals and objectives.

## PATHWAYS PROGRAM

We've designed our Pathways Program to support our objective to nurture a skilled and innovative workforce that delivers optimal services to our customers and the community. Trainee, graduate, cadet, intern and apprentice placements include a combination of formal training and development, coaching and mentoring, and structured and practical on the job training.

During 2022-23, the program supported:



During the year we were pleased to offer 24 trainee and apprentice positions, which will finish in 2023-24.

The position types offered were from the following streams:

- Business Administration
- Customer Experience
- Horticulture
- Plant Mechanics
- Building Surveyor
- Finance
- Communications, Marketing & Engagement
- Community & Recreation
- Information Technology
- Town Planning
- Civil Construction
- Gallery Services.

## PROFESSIONAL DEVELOPMENT

We provided support to 19 employees to commence or continue working towards furthering professional development through study. We will continue to focus on targeted talent development in line with the identified critical segments in the Workforce Management Plan and as an outcome of our staff survey.

Under *Reg CL 217(1)(a)* there was no overseas travel by staff council during 2022-23.

The total number of staff that undertook training throughout the year was 1,287.

Signification training undertaken in the last 12 months included:

- Mental Health First Aid
- Safe Work Near Powerlines
- IAP2 Engagement Essentials
- Respectful Workplace
- Asbestos Awareness
- Aggressive Customer Training
- Guiding Principles
- Certificate IV Leadership & Management.



Staff training



# OUR STAKEHOLDERS

We have diverse stakeholders and engage with them in many ways, depending on their needs. Community and stakeholder engagement are integral parts of our service, and we strive to keep our community informed of all the work we are delivering and the services we provide.



## WHY OUR STAKEHOLDERS ARE IMPORTANT TO MAITLAND

Provide knowledge, cultural experiences, resources, engagement and feedback	Provide valuable knowledge, skills and labour essential to our operations	Provide us with feedback and use our services and products	Build trust with local communities through services, planning and contribution to developing strategies, plans and programs	Provide funding opportunities, guidance with regulations and legislation, services, planning direction and networks	Provide shared knowledge, networks, cultural experiences and economies of scale
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## WHY WE ARE IMPORTANT TO OUR STAKEHOLDERS

Provide civic leadership, services, facilities, partnership, and representation	Provide employment, benefits, training, career development opportunities, flexible and supportive work arrangements	Provide products and services of good value and quality	Provide support and partnerships	Provide local strategies, partnerships and networks	Provide advocacy, leadership, cultural vibrancy, and resources in line with policy and legislation
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## MAITLAND ENGAGES WITH THIS GROUP VIA

Website, social media, publications, community forums, community events, community funding, Council offices	Intranet (ERIC), weekly newsletters, quarterly and fortnightly updates, leadership	Customer Experience Team, face to face, phone, email, live chat, customer experience and satisfaction measures, follow ups, website, publications, factsheets	Advisory committees, workshops, focus groups, emails, meetings	Formal meetings, briefings and networking meetings, correspondence and events, legislative reporting and meetings	Contract management, account management relationships, networking meetings and regular engagement through site visits
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## WHY OUR STAKEHOLDERS ARE IMPORTANT TO MAITLAND

Provide funding for local services and infrastructure, provide guidance, values, engagement and feedback	Build capacity, create vibrance and drive our city's economy	Build and protect reputation and raise awareness of events, service and facilities	Provide economic benefits by visiting, shopping and studying, generating employment opportunities and financial viability	Provide good value and quality products and services
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## WHY WE ARE IMPORTANT TO OUR STAKEHOLDERS

Generate sustainable growth and returns to the community	Provide opportunities for business and promote activities to enhance businesses	Provide trend data on social, environmental, economic and governance information	Provide products, services, facilities and events	Provide fair access to business opportunities in line with policy and legislation
--	---	--	---	---

## MAITLAND ENGAGES WITH THIS GROUP VIA

Rates notices, community meetings, surveys, On the Move and other publications, social media, website and annual report	Focus groups and workshops, direct liaison, publications, website, newsletters, social media, annual report and surveys	Media release, briefings, interviews, direct liaison and social media	Website, social media and other published information, and the Visitor Information Centre	Contract management and account management relationships
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# Our accountability

116 | Corporate governance

119 | Legislation compliance

*Maitland Town Hall*

# CORPORATE GOVERNANCE

We prioritise open and transparent reporting and are accountable for our operational performance.

We are proud of our strong corporate governance, which focuses on continuous improvement and maturing our framework to ensure we meet community expectations aligned with Maitland +10 and Council's Delivery Program and Operational Plan, as well as fulfilling requirements under the Local Government (General) Regulation 2005 - Reg 217 and other NSW Government Acts.

We meet these objectives by:

- encouraging robust and effective decision making through processes, practices and policies
- ensuring clear lines of accountability
- providing community assurance and holding ourselves to account in terms of the expenditure of public money
- actively maintain a risk management system.

## CODE OF CONDUCT

On 12 July 2022, Maitland City Council reviewed and adopted a Code of Conduct that applies to councillors, administrators, members of staff of Council, delegates of Council, Council contractors and volunteers.

We've designed our Code of Conduct based on the Model Code of Conduct for Local Councils in NSW under the Local Government (General) Regulation 2021. The Code represents the highest level of policy and is a key component of our governance, setting the minimum standards of conduct assisting representatives of Council to:

- standards of conduct expected of them
- fulfil their statutory duty to act honestly and exercise a reasonable degree of care and diligence
- act in a way that enhances public confidence in local government.

Maitland City Council reports annually to the Office of Local Government regarding Code of Conduct related complaints received.



Maitland Administration Centre

## CORPORATE RISK

Audit, Risk and Improvement Committees (ARIC) are critical in local government to help deliver trust and confidence in financial reporting and risk management. The main objective of our ARIC is to provide independent assurance and assistance to Maitland City Council on internal and external audits, risk management, an appropriate control framework, legislative compliance and external accountability.

As the committee is independent, it ensures no real or perceived bias or conflicts of interest that may interfere with its ability to provide Council with robust, objective and unbiased advice and assurance.

In the past 12 months, the ARIC has focused its efforts on ensuring the right balance of risk, trust and opportunity, as we build a strong foundation for governance priorities of the future.

The ARIC provides independent assurance and oversight on:

- external accountability, including reviewing Council's financial governance and reporting legislative compliance
- reviews that assess the effectiveness of Council's policies, guidelines and controls
- fraud and corruption
- our internal audit plan
- risk management, recognising that this is an integral part of Council.

**As at 30 June 2023, members of the committee are:**



**Mr Dave Pendleton**  
Independent chair (voting)  
4 years (expiry 1.1.27)



**Ms Jennifer Leslie**  
Independent member (voting)  
4 years (expiry 14.7.26)



**Mr Ben Lawson**  
Independent member (voting)  
5 years (expiry 14.7.27)



**Cr Philip Penfold**  
Elected Member – (non voting)  
(subject to legislation and/or review at September 2024)

ARIC meets five times per year and invites the General Manager to all committee meetings. Other attendees include the Group Manager Strategy, Performance and Business Systems, Chief Financial Officer, Manager Governance and Risk, Coordinator Risk, Senior Risk and Audit Officer, and representatives from our internal and external audit providers.

The internal audit function provides an independent and objective review and advisory service to Council, the General Manager and ARIC about Council's governance processes, risk management and control frameworks and external accountability obligations, assisting Council in improving its business performance and is designed to add value and improve Council's operations.

Internal audit also plays an active role in:

- developing and maintaining a culture of accountability and integrity
- facilitating the integration of risk management into day to day business activities and processes, and
- promoting a culture of high ethical standards.

Internal audit is a key contributor to ensuring Council undertakes continuous reviews of the effectiveness of its risk management policy, internal controls and governance processes.

The reviews are undertaken in collaboration with business units to add value and improve Councils operations. During 2022-23, Council outsourced its internal audits ensuring a high level of independence and autonomy from management and enabling specialised knowledge and skills to be procured to conduct audits. The reviews assess the effectiveness of Council's policies, guidelines and controls. Action items to develop and improve the associated governance, risk management and control processes are established and agreed.

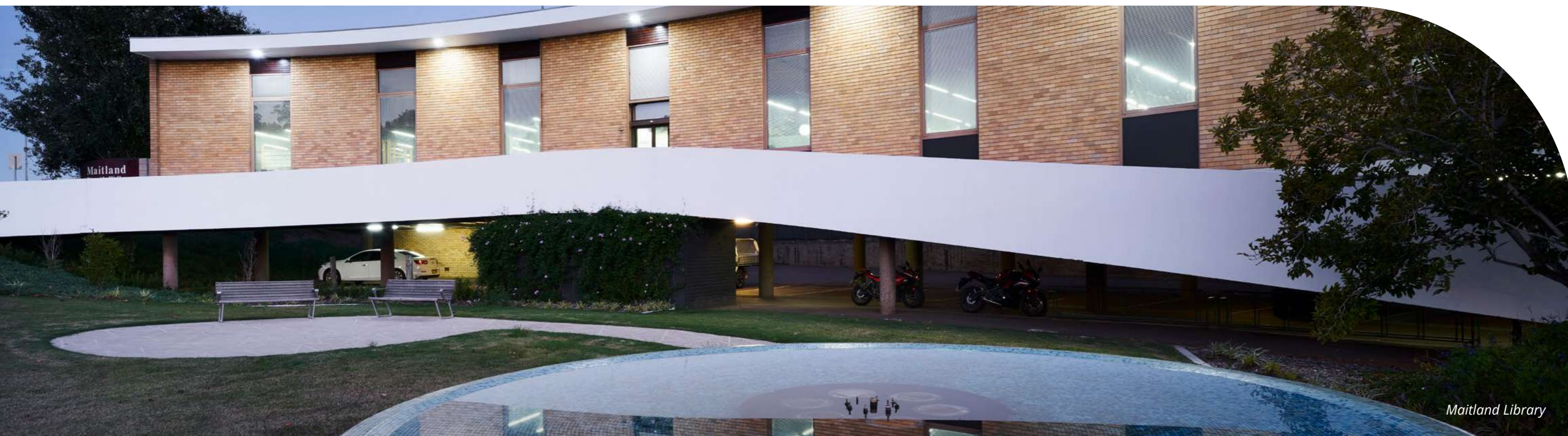
The implementation of these agreed audit actions is monitored and regularly reported to the committee. In the past 12 months, the audit function reviewed, provided assurances and recommended control and efficiency improvements across the following:

COMPLETED	COMMENCED
Flexible working arrangements	Accounts payable
Employee exit and termination	Grants administration/acquittals
S7.11 contributions	Development applications
Privacy and data breaches	Ranger regulatory functions and Maitland Animal Management Centre contract.
Modern slavery	
Rates and charges	
Revenue remote sites.	

## LEGISLATION COMPLIANCE

As part of our annual reporting, Council must fulfill requirements and report on activities related to the following under the *Local Government Act - section 428, Local Government (General) Regulation 2005 - Reg 217*, the Integrated Planning and Reporting framework and other NSW Government Acts.

- Anti slavery**
- Bodies in which Council participated**
- Bushfire hazard reduction**
- Development contributions**
- External bodies exercising Council functions**
- Fisheries management**
- Government information public access**
- Legal expenses**
- Modern slavery**
- Planning agreement compliance**
- Privacy and personal information protection**
- Private works**
- Public interest disclosures**
- Swimming pool inspections**



Maitland Library

## ANTI SLAVERY

Act s 428(4)(c)

Maitland City Council has not had any issues raised by the Anti Slavery Commissioner during 2022-23 concerning the operations of the Council.

