

2000 ~ 2001

*City of Joondalup  
Annual Report*

*30 June 2001*



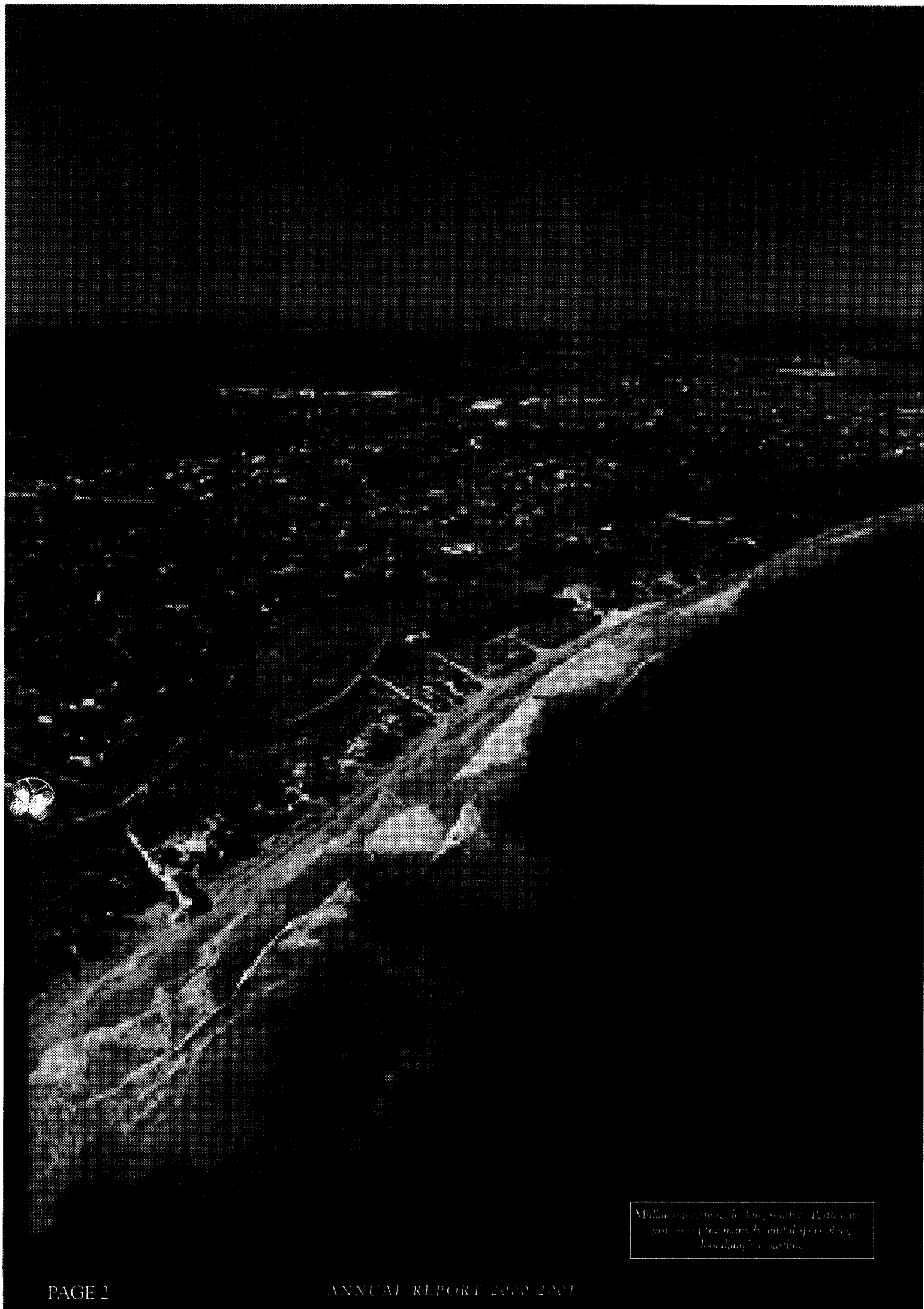
*Mission*

*Developing  
partnerships to  
enhance  
growth,  
economic  
vitality and  
diversity of  
lifestyle,  
through  
leadership*

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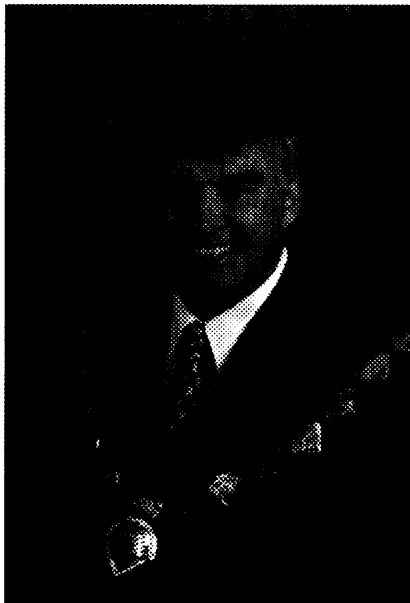
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*A full copy of the Financial Statements are available from the Joondalup Customer Service Centre, Boas Avenue, Joondalup.*



*Middle Tennessee, looking south from Park City  
just one of the many beautiful spots along  
Tennessee's coastline.*

# Message from the Mayor



*Mayor John Bombak JP*

City of Joondalup Office Phone: 9400 4450  
City of Joondalup Office Fax: 9400 4502  
john.bombak@joondalup.wa.gov.au

The 2000/2001 financial year was an exciting and rewarding one for the City of Joondalup.

The Joondalup council has continued to mature and is now starting to make some very important decisions that will affect the way our community develops over the coming decades.

The Elected Members scrutinised and debated the new Strategic Plan that will direct and the steer the City until 2005. I am pleased to say that the 2000-2005 Strategic Plan has been embraced by both the Elected Members and the community and I believe it is an excellent tool to help us achieve our vision of becoming Perth's second city.

In May 2001 we welcomed three new Councillors to our ranks, Councillors Baker, Kimber and O'Brien. They have brought a new and welcome dimension to our decision making and we are sure that they will be excellent representatives for the their local Ward communities. We said goodbye and thank the three departing elected representatives, Councillors Ewen-Chappell, Magyar and Wight. I thank them sincerely for their commitment and input during their period of office and wish them well in their future endeavours.

At the elections the City also undertook a Referendum on the City's security patrol service. This was a significant action and one that later helped in key budget deliberations.

This was also a year where we forged relationships with some key international partners. The City hosted delegations from Indonesia, Malaysia and China. These are

important relationships as we develop the concept of Joondalup as a learning city. In July 2000 the City hosted delegates from the Chinese City of Jinan, in the Shandong province. We signed a 'memorandum of understanding' in which we expressed the possibility of forging a future sister city relationship. The City of Joondalup has much to benefit from these partnerships and we will continue to look at new and innovative ways to progress these.

The Elected Members also looked long and hard at the budget for the coming year and we were delighted to be one of the only Western Australian councils to aim for a zero rates increase. We listened to our community and came up with a responsible budget, in which 75% of properties saw their total rates bill remain the same or even decrease versus the previous year. The City, in accordance with residents' wishes, decided to continue the City's Security Service, while incorporating the cost in general rates.

Importantly, the year has seen a continuing focus on consulting with the community on a range of issues and to ensure community opinion is taken into consideration when Council makes its decisions. This included the security referendum, the Principal Activities and Strategic Plans, consultation on new plans for our older precincts, possible changes to dog beaches, to name just a few.

2001 was also the International Year of Volunteers and the City made a special effort to recognise the many 'heroes' in our community whose work is invaluable and who really are the backbone of our community. We thanked these members of our community in this special year with a series of civic functions in their honour and to present them with a certificate of appreciation and a commemorative badge.

The Joondalup Festival in March was once again a huge success and we were delighted to host the Olympic torch on its historic journey to Sydney for the much anticipated, and ultimately hugely successful, Olympic Games.

Our multicultural society in the City of Joondalup continues to grow and be an integral part of our community. It was a great pleasure for me to officiate at the citizenship ceremonies for the new Australian citizens in our Joondalup community. In all we welcomed nearly one thousand new citizens.

There are many other achievements and I highly recommend you take the time to read the details of these in this Annual Report.

This next year will see a consolidation of our activities and a push to achieve much, much more. With a new Chief Executive Officer at the helm and a focus on what the community wants us to achieve, I am sure we will continue to move ahead in leaps and bounds.

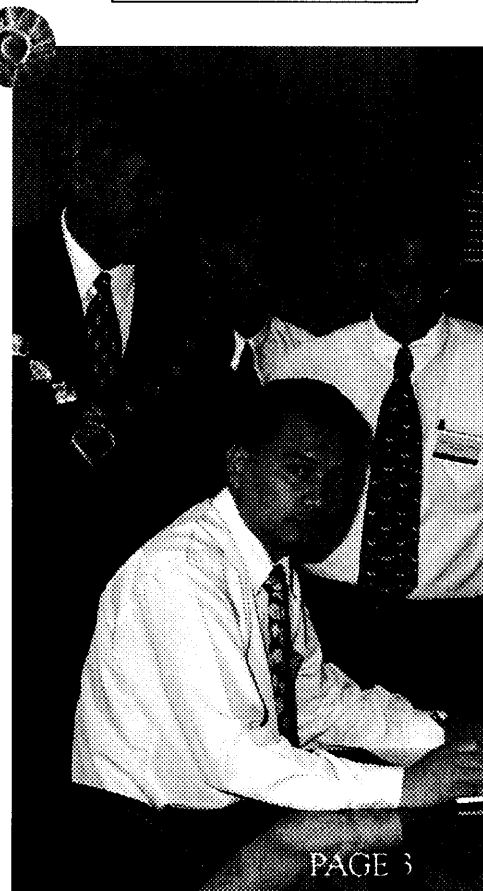
I am keen to see the City focus on its core tasks as well undertaking the many new initiatives we have set for ourselves. It is important to take a broad perspective on many issues to ensure that we are not acting for short term gains at the expense of long term damage to our environment or community at large.

Let us continue to 'create the future' together and I would encourage all our community to have a say to ensure that we continue to live in one of the best places in Western Australia, and indeed Australia.

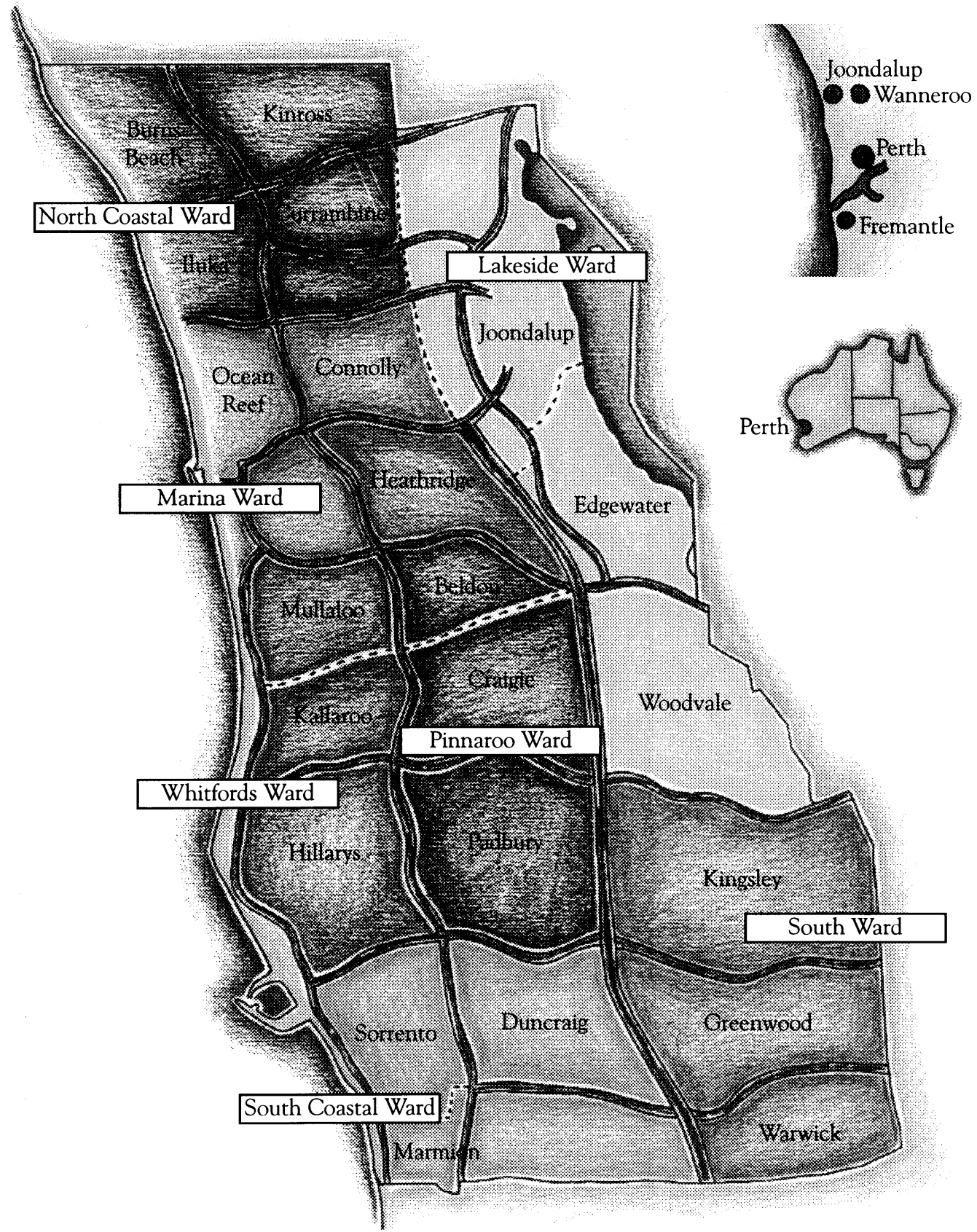
A handwritten signature in black ink, appearing to read 'John Bombak'.

