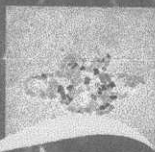


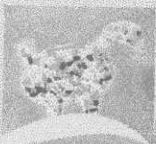
City of Joondalup Annual Report
30 June 2002

City of Joondalup Mission:
Developing partnerships to enhance growth, economic
vitality, and diversity of lifestyle, through leadership.

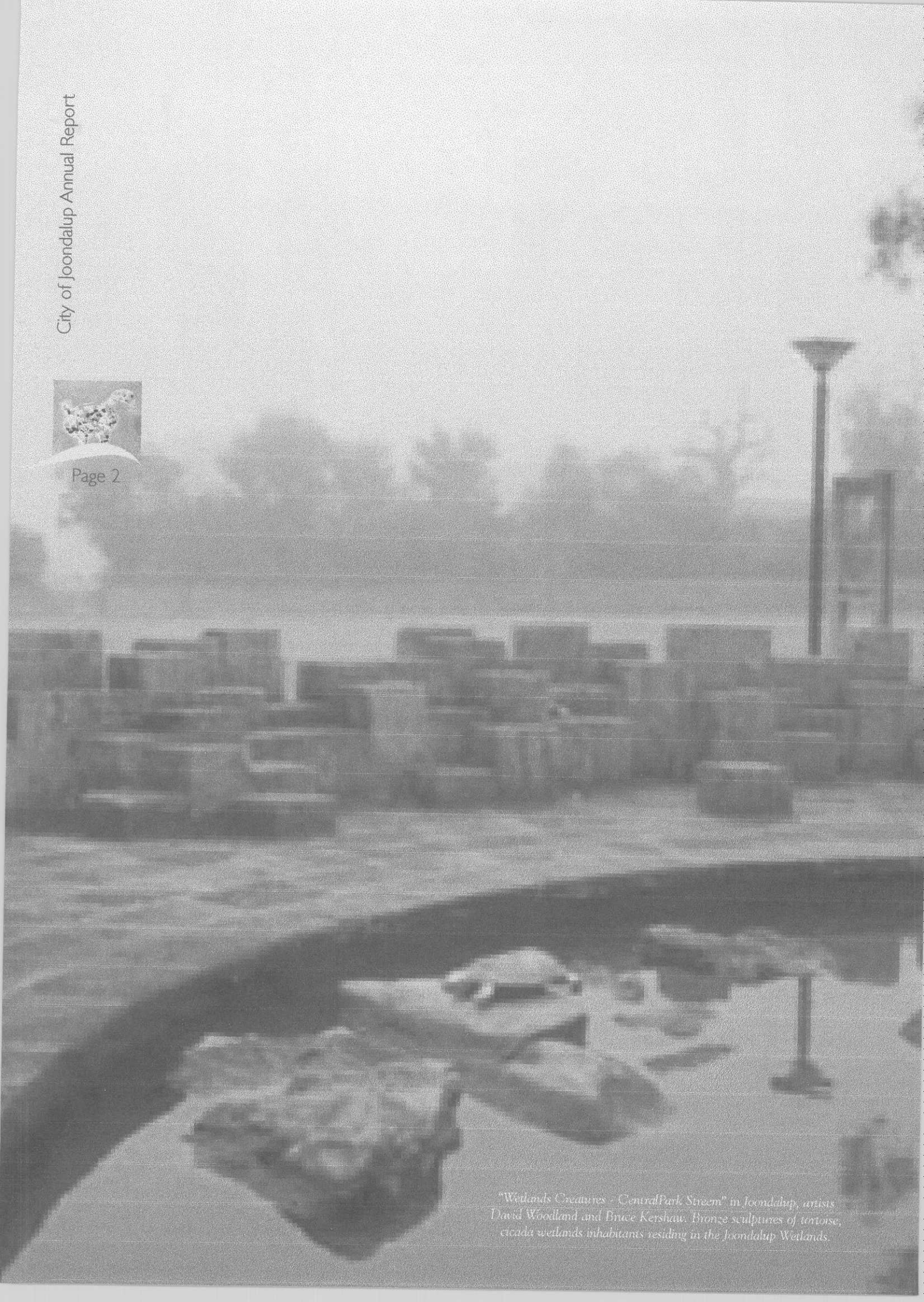


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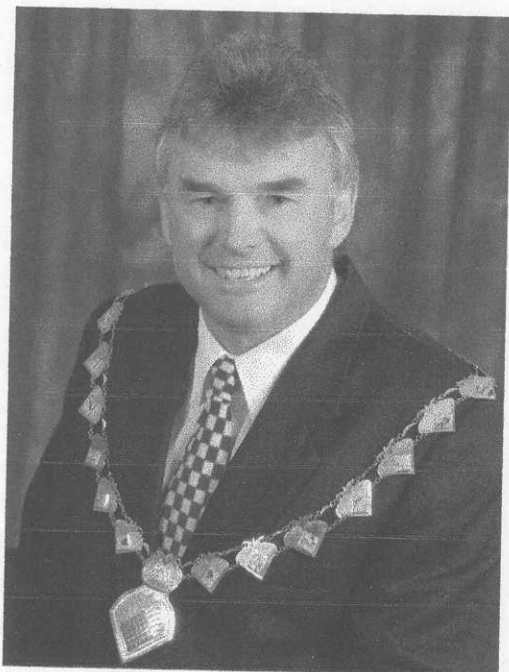
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"Wetlands Creatures - Central Park Stream" in Joondalup, artists David Woodland and Bruce Kershaw. Bronze sculptures of tortoise, cicada wetlands inhabitants residing in the Joondalup Wetlands.



Mayor John Bombak JP

MESSAGE FROM THE MAYOR

Welcome to this landmark Annual Report for the City of Joondalup.

It is 25 years since the idea of a second major regional city of Perth was conceived through State Parliament's Joondalup Centre Act – and the City of Joondalup is now realising the vision.

We can see the City Centre taking shape with new taverns, restaurants, apartments, houses – and two major buildings which took the City's building approvals to more than \$300 million in this financial year.

Boosting our efforts to become known worldwide as a "Learning City", Edith Cowan University chose to move its administrative headquarters and major campus to Joondalup, and the new WA Police Academy was opened.

These are exciting times for Joondalup and, to help us steer a course for the new era, we appointed a new Chief Executive Officer this year. I welcome Denis Smith and congratulate him on his commitment to seeing Joondalup turn the vision into reality.

Mr Smith, formerly Chief Executive at Warringah Council in Sydney, whom I have described as a "no-nonsense straightshooter", has already proved his worth with his restructure of the organisation and is working very closely with me and the Councillors to implement policies which will breathe new life into the City Centre and further develop the City of Joondalup overall.

A town planner by profession, Mr Smith has been involved in getting big projects off the ground – like

the NSW freeways from Sydney to Newcastle and Wollongong and highway upgrades from Sydney to Brisbane. He has also planned and developed major business parks and worked on residential/urban estate projects throughout Australia.

It is fitting that we have his expertise on hand as we work towards two big visionary projects – the proposed Performing Arts Centre and, more immediately, developing the Ocean Reef Marina.

These projects are part of our vision for the City of Joondalup – and it is a vision that includes all our 160,000 residents in 22 suburbs from Marmion and Warwick in the south to Burns Beach and Iluka in the north.

Major projects included:

Craigie Open Space conservation works, progression towards a secondary waste treatment facility, enhanced landscaping in Woodvale, Iluka and Hillarys, development of a number of dry parks, various traffic management and pathway projects and the Graffiti Campaign.

Building works included the refurbishment of the Mullaloo Surf Life Saving Club and the provision of skateboard facilities in Kinross and Carine. Road and bridge works included the Shenton Avenue duplication and the Eddystone Avenue projects.

We managed all this while posting another zero rate increase, giving the City of Joondalup the lowest rate of increase of all metropolitan Councils over the past six years.

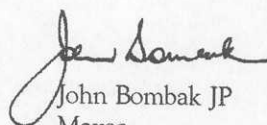
On the environment front, the City upgraded its efforts to care for our coast, bushland and environmental sustainability.

We continued to forge relationships with the Chinese university city of Jinan which my wife Kerry and I visited in September 2001 with a delegation from Edith Cowan University.

This is an important relationship as we develop the concept of Joondalup as a "Learning City" with a predicted 35,000 students on campus by the year 2020.

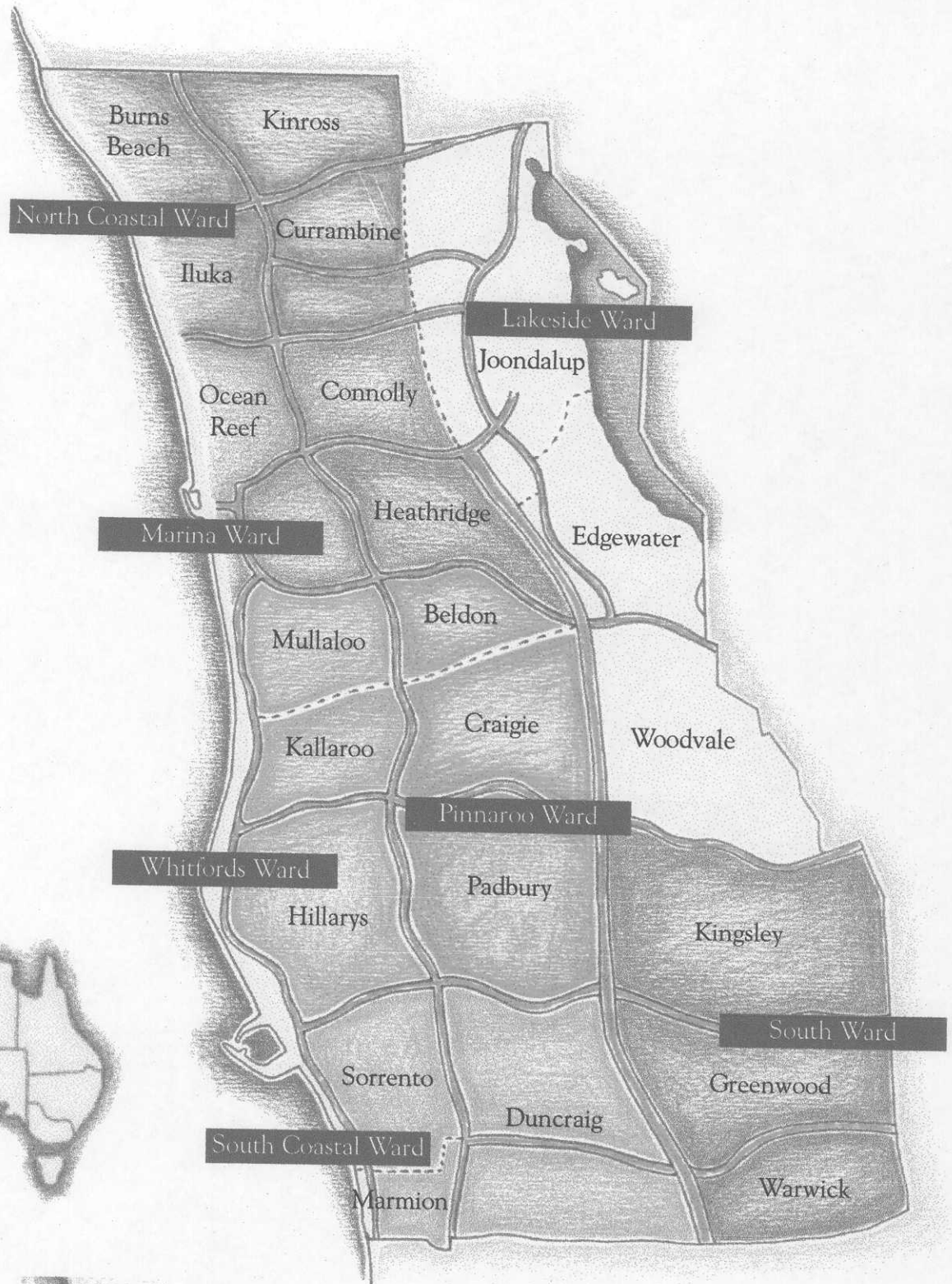
These are indeed exciting times for Joondalup and I reiterate that we want as many people as possible to become involved in its evolution. I especially thank all the volunteers who help us in such areas as community services, conservation, libraries, State Emergency Service and sea rescue and the Joondalup Festival.

As a community, let us continue to work together to "Create the Future" to make the City of Joondalup one of the best places in the world to live, work and play.