## BODIES IN WHICH COUNCIL PARTICIPATED

Act Reg d 217(1)(a7)

Our Council must report on all corporations, partnerships, trusts, joint ventures, syndicates or other bodies (whether or not incorporated) in which we participated.

In 2022-23, we participated in the following corporations, partnerships, trusts and joint ventures:

### Hunter Joint Organisation Group Entities

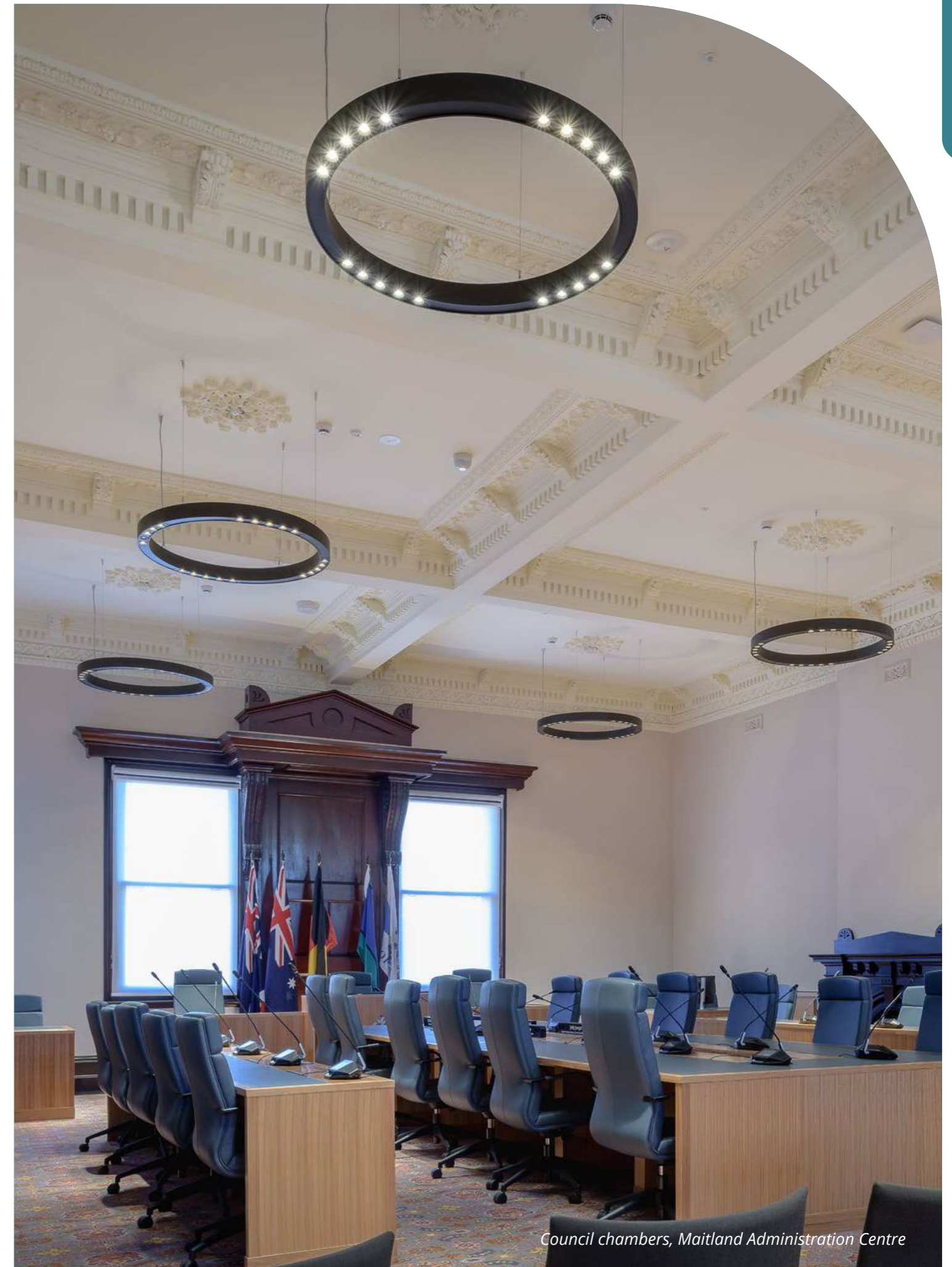
The Hunter Joint Organisation and its group entities, are the hub for local government collaboration, strengthening our communities by being the local voice on regional strategic issues in the Hunter and delivering tailored local government solutions. For over 60 years, local government in the Hunter has found significant benefit in working together through positive cooperation and resource sharing. Participating councils include Cessnock City Council, Dungog Shire Council, Lake Macquarie City Council, Maitland City Council, MidCoast Council, Muswellbrook Shire Council, City of Newcastle, Port Stephens Council, Singleton Council, Upper Hunter Shire Council.

Five key entities that operate as part of the current enterprise offering:

**Hunter Joint Organisation** – a statutory body under the *Local Government Act 1993*, established in 2018 to identify, advocate for and collaborate on regional strategic priorities for the Hunter. The Hunter Joint Organisation's statutory mandate includes identifying key regional strategic priorities, advocating for these priorities and building collaborations around these priorities with other levels of government, industry and the community.

**Arrow Collaborative Services Limited – (and its wholly owned subsidiaries Hunter Councils Legal Services Limited and Arrow Collaborative Communications)** – companies limited by guarantee under the *Corporations Act 2001* and established to improve the quality and efficiency of local government services throughout the Hunter Region. These organisations offer tailored local government services through three divisions: Local Government Legal, GoodChat TV, and Regional Procurement; and the Hunter Joint Organisation Policy and Programs Division (which delivers on the strategic priorities of the Hunter Joint Organisation, including the Hunter and Central Coast Regional Environment Program, on behalf of both Hunter Joint Organisation member councils and Central Coast Council).

**Hunter Councils Incorporated** – an incorporated association under the *Associations Incorporation Act 2009* that holds property assets for the Hunter Joint Organisation group.



Council chambers, Maitland Administration Centre

## BUSHFIRE HAZARD REDUCTION ACTIVITIES

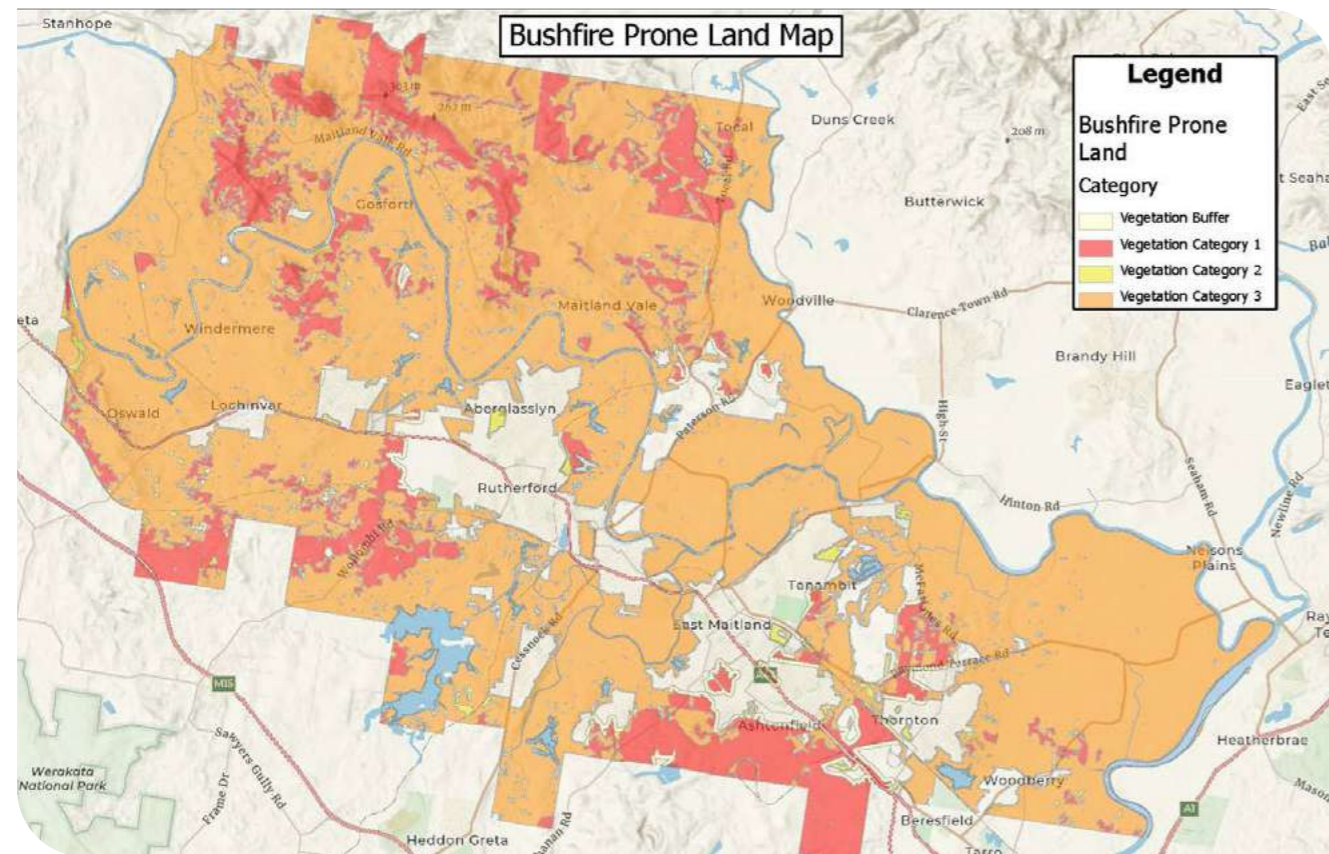
The NSW Rural Fire Service Lower Hunter District manages the six Rural Fire Brigades covering Maitland's rural area. Maitland Brigades responded to 248 incidents in 2022-23, while assisting other brigades in surrounding areas.

Woodlands Drive Thornton is the only fire trail maintained within the LGA. Under the annual maintenance program, Council undertook vegetation control along and adjacent to the track in 2022-23.

Council carried out over 400 kilometres of roadside slashing, along with around 10 hectares of asset protection zones (slashing and under scrubbing to bushfire prone land that normally requires the implementation of a setback distance).

During the year, the NSW Rural Fire Service (RFS) completed the following:

ACTIVITY	NUMBER
Hazard reduction mechanical (Council works)	10 hectares
Hazard reduction burning carried out by RFS	0
Private burns assisted by the RFS	2
Bush burnt through wildfires	13.65 hectares
Permits issued by RFS for hazard reduction burns	67
Complaints received by RFS	7



Maitland Fire Brigade

## DEVELOPMENT CONTRIBUTIONS

Environmental Planning and Assessment Regulation 2021 div 4, Section 218A

Through the section 7.11 contributions program, council collects funds from developers, enabling us to implement six community specific plans. Our commitment to transparency is showcased in our new annual report requirement, where we will provide updates on project progress and partnerships formed through out the below table.