John Bombak JP  
Mayor

*Below - Mayor Bombak hosting delegates from Malaysia.*



# Ward Boundary Map



# Elected Members

## Lakeside Ward: Edgewater, Joondalup, Woodvale



*Cr Paul Kadak*

LAKESIDE WARD

Phone/fax: 9309 6925  
Mobile: 0419 944 521  
paul.kadak@joondalup.wa.gov.au

*Cr Paul Kimber*

LAKESIDE WARD

Phone/Fax: 9301 4373  
Mobile: 0438 942 259  
paul.kimber@joondalup.wa.gov.au



## Marina Ward: Connolly, Heathridge, Ocean Reef



*Cr Don Carlos*

MARINA WARD

Phone/Fax: 9307 9819  
Mobile: 0417 902 238  
don.carlos@joondalup.wa.gov.au

*Cr Chris Baker*

MARINA WARD

Phone: 9300 1187  
Fax: 9301 0511  
Mobile: 0417 935 730  
chris.baker@joondalup.wa.gov.au



## North Coastal Ward: Burns Beach, Currambine, Iluka, Kinross



*Cr Andrew Nixon*

NORTH COASTAL WARD

Phone/Fax: 9305 3929  
Mobile: 0419 044 219  
andrew.nixon@joondalup.wa.gov.au

*Cr John Hollywood JP*

NORTH COASTAL WARD

Phone/Fax: 9305 6493  
Mobile: 0419 956 881  
john.hollywood@joondalup.wa.gov.au



## Pinnaroo Ward: Beldon, Craigie, Padbury



*Cr Allison Walker*

PINNAROO WARD

Phone: 9401 0089  
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Mobile: 0419 044 673  
allison.walker@joondalup.wa.gov.au

*Cr Peter Rowlands*

PINNAROO WARD

Phone: 9307 4984  
Fax: 9307 2689  
Mobile: 0419 954 173  
peter.rowlands@joondalup.wa.gov.au



## South Ward: Greenwood, Kingsley, Warwick



*Cr Tanya Barnett*

SOUTH WARD

Phone/Fax: 9409 9855  
Mobile: 0417 971 567  
tanya.barnett@joondalup.wa.gov.au

*Cr Mike O'Brien JP*

SOUTH WARD

Phone/Fax: 9448 1717  
Mobile: 043 894 8001  
mike.o'brien@joondalup.wa.gov.au



## South Coastal Ward: Duncraig, Marmion, Sorrento



*Cr Andrew Patterson*

SOUTH COASTAL WARD

Phone/Fax: 9448 9624  
Mobile: 0409 119 322  
andrew.patterson@joondalup.wa.gov.au

*Cr Gerry Kenworthy*

SOUTH COASTAL WARD

Phone: 9246 4115  
Fax: 9246 9681  
Mobile: 0407 474 307  
gerry.kenworthy@joondalup.wa.gov.au



## Whitfords Ward: Mullaloo, Kallaroo, Hillarys



*Deputy Mayor Cr Judi Hurst*

WHITFORDS WARD

Phone: 9402 1729  
Fax: 9401 0792  
Mobile: 0408 094 639  
judith.hurst@joondalup.wa.gov.au

*Cr Carol Mackintosh*

WHITFORDS WARD

Fax: 9307 4851  
Mobile: 0407 385 826  
carol.mackintosh@joondalup.wa.gov.au



## Retiring Councillors - December 1999 to May 2001



*Cr Laeraine  
Ewen-Chappell*

LAKESIDE WARD



*Cr Steve  
Magyar*

MARINA WARD



*Cr Tony  
Wight JP*

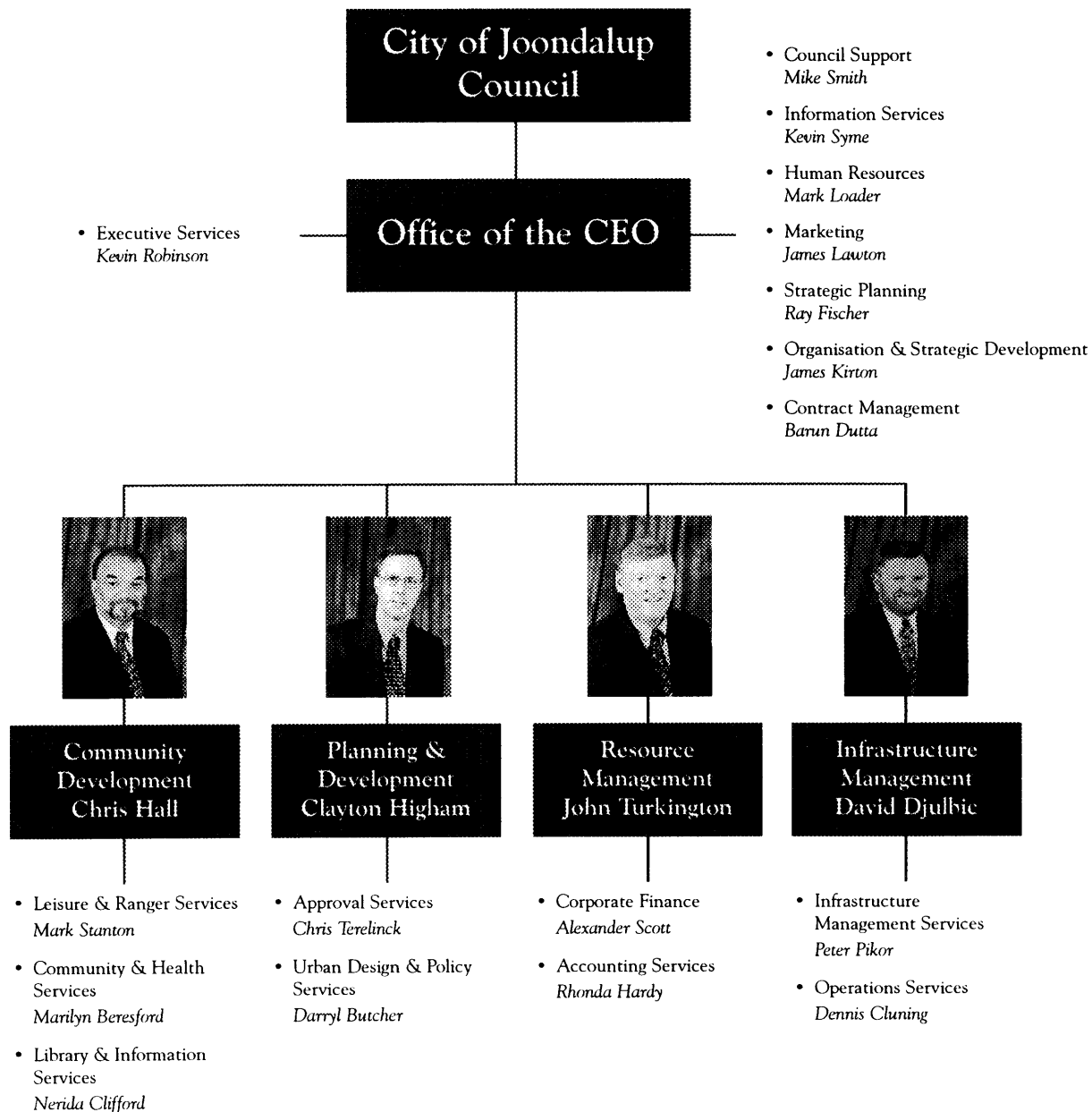
SOUTH WARD



# Council Structure



**Back Row** - Cr Tanya Barnett, Cr Paul Kadak, Cr Chris Baker, Cr Don Carlos,  
Cr Andrew Patterson, Cr Mike O'Brien JP, Cr Andrew Nixon, Cr Gerry Kenworthy  
**Front Row** - Cr Paul Kimber, Cr Peter Rowlands, Cr Allison Walker, Mayor John Bombak JP,  
Deputy Mayor Cr Judi Hurst, Cr Carol Mackintosh, Cr John Hollywood JP





# Message from the Acting CEO



*Acting Chief Executive Officer  
John Turkington*

The 2000/2001 year was a highly successful one for the City of Joondalup, and was highlighted when the City was announced as the 2000 Winner for Leadership in Best Practice in Local Government in Western Australia, only the second Local Government in this State to achieve such a crown.

The hard work that goes into winning the Western Australian Municipal Association's (WAMA) 'Leadership in Best Practice Award' cannot be underestimated, and the credit lies fairly and squarely with the staff at the City of Joondalup. This is an opportunity to thank everyone for their dedication, hard work and determination in making this an organisation of which all Joondalup citizens can be justly proud.

It is gratifying that our residents have also indicated a very high degree of satisfaction with the City of Joondalup. In our 2001 Customer Satisfaction Monitor, over 90% of residents expressed some degree of satisfaction with the City and its services, with 87% saying that we had met or exceeded expectations. Even compared to other Councils this is an exceptional result. That is not to say that the Council and City staff will rest on their laurels, but it will provide confidence to focus on specialised areas and show even greater improvement. Customer Service continues to be a major focus for staff, who in turn wish to see the community enjoy the highest levels of service.

The City continued to forge strong links with local stakeholders and provide a profile

at state, national and international level. At a local level the unique Joondalup stakeholder group has continued to provide direction and leadership and has achieved much as a powerful and innovative body.

Our services and programs have continued to receive commendations, with individual Best Practice Awards presented by the Western Australian Municipal Association for:

- Process Management Award – Approvals Services Process Management
- Process Management Award – Developing Local Laws & Supporting Information for Customer-Focused Enforcement
- Performance Management Award – Monthly Key Performance Indicator Reporting
- Innovation – Business Plans Online
- Innovation – Child & Youth Respite & Disability restructure
- Innovation – Contract Management Framework
- Innovation – Record Document Management Systems
- Innovation – Youth Services for all Young People
- Customer Service – Innovative Customer Service

It has also been a year that has seen major developments in Community Services and the Leisure Centres being taken over by independent management consultants.

A new not-for-profit organisation, Community Vision, was formed in May 2001 to provide many of the community services previously provided by the City from State and Commonwealth funding. The City continues to provide community transport, occasional childcare services, outside school hours care, youth services, family liaison and financial counselling. The City looks forward to a continued close working relationship with the Board and staff of Community Vision and we wish them well.

The three Leisure Centres (Craigie, Sorrento/Duncraig and Ocean Reef) also saw major change with the management of the Centres passing to the RANS Management Group, specialists in the health and entertainment sector.

Other exciting initiatives through the year included significant development of the electronic gateway to the Joondalup/Wanneroo region, a joint project with the Joondalup and Wanneroo Business Associations to produce a community web site, further plans for a Performing Arts Complex and of course the hugely successful 2001 Joondalup Festival.

The latter saw over 90,000 people fill the City Centre on the weekend of 24/25 March 2001, indicating the Festival has arrived on the State cultural calendar.

Many other exciting new projects have been undertaken and many of them are detailed in this Annual Report.

The City also invested much time in updating the Strategic Plan which sets out our direction for the next five years. This Plan will continue to see the City of Joondalup realise its full potential as Perth's second City and become self sustainable in its own right.

It is appropriate to thank the past Chief Executive Officer, Lindsay Delahaunty, who was in office for the period of the financial year covered in this Annual Report, for his dedication and devotion to duty to make sure that the City did its very best for the community.

A handwritten signature in black ink, appearing to read 'John Turkington'. The signature is stylized and written in a cursive-like font.

John Turkington  
Acting Chief Executive Officer



# Principal Activities Plan

This is the second year for the City of Joondalup to report on its performance of the following principal activities:

- Library and Information Services
- Leisure and Ranger Services
- Community and Health Services
- Operations Services
- Infrastructure Management Services
- Waste Management
- Planning and Development
- Safer Community Program

The performance indicators include how effectively its services and facilities are meeting customer needs.

## Major New Proposals for 2001/2006

In 2001 - 2002 the City will have an overall budget of \$71.1 million, of which it will collect general rates of \$37.967 million with \$0.045 million raised from interest on pensioner rates to show a total income from rates as \$38.011 million. \$37.9 million in rate revenue will be generated from 55,746 rateable properties. The estimated population of 160,000 makes the City one of the largest local governments in Western Australia.

The City is to be involved or continues its involvement in a number of major projects:-

- A significant portion (18.8%) of the budget for 2001 - 2002 has been identified for the continuous upgrade and development of infrastructure for the City including:
  - Road improvement and preservation works;
  - Parks and Local Road enhancement;
  - Dry Parks, Foreshore and Natural Areas;
  - Traffic Management;
  - Footpaths;
  - Parks, reserves and associated facilities.

- A site has been negotiated with the developers for the Currabine Community Centre and the necessary processes have been put in place to transfer that site to the City. The Consultants have been working with the reference group to develop the concept design for the centre with construction anticipated to commence in early 2002.

- Joondalup Performing Regional Arts Complex proposal has progressed with research on feasibility, consultation with the community, arts organisations and professional companies. Preliminary business plans have been formulated and funding models are being prepared.

- Investigations are continuing to acquire a depot site. Funding has been set aside within the Asset Replacement Reserve.

- Future Development of Ocean Reef.

- The transfer of the groynes and breakwater to the City should be finalised by October 2001. Master planning for development at Ocean Reef has commenced.

- Detailed master planning of the site will also involve major community consultation throughout the planning process. Budgets have been identified for this.

- A Referendum on the City Watch Service occurred on 5 May 2001 and the outcome was 68% community support for the service to continue.

- A community needs survey is currently being conducted to determine future requirements for services and facilities which will provide planning direction for the long term needs of the City.

There have been a number of projects identified, which have not been allocated funds during the period covered by this Plan. The main project being underground power:-

- The State Government has a strong commitment and long term goal of having underground power distribution to half of Perth's households by 2010. Within the City, it is estimated that approximately 19,000 properties would be required to be converted to underground power.

The City, as part of its ongoing commitment to best practice, participates in WAMA's benchmarking program for finance, administration and governance. This is a voluntary program which benchmarks various activities of the City against other participating Councils throughout Western Australia.

The benchmarking and tracking of results enables service providers to continually improve their services and facilities. They are a tool to compare from one year to the next, thus a trend can be determined.

Some of the measures have been reviewed and refined to improve the information they portray.

In April 2001 a total of 400 telephone interviews were conducted with residents and ratepayers, aged 18 years or over, living in the City.

Based on the sample size taken, the sampling error of research is within plus or minus 4.9% at a 95% confidence level. That is we can be 95% confident that the results reported are within plus or minus 4.9% of those of the entire population of the City of Joondalup.

The City has adopted the same Principal Activities Plan performance measures in the 2001/2002 to 2005/2006 plan.

## Overall Satisfaction with Council Services

(2001 Customer Satisfaction Monitor)

1998/1999	1999/2000	2000/2001
82%	90%	90%

The research also found that 87% of respondents felt that the City had met or exceeded expectations.

## Level of Satisfaction (%) by Service

(2001 Customer Satisfaction Monitor)

SERVICE	1999/2000	2000/2001
Rubbish Collection	89.1%	93.4%
Leisure Centres	88.5%	90.8%
Libraries	87.1%	94.2%
Immunisation clinics	86.9%	95.4%
Community centre and public halls	84.7%	91.2%
Cultural activities and events	81.3%	91.4%
Outdoor recreational facilities and activities	75.4%	88.7%
Pest control	75.0%	NV*
Fortnightly recycling	73.7%	75.8%
Maintenance and creation of roadways, etc.	73.3%	85.8%
Maintenance and creation of parks and gardens	72.5%	85.1%
Food pollution and control services	66.6%	NV*
Planning and building approvals	61.5%	80.5%
Childcare services	NV*	86.2%
Animal control	NV*	77.2%
Graffiti control and maintenance	NV*	79.0%
Mobile security patrols	NV*	56.9%
Parking control	NV*	69.1%
Community education activities	NV*	88.2%

NV\* Response rate not statistically valid

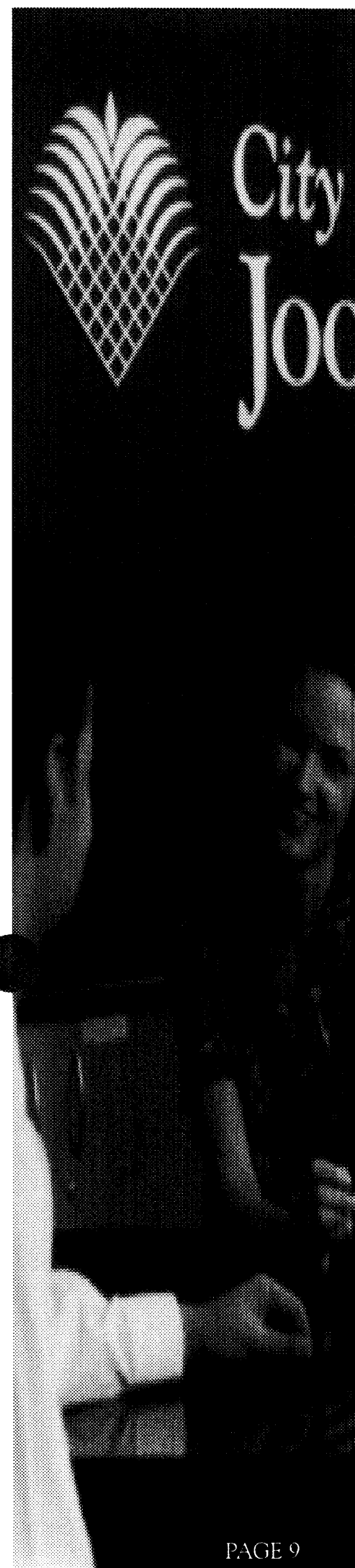
Note: Only services with greater than 50 responses have been reported to ensure statistical validity.

## Level of Satisfaction (%) Internal Staff Dealings

(2000 Internal Customer Service Survey)

1999/2000	2000/2001
73%	74%

Council conducts an annual internal survey to determine how satisfied employees are with the service provided by other staff. Total percentage scores for quality of information and overall satisfaction with the service service were rated at 74%.



# Principal Activities Plan

## Level of Community Participation in Decision Making/Information Dissemination

(2001 Customer Satisfaction Monitor)

1999/2000	2000/2001
78%	78%

More than three in four (78%) respondents felt they had the opportunity to comment on Council business.

