



Annual Report 2002 - 2003



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It is with pleasure that I present my first Annual Report as Mayor of the City of Joondalup.

I am pleased to report that the City is financially sound and after a 3% rise in rates for the financial year 2002-03, we have been able to bring down a Budget for the following year of \$112 million. This will allow us to progress many major projects upon which the City has embarked.

Before I report on some of these, I wish to welcome new Councillors elected with me in May. They are Councillors Sue Hart, Janine Gollant, Michael Caiacob, Tim Brewer and Louis Prospero.

I also wish to thank outgoing Councillors Paul Kadak, Tanya Barnett, Andrew Patterson and Deputy Mayor Judith Hurst for their significant contribution and Mayor John Bombak, who held the reins for much of this financial year.

Among the major projects the new Council will now progress is the refurbishment of the Craigie Leisure Centre at a cost of \$8.1 million. This is a major community asset and long overdue for an upgrade.

As this financial year closed, Council was still deliberating on the exact nature of the upgrade but did not include a 50-metre pool, as this would have meant an increase in rates above 4% for the year 2003-04. With this in mind, the inclusion of the 50-metre pool has been put on hold and will be considered again next year.

Joondalup Festival and Regional Performing Arts Centre

The Joondalup Festival was again an outstanding success this year, attracting some 100,000 people. The Festival, and the City's array of arts and cultural events, are a sound springboard for plans for the Joondalup Regional Performing Arts Centre.

Council is discussing and researching the potential advantages of co-locating the Performing Arts Centre with the new Hospitality Training Centre at neighbouring TAFE for the benefit of the whole Joondalup region.

Joondalup Festival
2003 Street Parade



Eddystone Bridge

One of the major projects to be completed in this financial year was the \$8 million Eddystone Bridge. State and Commonwealth governments funded the project, with the City of Joondalup contributing \$800,000.

Saturday, May 10, 2003 saw the official opening of the newly completed Eddystone Bridge as the first cars rolled over the Mitchell Freeway between Joondalup Drive and Eddystone Avenue. The Commissioner of Main Roads, Mr Menno Henneveld, Federal MHR Dr Mal Washer, Minister for Planning and Infrastructure Alannah Mactiernan and myself, officially opened the bridge.

The bridge provides improved access to the Joondalup City centre from the suburbs of Heathridge, Beldon, Craigie, Mullaloo and Kallaroo.

Kingsley Memorial Football Club

At the close of the financial year and as the October 12 anniversary of the Bali bombings draws closer, efforts to complete the Kingsley Memorial Clubrooms in time to mark the occasion are on track. It is pleasing that this project, in which the City has invested \$150,000, is on target for an anniversary finish.

Community support has remained high, with builder Dale Alcock and volunteers putting in a massive effort to complete the project. It is also pleasing that after representations from the City of Joondalup, the project received a \$100,000 boost from the State Government.

We thank the State Government for its recognition of the Kingsley community.

Ocean Reef Development

Another large project the Council is planning is the development of the Ocean Reef Boat Harbour.

A number of studies were undertaken into the development on a site of approximately 46 hectares. The initial objective of this project is to assess the viability of proposals for the site, consistent with the City's original intent to develop a regional mixed-use boat harbour facility for a range of recreational, commercial and service uses, ancillary to the boat launching facilities.

We have held discussions with the State Government and received a commitment for a representative from the Minister for the Environment and Minister for Planning and



Mayor Don Carlos

Infrastructure offices to join the City of Joondalup project team in establishing a Development Committee.

This is a very important project for the future, not only for the Joondalup region but also the State of Western Australia, and it is critical for the City to address and balance community expectations, environmental considerations (including Bush Forever) and the economic return on the investment.

Careful planning and consultation now will ensure that when the Ocean Reef development does proceed, it does so in a way that is sustainable, both for this generation and generations to come.

Along with other important projects like Craigie Leisure Centre and the new City Works Depot, this undertaking will improve and enhance the City of Joondalup for all its 165,000 residents.

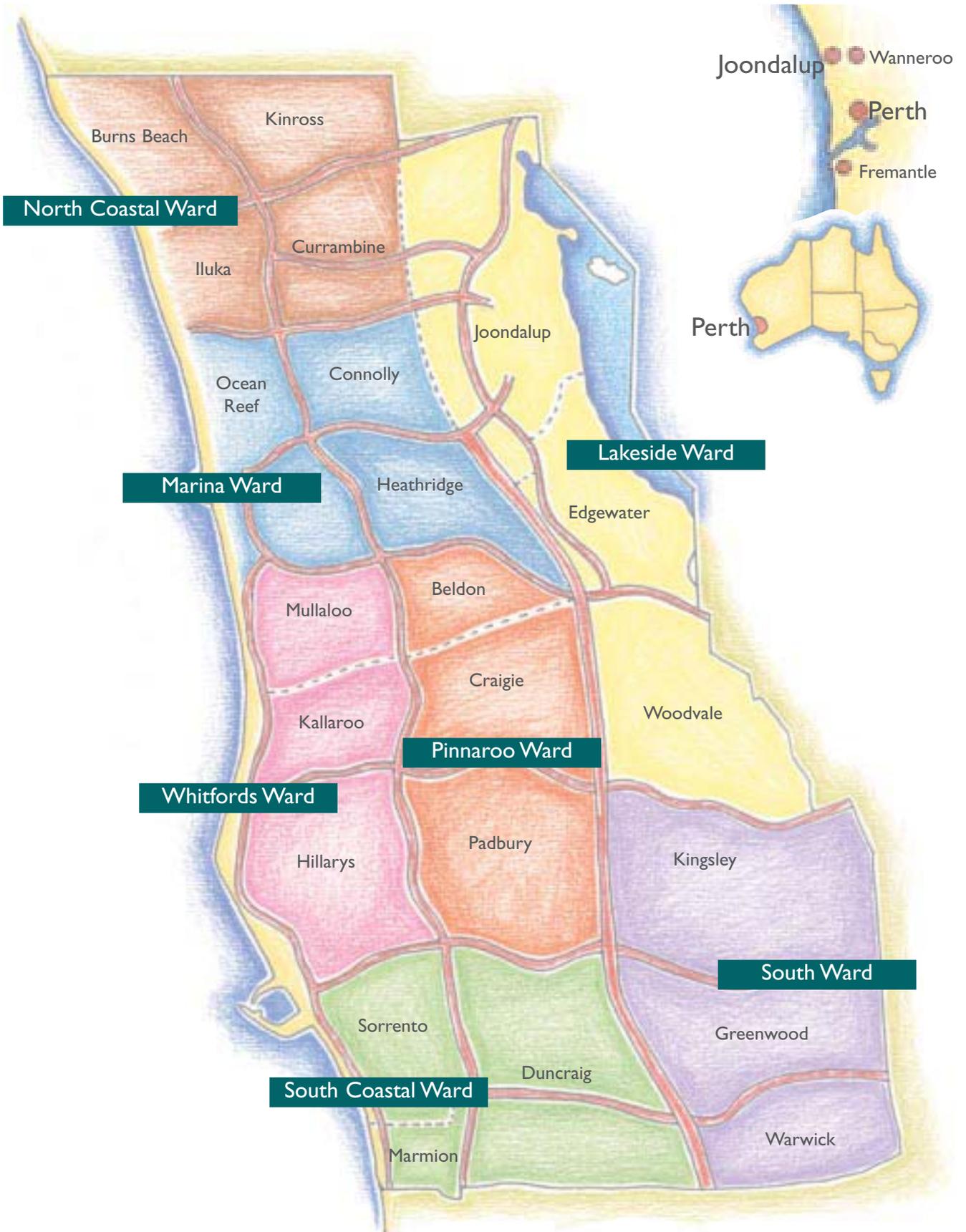
These projects are part of bringing to reality our City motto, 'Creating the Future'.

Don Carlos

Mayor
Don Carlos
City of Joondalup



Ward Boundary Map



Lakeside Ward: Edgewater, Joondalup, Woodvale



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Cr Paul Kimber

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Marina Ward: Connolly, Heathridge, Ocean Reef



Cr Tim Brewer

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Cr Chris Baker

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



Cr Andrew Nixon

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Cr John Hollywood JP

Deputy Mayor
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Pinnaroo Ward: Beldon, Craigie, Padbury



Cr Allison Walker

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Cr Peter Rowlands

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South Ward: Greenwood, Kingsley, Warwick



Cr Sue Hart

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Cr Mike O'Brien JP

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South Coastal Ward: Duncraig, Marmion, Sorrento



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Cr Gerry Kenworthy

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Whitfords Ward: Hillarys, Kallaroo, Mullaloo



Cr Michael Caiacob

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Term Expires: May 2007



Cr Carol Mackintosh

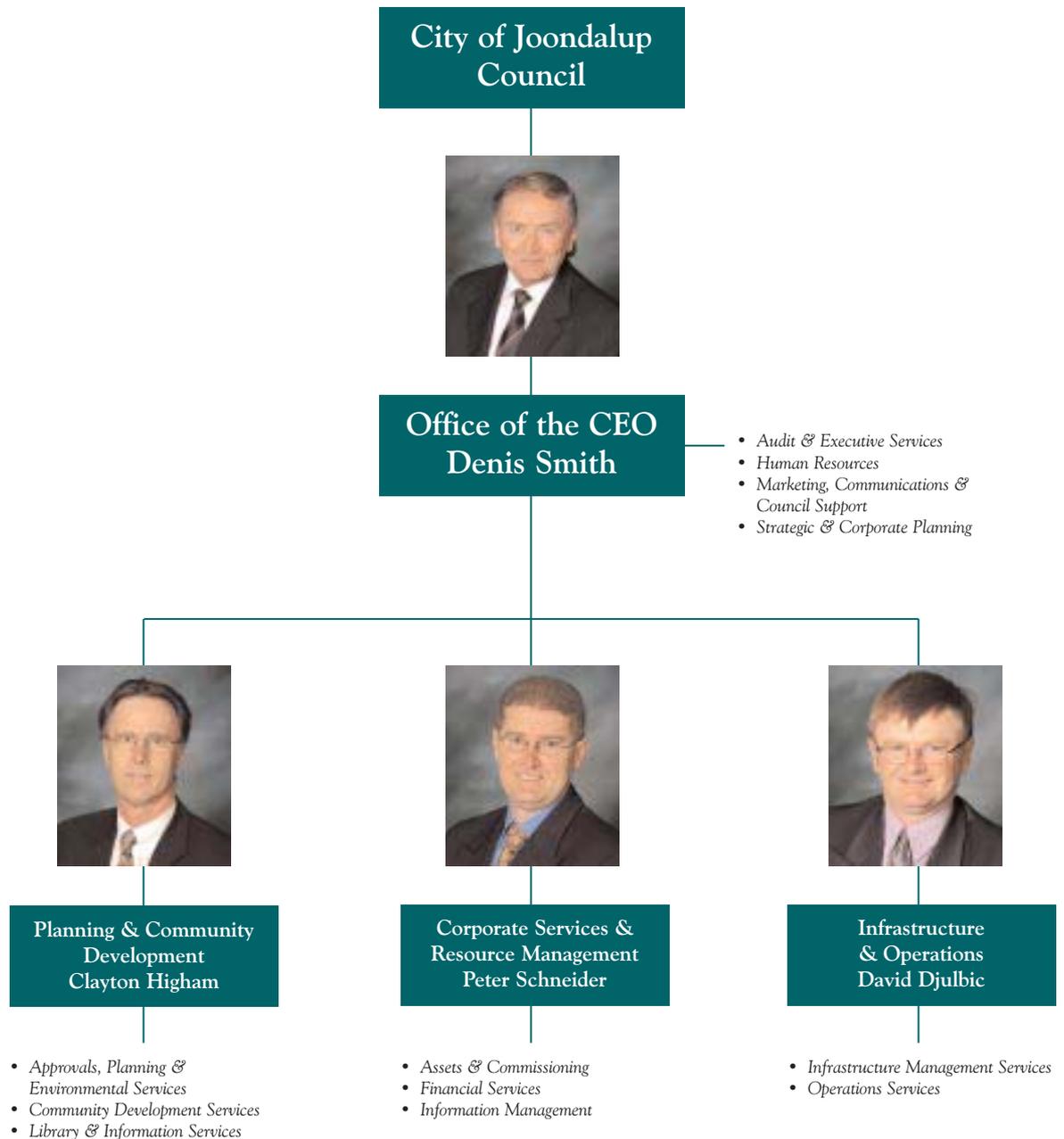
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We would like to acknowledge Mayor John Bombak JP and former Councillors Tanya Barnett, Paul Kadak, Andrew Patterson and Judi Hurst for their constructive contribution to the strategic planning process.