John Bombak JP
Mayor

City of Joondalup

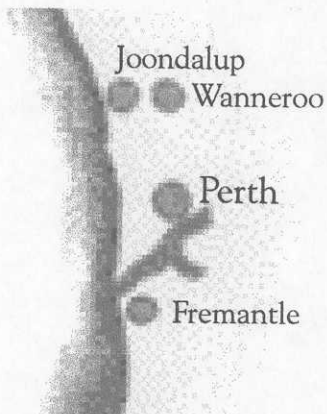
Ward Boundary Map



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Perth



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, Kinnross



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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allison.walker@joondalup.wa.gov.au

Cr Peter Rowlands

PINNAROO WARD

Phone/Fax: 9307 4984

Mobile: 0419 954 173

peter.rowlands@joondalup.wa.gov.au



South Ward: Greenwood, Kingsley, Winwick



Cr Tanya Barnett

SOUTH WARD

Phone/Fax: 9382 2145

Mobile: 0417 971 567

tanya.barnett@joondalup.wa.gov.au

Cr Mike O'Brien JP

SOUTH WARD

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Mobile: 0438 948 001

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South Coastal Ward: Diancrag, Marmion, Sorrento



Cr Andrew Patterson

SOUTH COASTAL WARD

Phone/Fax: 9448 9624

Mobile: 0409 119 322

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Cr Gerry Kenworthy

SOUTH COASTAL WARD

Fax: 9246 9681

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gerry.kenworthy@joondalup.wa.gov.au



Whitfords Ward: Hillarys, Kallaroo, Mullaloo



Deputy Mayor Cr Judi Hurst

WHITFORDS WARD

Phone: 9402 1729

Fax: 9401 0792

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Cr Carol Mackintosh

WHITFORDS WARD

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carol.mackintosh@joondalup.wa.gov.au



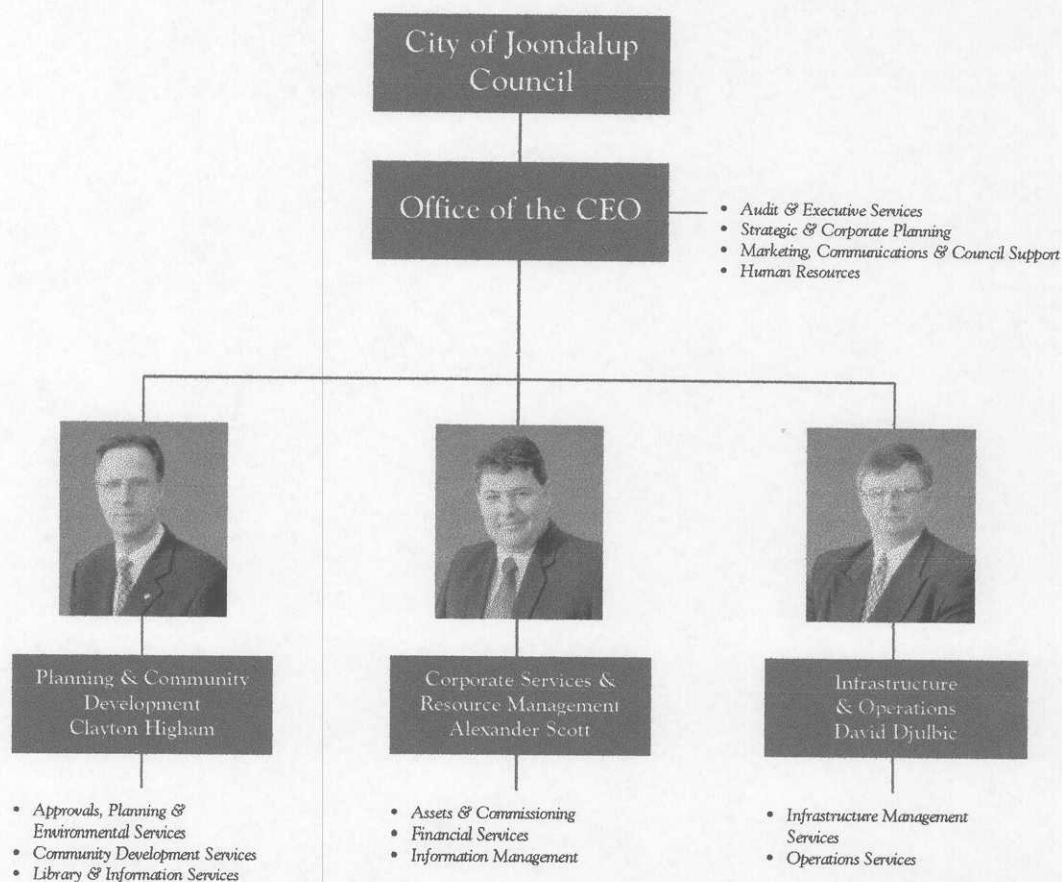
Council Structure



Above: Joondalup Civic Centre Chamber



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





Chief Executive Officer Denis Smith

MESSAGE FROM THE CEO

It gives me great pleasure to present my first Annual Report for the City of Joondalup.

Since arriving in Western Australia and taking up my appointment in October 2001, I have been impressed with the enormous potential of the City of Joondalup which presents so many opportunities for the future.

I am also greatly impressed with the enthusiasm, vision and professionalism of the Mayor and Councillors. I thank them, and the Executive Management team and staff for their support.

The 2001/2002 year was a very productive one for the City of Joondalup,

My first major task was to undertake an organisational review which led to a reduction in the number of managers, greater efficiency gains and considerable savings to the organisation.

In a nutshell, we aim to run the City of Joondalup as a true business – providing better service and value for the ratepayer's dollar.

We are making significant strides in our strategic partnerships with regional stakeholders such as Edith Cowan University (ECU), the WA Police Force, and West Coast College of TAFE.

Both ECU and the WA Police Force have invested heavily in Joondalup with major buildings each worth more than \$45 million as we move towards the realisation of our City as a "Learning City" and Perth's major regional capital.

Besides these large CBD projects, building development in the City generally has been quite extraordinary.

The City handles an extremely large number of approvals each year, with about 5,000 building and planning approvals received in the 2001/02 financial year - up more than 600 applications on the previous year.

This is equivalent of four to six "normal-sized" metropolitan local councils.

It is gratifying that our residents have signalled a very high degree of satisfaction with the City of Joondalup.

In our 2002 Customer Satisfaction Monitor, 92% of residents expressed a degree of satisfaction with the City and its services.

This is an exceptional result and I am sure it will inspire the Council and City staff to keep striving to improve customer service standards for all our 160,000 residents.

In the field of community events, our Joondalup Festival – this year themed Aquatica – continues to be an outstanding success. The festival maintained its attendance numbers and high standards, drawing an estimated 96,000 people into the City Centre with 97% of attendees being satisfied to extremely satisfied. More than 2,500 people participated in the street parade, including almost 2,000 primary school students. About 137 high school students performed a stunning dance finale, and several satellite events, like the Police Academy Open Day, added additional excitement. More than 5,500 people were involved in the creation of the event over a four-month period.

Certainly, I was very impressed by my first festival and I extend hearty congratulations to all involved.

As this Annual Report shows, we have achieved a great deal this year and I look forward to the future with the confidence of bringing to reality some of the major projects that will place the City of Joondalup at the forefront of local government in Australia.

Best regards,

Denis Smith
Chief Executive Officer



From left to right: Director David Djulbic, A/Director Alexander Scott, CEO Denis Smith and Director Clayton Higham.

Principal Activities Plan

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

- Library and Information Services
- Operations Services
- Infrastructure Management and Ranger Services
- Environmental Waste Management Services
- Approvals, Planning and Environmental Services
- Safer Community Program
- Community Development Services

The performance indicators include how effectively the City's services and facilities are meeting customer needs.

Major New Proposals for 2002/2003

In 2002/2003, the City will have an overall budget of \$98.99 million. The City will collect general rates of \$41.1 million generated from 56,536 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 continue its involvement in a number of major projects:

- A significant portion of the budget for 2002/2003 has been identified for ongoing upgrading 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
 - Buildings, parks, reserves and associated facilities.

- A site has been identified for the Currumbine Community Centre, however it has yet to be transferred to the City. It is anticipated the consultants will continue to work with stakeholders to develop the concept design for the centre.
- The City's plans to provide Joondalup and its region with performing arts facilities have progressed through the year. Australia Pacific Projects' Feasibility Study informed the City of community and professional needs, potential usage levels, and project partners. Throughout the year, the City has held discussions with many of these project partners. The City has also made approaches to the State and Federal Governments for funding support and investigated other potential funding partners. This process continues and will result in the development of more detailed design specifications to meet stakeholders' needs.
- Investigations are continuing to acquire a depot site. Funding has been set aside within the Asset Replacement Reserve.
- Planning for the future development of the Ocean Reef site adjacent to the boat-launching ramps will continue with a strong emphasis on community consultation throughout the planning process. Budgets have been identified for this planning process.

Options for the development and conservation of Lot 118, Tamala Park are being examined by the seven owners – City of Joondalup, City of Wanneroo, City of Perth, City of Stirling, Town of Cambridge, Town of Vincent and Town of Victoria Park.



Left: Marina Ward Councillor Chris Baker, Chairman of Ocean Reef Development Committee with Whitfords Ward Councillor Carol Mackintosh at the Ocean Reef Development Site.

Performance Measures

The City, as part of its ongoing commitment to best practice, participates in the Western Australian Municipal Association'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 the City of Joondalup continually to improve 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 June, 2002 a total of 500 telephone interviews were conducted with residents and ratepayers, aged 18 and over, living in the City.

Based on the sample size taken, the City can be 95% confident that the results reported are within plus or minus 4.4% of those of the entire population of the City of Joondalup.

OVERALL SATISFACTION WITH COUNCIL SERVICES

(2002 Customer Satisfaction Monitor)

1999/2000	2000/2001	2001/2002
91%	90%	92%

Level of Satisfaction (%) by Service

(2002 Customer Satisfaction Monitor)

SERVICE	1999/2000	2000/2001	2001/2002
Libraries	87%	94%	97%
Rubbish Collection	89%	93%	96%
Immunisation Clinics	87%	95%	96%
Leisure Centres	88%	91%	95%
Community Education Centres	NV*	88%	95%
Outdoor Recreation Facilities	75%	89%	94%
Community Halls	85%	91%	92%
Cultural Activities and Events	81%	91%	90%
Road/Cycle Path Maintenance	73%	86%	89%
Australian Citizenship	NA*	NA*	89%
Fire Prevention	NA*	NA*	87%
Graffiti Control/Removal	NV*	79%	86%
Food Pollution and Control Services	67%	NV*	85%
Park Creation & Maintenance	72%	85%	82%
Pest Control	75%	NV*	81%
Recycling	74%	76%	80%
Conservation & Environmental Programs	NA*	NA*	79%
Transport for the Aged	NA*	NA*	78%
Youth Activities	NV*	72%	78%
Animal Control	NV*	77%	77%
Planning and Building Approvals	62%	80%	74%
Mobile Security Patrols	NV*	57%	74%
Abandoned & Off Road Vehicles	NV*	NV*	61%
Parking Control	NV*	69%	58%

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

NV* Response rate not statistically valid NA* Services not surveyed in this year

New Service Performance Ratings

(2002 Customer Satisfaction Monitor)

The following newly introduced services were also included in this year's survey and received outstanding performances ratings:

- School Holiday Programs for People with Disabilities: 92% satisfied (5% usage)
- Family Liaison Services: 84% satisfied (4% usage)
- Financial Counselling: 91% satisfied (2% usage)

Level of Satisfaction (%) Internal Staff Dealings

(2002 Internal Customer Service Survey)

1999/2000	2000/2001	2001/2002
73%	74%	67%

Level of Community Participation in Decision-Making/Information Dissemination

(2002 Customer Satisfaction Monitor)

1999/2000	2000/2001	2001/2002
78%	78%	70%

The percentage of respondents believing they had the opportunity to comment on Council business decreased from 78% in previous years to 70% in the past 12 months.

The City is committed to improving performance in this area, and, as such, is actively developing Community Consultation Guidelines in 2002/2003.

Level of Satisfaction in Leadership and Decision-Making

(2002 Customer Satisfaction Monitor)

1999/2000	2000/2001	2001/2002
NA	65%	57%

While these figures indicate a decrease in residents' satisfaction, actual dissatisfaction in this area has not had a marked increase. The respondents answering "don't know" to this question increased 8% on last year's figures, accounting for the overall performance rating decreasing.

New Businesses and Full-Time Jobs in the Area

	1999/2000	2000/2001	2001/2002
New Clients	588	427	329
New Business Starts	62	148	121
Full-Time Jobs	85	82	62
Part-Time Jobs	30	40	70

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 fewer than five employees.



Office of the CEO

AUDIT AND EXECUTIVE SERVICES

Throughout the year, the Audit and Executive Services Business Unit continued to provide high-level advice and support to the Chief Executive Officer, Directors and Business Unit Managers.

Formerly known as Executive Support Services, the Audit function was added to the Business Unit during the year and an appropriately qualified and experienced officer has been appointed to the position of Internal Auditor. An Audit Plan based on the City's Risk Exposure has been prepared, approved and is being implemented. The Audit Plan is focused on achieving positive outcomes while ensuring the City's obligations and relevant legislative requirements are met.

The City has a set of modern local laws and carries out an annual review process to amend these where necessary. The review process includes addressing requirements of Clause 7 of the National Competition Policy. During 2001/02, the City of Joondalup Amendment Local Law 2002, which amended various local laws, was approved and all process requirements, including those under National Competition Policy, were met.

STRATEGIC AND CORPORATE PLANNING

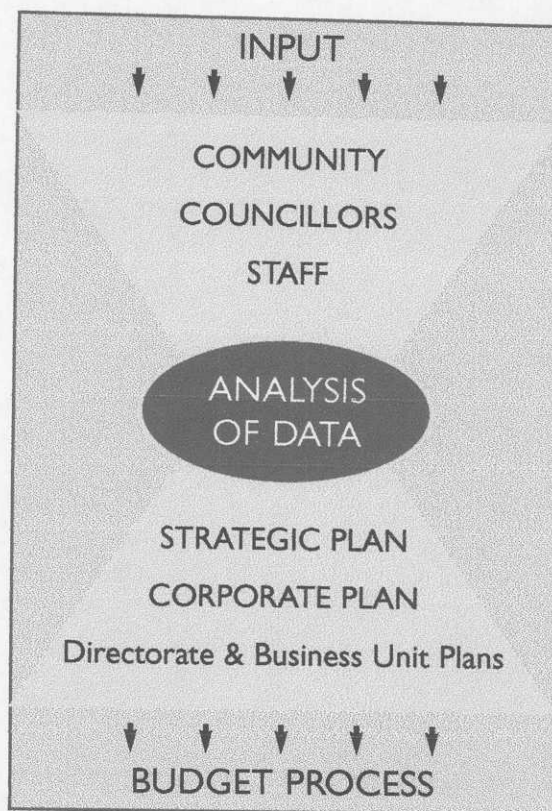
The 2001-2002 year produced exciting opportunities for the Business Unit following restructuring into a highly focused, multi-disciplined team allowing efficiencies in excess of \$100,000 for the City.

Integrated Planning Framework

The Integrated Planning Framework will provide the City with a logical framework from which staff can clearly understand their role in achieving key results of the City's Strategic Plan.

The framework enables greater organisational and community alignment and for input through effective communication channels from all stakeholders (the community, councillors and staff).

The Integrated Planning Framework can be shown diagrammatically as follows:



Grants Management

As a result of the City's restructure, a new position was created, with a staff member redeployed to manage the grants process for the organisation to facilitate a coordinated approach to maximise opportunities to procure external funding.

The Grants Officer develops submissions and creates networks with stakeholders and funding bodies to target funding to City and community programs.



Disability Service Plan

Research has revealed that approximately 37,000 people living in the City of Joondalup have some form of disability resulting from birth trauma, ill health, accidents or as part of the ageing process. Australian Bureau of Statistics figures show the City will experience a substantial "age wave" in the next five to 10 years that will contribute to increasing demands for greater accessibility from older residents.