From the survey results there was no change in this indicator during the past twelve months, and the result is still positive.

## Level of Satisfaction (%) Leadership and Decision Making

(2001 Customer Satisfaction Monitor)

1999/2000	2000/2001
NA	65%

Nearly two thirds (65%) of residents said they were satisfied with the leadership and decision making of Council.

2000/2001 was the first year that this information was recorded.

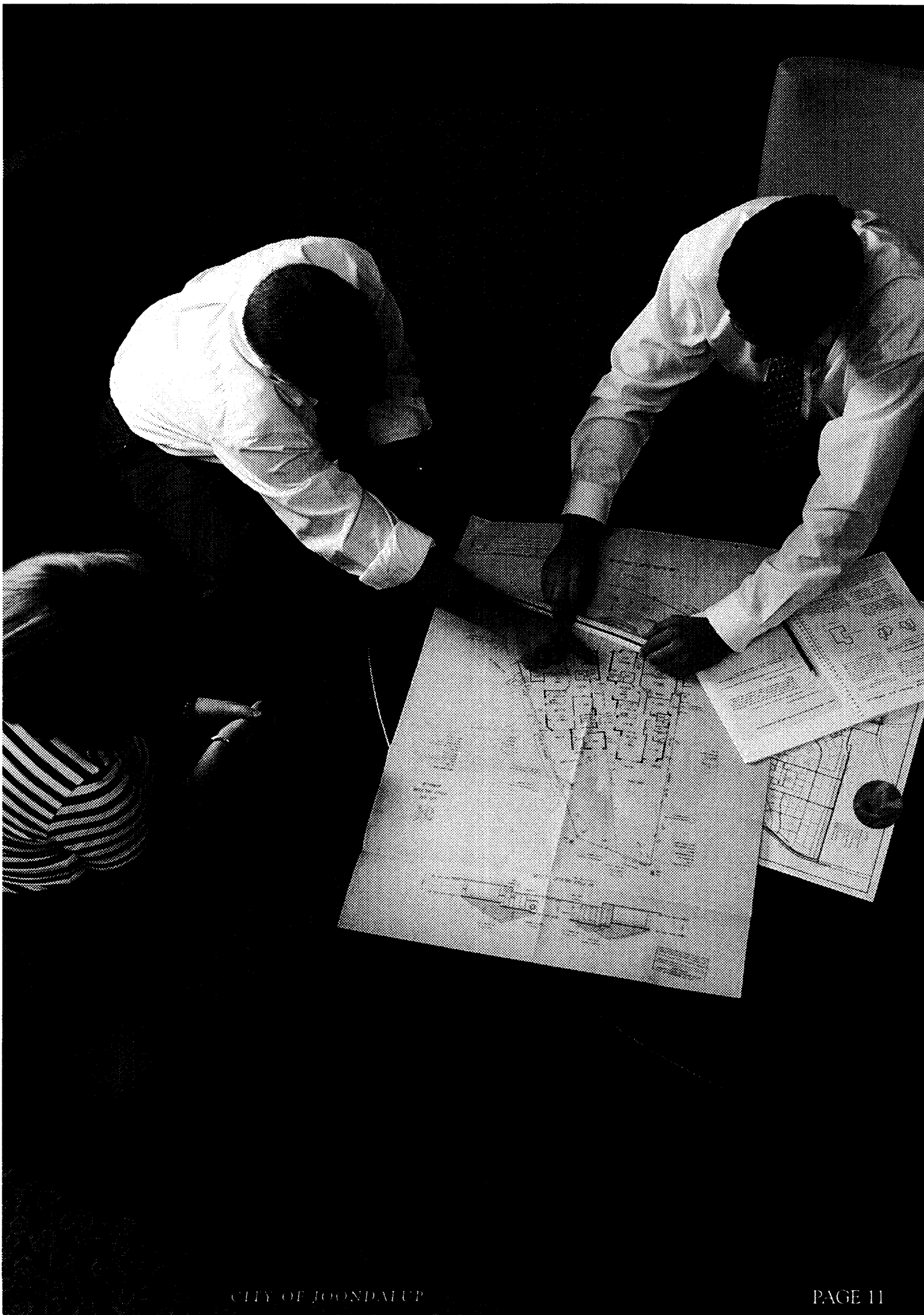
## New Businesses and Full-time Jobs in the Area

	1998/1999	1999/2000	2000/2001
New Clients	576	588	427
New Business Starts	56	62	148
Full-Time Jobs	110	85	82
Part-Time Jobs	0	30	40

The above information was sourced from the Joondalup Business Association.

Note: A small business is defined to be less than 100 employees and a large majority of the Joondalup Business Association's clients are micro businesses and have less than five employees.

Cr Kadak with Economic Development Coordinator discussing the proposed streetscape enhancement project for the CBD



# Office of the CEO

## COUNCIL SUPPORT SERVICES

Council Support Services has continued to set a high level of customer service and to assist the public in greater access to information relating to the Council's decision making process.

May 2001 saw the first ordinary election for the City, which for the second time in a row was conducted as a 'postal election'. A total of 20 candidates contested seven vacancies across the seven wards of the City. Council Support was responsible for coordination of the election with the Western Australian Electoral Commission. Following the election, Council Support was also responsible for the smooth induction of the three newly elected members into the operations of the City.

The 2000/01 year also allowed the unit to continue the development of the fully automated agenda/minute system. Stages 1 and 2 are fully complete with continued testing and enhancements of Stage 3 being the electronic voting component.

Record Services has successfully implemented an electronic document management system (EDMS). The City has been granted approval to retain some corporate records in electronic-only format by the Standing Committee on Public Records. Enhancements to the EDMS allows officers desktop access to documents created in various information systems, including the capture of electronic mail. The Records Management System produces regular reports containing data important for monitoring incoming correspondence volumes and response times, thereby assisting the City to produce Corporate Key Performance Indicators. The Records Management System was awarded the WAMA Best Practice Innovation Award in 2000.



*Cr Tanya Barnett of South Ward and James Kirton, Manager Organisation and Strategic Development. The introduction of the Intranet and BPO allows Councillors easy access to information at all hours*

## STRATEGIC PLANNING

The Strategic Planning Business Unit is responsible for developing and monitoring projects to keep the City focused on the vision and mission of the Council – as set by the Council in partnership with the Joondalup community.

These projects, such as Business Plans On-line, improve accountability and ensure each business unit is adhering to the City's overall Strategic Plan.

### Strategic Plan Review

The City has a Strategic Plan, which documents our mission and vision for Joondalup for the next five years. Each year the City reviews the Strategic Plan with a comprehensive review being undertaken every three years.

In November and December 2000, an independent consultant facilitated a number of public workshops as part of the review process. The community comments and suggestions from these workshops were considered by the Council, prior to the Strategic Plan for the years 2000 to 2005 being endorsed, in April 2001.

## Principal Activities Plan

The City is required to produce a Principal Activities Plan, which outlines the major programs, operations and activities proposed for the next five years. The Plan is a forward planning document, which summarises the City's major activities, how much they will cost and how the City proposes to fund them. This Plan is required to be reviewed by the City each year.

The Principal Activities Plan for the years 2001/2002 - 2005/2006 was advertised for public comment and subsequently endorsed by the Council in August 2001.

## Business Plans On-line

The City's Business Plans On-line system won an Innovation Award at the 2000 WAMA Best Practice Awards. Business Plans On-line is the City's project management and corporate reporting system. This system continues to develop, and is now being recognised nationally by other local and state authorities as an effective management tool.

## Ocean Reef Development

In November 2000, the Council endorsed a proposal to transfer the vesting of the Ocean Reef groyne and boat launching facility from the Water Corporation and Department

of Transport to the City. A Deed of Agreement is currently being negotiated between the various parties.

Options to progress the structure plan for the future development of the land and facilities at Ocean Reef are being addressed.

### **Proposed Connolly Community Centre**

In November 2000, the Council resolved to establish the Connolly Community Facility Committee. This Committee was established with terms of reference to oversee the design of a facility, which would meet the needs of the Connolly community. To date, the Committee has investigated preliminary design briefs and costing options. Council will consider contribution of funds to the funding already obtained by the Connolly Residents Association.

### **Currabine Community Centre**

An independent consultant was commissioned to conduct a community needs assessment on Currabine in 1998. This Report was subsequently finalised in October 2000. From the outcomes of the assessment, an architect was commissioned to prepare a Master Concept Plan and Preliminary Design Brief for the City to consider. Negotiations are nearing finalisation with the landowners for the allocation of the site for the Centre at Currabine. Tenders will be called for the detailed planning and construction of the centre.

### **Proposed Depot in Joondalup**

To provide for effective services to our community in the long term, the City has recognised the need to establish its own depot. There is limited vacant land suitable for such a use in Joondalup, however potential sites have been identified. The City is currently conducting further investigations and negotiations to

identify the site, which would best satisfy our requirements operationally and financially.

### **Cities for Climate Protection**

The City is committed to providing leadership in environmental management. The City is a member of the Cities for Climate Protection (CCP) Program, which is a program designed to assist local governments and their communities to reduce greenhouse gas emissions.

There are five milestones in the CCP Program:

- Conduct an emissions inventory and forecast for key sources of greenhouse gas emissions in the City of Joondalup and the community;
- Establish an emissions reduction plan;
- Develop a local action plan to achieve the emissions reduction targets;
- Implement the local action plan in the city and the community;
- Monitor and report on the greenhouse gas emissions and the implementation of the action plan.

In December 2000, the City completed Milestone 1 and a comprehensive community consultation program will soon commence to determine greenhouse gas emission targets as part of Milestones 2 and 3.



## Cr Baker talking with small business rep in Joondalup Business park

### Economic Development

The City adopted three major economic development strategies. Planned for implementation over five years, these seek to:

- Promote Joondalup as a Learning City with the objective of expanding the knowledge and skills base amongst younger people and to expand the career and lifestyle choices of older people.
- Promote Joondalup as an onLine City, maximising business and resident access to a diverse range of competitively priced connection to high speed broadband digital networks.
- Assist with the development of Joondalup as a Living City with a focus on localised employment that capitalises on the Learning and onLine City strategies, into industries including health, tourism, hospitality, leisure, recreation and personal services.

The City worked closely with the Department of Commerce and Trade, Edith Cowan University and the Joondalup Business Association to attract or consolidate a number of major projects including:

- Call Centre  
The construction of the Ansett Call Centre was completed and commenced operations.
- Business Incubator  
Planning for the Business Incubator proceeded with a Business Development Association being formed by the key stakeholders, the City of Joondalup, Edith Cowan University and the Joondalup Business Association.
- On-line Community
  - The City continued to play a key role in developing a regional portal. The objectives of the project are to –
  - Promote connection, provision and use of information communication technology in the region.

- Promote community and business development.
- Encourage a sense of community and provide services for all sectors of the community.
- In early 2001, an Association was incorporated with the foundation members comprising the Cities of Joondalup and Wanneroo, Edith Cowan University and the Joondalup and Wanneroo Business Associations.

- On-line Services
  - The City continues to develop its on-line services to maximise benefit to the community and improve organisational efficiencies.
  - Services now offered on-line include “FastPay” for rates, distribution of tenders, provision of information including meeting agendas, minutes, media releases, job vacancies and contact details.

### HUMAN RESOURCES

The Human Resources Unit has continued to provide a proactive service to the City in the delivery of best practice HR management services. The main services have been in the recruitment, selection and appointment of staff, employee relations, training and development, occupational safety and health and payroll. It has combined a strategic focus with the operational process of payroll to deliver an effective and timely service.

In terms of its major outcomes HR has been at the forefront in the planning and designing of a rewards and recognition scheme, mapping out the processes in HR, bringing all personal files up to date, establishing accurate records and automating reminders for staff annual performance reviews.



Highlights also include a significant improvement in the number of injuries and the associated costs of workers compensation claims. The total number of claims is down 24% and total cost of claims is down 81% . Lost time has decreased 83% on the 1999/2000 financial year.

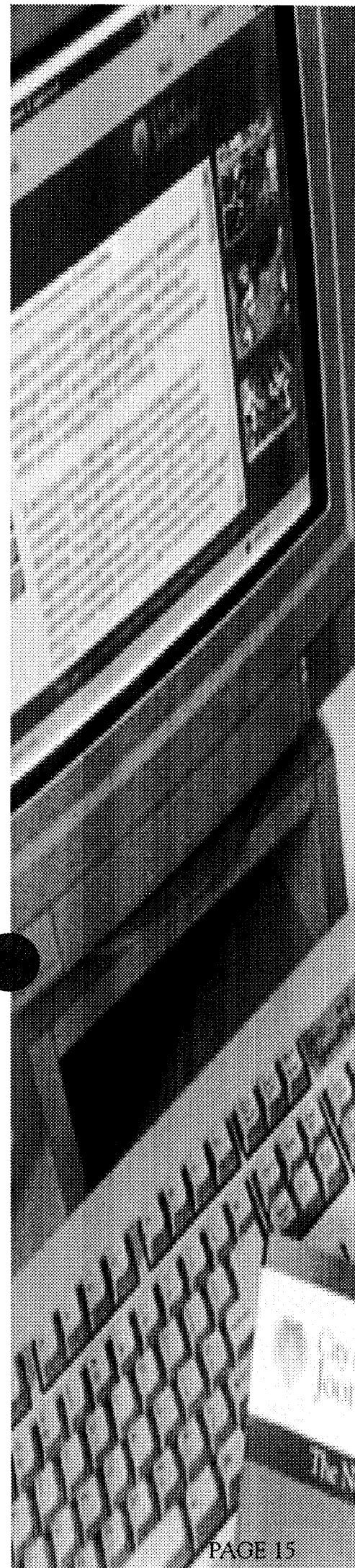
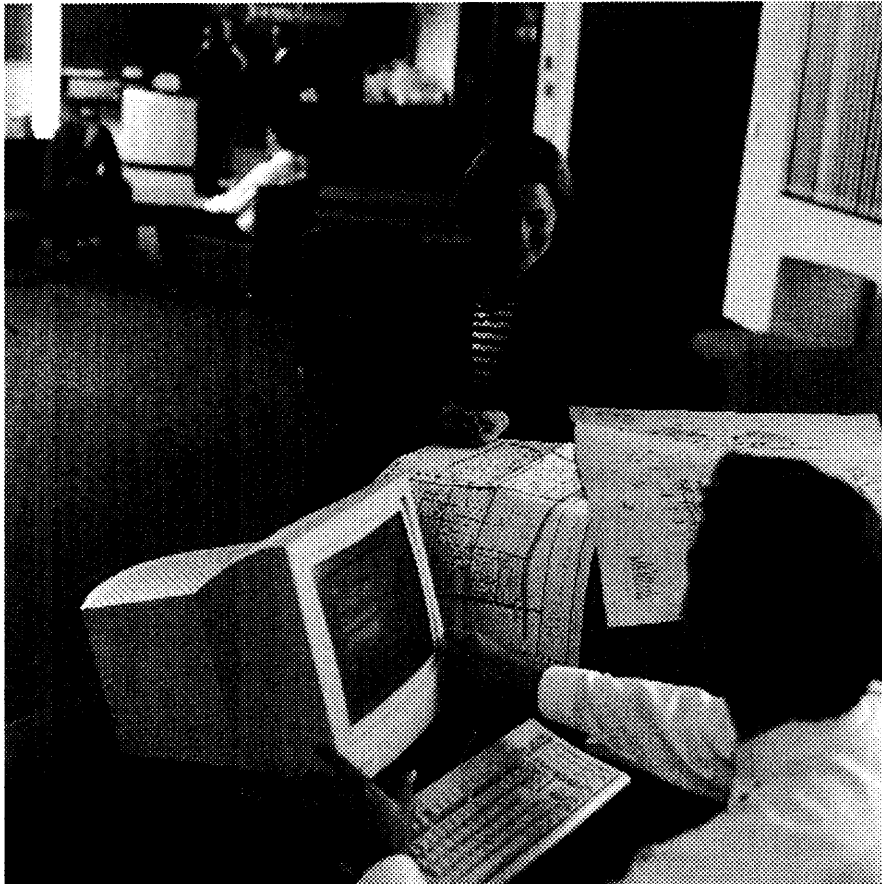
Enhancements to the HR Intranet web site now include:

- A subscription system for prospective job applicants to receive automated email notification of current vacant positions.
- User-managed HR web interface introduced allowing quicker updating of job vacancy information by HR staff, with job

adverts being displayed sooner on the web site.