Back row: Cr Chris Baker, Cr Peter Rowlands, Cr Paul Kimber, Cr Tim Brewer, Mayor Don Carlos, Deputy Mayor John Hollywood, Cr Andrew Nixon, Cr Louis Prospero, Cr Michael Caiacob.
 Front row: Cr Gerry Kenworthy, Cr Allison Walker, Cr Janine Gollant, Cr Sue Hart, Cr Carol Mackintosh, Cr Mike O'Brien.



The financial Year 2002-03 was one in which the administration of the City of Joondalup ran very smoothly and efficiently and in which there were several significant achievements.

Besides laying the groundwork for the major rejuvenation of the Craigie Leisure Centre, planning for the City's multi-million-dollar new Works Depot was uppermost.

Works Depot

The City made significant progress in its plans to develop a dedicated Works Depot. Negotiations for the acquisition of a 4ha site in Joondalup South Business Park, at the end of the Mitchell Freeway at Hodges Drive, are almost complete and a detailed project plan has been developed with the objective of delivering a Works Depot by mid 2005.

The new depot will replace the two current depot sites, one leased from the City of Wanneroo and a minor depot in the Winton Road Business Park. It is anticipated that a dedicated depot will enable more efficient delivery of works and services, reduce future operational costs and better meet the long-term needs of the City.

Among other major projects being driven from the Office of the CEO are plans for the Joondalup Regional Performing Arts Centre and a major development at Ocean Reef Boat Harbour.

Learning City/Hospitality Training Centre

During the year, the realisation of Joondalup as a 'Learning City' was given further impetus with the announcement by the State Government that Joondalup would be the new home of the West Coast College of TAFE Hospitality Training Centre.

Employer of Choice

It is recognised that our success as a service provider to the community is very much dependent on our people taking ownership and responsibility at all levels.

The City's Strategic Plan 2003-2008 clearly identifies objectives and strategies for becoming an Employer of Choice. Many steps have been taken this year to achieve this status.

Our desire to become an Employer of Choice is driven by the need for management and staff to work together for the benefit of the community. High morale and satisfaction with the working environment lead to dedicated staff and contribute to the provision of a quality service to the community.

As such, a number of important initiatives were introduced for our staff, including individual performance management, reward and recognition, training and development and a culture change program.

Staff Conference

We also conducted our first staff conference, as a vehicle for communicating to staff 'big picture' issues, overall direction and the status of projects and change processes in an understandable way. The conference was a great success and will become an annual event.

Customer Survey

It is very pleasing that independent research in the latter part of the year showed that 79% of residents are satisfied with services provided by the City.

This is again an outstanding result. We outscored other Councils we were being measured against and showed that residents of the City of Joondalup are happy with the level of service the City provides.

The City of Joondalup set the benchmark with the highest satisfaction ratings for five areas: safety and security, road maintenance, facilities and services for youth, library and information services, conservation and environmental management.

Joondalup also shared the benchmark in the following areas:

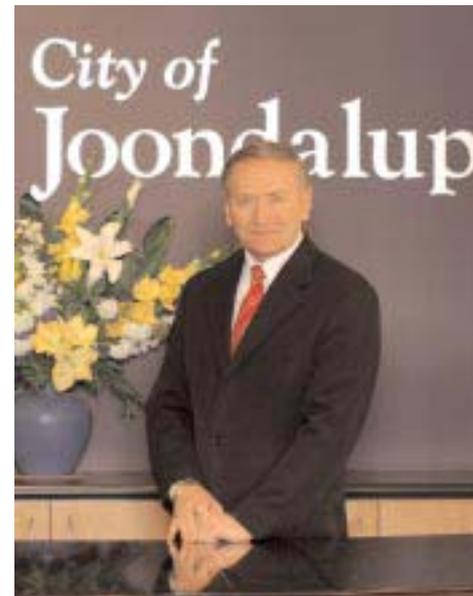
cultural festivals and events, bulk rubbish collections, vandalism / graffiti control, footpaths / cycleways, streetscapes, parks and sporting grounds, weekly rubbish collection, animal and pest control.

This annual customer survey is an excellent tool in establishing residents' perceptions and satisfaction with the City and continues to be a useful tool for future planning.

It reflects a City in good order.



Denis Smith
Chief Executive Officer



Chief Executive
Officer Denis Smith

Principal Activities Plan



Pinnaroo Ward
Councillor, Peter
Rowlands, at Ocean
Reef Boat Harbour

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

- Approvals, Planning and Environmental Services;
- Library and Information Services;
- Community Development Services;
- Infrastructure Management and Ranger Services;
- Environment Waste Management Services; and
- Operation Services.

Major New Proposals for 2003/2008

In 2003/2004 the City will have an overall cash expenditure budget of \$97.7 million. The City will collect rates of \$42.7 million from 57,058 rateable properties.

A significant portion of the budget for 2003/2004 has been identified for the continuous upgrade and development of infrastructure for the City, including:

- Road improvement and preservation works;
- Parks and local road enhancement;
- Dry parks, foreshore and natural areas;
- Traffic management;
- Footpaths; and
- Buildings, parks, reserves and associated facilities.

The City is to be involved in a number of major capital works projects which are highlighted below:

- The Joondalup Regional Performing Arts Centre project has progressed. A resourcing study has been completed and the preferred site has been identified. Further consultation with potential partners is being planned.
- A site has been identified in Joondalup South Business Park for the City's Works Depot and negotiations are currently being finalised with LandCorp, the current owner. Construction is anticipated to commence in late 2004.
- Currambine Community Centre – negotiations to transfer the identified site to the City will continue.
- Craigie Leisure Centre – redevelopment and refurbishment is planned for 2003/2004.
- Tamala Park (Lot 118) – options for the development and conservation of Lot 118, Tamala Park will continue to be examined by the seven owners. Negotiations with the State Government will also continue in relation to potential Bush Forever constraints over the site.

As part of the City's focus on sustainable development, the following Foreshore and Natural Area Management projects will also progress:

- Mullaloo Beach Development – a concept plan has been developed for the Mullaloo Beach foreshore reserve and Tom Simpson Park. Works are expected to commence in the first quarter of 2004.
- Sorrento Beach Development – a concept plan for the construction of a new coastal recreation reserve between the Sorrento Surf Life Saving Club and the southern breakwater of Hillary's Boat Harbour has been finalised.
- Ocean Reef Development – preparation for the future development of the Ocean Reef site adjacent to the boat launching ramps will continue.

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

The benchmarking and tracking of results enables the City of Joondalup to continually 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 April 2003 a total of 500 telephone interviews were conducted with residents and ratepayers, aged 18 or over, living in the City to gain ratings on awareness, importance and satisfaction with the City's performance in many areas. This research has been conducted over a period of four years with results and trends continually monitored.

Level of Satisfaction (%) by Service

(2003 Customer Satisfaction Monitor)

	2000/2001	2001/2002	2002/2003
Immunisation Clinics	95	96	98
Libraries	94	97	97
Rubbish Collection	93	96	96
Community Halls	91	92	93
Community Education Centres	88	95	93
Australian Citizenship	NA*	89	91
Road Maintenance	86	89	91
Fire Prevention	87	87	90
Cultural Activities and Events	91	90	90
Outdoor Recreation Facilities	89	94	90
Transport for the Aged	NA*	78	88
Leisure Centres	91	95	88
Food and Pollution Control	NV*	85	88
Park Creation & Maintenance	85	82	87
Conservation & Environmental Programs	NA*	79	87
Bulk rubbish collections	NA*	NA*	86
Graffiti Control/removal	79	86	84
Paths/Cycleways	89	86	83
Animal Control	77	77	82
Pest Control	NV*	81	79
Planning and Building Approvals	80	74	78
Recycling	76	80	76
Abandoned & Off Road vehicles	NV*	61	76
Financial Counselling	NA*	91	75
Mobile Security Patrols	57	74	75
Youth Activities	72	78	72
Parking Control	69	58	71

NV* Response rate not statistically valid as too small sample of users

NA* Services not surveyed in this year

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.

This year, satisfaction research was enhanced with the City joining a syndicate of Local Government Authorities (LGAs) undertaking similar surveys in order to provide benchmarking of satisfaction ratings against other West Australian LGAs.

Overall Satisfaction with Council Services

(2003 Customer Satisfaction Monitor)

In line with the new LGA syndicated research, overall resident satisfaction with Council Services was rated at the commencement of the survey for the first time.

The City of Joondalup received the highest reported overall satisfaction rating of the LGA syndicate, with an overall satisfaction rating of 79%, which is 6% above the participating Councils' average overall satisfaction score (71%).



Performance Measures

Level of Satisfaction with City's Leadership and Decision-Making

(2003 Customer Satisfaction Monitor)

2000/2001	2001/2002	2002/2003
65%	57%	55%

While these figures indicate a decrease in residents' satisfaction, actual dissatisfaction in this area has remained constant from last year. The respondents answering 'don't know' to this question increased 6% to a total of 20%, accounting for the overall performance rating decreasing.

Level of Community Participation in Decision-Making/Information Dissemination

(2003 Customer Satisfaction Monitor)

2000/2001	2001/2002	2002/2003
78%	70%	70%

The City is committed to improving performance in this area and, as such, continued to implement Community Consultation Projects throughout the past twelve months.

'Mystery Shopper' Customer Service Levels

The City of Joondalup has been monitoring the level of customer service provided to external customers through monitored 'Mystery Shopper' surveys since 1999. These surveys are conducted on an ongoing basis with each business unit surveyed monthly and measure how well we provide our service, as opposed to which services we provide. Survey measurements are linked to the standards set within the City's Customer Service Charter.

Mystery Shopping measures level of service provided in three categories: telephone, in person and in writing. Organisational averages for Mystery Shopping results are detailed below, showing a steady increase in customer service levels over the four-year period.

1999	2000	2001	2002
83%	83%	88%	91%

Level of Satisfaction (%) Internal Staff Dealings

(2003 Internal Customer Satisfaction Staff Survey)

2000/2001	2001/2002	2002/2003
74%	67%	72%

New Small Businesses and Full-Time Jobs in the Area

(Source: Joondalup Business Association)

2000/2001	2001/2002	2002/2003
New Clients		
427	329	286
New Business Starts		
148	121	143
Full-Time Jobs		
82	62	245
Part-Time Jobs		
40	70	138

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 with fewer than five employees.





Above: City of Joondalup staff training
Right: Edith Cowan University Joondalup Gym & Sports Centre

Audit and Executive Services

During the 2002/2003 year, the primary function of the Audit & Executive Services Business Unit continued to be assistance to the Chief Executive Officer and Directors in effective management of the organisation through high level advice and support. This was provided in keeping with relevant legislation, the City's Code of Conduct, Delegation of Authority and Council Policies.

A significant amount of time was spent in developing a submission to the State Electoral Distribution Commissioners in relation to retaining the name of Joondalup as a State electoral seat. The City has since been advised that as a result of its submission, the name of Joondalup will be retained, with the suburb of Joondalup included within the seat boundary. Initial proposals for distribution of State electoral boundaries would have seen the name Joondalup replaced with Heathridge and the suburb of Joondalup divided between Heathridge and Mindarie.

Audit & Executive Services also took on responsibility for high-level management of the City's Corporate projects, and a review of the City's program and project management processes was undertaken in August last year. Some of the outcomes of the review included a new program and project management structure, planning and reporting processes and the development of a template to assist new project development, including identifying objectives, deliverables and management issues, before the project commences.

It was also considered essential that the City engage the services of professional project managers in view of the expertise and experience such organisations could contribute to the timely delivery of the City's capital and corporate projects. In February this year, Clifton Coney Stevens (WA) Pty Ltd (CCS) was appointed to assist in project management of these priority projects.

It is intended that CCS will assist in developing the project management skills of City of Joondalup staff through skills transfer, training and mentoring. This will ultimately provide a long-term benefit to the City and its community through maximising efficiency and effectiveness in the delivery of all future projects.

