

# on the ove maitland

**ISSUE 24 - MAY 2023**

## **WHAT'S INSIDE**

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Morpeth Bicentenary  
celebrations

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Resource Recovery Facility  
Stage 1 commenced

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Community have say on  
future of aquatics facilities

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Workforce comes together  
in Council building

## **Progressing Delivery Program**

**2022 - 2026**



# 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.

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Disclaimer: Every effort has been made to ensure the accuracy of the information.

Telarah Lagoon





# MESSAGE FROM OUR MAYOR AND GENERAL MANAGER

Welcome to this edition of On The Move, capturing the activities of the 2022-2026 Delivery Program for the period 1 October 2022 to 30 March 2023.

Our On the Move aligns to our Delivery Program, which was adopted by Council in June 2022, a statement of commitment to the community from our elected Council, translating the community's vision and priorities from Maitland +10 into clear actions.

On the Move is presented under the four themes of our Delivery Program.

Our list of projects extends across the city, with investments in community infrastructure, facilities and services that will help make Maitland an even greater place to live.

In the past six months, it was exciting to see so many big events return including New Year's Eve, Live at The Levee and Australia Day among others, bringing thousands together to enjoy our city.

## LET'S CONNECT WITH EACH OTHER

A key focus of our Delivery Program is making our neighbourhoods great with investment in new playgrounds at Bolwarra Sporting Complex, Stockade Hill and East Maitland creating inclusive spaces for all to play.

Our sporting facilities are also receiving upgrades, with new turf and drainage at Maitland No.1 Sportsground, Cooks Square Park, East Maitland and Max McMahon Oval, Rutherford.

A new shared footpath is underway in Tenambit to connect shops, schools and recreation spaces and our road networks continue to be enhanced with construction started on a four way intersection at Government Road and Raymond Terrace Road, Thornton.

## LET'S CREATE OPPORTUNITIES

Our community came together to help celebrate Morpeth's bicentenary in November, with a weekend of activities including a Morpeth Bridge open day.

It was exciting to see Bitter & Twisted Boutique Beer Festival return after a two year break due to COVID-19. Over 3,000 people filled Maitland Gaol to experience a variety of craft beer and quality music.

Maitland Regional Art Gallery launched Kungka Kugpu (Strong Women) exhibitions and Maitlane's laneways program transformed seven laneways from February to April into vibrant spaces to entertain both night and day.



**Philip Penfold**  
Mayor



**David Evans PSM**  
General Manager

## LET'S LIVE SUSTAINABLY

In partnership with the Hunter Regional Landcare Network, we continue to improve remnant bushland across Maitland thanks to a grant received from NSW Government's Environmental Restoration and Rehabilitation Program.

The ever popular recycling event, the Mattress Muster saw 3,823 mattresses diverted from landfill and the many planting days saw 2,700 seedlings given away.

The first stage of the Maitland Resource Recovery Facility is underway, with the initial works set to improve customer experience and expand the range of recyclable materials accepted onsite.

## LET'S LEAD TOGETHER

Council officially opened the doors of its new administration centre, located at 263 High Street Maitland, with works completed in the Town Hall in April.

Council has been actively seeking feedback from the community to help plan for and create better aquatic facilities and services in the future. Feedback will be used to inform the development and management of Maitland's aquatic facilities for the next 10 years.

To advance priorities set out in the Delivery Program, we have actively applied for 69 grants to date, receiving a total \$30 million to invest in projects.

We have made significant progress through our passion and commitment to making our city a great place to live, work and play.

We hope you find this update informative.

## TOGETHER, WE MAKE MAITLAND



# OUR ACHIEVEMENTS

## REPORTING TO OUR COMMUNITY

On the Move provides an overview of Council's performance and achievement for each of the city's four themes, demonstrating our commitment to deliver on our Maitland +10 vision.

In addition to meeting our legislative obligations, the objectives of On the Move are to:

- communicate our vision and themes and outcome to the community
- instil community confidence in our ability to show strong leadership and deliver on our promises
- demonstrate our commitment to being open and transparent
- celebrate the achievements of our organisation.



Scan the QR code for more information about our Delivery Program and Operational Plan.

