

Annual Report 2025



Sustainable
communities

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Mandarin (Simplified Chinese)

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Noongar

Mining noonook wardiny nidja bibool koordawe mart ka wangk djinanginy, Joondalup Access wer Inclusion Officer-al wangkiny. **(08) 9400 4226** ka info@joondalup.wa.gov.au wangkiny.

Mining noonook wardiny ngalany noonan wangk-al wangkiny, Translating wer Interpreting Service **13 14 50**-al wangk, Noonook baalabany ngaakiny Joondalup Access wer Inclusion Officer-al **(08) 9400 4226**-al wangk.

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Feedback or questions

Feedback or questions relating to the Annual Report are welcome. Please contact the City of Joondalup:

Telephone 9400 4000

Email info@joondalup.wa.gov.au

Mail City of Joondalup
PO Box 21
Joondalup WA 6919

Acknowledgements

The City of Joondalup acknowledges those organisations and individuals who gave permission for their photographs to be included in this Annual Report. Specific acknowledgements are provided on the relevant pages.

Cover Image: Joondalup Festival 2025

Acknowledgement of Traditional Custodians



Australia Day Citizenship 2025

The City of Joondalup acknowledges the Traditional Custodians of this land, the Whadjuk people of the Noongar nation. We recognise the culture of the Noongar people and the unique contribution they make to the Joondalup region and Australia. We pay our respects to Elders past, present and emerging and all Aboriginal and Torres Strait Islander peoples.

Joondalup-ak ngala kaditj Noongar moort nidja Wadjak boodjar-ak kalyakool moondang-ak kaaradj-midi. Ngala Noongar Moort wer baalabang moorditj kaadidjiny koota-djinanginy. Ngala Noongar wer Torres Strait Moort-al dandjoo koorliny kwaba-djinanginy. Koora, yeyi wer kalyakool, ngalak Noongar wer Torres Strait Birdiya wer moort koota-djinanginy.

Contents

Welcome	5
Mayor's message	12
Message from the Chief Executive Officer	14
Year in review	16
Our City	32
Our Council	57
Mayor and Councillors	61
Our organisation	82
Our workforce	94
Our performance	109
Key theme 1: Community	110
Key theme 2: Environment	124
Key theme 3: Place	134
Key theme 4: Economy	144
Key theme 5: Leadership	152
Year ahead	165
Index	173
Service locations	175

Statutory reporting

The following statutory reports are included in this Annual Report:

Auditor General's report*	
Details of any modifications to the 10-Year Strategic Community Plan	9
Details of any modifications to the 5-Year Corporate Business Plan	28
Elected Members' age, gender and linguistic diversity	60
Elected Members' attendance at Council and Committee meetings	66
Financial report*	
How complaints recorded in the Complaints Register were dealt with	59
Number of complaints recorded in the Complaints Register	59
Number of Elected Members identifying as Aboriginal and Torres Strait Islander	60
Number of employees receiving remuneration \$130,000+	102
Overview of the 10-Year Strategic Community Plan	9
Overview of the 5-Year Corporate Business Plan	27
Remuneration and allowances paid to Elected Members	70
Remuneration paid to the Chief Executive Officer	102
Report from the Chief Executive Officer	14
Report from the Mayor	12
Report on the implementation of the Access and Inclusion Plan	95

***See separate Annual Report: Financial Information**

Welcome



Native Plant Giveaway

About this report

The City of Joondalup produces an Annual Report for each financial year by 31 December, as required under the *Local Government Act 1995*. The overall purpose of the Annual Report is to inform the community and stakeholders about achievements, challenges and future plans. The report promotes community awareness of the programs and services delivered each year that contribute to the quality of life for residents, visitors, and stakeholders.

This Annual Report FY2024–25 demonstrates the City’s performance against the long-term vision of our 10-Year Strategic Community Plan, *Joondalup 2032*, and the projects and priorities detailed in our 5-Year Corporate Business Plan for 2024–2028. The Annual Report provides information about our organisational performance and illustrates the City’s commitment to accountable and transparent government.

How to read the Annual Report

- 1** **Welcome**

Outlines the purpose and theme of the Annual Report and the *Integrated Planning and Reporting Framework*. It includes messages from the Mayor and Chief Executive Officer, information about the City and our 10-Year Strategic Community Plan, *Joondalup 2032*.

(Page 5)
- 5** **Our organisation**

Provides information about the City's organisational structure, Executive Leadership Team, organisational governance and workforce.

(Page 82)
- 2** **Year in review**

Provides an overview of the year, including a financial summary, a snapshot of the City's performance, awards and recognition, as well as a calendar of the major community events we held.

(Page 16)
- 6** **Our performance**

Provides details about how we are meeting the strategic goals and outcomes of the City's 10-Year Strategic Community Plan, *Joondalup 2032*, and how we are tracking against the annual key priorities specified in our *Corporate Business Plan 2024–2028*.

(Page 109)
- 3** **Our City**

Provides information about the City of Joondalup, our community, our stakeholders and the services we provide.

(Page 32)
- 7** **Year ahead**

Provides an overview of the key priorities identified in the City's new *Corporate Business Plan 2025–2029* and the challenges ahead for the next financial year.

(page 165)
- 4** **Our Council**

Provides information about the City's Council, Elected Members, committees, and reference groups.

(Page 57)
- 8** **Financial information***

Provides the financial indicators and audited financial statements.

*This is provided in a separate document – Annual Report: Financial Information 2025.

Abbreviations and key terms

To promote readability and accessibility, the use of acronyms, abbreviations, and technical terms is minimised. Where used, they are explained in plain English.

For clarity, the term City (with a capital 'C') refers to the City of Joondalup as a local government organisation, while city (with a lowercase 'c') refers to the broader geographic area.

Tables in this report use the following abbreviations:

\$B	Billion dollars
\$M	Million dollars
GJ	gigajoules
kL	kilolitres
km	kilometres
kWh	kilowatt hours
t	tonnes
N/A	Not applicable

Theme of the Annual Report — sustainable communities

The theme of the City of Joondalup's Annual Report for the financial year 2024-2025 is **sustainable communities**. A sustainable community is one that balances environmental stewardship, economic vitality, social wellbeing, cultural heritage, and governance to ensure the long-term quality of life for its residents. Throughout the year, the City made progress toward the strategic goals of *Joondalup 2032*, with a focus on environmental, economic, social, and cultural sustainability.

Environmental leadership

In FY2024-25, the City's efforts in environmental leadership were recognised nationally and internationally. Joondalup was named a finalist in the 36th Banksia National Sustainability Awards for its leadership in urban biodiversity and climate adaptation. Globally, the City received two major honours at the 2024 International Association of Horticultural Producers (AIPH) World Green City Awards, winning the Living Green for Water category and the inaugural Youth Award, highlighting its commitment to sustainable urban design and youth engagement.

The City was re-endorsed as a Gold Waterwise Council, and the Craigie Leisure Centre was re-endorsed as a Gold Waterwise Aquatic Centre. The Craigie Leisure Centre was the recipient of the Refurbishment Sustainability Award at the Western Australian Aquatic Recreation Industry Awards.

The City reinforced its environmental leadership with the adoption of two key strategic documents: the *Environment Strategy 2024-2034* in August 2024 and the *Climate Change Plan 2025-2035* in June 2025. These frameworks guide the City's long-term approach to sustainability, biodiversity protection, and climate resilience.

The City planted over 10,000 trees and produced 10,000 native plants through its nursery to support biodiversity and urban greening, and distributed approximately 8,000 native plants to residents. Natural Area Management Plans and community collaboration guided conservation efforts, while ecozoning, hydrozoning, and smart irrigation systems delivered significant water savings across public open spaces.

Economic growth and innovation

In 2024, the region recorded a Gross Regional Product of \$8.23 billion, marking a 5.2 per cent increase from the previous year. The local economy supported 58,549 jobs across key sectors such as healthcare, education, and retail, with nearly 13,000 registered businesses and 25,868 inbound workers contributing to regional productivity.

The City continued to promote innovation and enterprise through initiatives such as the Joondalup Innovation Precinct and the launch of the Uptown Joondalup website, aimed at attracting investment, promoting local industries, and enhancing the City Centre's economic profile.

Community impact

The City's Coastal Hazard Risk Management and Adaptation Plan project progressed with a project plan and Community Reference Group Terms of Reference endorsed in September 2024 and community representatives appointed in April 2025.

The City continued to invest in community wellbeing through events, facilities, and services. The Craigie Leisure Centre underwent further upgrades, and the City delivered a range of programs supporting inclusion, youth engagement, and active lifestyles.

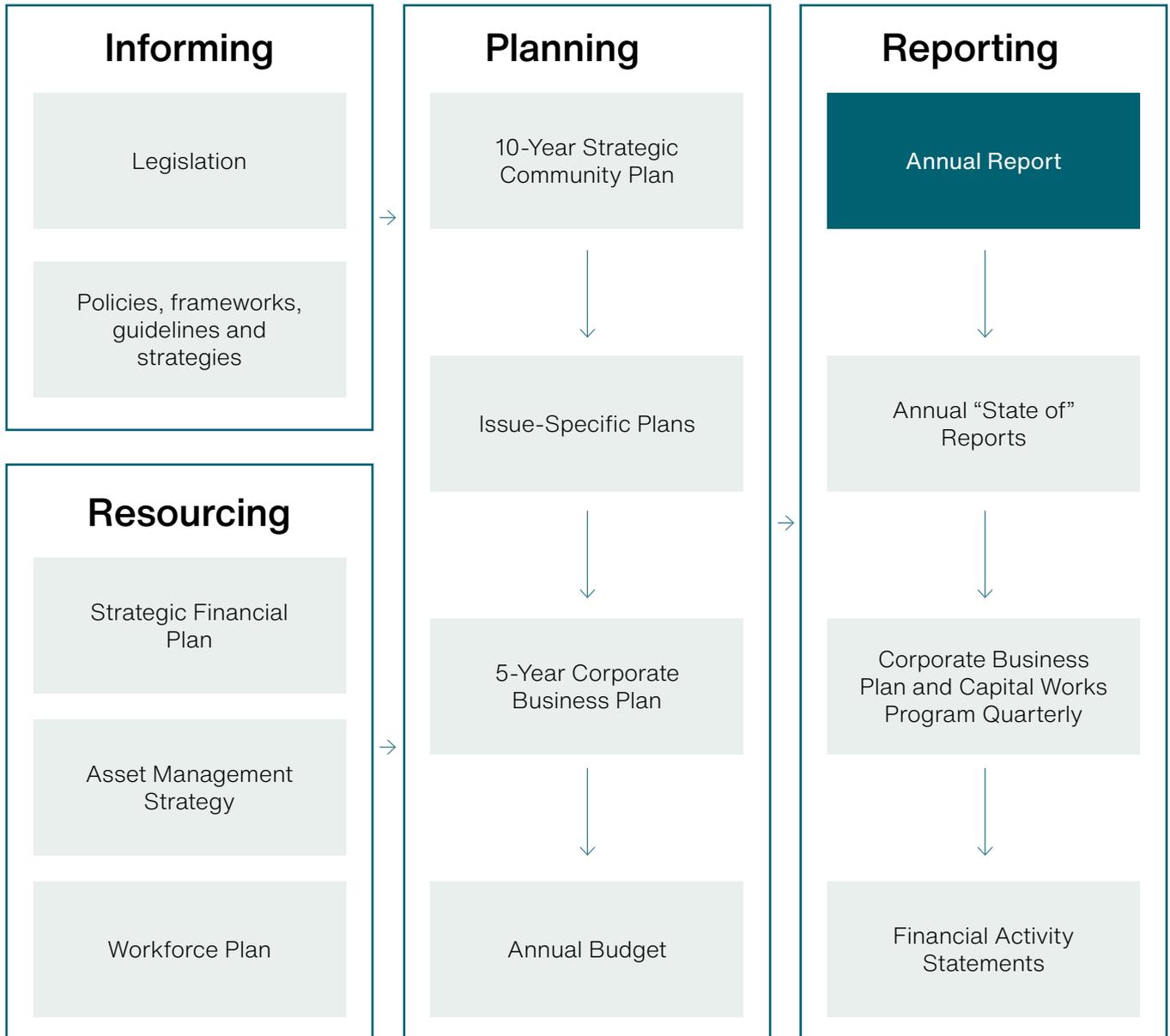
Cultural events and festivals, such as NAIDOC Week, the Joondalup Festival, Little Feet Festival, and the Young Musician of the Year Award attracted strong participation. These City initiatives celebrated cultural diversity, fostered community pride, and attracted strong participation.

The outcomes highlighted in the Annual Report FY2024-25 demonstrate the City's progress in delivering on its strategic objectives under *Joondalup 2032*, contributing to a well-planned urban environment supported by environmental initiatives, economic growth, and community-focused programs and cultural events that enhance local liveability and access to services.

Integrated Planning and Reporting Framework

The City of Joondalup's Annual Report forms part of a robust *Integrated Planning and Reporting Framework*, which includes informing, resourcing, planning, and reporting, as outlined in the diagram below.

The framework builds organisational and resource capabilities to meet the community's needs and enhances success by recognising how the various components are interconnected and work together. The framework emphasises performance monitoring so that the City can adapt and respond to changes in community need and the business environment.



10-Year Strategic Community Plan

The 10-Year Strategic Community Plan, *Joondalup 2032*, provides the City with a strong strategic direction to deliver economic, social, environmental, and governance services, projects, and activities for residents, businesses, and visitors. As the City’s highest-level planning document, it sits at the core of the *Integrated Planning and Reporting Framework*, guiding all other plans and informing the City’s long-term vision.

Modifications to the 10-Year Strategic Community Plan

Under regulation 19B of the *Local Government (Administration) Regulations 1996*, local governments are required to provide information of any significant modifications made to the 10-Year Strategic Community Plan in the year.

In June 2025, the City completed a minor review of *Joondalup 2032*, as required under the *Local Government (Administration) Regulations 1996*.

This review ensured the plan remains relevant and responsive to the evolving needs of our community. The updated version was adopted by Council at its Ordinary Council Meeting on 24 June 2025, with minor modifications reflecting community feedback, emerging trends, and alignment with current priorities.

 Minutes of Council Meetings are available on the City’s website joondalup.wa.gov.au/city-and-council/council-and-committee-meetings

Vision for the future

Joondalup 2032 represents the City’s and the community’s shared vision for the future:

The City in 2032 has a strong focus on sustainability, liveability, active lifestyles and friendly social interactions. We have a healthy environment, with protected bushland, marine ecosystems and accessible parks and green spaces. We are an environmentally-aware and socially-responsible City. We are a vibrant place where people want to live, work and play, and where people can find everything they need locally.

The City in 2032 caters for every stage of life. People feel welcome here and have a clear sense of belonging. We live in high-quality housing in attractive neighbourhoods which have excellent transport linkages and connectivity. We are multi-generational and multicultural; a place where everyone feels connected and safe. We celebrate and adopt technology and innovation. We are a hub for education and state-of-the-art health facilities, and we are an active advocate for health and other community services. The City in 2032 is internationally connected — we are a global-facing city, with local amenity, and a powerful sense of community.

 **A global city: bold, creative and prosperous**

 *Joondalup 2032* is available on the City’s website joondalup.wa.gov.au/city-and-council/publications/strategic-community-plan

Key themes and goals

The City is committed to achieving the goals of the five key themes of *Joondalup 2032*. An overview of how the City performed against the goals is provided in the section [Year in review](#) and detailed information is provided in the section [Our performance](#).



Community



Environment



Place



Economy



Leadership



Citizenship Ceremony

Values

Primary values

These primary values are inherent in any well-functioning and community-driven organisation:

Accountable

Ethical

Honest

Professional

Respectful

Sustainable

Transparent

Distinguishing values

The City's distinguishing values are the principles and standards that guide us and the community to be leaders in excellence.

Bold

Making courageous decisions for the benefit of our community and future generations.

Ambitious

Leading with strength and vision to achieve our shared goals.

Innovative

Embracing change and learning to stay ahead in a dynamic world.

Enterprising

Creating new opportunities for local business and economic growth.

Prosperous

Building a thriving city that supports success and wellbeing.

Mayor's message



On behalf of the City of Joondalup Council, I present the Annual Report for FY2024–25. Our city remains a vibrant metropolitan hub, defined by its stunning natural landscapes, rich biodiversity, and deep commitment to sustainability.

Over the past year, Joondalup has strengthened its reputation as one of Western Australia's most innovative and environmentally responsible local governments. The progress made is a tribute to the passion and dedication of our community, as we work together to protect and preserve our shared surroundings for generations to come.

Environmental sustainability

Our commitment to environmental sustainability remains steadfast. The adoption of the City's *Climate Change Plan 2025–2035* will guide our efforts to reduce emissions, protect biodiversity, increase community resilience and future-proof our coastline and inland ecosystems.

We have made it a priority to grow our tree canopy and biodiversity, use water wisely, and support our community in reducing emissions and adapting to climate change. These initiatives are transforming our urban landscape — creating cooler, greener, and more inviting public spaces that contribute to a healthier, more liveable city.

In response to the growing impacts of climate change such as coastal erosion, work continues on the Coastal Hazard Risk Management and Adaptation Plan. This initiative is being informed by local voices through a Community Reference Group and expert insights via a Technical Steering Group, ensuring that both community values and scientific knowledge shape our approach.

Connecting our community

The City has delivered a \$60 million capital works program, which is transforming Joondalup into a city that is smarter, safer, and better connected.

We are strengthening connections across our community by investing in infrastructure that enhances mobility, safety, and wellbeing, creating a more accessible and inclusive city for everyone.

Strategic infrastructure upgrades across Joondalup are enhancing connectivity, safety, and community wellbeing. Improvements to the Joondalup Drive and Lakeside Drive North intersection have eased traffic flow, while the \$2 million Hillarys cycle network expansion promotes sustainable transport and healthier lifestyles. Nearly \$1.5 million in upgrades at Percy Doyle Reserve are strengthening local sport and social connection. Renewal of the Moolanda Boulevard footbridge is progressing, improving pedestrian access. The completion of the Duncraig Adventure Hub, an \$8 million investment in outdoor recreation and youth engagement, is an exciting development that will become a premier destination for skating, biking, and community gatherings.

Budget highlights

The City of Joondalup continues to demonstrate strong financial stewardship, reinforcing its reputation as one of Western Australia's most progressive and fiscally responsible local governments. Aligned with our strategic vision — "A global city: bold, creative, and prosperous" — this year's budget reflects a careful balance between ambition and accountability.

In shaping the 2025–26 Annual Budget, Council and City staff considered the cost-of-living challenges many residents are facing, as well as changes in the economy. Despite these challenges, Joondalup maintains one of the lowest rates in the dollar across the state, while still progressing an ambitious Capital Works Program that supports long-term growth and prosperity.

This is a budget that looks to the future. It is measured, well-balanced, and designed to ensure that every dollar invested contributes to enhancing the value of our community, economically, socially, and environmentally. By prioritising financial sustainability, we are not only protecting the interests of today's residents but also laying the groundwork for a thriving Joondalup for generations to come.

Reflections

As I prepare to step down as Mayor at the 2025 Local Government Elections, this marks my final annual report for the City of Joondalup. It has been an incredible honour to serve this community, and I am deeply proud of how far we have come together.

The achievements of the past year reflect the strength, vision, and resilience of Joondalup and its people. At the heart of our city is a vibrant and engaged community, one that continues to shape Joondalup's identity through its commitment to inclusion, connection, and progress. Whether through youth engagement programs, initiatives supporting our seniors, or inclusive recreational opportunities, our people remain the driving force behind everything we do.

One of the most rewarding highlights of my time in office has been the Ocean Reef Marina project. It was my number one priority when I was elected as Mayor, and I am delighted that progress continues to be made on this highly anticipated project. It has been immensely rewarding to witness key milestones achieved throughout the year, including the completion of the new breakwaters, the construction of residential properties, and the establishment of new sites for both the Ocean Reef Sea Sports Club and Marine Rescue Whitfords. I look forward to seeing the full realisation of the project in the coming years.

Looking ahead

Joondalup's future is bright. The foundations laid will continue to support a thriving, inclusive, and forward-looking city. With a strong commitment to innovation and sustainability, Joondalup is well-positioned to grow and prosper.

I extend my heartfelt thanks to my fellow Elected Members for their dedication and service, and to the City staff for their professionalism and tireless efforts in delivering high-quality outcomes for our residents.

Most importantly, I want to thank the Joondalup community. Serving as your Mayor over the past eight years has been a great privilege. As a lifelong local, this role was something I aspired to ever since I was first elected to Council in 2006. It has been a privilege to represent and support the city I call home. Together we will continue to build a forward-looking, inclusive city where everyone can thrive.



Mayor Hon Albert Jacob, JP

Message from the Chief Executive Officer



I am proud to present the City of Joondalup's Annual Report for the 2024–25 financial year – a year defined by bold innovation, community connection, and meaningful progress.

From global recognition for sustainability to national recognition for digital transformation and our standout cultural events, Joondalup continues to set the benchmark for excellence in local government. Our commitment to delivering high-quality services and shaping a thriving, inclusive future remains stronger than ever.

Environmental sustainability

Joondalup's sustainability efforts were recognised on the global stage, with prestigious awards celebrating our work to create a more liveable, waterwise city. Through strategic waste management, increased canopy cover, and biodiversity initiatives, we are building a greener, more connected community.

The popular Native Plant Giveaway returned in FY2024–25, inspiring residents to transform gardens and verges into waterwise havens that support local ecosystems and enhance neighbourhood beauty.

Digital innovation

Digital transformation was a key focus this year. Our revamped corporate website, launched in October 2024, was named a finalist in the 2025 Australian Web Awards, recognising its modern design, improved search functionality, and user-friendly experience — shaped by extensive community feedback.

In March 2025, we launched the Uptown Joondalup website, showcasing the best places to eat, shop, and explore. Developed in partnership with the Joondalup Visitor Economy Network, the site supports local hospitality and leisure businesses and strengthens our identity as a vibrant destination.

Events

In FY2024–25, Joondalup cemented its reputation as the cultural capital of the northern corridor, delivering a program of events that brought people together, celebrated local talent, and lit up the city with creativity.

Joondalup Festival captured attention and hearts across Western Australia. With the theme Embrace the Unusual, this three-week celebration of art, music and performance drew tens of thousands and transformed the city into a vibrant, interactive cultural playground.

The inaugural Young Musician of the Year Award uncovered extraordinary local talent and showcased our commitment to nurturing the next generation of performers.