Progress was made on the City's Audit Plan, which was drafted based on risk exposure last year. Through the process of Internal Audit, opportunities for improvement in process were identified and documented to achieve greater efficiencies within the organisation. The Audit function has been successful so far in its aim of achieving positive outcomes while ensuring the City's obligations and relevant legislative requirements are met.



Strategic and Sustainable Development

The Strategic and Sustainable Development Business Unit works with elected members, staff, the community and other stakeholders to implement the vision for Joondalup. The newly structured Strategic and Sustainable Development consists of two teams – Sustainable Development,

and Organisational Planning and Policy, and a Grants Administration Officer.

A major review of the Business Unit was undertaken in November 2002 to assess the activities and future needs of the Business Unit. The outcomes of the review revealed that the City needed to give greater emphasis to:

- Sustainable Development;
- Organisational Planning and Policy;
- Research and analysis;
- Grants coordination and management; and
- Advisory services in corporate planning, research and analysis, economic development, and sustainability.

Organisational Planning and Policy

- **Strategic Plan:** A major achievement of the team was the adoption of the City's new Strategic Plan 2003-2008 in March 2003, which was developed after extensive consultation with the community, elected members, and staff.
- **Planning Framework:** Whilst the Strategic Plan provides a shared vision and direction for the community and council, it is vital to ensure the City has the capabilities to achieve the vision and strategies through implementing a planning framework. The Framework developed includes:
 - Strategic Plan 2003 – 2008;
 - Corporate Plan;
 - Directorate Plans;
 - Business Unit Plans; and
 - Budget/Financial Plan.
- **Community Consultation:** Development of a set of guidelines to assist staff in working with the community was another major achievement in 2002/03, involving consultation with the community, elected members and staff by way of mail-outs, focus groups, workshops and on-line surveys.
- **Project Planning System:** An on-line Project Planning System (PPS) was developed between the team and the Information Management group, coordinating project planning, budgeting and reporting needs for the organisation.

Sustainable Development

A number of initiatives were implemented over the past twelve months based on increasing the environmental, social and economic sustainability of the Joondalup community:

- Presentation of conference paper at the IndoPacific Ecosystem Health Conference hosted at the Joondalup ECU campus in November 2002.
- "The City of Joondalup's Approach Towards a Sustainable Future by Council Leadership, Education and Participation" submission was recognised as Best Practice, in the innovation category of the 2002 WALGA Best Practice Awards.



- The City has completed Milestones 1 and 2 and is currently finalising Milestone 3 of the Cities for Climate Protection (CCP) program. The program has 5 milestones and is designed to assist local governments and their communities to reduce greenhouse gas emissions.
- The Environmental and Sustainability Advisory Committee was instrumental in key sustainability initiatives, including the Cities for Climate Protection Program, a submission on the State Sustainability Strategy, development of the sustainability internet guide and investigations into a sustainability self evaluation guide.
- The City's sustainability was launched at living.joondalup.wa.gov.au. This web site is one of the first of its kind developed by a WA Local Government, and contains a wealth of information.

Lakeside Ward Councillor, Louis Prospero, visits Edith Cowan University's new Administration Building with ECU's Vice-Chancellor, Prof. Millicent Poole.



Above: City Centre Restaurant - Kulcha
Right: Students at ECU

- The City of Joondalup Environmental, Social and Economic Sustainability Policy No. 2.6.4, (June 2002) was endorsed, providing policy recognising the inter-relatedness between the natural and human environments.
- Several initiatives under the City's 'Support for Small Business Corporate Project' developing economic vitality in the City, including:
 - Business Incubator Project;
 - North-West Metro Business Enterprise Centre (BEC); and
 - CBD Enhancement Project: Between February 2002 and June 2003 benchmarking surveys found that the CBD Project area has experienced a 27% increase in the number of businesses, a 12% increase in the number of employees and a decline in the vacancy rate from 22% to 11%.

Other projects focused on developing the concept of Joondalup as a "Learning City" including:

- Learning City Forum and Reference Group.
- Learning City Forum.
- Establishment of Hospitality Training Facility: to commence construction in the Joondalup Learning Precinct in late 2003 for operations in early 2005.

- Presentation of case study at international conference on Learning Cities and Regions, hosted by the Organization for Economic Cooperation and Development (OECD) and the Government of Victoria.
- Education Week Breakfast Presentation by Chief Executive Officer on the Joondalup Learning City.
- The Education Directions Network (EDN) Hub moved to Joondalup Central Walk.
- Joondalup is one of four locations for the piloting by the Department of Education and Training for a Local Learning and Employment Partnership (LLEP) office.

Grants Management

The Strategic and Sustainable Development Business Unit provides a centralised grants management service to both the community and other City of Joondalup Business Units.

The City is committed to an ongoing revenue maximisation program and the grants management service supports this goal.

Grants Received 2002/2003

Grant funding (excluding roads)	\$4,243,141
Grant funding – roads	\$2,065,980



Marketing, Communications and Council Support

The Unit has responsibility for governance, marketing, record-keeping, communications and customer service.

Council Support

The 2002/03 financial year saw the Council Support team conduct the May 2003 ordinary elections of the City, and the induction of a newly elected Mayor and five newly elected councillors.

The election was conducted as a 'postal' election for the third consecutive occasion, in conjunction with the Western Australian Electoral Commission. A total of 100,531 voting papers were distributed, with a total of 26,016 being returned, at a participation rate of 25.87%.

Council Support continues to deliver high quality service to the elected members, and continues to enhance the fully automated decision-making system.

Records Services

With the proclamation of the State Records Act 2000, Records Services has been reviewing its business processes to ensure compliance with the change in legislation.

Records Services capped a successful number of years, from the move of paper based record-keeping practices to a successful implementation of an electronic document management system by being presented with the 'Excellence in Records Management Award' by the Records and Information Management Liaison Group.

The City continues to process applications made under the Freedom of Information (FOI) Act 1992, with 17 applications being received, and average processing time being 22 days, compared with the required time under the Act of 45 days.

Communications

In 2002/03, workshops were held on how to better communicate internally. These workshops have led to an internal communications plan being drafted, with input from the organisation. This plan will be finalised in 2003/04, along with the development of a comprehensive external communications plan.

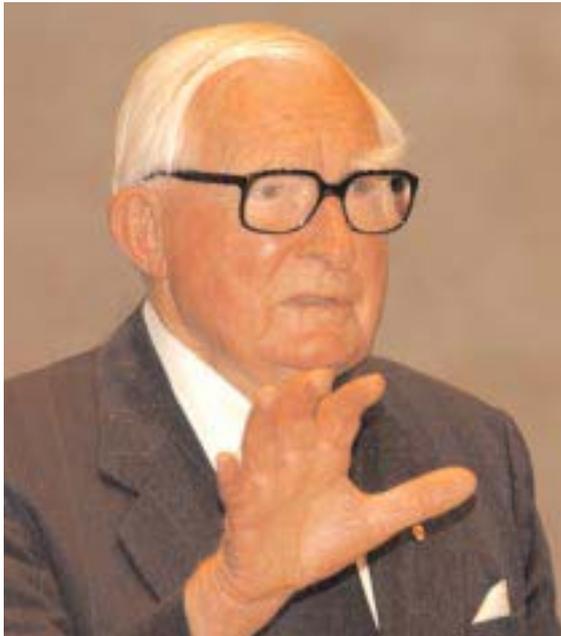
There were a number of media issues that required management, while the City continued to produce its Council News and associated publications.



City of Joondalup Boas Avenue Customer Service Centre

Customer Service Centres

During the last year, the City of Joondalup relocated its Whitford City Customer Service Centre. The new Customer Service Centre is located at Shop 310 in the shopping centre. Customer Service staff are available to receive payments for rates, dog licences, Ocean Reef boat launch passes and any other City of Joondalup account you may have. The staff can also provide assistance with any information you may require regarding the City's services. The centre is open during normal shopping centre hours.



Above: Sir Charles Court MBE addresses guests as part of the Silver Jubilee Celebrations.
Right: City's Graphic Artist, Adrian Casswell, works on an edition of the City's youth 'Scene Magazine'.

Marketing Services

Joondalup Silver Jubilee Celebrations

2002 saw a major milestone achieved for the Joondalup City Centre, marking the City's Silver Jubilee following the Joondalup Centre Act and establishment of the Joondalup Development Corporation in 1977.

October 2002 was also the 100th anniversary of local government within the region, hence the City hosted a variety of celebrations to mark these two occasions:

- The Making of The Satellite City documentary.
- Joondalup Today Photographic Competition & Exhibition.
- Silver Jubilee Historical Display.
- Silver Jubilee Civic Function.

Civic Functions

The Civic Function calendar continued to include a number of annual community appreciation functions, as well as significant events for the City, including:

- Inaugural Mayoral Prayer Breakfast.
- Swearing In Ceremony for newly Elected Members.
- Australian Citizenship Ceremonies for more than 1,359 new Australians.
- Volunteer Appreciation functions.
- Hospitality functions for major stakeholder groups.
- Community Funding Program cheque presentations.
- Annual cultural events.
- Welcome Functions for conference delegates / students.

Joondalup Promotions

Several new initiatives have been developed over the past year to increase the awareness of the City's services and increasing communications with the community:

- What's On in Joondalup – monthly adverts and flyers.
- Mayor Interviews on TwinCities FM local community radio station.
- Leisure Centre Lifestyle Guides.
- Welcome to Joondalup flyer.
- The Scene Youth Magazine.
- Strategic Plan 2003 - 2008.

The City has also continued to develop new avenues for promotion of local facilities, services, tourist attractions and businesses, including

- Displays and promotional material at student and staff orientations.
- Stands at relevant community and business expos.
- Welcome packs for new staff in the region.
- Daily Announcements on TwinCities FM.

Marketing Services continues to strengthen relationships with key stakeholders through a Regional Marketing Group that has commenced work on establishing a 'Joondalup' brand for joint promotions and events.





The City of Joondalup administration and outside workforce at the Cultural Change Launch.

Human Resources

The Human Resources Business Unit continues to play an integral part in establishing the City of Joondalup's people management strategies through the Employer of Choice project.

The City is committed to recruiting, developing and retaining a high performing workforce. The Strategic Plan 2003-2008 clearly identifies its commitment through the Key Result Area of Leadership and Organisational Development and the accompanying objectives and strategies for developing and maintaining a best practice working environment and becoming an employer of choice.

The concept of 'Employer of Choice' represents a new approach to people management that is based on attracting and retaining highly skilled staff. Traditionally, organisations have focused on remuneration as their key attraction and retention strategy. While pay must be competitive to attract and retain employees and it is 'the price of entry', it will not be the key to retention in the longer term. Organisational culture, employer reputation, training and development opportunities and career prospects are now perceived to be the key to employee attraction and retention.

An 'Employer of Choice' organisation is one that will not only be able to demonstrate both qualitative and quantitative benefits from its approach to people management, but also be recognised as a model for other organisations and a first choice for many skilled staff.

Over the past 12 months the City, through the Human Resources Unit, has undertaken a number of important initiatives in relation to the way in which the organisation manages its workforce. These include:

- Reward and Recognition scheme;
- HR policy development;
- Training needs analysis and subsequent Corporate Training Plan;
- Organisational culture change initiatives; and
- Performance management.

The 'Employer of Choice' project aims to more strongly link the performance and reward of staff with the level and quality of services to ratepayers and other community stakeholders.

Improved morale and satisfaction with the working environment will lead to more dedicated staff and therefore a greater willingness to assist the community. The project also focuses on the training and development of all staff, which will lead to more highly trained, suitably qualified staff providing services to our community.

We look forward to a continued role in developing this project to become an 'Employer of Choice'.



Approvals, Planning and Environmental Services

The Approvals Planning and Environmental Services provides a range of services related to the development and use of land within the City. The team also provides advice and is responsible for various aspects of the maintenance of human health and environmental health standards.

Formed in early 2002, the past year has seen the consolidation of the team and the achievement of many early successes across the broad range of responsibilities.

Right: North Coastal Ward Councillor, Deputy Mayor John Hollywood JP, with City's Environmental Technical Officer, Keith Armstrong, inspecting dune restoration projects in Ocean Reef.

Major highlights included;

- Increased supply of immunisation services by leadership and active participation in the Meningococcal – C, and Hepatitis B campaign.
- Active participation in preparation for new National Food Laws and other industry initiatives.



Performance Measures - Community Services

(2003 Customer Satisfaction Monitor)

- Customer satisfaction with performance of services provided.

