

# CITY OF JOONDALUP

## MINUTES OF ANNUAL GENERAL MEETING OF ELECTORS HELD IN COUNCIL CHAMBER, JOONDALUP CIVIC CENTRE, BOAS AVENUE, JOONDALUP ON TUESDAY 7 DECEMBER 1999

### ATTENDANCES

#### Commissioners:

C T ANSELL - Chairman  
H MORGAN AM - Deputy Chairman  
R M ROWELL  
M CLARK-MURPHY  
W BUCKLEY

#### Officers:

Chief Executive Officer:	L O DELAHAUNTY
Director, Resource Management:	J B TURKINGTON
Director, Planning & Development:	C HIGHAM
Director, Infrastructure Management:	D DJULBIC
Director, Community Development:	C HALL
Executive Manager, Strategic Planning:	R FISCHER
Manager, Executive Services:	K ROBINSON
Manager, Council Support Services:	M SMITH
Publicity Officer:	L BRENNAN
Committee Clerk:	J AUSTIN
Minute Clerk:	L TAYLOR

#### In attendance

Mr G K McHarrie of Deloitte Touche Tohmatsu - Auditor

### APOLOGIES

Apologies were tendered by Mr B Cooper, Mr J Hollywood and Mr A Taylor.

There were 22 members of the Public in attendance (8 of whom signed the register to record their attendance).

**The Chairman declared the meeting open at 2015 hrs.**

## **ADDRESS BY CHAIRMAN OF COMMISSIONERS CAMPBELL ANSELL**

Tonight we present the completed Financial Report and summarise the achievements of this first year for the new City.

It has been a year of challenge in which we not only managed the division of the former City of Wanneroo but also continued with “business as usual”, striving to improve standards of performance and customer service.

We have chosen for our slogan “the City of Joondalup: ‘Creating the Future’ as a fitting slogan because the story of the birth of the new City of Joondalup is an impressive one.

Already Joondalup has created a strong identity as a brand-new and emerging Regional City with significant investment opportunity.

It was a year which saw announcements of new projects in the order of \$120 million, including an \$11 million Aquatic Centre, the \$35 million Police Academy, extensions to the Mitchell Freeway and a large number of private enterprise investments.

With the region’s population base set to increase from 300,000 in 2006 to 460,000 in 2026, the population growth projected for the region makes it one of the most attractive in Australia.

The financial snapshot of the new local government, formed by the division of the former City of Wanneroo, is also encouraging.

The City of Joondalup started life on a sound financial footing. The new City had an overall Budget of \$104 million with a rate revenue of \$33 million from 53,000 properties and a population of 150,000, making it the second largest local government in Western Australia.

### **The Division**

Dividing the former City of Wanneroo and its population of more than 220,000 people into the new City of Joondalup and the new Shire of Wanneroo was a huge job and a process that would continue over the whole 12 months.

Many tasks had to be performed to divide a corporation with a combined Budget of \$180 million.

These included

- Evaluating all the services, assets and liabilities of the old city
- Evaluating the most efficient way of providing services
- Determining staff structures and allocation
- Identifying infrastructure requirements
- Locating and providing infrastructure
- Determining plant and equipment requirements and allocating it to one of the two new local governments.
- Creating separate budgets for the two local governments and continuing to divide assets of the old City.

Our 1000 staff were then allocated to one of the two new bodies.

## **Community Consultation**

Research Solutions was appointed to carry out a 'Community Needs' and 'Customer Satisfaction' survey to determine the major issues within the community and find out how well the community believes the Council is addressing those issues, and secondly, to find out what range and levels of service residents want.

As the result of market research and the steps we have put in place because of it, we believe we have been making large strides in our levels of customer service across the board.

## **New City Boundaries Defined**

The boundary dividing the City of Joondalup and the Shire of Wanneroo gave rise to a number of contentious issues.

Placing the Wanneroo Recreation Centre, the Lake Joondalup Foreshore, Perry's Paddock, Cockman House, Luisini Winery and the Wangara Main Drainage Outlets within the City of Joondalup were the major concerns expressed.

A proposal was developed to shift the boundary to the centre of the lake system and thereby address all issues.

## **Ward Boundaries**

We reviewed Wards in the City and Shire and called for public submissions considering location and size, names and the number of Councillors to represent each Ward.

## **Achievements – A Snapshot**

And so we move to a summary of major achievements for the year of 1998-99.

It has been a year full of challenge, hard work, and achievement. The community can rest assured that the staff under Chief Executive Officer Lindsay Delahaunty have performed creditably under a great deal of pressure to bring the division and the creation of the new City of Joondalup to a positive conclusion.

While carrying out this task, we also achieved the following:

- The Joondalup Festival featured a night street parade, a Youth Day and Family Day. It attracted a total of 52,000 people into the City Centre for a weekend of entertainment and action.
- About 5000 residents and visitors enjoyed the first Joondalup Speed Classic with vintage and classic cars racing through the City Centre.
- Our City was the first to use staff for 24-hour Security Patrols
- Our City provided a comprehensive Anti-Graffiti Campaign
- We contributed \$3.8 million towards a world-class pool at Arena Joondalup

- To help the environment, we undertook a Recycling Trial
- Teaming with the Lotteries Commission, we provided a building for agencies to help the community
- We improved Hillarys Animal Beach, making it one of the best in the metropolitan area
- At Iluka, we provided ovals and a stunning sports club.
- The Woodvale/Kingsley Community Care Centre was almost completed in the time period.
- At the Warwick Sports Club, we completed additions for the bowling club
- We completed major roadworks on Hodges Drive, Heathridge, allowing for the extension of the Freeway.
- We began our Community Connections Program, reaching out into the community and schools.
- We began a program for young people involving Local, State and Federal Governments – an Australian first.