- An automated, secure Training Course Booking System to manage, record and allow direct bookings by staff on scheduled courses held at Council's training facility.

HR was relocated to the Strategic Planning area earlier in the year to emphasise its strategic value. It has partnered with other business units and worked closely in workforce planning, change management processes and providing strategic advice on major projects.



# Office of the CEO

## CONTRACT MANAGEMENT

The Contract Management Business Unit received the Best Practice Award for Innovation in Contract Management from WAMA for the year 2000. The unit provided extensive support to the community in formulating and negotiating the outsourcing of the leisure centres. In this financial year the business unit managed 54 public tenders for values exceeding \$50,000; developed 64 contracts including new procurement and extended contracts; and 49 agreements with a value of less than \$50,000.

## SAFER COMMUNITY PROGRAM

The City of Joondalup Safer Community Program consists of the four program elements of:

- City Watch Security Patrols
- Graffiti control
- Partnerships, and
- Urban Design.

These elements have been packaged as one initiative to provide an holistic approach to creating a Safer Community within the City of Joondalup.

### City Watch

In response to community expectations for heightened mobile patrols, the City introduced its enhanced City Watch Service in December 2000. The enhanced City Watch Service is a 24-hour seven-day a week Community Security Patrol Service. The City has been divided into six patrolling zones and one car is continually patrolling in each zone.

Between December 2000 and June 2001 the service has travelled over 355,000 kms, answered over 5,636 requests for service from residents with an average response time of nine minutes and spent more than 41,000 hours patrolling.

## Referendum

On May 5 2001 in conjunction with the Local Government Election, the City held a referendum to ascertain community opinion on the City's involvement in Community Security Patrol Services.

The referendum asked two questions

At the close of the Referendum, there were 27,423 votes cast for the first question, and 24,123 votes cast for the second.

1. Do you want the City of Joondalup to continue providing a community security patrol service?

Responses	Votes	Percentage
YES	18,742	68.3%
NO	8,681	31.6%
Total Valid Votes	27,423	100.0%

2. If the City of Joondalup continues to provide a community security patrol service, would you prefer to pay for the service through: An Annual Charge or General Rates?

Responses	Votes	Percentage
An Annual Charge	7,499	31.1%
General Rates	16,624	68.9%
Total Valid Votes	24,123	100.0%

A 68% response to the first question was considered to be a strong endorsement for the Council to continue with the community security patrol services, and accordingly the Council supported the continuation of the City Watch Service. The funding of the program has also been included as part of the general rates.

## Graffiti Control

The Graffiti campaign, run in conjunction with the State Government received over 860 reports from City Watch officers between December 2000 and June 2001. In addition to these, numerous other reports were received from the Community and other City of Joondalup employees. Of these reports, 1261 cases of graffiti were removed consisting of over 8882 tags, or 9076 square metres.

(2001 Customer Satisfaction Monitor)

Performance Measures - Safer Community Program			
• The level of customer awareness of the program.	1999/2000	2000/2001	
	Security patrols	72%	87%
	Graffiti control	85%	89%
• The level of community satisfaction and support for the initiatives of the program.	1999/2000	2000/2001	
	Security patrols	50%	57%
	Graffiti control	75%	68%
• The effectiveness of the program in terms of achieving the overall objective of providing and maintaining a safe and secure environment.	1999/2000	2000/2001	
	Security patrols	9%	28%
	Graffiti control	13%	25%

In both 1999/2000, and 2000/2001 Crime related matters were the most frequently mentioned issues of importance facing Council. Of the respondents that identified issues of importance to the Council, the majority mentioned at least one of the following: Crime, Security, Graffiti and Vandalism.

Cr Kimber in Joondalup CBD  
with representative of Safer WA

### **Partnerships**

The partnerships aspect of the Safer Community program has continued to grow with the consolidation of a number of programs, and several other new initiatives in the past year. Of particular interest are the results from the Absolutely Everybody Program, which was introduced in October 2000.

Absolutely Everybody is a community safety and security program designed to bring the generations together in the communities where they live to discuss mutual fears and concerns about crime and to develop practical strategies to address them.

Local high schools from the seven wards of the City hosted the intergenerational sessions and Year 9 and 10 students welcomed older people into their school. The older people came from groups such as Whitfords Wider Vision, Whitfords Rotary, Independent Retirees Association, Duncraig Senior Citizens, Kingsley Senior Citizens and many others.

Evaluation of the project by an external consultancy reported that:

“The program appears to have met

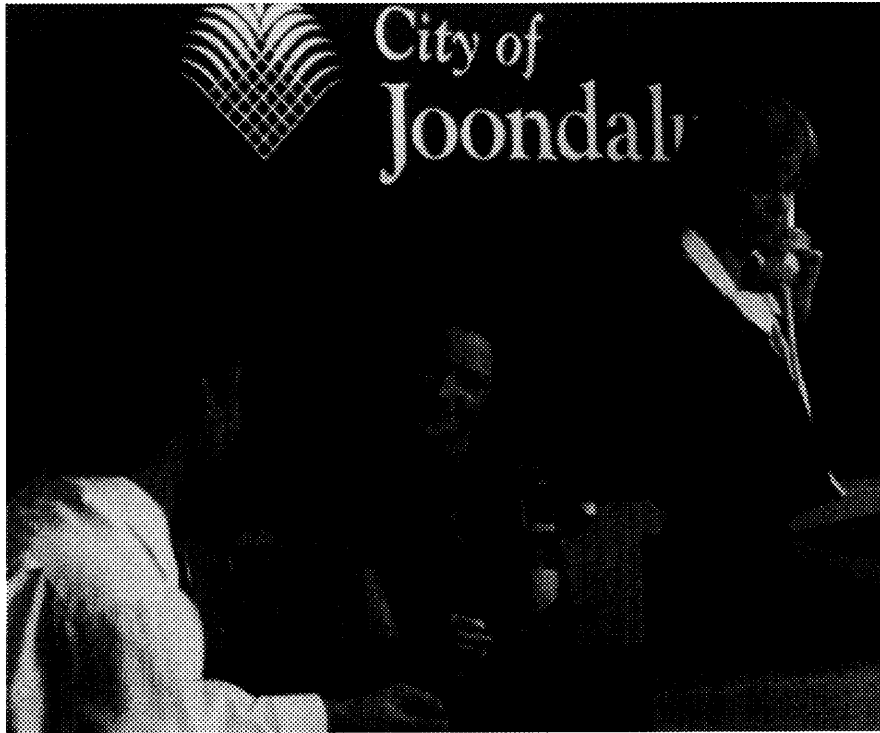
most of its objectives with regard to the primary target group (older people). For this group fear of crime decreased, attitudes to younger people became more positive, strategies for dealing with crime increased, and the rating of the City’s responsiveness to crime increased.”

### **Urban Design**

Several community projects have been undertaken in the past year in the suburbs to improve community safety and security. These improvements have included lighting of public accessways and other areas identified by the community as requiring improvement.

The Safer Community Program continues to address community concerns in the areas of community safety and security within the City, for the benefit of all residents and visitors.





## INFORMATION SERVICES

2000-2001 was a period of consolidation for Information Services after the implementation of new corporate systems in the preceding 18 months. Projects completed focussed on achieving improved customer service capabilities, network capacity and staff productivity.

This is the second year of operation for the ProClaim property and land information system, with the ongoing consolidation of business processes into this system delivering further improvements in customer service.

### *Major achievements were:*

- Implemented the Action Request Module of Proclaim to provide a consistent corporate facility for collecting, tracking and completing customer service requests and complaints across all business units.
- Implemented further system upgrades and enhancements to ProClaim.

- Developed and delivered training programmes to achieve more effective use of ProClaim within business units.
- Improved data quality of ProClaim by removing duplicate name and address information.
- Replaced 125 PCs and 15 notebook computers under the Corporate PC Replacement Program.
- Installed new high speed switches to improve response times on the City's network.
- Implemented increased network throughput to Duncraig Library.
- Implemented an extensive intranet site for Information Services to better support internal IT service provision.
- Refurbished the computer room to accommodate additional network equipment.
- Upgraded servers to provide additional storage capacity to accommodate the City's corporate documents.
- Enhanced the corporate backup system to allow highly automated and secure backup and recovery facilities for corporate servers.

## MARKETING SERVICES

The Marketing Services Business Unit has responsibility for customer service, communications, civic functions and protocol.

### **Customer Service**

The City was recognised for its high level of customer service for the second year in a row when it was awarded a WAMA Best Practice Award.

The City's residents also continued to rate its level of customer service very highly, with 90% saying that they were satisfied with the City of Joondalup, and 87% saying that we had met or exceeded expectations.

The two Customer Service Centres at the City of Joondalup administration building and Whitford City Shopping Centre continued to operate effectively and efficiently with high volumes of residents using the Centres for Council business, including payment of rates and dog licences. Of the residents that had used the Customer Service Centres, 90% said they were satisfied with the service.

The City continued to conduct Mystery Shopper surveys as part of its continuous improvement policy in this area, and quarterly awards were made to individual staff and teams for excellence in customer service.

The City also continued to encourage feedback from residents, whether it be positive or negative. This took the form of questionnaires that residents could fill in either on the website or at our Customer Service Centres.

Training in the area of customer service remained a focus, with many courses developed and run internally.

### Communications

The City continued to produce and distribute its quarterly newsletter, Council News, to all households, with a very positive response to the publication received. Much feedback was received through the 'Your Say' section where comments on Council issues were encouraged.

In the 2001 Customer Satisfaction Monitor, over two thirds of residents (70%) said they were satisfied with the way Council made information available.

This year the Council Services Directory was replaced by a more comprehensive Business and Community Directory, a joint initiative with the Joondalup Business Association. It is anticipated that the new format will be widely accepted and that future editions will remain in this format.

Other major projects included a regional feature on Joondalup in the West Australian in March, a feature on the Joondalup CBD in the Wanneroo Times in January and a new brochure promoting Joondalup and what it has to offer.

Public Notices and general advertising continued to be placed predominantly in the Community Newspapers, with notices in The West Australian placed in line with legal requirements.

The City continued to assume the responsibility for convening and chairing the Regional Marketing bi-monthly meetings with the major stakeholders to develop and discuss strategies to jointly and consistently promote the region.

### Civic Functions

The City continued to hold a number of Civic Functions, including civic receptions, openings, the Joondalup festival function, the Invitation and Community Art Award functions and a series of special volunteer functions to celebrate the International Year of Volunteers.

In 2000/2001 the City held citizenship ceremonies for in excess of 900 new Australian Citizens.



Mayor John Bombak and former minister Rob Johnson congratulate one of the many families at the Australia Day Citizenship Ceremony

# Infrastructure Management

## INFRASTRUCTURE MANAGEMENT SERVICES

The Infrastructure Management Directorate has made many significant achievements through the year, with a goal of making the City more responsive to the community.

An example of this commitment is the successful partnerships to enhance and preserve the diverse natural vegetation within the City's boundaries. An example of this is at Craigie Open Space. Foreshore development has also progressed, with the construction of a dual use path from Mullaloo to Ocean Reef completed.

This year saw the completion of a successful year of the City's waste management services under the Service Level Agreement with the City of Wanneroo's Environmental Waste Services.

A number of capital work projects relating to traffic management, road improvements, drainage works and park development were also carried out successfully.

### Road and Traffic Management

The City completed various road and traffic management projects to improve the safety and functionality of the local road network during 2000/01.

#### Major Projects included:

- Lane narrowing and streetscape enhancement on Davallia Road, Duncraig
- Lane narrowing, streetscape enhancement of Allenswood Road together with roundabout treatments at the junctions of Blackall Drive and Leschenaultia Street, Greenwood
- Pedestrian traffic islands and

central median treatment of Cockman Road, Coolibah Drive, Camberwarra Drive and Fairway Circle

- Roundabout treatment at Oceanside Promenade and Ocean Reef Road, Mullaloo
- Roundabout treatment at Woodvale Drive and Althaea Way together with an entry statement
- Channelisation intersection improvements at the Marmion Avenue junctions with Freeman Way, Harman Road and Mullaloo Drive
- Channelisation intersection improvements at Eddystone Avenue and Whitfords Avenue
- Streetscape enhancement of Korella Street

The City also undertook projects to improve parking and safety on roads adjacent to Camberwarra Primary School and Woodvale Senior High School.

#### Other Projects included:

- A carpark at Christchurch Park, Currabine
- Coastal dual use path – construction of a three metre wide coastal dual use path from Mullaloo to Ocean Reef Boat Harbour
- Median and Verge enhancement works Marmion Avenue, Beach Road to Warwick Road and Whitfords Avenue, Freeway to Marmion Avenue

### Performance Measures - Infrastructure Management

- Infrastructure programs and projects are designed and implemented within the budgets and timeframes agreed with by Council.

The completion of the Capital Works Program was in accordance with the annual budget projections. The implementation of the program is substantially complete with works achieved undertaken in a 10 month period. The drainage works will be completed following the Beach Road Stage 1 drainage improvements. During the year, the City obtained additional funds through the Federal Governments Roads to Recovery program and the State Black Spot program. Project timings were re-phased to co-ordinate additional scope of works.

- The project management costs associated with survey design, administration and construction are competitive when benchmarked with other local authorities and private industry.

Infrastructure Management Services cost delivery of projects is being assessed through an Engineering Term Consultancy contract and in-house commissions.

- The level of customer satisfaction with community infrastructure, i.e. with parks, roads, paths, drainage networks and traffic management initiatives

	1999/2000	2000/2001
Maintenance & Creation of Roadways	73%	85%
<i>(2001 Customer Satisfaction Monitor)</i>		

Cr Hurst inspecting Pinnaroo Valley median strip with rep of parks dept.

### Waste Management

The City's waste management services has completed another successful year under the Service Level Agreement with the City of Wanneroo's Environmental Waste Services.

There were over 2.9 million domestic rubbish cart collections, 1.3 million recycling collections, and a verge side bulk collection for clean greens and yard rubbish at least once during the year to each residence.

Approximately five thousand five hundred tonnes of recyclables were collected and approximately 2500 tonnes of clean greens collected and mulched for use from verge collection service.

### Strategic Directions

The City of Joondalup's waste management strategy acknowledges

the way we go about providing services is largely dependent on the way we dispose of our waste. To this end the City has been intimately involved in the implementation plan for the development of a secondary waste treatment plant for the Mindarie Regional Council.

The plan is progressing well with expressions of interest for the technology closing on 6 July 2001. Depending on the siting of the plant, it could be operational by 2004.

Importantly, the second cell at Tamala Park has been approved by the Department of Environmental Protection, which will provide for the disposal of the ongoing wastestream and the residue from the treatment plant. This cell will be lined to contain leachates for treatment minimising the impact on groundwater.

### Performance Measures - Waste Management

- Level of community satisfaction with service provided.