The Valentine’s Concert returned with love in 2025, featuring an all-star tribute to Fleetwood Mac. Set under the summer stars, the concert delivered a nostalgic evening filled with timeless classics such as Go Your Own Way and Rhiannon. With its signature blend of music, atmosphere and community spirit, this cherished event continues to bring people together in celebration.

Events in Joondalup are more than calendar highlights, they reflect our bold cultural vision and creativity.

Economic development and advocacy

In a testament to the City’s collaborative approach across government and industry, strategic grant funding efforts secured almost \$6 million in commitments from State and Federal Governments in the 2024–25 financial year.

We also made strong progress in delivering our Economic Development Strategy, with a focus on sustainable growth and community wellbeing. A key priority has been the revitalisation of the City Centre, transforming it into a vibrant, inclusive hub through direct investment, creative partnerships, and placemaking initiatives.

Central to this transformation is the creation of the Joondalup Contemporary Art Gallery, a new cultural landmark that celebrates local creativity and strengthens our identity as a destination for arts, innovation and enterprise.

These efforts are laying the foundation for a more dynamic, resilient and prosperous future — one that supports local business, attracts investment, and enhances quality of life for all.

Looking ahead

As we close the chapter on a transformative year, I thank our Mayor, Councillors, volunteers, community members, and dedicated staff. Your passion, collaboration and commitment are the driving force behind Joondalup’s continued success.

As CEO, it has been a privilege to contribute to Joondalup’s growth — anchored in sound governance, bold ambition, and community-first values.

We have consolidated our position as a national leader in sustainability, embraced digital innovation to modernise service delivery, and supported local businesses to fuel a thriving economy.

Our award-winning arts and events programs have enriched the cultural fabric of our city, while our dedication to maintaining and improving community assets — from community buildings to playing fields — ensures we are a safe, accessible, and well-cared for city. It is no accident that Joondalup is one of the most liveable and beautiful local government areas in the nation.

In changing economic and social times, we aspire to be a bold, inclusive, and forward-thinking Joondalup that remains deeply connected to its people. We aim to anticipate, and respond to rising expectations.

The future of Joondalup is bright and together we will continue to build a city that inspires pride, fosters opportunity, and reflects the strength and spirit of its community.



James Pearson
Chief Executive Officer

Year in review

Sustainable communities

In FY2024–25, the City of Joondalup progressed key initiatives under *Joondalup 2032* across environmental, economic, social, and cultural key areas. Activities included large-scale tree planting and water-efficient landscaping to improve urban greening and resource management; support programs for local businesses and employment; and the delivery of inclusive community programs and cultural events. These initiatives contributed to improved liveability, community cohesion, and long-term wellbeing for residents.

City named a finalist in the Banksia National Sustainability Awards

In May 2025, the City was named a finalist in the 36th Banksia National Sustainability Awards for its outstanding leadership in urban biodiversity and climate adaptation. Through its Climate Change Strategy, the City demonstrated a science-based, multi-faceted approach to mitigating climate impacts while enhancing liveability and ecological resilience.

The Banksia National Sustainability Awards are Australia's longest running and most respected sustainability awards, recognising excellence across environmental, social, and economic initiatives. Aligned with the United Nations Sustainable Development Goals, the awards celebrate individuals, organisations, and communities driving impactful changes. Their prestige stems from a rigorous, transparent judging process, national visibility, and a legacy of showcasing innovation and leadership in sustainability. Being named a finalist or winner signals credibility, influence, and a commitment to shaping a more sustainable future.

Joondalup's approach exemplified how local governments can lead in biodiversity conservation, climate resilience, and community engagement. Its recognition as a Banksia Awards finalist highlighted the City's role as a model for sustainable urban governance in Australia.

Key highlights

Dual winner at 2024 AIPH World Green City Awards

In October 2024, the City was awarded two major honors at the 2024 International Association of Horticultural Producers (AIPH) World Green City Awards. The City was announced as the winner of the Living Green for Water category, which recognised our commitment to building a more liveable and resilient city in the context of a changing climate. The City was also announced as the inaugural AIPH Youth Award winner for its efforts to support, engage, collaborate with, and provide green urban environments creating opportunities for youth in social, recreational and sporting activities.



World Green City Award

Awards and recognition

The City was honoured to receive several awards and recognitions for our achievements in FY2024–25, as highlighted below.



Climate Change Strategy – Biodiversity Award Finalist

Banksia Foundation Sustainability Awards



City of Joondalup – Gold Waterwise Council

Waterwise Council Program



Climate Change Strategy – Living Green for Water

International Association of Horticultural Producers (AIPH) World Green City Award



Climate Change Strategy – Youth Award

International Association of Horticultural Producers (AIPH) World Green City Award



Craigie Leisure Centre – Gold Waterwise Aquatic Centre

Waterwise Aquatic Centre Program



Craigie Leisure Centre – Refurbishment Sustainability Award

WA Aquatic Recreation Industry Award



City of Joondalup website – Australian Government and Technology category

Australian Web Awards



Annual Report FY2023-24 – Gold Award

Australasian Reporting Awards



Joondalup Festival 2024 – Best Cultural, Arts or Music Event

Australian Event Awards

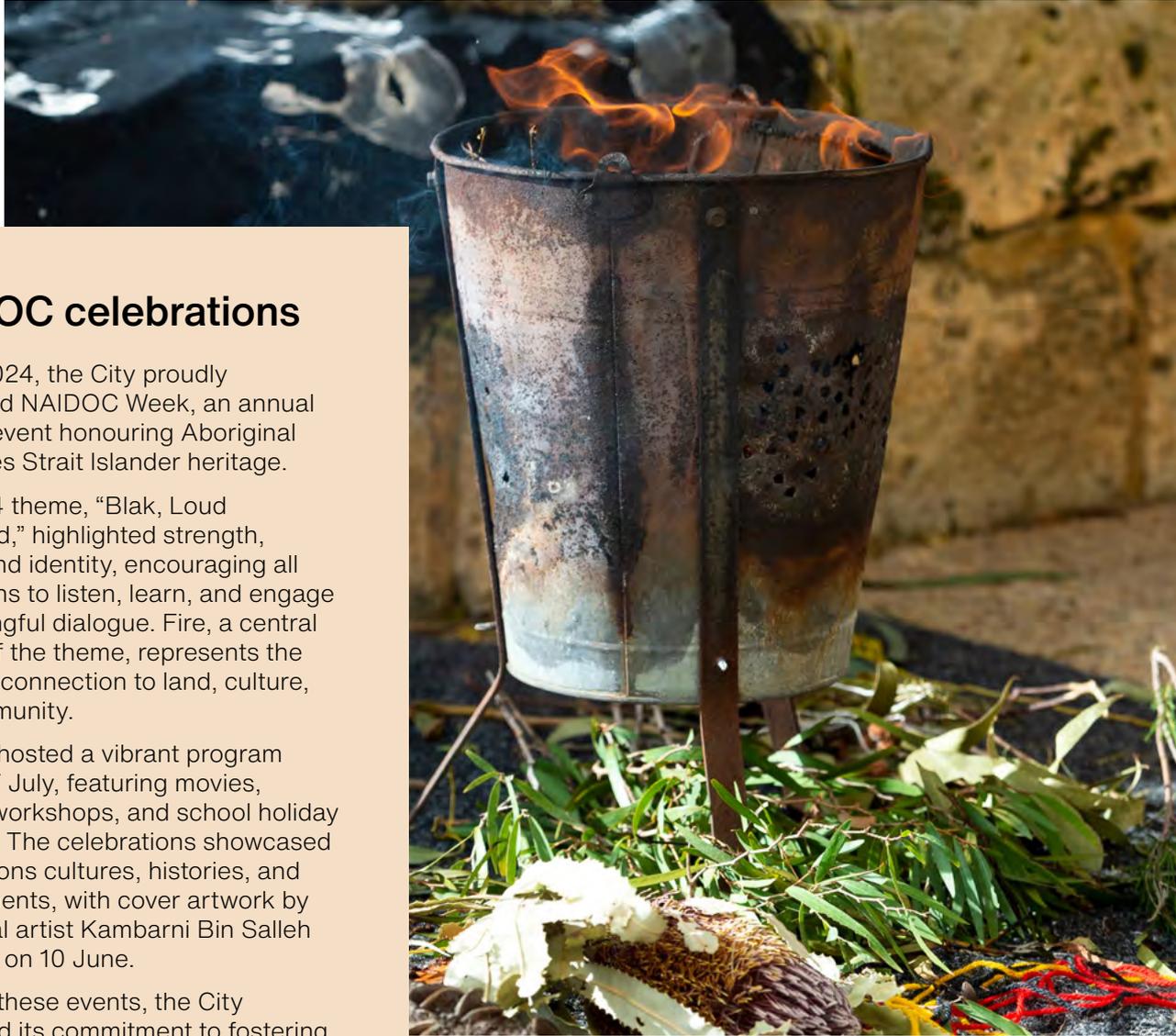


Looking back - celebrating 25 years – Marketing Excellence

Pinnacle Awards (AIM WA)



Information about awards is available on the City's website joondalup.wa.gov.au/city-and-council/about-us/awards



NAIDOC celebrations

In July 2024, the City proudly celebrated NAIDOC Week, an annual national event honouring Aboriginal and Torres Strait Islander heritage.

The 2024 theme, “Blak, Loud and Proud,” highlighted strength, vitality, and identity, encouraging all Australians to listen, learn, and engage in meaningful dialogue. Fire, a central symbol of the theme, represents the enduring connection to land, culture, and community.

The City hosted a vibrant program from 1–17 July, featuring movies, creative workshops, and school holiday activities. The celebrations showcased First Nations cultures, histories, and achievements, with cover artwork by Aboriginal artist Kambarni Bin Salleh launched on 10 June.

Through these events, the City reaffirmed its commitment to fostering respect, inclusion, and recognition of Indigenous voices.

NAIDOC Week

Milestones in environmental and climate change commitments

In August 2024, the *Environment Strategy 2024–2034* was adopted by Council. The strategy provides a framework for the City to be environmentally sustainable by protecting and enhancing the environment and minimising the use of natural resources. In June 2025, the *Climate Change Plan 2025–2035* was adopted by Council. The plan provides guidance to the City’s climate change activities to mitigate greenhouse gas emissions to minimise the severity of climate change and adapt to current and future impacts of climate change.

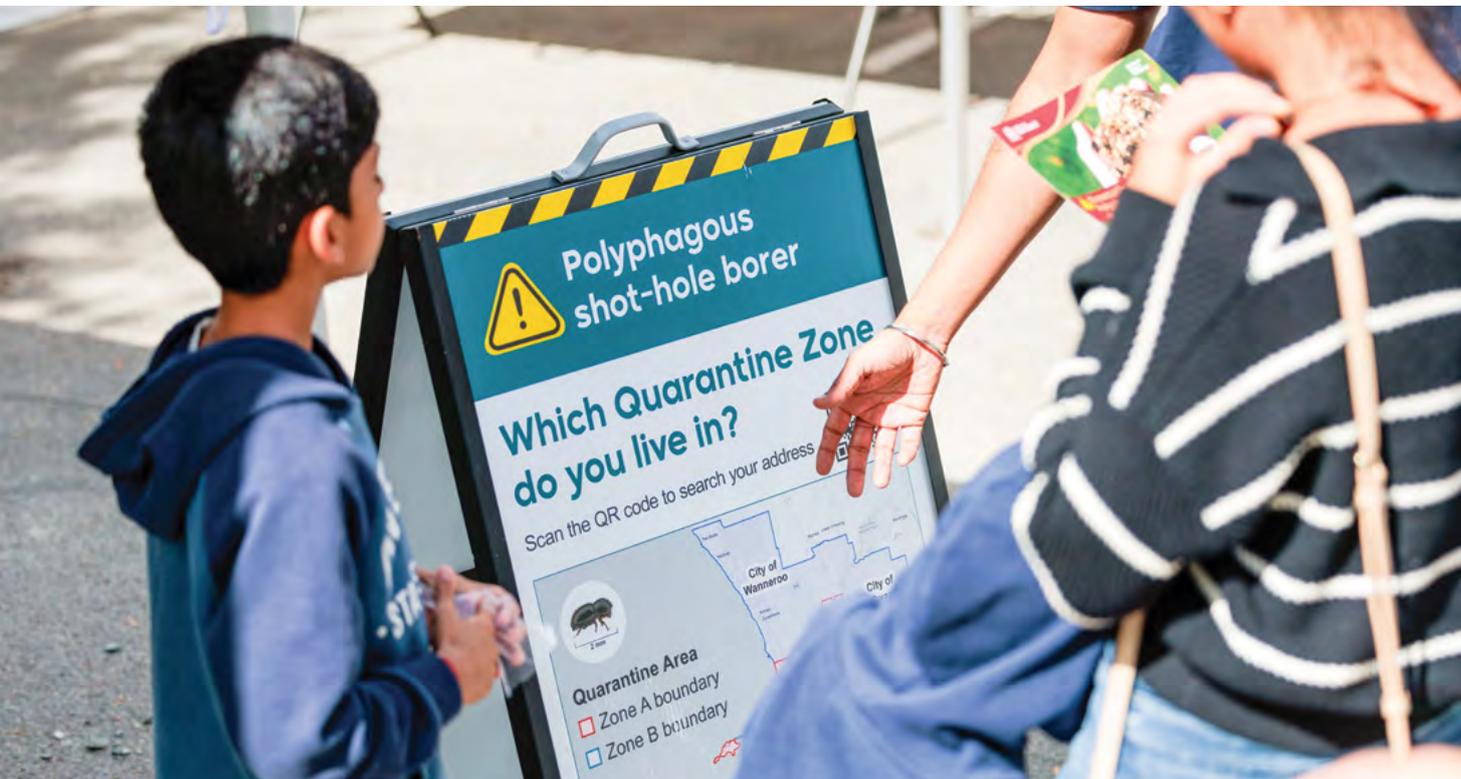
Economic development and activation

The City launched its *Expanding Horizons 2033* economic development strategy at its final 2024 Business Forum, held at Joondalup Resort.

The strategy outlines the plans to develop a high-performing City Centre, strengthen global innovation connections, and support local business growth. The Premier of Western Australia, Hon Roger Cook MLA addressed over 200 industry leaders, highlighting Joondalup’s role in advancing Western Australia’s digital and technology sectors.

Celebrating community

The Joondalup Festival attracted tens of thousands of attendees with its theme Embrace the Unusual, aimed at celebrating creativity and diversity. The Duncraig Library’s 50th anniversary was marked by a well-attended community celebration, and the launch of the Young Musician of the Year Award provided a platform for emerging local talent. Events such as the Valentine’s Concert and NAIDOC Week celebrations further strengthened community connection and inclusion within the city.



Native Plant Giveaway

Key challenges

Environmental threat: Polyphagous Shot-hole Borer

In FY2024–25, the City responded to the spread of the Polyphagous Shot-hole Borer, an invasive pest threatening the health of its urban tree canopy. Following the decision in June 2025 by the National Management Group that eradication was no longer feasible, the City shifted to long-term management, including monitoring, tree removal, and public education. All Joondalup suburbs were placed in Zone B quarantine, restricting the movement of plant materials.

Coastal hazard risk management and adaptation

In FY2024–25, the City responded to the challenge of managing and mitigating coastal hazards by progressing the development of the Coastal Hazard Risk Management and Adaptation Plan. A Community Reference Group was established to guide the development of a revised plan, ensuring the strategy is informed by community perspectives and aligned with best practice in coastal risk management.

Rising cost of living

In FY2024–25, households across Australia experienced increased living costs, with rises between 1.2 per cent and 1.4 per cent depending on household type, exceeding the Consumer Price Index for the first time since 2010. Key contributors included higher mortgage interest charges, insurance premiums, and food prices. The City acknowledged these pressures by limiting its rate increase to 2.9 per cent, one of the lowest among Western Australian local governments. Despite inflation and rising service delivery costs, the City maintained financial stability and continued investing in community infrastructure.

Homelessness

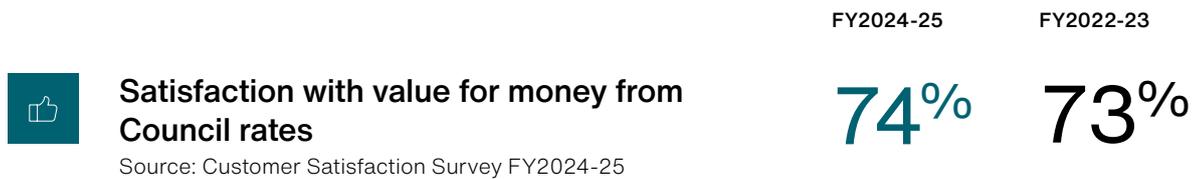
Rising cost of living pressures have increased the number of people at risk of homelessness, with significant and lasting impacts on individuals and communities. In response, the City is working to raise awareness, reduce stigma, and collaborate with community partners to address the issue. On 1 May 2025, the City hosted a Communities in-focus event to help local businesses, community groups, institutions, hospitals, and residents better understand the complex factors contributing to homelessness and explore compassionate, practical responses.

Financial snapshot

The financial snapshot provides an overview of how the City manages and invests its resources.

	FY2024-25	FY2023-24	FY2022-23	FY2021-22	FY2020-21
Total liabilities	\$59,914,885	\$56,760,908	\$47,105,715	\$44,791,210	\$44,614,497
Equity/net assets	\$1,744,599,664	\$1,587,449,903	\$1,561,693,721	\$1,487,161,021	\$1,464,754,879
Operating revenue	\$ 189,523,478	\$180,417,727	\$168,390,360	\$157,055,323	\$151,667,579
Operating expenditure	\$193,197,976	\$171,888,368	\$158,126,907	\$151,261,976	\$161,569,078
Operating surplus/(deficit)*	(\$3,674,498)	\$8,529,359	\$10,263,453	\$5,793,346	(\$9,901,499)
Net non-operating revenue	\$32,955,864	\$14,229,819	\$13,745,158	\$15,669,717	\$12,946,762
Capital expenditure	\$54,209,936	\$39,371,678	\$40,935,165	\$35,288,686	\$34,706,996

*Note: Includes profit/loss on disposal of assets.



Rates

Every dollar the City received in rates in FY2024-25 was supplemented by 69¢ in other funding. This is how we spent the \$1.69.

Community safety	0.04¢
Libraries, community services and events	0.14¢
Parks, sporting, leisure and community facilities	0.47¢
Planning compliance and health	0.07¢
Roads, footpaths, parking facilities, drainage, streetlights, floodlights	0.35¢
Waste and recycling	0.20¢
Other	0.42¢

Expenditure

Operating expenditure of \$193 million has risen 10% compared to the previous year, mainly due to higher materials, contracts and employee costs. Materials and contracts remained well within the budget for the year and were offset by higher operating revenues. Employee costs finished over budget due to the provision made for the estimated value of increases to wages subject to the outcome of the enterprise bargaining agreement negotiations.

Capital expenditure increased 50% from the previous year reflecting higher expenditure for the purchase of property, plant and equipment as adopted by Council and also due to cost pressures in the construction industry.

Major areas of capital expenditure included:

Road construction and preservation/resurfacing	\$19M
Parks development and park equipment	\$6M
Paths (new and replacement)	\$3M
Building capital works	\$5M
Major projects	\$6M
Major road construction	\$5M

Revenue

Operating revenue of \$189 million rose 5% from the previous year, arising mainly from higher interest rates, fees and charges revenue and profit on sale of Catalina land. Interest revenue rose 6.36% as a result of sustained high interest rates. Fees and charges revenue increased 7%, and profit on sale of Catalina land increased by 43%.

Operating revenue

Grants, subsidies and contributions	\$7,802,274
Fees and charges	\$48,635,868
Interest earnings	\$10,597,994
Profit on disposal of assets	\$248,909
Rates	\$112,490,996
Other revenue	\$9,747,437
Total operating revenue	\$189,523,478

Cash position

Net cash from operating activities decreased marginally to \$32 million, driven mainly by increases in employee costs and materials and contracts. Cash and cash equivalents have grown 3% to \$172 million, of which \$131 million is held within restricted reserves earmarked for various purposes.

Overall financial position

The City has generated an operating deficit for the year due to the increase in expenditure not keeping pace with the increase in revenue. The City continues to maintain a stable financial position and adequate liquidity in FY2024-25, however, it will need to return to an operating surplus position in future years to maintain its long term financial sustainability.

Grant funding

In FY2024-25, the City received \$5,985,795 in non-competitive Federal grant funding. This includes funding received through Financial Assistance Grants, Roads to Recovery, and Local Road and Community Infrastructure Grants. An additional \$4,068,083 in competitive grant funding was provided by the State Government, Federal Government or another source.

The City also received \$6,436,465 in capital funding for renewals and \$204,611 for replacements.

Capital grants, contributions and donations received for renewals and replacements:

	Renewals	Replacements
FY2024-25	\$6,436,465	\$204,611
FY2023-24	\$3,478,874	\$265,600
FY2022-23	\$4,758,613	\$169,145

Major land transactions

Catalina Estate land sales

The Catalina Regional Council was established in January 2006 as the Tamala Park Regional Council for the purpose of the developing the Catalina Estate land owned jointly by seven local governments, including the City of Joondalup. The name change was approved by the Minister for Local Government, Sport and Cultural Industries in 2023.

Catalina Regional Council has developed and sold 1690 lots of land to date. The City's share of sales proceeds of land to date is \$88,416,819.

Current year transactions	FY2024-25
Gross sales	\$16,550,489
Cost of goods sold	\$7,316,084
Profit on sales	\$9,234,405

Expected future cash flows	FY2025-26	FY2026-27	FY2027-28
Development costs	(\$4,124,571)	(\$1,871,601)	(\$303,723)
Sale proceeds	\$17,007,841	\$12,238,156	\$520,157
Net cash flows	\$12,883,270	\$10,366,555	(\$823,879)

As at 30 June 2025, the City's share of land held for sale at Catalina Estate is \$2,052,604.

Trading undertakings and major trading undertakings

The City did not participate in any trading undertakings during FY2024-25.

Performance snapshot

Customer satisfaction survey

The City of Joondalup provides a wide range of services for its community, including libraries, cultural and recreational programs, and waste collection. These services are essential to the economic, environmental, and social wellbeing of residents, and the City works hard to make sure they meet community expectations.

To understand how well these services are performing, the City has been conducting customer satisfaction surveys since 2013 – annually until 2018 and every two years since 2021. In 2025, the City engaged an external service provider to conduct the latest survey using computer-assisted telephone interviews (CATI). Previous surveys used both CATI and in-person surveys at public locations.