*Morpeth Bicentenary 2022*



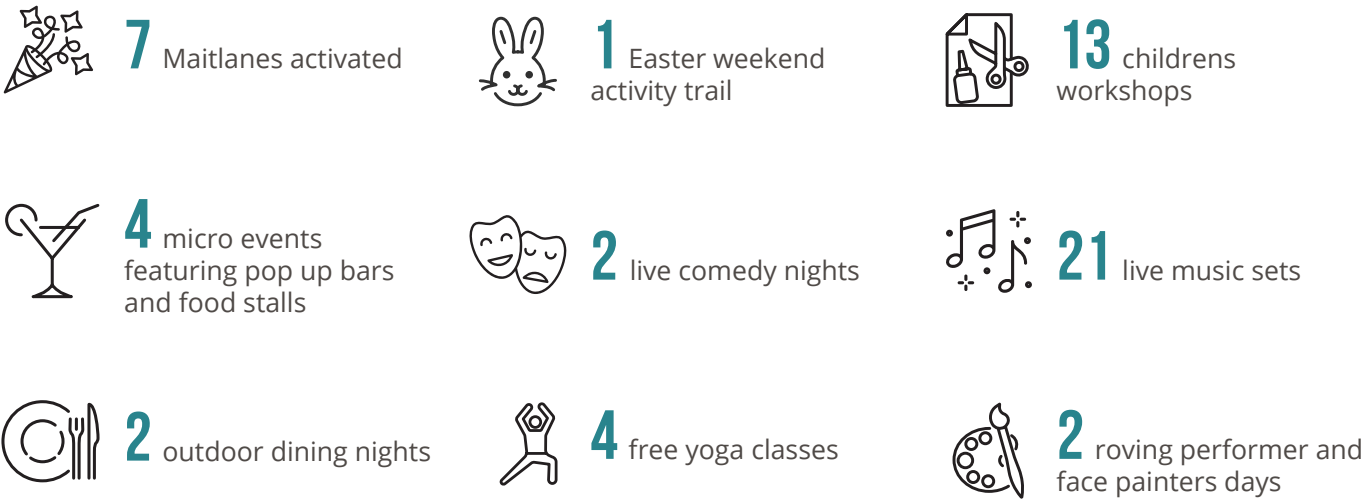
# ACTIVATING OUR CITY

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

The laneways encompassed everything from murals, overhead decorative lighting, soundscapes, augmented reality experiences, additional seating and greenery and were accompanied with a three month activation.

*Almost 1,500 people attended Maitlanes Live on Saturday 4 March from 3.00pm to 9.00pm as the official launch of the initiative. Programming for the night included workshops, educational talks, themed trivia, live music and stand up comedy, DJs, roving performers, kids craft activities and food trucks simultaneously across all seven laneways.*

The Maitlanes activation program ran every Thursday to Sunday from 2 February to 28 April 2023. The diverse program included free children's workshops, pop up events, live comedy, yoga classes, Easter themed activities, outdoor dining nights, live music, roving performers and food trucks which contributed to the support of local creatives, entertainers, artists and businesses.



Maitland City Council would like to thank the many local businesses, artists, and building owners for your support and partnership in making Maitlanes possible.

Maitlanes was proudly funded by the NSW Government's - Streets as Shared Spaces program





# OUR OPERATIONAL PLAN 2022-23

The action plan for achieving the community's outcomes is outlined in Maitland +10 and the Delivery Program, the Operational Plan is prepared each year and implemented by Council after community consultation. It identifies the projects, programs and actions Council will deliver over a 12 month period commencing from 1 July 2022 to June 2023.