	1999/2000	2000/2001
Rubbish collection	89%	93%

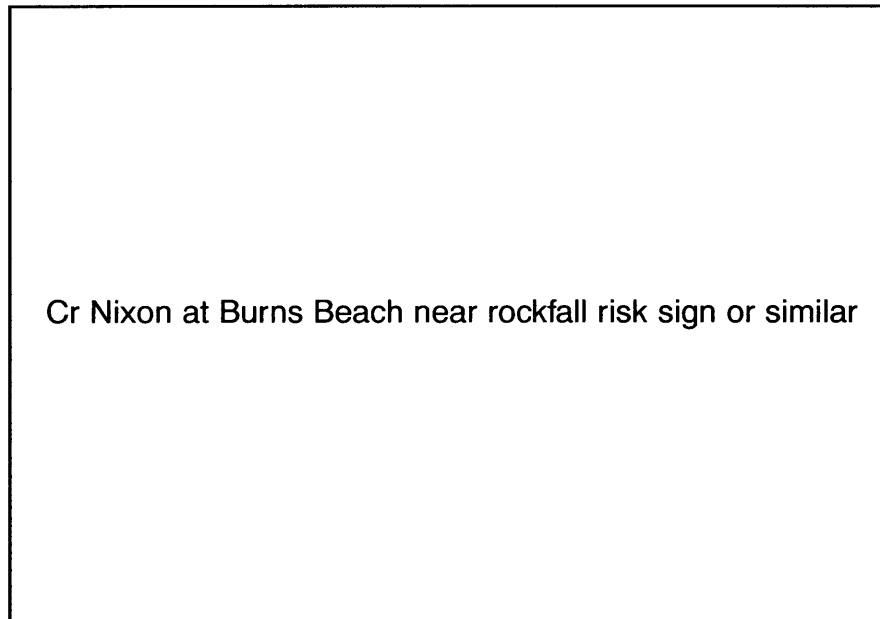
(2001 Customer Satisfaction Monitor)

- Level of waste minimisation and diversion of waste from landfill.

	1999/2000	2000/2001
	17% (approx)	17%



# Infrastructure Management



## New Bus Shelters

The City currently has an existing contract for the supply, installation and maintenance of bus shelters throughout the area.

An additional 14 new shelters have been installed over the past twelve months with additional shelters being installed over the 15-year term of the contract.

The shelters are aesthetically pleasing, constructed of metal with toughened glass panels and roof, with an illuminated advertising panel.

The new shelters have allowed existing shelters to be relocated to other sites where a need has been expressed by bus patrons.

## Graffiti Campaign

The Joondalup Area Graffiti Campaign was established in August 1998 as a pilot scheme between the City of Joondalup and the State Government to assist property owners in removing graffiti from walls and fences adjoining roads, accessways and public recreation areas.

Graffiti on these structures is removed by chemical means, paint or by mechanical methods such as high-

pressure water blasting. During the 2000/2001 financial year the Graffiti Campaign removed approximately 8,882 tags covering an area of approximately 9,076 square metres.

## Underground Power Project

The City considered submitting an application for funding assistance from the State Government to install underground power in parts of Duncraig.

A survey of property owners in the nominated area was undertaken to determine community support for the project on a user pays principle. Results showed that there was not strong support from residents, and accordingly the City did not make an application to the State Government as part of the 2001/2002 Underground Power Program.

It is intended that the City undertakes a survey in future of the coastal suburbs from Marmion to Mullaloo including Duncraig to determine the willingness of residences to participate in the program on a user pay basis prior to the 2003/2004 round of the State Underground Power Program.

## OPERATIONS SERVICES

Operations Services undertakes all maintenance works associated with Parks and Landscaping, Engineering Maintenance and Construction and Building Maintenance and Cleaning.

The City's commitment to enhance standards of infrastructure within the City Centre and throughout the suburbs is reflected in the projects undertaken and completed during the 2000/2001 year.

## Parks and Landscaping

- West Coast Drive, Hepburn Avenue and Marmion Avenue median and verge landscape upgrading to provide a feature entrance into the City's suburbs.
- Whitfords Avenue median enhancement to complement the development associated with the retention of natural vegetation within the Craigie Open Space bushland area.

## Dry Park, Median & Verge Committee

- Infrastructure Management Services continues to work in partnership with the community in delivering enhanced Public Open Space.
- Operations Services provided inground reticulation to six existing dry parks in 2000/2001, as part of the ongoing development program adopted by Council.

## Conservation

- Council development of the Craigie Open Space into an area of natural vegetation. Fencing, signage and access paths were completed to improve community utilisation.
- Retention of quality vegetation in designated conservation areas has been progressed by Council. The



preservation of remnant areas within the Public Open Space system and foreshore reserves has been recognised and additional funding allocated to maximise weed control in selected areas.

- Operations Services has developed a positive approach with community groups and volunteers to enhance and preserve the diverse natural vegetation within the City's boundaries.

#### Foreshore

- Ongoing construction of the foreshore dual use path has been a high priority. The dunal section from Mullaloo to Ocean Reef was completed and opened for public access.

#### Building Maintenance

- Maintenance programs for Council's various buildings are ongoing to ensure that the facilities enjoyed by the community are serviced to the highest possible standards.

#### Performance Measures - Operations Services

(2001 Customer Satisfaction Monitor)

- Customer Satisfaction via Customer Survey

	1999/2000	2000/2001
Operations Services	73%	85%
Community Centres & public hall facilities	85%	91%

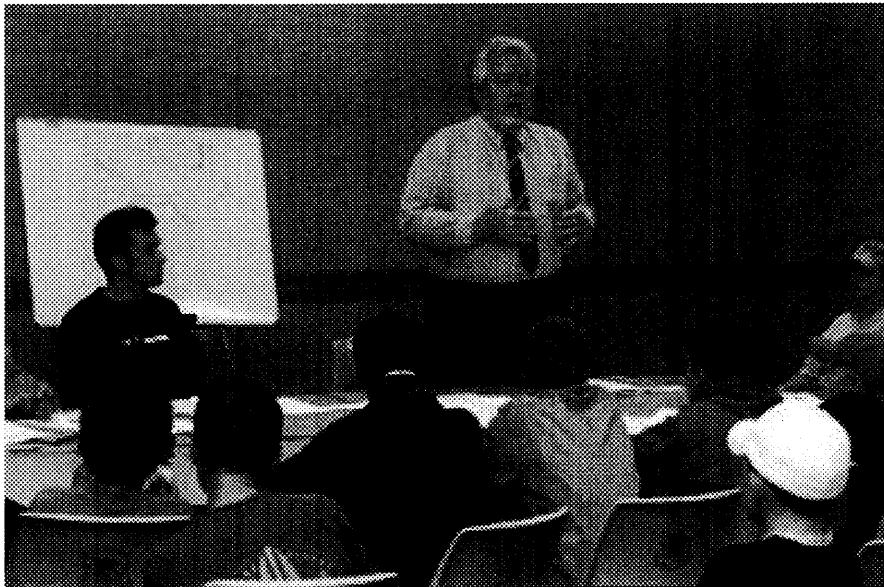
- Benchmarking against other local authorities and private industry;

A further Park User Satisfaction Benchmark Survey was conducted for selected active and passive reticulated parks in May 2001. It included six local authorities within the Perth region. The survey provided a range of assessment scores.

Area	Mean Score (0 to 10)
Joondalup	8.0
Perth Regional	7.9
Highest mean score	8.2

- Programs and projects are undertaken within budget and timeframe agreed with by council.
- Programs and projects allocated to Operations Services were largely completed on schedule and within the designated timeframes. The carried forward projects were significantly reduced in comparison to the 1999/2000 program.

# Community Development



*Cr John Hollywood of North Coastal Ward at a meeting with some of the area's youth to discuss plans for a future skate park*

Community Development has achieved many milestones that have seen various changes take place across the directorate, covering the areas of Library and Information Services, Leisure and Ranger Services and Community and Health Services.

Community Connections, the City's community education program has initiated a number of innovative projects that have been an outstanding success.

Library Services and Leisure and Ranger Services also introduced a number of activities which foster further participation from the community. The Joondalup Festival was a success once again, with attendance levels increasing from previous years.

A major achievement was the transfer of the Aged and Disability and Family Day Care services to a new community based organisation - Community Vision.

Community and Health services continued to develop partnerships working toward a long-term integrated catchment management strategy for the Yellagonga Wetlands.

## COMMUNITY CONNECTIONS

"Community Connections", the City's community education program, has been in place for two years. The program was designed to link Council with its local community. Community Connections aims to inform and involve community members in decisions which affect them, by firstly teaching them about their rights and responsibilities as residents or visitors to the City.

Fostering awareness of our shared social, civic and environmental rights and responsibilities is the main aim of this initiative. To achieve this aim Community Connections strives to achieve the following three outcomes:

- Increase awareness of issues affecting the Joondalup lifestyle;
- Increase the awareness of the role and functions of local government;
- Promote awareness of our shared community rights and responsibilities.

The program has been very successful due to innovative projects and initiatives such as:

### General Education

#### *Education 2001 brochure:*

The portion of the Community Connections Program developed for the schools was bound and distributed in a booklet called Education 2001. One thousand booklets which include both the City's and partner organisation programs, are provided to Joondalup schools free of charge.

#### *Educational CD-ROM:*

As a result of a direct request from teachers, the City has developed an Educational CD-ROM which will be distributed free of charge to Joondalup schools in August 2001. The CD-ROM is believed to be an Australian first. This resource will help educate students about the role and responsibilities of Local Government while promoting the City's programs, resources and opportunities.

#### *Arts and Culture:*

The City has an extensive cultural program and has developed many activities and initiatives to meet educational needs within the community. These include:

- Invitation and Community Art Exhibition tours: fifty students and hundreds of residents took the opportunity to tour and learn about art during these exhibitions
- Subsidised performances: the City recognises the importance of young people learning about culture and art through live performances and subsidises the cost of student tickets for many performances. 3666 students enjoyed subsidised ballet, symphony and theatre performances.
- Eisteddfod: approximately 2000 community members attended performances of the 700 entries of the 2000 Joondalup Eisteddfod.

## **Safety and Security**

### *City Watch / Ranger Talks:*

The Community Education Co-ordinator, together with a City Watch Officer and Ranger, visited 38 primary school assemblies to talk about safety and security with the students.

### *Constable Care Puppet shows:*

The City has provided funding for 100 "protective behaviours" puppet shows at all 45 primary schools.

### *Safety House:*

The City has provided the funding for two 10m x 10m "Safety House" sunshade shelters, for use by schools during school carnivals and outside events.

### *Junior Ranger Program:*

The City's campaign to recruit primary school students who report graffiti and vandalism within their suburbs has been very successful. So far, 182 classes within 20 schools have requested and received talks on the program, resulting in more than 300 students signing up to become junior rangers.

### *School Watch / Neighbourhood Watch:*

The City continues to support these important community safety initiatives.

### *Graffiti Campaign:*

Community Connections is addressing ways to educate young people about the community costs of graffiti and to develop different outlets for them to express themselves such as the Mural Arts Program.

### *Road Safety:*

This collaborative program between the City, Main Roads, WA Police, Travel Smart and Roadwise seeks to educate students about road safety. Initiatives have included:

- Travel Smart, finding alternative routes to school instead of

driving, 10 School talks were conducted.

- Safe Routes to School program, the "follow the blue feet, walk safely" program; 28 schools have adopted this program
- "Make your Reunion" road safety video. This is currently being developed by the members of the Youth Advisory Committees for use within the community and schools.

### *Elder Protection Network:*

This inter-agency network of organisations has been formed to assist older people who are at risk or who have been abused. This has been well received by the public and ongoing community resources will soon be available on the City's website.

### *Absolutely Everybody:*

This project has been designed to link young and older people through workshops to address mutual concerns about safety and fears. Nine secondary schools were involved in 15 workshops with older Joondalup residents.

### *Stop Burglary program:*

This program has been designed to encourage residents and businesses to engrave their valuables.

## **Health and Well Being**

### *Food Safe:*

Five schools and 35 businesses have met the "food safe" standard after going through this environmental hygiene program.

### *Smart Schools program:*

This anti smoking promotion program, run through Healthway, was adopted by three schools and is supported by the City.



# Community Development

## *Inspector Pickles:*

This popular theatre show, designed to teach students about healthy nutrition, was presented in all 45 primary schools. This Healthway funded program will continue to be supported by the City.

## *Surf lifesaving /training:*

In response to the Education Department's new guidelines for students being taught near water, the City, in conjunction with Surf Life Saving WA, are available to assist with supervision, training suggestions or information. Four schools requested assistance in this area.

## *Physical Activity Week:*

The City and the Heart Foundation ran a competition which encouraged all students to be active during this week. Ten primary schools participated.

## *Family Workshops:*

The City and Family and Children Services provided nine talks on parenting issues, which were attended by 660 participants.

## *Be Active Together:*

The City and North Metro Health, with support from many local health promotion agencies, developed a "Walks in the City" program. More than 25 walk leaders have led approximately 12,000 walkers throughout the year.

## **Planning and Development**

### *Precinct planning workshops:*

Seven workshops have been held within the community and two workshops within schools to help educate residents how to get involved in planning and developing their community.

### *Learning City:*

This new initiative seeks to bring organisations addressing education issues together to develop a learning City model for Joondalup. This idea

Cr O'Brien outdoor discussion with members of the Warwick Rec Association at the bowling club or tennis court

will continue to be explored during the next year.

## **Conservation and the Environment**

### *Ribbons of Blue:*

Seven schools have undertaken Rivers and Waters' Water Monitoring Program while 20 schools were involved in one day environmental education programs.

### *Adopt a Coastline:*

The City encourages schools to adopt a section of coastline or conservation area and look after it by keeping it clean, learning to plant and monitoring the area. Thirty classes from 6 schools have undertaken this program.

### *Joondalup Coast Care Forum:*

The City provided assistance to establish an independent community group which meets and discusses coastal issues. This group has been operating for more than a year and now makes regular recommendations to Council.

## **Promotion and Publicity**

### *FACT sheets:*

46 sheets informing residents on a range of City issues, and answering the most commonly asked questions, have been developed throughout the year.

### *Promotional events:*

The City's Community Connection Program ran 13 community events to promote the City and involve the community.

### *Joondalup Website:*

The City's on-line web page now provides an abundance of educational information and is the updated link to the Educational CD ROM.

### *Publications and displays:*

Along with the 46 informational FACT sheets, the City also regularly issues media releases, newsletters, posters, advertisements together with information through the Joondalup website.

Community Connections will continue to grow through 2002. It is hoped that as awareness about the program grows, more residents and community groups will be encouraged to be involved and work to create an even better place in which to live.

## LIBRARY AND INFORMATION SERVICES

Library and Information Services enhanced service delivery throughout the year through the use of technology, increased community input into service development and increased community participation in customised programs. Council also demonstrated its commitment to community development and enhancement of local employment opportunities through the number of work experience placements in each library.

### Technology

The new automated library management system was introduced in 1999/2000. During 2000/2001, as staff confidence in and knowledge of the new system increased, the capabilities and potential applications were able to be used to enhance customer service. Enhancements enabled customers to commence placing their own stock reservations, communicate with the libraries and renew their loans online, as well as receive reservation notices via email. A Members' Lounge was also developed to provide access to new services such as online periodicals and a booking system was implemented to enable staff at all libraries to book customers into programs across the system.

As well as increased remote access to library services, customers also increased their usage of technology within the libraries with 7,893 Internet bookings taking place across all libraries.

The City continued to make a significant contribution to the statewide inter library loan system through acting as host for the online OILLS system. Delays in the implementation of the Library and Information Service of Western Australia (LISWA) system has led to increased usage of this temporary system by 139 libraries. At the close of the financial year, Council staff were assisting LISWA in the development of a replacement system.

### Service Agreement

Under a formal arrangement, the City continued to provide a range of library support services to the City of Wanneroo including the automated library system and the Books on Wheels service to the housebound.

### Milestone

September 21, 2000 marked the twentieth anniversary of the opening of the Whitfords Library.

### Customer Service

1,509,480 loans were recorded during the year on the automated library system. In addition, 11,315 new members enrolled at the four Joondalup branches bringing the total membership to 96,286 at 30 June 2001.

Council's increased commitment to customer input into service development was demonstrated through four surveys and six consultations conducted across all branches. Information gained from each of these programs and the corporate complaints system facilitates service development decisions.

### Program Participation

The regional Children's Book Week program continued to be very successful. City of Joondalup library staff were also responsible for organising the program for the City of Wanneroo under the Libraries Service Level Agreement. This year,



# Community Development

over 2,600 school children from 24 local schools attended activities conducted by 19 authors, storytellers, illustrators and performers over a two-week period. This was an increase of 500 children on the previous year's attendance.