	2000/2001	2001/2002	2003/2004
Youth services and activities	72%	78%	72%

Performance Measures - Health Services

	2000/2001	2001/2002	2003/2004
Immunisation	91%	96%	98%

- Number of people immunised.

	2000/2001	2001/2002	2003/2004
	2,968	4,084	8,414

- Food shop inspections and associated complaints.

	2000/2001	2001/2002	2003/2004
Complaints	178	115	127
Food shop inspections	1,385	960	1,227

- Reported incidence of noise.

	2000/2001	2001/2002	2003/2004
	452	355	328

Building and Planning Services

(2003 Customer Satisfaction Monitor)

Customer satisfaction via annual customer survey.

	2000/2001	2001/2002	2003/2004
Planning and building approval	80%	74%	78%

- Commencement of a public building audit within the City to ensure that public buildings meet appropriate standards.
- Recovery of the resource sharing (with the City of Wanneroo) for the Yellagonga Catchment Officer.
- Continued sponsorship and contribution to the Midge Monitoring program for Lake Joondalup.
- Increased level of service provided due to auditing and re-engineering the inspection process.
- Joondalup's primacy as a key area for new development and investment.
- Providing key education to the building industry about new Residential Codes.
- Over 800 planning approvals were processed during the financial year.
- Contributions to many of the City's identified corporate projects.
- A number of key projects have been identified for the next calendar year, including the preparation of a master plan for the Joondalup City Centre, and the review of the District Planning Scheme for the entire municipality.

Over the next year, the team will need to meet challenges in the areas of providing advice and administering new energy efficiency controls in building approvals, providing quality feedback and assistance on matters where mediation and consultation are required, continued education in food handling and environmental health, and the scoping and delivery of milestones for urban design projects to enhance the City.

Community Development Services

Community Funding Program

The City of Joondalup conducted its highly successful Community Funding Program for the fourth consecutive year. The program was developed in 1999 to provide financial assistance to not-for-profit and other eligible organisations. To date the City has allocated a total of \$392,448 to 200 community organisations.

\$106,128 was distributed to 45 organisations as follows:

- Culture & the Arts Development Fund – 15 applicants were successful and \$28,025 was distributed to community groups in support of community cultural initiatives.
- Sport and Recreation Development Fund – 13 applicants were successful and \$20,054 was distributed to community groups in support of sporting and recreational initiatives.
- Community Services Fund – 10 applicants were successful and \$21,209 was distributed to community groups in support of community services initiatives.
- Environment and Sustainable Development Fund - 6 applicants were successful and \$14,840 was distributed to community groups in support of environment and sustainable development initiatives.
- Economic Development Fund – 1 application received \$22,000 to assist in the promotion of the Sunset Coast region.

Financial Counselling

The Financial Counselling Program continues to provide a valuable service to the community. This service provides free and confidential information relating to members of the community who are experiencing financial difficulties.

This year 450 people and families were assisted, with 280 new clients and 74 clients assisted on the No Interest Loan Service.

Youth Services

The Youth Services Team has grown over the past 12 months, with the addition of a part-time Youth Financial Counsellor and two Youth Outreach Workers who work in the community assisting with issues of pro-social behaviour and community harmony.

The HYPE program also continues its successes in linking with young people in shopping centres and public spaces, with Youth Workers encouraging positive interactions between youth, shopping centre management, centre security and the general public.

Anchors Youth Service

This year this Anchors Youth Centre celebrated its 10th Anniversary as it continues to operate as a drop-in centre 2 nights a week where young people can come along and just 'hang out'.



North Coastal Ward Councillor, Andrew Nixon (far left), joins Joondalup Brothers Rugby Union Football Club players training at the Iluka Sporting Complex.



Above: Marina Ward Councillor, Tim Brewer, with Manager Community Development, Graeme Hall, meet young people enjoying mobile facilities provided by the YMCA Bus. Right: Pinnaroo Ward Councillor, Allison Walker(right), joins the Joondalup Libraries' internet training course with the Manager Library & Information Services, Rebecca Moore.

This important service allows the City's young people to participate in various recreational activities while visiting the centre, including video games, basketball, soccer and pool. Though drop-in is intentionally non structured, the aim is to offer a safe environment for young people to enjoy themselves and at the same time have access to youth workers and information on any issues they may experience.

The Voice of Youth

A voice for youth in the City is provided through both the Youth Advisory Council (YAC) and Youth Affairs Advisory Committee. YAC comprises young people aged 12 to 21 and are actively involved in organising events such as the Extreme Youth and Joondalup Festivals.

The Youth Affairs Advisory Committee is a strategic group formed by the City in 2002 and involves young representatives working together with the City's elected member on providing recommendations to Council about how best to serve the needs of young people in our region.

Extreme Youth Festival

The 2002 Extreme Youth Festival was again a success, with around 10,000 young people in attendance.

The Festival ran in November 2002 in line with a full day of Sunday trading at Lakeside Joondalup Shopping City in celebration of the rich youth culture within the City. It was a credit to the young people who worked with City staff to organise the event.

Disability Services Plan

A formal review of the City's Disability Services Plan was completed in 2002/03. It was found that, on the whole, the City had a good record with respect to accessibility. From this review a new plan will be written that caters for the needs of all residents within the City, regardless of their physical, mental, intellectual or sensory attributes. The Plan will incorporate best practice, training and resource requirements (both human and financial) and any recommendations for change arising from the State Government review of the Disability Services Act (1993).

Seniors Action Plan

An internal seniors working group, in consultation with the Seniors Interests Advisory Committee, using local information, State Government policy and demographic data, have formulated a Seniors Action Plan for the City of Joondalup.

The 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, allows 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's Cultural Development Program continues to reach new heights, particularly in regard to engaging young people. This is supported by market research at the Joondalup Festival which indicated that 99% of attendees aged between 16 to 24 years either agreed or strongly agreed that the City of Joondalup plays an active role in bringing life to Joondalup city centre.

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 vibrant regional city.

- Summer Event Program enjoyed by 125,000. Other events included The Perth Oratorio Choir's performance of Handel's Messiah, Little Feet Festival and Buskers Festival.
- Joondalup Festival 'Airborne... reach new heights' brought an estimated 99,000 people into the city centre with 95% of attendees being satisfied to extremely satisfied.
- Invitation Art Award featured 34 of Western Australia's leading artists.
- Community Art Exhibition displayed 198 artworks by talented local residents at Lakeside Joondalup Shopping City in May.
- Joondalup Eisteddfod attracted over 800 entries involving nearly 2,400 participants.
- Mural Arts Program continued to combat illegal graffiti in the region with numerous new sites in underpasses and open spaces.
- City's Art Collection saw seven new artworks purchased, including exciting works by Mark Grey-Smith, Nola Farman and Mark Datodi.
- Arts Development Scheme continued to create performing arts opportunities for young people in the region.

The Cultural Development Program was successful in obtaining \$76,508 in grant funding and a further \$210,400 in cash and in-kind sponsorship.



Recreation Services

Growing Older and Living Dangerously (GOLD)

is a leisure, health and educative program designed for those over 50. GOLD was again successful in 2003, with an evaluation of the program highlighting that enrolled participants increased by 80%, with 50% of these people continuing on with the activities they tried in the program.

Parents and Carers Exercise (PACE) Program

was successfully introduced this year to encourage parents and carers of under school age children to increase their physical activity.

Skateparks: Two new skateparks were constructed and officially opened during this financial year. One in Carine Open Space, Carine was officially opened on 11 August 2002, and the other located in MacNaughton Park.

The **Sports Development Program**, a new funding program, was initiated with an aim of providing financial assistance to local district sporting clubs. The City of Joondalup awarded a total of \$60,000 to approved projects, including a new turf wicket roller, a coaching and development program, ground hire subsidy and a club development camp.

The **Club Development Scheme** is a program that was initiated by the City of Joondalup in conjunction with the Department of Sport and Recreation to assist local community based sport and recreation clubs. It was designed to make clubs aware of the operational and developmental aspects associated with creating a well organised and sustainable club environment.

Above: Whitfords Ward Councillor, Carol Mackintosh, discusses next year's festival theme with Festival Director, James Boyd, and City's Arts Projects Officers, Natalie Maiden and Belinda Cobby. Left: Mayor Don Carlos with GOLD Adventure participants at Craigie Leisure Centre.

Top: Donations received from the Annual Bikers' Christmas Charity Ride at Arena Joondalup.
Right: Fitness participants enjoying Craigie Leisure Centre facilities.



Be Active Together (BAT): The City of Joondalup continued its partnership with North Metropolitan Health Services in providing the Be Active Together (BAT) Walking Program. Volunteers who donate their time and efforts to provide an active service for the local community conduct these groups.

The **Annual Perth Bikers' Charity Ride** and Community Fair proved very popular with over 7,000 motorbikes being involved and an estimated 13,000 people attending.

In January 2003, the **Perth Criterium Series**, forming part of the Australian Open Criterium Championship, was held on the Joondalup street circuit for the first time. The event proved the City's capacity to conduct a quality high profile sporting event, with the race scheduled to return to the Joondalup CBD in January 2004.

Community Sport and Recreation Facilities Fund (CSRFF): The purpose of the CSRFF program is to provide financial assistance to community groups to develop basic infrastructure that aims to increase participation in sport and recreation, with an emphasis on physical activity, through well planned facilities. Council approved funding totalling \$202,399 to four sporting clubs, for projects including an equipment shed, sports oval floodlighting projects and a synthetic bowling green.

Leisure Centres

The 2002/2003 financial year has been one of significant change for the leisure facilities in the City of Joondalup. On 12 July 2002 RANS Management Group was placed into receivership, which immediately affected the future operations of Craigie, Ocean Ridge and Sorrento Duncraig Leisure Centres.

This set of circumstances presented the opportunity for the City to review the role of Craigie Leisure Centre in satisfying the leisure needs of the surrounding community and ensuring the provision of relevant, equitable and affordable access to leisure opportunities.

With the City taking on the role of managing all three leisure Centres, a Manager Leisure Centres was appointed to review all operations of the centres and to strategically plan for their future operations. This has meant the review of all elements of each centre's business. Some of the operational changes that have been implemented at the Centres can be summarised below:



- Implemented 'Gold Fitness' seniors exercise program.
- Developed school holidays 'Action' program, which provides a range of sports coaching sessions.
- Conducted 'Farewell Pool Party' on the last day of the aquatic centre's operations.

Performance Measures - Leisure Services

(2003 Customer Satisfaction Monitor)

- Customer satisfaction with services.

	2000/2001	2001/2002	2003/2004
Leisure centres	91%	95%	88%

- Developed consistent operating procedures for all court sports.
- Implemented professional and consistent internal and external promotions at the Centres.
- Production of term based 'Lifestyle Guides' detailing services, prices and programs of the three leisure centres in one booklet, distributed to 55,000 households.
- Implemented the 'Horizon Club' at Craigie Leisure Centre. The club is free to join and allows customers to keep up to date with all the latest information on the redevelopment.
- Reviewed and developed new fees and charges structures for the three leisure centres for 2003/2004.



Performance Measures - Safer Community Program			
<i>(2003 Customer Satisfaction Monitor)</i>			
• The level of customer awareness of the City's program.			
	2000/2001	2001/2002	2002/2003
Security patrols	87%	92%	95%
Graffiti control	89%	87%	89%
• Community satisfaction with performance of services provided.			
	2000/2001	2001/2002	2002/2003
Security patrols	57%	74%	74%
Graffiti control	79%	86%	84%
• The usage of services provided.			
	2000/2001	2001/2002	2002/2003
Security patrols	28%	53%	81%
Graffiti control	25%	39%	61%
• Quantitative performance in the number of Security services delivered in the community.			
	2000/2001	2001/2002	2002/2003
Kilometres travelled	823,284*	441,227	839,807
Average kilometres per day	1,675*	2,143	2,300
Total number of hours	67,878*	53,820	53,964
Total number of customer security referrals includes customer call and other referrals (agency and verbal)	10,990	6,610	7,773
Average response time for security referral	9 minutes	5.7 minutes	6.75 minutes
* Please note Ranger and City Watch combined.			

Safer Community Program

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

- 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.

City Watch

The 2002/2003 financial year saw the first complete year of the performance based contract for City Watch Community Security Patrol Service.