238

Operational Plan actions

\$1.7B

of assets managed

\$30M

Capital Works Program

\$163M

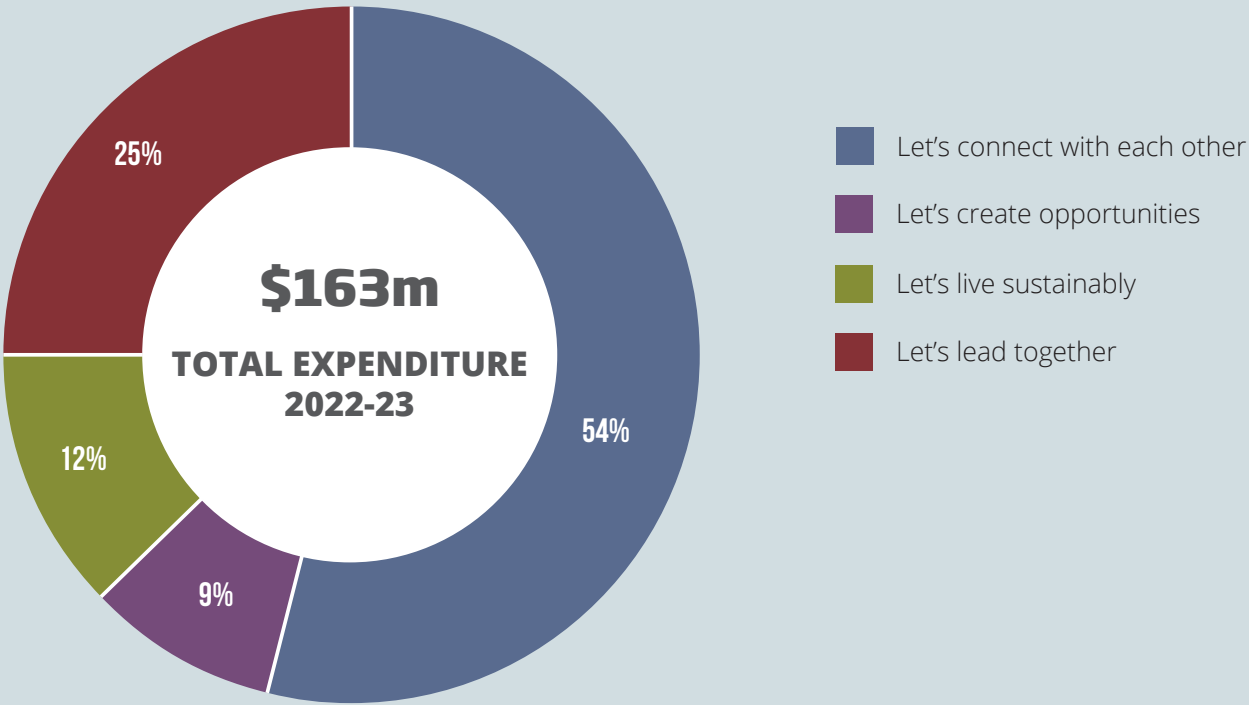
Total projected income

203

Capital works projects listed

\$163M

Total projected expenditure



# CAPITAL WORKS PROGRAM

Our Capital Works Program 2022-23 will invest approximately **\$30 million** into projects across the Maitland Local Government Area.

\$0.9M

Access Priority Program

\$10.8M

Major roads construction

\$0.3M

Bridges and guardrail improvement program

\$7.3M

Roads rehabilitation and reseal

\$3.3M

Public buildings

\$0.7M

Footpath construction and refurbishment

\$0.2M

Car park refurbishment

\$2.5M

Recreation facilities

\$1.2M

Cycleways and shared paths construction

\$2.6M

Drainage construction



# 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.

## SNAPSHOT



**213** free immunisations provided to 0 to 4 year olds



**132** new citizens welcomed from 62 countries in four ceremonies



**\$26M** project commenced for Raymond Terrace and Government Road, Thornton



Bolwarra Park Playspace 2023

## Sportsground upgrades

New turf, new drainage and upgrades completed just in time for winter sports at Maitland No.1 Sportsground, Cooks Square Park, East Maitland and Max McMahon Oval, Rutherford. Cooks Square Park and Max McMahon Oval received drainage oval upgrades, while Maitland No.1 Sportsground was resurfaced over the summer.

All three have been oversewn with rye grass 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 Bolwarra Sporting Complex

A new playspace for the Bolwarra Sporting Complex was completed in December. The playspace includes a play gym with slides, monkey bars, swings and an accessibility play item, and is perfect for kids aged six and up.

To make sure the playground can be accessed by all, we've also installed retaining walls, ramps, new footpaths and upgrades to the car park.

## Floodlights for sportsgrounds

Sportsgrounds across Maitland have received floodlighting upgrades before daylight savings ends.

Lighting upgrades at Coronation Oval and Hartcher Oval in Telarah, and Morpeth Oval in Morpeth have wrapped up, just before winter sports get into full swing.

Brand new LED lighting was installed 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.

## Morpeth shared pathway now open

Enjoying scenic views of the Hunter River has been made easier with the opening of a new walking and cycling pathway in Morpeth. Connecting Robert Street to Illalaung Park, this section is the first stage of what will eventually be a shared path from Morpeth to Walka Water Works.

The shared pathway, featuring a 70m long boardwalk, was proudly funded by the NSW Government through the Resources for Regions program.

## LIBRARY VISITATION

(October 2022 to March 2023)



2022 59,705  
2023 84,341

41%

*\*Increase attributed to the end of restrictions and resumption of programs and events.*

## AQUATIC CENTRE VISITATION

(October 2022 to March 2023)



2022 106,851  
2023 146,301

37%

*\*Increase attributed to the ease of restrictions.*

## KEY ACHIEVEMENTS

- ✓ Commenced new shared pathway for Telarah/Farley
- ✓ Harold Gregson Reserve \$7 million youth and events space commenced in February
- ✓ Vehicle activated signs installed across Maitland to reduce speeding in suburban areas and make roads safer
- ✓ Mt Vincent Road improvements completed
- ✓ New playspace for Telarah underway
- ✓ Progressed stage 3 works at Maitland Regional Sports Complex, with footpath to improve connectivity and accessibility completed
- ✓ Footpath underway in Tenambit to connect shops, schools and recreation spaces
- ✓ New parking areas for Queens Wharf, Morpeth
- ✓ Improvements complete at Ray Lawler Reserve at Morpeth Common car park
- ✓ New place space at Stockade Hill, East Maitland completed
- ✓ A brand new LED scoreboard for Maitland Regional Sports Complex in place.

## CHALLENGES

- East Maitland Aquatic Centre closed during the summer season as repairs got underway, with a commitment to reopen in September.