A formal review of the Disability Services Plan written in 1995 to identify a range of barriers to Council services and facilities is being undertaken for 2002/03. The new Plan will incorporate best practice, training and resourcing requirements (both human and financial) and any recommendations for change arising out of the State Government review of the Disability Services Act (1993).

Community Consultation Guidelines Project

This Project seeks to identify the best methods for consulting with the community in Joondalup. Initially, research identified the key values, expectations and beliefs that local people hold about community consultation and secondly, looked at methods of consultation used by other government agencies.

Sustainability



Above: Yellagonga Wetlands, Lake Joondalup.

The City of Joondalup's approach toward developing a sustainable future is one based on increasing the environmental, social and economic sustainability of our community. Several innovative sustainability initiatives are building on the community's capacity to address sustainability issues. The initiatives include:

- The City of Joondalup's sustainability website is now online at living.joondalup.wa.gov.au. It is the first of its kind developed by a WA local government.
- Council endorsed a key submission prepared by the City, on the State Government's proposed sustainability strategy.
- The City hosted the State Government's sustainability display at the Joondalup Library (for World Environment Day), at the Joondalup Festival and at Lakeside Joondalup Shopping City.

- Council leadership on sustainability issues was highlighted by endorsement of the Environmental, Social and Economic Sustainability policy in June 2002. The policy is available on the City's website.
- The City's educational approach to sustainability includes the 2002 Environmental Challenge school program, and World Environment Day celebrations at Neil Hawkins Park, attracting approximately 500 students.
- Sustainability publications and reports were also produced, and are available from the City's sustainability website, including "Envirocare" information brochures, and an Internet guide to some of the best sustainability.
- The Environmental and Sustainability Advisory Committee gives advice to Council on sustainability issues. Members comprise Councillors, City staff and community representatives. The committee is supplemented by the administrative-based "Sustainable Futures Working Group" which assists in developing the City's "Sustainable Futures" Plan.
- The City also encourages community-based sustainability initiatives via the Community Funding Program.

Cities for Climate Protection Program

The City is a member of Cities for Climate Protection, 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 emissions in the City of Joondalup and the community.
- Establish an emissions reduction target.
- Develop a local action plan to achieve 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.

A three-month community consultation program documented 96% support for Council to adopt a greenhouse gas policy.

Council received the CCP Milestone 2 award from the International Council for Local Environmental Initiatives, following Council's endorsement of a 20% greenhouse gas emissions reduction target by 2010 for the City and the community.

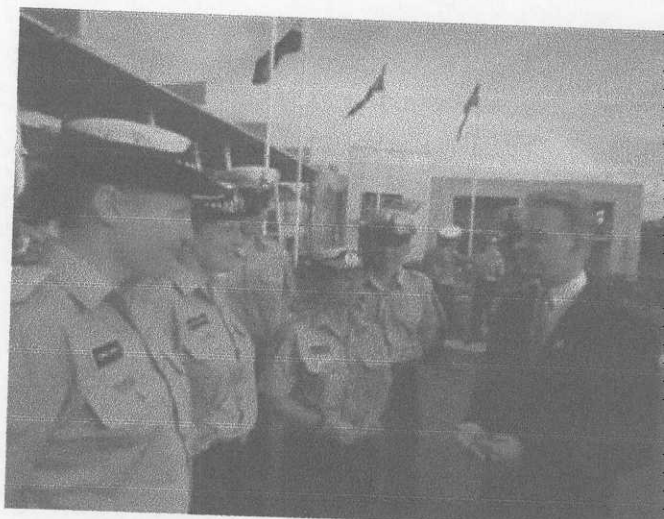
Office of the CEO

General Business Assistance

To assist the development of small business in Joondalup, the City provides financial assistance of over \$50,000 annually for the operation of the North West Metropolitan Business Enterprise Centre (BEC) in partnership with the Small Business Development Corporation and the Joondalup Business Association. In 2001/02, the North West Metropolitan BEC directly assisted more than 500 individual new small businesses to establish or expand in the City.

Working with Edith Cowan University and the North West Metropolitan BEC, and with support from the Federal Government, the City is also a key partner in the development of the Joondalup Business Incubator. Committing \$90,000 to the project, the Incubator will host up to 30 new enterprises and is expected to commence operating in Joondalup's City Centre by late 2002.

The City also provides assistance to key employment generators in the region, including project funding to establish the Sunset Coast Tourism Association Internet site www.sunsetcoast.com.au. To assist Joondalup businesses in establishing an online presence, the City is an active partner (with Edith Cowan University, West Coast College of TAFE, the City of Wanneroo and the Federal Government) in the development of the Two Cities www.2cities.com.au Internet portal that will serve the North Metropolitan region.



Above: Lakeside Ward Councillor Paul Kadak with recruits at Joondalup Police Academy.

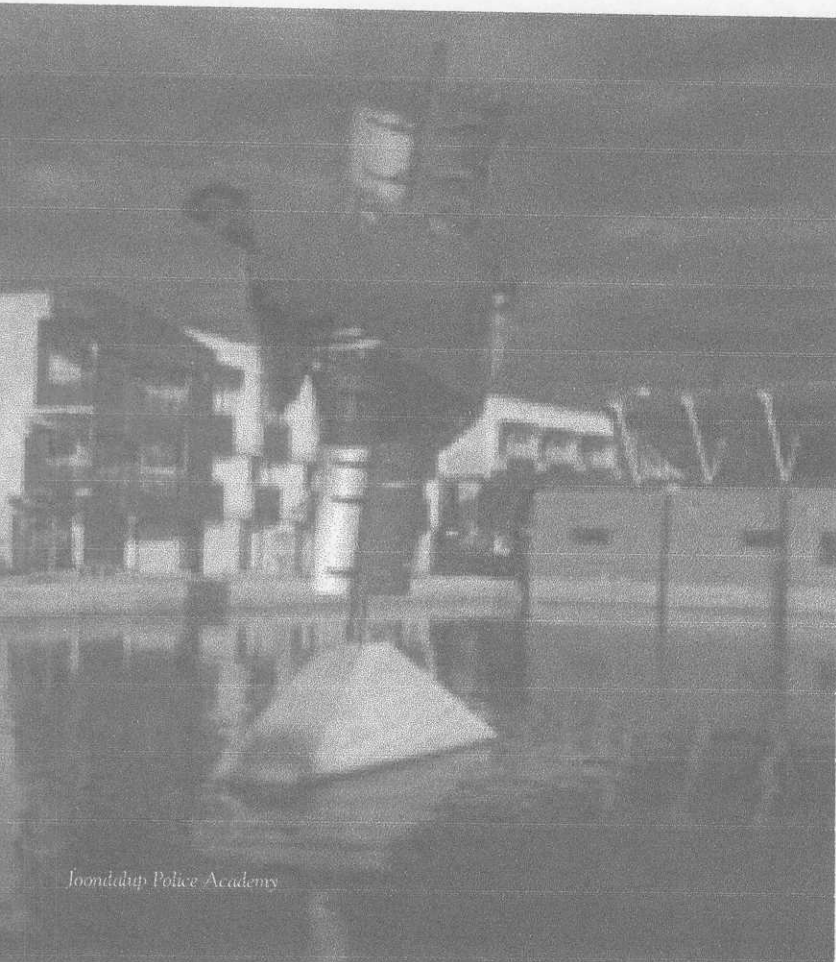
Joondalup "Learning City" Project

The City has actively partnered Joondalup's Learning Precinct members (Edith Cowan University, West Coast College of TAFE and the Western Australian Police Academy) to establish Western Australia's first "Learning City". The "Learning City" seeks to use its exceptional educational and transport infrastructure to facilitate local employment creation in and around education and learning.

In 2001/02, the City collaborated with Edith Cowan University in its promotion of education services to China. In September 2001, Mayor John Bombak accompanied an ECU delegation to Jinan, the capital of the eastern coastal province of Shandong. In January 2002, a top-level official delegation from Jinan inspected the Joondalup Learning Precinct and a Memorandum of Friendship was signed between the two Cities.

Joondalup CBD Promotions

In 2001, the City was successful in securing a \$65,000 grant from the Federal Government to further activate Joondalup's City Centre through the CBD Enhancement Project. Employing a full-time CBD Promotions Officer, the project has secured the Joondalup City Centre as host of a Perth International Criterium Cycle Series race in early January 2003. The project also assisted small business stakeholders in the CBD jointly to promote "Christmas in July" in Joondalup in 2002.



MARKETING, COMMUNICATIONS AND COUNCIL SUPPORT

Following the organisational restructure, the Marketing, Communications and Council Support Business Unit was established, which was an amalgamation of the Marketing Services and Council Support Services Business Units. The Unit has responsibility for governance, marketing, records, communications and customer service.

Council Support

The 2001/02 year saw the final stage and full implementation of the agenda and minutes system completed with the introduction of the electronic voting component at Council meetings. This software consists of three stages:

Stage 1 - where agendas are produced electronically in-house;

Stage 2 - where the agenda and minutes are distributed electronically via CD and read by elected members via their laptop computers;

Stage 3 - is the automation of the actual Council meeting. This stage of the software electronically displays on each member's PC, and large screen for the public, the recommendations, motions, amendments and the outcome of the decisions, including individual elected members' votes. This project has been ongoing for some time and is believed to be a national first.

Records Services

With the successful implementation of its electronic document management system, Records Services continues to strive for best practice principles. The City of Joondalup was the first local government in WA to present to the State Records Advisory Committee (SRAC) its proposed policies to enable the City to manage more of its records electronically. This will have benefits for the City in minimising the need for hard-copy filing storage space. The policies recently presented to the SRAC will provide the basis of the City's Record Keeping Plan as required by the recently gazetted State Records Act.

The City also received a total of 27 applications under the Freedom of Information Act (FOI), which were processed by Records Services. The average time taken to process each application was 21 days, compared with the legislative time of 45 days. This clearly indicates the City's commitment to processing FOI applications as a high priority.

Customer Service

The City continues to excel in the provision of customer service to its residents, ratepayers and visitors to the region.

Through the City's annual Customer Satisfaction Monitor, the City's residents continued to rate the level of customer service very highly, with 92% saying that they were satisfied with the City of Joondalup and 87% saying that the City had met or exceeded expectations.

The two customer service centres at the City of Joondalup Administration Centre and Whitford City Shopping Centre continued to provide a valuable service to the community. Due to the refurbishment of the shopping centre, the customer service centre was required to move to a temporary location. Plans are being developed for a redesigned, more customer friendly environment to greet the customers in 2002/03.

Communications

In 2001/02, the joint venture continued between the City and the Joondalup Businessmen's Association on the production of the Business and Community Directory.

The "Council News" publication continued to be produced on a "seasonal" basis which provided a valuable communication tool between the City and its residents.

Regular media releases were produced and communicated to the local and State newspapers.



Office of the CEO

Civic Functions

Numerous civic functions were held throughout the year to commemorate or acknowledge significant events within the community. Such functions included:

- conferment of the Freedom of Entry to the officers of the Western Australian Police Academy (Joondalup);
- opening of the access pathway to the Craigie Bushland;
- annual events such as Invitation and Community Awards, and volunteer appreciation functions/hospitality dinners for various community groups;
- a visit by the Jinan delegation from China to commemorate the signing of the Memorandum of friendly talks between the two local governments.

Planning also commenced for a function in October 2002 to commemorate 100 years of local government within the region, and to celebrate the Silver Jubilee of the vision of Joondalup.

In 2001/02, the City held Citizenship Ceremonies for more than 1,300 new Australians. For the first time, as part of the Customer Satisfaction Monitor, the Citizenship Ceremonies were evaluated and received an 89% performance rating.

Corporate Image

The City's corporate image was given a facelift this year with a new approach to the original branding incorporated in 1998.

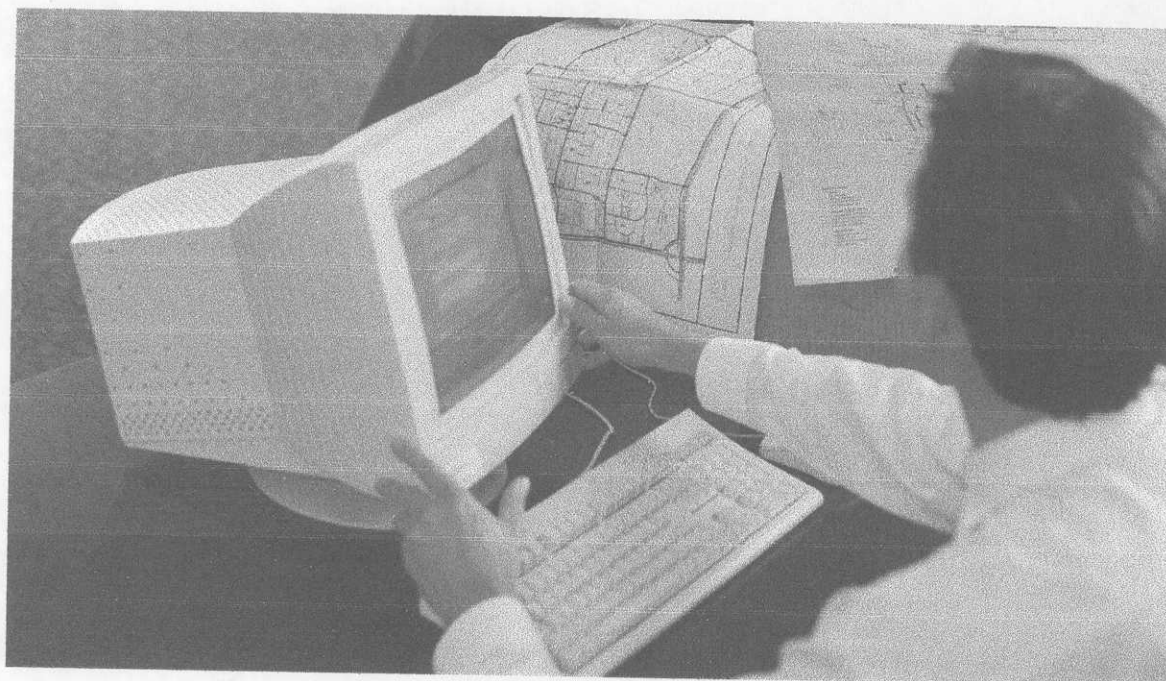
Keeping in style with the recognisable Joondalup Symbol, existing elements have been used to create a fresh, new feeling of golden beaches and flowing water, integral components of the Joondalup lifestyle.