Survey participants were randomly selected from a database of residents aged 18 and over living in the City’s suburbs. Quotas were applied to make sure the sample reflected the City’s population by suburb, gender, and age, based on ABS 2021 Census data. Data collection took place in May 2025.

The Annual Report FY2024-25 presents the 2025 Customer Satisfaction Survey results and compares them with previous surveys from 2013–2018, 2021, and 2023. Trends for changes under five per cent are not shown because they are not statistically significant or meaningful based on the survey sample size. Highlighting such minor differences could be misleading, especially given the large number of comparisons in the report, which increases the chance of random differences appearing. Instead, the focus is on changes that are proven to be significant and relevant.

Overall satisfaction results

		FY2024-25	FY2022-23
	Joondalup as a place to live	96%	97%
	Services provided by the City	88%	90%
	Customer service experience with the City	86%	82%
	Value for money from Council rates	74%	73%



Seniors Expo

Satisfaction with services	FY2024-25	FY2022-23	
City communications*	81%	78%	↗
City website	81%	84%	↘
Community consultation and engagement*	71%	65%	↗
Community development services	83%	83%	-
Community facilities	87%	87%	-
Community safety*	81%	83%	↘
Conservation and natural area management	86%	88%	↘
Craigie Leisure Centre	94%	93%	↗
Cultural services*	90%	84%	↗
Emergency management	92%	87%	↗
Environmental health services	86%	86%	-
Landscaping design*	86%	86%	-
Library services*	96%	96%	-
Parking management and provision	71%	72%	↘
Parks*	93%	91%	↗
Pool inspection services	83%	80%	↗
Roads	82%	83%	↘
Tourism and visitor attraction	74%	78%	↘
Transport and traffic management*	81%	86%	↘
Waste management services	88%	89%	↘

Note: A significance level of 0.05 was used for all reported analyses. *Minor changes to survey questions over the years.



Harry Young and Hon Albert Jacob JP

2025 Community Art Exhibition

The annual Community Art Exhibition was held from 16–28 June 2025 at Lakeside Shopping Centre. The exhibition featured over 150 artworks produced by City of Joondalup residents or members of local arts groups. Judges awarded the Most Outstanding Artwork prize to Harry Young for his sculpture of the Telstra building titled “Forbidden Skate Ramp”.

5-Year Corporate Business Plan outcomes



Young Musician of the Year Award

Credit Trik Photography

The 5-Year Corporate Business Plan is the City’s medium-term planning document that contains the services, projects, and activities developed in response to the vision, goals, and outcomes of *Joondalup 2032*. A summary of our annual performance against the milestones of the plan with the budget status and milestone status correct as at 30 June 2025 are found under each key theme in [Our performance](#).

The City provides detailed reports against the Corporate Business Plan to Council on a quarterly basis.

50 / 80
 Number of projects/activities with all milestones completed

➤ The Corporate Business Plan and Quarterly Reports are available on the City’s website joondalup.wa.gov.au/city-and-council/publications/corporate-business-plan

Modifications to the Corporate Business Plan

Under regulation 19B of the *Local Government (Administration) Regulations 1996*, local governments are required to provide information about any significant modifications made to the 5-Year Corporate Business Plan in the year. The following table references the projects and activities listed in the plan that were subject to amendments by Council and includes the Council Meeting date and decision number where further explanatory details are found.

Project/activity	Amendment (Q refers to quarter)	Council meeting date (decision number)
Key theme: Community		
Community Safety Plan	Q2, Q3, Q4 milestones removed	19 Nov 2024
	Q2, Q3, Q4 milestones added	(CJ301-11/24 refers)
	Q3 milestone discontinued	27 May 2025
	Q4 milestone removed	(CJ112-05/25 refers)
	Q4 milestone added	
Corporate Sponsorship Program	Quarterly measure amended (for clarity)	19 Nov 2024 (CJ301-11/24 refers)
Community, Youth Development and Libraries Plan	Q4 milestone removed Q4 milestone added	27 May 2025 (CJ112-05/25 refers)
Dog Management Plan	Q4 milestone removed	27 May 2025 (CJ112-05/25 refers)
Heritage List	Q3 milestone discontinued Q4 milestone removed	27 May 2025 (CJ112-05/25 refers)
Reconciliation Action Plan	Q3 milestone discontinued Q4 milestone removed Q4 milestone added	27 May 2025 (CJ112-05/25 refers)
Key theme: Environment		
Coastal Hazard Risk Management and Adaptation Plan	Q2, Q3, Q4 milestones added	19 Nov 2024 (CJ301-11/24 refers)
Underground power	Q3 & Q4 milestones removed	25 Feb 2025 (CJ017-02/25 refers)
Climate Change Plan	Q3, Q4 milestones removed Q4 milestones added	25 Feb 2025 (CJ017-02/25 refers)
Bushfire Risk Management Plan	Q4 milestone removed Q4 milestone added	27 May 2025 (CJ112-05/25 refers)
Food organics, garden organics (FOGO) bin service	2x Q3 milestones discontinued Q4 milestone removed Q4 milestone added	27 May 2025 (CJ112-05/25 refers)
Waste to energy solution	Q1 milestone discontinued Q2 milestone discontinued Q3 milestone discontinued	27 May 2025 (CJ112-05/25 refers)

Project/activity	Amendment (Q refers to quarter)	Council meeting date (decision number)
Key theme: Place		
Bike Plan	Q2 milestone removed Q3, Q4 milestones removed Q3, Q4 milestones added	19 Nov 2024 (CJ301-11/24 refers) 25 Feb 2025 (CJ017-02/25 refers)
Integrated parking compliance system	Q4 milestone added	25 Feb 2025 (CJ017-02/25 refers)
Local Planning Strategy review	2x Q4 milestones removed	7 May 2025 (CJ112-05/25 refers)
Key theme: Economy		
Small Business Friendly Approvals Program	Q2, Q3, Q4 milestones removed	19 Nov 2024 (CJ301-11/24 refers)
Investment Attraction Framework	Q3 & Q4 milestones	25 Feb 2025 (CJ017-02/25 refers)
Burns Beach food and beverage facility expression of interest	Q3 milestone discontinued Q4 milestone removed Q4 milestone added	27 May 2025 (CJ112-05/25 refers)
Duffy House commercial expression of interest	2x Q3 milestones discontinued Q4 milestone removed Q4 milestone added	27 May 2025 (CJ112-05/25 refers)
Key theme: Leadership		
10-Year Strategic Financial Plan	Q2, Q3, Q4 milestones removed Q2, Q3, Q4 milestones added Q3 milestone discontinued Q4 milestone removed Q4 milestone added	19 Nov 2024 (CJ301-11/24 refers) 27 May 2025 (CJ112-05/25 refers)
Customer payments	Quarterly measure amended (for clarity)	19 Nov 2024 (CJ301-11/24 refers)
Customer Service Centralisation	Q2, Q3, Q4 milestones removed 3x Q2 milestones added Q3, Q4 milestones added	19 Nov 2024 (CJ301-11/24 refers)
Core system replacement (Project Axiom)	Q3 milestones removed Q3 milestones added 2x Q3 milestones discontinued 2x Q4 milestones	25 Feb 2025 (CJ017-02/25 refers) 27 May 2025 (CJ112-05/25 refers)
Privacy and Responsible Information Sharing Reforms	2x Q3 & Q4 milestones added	5 Feb 2025 (CJ017-02/25 refers)



Agendas and minutes for Council meetings are available on the City's website joondalup.wa.gov.au/city-and-council/council-and-committee-meetings

Major community events snapshot

The major community events snapshot outlines what the City planned and delivered during the year.



NAIDOC

July

NAIDOC Week launch event

Citizenship ceremony

Sunday Serenades
- *Full House: The John Farnham Songbook*



Sunday Serenades

September

Citizenship ceremony

Sunday Serenades –
Tchéga: Créole Folk



City of Joondalup Dinner

November

Business forum
– Smart City Connect

Joondalup Dinner

Remembrance Day service

Sunday Serenades –
Juliana Areias: Bossa Nova Baby Quartet

2024

August

Citizenship ceremony

Sunday Serenades –
Jazz at the movies

Appreciation reception – Surf clubs



Citizenship Ceremony

October

Citizenship ceremony

Sunday Serenades
– *Songbirds: The Music of Joni Mitchell, Carole King and Stevie Nicks*

Little Feet Festival

Appreciation reception –
Conservation groups



Little Feet Festival 2024



Joondalup 2050 Business Forum 2024

December

Business forum –
Joondalup 2050:
Realising the vision

Community Christmas reception

Sunday Serenades
– *Perth Gospel Choir*



Australia Day
Citizenship 2025

January

Australia Day
citizenship
ceremony



Joondalup Festival
opening night

March

Citizenship ceremony
Joondalup Festival
VIP function
Joondalup Festival
(15 March – 5 April)



Citizenship Ceremony

May

Citizenship
ceremony

2025

February

Citizenship ceremony
Valentine's VIP function
Valentine's concert



Valentines Day
Concert 2025



ANZAC Day

April

ANZAC Day dawn
service
Citizenship ceremony
Joondalup Festival
(15 March – 5 April)
Appreciation reception
– Seniors groups



Community Art
Exhibition 2025

June

Community Art
Exhibition
VIP award night
Community Art
Exhibition
Citizenship ceremony
Appreciation reception
– Service and
community groups

Our City

The City of Joondalup is a local government in the North Metropolitan Region of Western Australia and is home to approximately 173,000 residents across 22 suburbs. The city has a total land area of 99 square kilometres, featuring a blend of coastline, wetlands, parklands, foreshore reserves, and bushland. It is located approximately 21 kilometres from the Perth Central Business District, 26 kilometres from Perth Airport, and 30 kilometres from the Fremantle Harbour.

The city sits on Noongar land, and the name “Joondalup” is believed to mean “place of whiteness or glistening,” inspired by the reflective waters of Lake Joondalup in Yellagonga Regional Park. The park is a vital ecological corridor and a place of cultural and environmental significance. The City continues to protect and enhance its natural assets through restoration, urban greening, and climate adaptation initiatives, ensuring future generations can enjoy the same rich biodiversity.

The City of Joondalup brings people together through festivals, civic events, and shared celebrations. Signature events, including the Joondalup Festival, Little Feet Festival, NAIDOC Week, and Australia Day citizenship ceremonies, reflect our inclusive spirit and support for local artists, performers, and small businesses.

Joondalup is home to centres for education, training, and health care, and its key employment sectors include retail, health, education, and tourism. The centres of education and training, including Edith Cowan University, North Metropolitan TAFE, and the Western Australian Police Academy, are complemented by major retail centres, such as Lakeside Joondalup Shopping City and Westfield Whitford City. The city has numerous public and private schools and is home to a major hospital at the Joondalup Health Campus.

The city is primarily residential, with some commercial and industrial areas and tourist attractions, such as Hillarys Boat Harbour and Marmion Marine Park. Joondalup has a reputation as one of the most liveable cities in the world and is well-positioned for continued growth with well-connected transport links via the Mitchell Freeway and the Yanchep Railway Line.



Our Logo

The City of Joondalup’s logo blends elements of nature and urban design. Inspired by the native Zamia Palm, the floral shape emerges from a grid pattern, symbolising a well-planned city in harmony with its environment. Designed by LandCorp (now DevelopmentWA), it reflects our identity as a connected and sustainable community.

This map shows the location of the City of Joondalup within the broader context of Western Australia, highlighting its regional position and geographic context.



City of Joondalup assets



1
Bridge



948km
Pathways



16
Underpasses



138
Offstreet carparks



163
City buildings



2,474
Streetlights



1,084km
Road network



582 ha/292
Parks



603 ha/102
Natural areas



Satisfaction with roads

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

82%

FY2022-23

83%



Road safety upgrades in Padbury

Safety upgrades were completed at the Hepburn Avenue–Walter Padbury Boulevard intersection in Padbury in partnership with the City of Joondalup, Main Roads WA, and the State Government. The works included skid-resistant asphalt treatments, improved lighting, and upgraded pedestrian and cyclist facilities. A new roundabout was installed to slow traffic and reduce the risk of serious crashes, addressing long-standing concerns from the Padbury community. In 2024 alone, 12 crashes were recorded at the intersection. The project was funded by the State Government and the City worked closely with Main Roads WA to ensure the upgrades met safety standards and community needs.

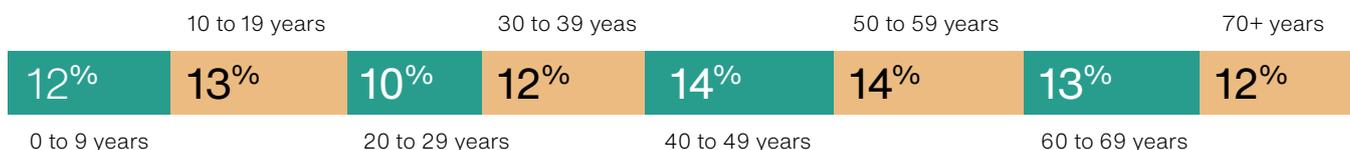
This initiative forms part of a broader traffic management strategy, which also includes plans for traffic signals at the nearby Hepburn Avenue–Lilburne Avenue intersection.

Works were completed over 16 weeks by mid-2025, demonstrating the impact of coordinated efforts to improve road safety for local residents.

Hon Mayor Albert Jacob JP, Cr Russ Fishwick, Caitlin Collins MLA, and City officers

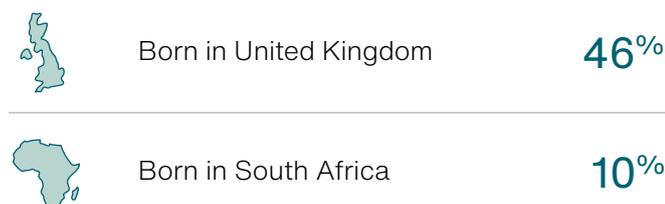
Our community

Demographic profile



Median Age: 41

Born overseas: 59,273



Estimated resident population 173,469



Source: profile.id.com.au/joondalup

Economic profile

Top five industries by employment



Local businesses **12,841**

Local jobs **58,549**

Employed residents **94,474**

Unemployment rate **2.4%**

Employment self-sufficiency (percentage of local workers living in the region) **48%**

Employment self-containment (percentage of resident workers employed in the region) **28%**

Dwellings 62,170

Low density **88%**

Medium density **10%**

High density **2%**

Speaks a language other than English at home **11%**

Median weekly household income **\$2,229**

Average motor vehicles per dwelling **2.1**

Method of travel to work

Car (driver/passenger) **65%**

Train **8%**

Bus **1%**

Walk/cycle **1%**

Work from home **10%**

Gross regional product \$8.2B



Source: economy.id.com.au/joondalup

Our stakeholders



Volunteers at Duncraig Edible Garden – Start a Veggie Garden discussion series

The city’s population consists of many customer and stakeholder groups, including residents, ratepayers, tourists and visitors, businesses, developers, schools, community and sporting groups, State and Federal Government agencies, Edith Cowan University, Western Australia Police Academy, North Metropolitan TAFE, and Joondalup Health Campus.

A challenge for the City is to recognise the differing interests of this diverse range of stakeholders. It is essential that we communicate effectively with all groups and understand the impact of our decisions on each group. The City’s role in stakeholder management can include leading in delivery, partnering with others, and advocating, facilitating or providing financial support. In collaborating and forming partnerships with stakeholders, we are committed to a shared responsibility to use our resources efficiently and effectively.



How we engage

The City engages with our community and stakeholders through a wide range of channels, including reports, consultations, events, digital platforms, volunteer programs, and collaborative projects. We engage through Council Meetings, community consultations, newsletters, social media, grants, leadership opportunities, and reference groups. Programs such as the Volunteer Joondalup Resource Centre and venue hire subsidies further support active community participation.

Why engagement matters

Through engagement the City aims to strengthen local leadership and support groups to deliver programs and activities. It enables us to co-deliver services, expand access to sporting, educational and social opportunities, and build long-term community involvement. Most importantly, it helps the City continuously improve our services to better reflect the needs and aspirations of our community.

	Media	Government agencies and department	Business and industry
Who we engage with	6PR Channel 7 Hit Network LISTNR PerthNow Joondalup The West Australian Triple M Twin Cities FM	Department of Local Government, Sport and Cultural Industries Department of Planning, Lands and Heritage. Department of Transport Department of Water and Environmental Regulation Main Roads WA WA Police	Chamber of Commerce and Industry WA Edith Cowan University Joondalup Business Association Joondalup Health Campus Lakeside Joondalup Shopping City North Metropolitan TAFE Development WA
How we connect	Media briefings Interviews Press releases Social media Sponsorships	Briefings Collaborative networks Events Funding applications Meetings Policy input	Business forums Direct communication Events Partnerships Electronic newsletters Training opportunities Face to face engagement
Why it matters	Helps us keep our community informed Highlight local issues Promote City services and events Strengthen our reputation	Access funding Advocate for our community's needs Ensure local voices are heard Influence policy	Help grow our local economy Create jobs Improve services Share knowledge Support innovation Build a thriving, connected business community

Media coverage

Each year, the City reflects on key moments that shaped our community, celebrated our achievements, and strengthened our connection with residents. The following media highlights are a snapshot of the stories that mattered most to our people and our place.



July 2024 | Construction begins on Duncraig Adventure Hub

Work officially commenced on the highly anticipated Duncraig Adventure Hub, a \$9 million investment in outdoor recreation and community wellbeing. Once complete, the Hub will offer a dynamic space for families, youth groups, and adventure seekers to connect with nature, stay active, and enjoy new experiences. This project reflects the City's commitment to creating vibrant, inclusive spaces that support healthy lifestyles and community connections.



October 2024 | International recognition for green innovation

The City proudly received two major honours at the prestigious 2024 International Association of Horticultural Producers (AIPH) World Green City Awards, celebrating excellence in urban greening and sustainable city planning. These accolades highlight the City's leadership in environmental stewardship and its dedication to creating a greener, more resilient future for all residents. The awards are a testament to the collaborative efforts of our community, staff, and partners in shaping a city that thrives in harmony with nature.

October 2024 | Ongoing community concern – Tamala Park odour

Throughout the year, the City continued to work closely with stakeholders and environmental authorities to address community concerns regarding odour emissions from Tamala Park. Open communication, monitoring, and advocacy remained central to the City's approach, ensuring residents' voices were heard and that solutions were pursued to protect local amenities and wellbeing.



December 2024 | Premier Cook addresses local business leaders

The City welcomed the Premier of Western Australia, Hon Roger Cook MLA to its annual Business Forum, where he addressed local entrepreneurs, industry leaders, and community stakeholders. His presence underscored the importance of Joondalup's role in Western Australia's economic landscape and provided valuable insights into future opportunities for innovation, investment, and collaboration across the region.

June 2025 | Remembering Honorary Freeman Nick Trandos

The City mourned the passing of Honorary Freeman Nick Trandos, a respected community leader and long-serving contributor to civic life. Mr Trandos' legacy is deeply woven into the fabric of Joondalup, and his dedication to public service will be remembered with gratitude and admiration.

Community and stakeholder engagement snapshot



Satisfaction with community consultation and engagement

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

FY2022-23

71%

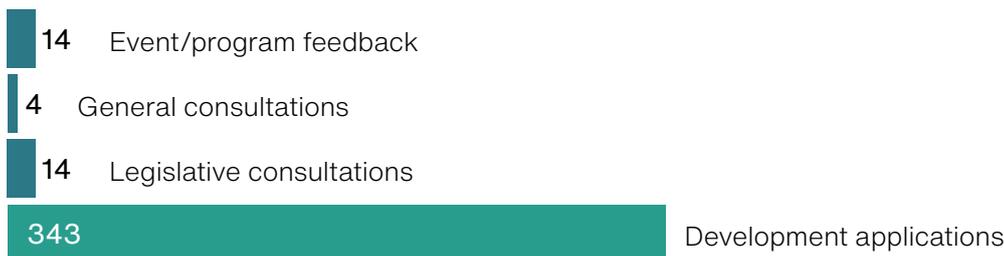
65%

Community consultation

The City is committed to ethical, transparent and accountable community consultation, as outlined in our *Community Consultation Council Policy*. The community is consulted when required under legislation, or to inform decision-making. Community feedback is a valuable tool that informs major policy changes, the addition of new community facilities, or changes to City services.

In FY2024–25, the City formally consulted the community a total of 375 times. This is a substantial increase from FY2023–24, largely due to an increase in the number of development applications received.

Community consultation activities FY2024–25:



Legislative community consultation activities FY2024–25:

- Proposed City of Joondalup Parking Amendment Local Law 2024, commenced on 3 October 2024.
- Alfresco Activities Local Planning Policy, commenced on 11 October 2024.
- Major Land Transaction – 40 Ocean Parade (Burns Beach), commenced on 7 November 2024.
- Dog management, commenced on 14 November 2024.
- Proposed Local Development Plan – 45 Country Club Boulevard (Connolly), commenced on 24 January 2025.
- Draft new Residential Development Local Planning Policy, commenced on 30 January 2025.
- Park name change proposal – Blackboy Park (Mullaloo), commenced on 6 February 2025.
- Grouped dwelling (four new two-storey dwellings) – 75 Doveridge Drive (Duncraig), commenced on 31 March 2025.
- Proposed amendments to the Private Community Purposes Zone Local Planning Policy, commenced on 1 May 2025.
- Proposed Percent for Art Scheme Local Planning Policy, commenced on 1 May 2025.
- Building Sustainable Neighbourhoods – Infill Housing Review, commenced on 8 May 2025.
- Intention to levy differential rates FY2025–26, commenced on 29 May 2025.
- Proposed Scheme Amendment No. 20 and Amendments to Short-Term Accommodation Local Planning Policy, commenced on 5 June 2025.
- Proposed Animals Local Law 2025, commenced on 19 June 2025.

The full list of consultations is provided in [Key theme 5: Leadership – How we performed](#)

Connecting through media

The City produces a range of publications — ad hoc, monthly, and seasonal — to share updates, successes, and events with the community. These are distributed across websites, social media, print, and broadcast channels. Strategic use of digital platforms has significantly increased community engagement, growing our online presence and fostering transparency. Through timely updates and interactive content, we keep residents informed, involved, and empowered to provide feedback on City initiatives.