### **WA Municipal Association Awards**

These initiatives and many others detailed in the Annual Report were reflected by success for the City of Joondalup in the first WA Municipal Association Best Practice Awards.

A total of 53 entries from 22 local governments were received and I am proud to say Joondalup won 13 Awards.

Congratulations to all staff involved in the process of submitting an application for these prestigious Awards.

### **Achievements In Customer Service**

As we have touched on, the City continued to make big improvements in 1998/99 in the area of customer service.

The following lists some of the City's key achievements:

- Development and implementation of the Customer Service Charter.
- Appointment of a dedicated Customer Action Request Officer.
- The development and implementation of a customised Customer Complaint Handling System.
- Market research into customers' perceptions and satisfaction with Council services.

- The development and opening of a new Customer Service 'One Stop Shop' at Whitford City Shopping Centre.
- Customer service training for all staff in the organisation.

The performance measures of our Customer Service can be seen in the pie chart and graphs on Page 10 and 11 of the Annual Report, the pie chart showing a high overall satisfaction rating of all services provided by Council.

### **Now To The Dollars And Cents, Resource Management**

The primary task for this Directorate for the 12 months to 30 June 1999, has been the implementation of the transition of the former City of Wanneroo into the Shire of Wanneroo and the new City of Joondalup.

During the 12 months, the Resource Management team was responsible for the accounting and financial reporting for both local governments.

The City of Joondalup, under the Governor's Order, undertook that role.

Hand-in-hand with that responsibility, the Directorate was charged with implementing new computer financial systems:

- Oracle/maximo
- The property system proclaim - for rating purposes
- Payroll system
- Budget Management system

The 1999/00 budgets were compiled by Business Units and Directorates on a new electronic format for direct uploading into the new Budget Management System. This required training of the Managers to ensure familiarity with the new software.

The split of the former City of Wanneroo's assets and liabilities was carried out to a formula decided by the Commissioners and the Division Task Force.

The City's first abridged Financial Statements and the full set of Financials available here tonight are the result of the work of Director John Turkington and his team.

The bottom line for the City of Joondalup's first Annual Report is that we are debt free with \$7 million in reserves.

### **THE RECEIVING OF THE 1998/99 ANNUAL REPORT AND FINANCIAL STATEMENTS**

**MOVED Mr V Harman, SECONDED Mr A Bryant that the 1998/99 Annual Report and Financial Statements be received.**

**The Motion was Put and**

**CARRIED**

## **GENERAL BUSINESS**

### **Mr A Bryant, Craigie:**

- *Mr Bryant thanked the Commissioners for the work undertaken during their time at the City of Joondalup.*

*Q1 During the term the Commissioners have been in office, could you please tell me the total of emoluments paid to them, such as salary/wages, travelling expenses and/or allowances, entertainment, etc. I would like to know the total cost the ratepayers have had to provide from their annual rates.*

*A1 Response by Cmr Ansell: This question will be taken on notice.*

*Q2 In regard to motor vehicle licence 1WN, now this City has its COJ number plates, will the City of Joondalup now transfer the said number plate 1WN provided by the Lions Club of Wanneroo Inc to the former City of Wanneroo to the new City of Wanneroo?*

*A2 Response by Cmr Ansell: Yes, we will.*

### **Mr Frank Nelson, Connolly:**

*Q1 In relation to dog prohibited areas, in October 1998 I raised an item regarding Central Park, Joondalup and pointed out that signs placed in that park have prohibited dogs, from the time that park was opened. I received a letter dated 22 October 1998 which intimated the matter would be taken in hand and rectified but to date no action has been taken. I have obtained a pamphlet relating to dog prohibited areas but there is no mention of Central Park, Joondalup. Why has this item been overlooked?*

*A1 Response by Cmr Ansell: This question will be taken on notice.*

### **Mr Vic Harman, Ocean Reef:**

- *On page 10 of the Annual Report, a bar code shows the overall satisfaction with the Council which I believe illustrates the saying that “you can satisfy all the people some of the time; some of the people all of the time; but you cannot satisfy all of the people all of the time”. The Commissioners were a political appointment to do a political job. Whether the government will achieve what it set out to do, that is to reduce the influence of the then City, remains to be seen because a study of the new candidates seems to indicate that the political agenda is not likely to change. However, it is to be hoped that any new Councillors elected will listen to the advice given by the Administration.*
- *Mr Harman thanked each of the Commissioners for their efforts during their time at the City, together with members of the administration.*

### **Mr B Higgins, Carabooda:**

- *Mr Higgins gave his thanks to the Directors for the assistance he has been given in the past years, and also to all members of staff.*

**Mr Bill Moffat, Kallaroo:**

*Q1 Could I have an explanation as to why the \$27 security levy has been imposed, as I have no intention of paying this. I believe that if this levy is applied next year, because of GST and inflation, the cost could be \$35, with it possibly increasing to \$45 the following year and \$100 after five years.*

*A1 Response by Chief Executive Officer: The City of Joondalup is not the only Council which has implemented a security charge. The Minister for Local Government, with the endorsement of the Premier, has made grants available to local governments to undertake involvement in the security area. The levy is a user-pay situation, which was considered by the Commissioners to be a fairer way of imposing the charge, rather than a system where properties with the highest valuation paid the greater amount. All the money that is collected is required, under the Act, to be expended only on security initiatives and any surplus at the end of the year must be carried forward in the same area and cannot be spent on any other area. Overwhelming support was received from the community to undertake security patrols and initiatives.*

There being no further business, the Chairman declared the Meeting closed at 2040 hrs, the following Commissioners being present at that time:

COMMISSIONERS:      ANSELL  
                             MORGAN  
                             ROWELL  
                             CLARK-MURPHY  
                             BUCKLEY