The new, modern and fresh look has been applied to Council stationery, brochures, posters, advertising and other media and continues to be used on City material.

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Citizenship Ceremony at Joondalup Civic Centre Chamber.



HUMAN RESOURCES

The Human Resources Business Unit achieved a number of significant outcomes over the past 12 months. It commenced with an internal restructure of the Unit that resulted in the reassessment of the ways in which HR provided its consultancy and payroll services. As a result of the review, a greater emphasis is now centred on customer service and the delivery of strategic plans to ensure best practice in people management policies.

One of the key outcomes was to implement strategies for becoming an employee of choice. This has meant the adoption of a number of people management strategies that affect on the way the City strives to treat its staff.

Some of the strategies included:

- A successful negotiated new enterprise agreement for the inside staff focusing on cultural change.
- Developing and maintaining a best practice working environment to become an employer of choice.
- Developing a training needs analysis. The purpose of the survey was to identify current strengths and weaknesses associated with training and development at the City, highlight areas for improvement, uncover current trends across the organisation in terms of past training activity and current training requirements.
- Developing and implementing a Performance Management System. To ensure equity across all teams, a steering committee agreed that three generic indicators would be added to all scorecards. These indicators reflect the City's corporate responsibilities, which are standard to all teams and include: Correspondence Turnaround, Customer Service and Financial/Budget Management.

Other significant achievements included:

- the provision of regular reports to Business Unit Managers so that they can manage their units efficiently;
- a reduction in workers compensation claims which have steadily decreased since the split with Wanneroo, a 23% reduction in the number of claims and the number of lost time injuries has also decreased by 59%;
- change to total employment costs for senior staff officers;
- a concerted strategy to acquit annual leave and long service leave;
- successful mapping of HR processes;
- minimal industrial disputes;
- enabling 20 staff to study online for a Diploma of Management;
- successful recruitment processes.

The Human Resources Unit looks forward to a challenging year with many projects planned. Some of these include a new EBA for the outside workers incorporating principles for a performance management system, development of a corporate training plan, a complete leave audit on all staff, the development of and implementation of a self-service employee kiosk, conducting an organisational survey and development of policies and procedures as a result of the survey, and the development of Service Level Agreements for all Business Units.

Planning and Community Development

APPROVALS, PLANNING AND ENVIRONMENTAL SERVICES

The Approval Services team merged in 2002 with Urban Design and Policy Services and Health Services following the City's internal Business Unit restructure, forming the new Approvals, Planning and Environmental Services team.

Collectively, the new team responds to matters surrounding the development of land within the City from its conception to completion and the ongoing checks of this development such as public buildings and eating-house inspections. The team comprises building surveyors, town planners, environmental health officers, engineering, cartographic and specialist liaison officers and swimming pool inspectors.



Above: Louise Dean, Sorrento Surf Lifesaving Club with South Coastal Ward Councillor Gerry Kenworthy at the Sorrento Beach redevelopment site.

The new team provides direct services to the community by:

- Providing advice about development standards or proposed development;
- Undertaking responsibilities in regard to subdivision, strata and land management processes;
- Inviting public comment in relation to proposals;
- Planning assessment of current and future proposals and the issue of development and/or building licence approvals;
- Private and public swimming pool inspections;
- Investigation of health, building or planning concerns regarding the use of properties;
- Draft preparation and implementation of Council policy and guidelines in conjunction with relevant legislation;
- Maintaining and reviewing the City of Joondalup District Planning Scheme;
- Food shop inspection and public water testing;
- Noise complaints and infectious diseases investigations;
- Pest management and food complaints; and
- Immunisation.

The Business Unit handles an extraordinarily large number of approvals each year with about 5,184 building and planning approvals received in the 2001/02 financial year, up 633 applications on the 2000/01 financial period, the equivalent of four to six "normal-sized" metropolitan local councils.

As always, the Business Unit strives to be an industry leader, maintaining a close partnership with customer and industry groups. Over the year, partnerships have been strengthened with the Australian Institute of Building Surveyors, the Housing Industry Association, Builders'

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Performance Measures - Community Services

(2002 Customer Satisfaction Monitor)

- Customer satisfaction with performance of services provided.

	1999/2000	2000/2001	2001/2002
Youth services and activities	NV*	72%	78%

NV* Response rate not statistically valid.

Performance Measures - Health Services

	1999/2000	2000/2001	2001/2002
Immunisation	87%	91%	96%

- Number of people immunised.

	1999/2000	2000/2001	2001/2002
	3,006	2,968	4,084

- Recorded incidence of infectious diseases.

	1999/2000	2000/2001	2001/2002
	281	287	275

- Food shop inspections and associated complaints.

	1999/2000	2000/2001	2001/2002
Complaints	180	178	115
Food shop inspections	*	1,385	960

*Accurate figure not available due to changeover in reporting systems

- Reported incidence of noise.

	1999/2000	2000/2001	2001/2002
	365	452	355

Building and Planning Services

(2002 Customer Satisfaction Monitor)

Customer satisfaction via annual customer survey.

	1999/2000	2000/2001	2001/2002
Planning and building approvals	62%	80%	74%

Registration Board, Australian Institute of Environmental Health, Canteen Association, Department of Environmental Protection, Yellagonga Catchment Group, Department of Local Government and Regional Development, Department for Planning and Infrastructure and the Health Department.

With these associations, the Business Unit is able to ensure that services are met, the latest industry information is provided and the demands and expectations of our customers and the community as a whole are maintained.

Simultaneously, there is always a strong demand for mediation and information to be provided to residents who may be affected and/or interested in new development proposals. Customer service surveys and an active interest in the City's community consultation program will bring to light the direction the Unit needs to travel in this regard.

The new Business Unit is very active in the provision of advice on other matters, including regulatory reforms and examination of current legislation. Our strong relationship with the Western Australian Local Government Association and State and Federal parliamentary members ensures that the City's opinions are presented wherever appropriate in the interests of our community.

During the financial year, the city contributed to the revised swimming pool regulations, amendments to the Building Code of Australia's Energy Efficiency in Residential Housing, the new R-Codes, the National Food Safety Standards, and the New Model Food Act.

Subdivision referrals have remained constant with a total of 86 applications received in the 2001/2002 financial year.



Above: Marina Ward Councillor Don Carlos discussing issues with senior residents.

COMMUNITY DEVELOPMENT SERVICES

Community Development Services is a new Business Unit which comprises Leisure, Community Services, Safer Community and Cultural Development.

Currambine Community Centre

In the past 12 months, some progress has been made towards the development of a Community Centre in Currambine. Preliminary discussions have been held with stakeholders associated with the proposed Community Centre and a number of complex planning issues have been raised in Council for consideration. Future development on this project will depend on sound strategic direction and assessing the diverse needs in the community.

Financial Counselling

The Financial Counselling Program continues to provide a valuable service to the community.

It has assisted 442 people and families throughout the region over the past 12 months. Of this total, there have been 290 new clients with a further 68 clients assisted on the No Interest Loan Service over this reporting period. (The No Interest Loan Service assists families who are in financial hardship to purchase essential household white goods.)



Left: Alison Edmunds, Health and Environmental Services Coordinator and North Coastal Ward Councillor Andrew Nixon with the new signage at Yellagonga Regional Park.

Planning and Community Development

Youth Services

The recommendations of recent research projects have been considered and, where appropriate, actioned through the City's Youth Services Programs during the past 12 months. As a result of research into issues of youth and public space a Youth Worker (Youth and Public Space) has been employed. This officer is successfully addressing the needs of young people and their use of public space, through the production of information brochures, the development of a training package for security guards, and working with groups of young people in the planning phases of two new skate parks.

Other youth initiatives include a regular music program called the Hip Hop Program, which engages 20 people aged 13 to 18 for a six-week course that teaches them dance, music, rap and DJ skills. At the completion of this course, the young people who have participated demonstrate their newly learnt skills to family and friends.

The HYPE program has continued to provide successful results for the shopping community of the City of Joondalup. The program employs (HYPE) Youth Workers to link with young people in shopping centres and public spaces. The workers encourage positive interaction between youth, shopping centre management, centre security and the public. The HYPE program was evaluated by Edith Cowan University in December 2001 and was recently showcased at the University's Conference for Psychologists, "From Rhetoric to Reality" held in June 2002.

Anchors Youth Centre

The Anchors Youth Centre opened for drop-in activities every Tuesday and Friday during school terms. The program has attracted some additional funding from the Federal Government to assist with the provision of appropriate equipment for the young people who access the program.

Anchors also operates an integrated program during school holidays. The program is unique because it integrates five young people aged 12 to 18 with special needs and 15 other young people in a challenging, recreational program.

Development of Future Youth Centres

The City is working with the community in the development of future Youth Centres in the City of Joondalup. Current work includes population, demographic and statistical analysis to enable informed decisions to be made by Council regarding the best location for future Youth Centres in the community.

The Voice of Youth

The City of Joondalup is keen to ensure that the needs of all members of the community are met. A voice for youth is provided through two key bodies – the Youth Advisory Councils (North and South); and the Strategic Advisory Council- Youth Affairs. The Youth Advisory Committee comprise of young people aged 15 to 21 who are interested in participating in Council matters. This year, the Youth Advisory Councils have been actively involved in organising events such as the Extreme Youth Festival and contributing to the youth features of the Joondalup Festival.

The Strategic Advisory Committee – Youth Affairs is a strategic committee newly formed by the City this year. Representatives of the Youth Advisory Councils and elected members work together on this committee to provide recommendations to Council about serving the needs of the young people of the City of Joondalup.

Extreme Youth Festival

Market Square came alive in November 2001, to the sounds of grinding skateboards, flying BMX riders, live music and thousands of young people enjoying the Extreme Youth festivities. The estimated attendance was 10,000 people.

The Festival ran from 10am - 6pm in conjunction with Sunday trading at Lakeside Joondalup Shopping City. The Festival is a celebration of the rich Joondalup youth culture and the focus is on free, safe and challenging activities for the young people of the City.

A committee of young people worked with City staff to organise the event. The committee had a role in providing input to the organisation of the



Youth at Anchors Youth Centre, Heathridge

event, ensuring that it featured activities that reflected the interests of today's youth. The Extreme Youth Festival featured skateboard and BMX competitions, rock wall climbing, bucking broncos, bands and youth-specific entertainment.

Community Transport Program

Seniors in the community, who experience difficulty using public transport, can access the City's Community Transport Program. This program collects seniors from their homes and takes them to local shopping centres or seniors' centres for activities and socialisation. Ten drivers and carers volunteer give their time to the City of Joondalup, and are the key to the positive outcomes of this program.

Seniors Action Plan

This year saw a shift in focus on seniors issues. An internal Seniors Working Group was developed comprising representatives from Strategic Planning, Library Services, Recreation Services, and Community Development, to assist with the identification and development of programs, activities and services specific to the needs of seniors.

The Seniors Working Group, in consultation with the Strategic Advisory Committee – Seniors Interests, has formulated the Seniors Action Plan, using local information, State Government policy and demographic data. The Seniors Action Plan is an in-depth corporate plan formulated to assist in the strategic development and planning of the current and future needs of seniors and addresses the City's changing population demographics. As a whole-of-organisation plan, it will guide the work of the City's Administration, allow Council to make decisions on current and future seniors services and support the ongoing work of community groups, organisations and agencies in meeting the needs of seniors.

Cultural Development

The City of Joondalup's Cultural Development Program continued to focus on engaging the community in cultural activity, particularly young people. The Program continues to make a strong contribution to the development of a regional identity, building a sense of community and promoting Joondalup as a regional city.

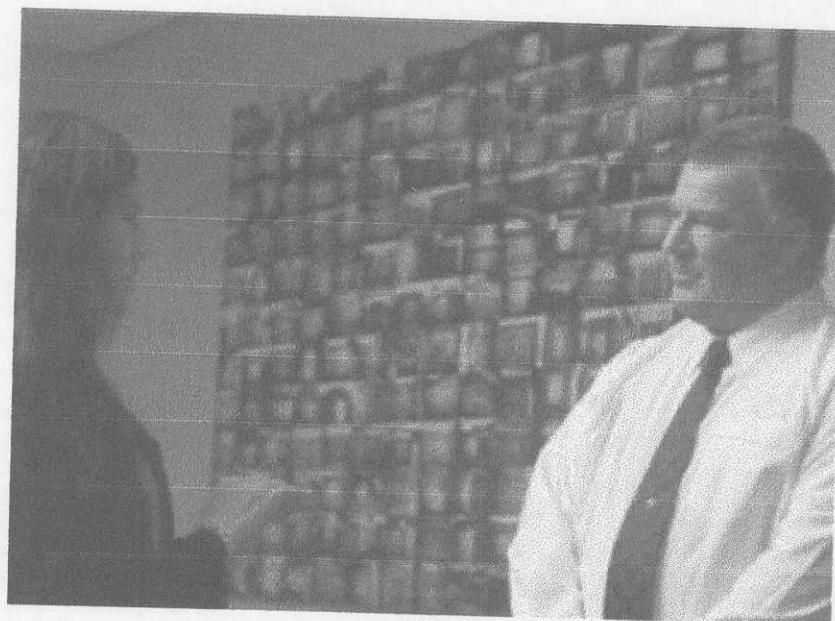
Achievements included:

- Summer Event Program – the program was enjoyed by 136,000 people and featured performances by Yothu Yindi, The Jazz Factory, Sabroson and African Music Congress. Other events included the Little Feet Festival, the Australian Shakespeare Company and the Perth International Arts Festival's fireworks spectacular, Sticky.
- Joondalup Festival, "Aquatica" – the Festival maintained its attendance numbers and high standards. The event brought an estimated 96,000 people into the City Centre with 97% of attendees being satisfied to extremely satisfied. More than 2,500 people took part in the street parade – including almost 2,000 primary school students and 137 high school students performed a stunning dance. Several satellite events, like the Police Academy Open Day, added additional excitement. More than 5,500 people are estimated to have been involved in the creation of the event over a four-month period.



Left: Whitfords Ward Councillor Judi Hurst with James Boyd, Cultural Development Coordinator with one of the 2002 Joondalup Festival "Aquatica" floats.