During the year, the City Watch Service has travelled more than 839,807 km, attended more than 7000 resident calls for assistance and has an average response time of 6.75 minutes. In the 'eyes and ears' role of the service, over 469 reports have been submitted to ensure a fast response to issues of graffiti and vandalism.

An advertising campaign was carried out to raise awareness of the City watch program. New magnets, media releases, air fresheners, newspaper and brochure adverts and shop-a-dockets were distributed throughout the community with the '1300' number for residents to use. A new "speed dial campaign" was advertised to encourage people to store the City Watch phone number in their mobile phone and home telephone for easier access.

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. A total of 616 reports were made by City Watch Officers to assist in the speedy removal of graffiti in the last financial year. In addition, numerous other reports were received from the community and other City of Joondalup employees. Of these reports, 1375 cases of graffiti were removed, consisting of more than 10,033 square metres of graffiti.

Left: Safer Community Program's free safety workshops run in partnership with the WA Police Service.



South Coastal Ward Councillor, Janine Gollant (front left), admires the work of St Mark's Anglican Community School staff and students participating in the City's 'Adopt A Coastline' project.

Partnerships

The partnerships aspect of the Safer Community program has continued to grow, with the further consolidation of a number of programs and several new initiatives in the past financial year.

The City of Joondalup is working in partnership with the community, the Police, local schools, and a variety of other agencies to make the City safer and more secure. The City also liaises with the community and stakeholder groups on community safety and security matters. Schools are also involved through programs such as Constable Care and Safety House, whilst others encourage community participation in groups such as Neighbourhood Watch.

An initiative this year between the Police Crime Prevention Unit and the City of Joondalup has been providing free safety seminars to Seniors' groups and Secondary schools, with a focus on personal and home security.

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 in specific "hot spot areas to identify areas that require improvements such as increased lighting or minor changes to vegetation to improve community safety and security". This program is on-going and has helped to reduce problems with antisocial behaviour and vandalism in specific areas.

Community Connections

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

School Connections

The City's School Connections Program consists of programs, special events and resources for students to engage in. The programs are developed to involve students in their larger community and encourage them to take an active role in understanding, protecting and planning the future of their communities. Some of the programs included in School Connections have been:

Adopt a Coastline / Bushland program: To date more than 1500 students have taken part in rejuvenating and protecting our native bushland areas.

International Eco Health System

Conference: Three winning entries from the City's annual essay competition were presented at an international environmental conference held in Joondalup in November.

Eco Tourism Trail: Many of the City's 65 schools are actively involved in school based environmental education programs. The City will promote the best of these environmental achievers as part of a Schools Eco Tourism Trail in the second half of 2003.

Road Safety Video Competition: Classes have submitted videos and posters designed to educate their fellow community members about road safety issues around schools.

Essay Competition: Secondary students submitted entries into the City's essay competition, writing about environmental issues that are important to them.

Tours and Talks: Classes took part in tours of the City's civic chambers, library, art collection and surrounding bush land areas.

Teacher Resource Packs: Comprehensive resource packs have been delivered to schools to provide information on all of the City's programs and will be regularly updated as more opportunities become available for our students.

Community Education

The City continues to seek opportunities to inform and educate residents about the role and responsibilities of Council. Community Connections also strives to educate residents about their surrounding environment and the importance of active residency.

Library and Information Services

2002/2003 is marked as the year of review for our Library and Information Service. The City commissioned an extensive review that was underpinned by community consultation in order to determine if our Library and Information Service is adequately positioned to meet its current and future demands of the community that resides within a "Learning City".

The Library and Information Service has always been cherished by our community and with this in mind a theme for the review was articulated and advertised as:

"The written word is irreplaceable but imagine a library service that meets your needs for leisure, learning, personal development and creativity at any age or stage in your life... what would it look like to you?"

The consultation process has enabled the City of Joondalup Library and Information Services to create an innovative and exciting Library Development Plan that clearly identifies the goals for our Library and Information Services over the next five years.

The Library Development Plan is a major achievement for Library and Information Services in 2002/2003.

Technology

EFTPOS facilities were introduced in the 2002/2003 period. These facilities enable patrons to pay their overdue fines and/or accounts in a manner that is becoming the norm in most businesses.

Shared Services

The Service Level Agreement to provide the City of Wanneroo with a range of library support services continued in 2002/2003. The format of DVD Recordings was introduced by the City of Wanneroo into their library collection and the amount of items catalogued for the City of

Wanneroo increased to 41.5% of the total items catalogued for the year.

Customer Service

Statistics: During the 2002/2003 period, 589,838 people visited one of the four City of Joondalup Libraries, borrowing 1,460,406 items. 14,188 new patrons registered to join the City of Joondalup Libraries, which is a 3.6% increase on last year. An additional 1,328 existing members updated their memberships.

Best practice: Combining their talents, the Local Studies and Reference sections of Joondalup Library won a WALGA Best Practice in Local Government Award in the area of Library Innovations – Serving the Community.



Participants at Joondalup Library's Education Programs.

Program Participation

Children's Book Week: Once again the regional Children's Book Week Program drew large numbers of eager young readers into the libraries. This year, 2,475 students from 19 schools participated in the program. Hosted by all of the libraries, this program allows children to meet and listen to some of their favourite Children's Authors' and Illustrators' stories.

Storytime: Weekly storytime sessions held at the City of Joondalup Libraries registered 4,473 preschool children. Joondalup Library's own attendance increased by 5.3% on last year. The Bookworm program, which is the next literacy step up from storytime, is aimed at children between 8-12 years.

Nestle Write Around Australia: This is a National Program and this year the program was coordinated at the Joondalup Libraries for the whole Metropolitan area. 180 students attended workshops held at the Joondalup Library, with 20 students attending the finalists' workshop. This year the first ever winner came from Western Australia and was one of the children from the Joondalup group.

Seniors: Seniors' Circle continues to be a favourite program for the older readers, with 294 seniors attending the 12 sessions held in the year.

Computer literacy: Opac and Internet training sessions target beginner users. They are free one-hour sessions and they focus on some of the simple skills needed to get started in each area. In 2002/2003 there were 431 attendees of over 240 classes offered.

New Services

The Gift Box: The Gift Box is another scheme in the Library's Literacy for Life Program. The Gift Box was introduced to encourage people to donate books to the Library's Book Sale where the proceeds will be used to fund Literacy Programs for both children and adults. There is now a Gift Box in each of the City's Libraries and Customer Service Centres.

Stories from the Suburbs: On October 15 2002, Joondalup Library's Local Studies section launched the "Stories From the Suburbs" project. This is a three-year project combining oral history interviews, historical photos, newspaper cuttings and other resources to create books on the history and development of each of Joondalup's 22 suburbs. Much of the work is done by Local Studies Volunteers and then edited by Local Studies Staff.

School liaison: Partnerships with schools are being explored and developed through a program of school visits and liaison. Teachers and students are being encouraged to visit libraries for both education and personal requirements. Partnerships may be pursued depending on future requirements of all parties.

Performance Measures - Library and Information Services

- Library membership/population ratio.

	2000/2001	2001/2002	2002/2003
	115,406/157,431	85,084/166,000	84,589/156,964
	2000/2001	2001/2002	2002/2003
Loans	1,553,499	1,471,696	1,460,406
Reservations	94,984	113,380	118,826
General enquiries	47,972	53,049	66,854
Free Internet bookings	7,893	8,140	13,497
Word processing bookings	977	879	1,272

(2003 Customer Satisfaction Monitor)

- Customer satisfaction with Library Services.

	2000/2001	2001/2002	2002/2003
	94%	97%	97%

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

	2000/2001	2001/2002	2002/2003
Genealogy course registration	54	80	87
Volunteer oral history registrations	23	23	16
Oral history taped interviews	39	42	39





(L-R) Manager Assets & Commissioning Chris Smith, South Ward Councillor Mike O'Brien JP, Manager Community Development Graeme Hall and South Ward Councillor Sue Hart inspect the Kingsley Memorial Club house guided by Dale Alcock, Managing Director of Dale Alcock Homes.

Assets and Commissioning

During the financial year 2002 /2003 the Assets & Commissioning Business Unit continued to support the organisation in a number of areas in addition to facilitating several major projects on the City's behalf.

In summary, Assets and Commissioning was responsible for:

- 28 tenders advertised statewide, with an additional 43 major tenders invited, ranging from consultancy, supply, minor works, major works and maintenance contracts. A further 19 quotations and contract documents of a value less than \$50,000 were also completed.
- 12 existing contracts were reviewed and approved for extension. Extension to each contract is based on contractor performance as well as the increase or decrease of prices submitted by the contractor for the extended period.
- Facilitating the effective monitoring and management of the City's many contracts and contractors, the business unit developed a contractor performance template and commenced the development of 2 way key performance criteria, recognising that the City is required to perform in certain areas to obtain the best from its contractors.

The value of the current contracts the City commissioned for the financial year 2002/2003 is \$12,326,011.67.

There were no contract disputes during the financial year 2002/2003.

The business unit has been extensively involved in the Oracle upgrade project, with purchasing staff contributing, on a full time and part time basis, to

implement the Oracle Internet Procurement and upgrade core purchasing software.

Purchasing staff dealt with 10,429 requisitions generated in purchasing systems and issued a subsequent 8,399 purchase orders.

The sub unit's focus for the coming year will be:

- Analysis of non-catalogue purchases to allow for additional catalogues and a more 'corporate' approach to purchasing.
- Enhancements to the purchasing system.
- Purchasing system training and user assistance.

The City owns and operates an extensive light and heavy vehicle and fixed plant fleet to facilitate ongoing operations and maintenance. The key statistics for the past year are:

Fleet Management

- Replaced light and heavy fleet vehicles with a total value of \$1,546,400.
- Replaced mobile plant items with a total value of \$230,400.
- Preparation for new fleet maintenance system - Oracle eAM.

Property Management

- Generated rental revenue of \$235,000.
- Management of in excess of 100 properties.
- Commencement of regular property inspections.

General Assets

- Preparation for upgrade to new asset module in Oracle 11i.
- Ongoing preparation for new Bar Coding system for asset register.

The Business Unit has also provided key guidance in establishing a project and program management system for the organisation to manage its key corporate projects. This system is now in place.

Assets and Commissioning have been leading the following major projects:

- Kingsley Bali Memorial Clubhouse;
- Craigie Leisure Centre Redevelopment; and
- Municipal Works Depot.

The Kingsley Memorial Clubhouse is rapidly coming to fruition through the efforts and donations of hundreds of individuals and companies.

The Craigie Leisure Centre design team is preparing its preliminary works in anticipation of a 2003/04 Council endorsement for the preferred design. Works are expected to commence in 2004 for completion in 2005.

Negotiations for the acquisition of a depot site from Landcorp have been completed. The construction program depends on the timing of an access bridge to the site but it is anticipated that the project will be completed in 2005.

Financial Services

The Financial Services Unit aims to be the premier provider of high quality, cost efficient and customer focused financial services in local government. The Champions of Change program is the cornerstone to developing high performing and self-sustaining teams that focus on continual improvements in all aspects undertaken by the unit.