Total contributions received: \$26,490,906

Total contributions expended: \$19,304,294

### Table key

<b>ID</b> - Project ID	<b>\$ Expended</b> - Amount of contributions spent
<b>Description</b> - Project description	<b>% funded</b> - Percentage funded by contributions
<b>Service</b> - Public amenity or service	<b>Status</b> - Project status

ID	DESCRIPTION	SERVICE	\$ EXPENDED	% FUNDED	STATUS
<b>Maitland City Wide Contribution Plan 2016</b>					
1286	Road rehabilitation	Road and traffic	93,014	10%	Complete
2225	Road reconstruction - Paterson Road, Bolwarra Heights	Road and traffic	379,827	22%	In progress
2349	Road reconstruction - Luskintyre Road, Luskintyre	Road and traffic	65,029	6%	In progress
2350	Road reconstruction - Woodberry Road/Lawson Avenue, Woodberry	Road and traffic	116,300	11%	Complete
2380	Road rehabilitation Program	Road and traffic	443,721	65%	In progress
2489	Road reconstruction - Aberglasslyn Road, Aberglasslyn	Road and traffic	17,239	1%	In progress
2490	Road resurfacing - Maitland Vale Lambs Valley	Road and traffic	307,340	17%	Complete
2499	Road rehabilitation - Regiment Road, Rutherford	Road and traffic	28,770	12%	Complete
2546	Subsurface drainage - Max McMahon Oval, Rutherford	Recreation and open space	80,000	51%	Complete
2552	Road Reseals Program	Road and traffic	512,719	25%	In progress
2689	Road rehabilitation - Anambah Road, Gosforth	Road and traffic	520,500	55%	Complete
2690	Road rehabilitation - Morpeth Road, East Maitland	Road and traffic	19,941	100%	In progress
2691	Road rehabilitation - William Street, Largs	Road and traffic	42,499	100%	In progress
2692	Road rehabilitation - Metford Road, Metford	Road and traffic	2,971	90%	Complete

ID	DESCRIPTION	SERVICE	\$ EXPENDED	% FUNDED	STATUS
2693	Road rehabilitation - Edithville Road, Millers Forest	Road and traffic	197,394	100%	Complete
2694	Road rehabilitation - Brigantine Street, Rutherford	Road and traffic	127,472	58%	Complete
2702	Road rehabilitation - Duckenfield Road, Berry Park	Road and traffic	22,266	6%	Complete
2707	Road reconstruction - Luskintyre Road, Luskintyre	Road and traffic	10,238	100%	In progress
2715	Road reconstruction - Close Street, Morpeth	Road and traffic	98,486	100%	In progress
2738	Thornton Skate Park	Recreation and open space	16,928	100%	In progress
20909	Administration and review of plans	Administration	154,257	100%	In progress
<b>TOTAL</b>			<b>RECEIVED</b>	<b>EXPENDED</b>	
			<b>7,612,347</b>	<b>3,256,911</b>	
<b>Development Contribution Plan: Early Contribution Plan 2015</b>					
1547	Investigation and design - F10, F11 and F19 - Wollombi Road, Farley	Road and traffic	10,000	100%	Complete
<b>TOTAL</b>			<b>RECEIVED</b>	<b>EXPENDED</b>	
			<b>2,744,996</b>	<b>10,000</b>	
<b>Lochinvar Contribution Plan 2014</b>					
2706	Road reconstruction - Christopher and Robert Roads, Lochinvar	Road and traffic	46,767	100%	In progress
<b>TOTAL</b>			<b>RECEIVED</b>	<b>EXPENDED</b>	
			<b>6,782,977</b>	<b>46,767</b>	
<b>Thornton North Contribution Plan 2008</b>					
2435	Road reconstruction - Government and Raymond Terrace Road	Road and traffic	3,734,622	57%	In progress
2479	Road reconstruction - Haussman Drive, Thornton	Road and traffic	1,221,467	100%	In progress
2716	TN17 - Government Road, Thornton	Road and traffic	237,000	100%	In progress
2716	TN33 - Government Road, Thornton	Cycleways	8,471	100%	In progress
2786	TN16-18 - Recreation earth works	Recreation and open space	106,688	100%	In progress
2841	TN49 - Intersection of Mcfarlanes Road and Settlers Boulevard, Chisholm	Road and traffic	753,091	100%	Complete
20902	Employee costs	Administration	79,928	100%	Complete
<b>TOTAL</b>			<b>RECEIVED</b>	<b>EXPENDED</b>	
			<b>7,565,396</b>	<b>6,141,267</b>	

ID	DESCRIPTION	SERVICE	\$ EXPENDED	% FUNDED	STATUS
<b>Section 7.12 Levy Development Contribution Plan 2006</b>					
1260	Glebe Cemetery works, East Maitland	Cemeteries	13,875	22%	Complete
2350	Road reconstruction - Woodberry Road/Lawson Avenue	Road and traffic	162,000	15%	Complete
2429	Car park upgrade - Fieldsend Oval, Metford	Recreation and open space	23,479	53%	Complete
2532	Morpeth Common toilet block renewal	Toilet blocks	68,698	48%	Complete
2535	Play equipment replacement - John Wilkinson Sports Complex, Bolwarra	Recreation and open space	85,000	25%	Complete
2541	Play equipment replacement - Heritage Park, East Maitland	Recreation and open space	22,894	29%	Complete
2545	Play equipment replacement - Morpeth Common, Morpeth	Recreation and open space	68,264	38%	Complete
2547	Floodlight improvements - Coronation Oval and Hartcher Field, Telarah	Floodlighting	8,926	4%	Complete
2548	Play equipment replacement - Beryl Humble Sports Field, Tenambit	Recreation and open space	774	100%	Complete
2552	131 Chisholm/Worcester, East Maitland - roundabout	Road and traffic	300,000	15%	Complete
25783212	Campbell's Hill Cemetery works	Cemeteries	91,435	100%	Complete
2711	Road rehabilitation - Lawes Street, East Maitland	Road and traffic	17,098	100%	In progress
2712	Refurbishment of car park - Weblands Street, Rutherford	Recreation and open space	90,000	63%	In progress
2730	Sports floodlighting - Roy Jordan Oval, Gillieston Heights	Recreation and open space	120,000	39%	Complete
2732	Sports floodlighting - Ernie Jurd Oval, Largs	Floodlighting	30,000	12%	In progress
2734	Sports floodlighting - Morpeth Oval, Morpeth	Floodlighting	160,000	67%	Complete
2737	Sports floodlighting - Somerset Sports Fields, Thornton	Floodlighting	100,000	57%	Complete
2836	Oswald Cemetery works, Maitland	Cemeteries	22,040	84%	In progress
<b>TOTAL</b>		<b>RECEIVED</b>	<b>EXPENDED</b>		
		<b>638,310</b>	<b>1,384,483</b>		
<b>Maitland City Wide Contribution Plan 2006</b>					
638	Queens Wharf Car park, Morpeth	Recreation and open space	76,029	62%	Complete
1393	Gillieston Heights Community Hub building work	Community facilities	772	100%	In progress
1852	Maitland Regional Sports Complex	Recreation and open space	2,100,772	72%	Complete

ID	DESCRIPTION	SERVICE	\$ EXPENDED	% FUNDED	STATUS
2001	Maitland Federation Centre building	Community facilities	2,975	100%	In progress
2002	Robins Oval grandstand amenities, Maitland	Recreation and open space	548,807	26%	Complete
2222	Morpeth Common and Morpeth Oval car park refurbishments	Recreation and open space	17,261	6%	Complete
2225	Road reconstruction - Paterson Road, Bolwarra Heights	Road and traffic	996,800	57%	In progress
2226	Road reconstruction - Station Lane, Lochinvar	Road and traffic	443,252	56%	In progress
2247	Road rehabilitation - Justin Drive, Tenambit	Road and traffic	30,588	17%	Complete
2328	Woodberry Skate Park	Recreation and open space	81,524	12%	In progress
2423	John Wilkinson Sporting Complex, Bolwarra - car park upgrade and footpath	Recreation and open space	16,672	100%	Complete
2439	Eastern Precinct Community Centre Design	Community facilities	187,934	100%	In progress
2445	Bolwarra sportsground enhancement of fields	Recreation and open space	31,404	100%	Complete
2490	Road resurfacing - Maitland Vale Road, Lambs Valley	Road and traffic	35,000	2%	Complete
2492	Road reconstruction - Phoenix Park	Road and traffic	580,079	30%	Complete
2494	Road reconstruction - Paterson Road, Bolwarra Heights	Road and traffic	524,478	72%	Complete
2496	Road rehabilitation - Raworth Avenue, Raworth	Road and traffic	174,912	100%	Complete
2497	Road rehabilitation - Hollywood Close, Rutherford	Road and traffic	75,632	89%	Complete
2498	Road rehabilitation - Buffier Crescent, Rutherford	Road and traffic	177,889	98%	Complete
2499	Road rehabilitation - Regiment Road, Rutherford	Road and traffic	122,631	51%	Complete
2501	Road rehabilitation - Blakewell Road, Thornton	Road and traffic	180,125	55%	Complete
2532	Morpeth Common toilet block renewal	Recreation and open space	74,545	52%	Complete
2535	Play equipment - John Wilkinson Sports Complex	Recreation and open space	201,172	58%	Complete
2545	Play equipment - Morpeth Common	Recreation and open space	40,000	22%	Complete
2614	Weblands Street Sports Complex, Rutherford	Recreation and open space	501,420	100%	In progress



ID	DESCRIPTION	SERVICE	\$ EXPENDED	% FUNDED	STATUS
2764	East Maitland Aquatic Centre swimming pool augmentation	Aquatics	140,465	100%	In progress
2765	(Works in kind) New England Highway and Wollombi Road intersection	Road and traffic	851,958	100%	Complete
20902	Employee costs	Administration	154,488	100%	Complete
22713	Hunter River access works, Lorn	Recreation and open space	30,922	100%	In progress
24325	Library collections purchases	Library resources	64,360	22%	Complete
TOTAL		RECEIVED	EXPENDED		
		1,146,880	8,464,866		

Note: no amounts expended have been temporarily borrowed during the applicable period and no value of land or material public benefit for which contributions or levies have been used or expended are applicable for this period.



Maitland Aroma 2022

## EXTERNAL BODIES EXERCISING COUNCIL FUNCTIONS

*Act Reg cl 217(1)(a6)*

Hunter Resource Recovery is the contract manager of kerbside collection, sorting and marketing of dry recyclables for Council. Maitland, Cessnock, Lake Macquarie and Singleton Councils jointly operate the service. Hunter Resource Recovery manages the collection and processing contract with Solo Resource Recovery. Maitland residents, active participation in the kerbside collection of recyclables continues to divert thousands of tonnes of recyclables away from landfill.

## FISHERIES MANAGEMENT

*Fisheries Management Act 1994, s220ZT (2)*

Our Council operates under and considers threat and recovery abatement plans under the Fisheries Management Act. We have no specific allocated tasks to report on and have no permits needed or notifications made as a public authority to the NSW Minister for Primary Industries relating to these plans.

## GOVERNMENT INFORMATION PUBLIC ACCESS (GIPA)

*Government Information Public Access Act 2009 (GIPA), s125(1), Government Information Regulations 2018, cl 8, Schedule 2*

### 1. Review of Proactive Release Program

*Clause 8 (a)*

Under section 7 of the *Government Information Public Access Act 2009* (GIPA), agencies must review their programs for the release of government information to identify the kinds of information that can be made publicly available. This review must be undertaken at least once every 12 months.

