

## **WA MUNICIPAL ASSOCIATION BEST PRACTICE AWARDS**

### **Budget Management System**

The City was presented the Innovation Award for the introduction of an innovative on-line budget management system that has significantly improved the processes associated with the compilation and reporting of the City's annual budget for 1999/2000.

### **Contract Management**

The City's Contract Management unit was presented with two awards, for Innovation and Process Management. This unit was recognised for the innovative implementation of a Best Practice framework for contract management.

### **Risk Management**

The City was presented with an Innovation Award for the Risk Management project, which was implemented in the 1998/99 financial year. This project involves the development of a corporate compliance calendar, conduct of a risk exposure audit and developing of strategic audit plans and mitigation strategies.

### **Festival Of Joondalup**

The inaugural Festival of Joondalup held in March 1998 won an Innovation Award. The festival was a huge success, attracting big crowds, substantial sponsorship and a very appealing and entertaining program.

### **Junior Fees Consultancy**

An Innovation Award was presented to the Leisure Services business unit for the innovative community consultation process the unit employed to investigate the issue of the City subsidising junior sports.

### **Community Security And Safety Initiatives**

The Innovation Award was presented to the City for its establishment of an integrated safety and security program. The objectives for this program were the implementation of a safety and security service, a continuing community education campaign, graffiti control and urban design issues.

### **Business Unit Reengineering**

A Progress Management Award was presented to the Leisure Services business unit for the recently successful restructure of the unit.

### **Elder Abuse Strategy**

The City's Community Services business unit was presented an Innovation Award for the Elder Protection Strategy. This program is responding to social injustices which occur to our elderly population, with strategies and programs in place to provide support and protection for older people who are being abused or are at risk of abuse.

### **Youth In Government Program**

The City was awarded an Innovation Award for its Youth in Government program. This innovative program provides the opportunity for young people in our community to raise issues of significance to them, and provides the opportunity for them to participate in the decision making process at all levels of government.

### **City Of Joondalup**

The Customer Service Award was presented to the City for its overall comprehensive approach to customer service. This includes the Customer Service Centre in Joondalup, the One Stop Shop at Whitford City Shopping Centre, the implementation of a Customer Service Charter, the appointment of a Customer Action Request Officer and the implementation of a customised customer complaint handling system.

### **Books On Wheels**

The Customer Service Award was presented for the Joondalup Centre Library Service's provision of a comprehensive and customer focused Books on Wheels service to those residents of our community who are house-bound.

### **Joondalup Library**

The Customer Service Award was presented to Joondalup Library in recognition of its outstanding commitment and excellence in its provision of customer service to our community.

Satisfaction with Council