Planning and Community Development



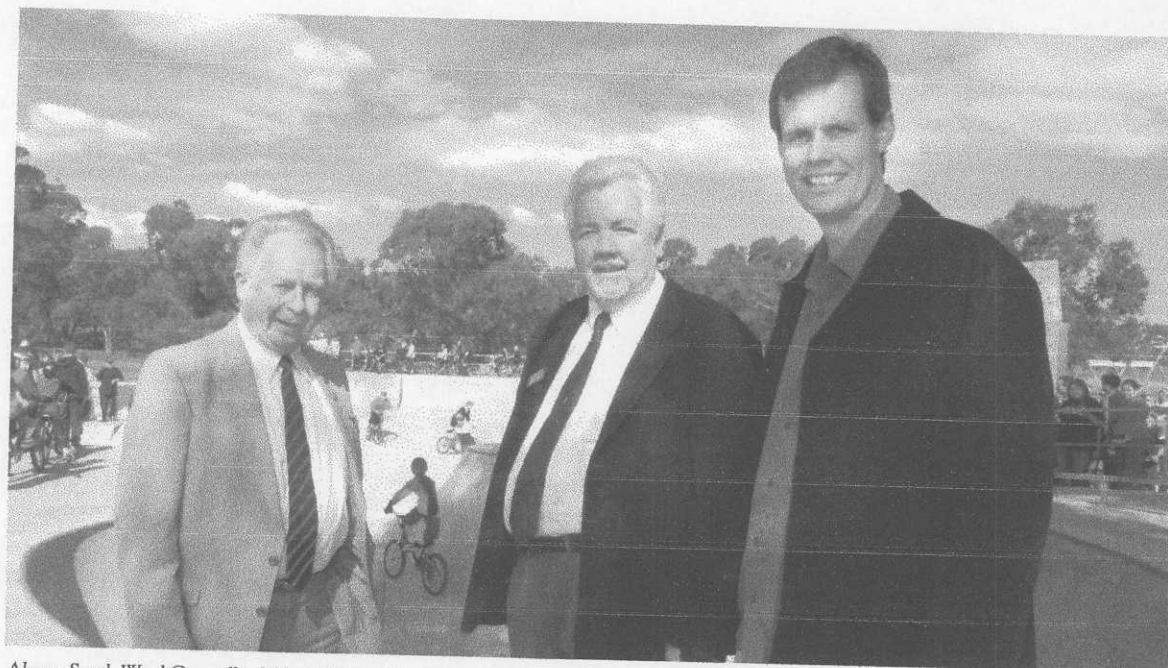
Right: Arts Project Officer Belinda Cobby and Lakeside Ward Councillor Paul Kimber with the 2001 Invitation Art Award winning artwork.

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- **Invitation Art Award** – the Award featured 34 of Western Australia's leading artists. The winning artwork, *Garages and Numbers*, by Rodney Glick and Lynette Voevodin, has taken its place in the City's Art Collection. Local TEE art students studying contemporary WA artists participated in educational tours of the exhibition, providing them with an insight into the artists' latest work.
- **Community Art Exhibition** – the exhibition displayed 257 artworks by talented local residents at Lakeside Joondalup Shopping City in May. Almost \$11,000 of art was sold at the exhibition.
- **Joondalup Eisteddfod** – the Eisteddfod attracted 2,000 participants and rewarded the best performers in speech, drama, music and singing. The Eisteddfod offered a valuable performance opportunity to the many developing performers in the area.
- **Mural Arts Program** – the program continues to combat illegal graffiti in the region with numerous new sites in underpasses and open spaces. School workshops took place to design and paint giant murals on school walls that often attract illegal graffiti.
- **Art Collection** - seven new artworks were purchased for the Art Collection and are displayed in the Joondalup Civic Centre. School and public tours have taken place throughout the year on request.
- **Arts Development Scheme** – the scheme has initiated 15 visits by professional performing arts companies to Joondalup, resulting in an audience of 2,287 young people enjoying local performances. This year, the City has seen visits by Barking Gecko Theatre Company, WA Symphony Orchestra's Echo, Steps Youth Dance Company and Melbourne's Australian Shakespeare Company.
- **The City co-sponsored the Perth International Arts Festival** to draw one of the most spectacular free events, *Sticky*, to Joondalup CBD. The event played for two nights and attracted almost 12,000 people.
- **Sponsorship and Funding** – the Cultural Development Unit was successful in obtaining \$56,200 in grants and funding and a further \$167,212 in cash and in-kind sponsorship.
- **Culture and the Arts Development Fund** – the fund distributed \$33,783 to community cultural groups in support of more than 20 cultural events and programs.



Below: Joondalup Festival's Mural Arts Project in Joondalup CBD.



Above: South Ward Councillor Mike O'Brien, North Coastal Ward Councillor John Hollywood and Community Development Manager Graeme Hall at Carine Skatepark.

Recreation Services

The Recreation Services Unit continued to support local sport, leisure and recreational groups throughout the City of Joondalup in 2001/2002. The unit focused on the delivery of services promoting healthy, active and enriched lifestyles, with a direction towards empowering community groups through the facilitation of proactive initiatives.

Highlights for the year included:

- Ongoing planning and development of community-based skatepark facilities. Tenders to construct two skatepark facilities were awarded:

Carine Skatepark – an innovative joint venture between the City of Joondalup and the City of Stirling; and

Kinross Skatepark – located in MacNaughton Park, Kinross.

- Continuation of the popular Growing Older and Living Dangerously (GOLD) Program, aiming to increase physical activity levels for the over-50s population. There was a 64% increase in participants in 2001/02, with 86% of survey respondents acknowledging that GOLD encouraged them to participate in other regular exercise.
- Continuation of fully subsidising the utilisation of recreation facilities by all senior and junior community organisations.
- The Be Active Together free walking program continues to expand with an increasing number of participants, and new developments in group activities.
- The City's midweek Beach Surf Life Saving Patrols expanded this year, operating from early December through to mid-March. Lifeguards

were provided at Sorrento, Hillarys and Mullaloo beaches, with no major incidents recorded. The City received a number of calls commending the extended patrol hours.

- On Saturday, 1 December 2001, the Bikes Unlimited Charity Ride was held in conjunction with a free Community Fair at Arena Joondalup. The bikes arrived between 11.30am to 1.00pm with activities, rides and performances entertaining the crowds throughout the day.
- On the Saturday of the Joondalup Festival, the City conducted a Bike Week competition for year 5, 6 and 7 students. The climax of the event was the City's Safest Young Cyclist competition, which was adjudicated by the Joondalup Community Policing Unit and supported by local bike shops.

Performance Measures - Leisure Services

(2002 Customer Satisfaction Monitor)

- Customer satisfaction with services.

	1999/2000	2000/2001	2001/2002
Leisure centres	88%	91%	95%

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

	1999/2000	2000/2001	2001/2002
Kilometres travelled	415,202*	823,284*	441,227
Average kilometres per day	1,138*	1,675*	2,143
Total number of patrols	2,929*	N/A	N/A
Total number of hours	23,432*	67,878*	53,820
Total number of customer security referrals includes customer call and other referrals (agency and verbal)	2969	10,990	6,610
Average response time for security referral (was not a full year)	11 minutes	9 minutes	5.7 minutes

* Please note Ranger and City Watch combined.

Planning and Community Development

- During 2001/2002, Recreation Services received 23 applications for assistance through the Community Funding Program. Fifteen groups were successful with \$22,191.50 being distributed over the two rounds.
- Through the Community Sport and Recreation Facility Fund program, the City received six applications for funding, of which two were successful receiving, \$24,134 in total from the City.

Leisure Centres

A tender was awarded in May 2001 to RANS Management Group for the operational management and lease of the City's three leisure centres (Craigie, Ocean Ridge and Sorrento/Duncraig). In June 2002, RANS entered into voluntary administration. As a result, Council resolved to operate all three leisure centres in house on a short-term basis for a maximum of six months. During this time, a needs analysis will be conducted on the Craigie Leisure Centre, including redevelopment plans for the aquatic area. In addition, the City will also conduct an assessment of the future operations of the Sorrento/Duncraig and Ocean Ridge Leisure Centres.

Aims for 2002/2003

Recreation Services has identified Lifestyle and Leadership as key areas within the City's Strategic Plan to focus on for 2002/2003.

Objectives - Lifestyle

1. To manage and further develop a high level of customer service, allowing easy access to community information and available resources.
2. To provide a wide variety of available multi-use facilities.
3. To offer diverse program opportunities that increase the well-being of the community.

Objectives - Leadership

1. To develop policies that direct the future provision of facilities within the City of Joondalup.
2. To assist community sporting groups to plan strategically for their future viability.
3. To form relationships with sport and recreation industry stakeholders to facilitate the passing of knowledge aligned to the "Learning City" concept.

Safer Community

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

- City Watch Security Patrols
- Graffiti Control
- Partnerships
- Urban Design

These elements complement each other and provide a holistic approach to providing a Safer Community within the City of Joondalup.

Performance Measures - Safer Community Program

(2002 Customer Satisfaction Monitor)

- The level of customer awareness of the City's program.

	1999/2000	2000/2001	2001/2002
Security patrols	72%	87%	92%
Graffiti control	85%	89%	87%

- Community satisfaction with performance of services provided.

	1999/2000	2000/2001	2001/2002
Security patrols	NV*	57%	74%
Graffiti control	NV*	79%	86%

NV* Response rate not statistically valid.

- The usage of services provided.

	1999/2000	2000/2001	2001/2002
Security patrols	9%	28%	53%
Graffiti control	13%	25%	39%

- The effectiveness of the program in terms of achieving the overall objective of providing and maintaining a safe and secure environment.

The strong focus of community concern regarding crime-related issues has diminished dramatically over the past three years. Residents stating security, crime, patrols and/or vandalism as major issues facing Council have fallen from 44% in 1999/2000, to 30% in 2000/2001, to 20% in the 2001/2002 annual survey.



Above: A City Watch Officer and security vehicle.

City Watch

After referendum results in May 2001 supported the continuation of City Watch Security Patrols, the service was put to a full tender process. The new contract is performance based and has been designed to increase the visibility of the service and its effectiveness in performing the functions of the City Watch role.

Since the inception of the new performance-based contract in December 2001, the City Watch Service has travelled 441,227km, attended more than 4000 resident calls for assistance and has an average response time of 5.7 minutes. The close working relationship between the City Watch Service and local Police Services has been strengthened and consolidated in the past year.

The focus on security issues that have dominated community concerns for several years has diminished, with increasing satisfaction of Council's endeavours in this area. The number of residents mentioning security, crime, patrols and/or vandalism as major issues facing the City has fallen from 44% in 2000, to 30% in 2001, and 20% in this year's survey. (2002 Customer Satisfaction Monitor)

Graffiti Control

The City is committed to making the City of Joondalup a safer place to live. As part of this commitment, residents can contact us to assist in removing graffiti from public spaces and residential properties. Many reports of graffiti were made by City Watch Officers resulting in the speedy removal of graffiti in the 2000/01 financial year. In addition, numerous other reports were received from the community and other City of Joondalup employees. Of these reports, 3175 graffiti tags were removed consisting of more than 7,720 square metres.

Partnerships

The partnerships aspect of the Safer Community program has continued to grow with the consolidation of a number of programs and several

new initiatives in the past financial year. Of particular note is the City's Elder Protection Network initiative.

The City of Joondalup Elder Protection Network, established in 1998, continues to grow with representatives from community-based organisations such as the Australian Red Cross through to Granny Spiers Community House and the Joondalup Encore Theatre.

In October 2001, the City's Elder Protection website, a first in Australia, was launched by the Minister for Community Development, the Hon. Sheila McHale. The site contains information on what constitutes elder abuse and where someone in that situation can go locally to get help and support. The website was designed to support the information needs of older people in situations where ill health or frailty have led them to depend on someone who is harming them in some way. Harm can be physical, financial, psychological, sexual or as a result of neglect. The site can be located at www.elderprotection.net

Urban Design

Many community projects have been undertaken in the past year to improve community safety and security. These have included a number of safety audits conducted in conjunction with the community to identify areas that require improvements such as increased lighting or minor changes to vegetation to improve community safety and security.

Community Connections Project

The Community Connections Project is a community awareness and educational initiative of the City of Joondalup, which has been operating for three years. It is a positive campaign designed to inform people living, working or visiting our local areas, of their rights and responsibilities and what it means to care for property, the environment and other people within the City.

Planning and Community Development

Outcomes

Education 2002 – Schools Program

The City's school-based education program contains more than 40 projects, special events and opportunities for students to engage in. This year, the curriculum-based program had a particular focus on the environment offering several options for students, including:

Major environmental school-based project:

Twelve schools took part in developing sustainable environmental projects at their schools. These projects formed part of a City of Joondalup wide environmental competition, which was judged on World Environment Day by City staff and Councillors. Contributing schools will have an opportunity to present their projects at an International Eco Health Conference being held in Joondalup in November.

Adopt a Coast/Bushland Project: Fifty school classes have participated with City staff and volunteers in bush rejuvenation and clean-up projects around their schools.

Junior Rangers: More than 20 primary schools are now actively involved in this program, which rewards students for reporting vandalism, graffiti and other problems, which they see in their community.

Constable Care Puppet Shows: One hundred performances were provided free to 10,000 Joondalup primary school students in years 3 to 5 as part of the City's commitment to instilling safety messages in our youth.

Civic Tours: Twenty-two classes took part in tours of the Council Chambers which included mock elections and debates.

Educational resources for schools: In addition to projects, the City has also developed education resources for schools, including:

Educational CD-ROM: More than 500 educational CD-ROMs have been distributed to schools and are being utilised to teach students about the roles and responsibilities of local government.