Council's program for the proactive release of information involves constantly reviewing frequently requested information to determine whether it would be in the public interest to make the information publicly available on Council's website or via any other means.

During the reporting period, we reviewed and identified the types of access applications received during the 12 months to identify which applications we could include in Council's Disclosure Log and make available to other interested parties and/or proactively release on Council's website. Other than access requests relating to individual's personal information or private matters, 92% of requests received by Council were to view archived development application files and associated consents and plans, which require an access application as they are dated before July 2010.

Council officers are investigating ways to make this information accessible online, while meeting Copyright requirements. We are working with relevant building and development companies to provide the release of documents that form part of a development application to the current property owner.

### 2. Number of access applications received

*Clause 8 (b)*

During the reporting period, Council received 173 formal access applications (including withdrawn applications, but not invalid applications). Of these, 159 of these were for development and property approval related information.

### 3. Number of refused applications for schedule 1 information

*Clause 8 (c)*

During the reporting period, Council refused three formal access applications due to the application either not being decided in time, as outlined in *Section 63 of the GIPA Act* or due to the personal nature of the request.

#### 4. Statistical Information about access applications

Clause 8 (d) and Schedule 2

	Media	Members of Parliament	Private sector business	Not for profit	Members of the public (application by legal representative)	Members of the public (other)
Access granted in full	0	0	14	0	2	33
Access granted in part	0	0	22	0	6	76
Access refused in full	0	0	1	0	0	2
Information not held	0	0	0	0	2	12
Information already available	0	0	0	0	0	0
Refuse to deal with application	0	0	0	0	0	0
Refuse to confirm/deny whether information is held	0	0	0	0	0	0
Application withdrawn	0	0	0	0	0	3

More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to table B.

	Personal information applications*	Access applications (other than personal information applications)	Access applications that are partly personal information applications and partly other
Access granted in full	0	49	0
Access granted in part	10	94	0
Access refused in full	2	1	0
Information not held	0	14	0
Information already available	0	0	0
Refuse to deal with application	0	0	0
Refuse to confirm/deny whether information is held	0	0	0
Application withdrawn	0	3	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the *Act*) about the applicant (the applicant being an individual).

Note: The total number of decisions in Table B should be the same as in Table A.

Reasons for invalidity	Number of applications
Application does not comply with formal requirements (Section 41 of the Act)	0
Application is for excluded information of the agency (Section 43 of the Act)	14
Application contravenes restraint order (Section 110 of the Act)	0
Total number of invalid applications received	3
Invalid applications that subsequently became valid applications	0

	Number of times consideration used*
Overriding secrecy laws	104
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	14
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	12
Business interests of agencies and other persons	104
Environment, culture, economy and general matters	0
Secrecy provisions	104
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timelines**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	79
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	94
<b>Total</b>	<b>173</b>

The Information Commissioner does not have the authority to vary decisions but can make recommendation to the original decision maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	1	0	1
Internal review following recommendation under Section 93 of Act	0	0	0
Review by Administrative Decisions Tribunal	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	1
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agency - initiated transfers	0
Applicant - initiated transfers	0

## LEGAL EXPENSE

*Act Reg cl 217(1)(a3)*

The following is a summary of the amounts incurred relating to legal proceedings taken by and or against Council during 2022-23.

Workers compensation and other employment matters, public liability and professional indemnity claims are not included.

Legal matter	Court	Description	Status	Cost 2022-23
Avid Residential Estates Pty Ltd v Maitland City Council	Land and Environment Court	Appeal against deemed refusal of a development application for a residential subdivision, with associated earthworks and clearing, at Chisholm. Proceedings discontinued by consent.	Completed	\$639.10
Universal Property Group Pty Ltd v Maitland City Council	Land and Environment Court	Appeal against deemed refusal of a development application for a residential subdivision at 131 Wollombi Road, Farley.	Ongoing	\$7355.98
Universal Property Group Pty Ltd v Maitland City Council	Land and Environment Court	Appeal against deemed refusal of a development application for a residential subdivision at Owlpen Lane, Farley.	Ongoing	\$13816.50
UPG 257 Pty Ltd v Maitland City Council	Land and Environment Court	Appeal against deemed refusal of a development application for a residential subdivision at 176 Wollombi Road, Farley.	Ongoing	\$6550.78

## MODERN SLAVERY ACT

*Act s 428(4)(d)*

Maitland City Council has included the following statement in its Procurement Policy:

Council will take reasonable steps to ensure the goods and services procured are not the product of modern slavery, being any conduct occurring in the supply chain that involves using any form of slavery, servitude or forced labour to exploit a person.

## PLANNING AGREEMENT COMPLIANCE

*Environmental Planning and Assessment Act 1979, s 7.5(5)*

Council and Dowmere Pty Ltd, McCloy Loxford Land Pty Ltd and Hydro Aluminium Kurri Kurri Pty Ltd have a planning agreement for the payment of monetary contributions, dedication of land and delivery of a district park at 464 Cessnock Road, Gillieston Heights.

## PRIVACY AND PERSONAL INFORMATION PROTECTION

Reg cl 217(1)(a4) and Act s 67, 67(2)(b),67(3)

Council adopted and implemented its Privacy Management Plan in 2016.

Council employees are active members of the Local Government Professionals Association Governance Network and the NSW Right to Information/Privacy Practitioners Network, which focuses on governance issues, including privacy, within Local Government.

During 2022-23, Council conducted no internal reviews under the *Privacy and Personal Information Protection Act 1998*. There was no contravention by our Council regarding the release of the information as a result of the internal reviews.

There were no other contraventions of any information protection principles, privacy codes of practice or disclosure of personal information kept in a public register.

## PRIVATE WORKS

Act Cl 217(1) (a4) and Act s 67, 67(2)(b), 67(3)

No private works were undertaken during the financial year, requiring a resolution.

## PUBLIC INTEREST DISCLOSURES

*Privacy and Personal Information Protection Act 1998*

Council is committed to the objectives of the *Public Interest Disclosures Act 1994* (the Act) and encourages the disclosure of any corrupt conduct, maladministration, serious and substantial waste and government information contravention instances. Council's 'Public Interest Disclosure – Internal Reporting Policy' establishes guidelines for reporting and managing Protected Disclosures under the Act.

Maitland City Council received no protected disclosures for the reporting period ending 30 June 2023.

## SWIMMING POOL INSPECTIONS

*Swimming Pools Act 1992 (SP Act), s 22F(2) and Swimming Pools Regulation 2018 (SP Reg) cl 23*

Councils are required to inspect private pools as requested and issue compliance certificates. We must also inspect (at least once every three years) any tourist or visitor accommodation or property with more than two dwellings.

Number of inspections of tourist and visitor accommodation	2
Number of inspections of premises with more than two dwellings	0
Number of inspections that resulted in issuance of a Certificate of Compliance (Section 22d)	82
Number of inspections that resulted in issuance of a Non compliance Certificate (Clause 21)	52



Aquatic staff



# Our financials

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*Hunter River, The Levee*

# FINANCIAL SUMMARY

Ensuring financial sustainability remains a top priority for Council and we worked towards maintaining a balanced budget in 2022-23.

The following pages provide a summary of Council's financial position, with detailed information relating to Council's performance available in the Financial Statements section.

## OPERATING RESULT

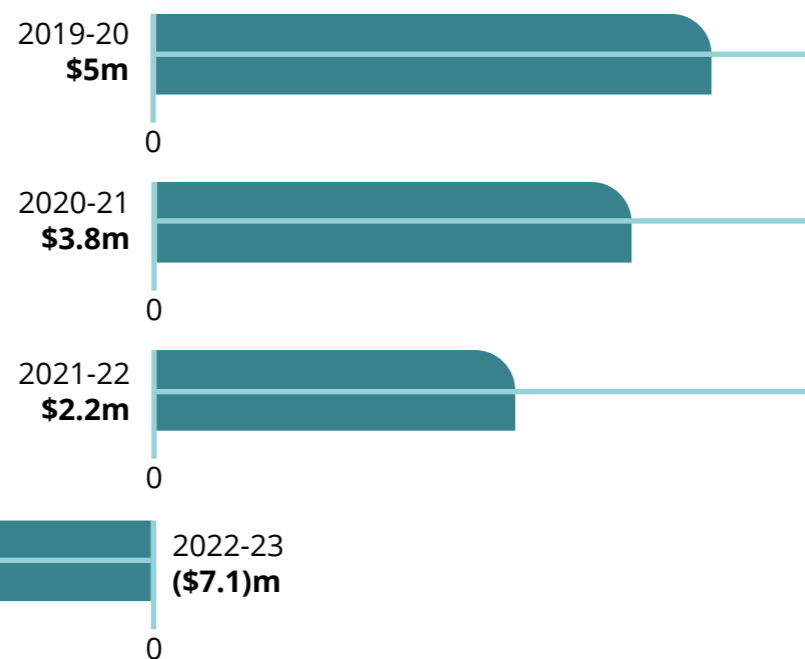
In 2022-23, the Council reported an operating deficit of \$7.1 million, exceeding the initially budgeted operating deficit of \$3.9 million.

This deficit was driven primarily by increased expenses, including significant costs related to the July 2022 floods, which required substantial investments in capital projects and disaster recovery efforts. Higher material costs associated with delivering our Capital Works Program also contributed to the deficit.

Our long term financial plans show this financial performance continuing with the impacts of our city's rapid growth on Council's financial sustainability. Local government industry estimates show that greenfield development comes at a cost, resulting in significant financial impacts to develop and maintain the necessary infrastructure to support the growing population.

To address these challenges Council will continue to review our service levels and explore additional ways to generate revenue to ensure we deliver quality and sustainable services to our community into the future.

Achieving and maintaining financial sustainability is still a key objective of Council. As detailed above, Council had an operating deficit in the 2022-23 financial year. However, we maintained many key financial indicators.



**\$140.6m**  
Total operating income

**\$147.7m**  
Total operating expenditure

**\$7.1m**  
Operating deficit

## FINANCIAL INDICATORS

The below key metrics are used to evaluate the overall performance of councils across NSW and indicate Council's success compared to targets set by the Office of Local Government (OLG).

<p><b>OPERATING PERFORMANCE</b></p> <p><b>✗ (2.38)%</b></p> <p>OLG Target &gt; 0%</p> <p>Measures Council's achievement of containing operating expenditure within operating revenue.</p>	<p><b>RATES AND ANNUAL CHARGES OUTSTANDING</b></p> <p><b>✓ 6.44%</b></p> <p>OLG Target &lt; 10%</p> <p>Assesses the impact of uncollected rates and annual charges on liquidity and the adequacy of recovery efforts.</p>	<p><b>OWN SOURCE OPERATING REVENUE</b></p> <p><b>✗ 56.13%</b></p> <p>OLG Target &gt; 60%</p> <p>Measures fiscal flexibility and the degree of reliance on external funding sources such as operating grants and contributions.</p>
<p><b>UNRESTRICTED CURRENT RATIO</b></p> <p><b>✓ 2.57</b></p> <p>OLG Target &gt; 1.5</p> <p>Measures Council's ability to meet its obligations (current liabilities) using current assets.</p>	<p><b>DEBT SERVICE RATIO</b></p> <p><b>✓ 2.53</b></p> <p>OLG Target &gt; 2</p> <p>Measures the availability of operating cash to service debt including interest, principal and lease payment.</p>	<p><b>CASH EXPENSES COVER RATIO</b></p> <p><b>✓ 14.44 MONTHS</b></p> <p>OLG Target &gt; 3 months</p> <p>Indicates the number of months a council can continue paying for its immediate expenses without additional cash inflow.</p>

### Own source operating revenue indicator

Council's own source operating revenue indicator of 56.13% falls below the benchmark, indicating that the council is somewhat less self sufficient compared to the ideal standard of 60%. This reliance on grants and contributions indicates that Council relies on external funds to support its budget. It's worth noting that high contributions variations are typical in rapidly growing councils. These contributions allow us to provide public amenities and services to meet the increased demands created by this new development.