## 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.

### SNAPSHOT



**612** lodged development applications



**\$82M** planned investment in our city from approved development applications



**196** lodged construction certificates

**170** approved construction certificates

**518** approved development applications



Maitlanes 2023

### New Years Eve celebrated in Central Maitland

Thousands gathered in Central Maitland to bid farewell to 2022 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.

The family friendly event commenced at 5.00pm and concluded with a spectacular fireworks display at 9.00pm.

### Bitter & Twisted is back

Over 3,000 people poured into Bitter & Twisted at Maitland Gaol 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.

### Morpeth Bicentenary celebrations

Morpeth celebrated its bicentenary in November 2022, with a weekend of activities including a Morpeth Bridge open day where pedestrians were treated to a rare vantage point of the township from the deck of the 1898 timber crossing.

We worked in partnership with the Morpeth community to make the commemoration a memorable milestone for the historic Hunter Valley township after postponement from its original date of November 2021 due to COVID-19 restrictions.

### Kungka Kunpu (Strong Women) exhibition

Maitland Regional Art Gallery hosted the breathtaking exhibition, Kungka Kunpu (Strong Women), which celebrates the incredible works of distinguished women artists from the red centre of Australia.

Hailing from Anangu Pitjantjatjara Yankunytjatjara (APY) Lands, the artists explore culture, country, and family through incredible paintings, woven sculptural installations, and moving images. Kungka Kunpu is presented as part of AGSA's acclaimed Tarnanthi program, and is in Maitland until Sunday 21 May.

### LIVE at The Levee presents Changing Tides

Music lovers were treated to a memorable evening in January at LIVE at The Levee Changing Tides.

A two day event provided over 6,500 attendees with an evening of live music from artists including six time ARIA Award winning alt rock artist Dan Sultan and soulful singer songwriter Alex Lloyd.

Musicians performed on a floating stage on the Hunter River at The Levee while attendees relaxed under the stars. The successful event was made possible though the support of NSW Government.

### MAITLAND REGIONAL ART GALLERY VISITATION

(October 2022 to March 2023)



2022 31,117  
2023 31,795

2%

### MAITLAND GAOL VISITATION

(October 2022 to March 2023)



2022 7,157  
2023 17,334

142%

*\*Increase in visitation can be attributed to the return of events like Bitter & Twisted, cruise ship tours and other organised groups returning and a popular school holiday period.*

### MAITLAND VISITOR INFORMATION CENTRE VISITATION

(October 2022 to March 2023)



2022 3,049  
2023 4,152

36%

*\*Visitation is trending up from a low base and is hoped to soon reach pre-pandemic levels.*

### KEY ACHIEVEMENTS

- ✓ Walka Water Works partially reopened to public on 5 December 2022
- ✓ \$15 million for Walka Water Works redevelopment announced
- ✓ Australia Day celebrated with Maitland River Regatta
- ✓ Multicultural Community Directory released
- ✓ Woodberry skatepark celebrated an open day
- ✓ Maitland Gaol summer school holiday activities delivered
- ✓ Make it Maitland this summer program delivered
- ✓ Street Eats activations in Maitland, Morpeth, Woodberry and Metford.

### CHALLENGES

- Riverlights cancelled due to flood risk.



# 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.

## SNAPSHOT



**6.75 TONNES**  
chemicals diverted  
through household  
chemical cleanout



**3,823** mattresses  
recycled at Mattress  
Muster



**2,700** seedlings  
given away



Telarah Lagoon 2023

## Funding secured to rehabilitate ecosystems

In partnership with Hunter Region Landcare Network, we will continue to improve remnant bushland across Maitland thanks to \$148,826 from the NSW Governments' Environmental Restoration and Rehabilitation Program. The three sites that will benefit from this funding are Kyle Street in Rutherford, Durban Crescent in East Maitland and Four Mile Creek in Metford.

The project includes fencing to exclude cattle and promote natural regeneration, revegetation and restoration to improve landscape connectivity, installing nest boxes to enhance habitats for squirrel gliders and weed management.

## Free recycling home collection

Maitland City Council has partnered with start up Recycle Smart to offer the community a free recycling home collection service.

Residents can now have problem waste that can't be put in the yellow bin, like batteries, e-waste and clothes picked up from their house and recycled as part of a free monthly subscription.

Everything collected through the program is recycled, reducing waste going into the ground, adding to the circular economy and creating future uses. The program is available until 30 June 2023 and is for recycling only.

## Maitland environmental awareness event

An educational event at Beryl Humble Sport Complex, Tenambit, was hosted to help create environmental awareness.

The event saw stalls and presentations by Hunter Bird Observers, Earthcare Park Landcare, Council Weeds Officers, and Australian wildlife displays. The community were given plans for propagation and reduced water pollution, along with access to compost and native seedling giveaways.

## Maitland Resource Recovery Facility Stage 1 commenced

Stage 1 of Maitland Resource Recovery Facility is well on its way, improving recycling and circular economy capabilities for the city.