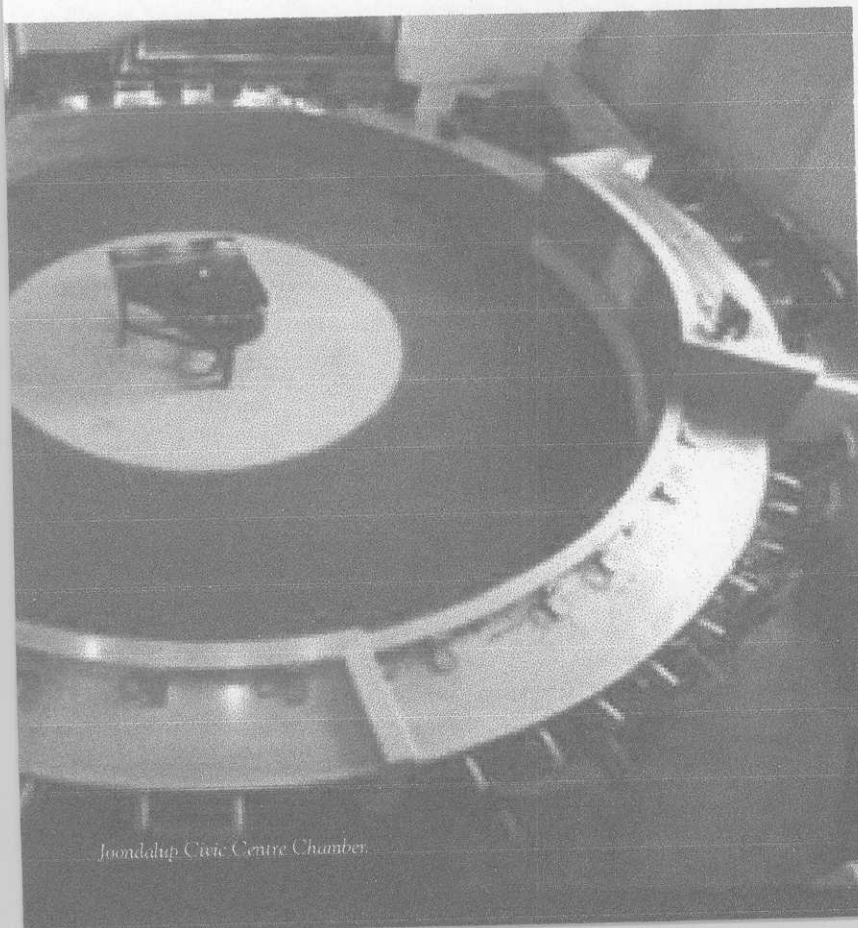
Educational Videos: The City has developed three videos on the Community Connections program, road safety and volunteering, which are used as teaching tools.

Educational Professional Development Days: Ten schools have participated in teacher professional development days organised by the City. These information days have included information on the City and its services as well as specific information on problems our youth are dealing with.

General Education for Residents

Community Connections aims to educate all residents about the role and responsibilities of Council and to encourage community participation. Information is available on the City's website, information sheets, brochures, displays and advertising. In addition, Community Connections coordinated information/education displays at 11 events during the year, including the Joondalup Festival and Little Feet Festival and at events held during Police Week, Education Week, Local Government Week, Youth Week, Heart Week, Seniors Week, Safety Week, Community Week, and World Environment Day.

The City now has a range of education displays at the City's libraries and customer service centres. In an effort to involve residents in the community, Community Connections has commenced a volunteer recruitment and training program. Approximately 45 volunteers have taken part in this program and are now actively involved in community projects.



LIBRARY AND INFORMATION SERVICES

Overview

2001/2002 has been a year of challenges, researching new service directions associated with information technology while responding to increased demand for community participation programs.

The City of Joondalup's Library and Information Services continued to be a valued and well-utilised community resource.

Technology

Early in 2002, the Libraries commenced a program to increase the number of public access Internet terminals. Roll-out of the 30 additional PCs has been dependent on upgrading the communications infrastructure. Marketing has commenced to increase community awareness of these facilities.

The significant increase and decentralised location of PCs throughout the libraries now requires an online booking system to control and monitor usage. A range of available systems is currently being investigated which will enable customers to book a machine direct, as well as usage data to be monitored.

Self-serve loans machines have reached the end of their usable life and have experienced considerable down time during the year. The identification and evaluation of options to enhance services and empower library customers will continue to be a significant project for library staff in the forthcoming financial year.

Service Agreement

The Service Level Agreement to provide the City of Wanneroo with a range of library support services was due for part termination at 30 June 2001, however this was extended for an additional three months in response to a request from Wanneroo. This part of the Agreement provided the City of Wanneroo library service with support for two years during which period its infrastructure could develop. These services have now ceased. The remaining Agreement provides the City of Wanneroo with an automated library management system until 30 June 2004.

Customer Service

In excess of 600,000 in-person visits were made to City of Joondalup libraries during 2001/2002 and 1,471,696 loans were recorded during the year which represented a 5.26% decrease. This decrease in loans is offset by the increasing number of visits to use services other than borrowing such as program attendance.

Although a significant decrease in end-of-year total library membership was recorded, this reflects a major purge of expired memberships, the first since the current automated library management system was commissioned in 1999. A regular purge program is now in place. Awareness of the value of libraries to everyday life continues to be demonstrated with enrolment of 13,672 new members, a 21% increase on the previous year and 8,554 existing members renewed their memberships in 2001/2002.

Customer reservations on stock increased by 3.8% and 53,049 reference enquiries represented an increase of 8.78% on the previous year.

Program Participation

The very successful regional Children's Book Week Program continues to grow each year. This year, 2,700 children from 30 schools participated, a 25% increase. The program promotes quality children's literature and reading. It provides young people in the region with the opportunity to meet authors, illustrators and storytellers and participate in events that highlight the importance and value of literacy and literature.

Weekly storytime sessions registered 1,897 pre-school attendees. Additional storytimes were conducted at Halloween and as a one-off for a child-care centre. The monthly Bookworm Club at the Joondalup Library registers an average 11 children at each monthly meeting. A range of holiday programs attract approximately 30 children to each session. The summer holiday reading program registered 398 children. At the end of the financial year, the Nestle Write Around Australia Program was in progress following a successful start of 780 first-round entries. All programs promote children's relationship and enjoyment of libraries and reading.

Planning and Community Development

The City of Joondalup focus on encouraging community members to participate in recording and preserving the local history continues to be appreciated. Available registrations in courses are generally filled very quickly. The Genealogy and Oral History training courses attracted 103 people in 2001/2002, an increase of 34%. In addition, 42 oral history interviews by volunteers represented an 8% increase on the previous year. These figures may at first appear low, but in reality reflect a very successful program. The in-depth research and follow-up processing required makes each interview a very time-intensive process.

Weekly English conversation classes, conducted by volunteer tutors in the Joondalup Library, have been increased to cater for the demand. The 591 recorded attendees represent an increase of 22% on 2000/2001. The library is an ideal location for such programs. It provides a natural link for the customer to continue to develop their new literacy and communication skills.

Seniors received additional assistance to learn more about computers. Training included two sessions during Seniors Week on how to set up a new computer as well as several sessions on online research.

New Services

Library staff now provide personal introductory Information Technology (IT) training sessions for groups of up to four people. Although introductory IT courses are available through the various teaching institutions, these people do not feel they are ready to register, often not being able to turn on a PC or use a mouse. This training was given to 239 people during the year. Ensuring access of equity to information is central to the purpose of public libraries and with the explosion of online information, this role is more important than ever.

This year the Joondalup Library was incorporated into the Interwork curriculum. For two terms, library volunteers provided either weekly or fortnightly storytelling sessions for people with disabilities. Such partnerships not only introduce people to new skills or pleasures but also promote community interaction.

In April 2001, the Mayor launched ABS online as a new service available through the libraries. The service provides access to more than 650 publications produced by the Australian Bureau of Statistics, including census information. The community can now obtain information as soon as it is released rather than waiting for hard-copy publication. This will be of significant benefit to residents, businesses and Council and make research and planning a much faster and more efficient process.

Performance Measures - Library and Information Services

- Library membership/population ratio.

	1999/2000	2000/2001	2001/2002
	103,925/156,482	115,406/157,431	85,084/166,000
	1999/2000	2000/2001	2001/2002
Loans	1,589,904	1,553,499	1,471,696
Reservations	94,472	94,984	113,380
General enquiries	50,119	47,972	53,049
Free Internet bookings	6,902	7,893	8,140
Word processing bookings	1,220	977	879

(2002 Customer Satisfaction Monitor)

- Customer satisfaction with Library Services.

	1999/2000	2000/2001	2001/2002
	87%	94%	97%

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

	1999/2000	2000/2001	2001/2002
Genealogy course registration	32	54	80
Volunteer oral history registrations	20	23	23
Oral history taped interviews	49	39	42

Corporate Services and Resource Management

ASSETS AND COMMISSIONING

The Assets and Commissioning Business Unit was formed on 1 March 2002 and now combines the former Contracts Management, Purchasing and Asset Management sections within a single Business Unit. This structure will focus on strategic asset management, project and procurement planning and provide a more consistent approach in the procurement and asset management of the City. The City's contract management framework will be restructured to help focus the City on developing partnerships with business and industry in the supply of goods and services and to ensure optimal value for money is achieved in all contract and purchasing transactions.

Major highlights for the previous 12 months included:

- Forty major tenders advertised;
- review of optimal motor vehicle replacement program;
- reduction of passenger fleet; and
- bar coding of the City's assets.

FINANCIAL SERVICES

The Financial Services Business Unit was formed on 1 March 2002 and amalgamates the former Corporate Finance and Accounting Services Units within a single Business Unit. This structure will focus on providing operational financial services including budgeting, reporting, processing and rating services. The Unit aims to be a leader and high quality producer of cost-efficient and customer-focused services in revenue collection, payments and business systems within local government.

Major highlights included:

- Awarded a Certificate of Merit – 2001 Minister's Financial Management Awards
- A number of internal customer service awards have been presented to individual staff and to the Rating/Financial Services sub-units
- Implementation of seniors discount legislation
- Introduction of procedures and process mapping
- Introduction of Internet payment process for Rate payments
- Introduction of the Champions of Change Program to develop high-performing and self-sustaining teams
- Achieved a best ever 98% rates collection result for the 2001/02 year

- Taking a leading role in the Local Government Finance Managers Group to address industry-related issues
- Tender of Investment Advice services
- A review of internal processes and systems has been undertaken to achieve cost efficiencies and improve service delivery to internal and external customers.

2001 Minister's Financial Management Awards

The financial management awards assess a range of financial documents prepared and presented by local governments, considering the presentation, content and effectiveness as management and accountability tools. The highest ranked council is awarded a Certificate of Excellence, with two runners-up in each category receiving Certificates of Merit. The Certificate of Merit to the City of Joondalup is exceptionally satisfying particularly considering that the City implemented new financial systems, including ProClaim/Oracle/Maximo and payroll software and that the City has undergone a major transformation following the split with the City of Wanneroo. This has required significant efforts in terms of systems development and the development of educational programs for the City's front-line staff.

The City has previously received Certificates of Merit in the finance and budgeting areas in 1996/97, 1997/98, a Best Practice Award in Competitiveness in 1998 and an award for the implementation of its Budget Management System in 2000. The 2001 Minister's Certificate of Merit further cements the City of Joondalup as a leading local government in the financial management field.



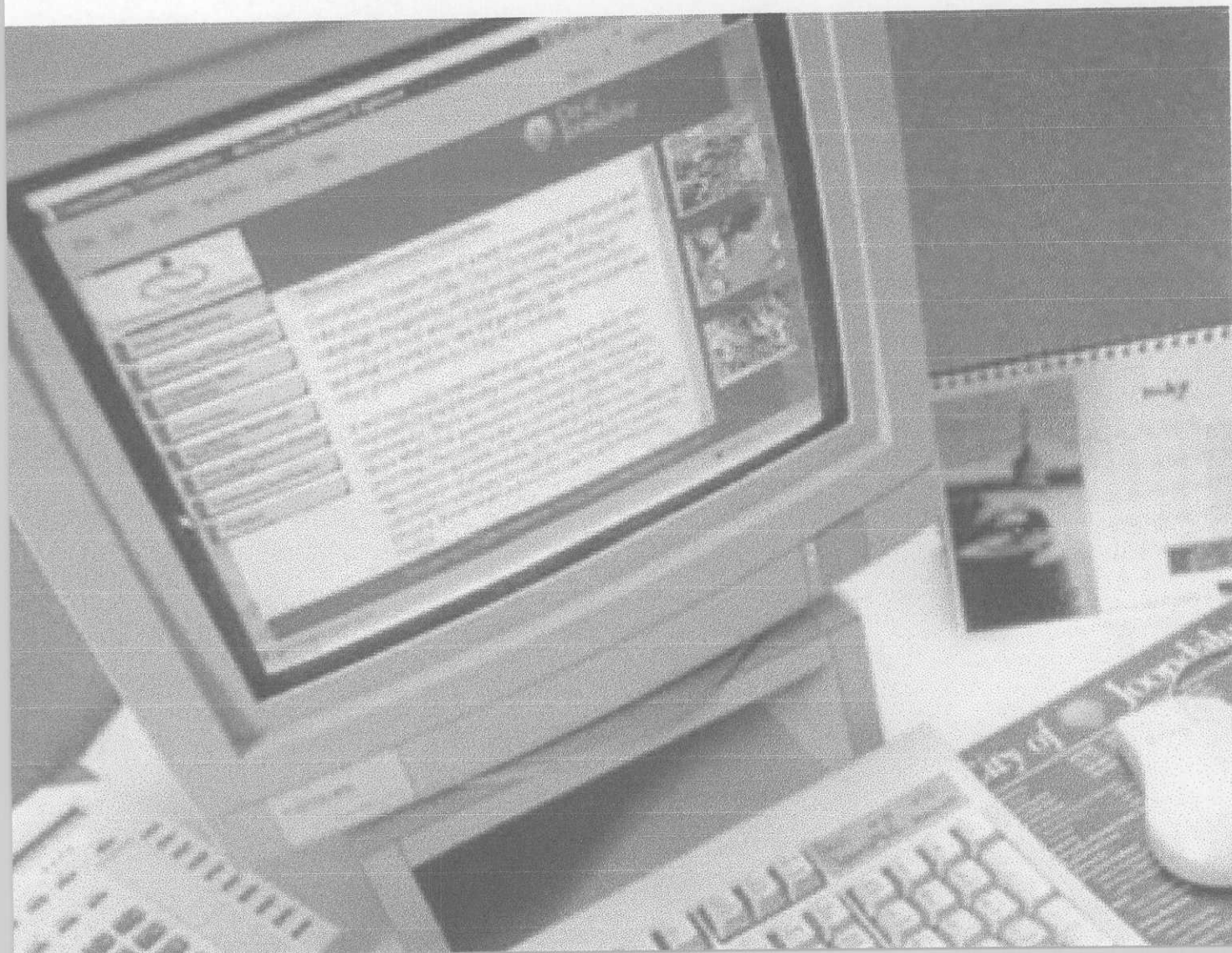
Corporate Services and Resource Management

INFORMATION MANAGEMENT

The Unit achieved a large number of improvements to the City's information technology infrastructure and systems during the year. These improvements are all designed to improve the delivery of customer services and the responsiveness of the administration.