FY2024-25

FY2022-23



Satisfaction with the City's website

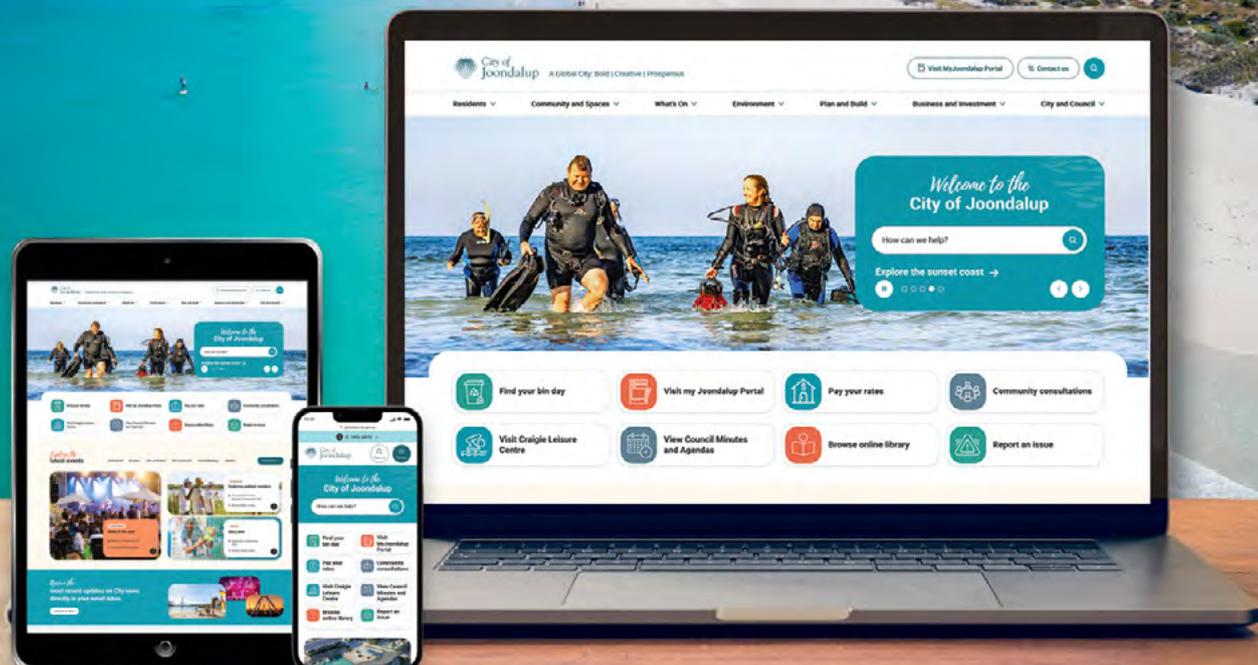
Source: Customer Satisfaction Survey FY2024-25

81%

84%

Revamped website gains global recognition

The City of Joondalup's revamped website was recognised on the international stage. Launched in October 2024, the City's website made a big impression, earning an honourable mention at the prestigious Kentico Site of the Year 2024 competition.



Websites

Average number of users per month

78,507

Average number of users per month

6,552

City of Joondalup
joondalup.wa.gov.au

The City’s primary website is a vital communication tool with over 100 online services including a portal for online payments.

Craigie Leisure Centre
craigieleisurecentre.com.au

The Craigie Leisure Centre website provides a range of online services to members and non-members including fitness class bookings.

Joondalup Festival
joondalupfestival.com.au

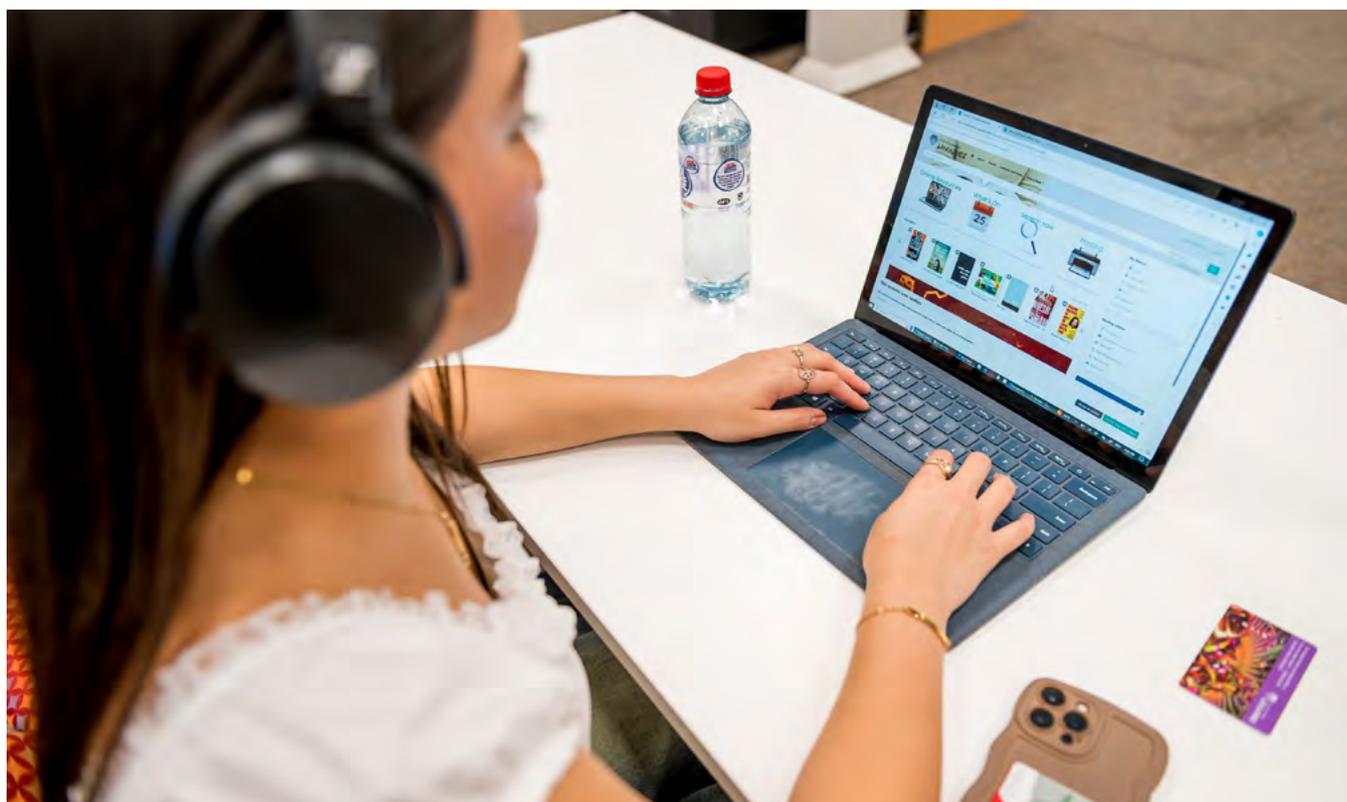
This event-specific website promotes the Joondalup Festival’s program of events, enables online bookings and provides information about artists and sponsors.

Uptown Joondalup
uptownjoondalup.com.au

The Uptown Joondalup website promotes the Joondalup City Centre as a vibrant destination for shopping, dining, entertainment, and community events, aiming to support local businesses and attract visitors.

287,803 visits by **105,263** users
between December 2024 and April 2025

Note: the Uptown Joondalup website was launched recently; therefore, complete visitor data for the financial year is unavailable and not representative.



Joondalup Library

Social media

f Total number of followers **72,277**

Facebook

The City’s official Facebook pages allow us to connect with and provide information to our followers. The primary page has 52,021 followers, Craigie Leisure Centre 9,927, Youth Services 3,470, Joondalup Libraries 1,986, Uptown Joondalup 1,250 and Joondalup Festival 3,623.

- facebook.com/cityofjoondalup
- facebook.com/craigieleisurecentre
- facebook.com/COJYouthServices
- facebook.com/JoondalupLibraries
- facebook.com/uptown.joondalup
- facebook.com/joondalupfestival

@ Total number of followers **22,450**

Instagram

The City’s official Instagram pages showcase what is happening in the community. The primary page has 10,077 followers, Youth Services 961, Craigie Leisure Centre 2,933, Joondalup Libraries 810, Uptown Joondalup 5,849 and Joondalup Festival 2,180.

- [@city_of_joondalup](https://instagram.com/city_of_joondalup)
- [@cojyouthservices](https://instagram.com/cojyouthservices)
- [@craigieleisurecentre](https://instagram.com/craigieleisurecentre)
- [@joondaluplibraries](https://instagram.com/joondaluplibraries)
- [@uptown.joondalup](https://instagram.com/uptown.joondalup)
- [@joondalupfestival](https://instagram.com/joondalupfestival)

X Total number of followers **3,497**

X **@City_Joondalup**

The City’s official X page allows our followers to be informed and actively engage with what is happening in the community.

in Total number of followers **9,461**

LinkedIn **au.linkedin.com/company/city-of-joondalup**

The LinkedIn profile showcases the City as a professional employer.

▶ Total number of followers **491**

YouTube **@cityofjoondalup**

The City’s official YouTube channel provides videos to showcase Joondalup to a national and international audience and to promote the investment opportunities and advantages Joondalup offers to businesses and investors.

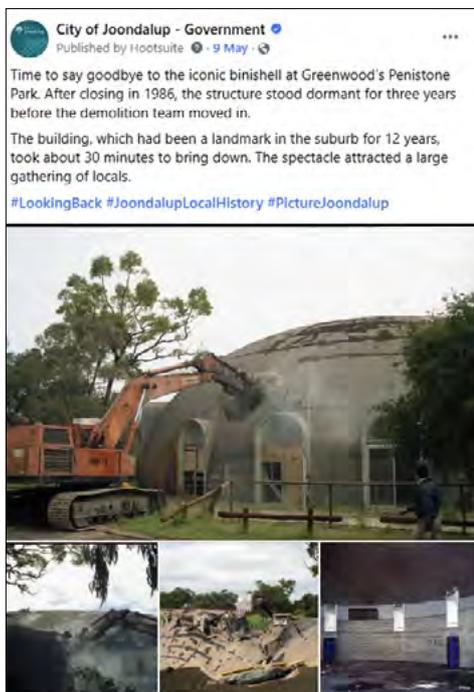
Social media snapshot*

Posts and stories
4,956

New followers
19,864

Top three social media posts*

*Top social media posts are identified by engagement.



9 May 2025

Looking back: Binishell in Greenwood

engagement **25,756**

reach **135,343**

engagement rate **19.03%**



29 November 2024

Looking back: aerial shot of Mullaloo

engagement **19,228**

reach **137,565**

engagement rate **14.01%**



6 February 2025

Blackboy Park consultation

engagement **62,644**

reach **224,631**

engagement rate **27.89%**

Our services



Customer Service Charter

The City’s Customer Service Charter states our commitment to providing quality services. It provides our employees with clear standards for the delivery of service excellence in pursuit of the vision and goals of *Joondalup 2032*. The City is committed to customer service excellence in providing customers with an efficient, consistent and friendly experience.

➤ The Customer Service Charter is available on the City’s website joondalup.wa.gov.au/residents/online-services-and-customer-service/customer-service-commitment

Respecting your privacy

The City is committed to safeguarding your personal information. We may collect and use personal details to help deliver services effectively and responsibly. Everyone who works with or for the City — including employees, Elected Members, contractors, and suppliers — is required to follow all relevant privacy laws, policies, and protocols at all times.

➤ For more details on the *Privacy and Responsible Information Sharing Act 2024* see the section Our Performance [Key theme: 5 Leadership](#)



City of Joondalup Administration

FY2024-25

FY2022-23



Satisfaction with services provided by the City

Source: Customer Satisfaction Survey FY2024-25

88%

90%

The City is responsible for delivering a wide range of services, as well as developing and maintaining essential community infrastructure. These services are aligned with the five key themes of *Joondalup 2032*: Community, Environment, Place, Economy and Leadership.

The full list of services, sub-services and full-time equivalent employees are provided in the following table. Services are classified into two types: statutory services, such as approvals for planning and building, and discretionary services, such as recreational programs. We also deliver internal services, such as information technology or human resources, which may be statutory or discretionary.



Full details of services are outlined in the *Corporate Business Plan 2024–2028* available on the City’s website joondalup.wa.gov.au/city-and-council/publications/corporate-business-plan



Speed Awareness and Education Campaign – What’s your speed?

In October 2024, the City of Joondalup launched a Speed Awareness and Education Campaign, funded by the Australian Government’s National Road Safety Action Grants program. As part of the campaign, nine solar speed signs were installed at selected locations in several suburbs, which were chosen based on traffic volume, speed data, proximity to schools, and community concerns. The signs provided real-time speed feedback to drivers and collected data to evaluate their effectiveness. The City also partnered with local schools to promote safe driving and raise awareness about the impact of speeding.

Speed Awareness and Education Campaign, Craigie Heights Primary School

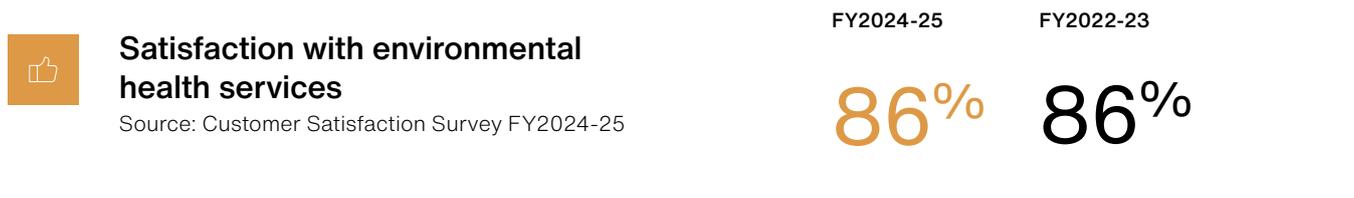
Key theme 1: Community

Services and sub-services	Statutory/discretionary	FTE
Community development <ul style="list-style-type: none"> ▪ Aboriginal engagement and reconciliation ▪ Access and inclusion ▪ Age-friendly initiatives ▪ Community initiatives ▪ Homelessness ▪ Youth initiatives 	Statutory and discretionary	15.22
Community safety, compliance and education <ul style="list-style-type: none"> ▪ Animal management ▪ Building security management ▪ Field patrols/community amenity ▪ Graffiti management ▪ Parking ▪ Public areas CCTV and public safety 	Statutory and discretionary	38.51
Craigie Leisure Centre management <ul style="list-style-type: none"> ▪ Craigie Leisure Centre management 	Discretionary	44.87
Cultural events, visual arts and arts development <ul style="list-style-type: none"> ▪ Arts development ▪ Cultural events ▪ Visual arts 	Discretionary	9.67
Emergency management <ul style="list-style-type: none"> ▪ Emergency management 	Statutory	0.50
Health and environmental services <ul style="list-style-type: none"> ▪ Environmental health approvals ▪ Environmental health investigations and advice ▪ Midge management ▪ Premises inspections 	Statutory and discretionary	12.67
Immunisation* <ul style="list-style-type: none"> ▪ Immunisation 	Discretionary	1.66

Key theme 1: Community

Services and sub-services	Statutory/discretionary	FTE
Libraries <ul style="list-style-type: none"> Community education and outreach Library programs, events and activities Library services Local history 	Statutory and discretionary	57.89
Recreation services <ul style="list-style-type: none"> Community venue management Sport and recreation development 	Discretionary	8.05
Total FTE		189.04

*On 28 May 2024, Council resolved to end the immunisation clinics and school-based program, with services transitioning to the Department of Health. The City’s clinics ceased on 31 December 2024, and from 2025, all local schools will be covered by the Department’s metropolitan immunisation program.



Switch Your Thinking pilot program

In March 2025, Joondalup Library joined the innovative Switch Your Thinking pilot program, bringing practical energy-saving tools and knowledge directly to our community.

This initiative, delivered in partnership with the WA Government, aimed to help households reduce energy use, cut costs, and lower emissions.

Residents could borrow Home Energy Audit Kits for seven days, free of charge. Each kit featured a thermal imaging camera to detect draughts, a plug-in energy monitor to measure appliance consumption, and a water flow gauge — all supported by a clear, easy-to-follow guide packed with energy-saving tips.

Switch Your Thinking also offered free workshops and incentives, including the chance to win a professional in-home energy audit valued at up to \$500. These sessions provided residents with practical knowledge to make informed choices about energy use.

Joondalup was proud to be part of a network of more than 100 libraries and 74 local governments participating in this pilot, working together to create a more sustainable future.

Key theme 2: Environment

Services and sub-services	Statutory/discretionary	FTE
Environmental planning and development <ul style="list-style-type: none"> Environmental education and leadership Environmental planning Environmental reporting Environmental strategies Natural areas and catchment management 	Statutory and discretionary	5.47
Litter collection <ul style="list-style-type: none"> Litter collection 	Discretionary	6.86
Natural areas management <ul style="list-style-type: none"> Conservation works Natural areas maintenance 	Statutory and discretionary	13.3
Technical engineering support services <ul style="list-style-type: none"> Coastal monitoring and adaptation management Rainfall monitoring and stormwater management Urban development advice 	Statutory and discretionary	4.91
Waste management <ul style="list-style-type: none"> Bulk green waste collection Bulk hard waste collection General waste collection Green waste collection Recycling collection Regional partnerships management Waste education 	Statutory and discretionary	11.17
Natural areas/buildings not allocated to an FTE or specific service	-	
Total FTE		41.71



Satisfaction with waste management services

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

88%

FY2022-23

89%

Key theme 3: Place

Services and sub-services	Statutory/discretionary	FTE
Building and planning compliance <ul style="list-style-type: none"> Development compliance Swimming pool inspections 	Statutory and discretionary	12.94
Building design and construction <ul style="list-style-type: none"> Building design and construction 	Discretionary	4.51
Building maintenance and cleaning <ul style="list-style-type: none"> Building maintenance Cleaning 	Discretionary	17.64
Building services <ul style="list-style-type: none"> Building approvals Building plan requests Building verge permit applications Land purchase enquiries 	Statutory and discretionary	13.34
Civil design and construction <ul style="list-style-type: none"> Capital works Civil and pavement engineering advice Road network management Survey and civil design 	Discretionary	9.76
Community venues and sports floodlighting upgrades <ul style="list-style-type: none"> Community venues and sports floodlighting upgrades 	Discretionary	3.03
Electrical and lighting engineering <ul style="list-style-type: none"> Electrical engineering advice and design Lighting maintenance and upgrades 	Discretionary	2.97
Engineering maintenance <ul style="list-style-type: none"> Engineering maintenance program Road resurfacing and preservation Stormwater drainage 	Statutory and discretionary	31.04
Fleet management and mechanical workshop <ul style="list-style-type: none"> Fleet maintenance Fleet management 	Discretionary	6.01

Key theme 3: Place

Services and sub-services	Statutory/discretionary	FTE
Landscape design <ul style="list-style-type: none"> ▪ Park development works ▪ Park equipment works ▪ Streetscape enhancement works 	Discretionary	11.45
Major City project delivery <ul style="list-style-type: none"> ▪ Land portfolio management ▪ Major project delivery 	Discretionary	5.82
Park maintenance <ul style="list-style-type: none"> ▪ Beach sand maintenance ▪ Irrigation maintenance ▪ Mowing and turf maintenance ▪ Park maintenance ▪ Tree maintenance ▪ Weed control 	Discretionary	103.76
Paid parking activities <ul style="list-style-type: none"> ▪ Parking agreements ▪ Paid parking management 	Statutory and discretionary	8.44



Satisfaction with parking

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

71%

FY2022-23

72%

Key theme 3: Place

Services and sub-services	Statutory/discretionary	FTE
Planning and urban design <ul style="list-style-type: none"> Cartographic services Development applications Planning advice and information Subdivision proposals Urban planning 	Statutory and discretionary	21.92
Property management <ul style="list-style-type: none"> Property management 	Discretionary	2.00
Transport and traffic engineering <ul style="list-style-type: none"> Construction and event traffic management assessments Road safety and transport initiatives Strategic transport planning Transport engineering advice 	Statutory and discretionary	8.91
Buildings, parks and roads with no allocated FTE or service	-	-
Total FTE		263.54

Satisfaction with transport and traffic management

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

81%

FY2022-23

86%



Façade Climb, Erin Coates, Joondalup Library

Inside-Out Billboard Project

The Inside-Out Billboard Project is a City commissioned program supporting Western Australian visual artists to create large-scale outdoor billboards that add vibrancy to the City Centre. The project encourages artists to explore scale and site-specific work in public spaces. The FY2024-25 installations included *Façade Climb* by Erin Coates at Joondalup Library, a visual illusion inspired by climbing and architecture, and a still life by Joanna Webber at Joondalup Lawcourts. Both works form part of the City's annual public art program, which activates public spaces and fosters a sense of place for the community and visitors.

Key theme 4: Economy

Services and sub-services	Statutory/discretionary	FTE
Economic development <ul style="list-style-type: none"> Advocacy and investment attraction Economic development strategy delivery Local business support 	Discretionary	7.79
Total FTE		7.79

2025 Joondalup Festival

The 2025 Joondalup Festival attracted over 250,000 visitors to the region, many for the first time. Held from 15 March to 5 April, the Festival featured more than 50 installations, exhibitions, and performances across the City, encouraging creative exploration. To support local business engagement, the City partnered with NonPlus Studio, inviting Joondalup-based businesses to submit special offers for inclusion in Festival promotions. Selected offers were featured through digital media and social channels, providing businesses with exposure to a large and diverse audience.