There was an expansion of other programs particularly in the local history area. New genealogy courses for beginners, problem solving sessions for the more advanced enthusiast and oral history workshops attracted 77 participants. Such programs ensure the rich and diverse history is recorded and preserved for future generations.

The Community Information Service

continues to be heavily used as a source of information for individuals, community groups, local business and council business units.

The Reference Section is increasingly accessed by community members as a place for study, research and access to national and international newspapers. The library provides free Internet access to 7,893 community members who are unable to access it elsewhere. Basic Internet training sessions were initiated and attended by 208 people. These sessions were heavily booked due to the limited number of available terminals. Reference staff also answered 4,397 reference enquiries throughout the year.

## Work Experience

The libraries hosted 22 work experience placements of which 15 were involved in a Work for the Dole program to assist customers in their usage of automated facilities.

## LEISURE AND RANGER SERVICES

### Leisure Services

Leisure Services has had another successful year that saw the conclusion of the tender and market testing of Craigie, Ocean Ridge and Sorrento Duncraig Leisure Centres with RANS Management Group being awarded a 10 year lease of these Centres. It is estimated that the City will save approximately \$2.5 million over the lease period.

This year also saw the Joondalup Festival maintain its attendance numbers and high standards with 98% of attendees being satisfied to extremely satisfied with all aspects of the Festival. Further work was undertaken in relation to the conduct of the feasibility study for the development of the proposed regional Performing Arts Complex. To date, the study has demonstrated high levels of support for the development of such a complex.

### Other highlights include:

- Extreme Youth Festival held at Craigie Leisure Centre which was attended by about 4,000 young people.
- Summer Events Program which was enjoyed by 132,500 people, featured performances by Moses O'jah, Helen Matthews and the Jazz Divas, King Curly, Deborah Conway and Descarga, along with the many artists presented at Carols by Candlelight, Little Feet Festival, Buskers Festival and the Joondalup Festival.
- Invitation Art Award which featured works by 36 of WA's leading visual artists. The City

### Performance Measures - Library and Information Services

- Library membership/population ratio.

	1999/2000	2000/2001
	103,925/147,021	115,406/157,431

- System transaction statistics, automated and manual, to demonstrate utilisation levels of the range of library services.

	1999/2000	2000/2001
Loans	1,589,904	*1,553,499
Reservations	94,472	94,984
General Enquiries	50,119	47,972
Free Internet Bookings	6,902	7,893
Word Processing Bookings	1,220	**977

\* 2.2% decrease anticipated due to introduction of fines, increased loan periods and use of Internet for some information needs.

\*\* Ageing equipment requiring upgrade to meet user requirements.

- Customer satisfaction with levels, accessibility and quality of service (2001 Customer Satisfaction Monitor).

	1999/2000	2000/2001
	87%	94%

- Level of community participation in a range of library programs including community information, local history and reference.

	1999/2000	2000/2001
Genealogy course registration	32	54
Voluntary oral history interview	20	23
Oral history taped interviews	49*	39

\* Additional interviews in 1999/2000 from International Year of Older Persons joint project with Woodvale Senior High School and Kingsley Lodge.

Cr Patterson at Sorrento/Duncraig Rec Centre talking with tennis coach or rec centre user

acquired the winning entry "Woman in Red" by Richie Kuhaupt.

- Community Art Award which displayed 255 artworks by talented local residents in a two week exhibition at Lakeside Joondalup Shopping City.
- Joondalup Eisteddfod which had 2000 participants.
- Development of the Seniors Master Plan - Leisure and Social Activity Needs which addresses current needs of seniors and commences planning for the significant increase in seniors that are expected over the next 10 to 15 years.
- Commencement of a review of the City's Mural Arts Programme to enhance its accessibility for both young people and the broader community.
- Introduction of the Be Active Together Walking Programme and continuation of the Growing Older and Living Dangerously Programme for older persons which again proved to be very popular.
- Expansion of beach lifesaving service to enhance coverage of beaches.
- Commencement of planning for additional skate facilities throughout the City to support the existing facilities at Craigie Leisure Centre .

### Ranger Services

The past year has seen Ranger Services focus on liaising with the community and promoting a community education role in the community. The unit has aligned its law enforcement processes to give primary priority to education and building awareness of the requirements of the various local laws and other legislation administered by the unit.

Ranger Services has also maintained a high profile along the coastal foreshore and increased the number and frequency of patrols in this area to monitor and control dogs and vehicles on the beach.

#### *Highlights include:*

- Commencement of a dog registration campaign to encourage dog owners to register dogs.
- Development and implementation of an Urban Animal Action Plan for dogs which includes the following:
  - Trial to allow dogs on leads along foreshore dual use path;
  - Community education programme promoting responsible dog ownership including education seminars, Rangers attendance at primary schools and distribution of the City's Good Dog Ownership booklets;



# Community Development

- Increased number of bins for waste and dog excreta along the foreshore;
- Introduction of cautions for first offences for dog-related matters;
- Community consultation and review of Hillarys Animal Exercise Area; and
- Investigation of construction of proposed dog adventure playground.
- Participation in Junior Ranger Programme which has led to 20 schools adopting the programme with 279 students regularly reporting incidents such as graffiti, vandalism and damaged street lights.
- Community consultation regarding jet skis launching from Pinnaroo Point and use of access road at Pinnaroo Point.
- Review of processes relating to dog nuisance complaints to enhance the speed of resolution of complaints.
- Development and implementation of an agreement with the Royal Society for the Prevention of Cruelty to Animals to provide dog pound services for the City at its Malaga headquarters.
- Allocation of a Ranger specifically for the Joondalup Central Business District to control parking and signage.
- Introduction of a community education programme promoting the Signs Local Law.

## COMMUNITY & HEALTH SERVICES

The vision of the City's Community and Health Services for 2000/2001 was to contribute to the development of a vibrant, caring and well-informed community - a community where local people have the opportunity to achieve their full potential, developing a sense of community pride and self-sufficiency. A community in which safe and healthy lifestyles are enjoyed.

### Performance Measures - Leisure and Ranger Services

NB. Ranger and City Watch Services were restructured during the 2000/2001 financial year. The statistics are presented as a combined total, however, in future years will be reported separately.

- Customer satisfaction with level, accessibility and quality of services (2001 Customer Satisfaction Monitor).

	1999/2000	2000/2001
Leisure Centres and Services	88%	91%
Graffiti control	74%	79%
Animal Control	49%	77%

- Centre for Environment and Recreational Management (CERM) financial benchmarks for median performance comparison of major recreational facilities.

Performance Indicator		Craigie	CERM Median	Ocean Ridge	CERM Median	Sorrento/Duncraig	CERM Median
Visits per metre	2000	140	52	88	67	96	67
	2001	130	64	86	56	96	56
Expense recovery	2000	91%	91%	72%	75%	75%	79%
	2001	93%	95%	75%	68%	81%	68%
Subsidy per visit	2000	(\$0.30)	(\$0.48)	(\$0.68)	(\$0.69)	(\$0.69)	(\$0.69)
	2001	(\$0.25)	(\$0.19)	(\$0.50)	(\$1.08)	(\$0.58)	(\$1.08)
Fees per visit	2000	\$2.92	\$3.18	\$1.67	\$1.92	\$2.07	\$1.92
	2001	\$2.99	\$3.31	\$1.24	\$1.90	\$2.21	\$1.90

- Attendance and participation statistics at Craigie, Sorrento/Duncraig and Ocean Reef Leisure Centres.

	1999/2000	2000/2001
Craigie	748,450	791,622
Sorrento/Duncraig	133,500	134,000
Ocean Ridge	163,023	159,400

- Quantitative performance in the number of Security and Ranger services delivered in the community.

	1999/2000	2000/2001
Kilometres travelled	415,202	823,284
Average kilometres per day	1,138	Ranger = 1,282 City Watch = 1,675
Total number of patrols	2,929	Ranger = 3,042
Total number of hours	23,432	67,878
Total number of customer security referrals	2,969	10,990
Total graffiti reports	1,480	949
Number of Graffiti tags	11,300	8,882
Average response time for security referral	11 minutes	City Watch = 9 minutes (was not a full year)



Cr Mackintosh at Whitfords Beach with  
person walking their dog

### **Transfer of services and new direction for Community Services**

The major achievement of the year has been the transfer of the Aged and Disability and Family Day Care services to a new community based organisation - Community Vision.

The transferred services include:

- Joondalup Client Support Services;
- Joondalup Day Centre;
- Joondalup Food Services;
- Joondalup Home Support Services;
- Joondalup Podiatry Service;
- Community Aged Care Packages;
- Child Respite;
- Veterans' Home Care; and
- Family Day Care.

This transfer will enable Community and Health Services to concentrate its efforts on a role of greater consultation, leadership, coordination, planning and development. It will also enable the City to lobby the Commonwealth and State Governments for funds to meet service needs and to provide services that are not funded, or are poorly funded, such as services for seniors and for youth.

Another complementary initiative has been the transfer of the Whitfords Outside School Hours

Care Service to Padbury Education and Child Care Centre Ltd. This has proven to be a very successful move with a significant increase in the numbers of children attending.

### **Financial Counselling**

The Financial Counselling Service has undergone significant growth in the past year with 148 new clients accessing the service. There has also been an increase to 4.8% of Aboriginal families accessing the service (versus 1.9% the previous year). Further, as a result of contacting the service, 94% of households in financial crisis avoided continued legal action. This service has a strong community development focus supporting both external and in-house initiatives such as:

- the development of community education packages to support TAFE-based New Opportunities for Women (NOW);
- the City of Joondalup Elder Protection Network; and
- the planned "Finance Theatre Sports" initiative which will combine the skills, knowledge and expertise of the City's Youth, Leisure and Financial Counselling services in a community education package.



# Community Development

Cr Rowlands with Gloria Lloyd Marshall in meeting with  
Community Vision service user

## Promotion of the use of community buildings to benefit the community.

The role of Community and Health Services in the provision of physical infrastructure has been an area of focus. The employment of a Community Buildings Officer is assisting with the process of setting a clear direction in this area.

## Youth Services

Research projects have been undertaken by the City over the past two years which include recommendations to address the needs of, and concerns relating to, young people. This has enabled Community and Health Services to develop a comprehensive, well researched and integrated approach to young people in the City. A Future Directions Plan has been formulated which will address those needs and build on the initiatives begun in the year 2000/2001.

Amongst the research commissioned was a report on the issue of Youth and Public Space, as a result of which, a Youth Worker (Youth and Public Space) has been appointed to coordinate and facilitate local efforts in the development of services and facilities for young people within their communities.

The research will also aid the further development of the very successful HYPE Program which is being conducted in conjunction with the police, Family and Children's Service and local businesses.

Another initiative undertaken this year has been the launch of the Family Liaison Program. A Family Liaison Officer (FLO) was appointed in response to community need for one-to-one counselling and family liaison within the City. Prior to this appointment, the City had provided this service through a brokerage model. However, low service uptake indicated that it was ineffective in meeting local needs.

The new model has many advantages including a referral process, which is more direct, locally based and integrated with the City's youth services. Strong links have been forged with schools and community groups in the City and referrals have been steadily increasing since the program began. As well as providing counselling services to approximately 15 families each week, the FLO has been conducting very successful parenting workshops throughout the City.

## Health Services

In the past year, another major achievement of Community and Health Services, has been the

progression of the partnership between the community, Cities of Joondalup and Wanneroo, the Department of Conservation and Land Management and the Yellagonga Catchment Group (Inc) (YCG) in developing a long term integrated catchment management strategy for the Yellagonga Wetlands.

A comprehensive Action Plan has been compiled by the YCG towards the management strategy and the Cities of Joondalup and Wanneroo have jointly employed an officer to assist in its implementation. The Action Plan includes community awareness and education programs, rehabilitation, maintenance and sustainability of the wetlands, improvement of the water quality, and a subsequent reduction in pollution, algal-blooms and insect plagues.

In June 2000, the City's immunisation services were reviewed and it was found that the strengths of the program included:

- continuity - the current medical practitioner has been providing immunisation to children for many years;
- a commitment of staff to provision of a high quality service ;
- that it was user-friendly to mothers and children;
- there was a good relationship with clinics and schools;
- appointments were not needed;
- the administration of the system was streamlined for providing immunisation and for recording information;
- there were effective links with child health clinics in keeping children well.

The recommendations for service improvement arising from the review were actioned within six months.

## Performance Measures - Community & Health Services

(2001 Customer Satisfaction Monitor)

- Customer satisfaction with level, accessibility and quality of service.

	1999/2000	2000/2001
Immunisation	87%	91%
Youth services and activities	60%	72%

- Level of community participation in the planning and development of services.

Initiative	Method	Number Contacted	Number Responded
Transfer of services to Community Vision Inc	Full page advert in Community Newspaper	55,000	-
	Telephone Information Line	-	Not counted
	Provision of website	-	-
	Council News	55,000	-
	Letter or Newsletter to each service user and each family day carer	1,507	215
	Newsletters/meetings with staff	23	23
	Focus groups	147	47
	Letter to each service contractor	2	-
	Letter or meeting with each funding body	14	14
	Letters to medical and health institutions, community services and parallel/referral agencies	23	1
<b>Total - transfer of services</b>			<b>300</b>
Transfer of outside school hours care services	Letters to parents inviting input via telephone, letter or an information meeting	220	23
Need for a community centre in Currabine	Development of data base of key groups, direct interviews and a planning workshop	-	42
Increased usage of the Woodvale Community Centre	Interviews and focus groups	-	52
<b>Other initiatives - total</b>			<b>117</b>

- Benchmarking against other local governments, organisations and service providers.

In a number of areas, Community and Health Services commissioned reports from consultants on matters such as Youth in Public Space, the establishment of a Community Legal Centre in Joondalup, development of a new community centre in Currabine and the potential for increased usage of the Woodvale Community Care Centre. A standard requirement for all consultants was that local governments, organisations and service providers were to be benchmarked for the best practice initiatives. As a result, the City has received high quality information for guiding and implementing social initiatives.

- Number of people immunised.

	1999/2000	2000/2001
	3,006	2,968

- Recorded incidence of infectious diseases.

	1999/2000	2000/2001
	281	287

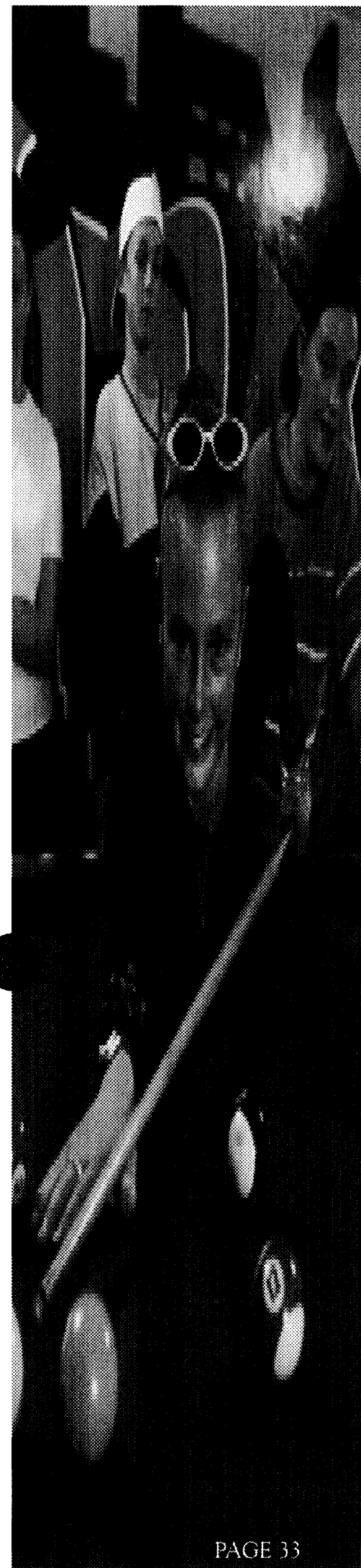
- Food shop inspections and associated complaints.