Major achievements included:

- Selection and implementation of new corporate reporting software and automation of the production of a wide range of online reports from various business systems
- Implementation of additional PCs to libraries to improve public access to catalogue searching and Internet
- Upgrade of data communications links to Duncraig Library
- Upgraded server hardware for a number of key systems to improve performance
- Integration of RMS document management system and ProClaim Property system to facilitate the electronic storage and retrieval of corporate documents
- Enhanced Internet connection for corporate and public access use to achieve a faster service with more capacity at a lower total cost
- Implementation of enterprise-wide anti-virus software suite at the PC, server and email gateway levels to improve network security and cost savings
- Development of spatial data management plan to support business processes and improve customer service
- The Unit responded to 7,448 help desk calls and completed 68% of these calls the same day
- Achieved an average of 99.9% up time during business hours for key systems
- Implementation of software distribution and support tools to achieve efficiencies in IT support processes



Infrastructure and Operations

The Infrastructure and Operations Directorate continues to work in partnership with the community in providing services for the creation, maintenance and refurbishment of the City's infrastructure.

The major challenges continue to be balancing the infrastructure requirements of the newly developed areas with the management and renewal of the ageing infrastructure in the City's older areas, and to respond proactively to environmental and conservation issues.

Examples of this commitment to the community include:

- Craigie Open Space conservation works;
- Progressing the provision of a secondary waste treatment facility;
- Working in partnership with the community for enhanced landscaping standards in Woodvale, Iluka and Hillarys;
- Development of a number of dry parks within the City;
- Various traffic management projects and pathway projects;
- The Graffiti Campaign.

Major building works included the design and consultation for the extension and refurbishment of the Mullaloo Surf Life Saving Club and the provision of skateboard facilities in Kinross and Carine.

Major road and bridge works included Shenton Avenue duplication and the Eddystone Avenue projects.

INFRASTRUCTURE MANAGEMENT SERVICES

The City has undertaken various road and traffic management projects to improve the safety and functionality of the local road network during 2001/2002. Other projects have included pedestrian/cyclist facilities, and building and park works.

Major projects included:

- Dualling of Shenton Avenue from Marmion Avenue to Christchurch Terrace;
- Road and streetscape improvements to Eddystone Avenue from Ocean Reef Road to Caridean Street;
- Major roundabout treatment at Hodges Drive and Constellation Drive;
- Roundabout treatments at Flinders Avenue/Mawson Crescent and Giles Avenue/Forrest Road;
- Channelisation intersection improvements at Dampier Avenue and Ocean Reef Road, Hepburn Avenue and Gibson Avenue and Marmion Avenue and Giles Avenue; and
- Streetscape and traffic improvements to Dampier Avenue, Forrest Road, Cook Avenue and Giles Avenue.

Performance Measures - Infrastructure Management

- Infrastructure programs and projects are designed and implemented within the budgets and time frames 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 Government's Roads to Recovery Program and the State Black Spot Program. Project timings were re-phased to coordinate additional scope of works.

- The project management costs associated with survey design, administration and construction are competitive when benchmarked with other local governments 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 the maintenance and creation of streets, roadways, cycleways and footpaths.

	1999/2000	2000/2001	2001/2002
Maintenance & creation of roadways etc	72%	85%	89%

(2002 Customer Satisfaction Monitor)

Infrastructure and Operations



Above: Infrastructure Management and Ranger Services Manager Peter Pikor with South Coastal Ward Councillor Andrew Patterson outside Davallia Primary School.

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Traffic Management:

- The City has also undertaken projects to improve parking and safety on roads adjacent to Mullaloo Heights Primary School, Davallia Primary School and Ocean Reef High School.
- The McLarty Avenue Pedestrian Refuge Island won the WA Local Government Excellence in Road Safety Award 2002. (Engineering Solutions under \$50,000).
- Parking embayments provided at Kyle Court, Regents Park Road and Ocean Reef Boat Harbour.

Enhancement works:

Major median and verge enhancement works were undertaken to Glengarry Drive, West Coast Drive, Sorrento, and Warwick Road.

Drainage works:

Drainage improvements were undertaken to Beach Road, Moolanda Boulevard, Goollelal Drive and Regatta Drive.

Pedestrian/cyclist facilities:

Landscape pedestrian links were constructed connecting Central Park to Boas Avenue and Grand Boulevard.

Dual-use paths were constructed in Joondalup Drive, Burns Beach Road and Shenton Avenue.

The staged installation of a dual-use path on the western side of Lake Joondalup in a joint venture with CALM.

Building facilities:

Various building improvements included roof replacements at Otago Reserve, Bridgewater Park and Mawson Park Toilet/Change rooms.

Roof replacement at the Joondalup Administration Centre.

An automated, self-cleaning toilet was installed at the Key West car park in Mullaloo.

Provision of skateboard facilities at Carine Open Space has been undertaken jointly with City of Stirling.

Park works:

Reticulation work has been undertaken to Portree Reserve, Leichardt Park, Larkspur Reserve, Sherington Park and Sycamore Park.



Waste Management

The City's waste management services for domestic and bulk collections have completed another successful year under the Service Level Agreement with the City of Wanneroo's Environmental Waste Services.

The recycling collection tender was awarded to Cleansweep beginning January 2002.

The transition to the new contractor went relatively smoothly except in the first few weeks of the service.

The recycling cart service has remained relatively stable at 6,100 tonnes. Tonnes collected through the kerbside service totalled 5,382 tonnes. The Resource Recovery Rebate Scheme provided a rebate for these materials of approximately \$80,000. (This is an estimate as the rebate for the last period has not been received at the time of publication of the annual report).

The upgrade of the recycling sorting plant allowed for the commingled rubbish sorting which resulted in considerable savings in transport costs. Previously, the commingled contents from the recycling carts had to be transported to North Fremantle for sorting.

A total of approximately three million domestic rubbish cart collections was completed for the year resulting in the disposal of 52,000 tonnes to landfill. The verge-side bulk collection for clean greens diverted 4,100 tonnes from landfill and the bulk yard rubbish contributed 9,530 tonnes to landfill. This was a considerable increase in the tonnages for the two services on the previous year.

Strategic Directions

The City of Joondalup's waste management strategy acknowledges that 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 closely involved in the implementation plan for the development of a secondary waste treatment plant for the Mindarie Regional Council (MRC). This year, the MRC finalised the short list for the Expression of Interest for the technologies and is currently in the process of identifying a suitable site.

The design work for the second stage at Tamala Park will be ready for waste once the first stage has been completed. The second stage will be lined to contain leachates for treatment, minimising the impact on groundwater. The landfill gas extraction project will be commenced in the ensuing year.

Performance Measures - Waste Management

(2002 Customer Satisfaction Monitor)

- Level of customer satisfaction with service.

	1999/2000	2000/2001	2001/2002
Rubbish collection	89%	93%	96%

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

	1999/2000	2000/2001	2001/2002
	17% (approx)	17%	16%

Left: Recycling Cart Service



Infrastructure and Operations

Ranger Services

The past year has seen Ranger Services focus on liaising with the community and promoting a community education role. 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 included:

- An ongoing registration campaign to encourage dog owners to register dogs.
- Development and implementation of an Urban Animal Action Plan for dogs which includes the following:
 - Dogs permitted on leads along foreshore dual-use paths.
 - Community education program promoting responsible dog ownership, including education seminars, the City's Healthy Hounds Project and delta dog safe programs providing educational initiatives and activities for primary school children in relation to responsible dog ownership. Rangers regularly attend primary schools and provide assistance and support regarding these programs.
 - Increased number of bins for waste and dog excreta along the foreshore.



Above: Rangers with South Ward Councillor Tanya Barnett discussing the Healthy Hounds Project.

- Introduction of cautions for first offences for dog-related matters.
- Community consultation and review of Hillarys Animal Exercise Area, and Investigation into construction of proposed dog adventure playground.
- Participation in Junior Ranger Program which has led to schools adopting the program with students regularly reporting incidents such as graffiti, vandalism and damaged streetlights.
- 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 resolution of complaints.
- The 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 program promoting the Signs Local Law.

There were 7,080 Service Requests from July 2001 - June 2002 and 146,946 kilometres travelled. This amounts to about 2,825 kilometres a week.

Performance Measures - Ranger Services

(2002 Customer Satisfaction Monitor)

- Customer satisfaction with Ranger Services.

	1999/2000	2000/2001	2001/2002
Graffiti control	NV*	79%	86%
Animal control	NV*	77%	77%

NV* Response rate not statistically valid.

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

	1999/2000	2000/2001	2001/2002
Kilometres travelled	415,202*	823,284*	146,946
Average kilometres per day	1,138*	1,282	404
Total number of customer security referrals	2969*	10,990*	7,080
Total graffiti reports	1,480	949	1,186
Number of graffiti tags	11,300	8,882	3,715

* Please note Ranger and City Watch combined.

OPERATIONS SERVICES

Operations Services undertakes all maintenance works associated with Parks and Landscaping, Engineering, Building, 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 2001/2002 year.

Parks and Landscaping

Completion of Stage 2 Works associated with West Coast Drive, Hepburn Avenue and Marmion Avenue median and verge landscape upgrading to provide feature landscaped areas within the City's suburbs.

Redevelopment of the Glengarry Drive Median Landscape in conjunction with the Traffic Management Works and Irrigation of Portree Reserve, Duncraig.

Provision of in-ground reticulation into a section of Warwick Road Median between Lilburne Road and Chamberlain Drive Duncraig.

Dry Park, Median and Verge Committee

Operations Services completed in-ground reticulation to six existing dry parks in various suburbs in 2001/2002, as part of the ongoing Dry Park Development Program adopted by Council.

Conservation

Stage 2 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.

A positive approach has been developed with community groups and volunteers to enhance and preserve the diverse natural vegetation within the City's boundaries.

Bus Shelters

The City installs and relocates bus shelters that are required by bus partons and are in a suitable location. Patronage figures are obtained from the bus service operator, site inspections are conducted and any adjoining residents are consulted.

The City's contract to install bus shelters throughout the area has continued during 2001/2002, which has seen an additional 15 illuminated shelters being installed. This has allowed the City to relocate eight surplus concrete shelters to alternative suitable sites.

Performance Measures - Operations Services

(2002 Customer Satisfaction Monitor)

- Customer satisfaction of services provided.

	1999/2000	2000/2001	2001/2002
Park creation and maintenance	72%	85%	82%
Community centres & public hall facilities	85%	91%	92%

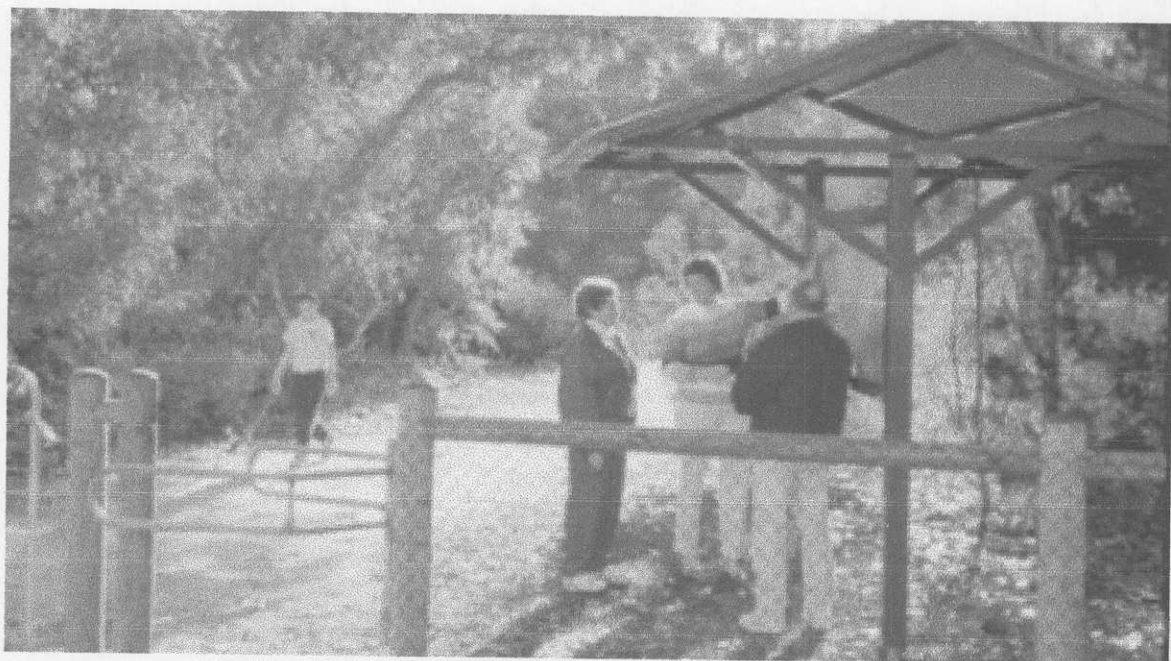
- Benchmarking against other local governments and private industry.

A further Park User Satisfaction Benchmark Survey was conducted for selected active and passive reticulated parks in May 2002. It included six local governments within the Perth region. The survey provided a range of assessment scores.

Area	Mean Score (0 to 10)	2001	2002
Joondalup		8.0	7.92
Perth Regional		7.9	7.84
Highest mean score		8.2	7.92

- Joondalup achieved the highest score within the Perth Regional area.
- Capital Works Programs and Projects are undertaken within budget and time frame agreed with by Council 87%.

Infrastructure and Operations



Above: Pinnaroo Ward Councillor Allison Walker with "Friends of Craigie Bushland" members Cherie and John Wood at Craigie Bushland.

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Graffiti Campaign

In the 2001/2002 fiscal year, the City established its own in-house crews as part of the Joondalup Graffiti Campaign to assist property owners in the removal of graffiti on private fences and walls adjoining roads, accessways and parks. Permission is obtained from the property owners to remove the graffiti by either high-pressure cleaning, chemical means or by direct paint-out.

During 2001/2002, the Graffiti Campaign removed approximately 3,175 tags covering an area of approximately 7,720 square metres.