The four stage project will enhance the recycling process and improve community access to the Mount Vincent Waste Management Centre with Stage 1 works kicking off in October 2022.

Initial works include the construction of sealed roads and drop off areas that will improve the customer experience and expand the range of recycling materials accepted onsite.

## RECYCLABLES COLLECTED AT KERBSIDE

(tonnes, October 2022 to March 2023)



2022 **2,841**  
2023 **2,683**

**6%**

*\*Continued decreases due to the Return and Earn program*

## WASTE COLLECTED AT KERBSIDE

(tonnes, October 2022 to March 2023)



2022 **13,135**  
2023 **12,706**

**3%**

*\*Decrease in materials collected due to less garden organics overflowing into the red bin in 2023*

## GARDEN ORGANICS COLLECTED AT KERBSIDE

(tonnes, October 2022 to March 2023)



2022 **7,493**  
2023 **5,884**

**27%**

*\*High volumes were collected in 2022 due to the weather conditions resulting in a high growth year. 2023 levels have decreased as weather returns to a more usual growing year.*

## KEY ACHIEVEMENTS

- ✓ Greening Communities Program delivered to the community, schools and daycares
- ✓ 14 schools supplied with water saving kits to celebrate World Water Day
- ✓ Clean Up Australia Day held in March with community groups registered to clean up Maitland
- ✓ 399 seedlings planted
- ✓ Landcare policy adopted.

## CHALLENGES

- Received 892 tonnes of flood impacted waste at the Mount Vincent Road Waste Management Centre via the flood waste fee waiver.



# 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.

## SNAPSHOT



**\$19,800**  
high achiever and commemorative and recognised days grants awarded



**1,400** views on Facebook live event December 2022



**5,577** customer service requests resolved



Maitland Administration Building 2023

## Workforce move to the new administration building

Council officially opened the doors of its new administration centre and restored council chambers in 2023. Located at 263 High Street Maitland, the new building is across the road from the Maitland Regional Art Gallery and incorporates the 19th century Town Hall Café, accessible from the foyer of the centre.

Town Hall works were completed in April, with an official opening planned for June.

## Citizen and Young Citizen of the year

Bolwarra Heights resident Todd Sheldon and Metford's 18 year old Emily Causley were named Citizen of the Year and Young Citizen of the Year at the Council's official Australia Day ceremony. The 2023 ceremony also included the introduction of four new annual awards:

- Greg Queenan, The City of Maitland Service Award - which recognises outstanding individual voluntary service to the Maitland community,
- Millers Forest Progress Association, The City of Maitland Medal - which is awarded to an organisation or group for outstanding voluntary service,
- Emily Causley, Creative Arts Person of the Year - which recognises achievement in a creative field or artform and
- Kaelyn Liddell, Sportsperson of the Year - for significant achievement in a non-professional sporting field.

## New procurement policy adopted

A new corporate procurement policy was adopted in December 2022 that places a greater emphasis on businesses and vendors that operate in Maitland.

The new policy also considers other factors, such as a vendor's track record with environmental sustainability practices, circular economy principles and social inclusion. The new policy will lead to flow on benefits for the Maitland economy.

## Community have say on the future of aquatics facilities

Council actively sought feedback from the community to help plan and create better aquatic amenities and services in the future.

Opportunities to have a say spanned from January to April and included a range of methods such as focus groups, survey and pop ups at various locations.

Feedback received will help inform the development and management of Maitland Aquatics Facilities for the next 10 years.

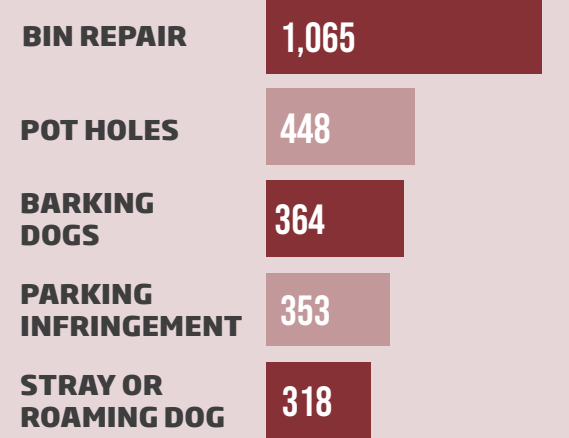
## CUSTOMER SERVICE REQUESTS RECEIVED

(October 2022 to March 2023)



## TOP 5 CUSTOMER SERVICE REQUESTS

(October 2022 to March 2023)



## KEY ACHIEVEMENTS

- ✓ Donation of \$2,000 to Maitland District Motorcycle Club following vandalism and fire
- ✓ International Men's and Women's Day was celebrated at East Maitland Library
- ✓ Advocacy report finalised in lead up to State Election held in March 2023
- ✓ Endorsed high achievers grants for young local sportspeople
- ✓ New online recruitment portal launched
- ✓ Delivered 2021-22 Annual Report
- ✓ Executive leadership team hosted Facebook live event in December 2022.