Major highlights include:

Business processes:

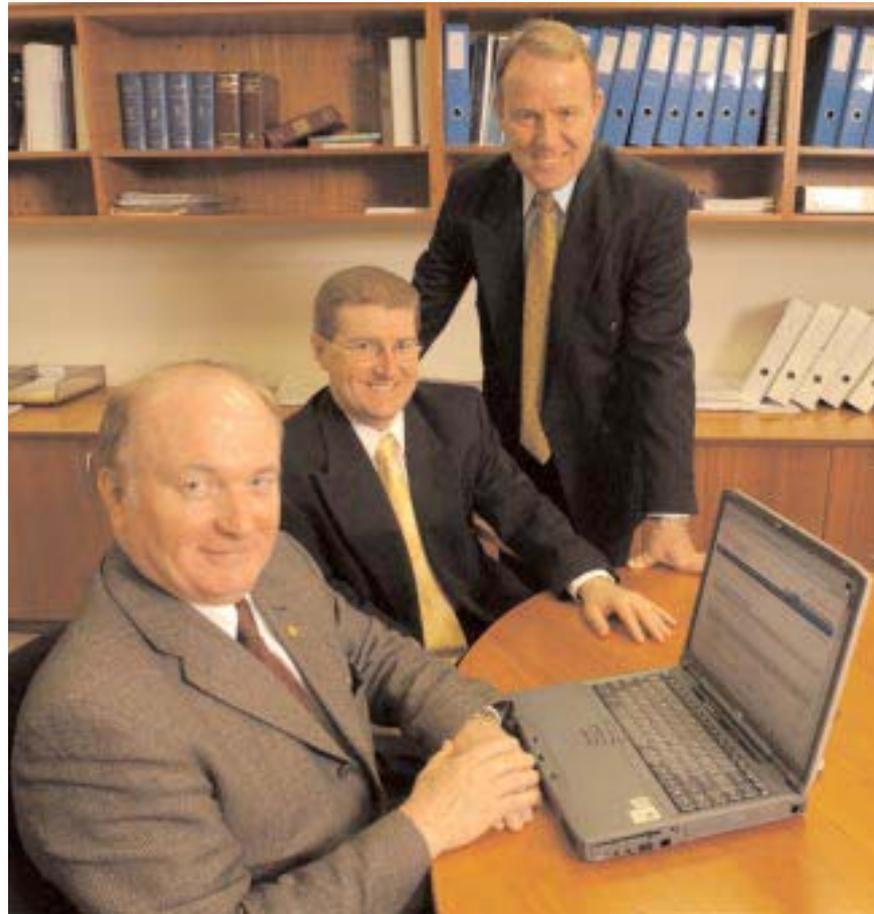
- Implemented Emergency Services Levy system.
- Completed Tri-annual review of pensioner eligibility.
- Revised debt collection approach involving Financial Counselling services.
- Assisted in the development of systems improvements in the financial, rating and budget systems.
- Continued the review of internal processes and systems to achieve cost efficiencies and improve service delivery to internal and external customers.
- Implemented new payment options at the City's libraries and leisure centres and direct debits payment process for rate payments.

Learning and Growth:

- Identified and implemented a staff training program for unit staff.
- Continued the implementation of the Champions of Change program.
- Participated in Local Government Industry Forums to address industry related issues through the Finance Managers Group, Rates Clerks Group, West Australian Local Government Superannuation Plan, WALGA Review of Charitable Institutions working group, Proclaim Users Group and working with other local governments in the implementation of Emergency Services Levy.

Customer Service:

- Responded to approximately 230,000 customer contacts.
- Received a number of internal customer service awards presented to individual staff and to the Rating / Financial Services sub-units.



- Achieved high team key performance indicator scores.

Financial:

- Achieved a best ever 99.5% rate collection for the 2002/03 year.
- Achieved a return on cash invested for 2002/03 which exceeded the UBSWA Bank Bill index.

(L - R) South Coastal Ward Councillor Gerry Kenworthy, Director Corporate Services & Resource Management Peter Schneider and Manager Information Management Kevin Syme review the implementation of the new corporate Oracle system.

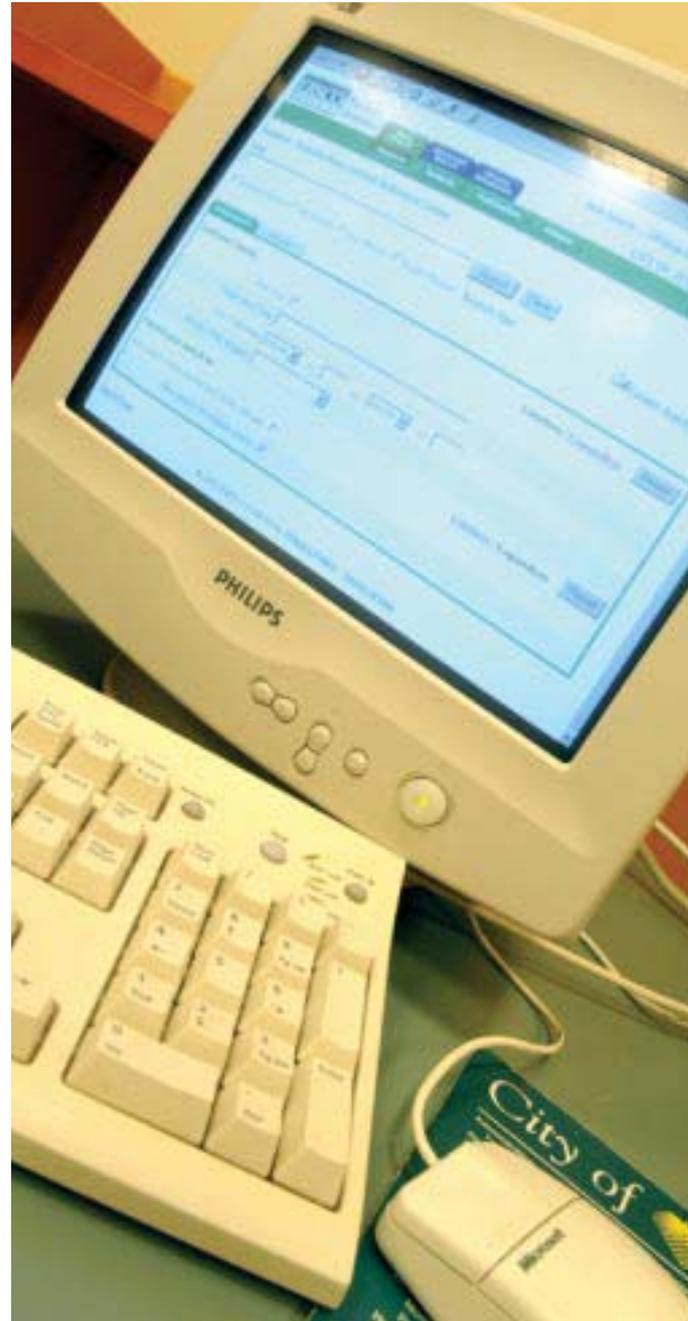
Information Management

The Information Management 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 cost effectiveness and responsiveness of the administration.

The most significant achievement is the upgrade of the financial system and asset management system to a single integrated system (Oracle) using Internet based technologies and with enhanced reporting capabilities. This new system is to become operational by mid July 2003 and will result in a number of operational improvements, most notably with new streamlined purchasing processes.

Other achievements for Information Management are:

- Responded to 8,000 support requests and completed 70% of these requests the same day.
- Achieved an average of 99.9% availability during business hours for key systems.
- Attracted 104,000 visits to the City's web site, a 34% increase over the previous year.
- Developed new web sites for Sustainability, Youth Joondalup and the Extreme Youth Festival.
- Implemented an improved web services infrastructure to provide more effective online information delivery from over 30,000 documents and 20 databases to internal and external customers.
- Installed 85 new PCs under the Corporate PC Replacement Program.
- Recycled 49 PCs from the Corporate PC Replacement Program to libraries for public access (catalogue searching and Internet).
- Implemented various enhancements to corporate reporting systems.
- Designed, built and implemented a new web based integrated Project Planning System to support the annual planning and budgeting process.
- Converted the network from a Windows NT domain to a Windows 2000 domain.
- Implemented Virtual Private Network facilities to enable remote broadband connections to the City's network for Elected Members and staff.
- Installed anti virus filtering software for internet browsing.
- Implemented a new corporate file server and integrated fax gateway.
- Upgraded data communications links to Whitford Library, Woodvale Library and Whitford Customer Service Centre.
- In conjunction with the Office of State Revenue, FESA, and the Cities of Wanneroo, Cockburn and Stirling, facilitated the enhancement and testing of the Proclaim Property System to manage the collection of the new Emergency Services Levy from 1 July 2003.
- Implemented various other improvements to the Proclaim system.
- Implemented new software to print Australia Post bar codes on the City's outgoing mail, resulting in significant discounts to mailing charges and improvements to the quality of address data in corporate systems.







Infrastructure & Operations

Right: (L - R) Lakeside Ward Councillor Paul Kimber and Director Infrastructure & Operations David Djulbic inspect the new roadworks completed in the City Centre's Collier Pass.

The Infrastructure & 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 aging infrastructure in the City's older areas, and to respond proactively to environmental and conservation issues.

Infrastructure Management and Ranger Services

The City has undertaken various road and traffic management projects to improve the safety and functionality of the local road network during 2002/2003. Other projects have included pedestrian/cyclist facilities, and building and park works.

Major projects included:

- Redevelopment of Collier Pass to a single lane boulevard with improve parking and access to business.
- Construction of dual use path in Yellagonga Regional Park along western bank of Lake Joondalup in conjunction with CALM.



- Resurfacing of local and distributor roads as part of the Road Preservation Program.
- Installation of island treatments to improve safety at black spot junctions.
- Streetscape and traffic improvements to Goollelal Drive, Kingsley and Woodvale Drive, Woodvale.

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 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.

	2000/2001	2001/2002	2002/2003
Maintenance & creation of roadways etc	85%	89%	91%

(2003 Customer Satisfaction Monitor)

Traffic Management

The City has also undertaken projects to improve parking and safety on roads adjacent to Creaney Primary School, Goollelal Primary School and Ocean Reef Primary School.

- Construction of a roundabout at New Cross Drive and Shepherds Bush Drive.
- Intersection improvements at Chadstone Road/Eddystone Avenue, Eagle Street/Camberwarra Drive and Chichester Drive/Trappers Drive.

Enhancement Works

Major median and verge enhancement works were undertaken to Warwick Road and illuminated logo lighting was provided at various intersections.

Drainage Works

Drainage improvements were undertaken to Oceanside Promenade, Alice Drive and Yellagonga Regional Park.

Building Facilities

- Various building improvements included roof replacements at Otago Reserve, Bridgewater Park and Mawson Park Toilet/Change rooms.
- Back-up power systems and new switchboards were installed in the Joondalup Administration Centre.
- Various building improvements to Whitfords Senior Citizen Centre, Beaumaris Hall and Mildren Hall.
- Completion of refurbishments to Mullaloo Surf Club.
- Provision of greens lighting at Beaumaris Sports Club and Warwick Bowling club.
- Park works
- Reticulation work has been undertaken to Rogers Park, Poynter Park, Blackthorn Park, Merrifield Park, Salata Park and Wedgewood Park.

Waste Management

Council's Waste Management Services has completed another successful year delivering our community a safe and cost effective service. Our goal of reducing waste to landfill has continued, with significant progress of the Mindarie Regional Council's Resource Recovery implementation plan.

The City of Wanneroo's Environmental Waste Services has provided the domestic collection service and the bulk collection service.

The Materials Recovery Facility at Wangara has been a successful joint venture between the Cities of Joondalup, Swan and Wanneroo. The facility collected and sorted approximately 5800 tonnes of material.

The Resource Recovery Project of the Mindarie Regional Council continues to build momentum. A site selection process has focused on the Neerabup area, with two potential sites being considered. The public consultation process continues with the community and will now focus on the technology. There are four technologies being considered and the decision on the preferred technology will be made with community input.

The choice of the technology is an important decision for the region as this will determine the future waste and recycling collection formats. In the meantime, the recycling bag service with the user pays recycling cart system will continue.



Environmental approvals for the project are being obtained from the State Government agencies and work will be completed on the tender documents in December 2003.

The completion date for the project is estimated to be late 2005, early 2006.

*Marina Ward Councillor
Chris Baker at the new
Eddystone Avenue
bridge joining
Heathridge and other
western suburbs to the
City Centre.*

Performance Measures - Waste Management

(2003 Customer Satisfaction Monitor)

- Level of customer satisfaction with service.

	2000/2001	2001/2002	2002/2003
Rubbish collection	93%	96%	96%
Bulk rubbish collections	*NA	*NA	86%
Recycling	76%	80%	76%

*NA Services not surveyed in this year

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

	2000/2001	2001/2002	2002/2003
	17%	16%	19%

Right: Whitfords Ward Councillor Michael Caiacob discusses beach patrols with a local surf life saver. Opposite page: ECU's Shuttle Bus provides a safe and easy service between Joondalup train station and City Centre campus.

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.

There were 5,707 Action Requests from July 2002 to June 2003 and 191,998 kilometres were travelled in servicing these requests.