### Operating performance indicator

When a council's operating performance is negative, it means the council's operational expenses exceed its operational revenues. In other words, the council is operating at a financial deficit, and its day to day activities are not generating enough income to cover its ongoing costs. In 2022-23, this applied to Maitland, as significant costs related to the July 2022 adversely affected our operational expenses.

High growth councils also face a unique set of challenges due to their rapid population and infrastructure expansion. One of the most significant challenges is the increase in costs associated with developing and maintaining the necessary infrastructure to support the growing population.

## INCOME AND EXPENDITURE

This year, we spent \$147.7 million to provide services and facilities to more than 93,000 residents.

We managed \$1.9 billion of assets, including roads, bridges, drains, halls, recreation and leisure facilities, libraries and parks to benefit of the local and visiting community.

We generate income to fund services and facilities via rates on property, government grants, interest on investments and user charges.

Council spends this income on various activities, including construction, maintenance, wages, grants to the community, and other services like libraries, pools, art gallery programs and waste facilities.

### Income

Council rates are our primary funding source for the activities we undertake. In 2022-23, income from rates and annual charges contributed \$99.7 million or 71%.

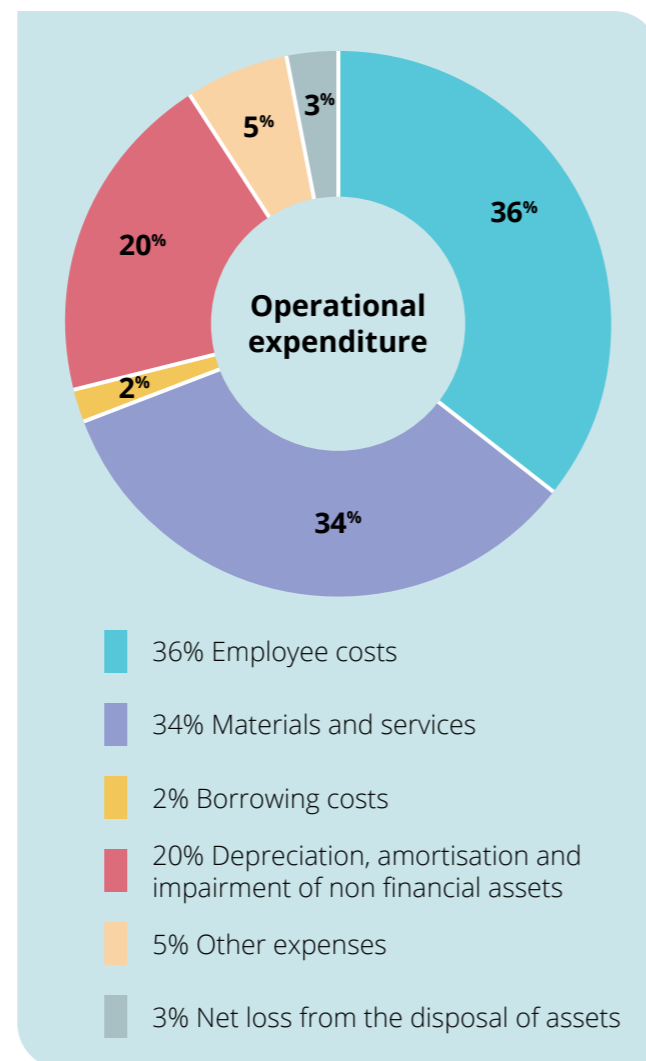
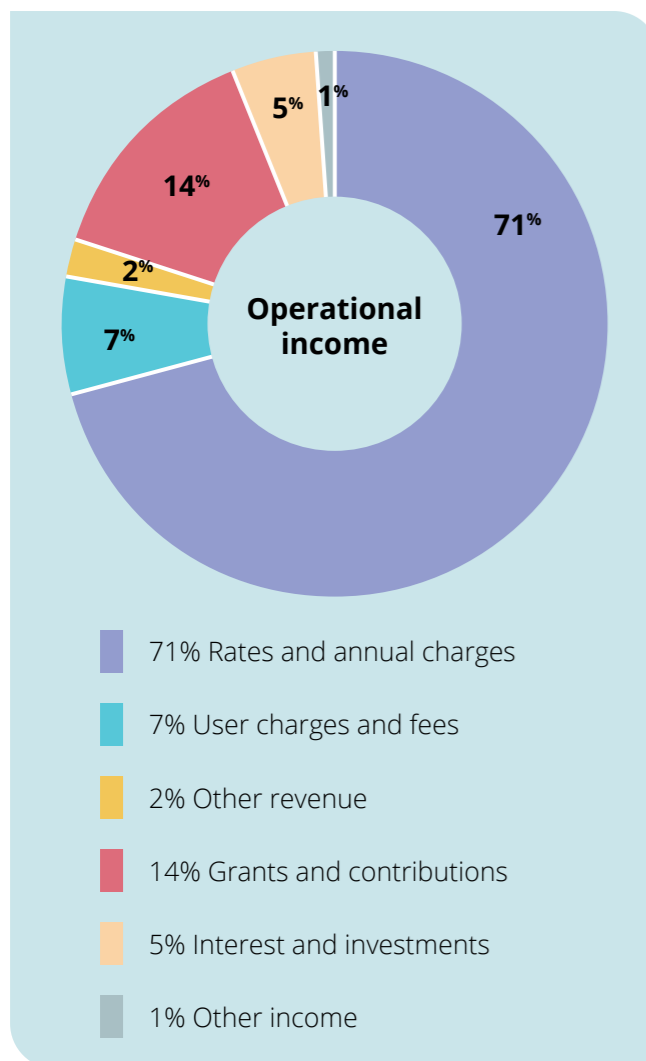
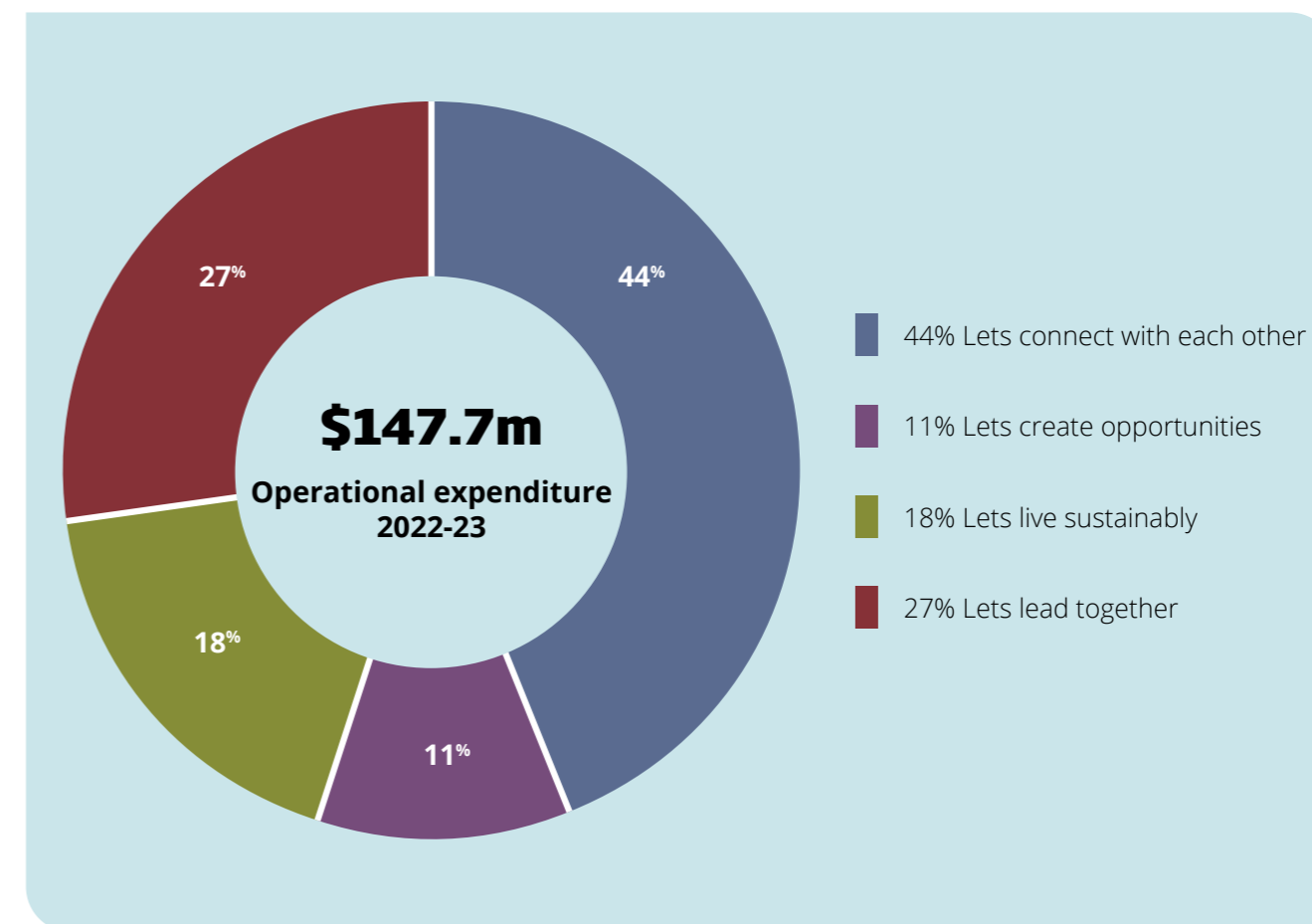
Council supplements rate revenue with grants and user fees to provide services, facilities and projects for the community. The Local Government Act requires Council to deliver certain services while we provide other services and programs to meet community needs or expectations.

This year, our main source of income, other than rates, was from grants and contributions of \$94.7 million or 44% (including capital grants).

### Expenditure

During the financial year, we spent \$147.7 million to deliver our services to the community through community and cultural facilities, including libraries, Maitland Regional Art Gallery, community centres, waste management, parks, recreation and sporting facilities and pools.

Below is a snapshot of Council's operational expenditure for the 2022-23 financial year against the four themes of Maitland +10. Maitland's four themes align to the quadruple bottom line: social, environmental, economic, and civil leadership, shown below as connect, sustainably, opportunities and lead together.



# FINANCIAL LEGISLATION

## CONTRACTS AWARDED GREATER THAN \$150,000

Act Reg cl 217(1)(a2)

The following are the details of each contract awarded by Council during 2022-23 (whether as a result of tender or otherwise), other than:

(i) employment contracts (that is, contracts of service but not contracts for services)

(ii) contracts for less than \$150,000.