The Cube, Joondalup Festival, Central Walk

Key theme 5: Leadership

Services and sub-services	Statutory/discretionary	FTE
Audit, risk and integrity <ul style="list-style-type: none"> ▪ Business continuity ▪ Integrity and conduct controls ▪ Internal audit and risk mitigation advice ▪ Privacy and responsible information sharing 	Statutory and discretionary	5.49
Communications and stakeholder relations <ul style="list-style-type: none"> ▪ Citizenship ceremonies and civic functions ▪ Marketing ▪ Media and corporate communications ▪ Sponsorship ▪ Website and social media management 	Statutory and discretionary	16.20
Customer service <ul style="list-style-type: none"> ▪ Complaints and compliments management ▪ Customer relations ▪ Visitor and delivery management 	Statutory and discretionary	24.66
Executive services <ul style="list-style-type: none"> ▪ Executive services ▪ Legal services 	Statutory and discretionary	4.24
Financial accounting <ul style="list-style-type: none"> ▪ Accounting and financial reporting ▪ Collection services and payments to creditors ▪ Debt collection ▪ Taxation 	Statutory	6.98
Funds management <ul style="list-style-type: none"> ▪ Funds management 	Statutory	0.75

Key theme 5: Leadership

Services and sub-services	Statutory/discretionary	FTE
Governance support <ul style="list-style-type: none"> ▪ Corporate printing support ▪ Council and committee meetings ▪ Elected Member support ▪ Governance compliance ▪ Local government elections ▪ Local law development and review 	Statutory and discretionary	7.67
Grants and awards management <ul style="list-style-type: none"> ▪ Awards management ▪ Grants administration 	Discretionary	1.00
Human resources <ul style="list-style-type: none"> ▪ Employee and industrial relations ▪ Employee recognition ▪ Health, safety and wellbeing ▪ Learning and development ▪ Payroll and human resources systems ▪ Recruitment and induction 	Statutory and discretionary	17.51
Information technology <ul style="list-style-type: none"> ▪ Business application systems ▪ Network support 	Discretionary	24.97
Management accounting <ul style="list-style-type: none"> ▪ Annual budgets ▪ Management reporting ▪ Taxation (fringe benefits tax) 	Statutory and discretionary	2.88

Key theme 5: Leadership

Services and sub-services	Statutory/discretionary	FTE
Organisational development	Discretionary	4.92
<ul style="list-style-type: none"> ▪ Business and process improvement ▪ Corporate information and knowledge management ▪ Data analytics ▪ Organisational development leadership initiatives ▪ Organisational performance reporting and benchmarking ▪ Systems and frameworks 		
Policy, planning and research	Statutory and discretionary	5.17
<ul style="list-style-type: none"> ▪ Community consultation ▪ Corporate reporting ▪ Policy development and review ▪ Research ▪ Strategic and business planning 		
Purchasing of goods and services	Statutory	7.88
<ul style="list-style-type: none"> ▪ Purchasing of goods and services 		
Rates levying and collection	Statutory	7.08
<ul style="list-style-type: none"> ▪ Rates levying and collection 		
Recordkeeping and freedom of information	Statutory and discretionary	9.33
<ul style="list-style-type: none"> ▪ Freedom of information requests ▪ Recordkeeping 		
Strategic infrastructure asset management	Statutory and discretionary	4.51
<ul style="list-style-type: none"> ▪ Asset reporting ▪ Capital works programming ▪ Strategic asset management 		
Organisational management*	—	11.42
Total FTE		162.66

*This service includes the Chief Executive Officer, Directors, and some Managers and associated administrative and technical officers whose roles and workload are distributed across multiple services within this key theme.



Barridale Park, Kingsley

Gold Waterwise Council: Transforming Barridale Park for a sustainable future

The City has achieved Waterwise Council status since FY2010–11 and this status was upgraded to Gold Waterwise Council in FY2015–16. The City has been recognised as a Gold Waterwise Council ever since and we earned the Platinum Waterwise Council of the Year award in FY2020–21.

In FY2024–25, the City was re-endorsed as a Gold Waterwise Council, a recognition of its leadership in sustainable water management and its commitment to reducing groundwater use in response to a changing climate. This prestigious status reflects the City's ongoing strategic efforts to improve water efficiency across public spaces and support the community in adopting waterwise practices.

An example of this commitment is the redevelopment of Barridale Park (Kingsley), which showcased how innovative waterwise technologies and design principles can deliver real results. Funded through the Gnarara Waterwise Councils Grant Program under the Kep Katitjin – Gabi Kaadadjan – Waterwise Perth Action Plan 2, the park now features smart irrigation systems, hydrozoning to match water use with plant needs, smart meter for real-time water monitoring, and waterwise landscaping to reduce consumption.

Previously, Barridale Park had high water usage due to its active sporting grounds, which support local cricket and junior AFL clubs.

The redevelopment reduced water use by 21 per cent while maintaining the park's appeal and functionality. It continues to offer playgrounds, exercise equipment, picnic areas, accessible toilets, disabled parking, and off-lead dog areas, making it a well-loved destination for residents.

The City supports community-focused waterwise initiatives such as verge garden makeovers, native plant giveaways, and education programs to create cooler, greener, and more biodiverse neighbourhoods. Barridale Park is just one example of how the City is turning its Gold Waterwise Council status.

Our Council

Council structure

The Council comprises a popularly elected Mayor and 12 Councillors, collectively known as Elected Members. The role of Council is to govern the City's affairs, monitor the performance of its functions, and be responsible for allocating finances and resources. Council determines and reviews the City's policies, plans and other statutory documents.

Role of Elected Members

The roles and responsibilities of Council, the Mayor, and individual Councillors are defined in the *Local Government Act 1995* as follows:

The role of the Council is that it:

- governs the local government's affairs
- is responsible for the performance of the local government's functions
- oversees the allocation of the local government's finances and resources
- determines the local government's policies.

The role of the Mayor is to:

- preside at Council meetings and ensure meetings are conducted in a correct and orderly manner while remaining impartial
- carry out civic and ceremonial duties, such as conducting citizenship ceremonies
- speak on behalf of the local government
- liaise with the Chief Executive Officer on the local government's affairs and the performance of its functions
- provide leadership and guidance to the community.

The Deputy Mayor performs the functions of the Mayor when authorised to do so under section 5.34 of the *Local Government Act 1995*.

The role of each Councillor is to:

- represents the interests of electors, ratepayers, and residents
- provide leadership and guidance to the community
- facilitate communication between the community and Council
- participate in decision-making processes at meetings
- perform such other functions as are given to a Councillor under the *Local Government Act 1995* or any other written law.

Meetings cycle

Week 1 – Strategy Sessions

Strategy Sessions provide a forum for two-way communication between Elected Members and the City’s Executive on strategic or complex issues. Strategy Sessions are not open to members of the public.



Week 2 – Briefing Sessions

Briefing Sessions are used to inform Elected Members on the items of business to be presented and discussed at the forthcoming Council Meeting. No decisions are made at Briefing Sessions although Elected Members may request additional information, and/or may request alternative wording for motions to be prepared for consideration at the Council Meeting. Briefing Sessions are open to members of the public, and question and statement times are permitted. A member of the public may also request to present a deputation to Elected Members relating to an item on the agenda.



Week 3 – Committee Meetings

Scheduled Committee Meetings and any special or urgent meetings of Council or Committees are held as required.



Week 4 – Council Meetings

Council Meetings are formal and are required to be open to the public, although meetings can be closed when Council considers certain items of business, as prescribed by the *Local Government Act 1995*. Question and statement times are permitted at all Council Meetings.

 For the full schedule of Council meetings see the section [Council meetings and workshop attendance](#)

Complaint registers

The City is supported in ensuring good governance and compliance of its Elected Members by the Department of Local Government, Sport and Cultural Industries – the State Government department that monitors, promotes, and enforces compliance with relevant legislation. Alleged breaches of the *Local Government Act 1995* and the associated legislation are dealt with by the Local Government Standards Panel.

Regulation 19B (2) of the *Local Government (Administration) Regulations 1996* requires the following information to be included in the local government Annual Report:

- any remuneration and allowances paid by the local government under Schedule 5.1 clause 9 during the financial year
- any amount ordered under section 5.110(6)(b)(iv) to be paid by a person against whom a complaint was made under section 5.107(1), 5.109(1) or 5.114(1) to the local government during the financial year.

Register of Minor Breach Findings

An Elected Member commits a minor breach if they contravene Division 4 – Rules of Conduct of the *City of Joondalup Code of Conduct for Council Members, Committee Members and Candidates*.

The Register of Minor Breach Findings provides details of minor breach complaints which the Local Government Standards Panel has found to have occurred, and which require appropriate action to be taken.

In accordance with section 5.121 of the *Local Government Act 1995*, the City must publish an up-to-date register on its website which is to include:

- the name of the Elected Member about whom the complaint is made
- the name of the person who made the complaint
- a description of the minor breach that the Standards Panel finds has occurred
- details of the action taken under section 5.110(6) of the *Local Government Act 1995*.

No new entries were registered in the Register of Minor Breach Findings during FY2024–25.

Register of Behavioural Breach Findings

An Elected Member commits a behavioural breach if they contravene Division 3 – Behaviour of the *City of Joondalup Code of Conduct for Council Members, Committee Members and Candidates*. The Register of Behavioural Breach Findings provides details of complaints about behavioural breaches which the City's Complaints Officer finds has occurred, and the actions taken.

Clause 13 of the City's Complaint Investigation Council Policy requires the City to publish an up-to-date register of behavioural complaints.

No new entries were registered in the Register of Behavioural Breach Findings in FY2024–25.

No remuneration was paid to members of the Local Government Standards Panel during FY2024–25.



The Register of Minor Breach Findings is available on the City's website joondalup.wa.gov.au/city-and-council/public-registers/complaints-register



The Register of Behavioural Breach Findings is available on the City's website joondalup.wa.gov.au/city-and-council/public-registers/complaints-register

Elected Member diversity

Regulation 19B of the *Local Government (Administration) Regulations 1996* requires the following information to be included in the local government Annual Report.

- If available, the gender, linguistic background and country of birth of council members.
- If available, the number of council members who are aged:
 - between 18 years and 24 years
 - between 25 years and 34 years
 - between 35 years and 44 years
 - between 45 years and 54 years
 - between 55 years and 64 years
 - over 64 years.
- If available, the number of council members who identify as Aboriginal or Torres Strait Islander.

Age diversity

between 18 years and 24 years	0
between 25 years and 34 years	2
between 35 years and 44 years	3
between 45 years and 54 years	3
between 55 years and 64 years	3
over 65 years	2
Total	13

Gender diversity

 Woman	2
 Man	11
 Other*	0
Total	13

Country of birth

 Australia	9
 New Zealand	1
 United Kingdom	3
Total	13

Cultural identity

Aboriginal or Torres Strait Islander	0
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Linguistic background

English	13
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Mayor and Councillors



Mayor Hon Albert Jacob JP

Elected Member since October 2017
Term expires October 2025

t 9400 4450

e mayor.jacob@joondalup.wa.gov.au

Qualifications

- Bachelor of Environmental Design
- Master of Architecture
- Graduate of the Australian Institute of Company Directors
- Juris Doctor

Background and interests

Mayor Hon Albert Jacob JP was first elected to the City of Joondalup as a North Central Ward Councillor in 2006. He was subsequently elected to the Western Australian Parliament as the Member for Ocean Reef from 2008 to 2017 where he served as the Minister for Environment; Heritage for four years. He was elected the fourth Mayor of the City in 2017, and re-elected in 2021. He is proud of his record of working with others to help deliver large and worthwhile projects for the community. Mayor Jacob enjoys spending as much time with his family and in nature as possible, preferably at the same time.

North Ward – Burns Beach, Currambine, Joondalup, Kinross



**Cr Adrian Hill
(Deputy Mayor)**

**Elected Member since 2021
Term expires October 2025**

t 0408 919 585
e adrian.hill
@joondalup.wa.gov.au

Qualifications

- Bachelor of Engineering (Honours)

Background and interests

With a long and successful career in the international offshore energy industry as a chartered civil engineer, Councillor Hill has worked across structural engineering, marine survey, and commercial business roles. A Joondalup resident since 2004, he now works part-time as a VIP limousine driver and is also an accomplished musician, performing with brass bands and choral groups. His transition into local government followed a lengthy tenure as Chair of the Burns Beach Residents Association. Passionate about Joondalup and its community, he advocates for the enjoyment of local parks and beaches and supports the vision for the Joondalup CBD to become a vibrant reality.



Cr Lewis Hutton

**Elected Member since 2023
Term expires October 2027**

t 0491 606 739
e lewis.hutton
@joondalup.wa.gov.au

Qualifications

- Bachelor of Commerce (Double Economics)

Background and interests

Councillor Hutton brings experience from working with some of Western Australia's largest resource companies and running a family business in the heart of Joondalup. Since arriving from the United Kingdom, he has actively contributed to the community as a volunteer surf lifesaver, treasurer of the Burns Beach Residents Association, and leader at Joondalup United Football Club. His priorities include supporting sporting and community groups, advocating for retirees and seniors, enhancing community safety, upgrading local facilities, revitalising the Joondalup City Centre, and ensuring responsible budgeting to keep rates low.

North-Central Ward – Connolly, Edgewater, Heathridge, Iluka, Ocean Reef



Cr Daniel Kingston

**Elected Member since 2021
Term expires October 2025**

t 0435 075 442
e daniel.kingston
@joondalup.wa.gov.au

Qualifications

- Bachelor of Commerce

Background and interests

Councillor Kingston has lived in the City of Joondalup for over 20 years and is a dedicated community volunteer. He is actively involved with the Edgewater Community Residents Association and Friends of Yellagonga Regional Park. Committed to open, transparent, and accountable governance, he advocates for equitable financial decision-making and sustainable planning. He is passionate about creating vibrant, connected communities and protecting the City's unique native flora and fauna.



Cr Nige Jones

**Elected Member since 2015
Term expires October 2027**

t 0468 562 099
e nige.jones
@joondalup.wa.gov.au

Qualifications

- Bachelor of Sport Science
- Diploma of Education
- Master of Science (Recreation Management)

Background and interests

Councillor Jones brings over a decade of marketing experience across Australia, the UK, and Ireland, alongside 34 years as a fitness coach and 10 years as a soccer coach with the WA Education Department. He enjoys travelling with his partner of 35 years, spending time with family, and staying active through football and gym training. Cr Jones is passionate about supporting local communities and small businesses and remains deeply engaged in community life.

Central Ward — Beldon, Craigie, Mullaloo, Woodvale



Cr Christopher May JP

Elected Member since 2017
Term expires October 2025

t 0431 920 661
e christopher.may@joondalup.wa.gov.au

Qualifications

- Bachelor of Communications

Background and interests

Councillor May JP works in commercial banking and has previously served as a political staffer and research officer. He became a Councillor to help improve the suburbs he grew up in and to protect the natural environment. He is passionate about enhancing tree canopy cover and ensuring quality amenity for residents of all ages. His interests include the arts, fitness and health, history, geopolitics, and philosophy, and he advocates for transparent governance and responsible financial decision-making.



Cr Rebecca Pizzey

Elected Member since 2023
Term expires October 2027

t 0405 410 747
e rebecca.pizzey@joondalup.wa.gov.au

Qualifications

- Bachelor of Nursing
- Post Graduate Certificate in Critical Care Nursing

Background and interests

Councillor Pizzey is a long-time resident, registered nurse, and active community member with over 20 years of healthcare experience. She is deeply involved in local sporting and community groups and advocates for improved health services, environmental protection, and responsible decision-making. Committed to transparency and fiscal responsibility, her priorities focus on healthy people, a healthy planet, and a strong local economy. She is honoured to serve and advocate for the community she loves.

South-East Ward — Greenwood, Kingsley, Warwick



Cr John Chester

Elected Member since 2009
Term expires October 2025

t 0408 985 022
e john.chester@joondalup.wa.gov.au

Qualifications

- Bachelor of Science
- Diploma in Education

Background and interests

Councillor Chester is a retired geologist and science teacher with a lifelong commitment to environmental stewardship. A resident of the City of Joondalup since 1980, he was a founding member of the Kingsley and Greenwood Residents' Association and is a long-term member of Friends of Yellagonga Regional Park. He currently represents the City on the Department of Biodiversity, Conservation and Attractions Community Advisory Committee for Yellagonga Regional Park. He is dedicated to increasing urban forest canopy cover and promoting sustainability through community collaboration.



Cr Rohan O'Neill

Elected Member since 2023
Term expires October 2027

t 0411 162 370
e rohan.o'neill@joondalup.wa.gov.au

Qualifications

- Nil

Background and interests

Not provided

South-West Ward – Kallaroo, Hillarys, Sorrento



**Cr Christine
Hamilton-Prime JP**

**Elected Member since 2009
Term expires October 2025**

t 0405 506 595
e christine.hamilton-prime
@joondalup.wa.gov.au

Qualifications

- Bachelor of Health Science
- Graduate of the Australian Institute of Company Directors
- Certificate IV Hospitality Management

Background and interests

Elected at just 19 years of age in 2009, Councillor Hamilton-Prime JP became the City's youngest Councillor. Alongside her public service, she works in the aerospace industry, bringing expertise in innovation, technology, and global investment. A long-term resident, she is committed to enhancing youth engagement, supporting the Joondalup Innovation Precinct, and advocating for the cyber security and health med-tech sectors. She is passionate about community inclusion, liveability, and preserving the city's coastal environment and public spaces.



Cr Phillip Vinciullo

**Elected Member since 2023
Term expires October 2027**

t 0424 764 406
e phillip.vinciullo
@joondalup.wa.gov.au

Qualifications

- Bachelor of Communications (Media Studies)

Background and interests

Councillor Vinciullo has over 25 years of experience in media, marketing, and content integration. He is committed to financially responsible, transparent, and accountable local government, with a strong focus on protecting parks and beaches, upgrading community infrastructure, and fostering a safe, inclusive, and active community. As President of the Joondalup Symphony Orchestra, he is a passionate supporter of arts and culture. He also champions local business and community safety initiatives.

South Ward – Duncraig, Marmion, Padbury



Cr Russ Fishwick JP

Elected Member since 2006
Term expires October 2025

t 0400 782 274
e russ.fishwick
@joondalup.wa.gov.au

Qualifications

- Graduate Diploma of Business
- Diploma of Business
- Diploma of Project Management
- Executive Certificate in Management
- Certificate in Executive Development
- Certificate in Management Practices
- Certificate of Justice and Law

Background and interests

Cr Russ Fishwick JP has proudly called Joondalup home with his family since 1978, dedicating more than 40 years to championing residents, community groups, and local businesses. He has a deep understanding of local government, having served three terms as Deputy Mayor and acted as a CEO of a metropolitan local government. He is renowned for strong advocacy, good governance, and passion for sustainable waste management. Beyond the chamber, he's hands-on in surf lifesaving and a senior assessor for Surf Lifesaving WA. He sits on the Duncraig and Poynter Primary School Boards and is a member of the Marmion, Sorrento, Duncraig, Progress and Ratepayers Association and the Padbury Community Garden. Cr Fishwick has in-depth local knowledge, and genuine care drives his mission for a safer, stronger, and more vibrant Joondalup.



Cr John Raftis

Elected Member since 2019
Term expires October 2027

t 0407 990 761
e john.raftis
@joondalup.wa.gov.au

Qualifications

- Bachelor of Business
- Certified Practising Accountant
- Chartered Secretary
- Fellow of Governance Institute of Australia
- Fellow of Chartered Governance Institute
- Graduate Diploma in Company Secretarial Practice
- Certificate in Governance for Not-for-Profits

Background and interests

Councillor Raftis is an executive with over 30 years' experience in accounting, governance, and management across sectors from small business to ASX-listed companies. He currently leads a major Aboriginal charitable trust and is committed to enhancing transparency and accountability in local government. A long-time resident with two adult children, he is passionate about making the city a better place to live, work, and raise a family. He enjoys gardening and has a strong interest in sports.

Council meetings and workshop attendance

Number of Council meetings held FY2024-25

		Mayor Hon Albert Jacob JP	Cr John Chester	Cr Russ Fishwick JP	Cr Christine Hamilton-Prime JP	Cr Adrian Hill (Deputy Mayor)	Cr Lewis Hutton	Cr Nige Jones	Cr Daniel Kingston	Cr Christopher May JP	Cr Rohan O'Neill	Cr Rebecca Pizzey	Cr John Raftis	Cr Phillip Vinciullo
Strategy sessions		11												
Briefing sessions		11												
Ordinary Council meetings		11												
Special Council meetings		1												
Electors' meetings		1												
Budget workshops*		4												
Strategy Session	2 Jul 2024	●	●	○	-	-	○	○	●	○	●	●	-	-
Briefing Session	9 Jul 2024	●	●	●	-	○	-	●	●	●	-	●	●	○
Council Meeting	23 Jul 2024	●	●	●	●	●	●	●	●	●	●	●	●	●
Strategy Session	6 Aug 2024	●	●	○	●	●	●	○	●	●	●	●	●	●
Briefing Session	13 Aug 2024	○	●	●	●	●	●	●	●	○	●	●	●	●
Council Meeting	27 Aug 2024	●	●	●	●	●	○	○	●	○	●	●	●	●
Strategy Session	3 Sep 2024	●	●	●	●	●	●	○	○	○	○	●	○	-
Briefing Session	10 Sep 2024	○	●	●	○	●	●	●	●	●	●	●	●	●
Council Meeting	17 Sep 2024	-	●	●	●	●	●	●	●	●	●	●	●	●
Strategy Session	1 Oct 2024	-	●	●	●	●	●	○	○	●	○	●	●	-
Briefing Session	8 Oct 2024	●	●	●	●	●	●	●	●	●	●	●	●	-
Council Meeting	22 Oct 2024	●	●	●	●	●	●	●	●	●	●	●	●	●
Strategy Session	5 Nov 2024	●	-	●	○	●	●	-	●	○	●	●	●	●
Briefing Session	12 Nov 2024	●	-	●	-	●	●	●	●	●	●	●	●	●
Council Meeting	19 Nov 2024	●	●	●	-	●	●	●	●	○	●	●	●	●
Strategy Session	26 Nov 2024	●	●	●	○	●	●	○	-	○	-	●	-	●
Briefing Session	3 Dec 2024	-	●	●	●	●	●	●	●	○	●	●	○	●
Council Meeting	10 Dec 2024	-	●	●	●	●	●	●	●	●	●	●	●	●
Elector's Meeting	23 Jan 2025	●	●	●	-	●	●	○	●	○	●	●	●	●
Strategy Session	4 Feb 2025	○	●	●	○	●	●	○	●	●	-	●	●	○

● Attended – Leave of absence ○ Apology

		Mayor Hon Albert Jacob JP	Cr John Chester	Cr Russ Fishwick JP	Cr Christine Hamilton-Prime JP	Cr Adrian Hill (Deputy Mayor)	Cr Lewis Hutton	Cr Nige Jones	Cr Daniel Kingston	Cr Christopher May JP	Cr Rohan O'Neill	Cr Rebecca Pizey	Cr John Raftis	Cr Phillip Vinciullo
Briefing Session	11 Feb 2025	●	●	●	○	●	●	●	●	●	●	●	●	●
Budget workshop	18 Feb 2025	●	●	●	○	●	●	○	●	○	○	●	●	●
Special Council	18 Feb 2025	○	●	●	○	●	●	○	●	○	○	●	●	●
Council Meeting	25 Feb 2025	●	●	●	○	●	●	●	●	●	●	●	○	●
Strategy Session	4 Mar 2025	●	●	●	●	●	●	○	○	●	–	●	○	●
Briefing Session	11 Mar 2025	●	●	●	○	●	●	○	●	○	●	●	●	●
Council Meeting	25 Mar 2025	●	●	●	–	●	●	●	●	●	●	●	●	●
Budget workshop	26 Mar 2025	●	●	●	○	●	●	○	○	●	○	○	○	●
Strategy Session	1 Apr 2025	○	○	●	●	●	●	○	●	–	○	●	●	●
Briefing Session	8 Apr 2025	●	●	●	●	●	●	●	●	–	●	●	●	–
Budget workshop	9 Apr 2025	●	●	●	●	●	●	○	●	○	○	●	●	○
Council Meeting	29 Apr 2025	●	●	●	●	●	●	●	●	●	●	●	●	●
Strategy Session	6 May 2025	○	●	○	●	●	●	○	○	○	○	–	–	●
Briefing Session	13 May 2025	●	●	○	○	●	●	–	●	●	●	–	●	●
Budget workshop	14 May 2025	●	●	○	●	●	●	–	○	○	○	●	●	●
Council Meeting	27 May 2025	●	●	●	●	●	●	●	●	○	●	●	●	●
Strategy Session	3 Jun 2025	○	●	●	●	●	●	○	–	●	○	●	●	●
Briefing Session	10 Jun 2025	○	●	○	●	●	●	●	–	○	–	○	●	●
Council Meeting	24 Jun 2025	●	●	●	●	●	●	●	●	●	●	●	●	●

 Agendas and Minutes for Council meetings are available on the City's website joondalup.wa.gov.au/city-and-council/council-and-committee-meetings

Induction and training

Mandatory training courses

Under the *Local Government Act 1995*, all newly appointed Elected Members are required to complete the following mandatory training courses within their first 12 months of office.