Customer Experience

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

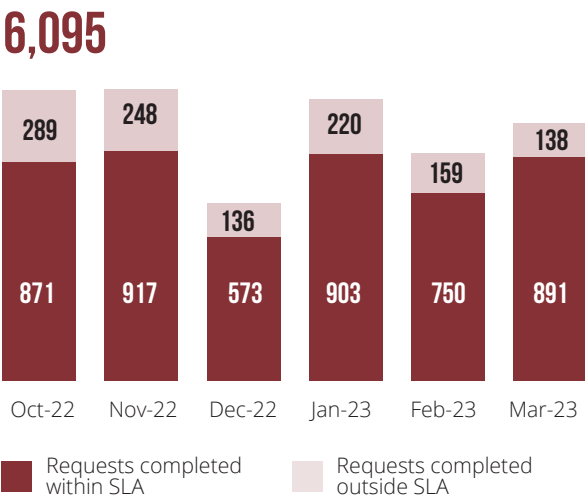
Council's Customer Experience Team received 29,313 calls from October 2022 to March 2023, which is a slight reduction in comparison to the previous reporting period.

Our live chat service via the corporate website is currently at 2,294 and the number of Council wesbite sessions is 563,344.

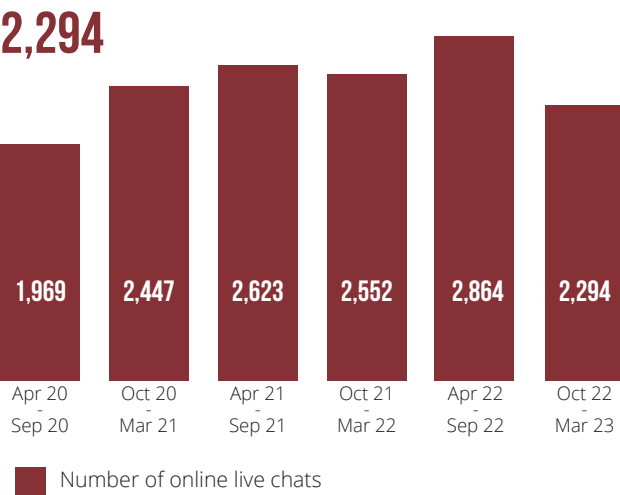
Council has nominated turnaround times it aims to meet for each customer service request category, subject to the seriousness of the issue. These range from three days for waste related matters, 10 days for pothole repairs and 15 days for footpath maintenance. Of all the requests finalised over this time, 77% were completed within service level timeframes.



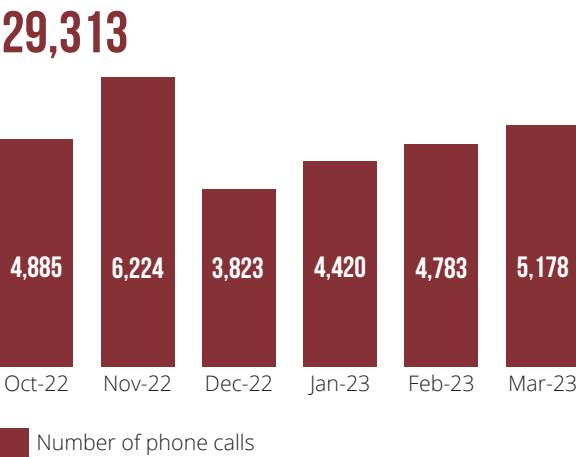
CUSTOMER SERVICE REQUESTS FINALISED  
(October 2022 to March 2023)



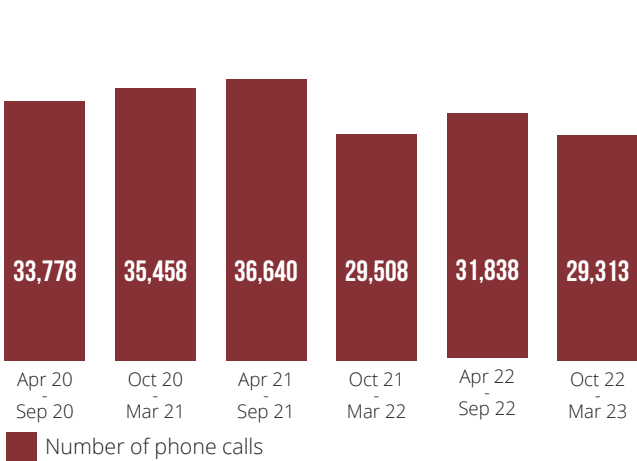
ONLINE LIVE CHATS  
(six months)



PHONE CALLS  
(October 2022 to March 2023)



PHONE CALLS - TREND SUMMARY  
(six months)



Our Finances

In 2022-23 Council has budgeted \$163 million to provide services and facilities to more than 90,000 people. This is spent on construction, maintenance, wages and other services to the community like libraries, pools, sporting facilities, parks and waste facilities. The following information aims to provide a brief summary of our financials for July 2022 - March 2023.