Name of contractor	Contract details and purpose	Contract value
Ditchfield Contracting Pty Ltd	Thornton North infrastructure upgrades including Raymond Terrace Road and Government Road intersection	\$18,055,880
Built Pty Ltd	Construction of Harold Gregson reserve upgrade	\$6,519,244
KCE Pty Limited	Construction of Community Recycling Centre at the Mt Vincent Road Waste Facility	\$3,081,000
Built Holdings	Construction of Maitland Regional Sportsground field extension and new amenities building	\$2,496,779
Gleeson Civil Engineering Pty Ltd	Road reconstruction – Station Lane, Lochinvar	\$2,230,028
Shell Energy	Retail energy supply to large sites and street lighting	\$1,690,076
Newcastle Commercial Vehicles	Supply and deliver seven medium rigid truck and body combinations	\$886,414
Infrabuild Recycling	Collection and recycling of metals and lead acid batteries from Maitland Resource Recovery Centre	\$701,320
WesTrac Pty Ltd	Supply and deliver one waste track loader	\$699,266
Colas Solutions Pty Ltd	Spray bituminous surfacing (rejuvenation) – various locations	\$654,768
RDO Equipment	Supply and deliver one road grader 16T	\$615,000
Rapid Construction	Maitland Gaol Tower Experience interpretation	\$605,103
Griffin Property Maintenance Pty Ltd	Central Maitland cleaning service	\$554,321
Trinity Skateparks Pty Ltd	Largs skate park – design and construction	\$550,000
REES Electrical Pty Ltd	Sports fields floodlighting upgrades at Somerset Sporting Field, McKeachies Sports Complex and Ernie Jurd Oval	\$505,750
Hitachi Construction Machinery	Supply and deliver two 12T front end loaders	\$502,190
Trinity Skateparks Pty Ltd	Design and construction of Thornton skate park	\$470,000
RDO Equipment	Supply and deliver two 8T backhoes	\$433,200
Moir Landscape Architecture Pty Ltd	Landscape architecture services for Weblands Reserve District Sportsground project	\$425,204

Name of contractor	Contract details and purpose	Contract value
REES Electrical Pty Ltd	Sportsfield lighting upgrade – Norm Chapman Oval and Thornton Oval	\$419,000
Graph Builders Pty Ltd	Amenities upgrades at the outer fields of Maitland Park	\$400,000
Fulton Hogan Pty Ltd	Morpeth to Walka Water Works shared pathway – Stage 1 Robert Street Morpeth to Illalung Park and Robert Street car park	\$311,127
REES Electrical Pty Ltd	Roy Jordan Sportsground Sports lighting upgrade	\$298,000
GHD Pty Ltd	Contaminated land consultancy support for the Anambah former landfill project	\$273,761
Bolla Contracting Pty Ltd	Footpath and concrete work construction, Portion 3 – Hartley Drive, Thornton shared path	\$264,634
PKF	Internal audit services 1 January 2023 – 31 December 2025	\$240,000
Byrne Pipe and Civil Pty Ltd	Drainage works Russell Street, Telarah	\$238,338
Smada Electrical Services Pty Ltd	Sports fields floodlighting upgrades at Morpeth Oval	\$237,945
Central Coast Animal Care Facility	Management and operational services for the Maitland Animal Management Facility	\$220,000
Bolla Contracting Pty Ltd	Footpath construction – Maize Street, Tenambit	\$205,323
Tipp Exc Civil Pty Ltd	Footpath and concrete work construction, Portion 2 – Maitland Riverside Walk shared path	\$196,041
NSW Building and Civil Pty Ltd	Footpath and concrete work construction, Portion 1 – John Wilkinson Sports Complex footpath	\$184,720
Bolla Contracting Pty Ltd	Footpath and concrete work construction, Portion 4 – Dumaresq Parade, Metford footpath	\$182,522
Smada Electrical Services Pty Ltd	Sportsfield lighting upgrade – Lochinvar Sports Complex	\$158,520



## FINANCIAL ASSISTANCE

Act Reg cl 217(1)(a5) and Act s 356

### Community grants, ward and Mayoral funds

Maitland City Council provides financial assistance to community and cultural groups.

CATEGORY	AMOUNT
Annual Community Grants Program	\$108,021
High Achievers Grant Program	\$30,937
Commemorative and Recognised Day Grant	\$13,300
Discretionary funding	\$0
Vibrant City Sponsorship program	\$18,480
<b>TOTAL</b>	<b>\$170,738</b>

### Rates assistance and concessions

Our Council provided \$28,954.10 in hardship rate relief and rate donations under sections 601 and 356 of the Local Government Act 1993.

### Waste services

The cost of flood affected waste disposal was \$277,503. Of the waste, \$58,794 is attributed to the Maitland household flood waste waiver and \$180,340 is attributed to Council's community clean up.

## RATES AND CHARGES WRITTEN OFF

Reg cl 132

Rates and charges written off (including rates reduced or waived for pensioners) during the 2022-23 period comprised:

TYPE	AMOUNT
Pensioner abandonments	\$1,284,620
Other abandonments	\$0
<b>SUBTOTAL</b>	<b>\$1,284,620</b>
Pensioner rate subsidies	-\$714,752
<b>NET RATES AND CHARGES WRITTEN OFF</b>	<b>\$569,868</b>

## REMUNERATION

Act Reg cl 217(1)(b) and (c)

Our Council employed five senior staff as at 30 June 2023, including the General Manager and Group Managers of Infrastructure and Works, Strategy, Performance and Business Systems, Culture, Community and Recreation, and Planning and Environment. The total amount of money payable for the employment of all senior staff during 2022-23 was \$1,572,116, including the General Manager's package of \$514,444 and Group Manager's remuneration packages (total) of \$1,057,672.

The packages include money payable for salary, the provision of fringe benefits and all other costs associated with their employment. Contract employment conditions for senior staff follow the Local Government Act 1993, Section 338.



Maitland River Regatta



Stockland Greenhills

## COUNCILLOR PROVISIONS

Reg cl 217(1)(a1)

The total amount of money expended on Mayoral fees and Councillor fees and the total amount of money spent during the year on the provision of and payments for such facilities comprised the following:

FINANCIAL YEAR 2022-23	EXPENDITURE
Mayor's fees (excluding councillor fee)	\$68,575
Councillors' fees (including superannuation)	\$360,957
Councillors' expenses (general)	\$1,069
Travel allowance (transport, accommodation, meals for attending conferences)	\$5,381
Telephone and internet expenses	\$5,879
Attendance of councillors at conferences and seminars	\$10,137
Civic functions	\$33,831
Expenses of any spouse, partner or other person who accompanied a councillor	\$95
<b>TOTAL</b>	<b>\$485,924</b>

Note: Financial Statements exclude civic functions, travel and general expenses.

## SPECIAL VARIATION TO RATES EXPENDITURE

The 2020-21 financial year was the last year of Council's seven year special rate variation, approved by the Independent Pricing and Regulatory Tribunal (IPART) in June 2014.

Council has used generated funds to enhance services in key areas of community priority and continue to maintain existing services to a fast growing population.

Council has spent additional funds on road reconstruction and resurfacing, place activation, sporting facilities, bus shelters, youth spaces, and access to the Hunter River.

A key condition of IPART's approval is providing information to the community outlining how Council spends funds for a 10 year period. We met this condition in various ways, including this Annual Report.

Category	Brought forward	Allocation	Total Available	Actual Expenditure	Balance
Road reconstruction and resurfacing	28,169	0	28,169	28,169	0
Community buildings	1,252,511	0	1,252,511	1,252,511	0
Sporting facilities	38,001	0	38,001	0	38,001
Youth spaces	420,576	0	420,576	205,837	214,739
River access	211,462	0	211,462	5,600	205,862
Place activation	0	0	0	0	0
Environmental initiatives	0	0	0	0	0
<b>TOTAL</b>	<b>1,950,719</b>	<b>0</b>	<b>1,950,719</b>	<b>1,492,117</b>	<b>458,602</b>

# CONDITION OF PUBLIC ASSETS

This section describes the current status of public assets owned by Council based on the information found in Special Schedule No. 2 of the audited financial statement.

Over the last 10 years, Maitland has continued to experience solid population growth rates. The current growth rate is one of the highest of all NSW LGAs. Council has adopted an Asset Management Policy and Strategy to manage public assets with associated Asset Management Plans. These documents inform the Long Term Financial Plan that sets the funding levels for renewal and maintenance works over the next 10 years.

Council's approach is to fund natural asset consumption or deterioration to gradually improve the overall network and portfolio condition over time while balancing risk and level of service.

## The scale of condition assessment throughout the Asset Management Plans is based on a five category model:

Condition 1 - Excellent, near perfect condition

Condition 2 - Good, superficial deterioration

Condition 3 - Fair, some deterioration requiring maintenance

Condition 4 - Poor, advanced deterioration requiring high maintenance

Condition 5 - Very poor, significant deterioration requiring substantial maintenance.

## PUBLIC BUILDINGS

Council's building assets are generally structurally sound, do not have known defects that are likely to constitute a major hazard for any users, and are generally adequate for their intended purpose. We acknowledge some buildings require improvement to meet the other criteria of being fit for the intended purpose. Several significant buildings have completed conservation management plans to direct future works programs.

Council's public building assets were subject to revaluation during the year. Special Schedule No. 2 and note C1-7 of the audited financial statements below provides information on the condition of public works for this asset class.

Estimates of public buildings asset valuation as of 30 June 2023:

ASSET	CURRENT REPLACEMENT '000	CURRENT WRITTEN DOWN VALUE '000
Buildings	\$279,065	\$155,074

Council manages the following building assets:

ASSETS CATEGORY	DESCRIPTION
District buildings	Council's five district buildings are located at (and built): former Administration Building (1983), Art Gallery (1910 -2009), Morpeth Court House Museum (1862), Town Hall (1889) and Visitors Centre (1997)
Libraries	Council's four libraries are located at (and built): Maitland (1968), Thornton (1999), East Maitland (2004) and Rutherford (2003)
Child care centre	Council's four child care centres are located at (and built): Metford (1984), Thornton (1987), Rutherford (1987) and East Maitland (1998)
Community halls	Council's 16 community halls/centres are spread across the LGA
Amenities buildings	Council's 34 amenities buildings are located in various parks and ovals throughout the LGA
Toilet blocks	Council's 22 public toilet blocks are located in various parks and ovals throughout the LGA
Grandstands	Council's eight grandstands are located in various parks and ovals throughout the LGA. The grandstands are generally associated with local sports clubs and some have toilets, change/meeting rooms, and storerooms
Kiosks	Council's 14 kiosks are located in various parks and ovals throughout the LGA. The kiosks are generally associated with local sports clubs and have kitchen and storage facilities
Aquatic buildings	Building stock at the Maitland Aquatic Centres (East Maitland and Maitland)
Equipments sheds	Council's 22 equipment sheds are located in various parks and ovals throughout the LGA. The equipment sheds are generally associated with local sports clubs

Council estimates that the costs to bring public building assets to satisfactory condition match the costs to bring them to the agreed condition as below:

ASSET	COST TO BRING TO SATISFACTORY CONDITION '000	COST TO BRING TO AGREED CONDITION '000
Buildings	\$71,125	\$71,125

## Capital works

The estimate of works required to bring building assets up to agreed and satisfactory condition is \$71.125 million based on asset inspections.

### Routine maintenance

The estimated annual maintenance cost to ensure building assets reach their design life is \$1.998 million. The actual expenditure on maintenance for building assets in 2022-23 was \$2.585 million.