Elected Member	Year completed (FY)				
	Understanding local government	Serving on Council	Meeting procedures	Conflicts of interest	Understanding financial reports and budgeting
Mayor Hon Albert Jacob JP	2021–22	2021–22	2022–23	2021–22	2022–23
Cr John Chester	2021–22	2021–22	2021–22	2021–22	2022–23
Cr Russ Fishwick JP	2021–22	2021–22	2021–22	2021–22	2021–22
Cr Christine Hamilton-Prime JP	2022–23	2022–23	2022–23	2022–23	2022–23
Cr Adrian Hill (Deputy Mayor)	2021–22	2021–22	2021–22	2021–22	2021–22
Cr Lewis Hutton	2024–25	2024–25	2024–25	2024–25	2024–25
Cr Nige Jones	2019–20	2019–20	2020–21	2019–20	2020–21
Cr Daniel Kingston	2022–23	2022–23	2022–23	2022–23	2022–23
Cr Christopher May JP	2021–22	2021–22	2021–22	2021–22	2021–22
Cr Rohan O'Neill	2023–24	2024–25	2023–24	2023–24	2024–25
Cr Rebecca Pizzey	2023–24	2023–24	2023–24	2023–24	2024–25
Cr John Raftis	2024–25	2024–25	2024–25	2024–25	2024–25
Cr Phillip Vinciullo	2023–24	2023–24	2024–25	2023–24	2023–24

Other training and development

To enable Elected Members to develop and maintain the skills and knowledge relevant to their roles as representatives of the City, they are encouraged to attend training and development as specified in the City's Elected Members' Entitlements Policy. This includes conferences, seminars, congresses, forums, workshops, courses, meetings, deputations, information and training sessions, and events related to the industry of local government and held within Australia. The following training and development were attended in FY2024–25.

Elected Member	Conference/training	Dates
Mayor Hon Albert Jacob JP	Canberra Advocacy Visit (Canberra)	11–14 Aug 2024
	Western Australian Local Government Association Convention	8–10 Oct 2024
	Canberra Advocacy Visit (Canberra)	2–5 Feb 2025
	Planning Institute of Australia Elected Member workshop	12–13 Mar 2025
	Urban Development Institute of Australia (WA) Industry Breakfast	9 Apr 2025
	Business News Politics and Business Breakfast	29 Apr 2025
	Australian Local Government Association – National General Assembly (Canberra)	25–30 Jun 2025
Cr John Chester	No training or conference attended	
Cr Russ Fishwick JP	No training or conference attended	
Cr Christine Hamilton-Prime JP	Australian Local Government Association – National General Assembly (Canberra)	1–5 Jul 2024
	Australian Local Government Association – National General Assembly (Canberra)	25–30 Jun 2025
Cr Adrian Hill (Deputy Mayor)	No training or conference attended	
Cr Lewis Hutton	No training or conference attended	
Cr Nige Jones	Local Government Managers Australia – Annual Local Government Conference (Cairns)	27–29 Aug 2024
	Local Government Professionals – Local Government Conference (Sydney)	31 Jul–1 Aug 2024
	Western Australian Local Government Association Convention	8–10 Oct 2024
Cr Daniel Kingston	Australian Institute of Company Directors – Company Directors Course Intensive	30 Jun–4 Jul 2025
Cr Christopher May JP	No training or conference attended	
Cr Rohan O'Neill	No training or conference attended	
Cr Rebecca Pizzey	No training or conference attended	
Cr John Raftis	Western Australian Local Government Association Diploma of Local Government (enrolled)	10 Mar 2025
Cr Phillip Vinciullo	Australian Local Government Association – National General Assembly (Canberra)	1–5 Jul 2024
	Canberra Advocacy Visit (Canberra)	2–5 Feb 2025

Remuneration and entitlements



City of Joondalup Council Chambers

Elected Members are remunerated in accordance with the current determination of the Salaries and Allowances Tribunal under the *Salaries and Allowances Act 1975*. The City is classified as a Band One local government for the purposes of the *Salaries and Allowances Act 1975* and has determined that it will remunerate its Elected Members as follows:

- annual attendance fees in lieu of Council Meeting, committee meeting and prescribed meeting fees
- annual allowance for the Mayor and Deputy Mayor
- annual allowance for information and communication technology in lieu of reimbursement of expenses.

The Elected Members' *Entitlements Council Policy* sets out the entitlements available to Elected Members and states that the City will pay the maximum amount within the range set by the Salaries and Allowances Tribunal.



For more information about Elected Member remuneration, including conference attendance expenses, see the section [Notes to and forming part of the financial report \(section 21: Related party transactions\) in Annual Report: Financial Information 2025](#).

Regulation 19BD of the *Local Government (Administration) Regulations 1996* requires the following information to be included in the local government Annual Report:

In relation to fees, expenses or allowances paid during the financial year to council members, the mayor or president, for each person —

- the nature of the fee, expense or allowance
- the total amount or value of each class of fee, expense or allowance.

A vehicle is placed at the disposal of the Mayor for the term of office to perform mayoral duties. The details of the vehicle provided during the current term of office are:

Make and model: Isuzu D-Max

Date acquired: 17 December 2021

Carrying value as at 30 June 2025: \$39,299

Register of fees, expenses and allowances paid to Elected Members

The data in the table below may not align to the data in the Elected Member Remuneration table in the *Annual Report: Financial Information 2025*. This is due to the different reporting requirements under the *Local Government (Administration) Regulations 1996* and the *Local Government (Financial Management) Regulations 1996*. The stated figures only include expense costs reimbursed directly to the Elected Member. The conference expenses in the table below do not include costs associated with registrations, travel costs or accommodation costs.

Elected Member	Mayoral/ Deputy Mayoral Allowance	Meeting Attendance Fee	Information and Communication Technology Allowance	Travel/ Child Care Reimbursement	Other Specified Expenses Reimbursement	Conference Expenses*	Home Office**	Total
Mayor Hon Albert Jacob JP	\$97,115.00	\$51,412.00	\$3,500.00	\$3,678.91	\$1,334.09	\$11,661.00	\$234.00	\$168,935
Cr John Chester	-	\$34,278.00	\$3,500.00	-	-	-	-	\$37,778
Cr Russ Fishwick JP	-	\$34,278.00	\$3,500.00	\$2,410.12	\$533.53	-	\$362.73	\$41,084
Cr Christine Hamilton-Prime JP	-	\$34,278.00	\$3,500.00	-	-	\$6,062.21	-	\$43,840
Cr Adrian Hill (Deputy Mayor)	\$24,278.00	\$34,278.00	\$3,500.00	-	-	-	-	\$62,056
Cr Lewis Hutton	-	\$34,278.00	\$3,500.00	-	\$1,297.25	-	-	\$39,075
Cr Nige Jones	-	\$34,278.00	\$3,500.00	\$2,532.47	\$637.06	\$9,404.55	\$326.91	\$50,679
Cr Daniel Kingston	-	\$34,278.00	\$3,500.00	-	-	\$9,300.00	-	\$47,078
Cr Christopher May JP	-	\$34,278.00	\$3,500.00	-	-	-	-	\$37,778
Cr Rohan O'Neill	-	\$34,278.00	\$3,500.00	-	-	-	-	\$37,778
Cr Rebecca Pizzey	-	\$34,278.00	\$3,500.00	-	-	-	-	\$37,778
Cr John Raftis	-	\$34,278.00	\$3,500.00	\$974.00	\$289.82	\$10,170.00	\$1,653.45	\$50,865
Cr Phillip Vinciullo	-	\$34,278.00	\$3,500.00	\$2,042.00	\$1,330.00	\$8,298.00	-	\$49,448

*Conference expenses do not include costs associated with registrations, travel costs or accommodation costs. Stated figures only include expense costs reimbursed directly to an Elected Member.

**Column added in FY2024-25 for home office expenses (as provided for in the Elected Members' Entitlements Council Policy).

Committees

Council established four committees made up of Elected Members. Each committee performs a specific function, and recommendations are presented to Council as the decision-making body. None of the committees have delegated authority.

Audit and Risk Committee

The role of the Audit and Risk Committee is to guide and assist the City to carry out functions related to financial management. The Committee monitors, advises and reviews the Chief Executive Officer's report into the appropriateness of a local government's systems and procedures for matters related to risk management, internal control, and legislative compliance. The Committee supports the auditor of the City to conduct an audit, and review and monitor the internal audit program and the scope of internal audits.

The Audit and Risk Committee met five times during FY2024-25, to oversee financial reporting, risk management, and compliance across the organisation. Key discussions included internal audit updates, staff exit controls, and financial reporting, including the 2023-24 Annual Financial Report, and development of a Benefits Realisation Framework. The Committee also reviewed customer complaints, Elected Member reports, and contract extensions. A special focus was placed on risk areas such as the Beenyup Wastewater Plant and corporate credit card oversight. The Committee endorsed the Compliance Audit Return and supported integrity education initiatives.

Members

- Mayor Hon. Albert Jacob JP
- Cr Christine Hamilton-Prime JP
- Cr Daniel Kingston
- Cr John Raftis (Presiding Member)
- Cr Lewis Hutton
- Cr Rebecca Pizzey
- Cr Rohan O'Neill (Deputy Presiding Member)
- Mr Mark Hall (external)

Deputy Members

- Cr Adrian Hill
- Cr Christopher May JP
- Cr John Chester
- Cr Nige Jones
- Cr Phillip Vinciullo
- Cr Russ Fishwick JP



Committee meetings and minutes are available on the City's website joondalup.wa.gov.au/city-and-council/council-and-committee-meetings/council-committees

Chief Executive Officer Recruitment and Performance Review Committee

The role of the Chief Executive Officer Recruitment and Performance Review Committee is to provide recommendations on matters relating to the selection and appointment process of the Chief Executive Officer. The Committee reviews the Chief Executive Officer's performance, including the key performance indicators, remuneration package and employment contract, and can make recommendations to Council to vary the contract, as and when necessary.

The Chief Executive Officer Recruitment and Performance Review Committee met seven times during the FY2024-25. Key discussions included reviewing the Chief Executive Officer's performance progress, setting 2025 meeting dates, and completing the performance review and contract considerations.

Members

- Mayor Hon. Albert Jacob JP – Presiding Member
- Cr Christopher May JP – Deputy Presiding Member
- Cr Adrian Hill
- Cr Christine Hamilton-Prime JP
- Cr John Chester
- Cr Nige Jones
- Cr Russ Fishwick JP

Deputy Members

- Cr Daniel Kingston
- Cr John Raftis
- Cr Lewis Hutton
- Cr Phillip Vinciullo
- Cr Rebecca Pizzey
- Cr Rohan O'Neill

Policy Committee

The role of the Policy Committee is to make recommendations to Council on the development and review of the City's policies and overall policy framework, local laws, and strategic planning matters. The Committee also oversees the strategic direction of the City's art award events, visual art collection, and visual performing arts programs.

The Policy Committee met six times during the FY2024-25, including a special meeting to hear directly from community groups about venue hire charges. Other meetings covered a wide range of topics, including the City's Visual Arts Program, planning policies, and local development proposals. The Committee also considered planning matters such as the Local Planning Strategy Review, proposed policy amendments, and the Joondalup Resort Local Development Plan.

Members

- Hon. Mayor Albert Jacob JP
- Cr Daniel Kingston – Presiding Member
- Cr Lewis Hutton – Deputy Presiding Member
- Cr John Chester
- Cr John Raftis
- Cr Phillip Vinciullo
- Cr Rebecca Pizzey

Deputy Members

- Cr Adrian Hill
- Cr Christine Hamilton-Prime JP
- Cr Christopher May JP
- Cr Nige Jones
- Cr Rohan O'Neill
- Cr Russ Fishwick JP

Major Projects and Finance Committee

The role of the Major Projects and Finance Committee is to oversee the progress of the City's annual capital works program and review the City's 5-Year Capital Works Program. The Committee can make recommendations to Council on modifications of capital works projects and major strategic capital projects, and the services to be provided by the City. The Committee also oversees the City's financial management activities, funding proposals, and long-term strategic financial planning.

The Major Projects and Finance Committee met four times during the FY2024-25. The Committee reviewed the progress of key infrastructure projects, considered updates to the 5-Year Capital Works Program, and discussed service delivery improvements.



Committee meetings and minutes are available on the City's website joondalup.wa.gov.au/city-and-council/council-and-committee-meetings/council-committees

Members

- Mayor Hon. Albert Jacob JP
- Cr Adrian Hill – Presiding Member
- Cr Phillip Vinciullo – Deputy Presiding Member
- Cr Christopher May JP
- Cr Nige Jones
- Cr Rohan O'Neill
- Cr Russ Fishwick JP

Deputy Members

- Cr Christine Hamilton-Prime JP
- Cr Daniel Kingston
- Cr John Chester
- Cr John Raftis
- Cr Lewis Hutton
- Cr Rebecca Pizzey

Committee meeting attendance

Number of committee meetings held FY2024-25

Audit and Risk Committee meetings	5
Chief Executive Officer Recruitment and Performance Review Committee meetings	7
Policy Committee meetings	6
Major Projects and Finance Committee meetings	4

		Mayor Hon Albert Jacob JP	Cr John Chester	Cr Russ Fishwick JP	Cr Christine Hamilton-Prime JP	Cr Adrian Hill (Deputy Mayor)	Cr Lewis Hutton	Cr Nige Jones	Cr Daniel Kingston	Cr Christopher May JP	Cr Rohan O'Neill	Cr Rebecca Pizzev	Cr John Raffis	Cr Phillip Vinciullo
Audit and Risk Committee	5 Aug 2024	○	●	○	●	○	●	○	●	○	○	○	●	○
	28 Oct 2024	○	○	○	-	○	●	○	●	○	●	●	●	●
	25 Nov 2024	●	○	○	-	○	●	○	-	○	○	●	●	●
	24 Feb 2025	○	○	○	○	○	●	○	○	○	●	●	●	●
	20 May 2025	○	○	○	○	○	●	○	●	○	●	●	●	●
CEO Recruitment and Performance Review Committee	19 Aug 2024	●	●	●	-	●	○	○	●	○	○	○	○	●
	21 Aug 2024	●	○	●	-	●	○	○	○	●	○	○	○	●
	9 Sep 2024	●	●	●	●	●	○	○	○	●	○	○	○	○
	11 Nov 2024	●	-	●	-	●	○	-	●	○	○	○	○	●
	10 Mar 2025	●	●	●	●	●	○	○	○	●	○	○	○	○
	9 Jun 2025	●	●	○	●	●	○	○	○	●	○	○	○	○
	30 Jun 2025	○	●	●	-	●	○	-	○	●	○	○	○	●
Policy Committee	29 Jul 2024	●	●	○	○	○	●	○	●	○	○	●	●	●
	2 Sep 2024	○	●	○	●	○	●	○	○	○	○	●	●	-
	4 Nov 2024	●	-	○	●	○	●	○	○	○	○	●	●	○
	12 Feb 2025 (special)	○	●	○	○	○	●	○	○	○	○	●	●	●
	17 Feb 2025	○	●	○	○	○	●	○	○	○	○	●	●	●
	14 Apr 2025	●	●	○	●	○	●	○	○	○	○	●	●	-
Major Projects and Finance Committee	24 Sep 2024	-	○	●	●	●	○	●	○	●	○	○	○	○
	11 Nov 2024	●	○	●	○	●	○	-	●	○	○	○	○	●
	17 Mar 2025	●	●	●	○	●	○	○	○	●	○	○	○	●
	5 May 2025	○	●	●	○	●	○	○	○	○	○	○	○	●

- Attended (as member) ● Attended (as deputy member) ○ Attended (as observer)
- Leave of absence ○ Did not attend ○ Apology

External councils, committees and boards

In addition to performing their duties on the City's committees and reference groups, Elected Members represent the City on external councils, committees, and boards. These are positions appointed by Council and are listed in the table below. At its meeting on 16 August 2022, Council determined that the City should also include the period of service for each Elected Member, as well as a statement directing readers to external annual reports for more information.

For more information about these external councils, committees, and boards, including remuneration and attendance information, please refer to the specific Annual Reports for the individual organisations.

Elected Members	External council/committee/board	Commencement	Completion
Mayor Hon Albert Jacob JP	Mindarie Regional Council (member)	Oct 2019	Oct 2025
	Western Australian Local Government Association North Metropolitan Zone (member)	Oct 2019	Oct 2025
	Western Australian Local Government Association State Council (member)	Nov 2019	Dec 2023
Cr John Chester	Catalina Regional Council (member)	Oct 2015	Oct 2025
	Community Board of Advice (Joondalup Health Campus) (deputy member)	Nov 2019	Oct 2023
	Wanneroo/Joondalup Local Emergency Management Committee (deputy member)	Nov 2011	Oct 2025
	Yellagonga Regional Park Community Advisory Committee (member)	Oct 2019	Oct 2025
Cr Russ Fishwick JP	Catalina Regional Council (deputy member)	Oct 2021	Oct 2023
	Metro Outer Development Assessment Panel (deputy member)	Nov 2021	Oct 2023
	Mindarie Regional Council (member)	Nov 2007	Oct 2021
	Western Australian Local Government Association North Metropolitan Zone (member)	Nov 2007	Oct 2025
	Western Australian Local Government Association State Council (member)	Nov 2015	Dec 2023

Elected Members	External council/committee/board	Commencement	Completion
Cr Christine Hamilton-Prime JP	Community Board of Advice (Joondalup Health Campus) (member)	Nov 2015	Oct 2025
	North West Metropolitan Regional Road Sub-Group (deputy member)	Nov 2019	Oct 2021
	Wanneroo/Joondalup Local Emergency Management Committee (member)	Nov 2017	Oct 2023
	Western Australian Local Government Association North Metropolitan Zone (deputy member)	Oct 2021	Oct 2025
Cr Adrian Hill	Catalina Regional Council (deputy member)	Nov 2023	Oct 2025
	Metro Outer Development Assessment Panel (deputy member)	Nov 2021	Oct 2023
	Metro Outer Development Assessment Panel (member)	Nov 2023	Oct 2025
	North West District Planning Committee (deputy member)	Nov 2021	Oct 2023
	North West District Planning Committee (member)	Nov 2023	Oct 2025
	North West Metropolitan Regional Road Sub-Group (member)	Nov 2023	Oct 2025
	Western Australian Local Government Association North Metropolitan Zone (deputy member)	Nov 2023	Oct 2025
	Western Australian Local Government Association North Metropolitan Zone (member)	Oct 2021	Oct 2023
Cr Lewis Hutton	Catalina Regional Council (member)	Nov 2023	Oct 2025
	Metro Outer Development Assessment Panel (deputy member)	Nov 2023	Oct 2025
	North West District Planning Committee (deputy member)	Nov 2023	Oct 2025
	North West Metropolitan Regional Road Sub-Group (deputy member)	Nov 2023	Oct 2025
	Western Australian Local Government Association North Metropolitan Zone (member)	Nov 2023	Oct 2025
	Western Australian Local Government Association State Council (member)	Dec 2023	Dec 2025

Elected Members	External council/committee/board	Commencement	Completion
Cr Nige Jones	Catalina Regional Council (member)	Oct 2021	Oct 2023
	Metro Outer Development Assessment Panel (deputy member)	Nov 2017	Oct 2025
	Metro Outer Development Assessment Panel (member)	Nov 2021	Oct 2023
	Western Australian Local Government Association North Metropolitan Zone (member)	Oct 2021	Oct 2023
Cr Daniel Kingston	Yellagonga Regional Park Community Advisory Committee (deputy member)	Nov 2021	Oct 2025
Cr Christopher May JP*	Catalina Regional Council (deputy member)	Oct 2019	Oct 2021
	Mindarie Regional Council (member)	Oct 2021	Oct 2025
	North West District Planning Committee (member)	Nov 2017	Dec 2021
	North West Metropolitan Regional Road Sub-Group (deputy member)	Nov 2021	Oct 2023
	Western Australian Local Government Association North Metropolitan Zone (deputy member)	Oct 2019	Oct 2023
	Yellagonga Regional Park Community Advisory Committee (deputy member)	Nov 2019	Oct 2021
Cr Rohan O'Neill	-	-	-
Cr Rebecca Pizze	Community Board of Advice (Joondalup Health Campus) (deputy member)	Nov 2023	Oct 2025
	Metro Outer Development Assessment Panel (member)	Nov 2023	Oct 2025
	Wanneroo/Joondalup Local Emergency Management Committee (member)	Nov 2023	Oct 2025
Cr John Raftis	Catalina Regional Council (deputy member)	Oct 2021	Oct 2023
	Western Australian Local Government Association North Metropolitan Zone (deputy member)	Oct 2019	Oct 2021
	Western Australian Local Government Association North Metropolitan Zone (member)	Nov 2023	Oct 2025
Cr Phillip Vinciullo (from Oct 2023)	Catalina Regional Council (deputy member)	Nov 2023	Oct 2025

*The Annual Report for FY2023–24 incorrectly stated that Cr Christopher May JP was a member of the Catalina Regional Council.