GRANTS SUCCESS



We have applied for 69 grant applications and have been successful in 44 grants, receiving a total of \$30 million to invest in projects that advance the priorities set out in Council's Delivery Program and Operational Plan.

In the past six months Council submitted an additional 28 applications, worth \$49.4 million.

Highlights include:

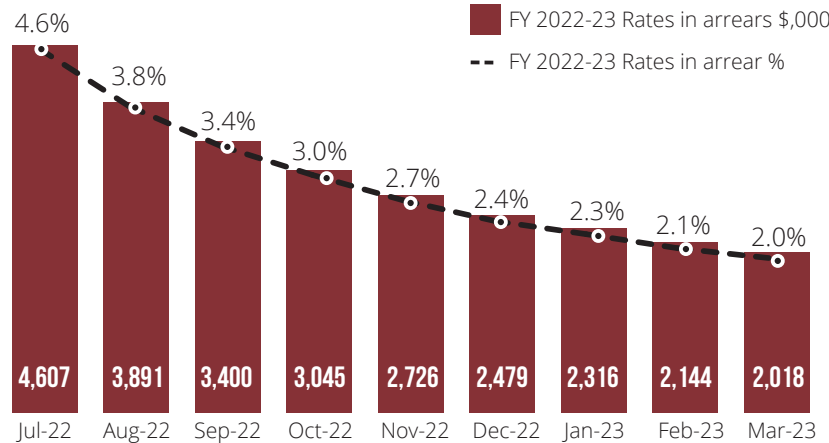
- \$5.5 million NSW Accelerated Infrastructure Fund to build a new sportsground in Chisholm, total project value \$7.34 million
- \$2.5 million State and Federal funding to replace Melville Ford Bridge, total project value \$5.8 million
- \$1.637 million Regional and Local Roads Repair Program to fix potholes across Maitland
- \$500,000 NSW Places to Play program to deliver a skate park at Roy Jordan Oval, Gillieston Heights total project value \$927,000
- \$150,000 from the NSW Football Legacy Fund towards the \$300,000 upgrade of lights at Lochinvar Oval
- \$10 million contribution towards the redevelopment of Walka Water Works (stage 1) - Regional Tourism Activation Fund total value \$15 million
- \$2 million towards seven social and recreation infrastructure projects - Stronger Country Communities fund
- \$2.7 million to improve community infrastructure at Harold Gregson Park, Central Maitland - Resources for Regions, total value \$5.7 million
- \$1 million in local recovery grant funding after the July flood event
- \$650,000 contribution to Maitland Riverlights Multicultural Festival - Stronger Together Local Councils Major Festival.

RATES IN ARREARS

The rates and charges you pay assist Council to fund services and maintain the assets as discussed above.

Rates in arrears can be an indicator of how affordable annual rates are for the community.

These figures do not include any overdue installments from the current financial year.





Development in our city

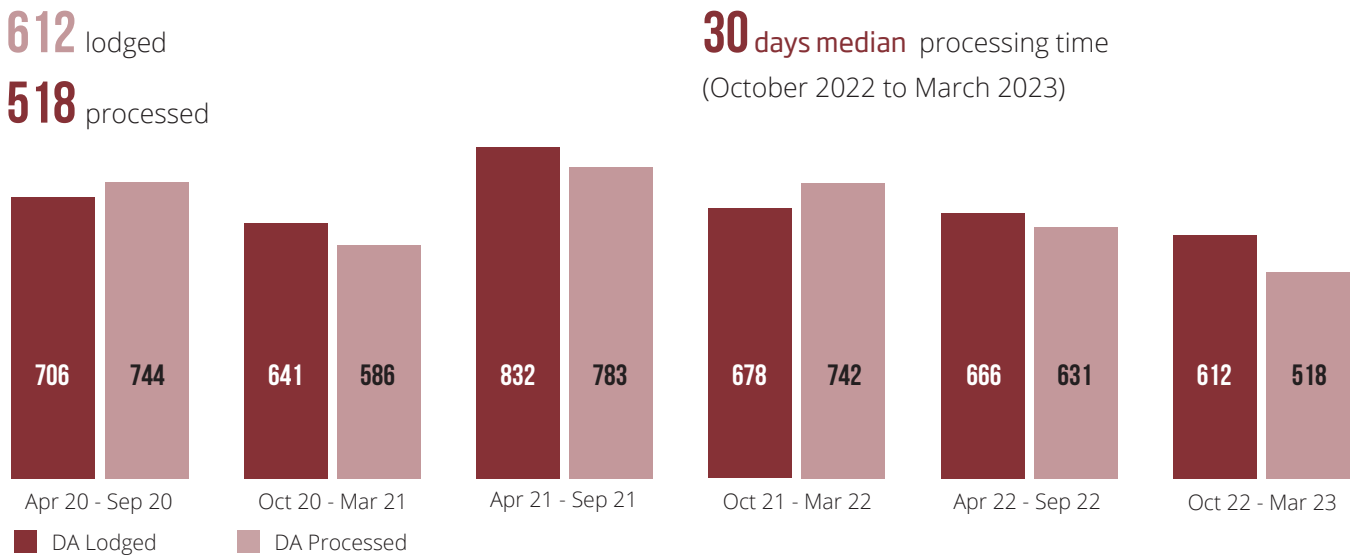
The NSW Department of Planning & Environment’s (DPE) population projections released in 2022 estimates that the population of Maitland will grow by an additional 54,800 residents between 2021 (from 89,750) and 2041 (to 144,550), based on a ‘common planning’ scenario. This represents a forecast population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