Performance Measures - Ranger Services

(2003 Customer Satisfaction Monitor)

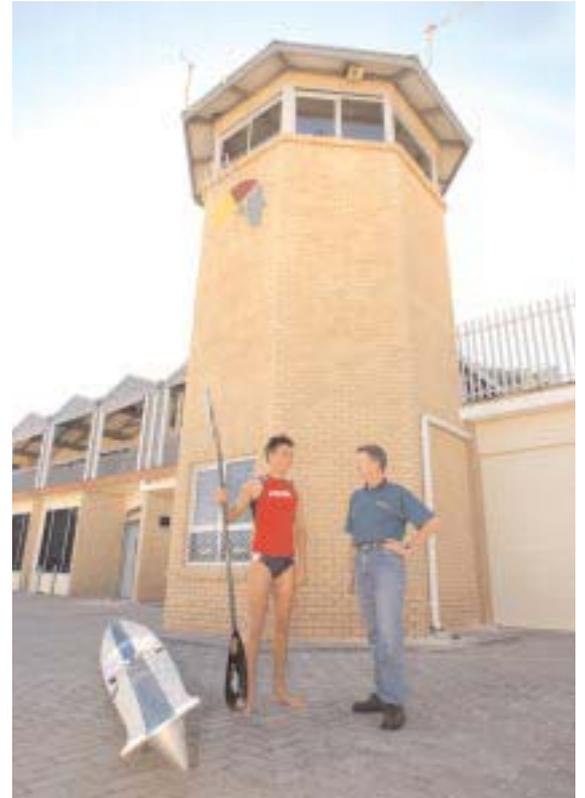
- Customer satisfaction with Ranger Services.

	2000/2001	2001/2002	2002/2003
Graffiti control	79%	86%	84%
Animal control	77%	77%	82%

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

	2000/2001	2001/2002	2002/2003
Kilometres travelled	823,284*	146,946	219,299
Average kilometres per day	1,282	404	604
Total graffiti reports	949	1,186	1,375
Number of graffiti tags	8,882	3,715	3,768

* Please note Ranger and City Watch combined.



Pedestrian/cyclist facilities

- Provision of additional end of trip facilities and minor improvements to Perth Bicycle network.
- Dual-use paths were constructed in Hodges Drive, Ocean Reef and Whitfords Avenue, Padbury.
- The continuation of the staged installation of a dual-use path on the western side of Lake Joondalup in a joint venture with CALM.
- The slab footpath replacement program continued in the suburbs of Dun Craig and Mullaloo.

Graffiti Campaign

In the 2002/2003 fiscal year, the City has continued to operate 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, access ways 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 2002/2003, the Graffiti Campaign removed approximately 1,375 tags covering an area of approximately 10,033 square metres.

Operations Services

The City of Joondalup's Operations Services team provides the local community with a wide range of civil construction and maintenance services for parks, reserves and roads. This team aims to explore new ways of helping the community to save costs whilst maintaining the City to the highest possible standards.

Bus Shelters

The City installs and relocates bus shelters that are required by bus patrons 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 2002/2003, which has seen additional illuminated shelters being installed. This has allowed the City to relocate concrete shelters to alternative suitable sites.

Streetscape Works

Enhancement of streetscapes has been undertaken in Grand Boulevard, Joondalup Drive and Aristride/Mullaloo Drive Junction. Tree planting associated with traffic management has been implemented in Cook Ave, Hillarys, Goollelal Drive, Greenwood, West View Boulevard and Woodvale Drive.

Conservation

Council adopted the Joondalup Coastal Foreshore Management Plan during 2003/2003 and allocated funding for Stage I Works. This work incorporated extensive fence restoration and installation of new fencing to designated areas. Extensive weed control throughout the Kallaroo Foreshore area is a long-term management plan that provides the community with the opportunity to conserve the coastal foreshore while providing safe public access for leisure activities.

Council's community volunteers in conservation of indigenous vegetation has expanded, with various programs implemented e.g. Perth Bush Links Project, Perth Bio-diversity Project, Coastcare/Coast West, Joondalup Community Coastcare, Australian Conservation Volunteers and various Local Friends Groups operating at designated areas of bushland.

Involvement with school environmental classes was also of major importance e.g.

- St Marks, Kallaroo dune restoration.
- Padbury Primary dune restoration planting.
- Currambine Primary, Clermont Park weed control.
- Mullaloo Heights Primary, Periwinkle Park seed collection.



Performance Measures - Operations Services

(2003 Customer Satisfaction Monitor)

- Customer satisfaction of services provided.

	2000/2001	2001/2002	2002/2003
Park creation and maintenance	85%	82%	85%
Community centres & public hall facilities	91%	92%	92%

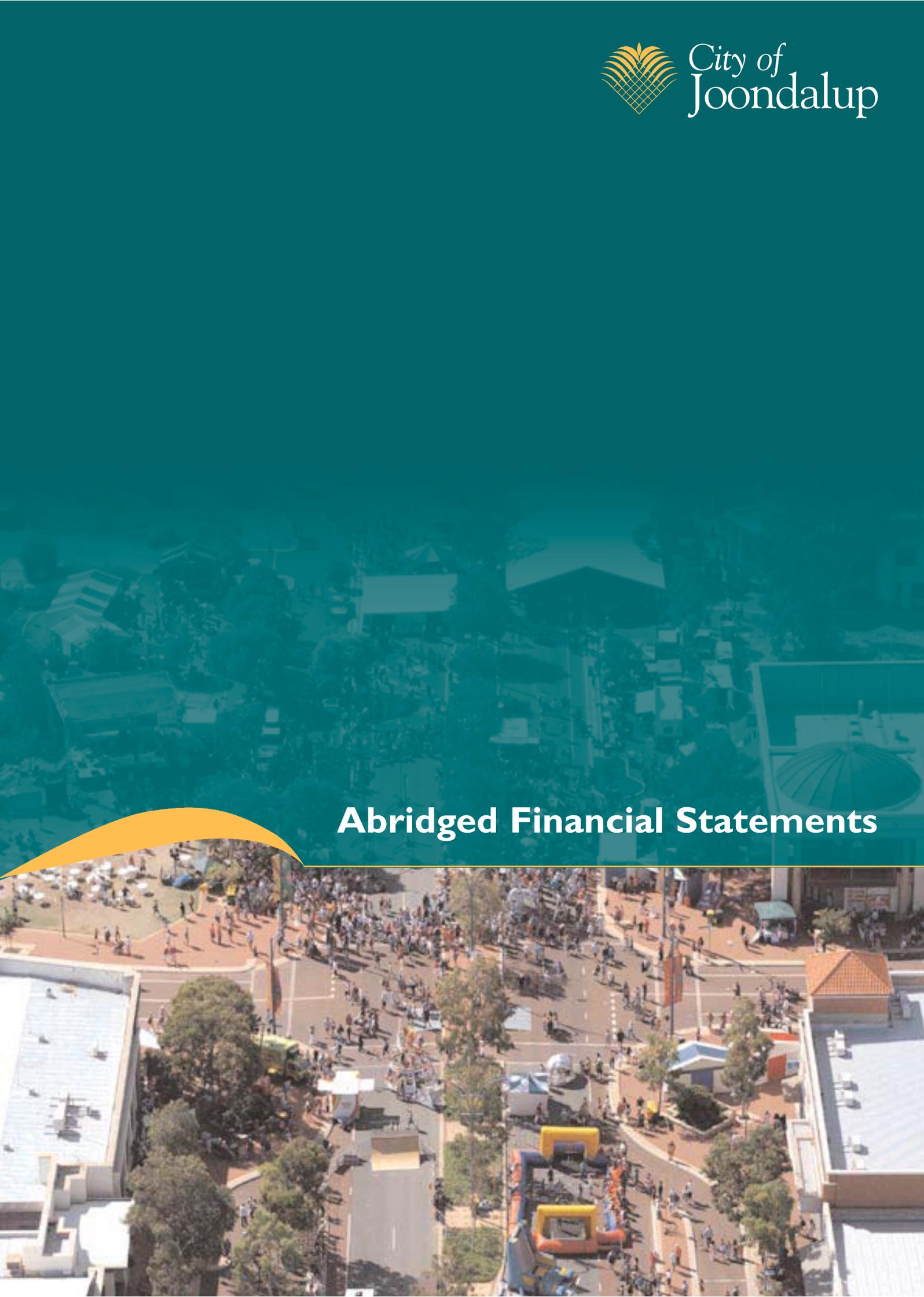
- Benchmarking against other local governments and private industry.

A further Park User Satisfaction Benchmark Survey was conducted for selected active and passive reticulated parks in 2003. 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	2003
Joondalup		8.0	7.92	8.3
Perth Regional		7.9	7.84	7.7
Highest mean score		8.2	7.92	8.3

- 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.





Abridged Financial Statements

Independent Audit Report

Deloitte Touche Tohmatsu
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Central Park Level 16
152-158 St Georges Terrace
Perth WA 6000
GPO Box A46
Perth WA 6837 Australia

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**Deloitte
Touche
Tohmatsu**

INDEPENDENT AUDIT REPORT TO THE RATEPAYERS OF CITY OF JOONDALUP

Scope

We have audited the concise financial report of the City of Joondalup for the financial year ended 30 June 2003 comprising of the Statement of Financial Performance, Statement of Position, Statement of Changes in Equity, Statement of Cash Flows and notes thereto in order to express an opinion on it to the ratepayers of the Council. The Council is responsible for the concise financial report.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the concise financial report is free of material misstatement. We have also performed an independent audit of the full financial report of the City of Joondalup for the year ended 30 June 2003. Our audit report on the full financial report was signed on 9 October 2003, and was not subject to any qualification.

Our procedures in respect of the audit of the concise financial report included testing that the information in the concise financial report is consistent with the full financial report, and examination on a test basis, of evidence supporting the amounts, discussion and analysis, and other disclosures which were not directly derived from the full financial report. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report is presented fairly in accordance with Accounting Standard AASB 1039 "Concise Financial Reports".

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

Audit Opinion

In our opinion, the concise financial report of the City of Joondalup complies with Accounting Standard AASB 1039 "Concise Financial Reports".

Deloitte Touche Tohmatsu
DELOITTE TOUCHE TOHMATSU

L Karamfiles

Leanne Karamfiles
Partner
Chartered Accountants

Perth, 9 October 2003

Statement by the CEO

CONCISE FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2003

These Financial Statements and specific disclosures have been derived from the City of Joondalup's Financial Report.

The Concise Financial Report cannot be expected to provide as full an understanding of the financial performance, financial position and financial and investing activities of the City of Joondalup as the Financial Report.

Further financial information can be obtained from the Financial Report which is available, free of charge, on request to the City of Joondalup.

Statement by Chief Executive Officer

In my opinion:

- a) the attached financial statements and notes thereto comply with Accounting Standard AASB 1039 'Concise Financial Reports'; and
- b) the attached financial statements and notes thereto have been derived from the full financial report of the City.



DENIS SMITH
CHIEF EXECUTIVE OFFICER

9 October 2003

CITY OF JOONDALUP

STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2003 (BY PROGRAMME)

REVENUES	Actual 2003 \$	Adopted Budget 2003 \$	Actual 2002 \$
General Purpose Funding	46,751,939	46,519,788	44,633,180
Governance	8,717	135	-
Law, Order, Public Safety	609,830	396,361	606,286
Health	258,536	178,333	78,689
Education and Welfare	249,039	212,321	366,463
Community Amenities	7,870,505	7,687,417	8,011,433
Recreation and Culture	3,814,196	1,140,146	1,283,588
Transport	9,112,516	5,074,320	7,256,290
Economic Services	1,117,375	1,040,623	813,852
Other Property and Services	250,041	5,113,902	429,195
Total Operating Revenues	70,042,694	67,363,346	63,478,976
EXPENSES			
General Purpose Funding	679,535	712,615	-
Governance	3,789,278	3,778,784	1,018,561
Law, Order, Public Safety	4,644,283	4,285,597	4,742,892
Health	1,262,552	1,528,809	971,915
Education and Welfare	1,242,001	1,278,650	2,037,670
Community Amenities	9,308,601	11,711,430	9,126,658
Recreation and Culture	21,184,024	18,259,340	18,262,020
Transport	16,942,061	15,802,940	18,034,996
Economic Services	1,345,715	380,163	1,046,606
Other Property and Services	5,818,268	5,800,429	4,574,678
Total Operating Expenses	66,216,318	63,538,757	59,815,996
CHANGES IN NET ASSETS FROM OPERATIONS	3,826,376	3,824,589	3,662,980

These statements form part of the abridged version of the City's 2002/2003 Financial Report.