Reference groups

The City has four reference groups that help facilitate community participation in our decision-making process. These groups provide an opportunity for the City to capture the views of the community, which assists Elected Members and Council to address strategic issues.

Coastal Hazard Risk Management and Adaptation Plan Community Reference Group

Established in FY2024–25, the City's Coastal Hazard Risk Management and Adaptation Plan (CHRMAP) Community Reference Group provides input into the development of the City's CHRMAP. This is a long-term plan for the coast which identifies areas vulnerable to coastal hazards and outlines the preferred approach and pathways to manage these hazards, in accordance with State Planning Policy No. 2.6.

The reference group assists the City in determining preferred actions and solutions related to mitigating and adapting to coastal hazards in the City of Joondalup. The reference group includes up to ten community representatives and up to four Elected Members as well as a Presiding Member. Meetings are held up to four times per year, with members appointed for a term of up to three years, concluding with Council adoption of the City's CHRMAP.

The CHRMAP Community Reference Group met two times in the FY2024-25, to provide input into the development of the City's CHRMAP. Discussions focused on the development of a CHRMAP Community and Stakeholder Engagement Strategy.

Members

- Cr Adrian Hill (Deputy Mayor) (Presiding Member)
- Cr John Chester
- Cr John Raftis
- Cr Phillip Vinciullo
- Cr Rebecca Pizzey
- Annette Ellerby
- Ben Allen
- Daniel McKeon
- Dr Arnold van Rooijen
- Dr Brian Luinstra
- Druimé Nolan
- Fabienne Hill Faskel
- Kim Allen
- Ryan Hunter
- Shirree Blazeski



Sorrento Beach

Joondalup Design Review Panel

The Joondalup Design Review Panel is a Council-appointed panel providing independent expert advice on architecture, urban design, landscape design, and sustainability of planning proposals. The panel has an advisory function only, with advice considered as part of the planning assessment process. Meetings are not open to the public, excluding proponents. The panel consists of the Chief Executive Officer or their delegate (Director Planning and Community Development) and up to 10 other members, including a Chairperson and Deputy Chairperson. All panel members are required to be registered with their professional body and have substantial experience in their respective fields. Appointment to the panel is for a period of two years, in accordance with the ordinary local government election cycle. Meetings are held at the Civic Centre each month, and details are provided on the City's website.

The Joondalup Design Review Panel met on six occasions in FY2024-25. Note meetings are not open to the public.

Members

- Director Chris Leigh (Presiding Member)
- Munira Mackay (Chairperson)
- Andrew Howe
- Graham Agar
- Jackson Liew
- James Christou
- Kukame McPierzie
- Robin Burnage
- Simon Venturi
- Tony Blackwell

Reconciliation Action Plan Community Reference Group

Supporting the City's reconciliation journey, the Reconciliation Action Plan Community Reference Group guides the development and implementation of the 'Innovate' level of the Reconciliation Action Plan. It includes up to eight community representatives, four organisational representatives, and three Elected Members who meet up to four times a year and serve two-year terms. As of FY2024-25, one community and one organisational position remain vacant, reflecting ongoing opportunities for engagement.

The Reconciliation Action Plan Community Reference Group met three times in the FY2024-25 to finalise the development of the City's first Reconciliation Action Plan and begin preparations for the delivery of the plan's actions for FY2025-26.

Members

- Hon. Mayor Albert Jacob JP
- Cr Lewis Hutton
- Cr Rebecca Pizzey
- Sharon Wood-Kenny (Presiding Member)
- Amanda Weall
- Jane Burns
- Kathy Kickett
- Ken Aitchison
- Marcus Kaden
- Pauline Boscato
- Phillipa Taylor
- Two vacancies

Strategic Community Reference Group

The Strategic Community Reference Group provides community input on matters of significant community interest and strategic initiatives. After each Ordinary Local Government Election, community members nominate to be a member of the group and Council appoint the representatives. Meetings are closed to the public, but outcomes reports are published on the City’s website. The reference group consists of 12 community representatives, three youth representatives (aged 16-24 years) and four Elected Members, with the Mayor as the Presiding Member. Subject matter experts are invited to provide advice on specific topics. Representatives are appointed for two years and meet up to four times a year.

The Strategic Community Reference Group met four times in the FY2024–25, to provide input on key City initiatives. Discussions focused on place activation, the Local Planning Strategy, and the development of the City’s Bike Plan and Public Health Plan.

Members

- Mayor Albert Jacob JP
- Cr Christopher May, JP
- Cr Rohan O’Neill
- Cr John Raftis
- Aimee Wright
- Allan Connolly
- Bettina Gould
- Camila Mazzo
- David Hudson
- Helen Winterton
- Janine Blake
- Josh Hurley
- Joshua Challis
- Len Collier
- Linda Smith
- Lynda Crawford
- Rachel Kemp
- Susan North
- Tara Belle Lie

➤ Reference group meetings and minutes are available on the City’s website joondalup.wa.gov.au/city-and-council/council-and-committee-meetings/reference-groups



Over 55s Cycle Club, Kingsley

Our organisation

Organisational structure

The City is structured to support the delivery of programs and services that align with the five key themes of *Joondalup 2032*. The organisation is led by the Chief Executive Officer who is supported by four Directors. Each Director oversees the operations of Business Units that are structured to meet the City’s strategic and operational objectives, its legislative responsibilities, and delivery of services in the most efficient and effective manner.



Executive Leadership Team



James Pearson Chief Executive Officer

James Pearson has led the City of Joondalup as Chief Executive Officer since March 2021.

His priorities are attracting investment, supporting local businesses, and delivering for the community. He works closely with the Mayor and Council to achieve Joondalup's vision to be a global city: bold, creative and prosperous.

James has held senior roles in business and government, including:

- Leading the nation's top business policy and advocacy network as the Chief Executive of the Australian Chamber of Commerce and Industry
- Directing public affairs for two of Australia's largest public resources companies, and
- Supporting Australian commercial and political interests in Africa, the Pacific and China as an Australian trade negotiator and diplomat.

James has a Master of Business Administration from Deakin University and an Honours degree in Psychology from the University of Western Australia. He is an Adjunct Professor at Deakin University Business School, a Fellow of the Australian Institute of Company Directors and a Life Member and Fellow of the Australian Institute of Management.

James leads with integrity and a belief in equal opportunity — seeing diversity and inclusion not just as a moral imperative, but as drivers of better decisions and stronger communities.

James and his wife Andrea have three children and three grandchildren, welcoming their latest grandchild in 2025. James is a keen sailor and Fremantle Dockers supporter.

Executive leadership team



Mat Humfrey
Director Corporate Services

Mat Humfrey is the Director Corporate Services. He commenced with the City of Joondalup in 2020 and has worked in local government for over 25 years. Mat has a Bachelor of Commerce, majoring in Business Law and Accounting.

Mat's career, prior to the City of Joondalup, included roles at the Town of Cottesloe, firstly as Executive Manager of Corporate Services and then as Chief Executive Officer. Prior to this, Mat worked in rural and metropolitan local governments, including the Shires of Dalwallinu and Chittering, and the City of Wanneroo.



Jamie Parry
Director Governance and Strategy

Jamie Parry is the Director Governance and Strategy. He commenced with the City of Joondalup in 2009 and has worked in local government for more than 35 years. He has undergraduate qualifications in Marketing and Public Sector Management, a Postgraduate Diploma in Management, a Master of Business Administration, and is a Graduate of the Australian Institute of Company Directors.

Jamie's career in local government has extended from regional to metropolitan positions, including with the Shire of Beverley, the Cities of Stirling and Perth, and his current role at the City of Joondalup. He currently serves as a Board Member of Local Government Professionals WA.



Nico Claassen
Director Infrastructure Services

Nico Claassen is the Director Infrastructure Services. He commenced with the City of Joondalup in 2012 and has worked in senior management roles in local government for over 25 years. He has a Bachelor of Engineering (Civil) obtained from the University of Pretoria. Nico is a registered member of Engineers Australia and a previous member of the Institute for Professional Engineers New Zealand.

Nico's career in local government commenced in South Africa in the early 1990s and continued as the Group Manager Infrastructure Services with the Rotorua Lakes District Council in New Zealand, before commencing with the City of Joondalup.



Chris Leigh
Director Planning and Community Development

Chris Leigh is the Director Planning and Community Development. He commenced with the City in November 2016. He holds a Bachelor of Science, a Master's in Urban and Regional Planning, and is a Graduate of the Australian Institute of Company Directors.

Chris has extensive experience in both local government and private practice, having worked on a broad range of urban infill, commercial, industrial, and heritage projects, as well as leading several major land development initiatives.

In his current role, Chris oversees five Business Units: Community Development and Library Services, Regulatory Services, Community Safety, Planning Services, and Economic Development and Advocacy.

He is also an active member of the planning and development industry, contributing to various working groups and serving as Secretary of the Local Government Planners Association.

Organisational governance

Governance Framework

The *Governance Framework 2021* provides guidance to Elected Members and the City's workforce on good governance practices and ensures the City can manage its many complex responsibilities effectively and in the best interests of the community. The practice of good governance ensures the City meets both legal and ethical compliance, makes decisions in the interests of all stakeholders, and behaves as a good corporate citizen.

The *Governance Framework 2021* consists of four key principles that support excellence in governance:

- 1. Culture and vision**
A clear vision and a positive organisational culture and value system in place.
- 2. Roles and relationships**
Clarity and understanding of roles and responsibilities and effective working relationships.
- 3. Decision-making and management**
Effective decision-making processes that are transparent and accountable.
- 4. Accountability**
All activities must be accounted for, and systems and processes must be in place that support accountability.



The *Governance Framework 2021* is available on the City's website joondalup.wa.gov.au/city-and-council/governance/governance-framework

Codes of conduct

The City has two codes of conduct — *Code of Conduct for Council Members, Committee Members and Election Candidates*, and *Code of Conduct for Employees*. The codes of conduct set out the standards of behaviour which must be observed when performing a person’s respective duties and are intended to promote accountable and ethical decision-making. This enables professional relationships to be established and maintained in the interests of providing good governance, overall integrity and good government for the community. Each code should be read in conjunction with the *Local Government Act 1995* and other legislation that affect Elected Members, Committee Members, candidates and employees when performing their roles and duties, as the codes do not override or affect those provisions or requirements.

➤ The *Code of Conduct for Council Members, Committee Members and Election Candidates*, and *Code of Conduct for Employees* are available on the City’s website joondalup.wa.gov.au/city-and-council/governance/codes-of-conduct

Delegated authority

The *Local Government Act 1995* allows for both the Council and Chief Executive Officer to delegate authority to perform functions and duties on their behalf. Delegations form part of the City’s decision-making. The use of delegated authority means that the large volume of the routine work of Council can be effectively managed and acted on promptly. This, in turn, facilitates efficient service delivery to the community. Delegated authority allows Council to concentrate on policy development, representation, strategic planning, and community leadership.

The City is required to maintain a Register of Delegation of Authority and delegations are reviewed on an annual basis. The aim of the register is to assist with improving the time taken to make decisions within the constraints allowed by the relevant legislation. This is consistent with the City’s commitment to a strong customer service focus.

A requirement of the *Local Government Act 1995* is for the City to undertake an annual review of the Register of Delegation of Authority to ensure the listed delegations continue to be appropriate. A report on the review was presented to Council on 24 June 2025.

➤ The *Register of Delegation of Authority* is available on the City’s website joondalup.wa.gov.au/city-and-council/public-registers/delegated-authority-register



City of Joondalup Administration

Compliance

Regulation 14 of the *Local Government (Audit) Regulations 1996* requires local governments to carry out a compliance audit for the period 1 January–31 December every year. The 2024 Compliance Audit Return was reviewed by the Audit and Risk Committee at its meeting held on 24 February 2025. One area of non-compliance was identified relating to the failure by four employees to submit an annual return on time, as detailed below:

- One employee, who was in an acting position, submitted a late return due to an oversight.
- One employee submitted a late return while on extended leave.
- One employee submitted a late return due to an administrative oversight. The City had not identified that this position required both a primary return and a subsequent annual return.
- One employee did not submit an annual return due to being on extended leave and subsequently leaving employment with the City.

The 2024 Compliance Audit Return was adopted by Council at its 25 March 2025 Council Meeting. The certified copy of the return and the relevant section of the Council resolution were submitted to the Department of Local Government, Sport and Cultural Industries by 31 March 2025.

Integrity and controls

The City expects its Elected Members, Committee Members and employees to act in compliance with the codes of conduct and behave ethically and honestly when performing their functions and during their interactions with each other, the community and all stakeholders of the City. A zero-tolerance attitude is taken to fraudulent or corrupt conduct, and such conduct is thoroughly investigated with the appropriate reporting, disciplinary, prosecution and recovery actions initiated.

The objective of the City's *Fraud, Corruption and Misconduct Control Council Policy* is to communicate our zero-tolerance approach and response actions to fraudulent and corrupt conduct within the performance of its functions and interactions with contractors and suppliers, the community and all other stakeholders of the City.

To support this, the following service levels are in operation:

- Maintaining our whistleblowing program to ensure regular awareness is provided to employees, contractors, suppliers and the public
- Provision of programs, including the use of data analytics for fraud, misconduct and corruption detection and prevention
- Reporting to external oversight agencies.

Each year, the City completes the Public Sector Commission Integrity and Conduct Annual Collection which is used to identify areas for improvement. The continued focus to strengthen integrity and conduct controls shows our commitment to ethical behaviour. Where the standards of behaviour fall below what is expected, including misconduct, the City takes the appropriate action, which may include notifications to the Corruption and Crime Commission or Public Sector Commission.

The City submitted the Annual Collection Survey to the Public Sector Commission on 23 April 2025.

Integrity Framework 2022

The *Integrity Framework 2022* guides us in providing the highest level of integrity for the community. The framework brings together the instruments, processes and structures within the organisation that foster integrity and help prevent corruption and misconduct from taking place. It also considers factors and conditions for implementation that may have internal and external influence on the City's operations.

Integrity and conduct training

The City extended the implementation of integrity and conduct training for all employees. The training sessions included topics on values and behaviours (accountable and ethical decision-making), code of conduct, and use of City resources, behaviours and reporting. In FY2024-25, 324 staff completed one, two or three modules of integrity training.

External audits

The City did not undergo any external audits in the FY2024-25.

Information security

The City holds information relating to Elected Members, employees, ratepayers, contractors, suppliers, the community, and other stakeholders. Ensuring the security and protection of this information is critical.

On 5 August 2024, the Audit and Risk Committee received a report on the *Western Australian Auditor General's Information Systems Audit Report (Local Government 2022-23)*.

The City was one of 53 local governments audited, and one of 11 entities assessed for capability maturity across the following categories:

- Access management
- Business continuity
- Change management
- Endpoint security
- Human resource security
- Information security framework
- IT operations
- Network security
- Physical security
- Risk management

On 19 May 2025, the Committee received a status update on the implementation of recommendations from the Auditor General's performance audit into staff exit controls at large local governments. The audit assessed how effectively entities manage staff exits to minimise security, asset, and financial risks. The City was recognised for best practice but identified two areas for improvement:

- Identifying and capturing assets and access for each staff member.
- Limiting access to systems for casual employees, external contractors and agency workers.

The City is implementing the Essential Eight Cyber Security Controls and working with the Office of the Information Commissioner to meet the requirements of the Privacy and Responsible Information Sharing Act 2024 (PRIS), ahead of its commencement on 1 July 2026.

Moolanda Boulevard Footbridge project – A collaborative infrastructure upgrade

The City secured \$2.4 million in Federal funding through the Thriving Suburbs Program to deliver a landmark pedestrian and cycleway footbridge over Moolanda Boulevard (Kingsley). The project was also supported by \$1 million in State Government funding via Main Roads WA.

The new three-span steel and concrete bridge, designed for a 100-year lifespan, replaced the former 37-metre timber structure removed in September 2022 due to safety concerns. The bridge is important for community connectivity and active transport and key upgrades included enhanced lighting and improved safety features, restoring the 2.5 km uninterrupted Robertson Road Cycleway and improving access to schools, parks, and local businesses.

Construction tenders were advertised in February 2025, with Council awarding the contract in May. Site works commenced in July 2025, with completion expected within six months, subject to contractor and material availability.

Risk management

The City is committed to ensuring that effective risk management remains central to all our operations while delivering a wide and diverse range of services to the community, including residents, ratepayers, businesses and visitors. The management of risk is the responsibility of everyone and should be an integral part of organisational culture. This is reflected in the City's policies, protocols, systems and processes used to ensure efficient and effective service delivery.

The City's *Risk Management Council Policy and Risk Management Framework* reflect good practice and sound corporate governance, and both are consistent with *ISO 31000:2018 Risk Management – Guidelines*. The *Risk Management Council Policy* outlines our commitment and approach to managing risks; risks are recorded, analysed and reported based on the context of the individual risk and the risk portfolio it belongs to. The *Risk Management Framework* requires a strategic risk portfolio to outline an internal or external risk that may impact the City achieving its long-term goals, as defined in *Joondalup 2032*.

Strategic Risk Register

The City's Strategic Risk Register is an assessment of strategic risks to the City. The register was developed with Elected Members and the Executive Leadership Team. Twelve initial strategic risks were identified, and a gap analysis was used to compare the register with other public sector organisations nationally. The Strategic Risk Register was adopted by Council at its meeting on 26 March 2024; it will be reviewed in 2026.

Reporting to external oversight agencies

The City regularly reviews the fraud, corruption and misconduct risks it is exposed to and develops and refines strategies and processes to address those risks. It is through internal audits, investigations and/or tip-offs that allegations of misconduct may be identified. When the Chief Executive Officer suspects, on reasonable grounds, that misconduct has occurred, the appropriate notification is made to the relevant external oversight agency on a timely basis. This is a requirement of the *Corruption, Crime and Misconduct Act 2003*.

At its meeting held on 19 May 2025, the Audit and Risk Committee was provided with a confidential report on allegations of misconduct since the last report on this issue to the Committee on 11 March 2024. The matter related to the failure to lodge an Annual Return by 31 August 2023, as described in the Compliance section of this report. The Corruption and Crime Commission assessed the information provided and formed a suspicion of serious misconduct; however, pursuant to section 33(1)(d) of the *Corruption, Crime and Misconduct Act 2003*, decided to take no action. This is an option available to the Corruption and Crime Commission and is a decision that was made with consideration to section 18(3) of the *Corruption, Crime and Misconduct Act 2003*.



Moolanda Boulevard, Kingsley

Contracts and procurement

All purchasing is conducted in compliance with the requirements of the *Local Government Act 1995*, the *Local Government (Functions and General) Regulations 1996*, and in accordance with the City's *Purchasing Council Policy*, internal protocols and codes of conduct. Ethical selection of suppliers, best practice and value for money underpin the procurement process and the assessment of quotations and tenders.

The principle of value for money considers the following: financial viability, being fit-for-purpose, past performance of suppliers, safety standards, quality of the product, and sustainable practices within the supply chain.

Quotations are required for all purchases with a value ranging from \$5,001 to \$250,000. The purchase of goods and services for more than \$250,000 requires a public tender.

We support local and inclusive procurement through these practices:

- Local suppliers are encouraged to quote where possible.
- Sustainable procurement practices are considered to reduce environmental and social impacts.
- The City may invite Australian disability enterprises to quote, supporting inclusive employment.

These practices ensure that public funds are used responsibly and that the community benefits from high-quality, cost-effective services.

e-Procurement Portal

The City's e-Procurement Portal is an online system for advertising tenders and expressions of interest, and for managing the procurement process through to the contract award state. The portal is a free service for registered suppliers who can view any associated documentation, participate in question-and-answer forums and, where required, submit electronic bid responses through the secure e-tender box facility.

Tenders

The City awarded 15 tenders in FY2024-25. Significant tenders included:

- Provision of architectural and specialist consultancy services for the Sorrento Surf Life Saving Club facility redevelopment project — \$741,800.
- Domestic waste, garden organics and recycling collection services — estimated \$38,665,297 (or \$55,518,529 including extensions).
- Moolanda Boulevard pedestrian and cyclist bridge — \$2,911,455.
- Construction of the Percy Doyle outdoor youth facilities — \$5,508,560.

National Competition Policy

The City adheres to the National Competition Policy that aims to promote effective competition in situations where it will enhance the welfare of our community. Local governments administer legislation and deliver services which have a significant impact on state economies, businesses and consumers. Local governments are also providers of monopoly services, such as water, sewerage, and waste collection. Local government is affected by where it operates significant business activities which compete, or could compete with, private sector businesses. Local governments will also be affected where local laws unnecessarily affect competition.

Competitive neutrality

The City adheres to competitive neutrality principles whenever we conduct commercial activity. One of these principles is ensuring that government-controlled businesses do not enjoy competitive advantages simply because they are publicly owned and backed by public money.

Local governments are only required to implement the above principles to the extent that the benefits to be realised from implementation outweigh the costs in respect of individual business activities exceeding an annual income of \$500,000.

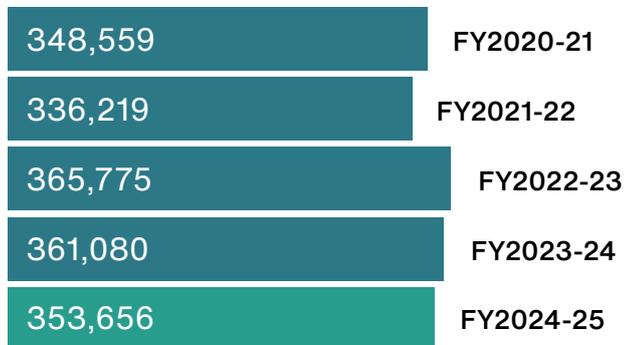
Within these criteria, we previously identified the following business activity: Craigie Leisure Centre. The public benefit tests for these activities revealed that competitive advantages and disadvantages existed in the leisure centre, and it was beneficial to the local community to continue the operational subsidies to enable the services to be maintained into the future.

Records management

The City’s *Records Management Council Policy* outlines the process for the management and disposal of records in accordance with the *State Records Act 2000* and other legislation. The City is committed to recordkeeping that ensures and facilitates a structured approach using corporate systems. General recordkeeping applies to all Elected Members, staff and contractors. Retaining corporate documents in an electronic records management system delivers best practice in recordkeeping and provides an efficient document processing service to meet customer needs and volume demands

The number of records captured in the City’s corporate recordkeeping system in FY2024–25 was 353,656. This includes incoming and outgoing letters, emails, faxes, online forms and internal documentation. Training in recordkeeping practices and the use of the City’s document and records management systems is provided to all new staff upon commencement of employment. Ongoing training for all staff is made available throughout the year.