	1999/2000	2000/2001
Complaints	180	178
Food Shop Inspections	*	1,385

\*Accurate figure not available due to changeover in reporting systems

- Reported incidence of noise.

	1999/2000	2000/2001
	365	452



# Planning & Development

Cr Kenworthy at Sorrento Surf club with Neil Rouse Club President and Des Choke

2000/01, the post-GST year, was one of consolidation for Planning and Development. Generally speaking, whilst there was an initial fall off in building activity, levels returned to almost the same as pre-GST. It also proved difficult to recruit senior staff during the year, which in turn had an impact on maintaining the high level of service delivery expected of the City. This now also appears to have stabilised.

Whilst the year saw some continued growth in the new development areas, considerable effort was placed on planning the rejuvenation of the older suburbs, in the form of the Precinct Action Planning programme. The process incorporated extensive community involvement and this high level of involvement will continue over the next 12 months.

Major development approvals included the Ansett Call Centre, the Edith Cowan University administration building, the hotel and apartments, plus major residential unit developments in the Lakeside area. Considerable effort was also put

into the preparation of structure plans and subdivision of new residential areas in the northern sectors of the City.

The directorate was also involved in many legislative changes, having considerable involvement in the proposed Urban & Regional Planning Bill, the Residential Planning Codes review which could have a major impact on development in the City, and the adoption of the City's District Planning Scheme No. 2.

The year ahead will focus on the implementation of the Precinct Action Planning in some of our suburban centres, consideration of the City centre in terms of traffic circulation and parking and other incentives or ways to assist businesses within the City.

## APPROVAL SERVICES

The Approval Services team is a functionally based group, collectively responding to matters surrounding the development of land within the City. The team is comprised of building surveyors, town planners, environmental health officers, and engineering and specialist liaison officers.

The team provides direct services to the community by:

- Providing the community with advice about development standards or proposed developments
- Inviting comment and assessing public comment in relation to proposals
- Providing plan assessment services for present and future residents
- Providing swimming pool enclosure inspection services, and related advice
- Investigating concerns regarding the use of properties
- Implementing the policies and guidelines of the Council, in conjunction with the requirements of relevant legislation.

The City provides an expansive array of Approval Services. The achievements of the Unit were recognised by the awarding of the WAMA Approval Services Process Improvement Award in early 2000.

The volume of activity undertaken (over 3900 approvals issued for the financial year), is very high. It is equivalent to the combined service provided by approximately four to six "normal sized" metropolitan local authorities. The Unit has sought to build partnerships with large customer groups to enhance relationships with customers. Over the year, strategic partnerships have been strengthened with the Housing Industry Association, various professional bodies who are active in

the industry, and larger volume builders to ensure that services meet the demands and expectations of customers.

Simultaneously, there is a strong demand for mediation and information services to be provided to present residents who may be affected or interested in development proposals. Customer service surveys indicate a growing awareness and satisfaction with this aspect of the Unit's operations. This is earmarked for further evaluation during the 2001-02 financial year to ensure that service can meet demand.

The business unit is also active in the provision of advice on other matters including regulatory reforms, and with the examination of performance of current legislation. A strong relationship with the WA Municipal Association, and state and commonwealth parliamentary members ensures that the Council's challenges and opinions are presented wherever appropriate. During the financial year, the Unit contributed to:

- benchmarking programs, with local and interstate participation, and
- a study of current pool enclosure inspection requirements, coordinated by Dept of Local Government.

## URBAN DESIGN AND POLICY SERVICES

### **District Planning Scheme No 2**

The review of Town Planning Scheme No 1 was completed and District Planning Scheme No 2 came into operation effective 28 November 2000. The Hon Minister for Planning, Graham Kierath, members of the local business community, stakeholders and Council officers attended an official ceremony to mark the occasion.

## **Strategies**

The City made progress with two important strategies during the year; the Centres Strategy and the Local Housing Strategy.

The specific objective of the Centres Strategy is to promote retail and incremental expansion of existing centres throughout the City. It also endeavours to promote the continuing evolution, development and expansion of small town and village centres, to become the meeting places for people, the economic and social focus, and in harmony with the local communities in which they are situated.

The purpose of the Local Housing Strategy is to provide the City with a firm rationale for determining future housing needs and will be used as a basis for amendments to the planning scheme.

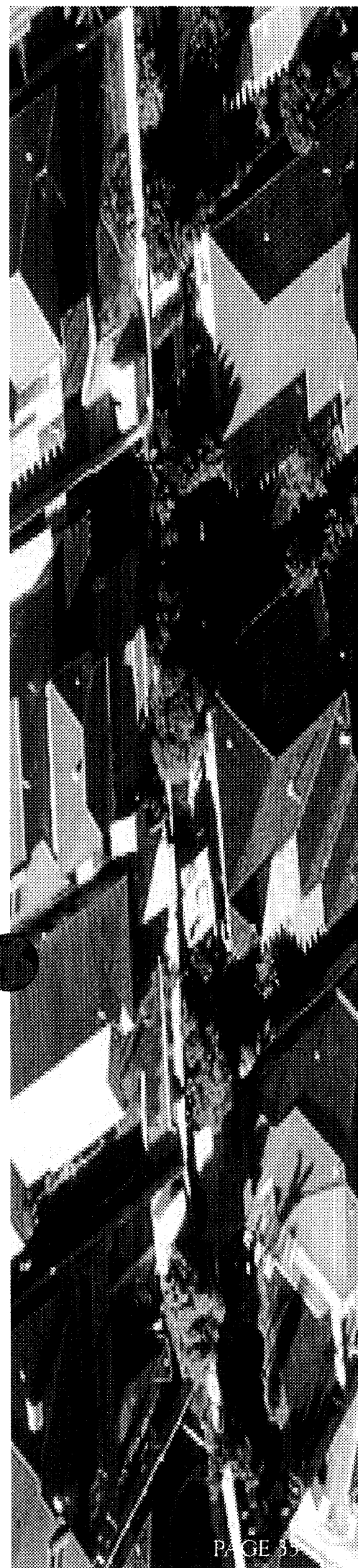
## **Precinct Action Planning**

During the year Council initiated Precinct Action Planning as a process for an integrated, place-based, community driven approach to managing change in the urban environment.

Precinct Action Planning has been developed as a means of refining and delivering the Strategic Plan on a district by district basis in response to community needs and aspirations.

## **Local Precinct Plans (Mullaloo & Sorrento)**

The Mullaloo and Sorrento Local Precinct Plan studies produced Master Plans for these two local centres. Extensive public consultation programs were undertaken with respect to these plans. Council endorsed the Sorrento plan as a basis for further investigation and requested further investigation of the Mullaloo plan.



# Planning & Development

## Identify Centres

The Identify Centres phase of Precinct Action Planning provided an assessment of existing Shopping Centres throughout the City. Particular emphasis was paid to the performance of these centres in terms of social, economic and environmental benefit to the community. The information gathered will assist in addressing neighbourhood rejuvenation needs in the Concept Planning phase of the program. It has been used as the basis for position papers on challenges facing the City and is documented in the Precinct Centres Review Report, which will remain a working document.

## Community Visioning and Neighbourhood Mapping

Community Visioning was a City-wide series of very successful workshops aimed at encouraging community participation in the Precinct Action Planning program. The workshops set the parameters for the program through the development of Vision Statements. These state the community's desires

and expectations for each City District.

## Structure Plans

During the year the City developed one new Structure Plan (Iluka) and introduced modifications to three others (Hillarys, Currambine and Joondalup).

## Scheme Amendments

Due to the review of Town Planning Scheme No.1 and its replacement with District Planning Scheme No.2 no scheme amendments were initiated in the 1999 / 2000 year. Following approval of District Planning Scheme No.2 on 28 November 2000 seven amendments have been initiated. It is anticipated that the type of amendment will be quite different to those made to the former City of Wanneroo in that there will be less focus on broad acre subdivision and more focus on fine grain redevelopment.

## Planning Policies

The City initiated three new planning policies during the year to address development adjacent to public open space, the assessment of pedestrian accessways and the assessment of

reserves. It has also started a review of its Home Business and Parking Cash in Lieu policies.

## Subdivision Referrals

The number of applications received by the City of Joondalup in the last financial year has decreased from 116 the previous year to 85. This is generally a reflection of the urban development process completing its cycle in the City of Joondalup. This has also been reflected in the nature of the subdivisions with a higher proportion being less than five lot subdivisions.

## Subdivision Clearances

There has been an even larger decrease in the number of subdivision clearances issued and the number of new lots created. The number of clearances issued decreased from 105 to 49 and the number of new lots created from 813 to 389.

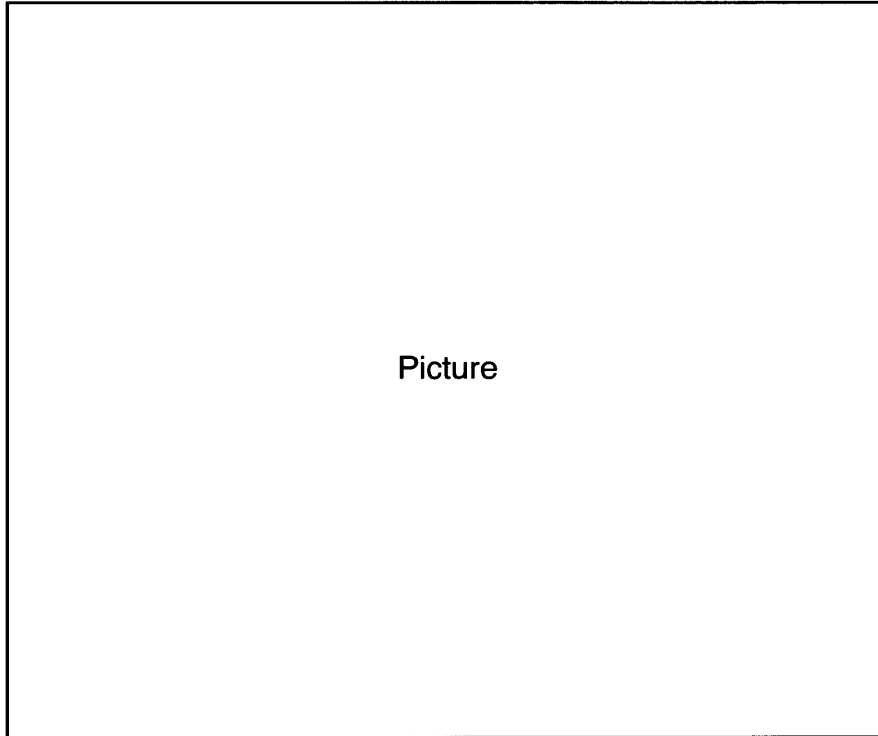


# Planning & Development

<i>Planning and Development</i>		
<i>(2001 Customer Satisfaction Monitor)</i>		
Customer satisfaction via periodic customer survey;		
	1999/2000	2000/2001
Planning and building approvals	62%	81%
<ul style="list-style-type: none"> <li>Benchmarking performance with other local authorities and private industries;</li> </ul> <p>The Council has benchmarked its performance and service provision against other local governments and private industry to ensure the most competitive service is provided.</p> <p>Approval Services continues to be an active participant in WAMA's Strategic Benchmarking programme which was initiated in February 2000. The City has taken a lead in the formation of Key Performance Indicators (KPIs) in the core areas of planning and building. The KPIs were developed and refined to enable them to be applied throughout WA. Collection of statistics commenced for the months of July and August 2000. In future months it will be possible to analyse the data collected to identify areas for improvement and how the City rates against other organisations. The Unit has also refined the industry KPIs to its own use.</p> <ul style="list-style-type: none"> <li>Programs and projects are undertaken within the budgets and timeframes agreed with Council.</li> </ul> <p>Programs and projects are undertaken within the budget and timeframe agreed by Council and have been completed in accordance with the annual budget projections.</p> <p>Achievements in the Approval Services area included:</p> <ul style="list-style-type: none"> <li>Process mapping for Approval Services operations is under continual review.</li> <li>The four-year rotation of pool inspections is successfully operating.</li> <li>The Microfiche Project continues on a staged basis to complete archiving of pre-1990 building licences.</li> <li>A project has been commenced to store scanned building licences (for those issued 1998 onwards) in an electronic format.</li> </ul> <p>Achievements in the Urban Design and Policy Services area included the total completion of four of the 11 budgeted projects over the year. Six of the projects had an amount carried over to the 2001/2002 financial year and are expected to be completed early in the 2001/2002 financial year. One project was deferred completely.</p> <ul style="list-style-type: none"> <li>The projects listed for 2001/2002 included:-             <ul style="list-style-type: none"> <li>District Planning Scheme No 2 :- Completed.</li> <li>Joondalup City Centre Parking Management :- Completed.</li> <li>Identify and audit precinct centres :- Carry over, completion expected August 2001.</li> <li>Precinct Centre Plans (Mullaloo &amp; Sorrento):- Completed.</li> <li>TPS Review Local Housing Strategy:- Carry over, completion expected September 2001.</li> <li>Residential Design Guidelines :- Deferred pending R Code review.</li> <li>Sorrento Precinct Design :- Carry over, completion expected October 2001.</li> <li>Mullaloo Precinct Design :- Carry over, completion expected October 2001.</li> <li>Precinct Concepts Community Visioning :- Completed.</li> <li>Precinct Design Enquiry by Design :- Carry over, completion expected August 2001.</li> <li>Upgrade Cartographic Equipment :- Completed.</li> </ul> </li> </ul>		



# Resource Management



Throughout the 2000/01 year the Resource Management Team received and consolidated its business processes and systems. This resulted in enhancements to the City's information while simultaneously developing the skills and knowledge base of the staff.

A number of areas were targeted for improvement throughout the year.

#### *These included:-*

- upgrading the rates system
- assisting with developing a Lease Management module within the Proclaim Property System
- business process reviews and re-engineering across all functions

Building self-sustaining teams was the key challenge facing both management and staff. Extensive job analysis, job redesign and restructuring provided the framework for staff to review their business functions and processes whilst ensuring the integrity of the data held within the City's Financial Management Information Systems.

The overall performance indicators for the Directorate demonstrated that the productivity improvements and satisfaction levels have been effective within the Directorate. Perhaps the most notable financial indicator for the Directorate was the Rates Collection rate which reached its highest ever level of 96.47%.

#### *The year's highlights were:-*

- GST implementation and successful completion of monthly Business Activity Statements (BAS).
- The review of the Grants Management Process which entailed working closely with core business units to develop the joint understanding of needs and requirements.
- The review and refinement of the Rating Services /Customer Services strategy which culminated in that section receiving a Customer Service Award for its outstanding efforts.

- A review of the City's Asset Management processes which focussed on the fleet and plant system.
- The implementation of the State Government's extension of Rates Rebates/Deferments to self funded retirees and seniors.

The Rates Working Group continued to examine the many aspects of the rating system with the major outcome being the production of several extensive rating models which provided the basis for the City's 2001/02 rating policies.

A number of significant policy changes to fleet management were implemented as a consequence of a review undertaken by WAMA.

The future direction for Resource Management will be to develop and strengthen customer relationships in preparation for the benefits that will be derived from improved technological advancements. It is envisaged that web-enablement of the financial systems will provide for greater levels of autonomy and devolution to Business Units together with producing greater efficiencies within the City's supply chain. The traditional roles of Resource Management staff will change rapidly as self-service technology and e-business reshape the management of the City's financial system.

The 2000-2001 financial year closed on a strong and positive footing. The framework has now been prepared for a successful future which ensures the City's systems are sufficiently robust to cope with the unprecedented changes occurring in financial management.



# Abridged Financial Statements

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**Deloitte  
Touche  
Tohmatsu**

## INDEPENDENT AUDIT REPORT

### TO THE RATEPAYERS OF THE CITY OF JOONDALUP

#### Scope

We have audited the financial report of the City of Joondalup for the year ended 30 June 2001 as set out on pages 3 to 41. The Council is responsible for the preparation and presentation of the financial report and the information contained therein. We have conducted an independent audit of the financial report in order to express an opinion on it to the ratepayers of the City of Joondalup.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with the requirements of the Local Government Act 1995, applicable Australian Accounting Standards and other mandatory professional reporting requirements (Urgent Issues Group Consensus Views) so as to present a view of the City which is consistent with our understanding of its financial position, the results of its operations and cash flows.