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

CITY OF JOONDALUP
STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 30 JUNE 2003

	Actual 2003 \$	Actual 2002 \$
CURRENT ASSETS		
Cash Assets	33,258,679	31,596,791
Receivables	2,269,207	3,050,401
Inventories	1,406	7,009
TOTAL CURRENT ASSETS	35,529,292	34,654,201
CURRENT LIABILITIES		
Payables	4,804,576	4,665,096
Provisions	4,340,075	3,916,288
Interest Bearing Liabilities	1,439,570	1,813,618
TOTAL CURRENT LIABILITIES	10,584,221	10,395,002
NET CURRENT ASSETS	24,945,071	24,259,199
NON CURRENT ASSETS		
Receivables	1,363,861	1,523,171
Property, Plant & Equipment	492,635,092	489,224,321
TOTAL NON CURRENT ASSETS	493,998,953	490,747,492
NON CURRENT LIABILITIES		
Provisions	666,226	555,269
TOTAL NON CURRENT LIABILITIES	666,226	555,269
NET NON CURRENT ASSETS	493,332,727	490,192,223
NET ASSETS	518,277,798	514,451,422
EQUITY		
Accumulated Surplus	500,842,243	498,105,845
Reserves	17,435,555	16,345,577
TOTAL EQUITY	518,277,798	514,451,422

These statements form part of the abridged version of the City's 2002/2003 Financial Report.

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



**CITY OF JOONDALUP
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2003**

	Actual 2003 \$	Actual 2002 \$
RESERVES - CASH BACKED		
Balance at Beginning of Financial Year	16,345,577	13,543,822
Net amount transferred to Accumulated Surplus	1,089,978	2,801,755
	17,435,555	16,345,577
 ACCUMULATED SURPLUS		
Balance at Beginning of Financial Year	498,105,845	497,244,620
Change in Net Assets Resulting from Operations	3,826,376	3,662,980
Net transfers from/(to) Reserves	(1,089,978)	(2,801,755)
	500,842,243	498,105,845
TOTAL EQUITY	518,277,798	514,451,422

These statements form part of the abridged version of the City's 2002/2003 Financial Report.

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

**CITY OF JOONDALUP
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2003**

	Actual 2003 Inflows (Outflows) \$	Adopted Budget 2003 Inflows (Outflows) \$	Actual 2002 Inflows (Outflows) \$
Cash Flows from Operating Activities			
Receipts:			
Rates - General	41,161,807	41,350,388	40,458,139
Rates – Specified Area Rate Iluka	173,912	135,194	114,320
Government Grants & Subsidies	6,467,179	9,290,075	7,258,686
Contributions, Reimbursements, Donations	2,133,159	6,097,350	1,491,850
Fees & Charges	12,432,991	9,845,037	8,759,433
Interest Earnings	2,053,424	1,596,000	1,724,425
Revenue from Other Councils	121,906	95,275	144,490
Total Receipts	64,544,378	68,409,319	59,951,343
Payments:			
Employee Costs	(23,918,087)	(22,882,345)	(21,773,164)
Materials, Contracts, Suppliers	(22,459,025)	(21,908,263)	(20,104,243)
Utilities (gas, electricity, water)	(2,826,615)	(2,585,283)	(2,504,213)
Insurance Expenses	(833,822)	(864,164)	(667,269)
Other Expenses	(821,841)	(771,990)	-
Total Payments	(50,859,390)	(49,012,045)	(45,048,889)
Net Cash Provided by Operating Activities	13,684,988	19,397,274	14,902,454
Cash Flows from Investing Activities			
Receipts:			
Proceeds from Sale of Assets	904,397	1,140,814	375,835
Total Receipts:	904,397	1,140,814	375,835
Payments:			
Purchase of Land	-	(3,000,000)	-
Purchase of Artworks	(14,655)	(10,000)	(8,580)
Purchase of Furniture and Equipment	(767,239)	(818,844)	(367,405)
Purchase of Vehicles and Plant	(1,836,703)	(2,307,160)	(1,039,829)
Construction of Infrastructure Assets	(9,934,852)	(22,803,524)	(10,149,423)
Total Payments	(12,553,449)	(28,939,528)	(11,565,237)
Net Cash (used in) Investing Activities	(11,649,052)	(27,798,714)	(11,189,402)
Net Increase (Decrease) in Cash Held	2,035,936	(8,401,440)	3,713,052
Cash at Beginning of the Financial Year	29,783,173	29,783,173	26,070,121
Cash at the End of the Financial Year	31,819,109	21,381,733	29,783,173

These statements form part of the abridged version of the City's 2002/2003 Financial Report.

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



Council Committee Details



MAYOR DON CARLOS

Audit Committee
Budget Committee 2003/2004
Community Board of Advice – Deputy
House Committee
Joondalup Regional Performing Arts Facility Steering Committee
Local Government Association of WA – North Metropolitan Zone - Deputy
Ocean Reef Development Committee
Policy Manual Review Committee
Seniors Interests Advisory Committee

CR PAUL KIMBER

Art Collection Working Party – Chairman
Audit Committee
Budget Committee 2003/2004
CBD Enhancement Project Steering Committee
Dry Parks Median and Verge Committee – Chairman
House Committee
Joondalup Regional Performing Arts Facility Steering Committee
Kingsley Woodvale Community & Recreation Association – Lakeside Ward Representative
Local Emergency Management Committee
Local Learning and Employment Project
North West Metropolitan District Emergency Management Committee
Ocean Reef Development Committee
Policy Manual Review Committee
Quarry Park Development Committee
Standing Orders Review Committee
Wheeled Sports Committee

CR LOUIS PROSPERO

Budget Committee 2003/2004
Business & Community Directory Working Group
CBD Enhancement Project Steering Committee
Dry Parks Median and Verge Committee
Joondalup Business Association
Joondalup Festival & Summer Events Committee
Joondalup Regional Performing Arts Facility Steering Committee
Kingsley Woodvale Community & Recreation Association – Lakeside Ward Representatives
Local Government Association of WA – North Metropolitan Zone
Mindarie Regional Council
North Metropolitan Region Recreation Advisory Committee – Deputy
North West Metropolitan Business Enterprise Centre Committee of Management
North Western Metropolitan Regional Road Sub-Group
Ocean Reef Development Committee – Deputy
Policy Manual Review Committee – Deputy
Quarry Park Development Committee
WA Local Government Grants Commission - Deputy

CR CHRIS BAKER

Audit Committee
Budget Committee 2003/2004
Dry Parks Median and Verge Committee
House Committee - Deputy
Joondalup Business Association – 1st Deputy
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 – 1st Deputy

CR TIM BREWER

Audit Committee
Budget Committee 2003/2004
Dry Parks Median and Verge Committee
Environmental & Sustainability Advisory Committee
House Committee – Deputy
Joondalup Festival & Summer Events Committee
Joondalup Regional Performing Arts Facility Steering Committee
Local Government Association of WA – North Metropolitan Zone – Deputy
Ocean Reef Development Committee
Policy Manual Review Committee – Deputy
Wheeled Sports Committee

Ocean Reef Development Committee
Policy Manual Review Committee
Standing Orders Review Committee
Youth Affairs Advisory Committee

CR ANDREW NIXON

Budget Committee 2003/2004
Conservation Advisory Committee
House Committee – Deputy
Joondalup Regional Performing Arts Facility Steering Committee - Deputy
Ocean Reef Development Committee
Policy Manual Review Committee – Deputy

DEPUTY MAYOR

CR JOHN HOLLYWOOD JP

Budget Committee 2003/2004
Conservation Advisory Committee
Joondalup Eisteddfod Working Party
Joondalup Regional Performing Arts Facility Steering Committee
Mindarie Regional Council - Deputy
Ocean Reef Development Committee - Deputy
Policy Manual Review Committee
Wheeled Sports Committee

CR ALLISON WALKER

Art Collection Working Party - Deputy
Audit Committee
Budget Committee 2003/2004
Community Board of Advice
Dry Parks Median and Verge Committee
House Committee - Deputy
Joondalup Eisteddfod Working Party
Joondalup Regional Performing Arts Facility Steering Committee
Local Government Association of WA – North Metropolitan Zone
North Metropolitan Region Recreation Advisory Committee
North West District Planning Committee - Deputy
Ocean Reef Development Committee - Deputy
Policy Manual Review Committee
Safer WA Joondalup Committee
Seniors Interests Advisory Committee - Chairman
Standing Orders Review Committee
Urban Animal Management Advisory Committee
Whitford Community Ratepayers & Recreation Association – Pinnaroo Ward Representative
Youth Affairs Advisory Committee

CR PETER ROWLANDS

Art Collection Working Party - Deputy
Budget Committee 2003/2004
Joondalup Regional Performing Arts Facility Steering Committee - Deputy
Ocean Reef Development Committee
Policy Manual Review Committee - Deputy
Whitford Community Ratepayers & Recreation Association – Pinnaroo Ward Representative

CR MIKE O'BRIEN JP

Budget Committee 2003/2004
Environmental and Sustainability Advisory Committee – Deputy
Joondalup Regional Performing Arts Facility Steering Committee – Deputy
Kingsley Woodvale Community & Recreation Association – South Ward Representative
Local Government Association of WA – North Metropolitan Zone
Local Learning and Employment Project
Luisini Heritage Project Steering Committee – Deputy
Mindarie Regional Council - Deputy
North West District Planning Committee
Ocean Reef Development Committee
Policy Manual Review Committee – Deputy
Quarry Park Development Committee
Seniors Interests Advisory Committee – Deputy Chairman
Standing Orders Review Committee
Urban Animal Management Advisory Committee
Warwick Leisure Centre & Churches of Christ Management Committee – Deputy
Wheeled Sports Committee
Yellagonga Catchment Group Inc

CR SUE HART

Budget Committee 2003/2004
Coastal Management Advisory Committee – Deputy
Conservation Advisory Committee
Environmental and Sustainability Advisory Committee
Joondalup Regional Performing Arts Facility Steering Committee
Kingsley Woodvale Community & Recreation Association – South Ward Representative
Local Learning and Employment Project
Luisini Heritage Project Steering Committee
Ocean Reef Development Committee – Deputy
Policy Manual Review Committee
Standing Orders Review Committee
Warwick Leisure Centre & Churches of Christ Management Committee
Yellagonga Catchment Group Inc
Yellagonga Regional Park Community Advisory Committee
Youth Affairs Advisory Committee

CR GERRY KENWORTHY

Audit Committee
Budget Committee 2003/2004
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
Policy Manual Review Committee – Deputy
Standing Orders Review Committee
Western Australian Local Government Association – State Council

CR JANINE GOLLANT

Art Collection Working Party
Audit Committee
Budget Committee 2003/2004
House Committee
Joondalup Eisteddfod Working Party
Joondalup Regional Performing Arts Facility Steering Committee
Ocean Reef Development Committee – Deputy
Policy Manual Review Committee
Standing Orders Review Committee

CR CAROL MACKINTOSH

Audit Committee
Budget Committee 2003/2004
CBD Enhancement Project Steering Committee
House Committee
Joondalup Business Association – 2nd Deputy
Joondalup Festival & Summer Events Committee – Chairman
Joondalup Regional Performing Arts Facility Steering Committee
North West Metropolitan Business Enterprise Centre Committee of Management – 2nd Deputy
Ocean Reef Development Committee
Policy Manual Review – Deputy
Quarry Park Development Committee
Whitford Community Ratepayers & Recreation Association – Whitfords Ward Representatives
Youth Affairs Advisory Committee

CR MICHAEL CAIACOB

Budget Committee 2003/2004
Coastal Management Advisory Committee
Dry Parks Median & Verge Committee
House Committee – Deputy
Joondalup Regional Performing Arts Facility Steering Committee – Deputy
Local Government Association of WA – North Metropolitan Zone – Deputy
Ocean Reef Development Committee – Deputy
Policy Manual Review Committee
Standing Orders Review Committee
Urban Animal Management Advisory Committee
Wheeled Sports Committee
Whitford Community Ratepayers & Recreation Association – Whitfords Ward Representatives

The Symbol



The symbol of the City of Joondalup combines imagery of the built and natural environments.

The logo represents the balance of the built environment (the grid structure) and the local flora on Lake Joondalup (the leaf pattern). The floral shapes are derived from local native plant species and emanate from the grid pattern which is symbolic of the planned City.



City of Joondalup
Boas Avenue Joondalup
P.O.Box 21 Joondalup WA 6919
Tel: (08) 9400 4000 Fax: (08) 9300 1383
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