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or roads using recycled materials is a no brainer. The recycled product is much stronger than conventional road base materials. There are significant cost savings compared with traditional quarried materials, as well as savings in transportation costs and associated greenhouse gas emissions. "We are well along the way to embedding sustainability principles across the organisation. This is just one of the many ways we are leading the sector and demonstrating to our community how we are becoming more sustainable," Mayor Ng said.

The partnership with the Cities of Armadale, Gosnells and the Town of Victoria Park gives a voice to the South East Zone and is designed to get the attention the region deserves on a State and Federal level.

One of the group's priorities is to ensure the development of METRONET, the State Government's long-term blueprint to connect our suburbs and connect the transportation needs of the South Eastern Corridor.

## 85 Sporting groups

85

**582**

7,862


**72,658**

**620,561**



Staff Profile

**441** Male



**643** Female



*Read more about the project inside.*

# ANNING



### Canning has risen from the ashes.

After some turbulent years which saw the Council suspended, Commissioners leading the organisation and an 11th hour reprieve from abolition with the cancellation of local government reform in 2015, Canning has survived many challenges in the last five years.

Since October 2015, with its newly elected Council, Canning has been on a steady trajectory of re-engaging with the community and the sector. Momentum is building as Canning re-establishes its position as a significant leader in Local Government. A new frontier is being created.

"It is important for our local region and also for Western Australia that Canning steps up to the plate as a significant contributor to the economic and social wellbeing of the State," Mayor Paul Ng said.

### When it comes to the economy, few other local government areas in Western Australia come close to Canning.

With one in 20 jobs in WA located in Canning and a Gross Regional Product of \$9.8 billion, the City is an economic powerhouse.

Canning is a force to be reckoned with. Welshpool and Canning Vale industrial estates are driving expansion in business and there is a significant redevelopment of Westfield Carousel underway.

The Council understands the importance of playing an active role in delivering a thriving economy. It is transforming the relationship between local government and business with the delivery of a red tape reduction program. The program is designed to let business get on with driving the economy. To support business, Canning has created a series of programs to support investment and innovation.

### The Urban Forest Strategy will transform the streets of Canning.

It will guide the City in identifying opportunities to increase the urban canopy in parks, streetscapes, conservation areas and on private property.

The City's urban forest provides economic benefits as well as promoting better environmental, community and health outcomes for our residents. Trees visually make our City a more pleasurable place to live.

Our 50,000 street and park trees work for us every day, improving our environment and quality of life.

### Digital technology has led the consultation for the Strategic Community Plan (SCP).

The extensive consultation included video interviews at community events, over 60,000 views

on social media, a comprehensive digital engagement strategy, surveys, drawings and even song.

Created from the community's values and ideas for the future, the SCP sets the goals for the next 10 years. It distills the community's feedback into five goal areas - Connect, Grow, Build, Prosper and Lead and outlines the key objectives, strategies and projects which will guide the work undertaken to achieve the vision.

### To respond to a community need, Canning started women's only health and wellbeing swimming sessions.

The classes, which were the brain child of a community member, have proved to be hugely successful with over 300 women attending some sessions.

Female swimming and wellbeing session participant, Huda, said the sessions were important to her. "I am from Eritrea - a small country in East Africa near Ethiopia - and arrived to Australia in May 2008. I am a mother to one daughter and have found the City of Canning to be very welcoming, diverse, and beautiful since moving here in February 2017.

I wanted something like this for a long time because as a Muslim woman, it is culturally not allowed for us to mix with the opposite gender. The female swimming sessions are fantastic as they provide privacy and it makes it easier for us to socialise."

### Nestled in the heart of a city of two million is a sanctuary for people and wildlife.

The Canning River Regional Park is located only nine kilometres from the centre of Perth, and is one of the best kept secrets in WA. Comprising estuarine and riverine ecologies, woodland and wetland regions, it is home to more than 100 bird species and a widely diverse range of flora and fauna. Four winding interpretive trails allow people to explore all that the park offers on bicycle or foot.

For thousands of years, traditional owners and custodians of the Canning River the Wadjuk Noongar people have been connected to and utilised the river as a place of cultural and spiritual significance.

## CANNING'S 1 TO 10

The City of Canning has one of the most diverse communities in WA. It is an economic powerhouse and home to one of the most pristine urban waterways around. Read on to discover what makes the City of Canning so unique.

### The delivery of Stage One of the City Centre Regeneration Program will commence on the ground next year.

Works (on Cecil Avenue) will involve widening of pedestrian paths and tree planting in the median strips will improve the look of the area and set the scene for a people oriented development.

With high density apartments already being completed in the City Centre, Stage One of the City's projects will create the conditions to allow the precinct to thrive.

"We know what is coming here and it is exciting. The Canning City Centre has already won awards for its innovation and design excellence and will be one of the most important regional centres in the metropolitan area. It is something new, bold and exciting and it is an adventure we want to take everyone on," Mayor Paul Ng said.

### Customer service is central to everything Canning does.

With a swag of awards including the International Service Excellence Award Winner 2015, winner of the 2016 National Local Government Customer Service Awards, Canning sets the standard for customer service.

After an independent review of customer service performance in 2013, the City took a giant leap and invested in an enterprise-wide customer relationship management (CRM) database system to support a new customer contact centre. The results have been stunning.

Customer satisfaction has climbed from 68 per cent to 96 per cent and 85 per cent of telephone enquiries are resolved in the first call.