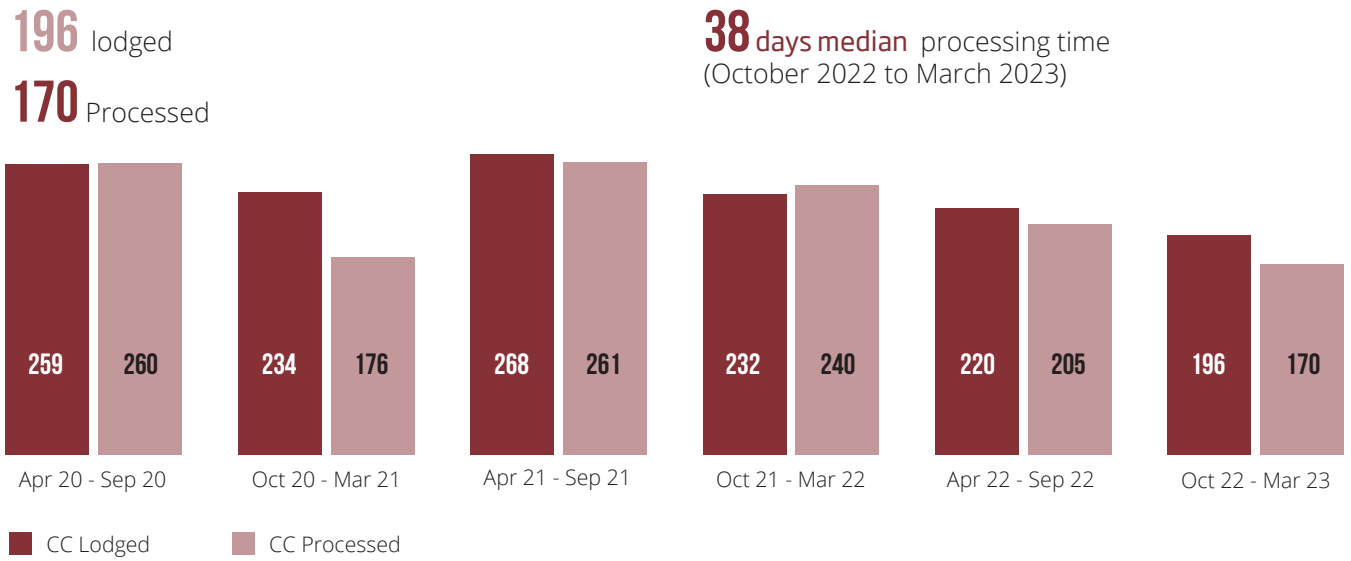
ABS ERP 2022

Maitland continues to be one of the fastest growing inland cities in Australia. Our approval statistics provide an indication of the level of building and development activity across the city, as well as the efficiency of our processing systems. Our median processing times remains well below the Premier’s target. 90% of the DAs processed in under 40 days.

DEVELOPMENT APPLICATIONS (DA)



CONSTRUCTION CERTIFICATES (CC)



OUR COUNCILLORS



Elected in December 2021, our Council has the highest representation of females in its history.

Scan the QR code to get to know who is representing you.



**Mayor**  
Philip Penfold

NORTH WARD



**Deputy Mayor**  
Mitchell Griffin

WEST WARD



**Councillor**  
Ben Mitchell

CENTRAL WARD



**Councillor**  
Loretta Baker

EAST WARD



**Councillor**  
Peter Garnham



**Councillor**  
Robert Aitchison



**Councillor**  
Stephanie Fisher



**Councillor**  
Sally Halliday



**Councillor**  
Kanchan Ranadive



**Councillor**  
Mike Yarrington



**Councillor**  
Kristy Flannery



**Councillor**  
Bill Hackney



**Councillor**  
Ben Whiting





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