Foreshore

Completion of the foreshore dual-use path has resulted in higher utilisation by the community. The dunal section from Ocean Reef to Burns Beach Foreshore was completed and opened for public access in January 2002.

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.

Left: City of Joondalup's pristine coastline.



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**Deloitte
Touche
Tohmatsu**

INDEPENDENT AUDIT REPORT TO THE
RATEPAYERS OF THE CITY OF JOONDALUP

We have audited the summarised financial report of the City of Joondalup for the financial year ended 30 June 2002 comprising the Statement of Financial Performance, Statement of Financial Position, Statement of Changes in Equity and the Statement of Cash Flows in accordance with Australian Auditing Standards.

In our opinion, the information reported in the summarised financial report is consistent with the annual statutory financial report from which it is derived and upon which we expressed an unqualified audit opinion in our report to the ratepayers dated 4 October 2002. For a better understanding of the scope of our audit, this report should be read in conjunction with our audit report on the annual statutory financial report.

Deloitte Touche Tohmatsu
DELOITTE TOUCHE TOHMATSU

P J Messer

P J MESSER
Partner
Chartered Accountants

4 October 2002
Perth, Western Australia

SCHEDULE 2

Form 1

Local Government Act 1995

Local Government (Financial Management) Regulations 1996

STATEMENT BY 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 2002 are in my opinion properly drawn up to present fairly the financial position of the City of Joondalup at 30 June 2002 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 3rd day of October 2002



Chief Executive Officer
Denis Ian Smith

CITY OF JOONDALUP

STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2002 (BY PROGRAMME)

REVENUES	Note	Actual 2002 \$	Adopted Budget 2002 \$	Actual 2001 \$
General Purpose Funding		44,633,180	45,221,159	43,062,633
Law, Order, Public Safety		606,286	1,654,307	2,086,911
Health		78,689	108,561	104,467
Education and Welfare		366,463	724,702	3,046,007
Community Amenities		8,011,433	7,399,460	6,674,864
Recreation and Culture		1,283,588	1,310,993	3,687,543
Transport		7,256,290	7,971,314	6,769,346
Economic Services		813,852	580,276	508,805
Other Property and Services		429,195	3,986,814	183,154
Total Operating Revenues	2b	63,478,976	68,957,586	66,123,730
EXPENSES				
Governance		1,018,561	1,073,727	1,044,041
Law, Order, Public Safety		4,742,892	4,793,589	4,352,337
Health		971,915	1,092,989	1,238,039
Education and Welfare		2,037,670	2,315,435	5,374,049
Community Amenities		9,126,658	10,158,967	9,472,180
Recreation and Culture		18,262,020	18,454,057	20,605,520
Transport		18,034,996	17,185,588	16,914,414
Economic Services		1,046,606	1,128,490	1,154,547
Other Property and Services		4,574,678	7,751,915	4,188,505
Total Operating Expenses	2b	59,815,996	63,954,757	64,343,632
CHANGES IN NET ASSETS FROM OPERATIONS	2b	\$ 3,662,980	5,002,829	1,780,098

CITY OF JOONDALUP
STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 30 JUNE 2002

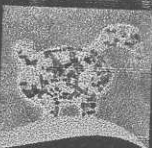
	Note	Actual 2002 \$	Actual 2001 \$
CURRENT ASSETS			
Cash Assets	14		
Receivables	6	31,596,791	27,547,032
Inventories	7	3,050,401 7,009	2,951,765 4,019
TOTAL CURRENT ASSETS		<u>34,654,201</u>	<u>30,502,816</u>
CURRENT LIABILITIES			
Payables	9		
Provisions	9	4,665,096	4,520,024
Interest Bearing Liabilities	14	3,916,288 1,813,618	3,632,201 1,476,911
TOTAL CURRENT LIABILITIES		<u>10,395,002</u>	<u>9,629,136</u>
NET CURRENT ASSETS		<u>24,259,199</u>	<u>20,873,680</u>
NON CURRENT ASSETS			
Receivables	6		
Property, Plant & Equipment	8	1,523,171 489,224,321	1,499,681 489,117,716
TOTAL NON CURRENT ASSETS		<u>490,747,492</u>	<u>490,617,397</u>
NON CURRENT LIABILITIES			
Provisions	9	555,269	702,635
TOTAL NON CURRENT LIABILITIES		<u>555,269</u>	<u>702,635</u>
NET NON CURRENT ASSETS		<u>490,192,223</u>	<u>489,914,762</u>
NET ASSETS		<u>\$ 514,451,422</u>	<u>510,788,442</u>
EQUITY-			
Accumulated Surplus			
Reserves	10	498,105,845 16,345,577	497,244,620 13,543,822
TOTAL EQUITY		<u>\$ 514,451,422</u>	<u>510,788,442</u>

**CITY OF JOONDALUP
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2002**

	Note	Actual 2002 \$	Actual 2001 \$
RESERVES - CASH BACKED			
Balance at Beginning of Year		13,543,822	11,297,662
Amount transferred from/to Accumulated Surplus (Net)		2,801,755	2,246,160
Balance at End of Year	10	<u>\$ 16,345,577</u>	<u>13,543,822</u>
ACCUMULATED SURPLUS			
Balance at Beginning of Year		497,244,620	497,710,682
Change in Net Assets Resulting from Operations	2b	3,662,980	1,780,098
Transfers from/to Reserves (Net)		(2,801,755)	(2,246,160)
Balance at End of Year		<u>\$ 498,105,845</u>	<u>497,244,620</u>
TOTAL EQUITY		<u><u>\$ 514,451,422</u></u>	<u><u>510,788,442</u></u>

**CITY OF JOONDALUP
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2002**

	Note	Actual 2002 Inflows (Outflows) \$	Adopted Budget 2002 Inflows (Outflows) \$	Actual 2001 Inflows (Outflows) \$
Cash Flows from Operating Activities				
Receipts:				
Rates - General		40,458,139	39,523,361	37,635,500
Rates - Specified Area Rate Iluka		114,320	137,893	65,951
Property Surveillance & Security Charge		-	-	1,503,643
Government Grants & Subsidies		7,258,686	8,612,900	8,240,830
Contributions, Reimbursements, Donations		1,491,850	1,379,139	975,713
Fees & Charges		8,759,433	8,875,262	10,586,253
Interest Earnings		1,724,425	2,343,585	2,265,029
Revenue from Other Councils		144,490	148,780	341,108
Total Receipts		59,951,343	61,020,920	61,614,027
Payments:				
Employee Costs		(21,773,164)	(22,306,535)	(25,459,339)
Utilities (gas, electricity, water)		(2,504,213)	(2,582,695)	(2,737,220)
Insurance Expenses		(667,269)	(711,954)	(566,330)
Materials, Contracts, Suppliers		(20,104,243)	(21,527,001)	(21,951,039)
Total Payments		(45,048,889)	(47,128,185)	(50,713,928)
Net Cash Provided by Operating Activities	16	14,902,454	13,892,735	10,900,099
Cash Flows from Investing Activities				
Receipts:				
Proceeds from Sale of Assets		375,835	563,163	624,866
Total Receipts:		375,835	563,163	624,866
Payments:				
Purchase of Artworks		(8,580)	(10,000)	(31,088)
Purchase of Furniture and Equipment		(367,405)	(774,566)	(735,340)
Purchase of Vehicles and Plant		(1,039,829)	(1,449,315)	(2,246,918)
Construction of Infrastructure Assets		(10,149,423)	(17,201,483)	(8,104,103)
Total Payments		(11,565,237)	(19,435,364)	(11,117,449)
Net Cash (used in) Investing Activities		(11,189,402)	(18,872,201)	(10,492,583)
Net Increase (Decrease) in Cash Held		3,713,052	(4,979,466)	407,516
Cash at Beginning of the Financial Year		26,070,121	26,070,121	25,662,605
Cash at the End of the Financial Year	14	\$ 29,783,173	21,090,655	26,070,121



Council Committee Details - 2002

MAYOR JOHN BOMBAK, JP

Audit Committee
Budget Committee
Committee to Select a New Chief Executive Officer
House Committee
Joondalup Regional Performing Arts Facility Steering Committee
Local Government Association of WA - North Metropolitan Zone
Mindarie Regional Council
Ocean Reef Development Committee
Standing Orders Review Committee

CR PAUL KADAK

Art Collection Working Party - Deputy
Budget Committee
Business and Community Directory Working Group
CBD Enhancement Project Steering Committee
Committee to Select a New Chief Executive Officer
House Committee - Deputy
Joondalup Business Association - Deputy
Joondalup Festival and Summer Events Committee
Joondalup Regional Performing Arts Facility Steering Committee
Kingsley Woodvale Community and Recreation Association - Lakeside Ward representative
Local Government Association of WA - North Metropolitan Zone
Metropolitan Marketing Advisory Committee
North West Metropolitan Business Enterprise Centre Committee of Management - Deputy
Ocean Reef Development Committee - Deputy
Quarry Park Development Committee
State Tourism Council
Strategic Advisory Committee - Youth Affairs

CR PAUL KIMBER

Art Collection Working Party
Budget Committee
CBD Enhancement Project Steering Committee
Committee to Select a New Chief Executive Officer - Deputy
Dry Parks, Median and Verge Committee
House Committee
Joondalup Eisteddfod Working Party
Joondalup Regional Performing Arts Facility Steering Committee
Kingsley Woodvale Community and Recreation Association - Lakeside Ward representative
Local Government Association of WA - North Metropolitan Zone - Deputy
North West Metropolitan District Emergency Management Committee
Ocean Reef Development Committee
Quarry Park Development Committee
Safer WA Joondalup Committee
Skatepark Committee
Tender Evaluation Panel

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
Joondalup Regional Performing Arts Facility Steering Committee
Local Government Association of WA - North Metropolitan Zone
Ocean Reef Development Committee
Performing Arts Reference Group
Skatepark Committee
Strategic Advisory Committee - Seniors Interests

CR CHRIS BAKER

Audit Committee
Budget Committee
CBD Enhancement Project Steering Committee
Committee to Investigate an Alternative City Depot Site
Committee to Select a New Chief Executive Officer - Deputy
Dry Parks, Median and Verge Committee
Joondalup Business Association
Joondalup Regional Performing Arts Facility Steering Committee - Deputy
Local Government Association of WA - North Metropolitan Zone - Deputy
North West Metropolitan Business Enterprise Centre Committee of Management
Ocean Reef Development Committee
Public/Private Partnerships (Establishment of)
Skatepark Committee
Standing Orders Review Committee
Tender Evaluation Panel

CR ANDREW NIXON

Budget Committee
Coastal Management Advisory Committee - Deputy
Committee to Select a New Chief Executive Officer
Conservation Advisory Committee
Environmental & Sustainability Advisory Committee
Joondalup Regional Performing Arts Facility Steering Committee - Deputy
Ocean Reef Development Committee - Deputy
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 & Sustainability Advisory Committee
Joondalup Eisteddfod Working Party
Joondalup Regional Performing Arts Facility Steering Committee
Mindarie Regional Council - Deputy
Ocean Reef Development Committee
Performing Arts Reference Group - Deputy
Quarry Park Development Committee
Skatepark Committee
Strategic Advisory Committee - Youth Affairs
Urban Animal Management Advisory Committee

CR ALLISON WALKER

Budget Committee
CBD Enhancement Project Steering Committee
Committee to Investigate an Alternative City Depot Site
Committee to Select a New Chief Executive Officer
Community Housing Standing Committee
House Committee
Joondalup Regional Performing Arts Facility Steering Committee
North West District Planning Committee - Deputy
Ocean Reef Development Committee
Safer WA Joondalup Committee Deputy
Strategic Advisory Committee - Seniors Interests
Strategic Advisory Committee - Youth Affairs
Whitford Community Ratepayers and Recreation Association - Pinnaroo Ward Representative

CR PETER ROWLANDS

Budget Committee
Committee to Select a New Chief Executive Officer - Deputy
Deputy Community Vision Inc
House Committee - Deputy
Joondalup Regional Performing Arts Facility Steering Committee - Deputy
Ocean Reef Development Committee - Deputy
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
Joondalup Regional Performing Arts Facility Steering Committee
Kingsley Woodvale Community and Recreation Association - South Ward representative
Luisini Heritage Project Steering Committee
Ocean Reef Development Committee - Deputy
Urban Animal Management Advisory Committee
Warwick Leisure Centre and Churches of Christ Management Committee - Deputy

CR MIKE O'BRIEN, JP

Budget Committee
Committee to Investigate an Alternative City Depot Site
Committee to Select a New Chief Executive Officer
Environmental & Sustainability Advisory Committee - Deputy
House Committee - Deputy
Joondalup Regional Performing Arts Facility Steering 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
Ocean Reef Development Committee
Quarry Park Development Committee
Skatepark Committee
Standing Orders Review Committee
Strategic Advisory Committee - Seniors Interests
Warwick Leisure Centre and Churches of Christ Management Committee
Yellagonga Catchment Group Inc

CR ANDREW PATTERSON

Budget Committee
CBD Enhancement Project Steering 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
Joondalup Regional Performing Arts Facility Steering Committee
Leisure Centre Strategic Management Group
Local Government Association of WA - North Metropolitan Zone - Deputy
Ocean Reef Development Committee - Deputy
Public/Private Partnerships (Establishment of)
Standing Orders Review Committee

CR GERRY KENWORTHY

Audit Committee
Budget Committee
Committee to Investigate an Alternative City Depot Site
Committee to Select a New Chief Executive Officer
House Committee
Joondalup Regional Performing Arts Facility Steering Committee - Deputy
Local Government Association of WA - North Metropolitan Zone
Mindarie Regional Council
Ocean Reef Development Committee
Public/Private Partnerships (Establishment of)
Tender Evaluation Panel
Western Australian Local Government Association - State 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
Joondalup Regional Performing Arts Facility Steering Committee
Local Government Association of WA - North Metropolitan Zone - Deputy
North Metropolitan Region Recreation Advisory Committee
Ocean Reef Development Committee - Deputy
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
Joondalup Regional Performing Arts Facility Steering Committee - Deputy
North Metropolitan Region Recreation Advisory Committee - Deputy
North West Metropolitan Business Enterprise Centre Committee of Management - Deputy
Ocean Reef Development Committee
Quarry Park Development Committee
Skatepark Committee
Urban Animal Management Advisory Committee
Whitford Community Ratepayers and Recreation Association - Whitfords Ward Representative



City of Joondalup

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