### Condition of public building assets

ASSETS	CONDITION 1	CONDITION 2	CONDITION 3	CONDITION 4	CONDITION 5
Buildings	18.4%	20.6%	15.5%	30.5%	15.1%

### LOCAL ROAD PAVEMENT

Council's Pavement Management System (PMS) is used to prepare recommended works programs and calculate the current replacement cost of the road network. The current written down value of the assets is determined by observed condition information. The condition of the road pavement network is derived from the PMS road deterioration model. Council engaged a contractor to conduct a road condition survey of the sealed road network in 2021-22.

Estimate of local and regional road assets valuation as of 30 June 2023:

ASSET	CURRENT REPLACEMENT '000	CURRENT WRITTEN DOWN VALUE '000
Sealed road pavement	\$788,863	\$654,560
Unsealed road pavement	\$5,812	\$1,652

Council's total local road network of 769 kilometres comprises 718 kilometres of sealed local roads, 32 kilometres of regional roads and 19 kilometres of unsealed roads (excluding the State and National Highway).

Council performs deterioration modelling of the sealed road network using road asset management and pavement management systems. The model categorises the roads in terms of a general measure of pavement health called the Pavement Condition Index (PCI), in the following way:

Estimates to bring the road network to condition two and condition three, respectively:

ASSET	COST TO BRING TO SATISFACTORY CONDITION '000	COST TO BRING TO AGREED CONDITION '000
Sealed road pavement	\$36,679	\$13,881
Unsealed road pavement	\$3,685	\$3,685
<b>TOTAL ROAD PAVEMENT</b>	<b>\$40,364</b>	<b>\$17,566</b>

### Capital works

The estimate of works required to bring road pavement assets up to satisfactory condition is \$40.364 million based on lifting from conditions three, four and five to condition two.

The estimate of works required to bring road pavement assets up to the agreed service level condition is \$17.566 million based on lifting from conditions four and five to condition three.

### Routine maintenance

The estimated annual maintenance cost to ensure the road pavement reaches its design life is \$4.615 million. The actual expenditure on maintenance for road pavement in 2022-23 was \$11.076 million.



Lawes Street, East Maitland

## Condition of local road pavement

ASSETS	CONDITION 1	CONDITION 2	CONDITION 3	CONDITION 4	CONDITION 5
Sealed road pavement	57.2%	33.4%	7.2%	1.2%	1%
Unsealed road pavement	57.2%	33.4%	7.2%	1.2%	1%

## ROADSIDE INVENTORY ASSETS

The roadside assets on the network include:

- Footpaths, cycleways and pedestrian bridges (631 kilometres)
- Kerb and gutter (991 kilometres)
- Bus shelters, signs, lines and associated delineation

The table below shows the total financial status of these assets.

Inventory assets - financial status 2022-23:

ASSET	CURRENT REPLACEMENT '000	CURRENT WRITTEN DOWN VALUE '000
Footpaths and cycleways	\$168,655	\$125,090
Other roads assets	\$232,325	\$163,615

Estimates to bring roadside inventory and footpath/cycleway assets to condition two and condition three, respectively:

ASSET	COST TO BRING TO SATISFACTORY CONDITION '000	COST TO BRING TO AGREED CONDITION '000
Footpaths and cycleways	\$19,465	\$2,077
Other roads assets	\$58,114	\$23,146
<b>TOTAL</b>	<b>\$77,579</b>	<b>\$25,223</b>

### Capital works

The estimate of works required to bring kerb and gutter, footpath, cycleways and road inventory up to satisfactory condition is \$77.579 million based on lifting from conditions three, four and five to condition two.

The estimate of works required to bring road inventory and footpath assets up to the agreed service level condition is \$25.223 million based on lifting from conditions four and five to condition two as set by Council.

### Routine maintenance

The estimated annual maintenance cost to ensure the road inventory and footpath assets reach their design life is \$2.808 million. The actual expenditure for roadside inventory assets in 2022-23 was \$1.953 million.

### Condition of roadside inventory assets

ASSETS	CONDITION 1	CONDITION 2	CONDITION 3	CONDITION 4	CONDITION 5
Footpaths and cycleways	44.5%	35.3%	18.7%	1.3%	0.2%
Other roads assets	49.9%	31.2%	10.1%	5.3%	3.5%

## BRIDGES

Council is the custodian of 63 bridges and major culverts more than 6 metres in length. Of these, two are timber, 14 are concrete, one is steel/concrete composite and 46 are large culverts.

While overall, the bridges in the city are in good condition, certain components will require renewal, especially on timber and older bridges. Regular inspections and testing determine works.

The following estimates are based on both broad observation and formal inspections. Council completed a full survey of all bridges in 2022-23.

The estimated value of bridge assets at 30 June 2023:

ASSET	CURRENT REPLACEMENT '000	CURRENT WRITTEN DOWN VALUE '000
Bridges	\$59,491	\$50,835

Estimates to bring bridges to condition two and condition three, respectively:

ASSET	COST TO BRING TO SATISFACTORY CONDITION '000	COST TO BRING TO AGREED CONDITION '000
Bridges	\$5,267	\$15

### Capital works

The estimate of works required to bring bridge assets up to satisfactory standard is \$5.267 million based on lifting from conditions three, four and five to condition two.

The estimate of works required to bring bridge assets up to the agreed service level condition is \$15,000 based on lifting from conditions four and five to condition three.

### Routine maintenance

The estimated annual maintenance cost to ensure the bridges reach their design life is \$612,000. The actual expenditure on maintenance for bridges in 2022-23 was \$69,000.

### Condition of bridge assets

ASSETS	CONDITION 1	CONDITION 2	CONDITION 3	CONDITION 4	CONDITION 5
All bridges	60.8%	30.3%	8.8%	0%	0%



Aerial, Morpeth Bridge

## STORMWATER DRAINAGE

Drainage assets generally consist of pipes, pits and devices that convey, clean and hold stormwater and are critical community assets, despite being underground and not readily seen by the public. The “consumption” of these assets is also difficult to ascertain. Council has adopted a conservative approach, understanding that the need for replacement will occur beyond Council’s current long term financial plan.

The stormwater asset portfolio includes:

- 17,346 pits
- 447km in pipe networks
- 1903 headwalls
- 39 floodgates
- 153 detention basins
- 181 gross pollutant traps and
- 1 dewatering pump station.

Approximately 14% of the pipe network is more than 50 years old with approximately 1% predating the year 1900, including areas of Maitland, Telarah and Rutherford. Recurrent surveys, including in line CCTV (closed circuit television) surveys and data are required to refine the accuracy of information on the condition of the drainage assets.

Council continues to address known areas of drainage weakness across the LGA through a process developed to provide the greatest impact on the broader community.

The estimated value of the drainage system at 30 June 2023:

ASSET	CURRENT REPLACEMENT '000	CURRENT WRITTEN DOWN VALUE '000
Stormwater drainage	\$400,060	\$328,306

Estimates to bring stormwater drainage to condition two and condition three, respectively:

ASSET	COST TO BRING TO SATISFACTORY CONDITION '000	COST TO BRING TO AGREED CONDITION '000
Stormwater drainage	\$18,292	\$7,537

### Capital works

The estimate of works required to bring stormwater drainage up to satisfactory standard is \$18.292 million based on lifting from conditions three, four and five to condition two.

The estimate of works required to bring stormwater drainage up to the agreed service level condition is \$7.537 million based on lifting from conditions four and five to condition three.

### Routine maintenance

The estimated annual maintenance cost to ensure the stormwater drainage assets reach their design life is \$1.743 million. The actual expenditure on maintenance for stormwater drainage in 2022-23 was \$1.8 million.

### Condition of drainage

ASSETS	CONDITION 1	CONDITION 2	CONDITION 3	CONDITION 4	CONDITION 5
All drainage assets	68.2%	24.4%	5.3%	1%	1.1%

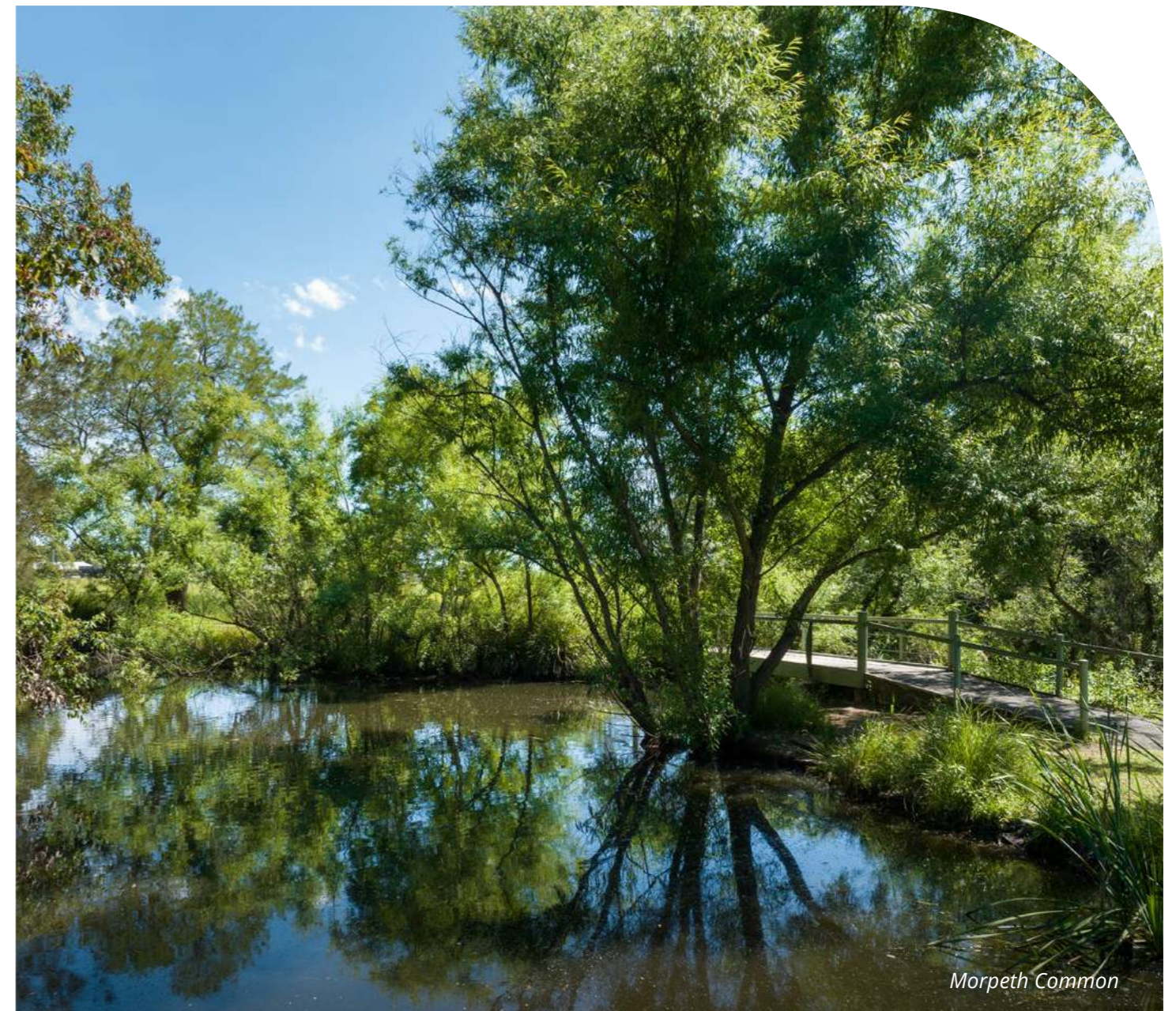
## OPEN SPACE AND RECREATION ASSETS

Council provides the community with pleasant, safe and fit for purpose recreation facilities and aims to promote consistency in the maintenance and renewal of these assets. Assets include:

- fixed assets located within areas of passive recreation use (parks)
- fixed assets located within areas of active recreation use (sportsgrounds)
- fixed assets located within areas of paved sports surfaces (tennis, netball, basketball, etc)
- internal park roads and sportsground car parks
- open space areas dedicated to passive recreation like parks, reserves and bushland
- open space areas dedicated to active recreation like sportsgrounds.