The audit opinion expressed in this report has been formed on the above basis.

#### Audit opinion on the financial statements

In our opinion, the financial report presents fairly the financial position of the City of Joondalup as at 30 June 2001, the results of its operations and cash flows for the year then ended in accordance with the requirements of the Local Government Act 1995, applicable Australian Accounting Standards and other mandatory professional reporting standards.

#### Statutory Compliance

We did not during the course of our audit, become aware of any instances where the City did not comply with the requirements of the Local Government Act 1995.

*Deloitte Touche Tohmatsu*

DELOITTE TOUCHE TOHMATSU

*P J Messer*

P J MESSER  
Partner  
Chartered Accountants

21 September 2001  
Perth, WA

# Abridged Financial Statements

*Local Government Act 1995*

*Local Government (Financial Management) Regulations 1996*

## **STATEMENT BY THE ACTING CHIEF EXECUTIVE OFFICER**

The attached financial report of the City of Joondalup being the annual financial report and supporting notes and other information for the financial year ended 30 June 2001 are in my opinion properly drawn up to present fairly the financial position of the City of Joondalup at 30 June 2001 and the results of the operations for the financial year then ended in accordance with the Australian Accounting Standards (except to the extent that these have been varied in the Statement of Accounting Policies required by Australian Accounting Standard AAS 6 "Accounting Policies" and the accompanying notes to the annual financial report) and comply with the provisions of the Local Government Act 1995 and the regulations under the Act.

Signed on the 21<sup>st</sup> day of September 2001



---

Acting Chief Executive Officer  
John B Turkington

# Abridged Financial Statements

**CITY OF JOONDALUP**  
**OPERATING STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2001**  
**(BY PROGRAMME)**

	Actual 2001 \$	Adopted Budget 2001 \$	Actual 2000 \$
<b>REVENUES</b>			
General Purpose Funding	43,062,633	42,194,294	40,531,161
Governance	-	-	22,587
Law, Order, Public Safety	2,086,911	2,166,159	2,351,223
Health	104,467	98,808	55,185
Education and Welfare	3,046,007	3,122,108	3,076,217
Housing	-	12,628	-
Community Amenities	6,674,864	8,066,990	7,112,410
Recreation and Culture	3,687,543	3,415,930	4,963,760
Transport	6,769,346	12,012,726	14,958,386
Economic Services	508,805	894,157	964,785
Other Property and Services	183,154	318,505	507,603
<b>Total Operating Revenues</b>	<b>66,123,730</b>	<b>72,302,306</b>	<b>74,543,317</b>
<b>EXPENSES</b>			
Governance	1,044,041	1,007,607	1,015,077
Law, Order, Public Safety	4,352,337	4,840,662	3,789,801
Health	1,238,039	1,127,326	1,105,785
Education and Welfare	5,374,049	4,978,946	4,250,709
Housing	-	51,103	-
Community Amenities	9,472,180	11,627,018	9,430,640
Recreation and Culture	20,605,520	19,167,469	20,923,287
Transport	16,914,414	18,351,285	17,085,001
Economic Services	1,154,547	940,833	775,766
Other Property and Services	4,188,505	4,617,718	2,724,145
<b>Total Operating Expenses</b>	<b>64,343,632</b>	<b>66,709,967</b>	<b>61,100,211</b>
<b>CHANGES IN NET ASSETS FROM OPERATIONS</b>	<b>\$ 1,780,098</b>	<b>5,592,339</b>	<b>13,443,106</b>

These statements form part of the abridged version of the City's 2000/2001 Financial report.  
A comprehensive set of Financial Reports, inclusive of notes to the accounts is available on request.

# Abridged Financial Statements

## CITY OF JOONDALUP

### STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 30 JUNE 2001

	Actual 2001 \$	Actual 2000 \$
<b>CURRENT ASSETS</b>		
Cash Advances	4,550	7,250
Investments	27,542,482	27,831,598
Receivables	2,951,765	3,279,923
Stock on Hand	4,019	12,859
<b>TOTAL CURRENT ASSETS</b>	<b>30,502,816</b>	<b>31,131,630</b>
<b>CURRENT LIABILITIES</b>		
Bank Overdraft	1,476,911	2,176,244
Creditors and Provisions	8,152,225	7,988,439
<b>TOTAL CURRENT LIABILITIES</b>	<b>9,629,136</b>	<b>10,164,683</b>
<b>NET CURRENT ASSETS</b>	<b>20,873,680</b>	<b>20,966,947</b>
<b>NON CURRENT ASSETS</b>		
Receivables	1,499,681	1,104,145
Property, Plant & Equipment	489,117,716	487,518,837
<b>TOTAL NON CURRENT ASSETS</b>	<b>490,617,397</b>	<b>488,622,982</b>
<b>NON CURRENT LIABILITIES</b>		
Creditors and Provisions	702,635	581,585
<b>TOTAL NON CURRENT LIABILITIES</b>	<b>702,635</b>	<b>581,585</b>
<b>NET NON CURRENT ASSETS</b>	<b>489,914,762</b>	<b>488,041,397</b>
<b>NET ASSETS</b>	<b>\$ 510,788,442</b>	<b>509,008,344</b>
<b>EQUITY</b>		
Accumulated Surplus	497,244,620	497,710,682
Reserves	13,543,822	11,297,662
<b>TOTAL EQUITY</b>	<b>\$ 510,788,442</b>	<b>509,008,344</b>

These statements form part of the abridged version of the City's 2000/2001 Financial report.

A comprehensive set of Financial Reports, inclusive of notes to the accounts is available on request.

# Abridged Financial Statements

## CITY OF JOONDALUP

### STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2001

	Actual 2001 \$	Actual 2000 \$
<b>RESERVES - CASH BACKED</b>		
Balance at Beginning of Year	11,297,662	7,027,447
Amount transferred from/to Accumulated Surplus (Net)	2,246,160	4,270,215
Balance at End of Year	\$ 13,543,822	11,297,662
<b>ACCUMULATED SURPLUS</b>		
Balance at Beginning of Year	497,710,682	488,537,791
Change in Net Assets Resulting from Operations	1,780,098	13,443,106
Transfers from/to Reserves (Net)	(2,246,160)	(4,270,215)
Balance at End of Year	\$ 497,244,620	497,710,682
<b>TOTAL EQUITY</b>	<b>\$ 510,788,442</b>	<b>509,008,344</b>

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## CITY OF JOONDALUP

### STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2001

	Actual 2001 Inflows (Outflows) \$	Adopted Budget 2001 Inflows (Outflows) \$	Actual 2000 Inflows (Outflows) \$
<b>Cash Flows from Operating Activities Receipts:</b>			
Rates - General	37,635,500	35,061,363	34,791,144
Rates - Specified Area Rate Iluka	65,951	61,760	167,909
Property Surveillance & Security Charge	1,503,643	1,487,781	1,480,982
Government Grants & Subsidies	8,240,830	7,606,138	7,980,767
Contributions, Reimbursements, Donations	975,713	787,212	1,568,837
Service Charges	6,152,359	7,618,988	5,795,578
Fees & Charges	4,433,894	5,569,387	7,812,379
Interest Earnings	2,265,029	1,275,990	1,753,994
Revenue from Other Councils	341,108	315,636	845,218
<b>Total Receipts</b>	<b>61,614,027</b>	<b>59,784,255</b>	<b>62,196,808</b>
<b>Payments:</b>			
Employee Costs	(25,459,339)	(26,025,422)	(22,635,874)
Utilities (gas, electricity, water)	(2,737,220)	(2,573,840)	(2,664,876)
Insurance Expenses	(566,330)	(509,725)	(454,095)
Materials, Contracts, Suppliers	(21,951,039)	(24,694,055)	(26,525,924)
<b>Total Payments</b>	<b>(50,713,928)</b>	<b>(53,803,042)</b>	<b>(52,280,769)</b>
<b>Net Cash Provided by Operating Activities</b>	<b>10,900,099</b>	<b>5,981,213</b>	<b>9,916,039</b>
<b>Cash Flows from Investing Activities</b>			
<b>Receipts:</b>			
Proceeds from Sale of Assets	624,866	1,494,738	961,676
<b>Total Receipts:</b>	<b>624,866</b>	<b>1,494,738</b>	<b>961,676</b>
<b>Payments:</b>			
Purchase of Buildings	(445,863)	-	(269,370)
Purchase of Artworks	(31,088)	(10,000)	-
Purchase of Furniture and Equipment	(735,340)	(1,660,385)	(1,555,315)
Purchase of Vehicles and Plant	(2,246,918)	(2,919,270)	(1,958,478)
Construction of Infrastructure Assets	(7,658,240)	(12,045,839)	(7,303,060)
<b>Total Payments</b>	<b>(11,117,449)</b>	<b>(16,635,494)</b>	<b>(11,086,223)</b>
<b>Net Cash (used in) Investing Activities</b>	<b>(10,492,583)</b>	<b>(15,140,756)</b>	<b>(10,124,547)</b>
<b>Cash Flows from Financing Activities</b>			
Payments made for COW Liabilities	-	-	(4,352,466)
<b>Net Cash (used in) Financing Activities</b>	<b>-</b>	<b>-</b>	<b>(4,352,466)</b>
<b>Net Increase (Decrease) in Cash Held</b>	<b>407,516</b>	<b>(9,159,543)</b>	<b>(4,560,974)</b>
<b>Cash at Beginning of the Financial Year</b>	<b>25,662,605</b>	<b>25,709,981</b>	<b>30,223,579</b>
<b>Cash at the End of the Financial Year</b>	<b>\$ 26,070,121</b>	<b>16,550,438</b>	<b>25,662,605</b>

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# Council Committee Details

at 30 June 2001

## MAYOR

**JOHN BOMBAK, JP**  
 Audit Committee  
 Budget Committee  
 Committee to Select a New Chief Executive Officer  
 House Committee  
 Local Government Association of WA – North Metropolitan Zone  
 Mindarie Regional Council  
 North West District Planning Committee  
 Standing Orders Review Committee

## CR PAUL KADAK

Budget Committee  
 Business and Community Directory Working Group  
 Committee to Select a New Chief Executive Officer  
 House Committee - Deputy  
 Joondalup Business Association - Deputy  
 Joondalup Festival and Summer Events Committee  
 Kingsley Woodvale Community and Recreation Association – Lakeside Ward representative  
 Local Government Association of WA – North Metropolitan Zone  
 Metropolitan Marketing Advisory Committee  
 State Tourism Council  
 Art Collection Working Party - Deputy

## CR PAUL KIMBER

Art Collection Working Party  
 Budget Committee  
 Committee to Select a New Chief Executive Officer – Deputy  
 Dry Parks, Median and Verge Committee  
 House Committee  
 Joondalup Eisteddfod Working Party  
 Kingsley Woodvale Community and Recreation Association – Lakeside Ward representative  
 Local Government Association of WA – North Metropolitan Zone - Deputy  
 Safer WA Joondalup Committee  
 Skatepark Committee

## CR DON CARLOS

Audit Committee  
 Budget Committee  
 Committee to Select a New Chief Executive Officer  
 Community Board of Advice of the Joondalup Health Campus - Deputy  
 Connolly Community Facility Committee  
 Local Government Association of WA – North Metropolitan Zone  
 Performing Arts Reference Group  
 Skatepark Committee

## CR CHRIS BAKER

Audit Committee  
 Budget Committee  
 Committee to Select a New Chief Executive Officer - Deputy  
 Connolly Community Facility Committee  
 Dry Parks, Median and Verge Committee  
 Joondalup Business Association  
 Local Government Association of WA – North Metropolitan Zone - Deputy  
 Skatepark Committee  
 Standing Orders Review Committee

## CR ANDREW NIXON

Budget Committee  
 Coastal Management Advisory Committee - Deputy  
 Committee to Select a New Chief Executive Officer  
 Environmental Advisory Committee  
 Yellagonga Catchment Group Inc  
 Yellagonga Regional Park  
 Community Advisory Committee

## CR JOHN HOLLYWOOD, JP

Budget Committee  
 Coastal Management Advisory Committee  
 Committee to Select a New Chief Executive Officer – Deputy  
 Conservation Advisory Committee  
 Dry Parks, Median and Verge Committee  
 Environmental Advisory Committee  
 Joondalup Eisteddfod Working Party  
 Mindarie Regional Council - Deputy  
 Performing Arts Reference Group - Deputy  
 Skatepark Committee  
 Urban Animal Management Advisory Committee

## CR ALLISON WALKER

Budget Committee  
 Committee to Select a New Chief Executive Officer  
 House Committee  
 Safer WA Joondalup Committee – Deputy  
 Whitford Community Ratepayers and Recreation Association – Pinnaroo Ward Representative

## CR PETER ROWLANDS

Budget Committee  
 Committee to Select a New Chief Executive Officer - Deputy  
 House Committee - Deputy  
 Interim Board of the New Community Based Organisation  
 Skatepark Committee  
 Whitford Community Ratepayers and Recreation Association – Pinnaroo Ward Representative

## CR TANYA BARNETT

Art Collection Working Party - Deputy  
 Audit Committee  
 Budget Committee  
 Committee to Select a New Chief Executive Officer - Deputy  
 Dry Parks, Median and Verge Committee  
 House Committee  
 Kingsley Woodvale Community and Recreation Association – South Ward representative  
 Luisini Heritage Project Steering Committee  
 Urban Animal Management Advisory Committee  
 Warwick Leisure Centre and Churches of Christ Management Committee – Deputy

## CR MIKE O'BRIEN

Budget Committee  
 Committee to Select a New Chief Executive Officer  
 House Committee - Deputy  
 Kingsley Woodvale Community and Recreation Association – South Ward representative  
 Leisure Centre Strategic

Management Group  
 Luisini Heritage Project Steering Committee - Deputy  
 Mindarie Regional Council - Deputy  
 North Metro Employment and Training Association  
 North West District Planning Committee – Deputy  
 North Western Metropolitan Regional Road Sub-Group  
 Skatepark Committee  
 Standing Orders Review Committee  
 Warwick Leisure Centre and Churches of Christ Management Committee  
 Yellagonga Catchment Group Inc

## CR ANDREW PATTERSON

Budget Committee  
 Committee to Select a New Chief Executive Officer - Deputy  
 Community Board of Advice of the Joondalup Health Campus  
 Dry Parks, Median and Verge Committee  
 House Committee - Deputy  
 Leisure Centre Strategic Management Group  
 Local Government Association of WA – North Metropolitan Zone - Deputy  
 Standing Orders Review Committee

## CR GERRY KENWORTHY

Audit Committee  
 Budget Committee  
 Committee to Select a New Chief Executive Officer  
 House Committee  
 Local Government Association of WA – North Metropolitan Zone  
 Mindarie Regional Council

## CR JUDI HURST

Budget Committee  
 Committee to Select a New Chief Executive Officer  
 Dry Parks, Median and Verge Committee  
 House Committee  
 Joondalup Festival and Summer Events Committee  
 Local Government Association of WA – North Metropolitan Zone - Deputy  
 North Metropolitan Region Recreation Advisory Committee  
 Whitford Community Ratepayers and Recreation Association – Whitfords Ward Representative

## CR CAROL MACKINTOSH

Art Collection Working Party  
 Audit Committee  
 Budget Committee  
 Committee to Select a New Chief Executive Officer - Deputy  
 House Committee - Deputy  
 Joondalup Business Association - Deputy  
 Joondalup Festival and Summer Events Committee  
 North Metropolitan Region Recreation Advisory Committee – Deputy  
 Skatepark Committee  
 Urban Animal Management Advisory Committee  
 Whitford Community Ratepayers and Recreation Association – Whitfords Ward Representative



*City of*  *Joondalup*

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