Estimates of open space and recreation valuation as of 30 June 2023:

ASSET	CURRENT REPLACEMENT '000	CURRENT WRITTEN DOWN VALUE '000
Recreation	\$105,843	\$70,477



Morpeth Common

Council manages the following open space and recreational assets:

ASSET	QUANTITY
Open space areas, passive recreation parks, reserves and bushland	450 hectares
Fixed assets located within areas of passive recreation use (parks)	83 playgrounds
	2 pools centres, 7 skate parks, 50 shade structures, 20 public barbecues, numerous items of park furniture, signage, park fencing
Fixed assets located within sportsgrounds	2 baseball screens
	254 light poles, sportsground fencing, playing surfaces, cricket wickets and practice nets, other sportsground assets
Paved surface sports facilities	36 sealed netball courts
	29 tennis courts, 1 hockey facility
Internal park roads and sportsground car parks	32,000 m <sup>2</sup> park roads (approx. 5.3 kilometres)
	41 sealed car parks

Estimates to bring bridges to condition two and condition three, respectively:

ASSET	COST TO BRING TO SATISFACTORY CONDITION '000	COST TO BRING TO AGREED CONDITION '000
Other open space and recreation assets	\$7,797	\$2,315

### Capital works

The estimate of works required to bring recreational assets up to a satisfactory standard is \$7.797 million based on lifting from conditions three, four and five to condition two.

The estimate of works required to bring recreational assets up to the agreed service level condition is \$2.315 million based on lifting from conditions four and five to condition three.

### Routine maintenance

The estimated annual maintenance cost to ensure the recreational assets reach their design life is \$2.325 million. The actual expenditure on maintenance for recreational assets in 2022-23 was \$5.351 million. Note: actual maintenance expenditure included operational expenditure unrelated to asset maintenance.

### Condition of open space and recreation assets

ASSETS	CONDITION 1	CONDITION 2	CONDITION 3	CONDITION 4	CONDITION 5
All recreation assets	49.5%	39.2%	8%	2.6%	0.6%

## ASSET COST SUMMARY

The table below summarises asset costs.

Total estimates to bring all the reported assets to condition two and condition three and required annual maintenance respectively:

ASSET	COST TO BRING TO SATISFACTORY CONDITION '000	COST TO BRING TO AGREED CONDITION '000	COST OF ANNUAL MAINTENANCE '000
Buildings	\$71,125	\$71,125	\$1,998
Road pavement	\$40,364	\$17,566	\$4,615
Footpath and cycleway	\$19,465	\$2,077	\$1,305
Other roads assets	\$58,114	\$23,146	\$1,503
Bridges	\$5,267	\$15	\$612
Stormwater drainage	\$18,292	\$7,537	\$1,743
Recreation	\$7,797	\$2,315	\$2,325
<b>TOTAL</b>	<b>\$220,424</b>	<b>\$123,781</b>	<b>\$14,101</b>



Gillieston Heights Community Hub



# Appendix

160 | Legislative checklist

162 | Glossary

Maitland Aquatic Centre



## LEGISLATIVE CHECKLIST

REQUIREMENT	ACT REFERENT	SECTION PAGE
Must contain a copy of the council's audited financial reports prepared in accordance with the Local Government Code of Accounting Practice and Financial Reporting	<i>Act s 428(4)(a)</i>	Financial Report
Must contain a statement detailing the action taken by the council in relation to any issue raised by the Anti-slavery Commissioner during the year concerning the operations of the council and identified by the Commissioner as being a significant issue.	<i>Act s 428(4)(c)</i>	Our accountability
Must contain a statement of steps taken to ensure that goods and services procured by and for the council during the year were not the product of modern slavery within the meaning of the <i>Modern Slavery Act 2018</i>	<i>Act s 428(4)(d)</i>	Our accountability
Include particulars of any environmental upgrade agreement entered into by the council.	<i>Act s 54P(1)</i>	NA
Special variation expenditure	<i>Special Rate Variation Guidelines* 7.1</i>	Financial Report
Amount of rates and charges written off during year.	<i>Reg, cl 132</i>	Financial Report
Professional development from mayor and councillors	<i>Reg cl 186</i>	Our Maitland
Details and purpose of overseas visits by councillors, council staff or other persons representing council	<i>Reg Cl 217(1)(a) (i), (ii), (iii), (iii a), (iv), (v), (vi), (vii), (viii)</i>	Our Maitland
Mayoral and councillor fees, expenses and facilities	<i>Reg cl 217(1)(a1)</i>	Financial Report
Contracts/works awarded, details of each contract over \$150,000	<i>Reg cl 217(1)(a2)</i>	Financial Report
Includes an overview of expenses accrued by the council regarding legal proceedings	<i>Reg cl 217(1)(a3)</i>	Our accountability
Private works and activities conducted on private land.	<i>Reg cl 217(1)(a4) and Act s 67, 67(2)(b), 67(3)</i>	Our accountability
Financial assistance	<i>Reg cl 217(1)(a5) &amp; ACT 356</i>	Financial Report
Statement of all corporations, partnerships, trusts, joint ventures, syndicates or other bodies in which council held a controlling interest.	<i>Reg cl 217(1)(a7)</i>	Our accountability
Total amount contributed or otherwise granted to financially assist others.	<i>Regulation CL 217(1)(a5) and S356</i>	Financial Report
Statement of all external bodies that exercised functions delegated by council.	<i>Regulation CL 217(1)(a6), (a7) and (a8)</i>	Our accountability
Statement of activities undertaken to implement its EEO management plan.	<i>Regulation CL 217(1)(a9)</i>	Our organisation

REQUIREMENT	ACT REFERENT	SECTION PAGE
Statement of the total remuneration package of the general manager.	<i>Regulation CL 217(1)(b)</i>	Financial Report
The collective remuneration packages of senior staff members (excluding the general manager).	<i>Regulation CL 217(1)(c)</i>	Financial Report
A statement detailing the stormwater management services provided (if levied).	<i>Regulation CL 217(1)(e)</i>	Our achievements - let's live sustainably
A statement detailing the coastal protection services provided (if levied).	<i>Regulation CL 217(1)(e1)</i>	NA
A statement outlining its activities over the year in enforcing and ensuring adherence to the <i>Companion Animals Act 1988 (CA Act)</i> and the <i>Companion Animal Regulation 2018</i> .	<i>Regulation CL 217 (1)(f)</i>	Our achievement - let's lead together
Amount of rates and charges written off during the year	<i>Regulation CL 132</i>	Financial Report
Report on all capital works projects is considered best practice	<i>Capital Expenditure Guidelines</i>	Financial Report
Information included on government information public access (GIPA) activity.	<i>S 125(1) cl7 Schedule 2 S93G(5)</i>	Our accountability
Particulars of compliance with and effect of planning agreements in force during the year.	<i>Environmental Planning and Assessment Act 1979, s 7.5(5)</i>	Our accountability
Information included on public interest disclosure activity.	<i>S31 Cl4</i>	Our accountability
Councils considered to be 'human service agencies' under the <i>Carers Recognition Act 2010 (CR Act)</i> (provide services directed at carers and/or people being cared for by carers) must report on compliance with the CR Act for the reporting period	<i>S8(2)</i>	NA
Information on the implementation of council's Disability Inclusion Action Plan and give a copy to the Minister for Disability Services	<i>S13(1)</i>	Year in review - supporting an accessible and inclusive community
Details regarding inspections conducted on private swimming pools, encompassing various categories. It outlines the count of inspections carried out on properties with more than two dwellings, the instances leading to the issuance of a compliance certificate as per section 22D of the <i>Swimming Pools Act 1992</i> , those resulting in the issuance of a non compliance certificate under clause 21 of the <i>Swimming Pools Regulation</i> , and inspections conducted on tourist and visitor accommodations.	<i>Act 2012 - Schedule 1</i>	Our accountability

# GLOSSARY

**ADVOCACY:** The act of speaking or arguing in favour of something, such as a cause, idea, or policy. In the context of strategic priorities it refers to another sphere of government or organisation delivering a service or outcome for the city

**AIRG:** Access and Inclusion Reference Group

**ARIC:** Audit, Risk and Improvement Committee

**ARTC:** Australian Rail Track Corporation

**CCTV:** Closed Circuit Television

**CLG:** Corporate Leadership Group

**COMMUNITY LAND:** Land classified as community land must be kept for use by the general community. All community land must be regulated by a Plan of Management, which may apply to one or more areas of land

**CROWN LAND:** Crown Land is land that is owned by State Government but managed on its behalf by Council

**DA:** Development application

**DELIVERY PROGRAM:** A strategic document with a minimum four year outlook, which outlines the key strategies the organisation will undertake to achieve its desired outcomes

**DELIVERY PROGRAM INDICATOR:** Objective evidence on the extent of, or progress towards, achievement of a desired outcome

**DIAP:** Disability Inclusion Action Plan

**DPE:** Department of Planning and Environment

**EEO:** Equal Employment Opportunity

**ELT:** Executive Leadership Team

**FINANCIAL YEAR:** The financial year we are reporting on in this annual report is the period from 1 July 2022 to 30 June 2023

**GIPA:** The *Government Information (Public Access) Act 2009*, which has replaced Freedom of Information legislation

**IPART:** Independent Pricing and Regulatory Tribunal

**LGA:** Local Government Area

**Maitland+10 COMMUNITY STRATEGIC PLAN (CSP):** This integrated Community Strategic Plan (CSP) provides clear strategic direction for the long term, and identifies the main priorities, aspirations and future vision of the community

**MAMF:** Maitland Animal Management Facility

**MRAG:** Maitland Regional Art Gallery

**OLG:** Office of Local Government

**OPERATIONAL PLAN:** A document with a one year outlook that outlines the key activities to be undertaken to achieve the desired outcomes set out in the Community Strategic Plan

**PARTNERING:** A structured approach to working together with other parties to achieve a mutually beneficial outcome

**PERFORMANCE:** The results of activities and progress in achieving the desired outcomes over a given period of time

**PMS:** Pavement Management System

**RATE PEGGING:** The percentage limit by which a council may increase the total income it will receive from rates. The percentage is set each year by the NSW Minister for Local Government

**RISK MANAGEMENT:** A discipline for developing appropriate procedures to reduce the possibility of adverse effects from future events

**SRV:** Special Rating Variation

**SUSTAINABLE DEVELOPMENT:** Development that meets the needs of the present generation without compromising the capacity of future generations to meet their needs

**TARGET:** A goal to be reached by a specific date which may be higher than the forecasted performance. It aims to continually improve performance

**WCAG:** Web Content Accessibility Guidelines

**WHS:** Workplace Health and Safety



Maitlanes Festival



**maitland**  
city council

263 Hight Street, Maitland NSW 2320  
info@maitland.nsw.gov.au  
maitland.nsw.gov.au