Number of records captured in the City’s corporate recordkeeping system, five-year trend:



Freedom of information

Under the *Freedom of Information Act 1992*, the City is required to provide a general right of access to documents and records we hold (note that some documents cannot be accessed and are exempt). Documents and records that can be accessed can be either personal or non-personal. The *Freedom of Information Act 1992* requires the City to publish an annual Freedom of Information Statement. The City’s *Freedom of Information Guide* serves as that statement and as a reference to the City’s functions, responsibilities and information it holds. The guide details the structure and function of the City, ways in which the public can participate in the City’s decision-making processes and how the public can gain access to City documents.



75

Freedom of Information applications processed



35 days

Average completion time



97%

Applications completed within the legislated timeframe of 45 days



The *Freedom of Information Guide* is available on the City’s website [joondalup.wa.gov.au/city-and-council/governance/freedom-of-information-\(foi\)](https://joondalup.wa.gov.au/city-and-council/governance/freedom-of-information-(foi))

Gift disclosures

The *Local Government Act 1995* requires Elected Members to disclose any gifts over \$300 in writing to the Chief Executive Officer within 10 days of receipt. This includes any gifts received while in their official capacity, including contributions to travel. The Chief Executive Officer is required to publish an up-to-date Gift Register for Elected Members and Chief Executive Officer on the City’s website within 10 days after a disclosure is made.

The City also maintains an *Electoral Gifts Register* that contains certain information on electoral gift declarations made by candidates and donors during local government elections. Following each election, any declarations made by unsuccessful candidates are removed from the register. Any declarations made by candidates that are successful in being elected to office are maintained in the register for the term relating to that election. The City’s current *Gift Register for Employees* contains disclosures made since 1 January 2021 of any gift valued between \$50 and \$299.

➔ The gift registers are available on the City’s website joondalup.wa.gov.au/city-and-council/public-registers/elected-members-and-ceo-gift-register

Quality frameworks

The *Australian Business Excellence Framework* is an integrated leadership and management system that describes the elements essential to sustainable organisational performance. The framework is used to assess and improve any aspect of an organisation, including financial benefits, efficiencies in time and process, increased effectiveness representing value for money, improvements in quality, reduced environmental impact, reduced risk, greater compliance, and improved governance. Since 2005, the City has used the framework as a way of improving the organisation and delivering better services. The City is committed to delivering best practice, high quality and efficient services to all stakeholders.

The City’s Infrastructure Services Directorate also uses the *ISO 9001:2015 Standard* for its Quality Management System. The ISO standard is an internationally benchmarked quality management system standard that is used by organisations of all sizes and industries, all over the world. The standard provides a framework for improving quality across products and services in a consistent and reliable manner. Independent certification to ISO 9001 demonstrates ongoing commitment to customers, validated by an independent third party. Some of the key benefits to organisations that are certified to the standard include a demonstrated focus on the customer, a commitment to service, high quality products, and a cycle of continuous improvement.

Benefits Realisation Framework

The City implemented a Benefits Realisation Framework, which has two overarching objectives:

- To embed the principles of benefits realisation across the organisation, including outlining the value of monitoring and reporting on benefits.
- To implement a clear and consistent process for the identification, categorisation, measurement, and reporting of the benefits arising from internal business improvement activities.

The *Benefits Realisation Framework*:

- Promotes responsible use of resources by identifying and measuring cost savings and productivity gains.
- Improves service efficiency, allowing staff to focus on high-value tasks that benefit the community.
- Supports environmental sustainability through initiatives that reduce carbon emissions and improve operational practices.
- Encourages a culture of continuous improvement, ensuring long-term organisational resilience.

Key achievements of the Benefits Realisation Framework:

19 internal business improvements identified

33 benefits realised, including:

\$606,000 in reduced costs

\$125,000 in avoided costs

627 hours of officer time saved

\$29,415 in productivity gains

0.15 tonnes of CO₂ emissions avoided

21 intangible benefits, such as improved collaboration, innovation, and service quality

Continuous improvement

The City is committed to delivering best practice, high quality and efficient services to all stakeholders to deliver on our vision and our community's expectations outlined in *Joondalup 2032*.

The *Continuous Improvement Plan* was established to provide a more visible and coordinated approach to business and process improvement activities. Projects identified in the Continuous Improvement Plan align with the Australian Business Excellence Framework and the Australian Business Excellence Framework Council Policy, which the City uses as a guide to assess our performance and identify improvements.

Progress reports against the Continuous Improvement Plan are provided to the Executive Leadership Team annually, and benefits derived from improvements are regularly reported to the Audit and Risk Committee. Reports include, where possible, the quantifiable and tangible results of improvements, and the non-quantifiable, intangible results of improvements which contribute to enhanced organisational performance and culture.

Local government reform

The *Local Government Amendment Act 2024* became law on 6 December 2024, resulting in a range of changes to how local governments in Western Australia operate. Some of the changes included clarification of the roles for Mayors, Councillors, and Chief Executive Officers, the establishment of the Local Government Inspector and Monitors, and an independent chair for Audit, Risk and Improvement Committees.

The obligations under the amended legislation include:

- Adopting a Rates and Revenue Policy in line with State legislation.
- Aligning local laws and planning approvals with new streamlined processes.
- Appointing an independent chair to the Audit, Risk and Improvement Committee.
- Ensuring Council Members complete mandatory training and managing superannuation arrangements.
- Clarifying roles of Council and local government staff in preparing and submitting to Development Assessment Panels.

In FY2024–25, the City implemented mandatory legislative requirements, including updates to Council Meeting procedures to ensure compliance with livestreaming and recording obligations effective from 1 January 2025.



Staff planting day

Our workforce

The City is committed to being both a high-performing organisation and a great place to work. Our employees benefit from flexible work options, a strong focus on learning and development, and a range of health and wellbeing programs.



1064 Total employees (headcount)



700 Number of full-time employees



4 Full-time equivalent employees per 1,000 residents



62% Percentage of women employees (headcount)



38% Percentage of men employees (headcount)



543 Number of full-time employees (headcount)



171 Number of part-time employees (headcount)



350 Number of casual employees (headcount)



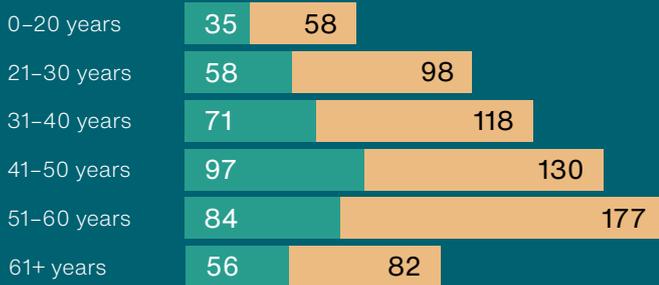
42% Employees living within the City of Joondalup (permanent and fixed-term)



58% Employees living outside the City of Joondalup (permanent and fixed-term)

Number of employees by age and gender (headcount) FY2024-25:

■ Male ■ Female



Percentage of employees by length of service (permanent and fixed-term)



Workforce planning

During FY2024-25 the development of the Strategic Workforce Plan 2025-2030 commenced. The plan is a key part of our *Integrated Planning and Reporting Framework* and aims to ensure we have the right people and skills to deliver services and projects. When the draft plan is approved, implementation is expected to begin in the first quarter of the new financial year.

Recruitment

Recruiting new employees represents a significant investment of time and effort by the City. Contemporary recruitment and selection practices are used to attract and select the right workforce. Robust and well-planned recruitment processes mean that we are more likely to select people who are appropriate for the role and the organisation, and who can flourish. This in turn improves retention rates.

The City’s recruitment process includes:

- Reviewing roles before advertising to ensure they remain relevant.
- Creating targeted job advertisements to attract suitable applicants.
- Using behavioural-based interviews and practical assessments (where appropriate).
- Conducting thorough referee and qualification checks.

City received **5,958** job applications, an increase of **1,017** from the previous year.

Conditions of employment

The City’s enterprise agreements help create a fair, flexible, and inclusive workplace. These agreements include structured rosters, allowances, flexible working arrangements, leave provisions, and clear consultation and dispute resolution processes. They also ensure fair compensation through penalty rates and overtime, supporting a healthy work-life balance for all employees.

Diversity, equity and inclusion

The City is committed to promoting fair treatment in recruitment, training and development, and conditions of employment. With a focus on authentic and actionable change within our overall *Workforce Plan*, the City’s *Diversity and Inclusion Plan 2021–2024* was developed with three key focus areas:

- Employment pathways — improving representation in our workforce of people from diverse groups, and reducing structural, procedural, and cultural barriers to employment.
- Education and training — promoting inclusive culture by acknowledging and embracing differences, along with informing on best practices and resources, both internal and external.
- Celebrating a diverse and inclusive culture — championing our diverse workforce and highlighting initiatives and events that promote diversity.



City of Joondalup Administration



Jill Wilson and City officers, City of Joondalup Administration

Phased Retirement pilot project

The City recognised it has an ageing workforce and initiated a Phased Retirement pilot project to support a broader review of its approach to phased and transitional retirement. The pilot project aimed to inform the development of new provisions for employees nearing retirement.

The project involved Jill Wilson, a long-serving employee in the Coordinator Organisational Development role, who expressed a desire to reduce her working hours as part of her retirement planning. Jill transitioned into a newly created Organisational Development Project Officer role on a temporary fixed-term basis, with a gradual reduction in working hours from five days to one day per week.

The new role enabled Jill to provide support, advice, coaching, and mentoring to the Organisational Development team as part of succession planning, contribute to specific organisational projects, and document and transfer her knowledge of organisational development initiatives. This was the first formal arrangement of its kind implemented at the City for an employee approaching retirement.

The idea of retirement can be a challenging and emotional time. After a busy career making a contribution to the work of the organisation, there can be feelings of loss of direction, value and purpose. While some employees may feel their work has been done and they are ready for retirement, others may feel it hard to step back and let someone take over. There can also be competing family and lifestyle priorities such as caring for parents or assisting with grandchildren.

As part of the pilot, Jill also participated in a retirement support program delivered by an external provider. The program included planning for life after retirement, mental health considerations, and financial counselling. Retirement counselling for Jill consisted of one-on-one meetings with a retirement consultant, from Career Life Transitions. The same program is offered to City staff on a group basis.

Evaluation of the pilot identified tangible benefits for Jill, the Organisational Development team, and the wider organisation. The initiative also increased awareness of tailored phased retirement options and provided valuable insights to inform future retirement provisions for City employees.

Employee performance

As required by the *Local Government Act 1995*, employee performance appraisals are conducted on an annual basis. The process involves aligning employee work goals with organisational objectives, establishing performance expectations and targets, and identifying learning and development needs.

Central to the City's approach is the *Individual Development Achievement Plan*, which is developed between the supervisor and employee. It involves a two-way communication process on both setting employee performance targets and, just as importantly, setting each employee's personal and professional development needs and aspirations.

Learning and development

The City's corporate training program provides our employees with access to development opportunities that meet the needs of the individual and build greater capability within the organisation. Development opportunities for eligible employees include:

- Access to the online training platform, LinkedIn Learning, for employees to access self-paced training courses.
- Formal arrangement between the City and the Australian Institute of Management WA for employees to access the institute's suite of training courses at a reduced cost.

- Study assistance program which provides eligible employees with access to tertiary education.
- Employee mentoring program in conjunction with Edith Cowan University, North Metropolitan TAFE, and the Western Australia Police Academy.
- Workshops and conferences to upskill, extend knowledge and keep up-to-date with changes in their related field.
- Secondment opportunities to gain experience in alternative roles and organisations.

Access and inclusion training

In FY2024-25, the City extended the implementation of mandatory access and inclusion training for all staff. The sessions provided important information on the following topics:

- Cultivating inclusive cultures
- Customising service and supporting individual needs
- Insight into representation and role models
- Language and communication tools
- Social model of disability – why and how to apply it
- Understanding types of disability.

The sessions were led by a facilitator from EvolveWA and featured a guest speaker with lived experience of disability.



City of Joondalup Firebreak Inspectors

Accidental counsellor training

The City provided accidental counsellor training on 1 August 2024 for 14 staff members, offering tips and tactics for those who have ever been caught without the words to help a client, customer or co-worker who was dealing with a distressing situation. The one-day workshop provided information on the following topics:

- Desirable traits and skills for an accidental counsellor
- Differences between supporting, helping and rescuing
- Role of accidental counsellor
- Self-care strategies
- Significance of self-awareness, emotions, personal perception filters and empathy.

Women in Leadership training

Throughout the year, the City provided opportunities for female leaders to attend training and development activities.

Eighteen women from across the organisation attended a three-day Women in Leadership workshop, facilitated by Dr Melissa Langdon on behalf of the Australian Institute of Management Western Australia. Participants shared experiences, gained knowledge and skills, and established an ongoing network to support each other through their journeys towards leadership.

Nine female staff also attended a one-day Adaptive Resilience workshop, facilitated by Cathryn Urquhart on behalf of the Google Search Inside Yourself program. This interactive program used a mindfulness-based approach to build the behaviours, mental habits, and practices that promote personal resilience while growing a culture of resilience within teams and organisations. A further six female staff attended a half-day Effective Teaming workshop, which offered a mindful approach to leading and participating in teams.

Future Female Leaders Program

The City has supported the Future Female Leaders program since its inception in 2021. The Program, aimed at year 11 female students, provides learning and development for participants over a six-month program, and includes topics such as self-awareness, leadership purpose, building an entrepreneurial mindset, communicating with influence, and critical thinking. Participants also create a social impact project based on one of the United Nations Sustainable Development Goals.

To add even greater strength to the program, professional female leaders, from a broad range of backgrounds and industries, volunteer as mentors to provide additional support and encouragement to the young female leaders participating in the program. This year, the City supported two local high school students to participate in the 2025 program and provided four female leaders as co-mentors.



Future Female Leaders Program

Significant training events	Number of completions/participants
Accidental counsellor	14
Adaptive resilience	9
Autism awareness	20
Bushfire control	18
Certificate III Horticulture – ongoing	12
Certificate IV Leadership and management	16
Chlorine maintenance	15
Defibrillator	7
Disability access and inclusion	120
Dog and cat management – control, dangerous dog handling, dog bite prevention	36
Focus on resilience and de-escalation	53
Human resource toolkit for Managers	17
Integrity and conduct	904
Leadership program	2
LinkedIn Learning	364
New supervisor	26
Placemaking	115
Playground safety inspector	3
Presentation skills	11
Prosecutions skill set	14
Regulatory Officer compliance skills	3
SBS online training – core inclusion, First Nations, generational diversity, LGBTIQ+	140
Seed selection	7
Transition to retirement	18
Women in Leadership	19
Zendesk Customer Service Professional Certificate	8

Health and wellbeing programs

At the City, we believe that a healthy and supported workforce leads to stronger services for our community. That is why we offer a range of ongoing health and wellbeing programs to help protect the safety of our employees — physical, mental, and emotional, social, and digital. These programs are well received and play a key role in creating a safe, caring, and resilient workplace:

- Employee Assistance Program — free, confidential counselling and support for staff and their families
- Flu vaccinations — annual flu shots to help prevent illness and reduce workplace absences
- Health assessments — regular checks to support early detection and prevention
- Skin cancer screening — on-site screenings to promote sun safety and early intervention
- Wellbeing education and support — workshops and resources to encourage healthy lifestyles
- Workmate Support Program — peer support and initiatives to assist employees, including those impacted by family and domestic violence.

Workplace giving

Through the Workplace Giving Program, employees can donate to charities directly from their pay, with casual Fridays as a small thank-you for their generosity. In FY2024–25, staff raised valuable funds for community charities and participated in initiatives such as the City’s blood donation program, helping to make a positive impact beyond the workplace.



City officers at Red Cross Lifeblood

Australian Red Cross Lifeblood initiative

The City proudly supports the Australian Red Cross Lifeblood initiative. Through this partnership, our employees are encouraged to donate blood and plasma — simple acts that can save lives and strengthen community wellbeing. Each year, the Local Government Blood Drive invites councils across Western Australia to take part in this life-saving campaign. In 2024–25, City staff showed outstanding civic spirit, making 79 blood donations during the campaign period. This placed us first in Western Australia among 278 participating local governments — a remarkable achievement that reflects our team’s dedication to making a difference. These donations have the potential to save up to 237 lives and is a testament to the generosity of our workforce.

Charity	Amount donated through workplace giving
Alzheimer's Australia	\$496
Arthritis Foundation	\$685
Australian Conservation Foundation	\$271
Autism Foundation	\$1,416
Black Dog Institute	\$104
Breast Cancer Care WA	\$400
Cancer Foundation	\$4,915
Cerebral Palsy	\$296
Community Vision	\$207
Dogs Refuge Home (WA) Inc	\$1,636
Environment House	\$260
Epilepsy Association of WA	\$390
Food Bank of WA	\$228
Fred Hollows Foundation	\$500
Kidney Health Australia	\$52
Make A Wish Foundation	\$1,430
Motor Neurone Association	\$634
MS Society of WA	\$473
No Pup Cleft Behind	\$26
Parkinsons WA	\$289
Perth Children's Hospital	\$2,254
Riding Disabled Association	\$130
RSPCA	\$3,003
Salvation Army	\$1,892
Saving Perth Animals SAFE	\$725
Surf Life Saving WA	\$104
Telethon Kids Institute	\$130
The Smith Family	\$280
Wheelchairs for Kids	\$809
World Vision Australia	\$2,357
World Wide Fund for Nature	\$208
Total	\$26,600

Payments to employees

Regulation 19B of the *Local Government (Administration) Regulations 1996* requires the City to include the following information in its Annual Report:

- Number of employees of the City entitled to an annual salary of \$130,000 or more.
- Number of those employees with an annual salary entitlement that falls within each band of the \$10,000 over \$130,000.

To eliminate issues associated with the treatment of benefits other than cash salary, the City has adopted a total employee cost approach to reporting remuneration. This involves all remuneration being added to produce a total number. This is considered a far more transparent and open approach to payment, which exceeds the requirements of the Regulations.

The following table is based on the amount each employee actually received over the period of this Annual Report, whether employed for a full year or not, and includes:

- Annual salary and any leave cashed out
- Higher duties payments
- Motor vehicle allowances
- Novated lease refunds
- Overtime
- Salary sacrifice arrangements
- Statutory superannuation (11.5%) and additional City contributions (up to 3.5%)
- Termination payments.

Remuneration paid to the Chief Executive Officer

In accordance with Regulation 19B of the *Local Government (Administration) Regulations 1996*, the City is required to disclose the remuneration paid or provided to the Chief Executive Officer during the financial year.

In FY2024–25, the Chief Executive Officer received:

Base salary: \$369,991.24

Superannuation contributions: \$42,549.07

Total remuneration: \$412,540.31

Number of employees entitled to an annual salary of \$130,000 or more.

Salary bands:	Men:	Women:	Other:	Total:
\$130,000–\$139,999	22	21	0	43
\$140,000–\$149,999	13	9	0	22
\$150,000–\$159,999	7	10	0	17
\$160,000–\$169,999	8	2	0	10
\$170,000–\$179,999	2	1	0	3
\$180,000–\$189,999	2	1	0	3
\$190,000–\$199,999	1	0	0	1
\$200,000–\$209,999	0	0	0	0
\$210,000–\$219,999	1	0	0	1
\$220,000–\$229,999	7	2	0	9
\$230,000–\$239,999	1	3	0	4
\$240,000–\$249,999	1	0	0	1
\$250,000–\$259,999	0	0	0	0
\$260,000–\$269,999	0	1	0	1
\$270,000–\$279,999	0	0	0	0
\$280,000–\$289,999	0	0	0	0
\$290,000–\$299,999	0	0	0	0
\$300,000–\$309,999	0	0	0	0
\$310,000–\$319,999	0	0	0	0
\$320,000–\$329,999	1	0	0	1
\$330,000–\$339,999	3	0	0	3
\$340,000–\$349,999	0	0	0	0
\$350,000–\$359,999	0	0	0	0
\$360,000–\$369,999	0	0	0	0
\$370,000–\$379,999	0	0	0	0
\$380,000–\$389,999	0	0	0	0
\$390,000–\$399,999	0	0	0	0
\$400,000–\$409,999	0	0	0	0
\$410,000–\$419,999	1	0	0	1
\$500,000–\$510,000	0	0	0	0
Total employees:	70	50	0	120

Work health and safety

The City takes a proactive and committed approach to risk minimisation by continuing to improve our safety culture and management system. Work health and safety services provided include:

- Accident investigation and safety audits
- Fire safety and evacuation procedures
- Injury management
- Risk management
- Safety awareness and information
- Workers' compensation administration and management
- Safety and Risk Management Advisor at the Works Operation Centre.

Safety management plan

The *Strategic Work Health and Safety Management Plan 2021–2024* supports our vision to be leaders in safety management through the elimination of work-related injuries and unsafe work practices.

The plan promotes health, safety and wellbeing of all workers and provides direction to the organisation by focussing on five key areas:

- Health and wellbeing culture
- Managing risk
- Safety culture
- Safety leadership
- Safety management system

Each area includes targeted strategies and actions to ensure a structured and effective approach to workplace safety.

Strategic Safety Alliance

The City is a member of a formal Strategic Safety Alliance that is aligned with the Local Government Insurance Services. In partnership with other local governments, we share resources and work together to improve work, health and safety practices and strategies. Key objectives of the alliance include:

- Applying standardised project management methodologies.
- Integrating safety into all local government policy development and evaluation.
- Measuring performance through agreed key indicators.
- Providing strategic safety advice and consultancy.
- Using coaching and mentoring to build internal capability.

Work health and safety incidents

The City records all work health and safety incidents in a dedicated safety management software system. Effective recording, investigation, tracking, resolution, and reporting of incidents ensures hazards are minimised.



Story time, Joondalup Library

Lost time injury frequency rate

The Lost Time Injury Frequency Rate (LTIFR) helps us measure how often workers are injured seriously enough that they cannot return to work for a period of time. It is calculated based on how many injuries occur for every one million hours worked.

To work out the LTIFR, we use this formula:

$$(\text{Number of lost time injuries} \div \text{Total hours worked}) \times 1,000,000$$

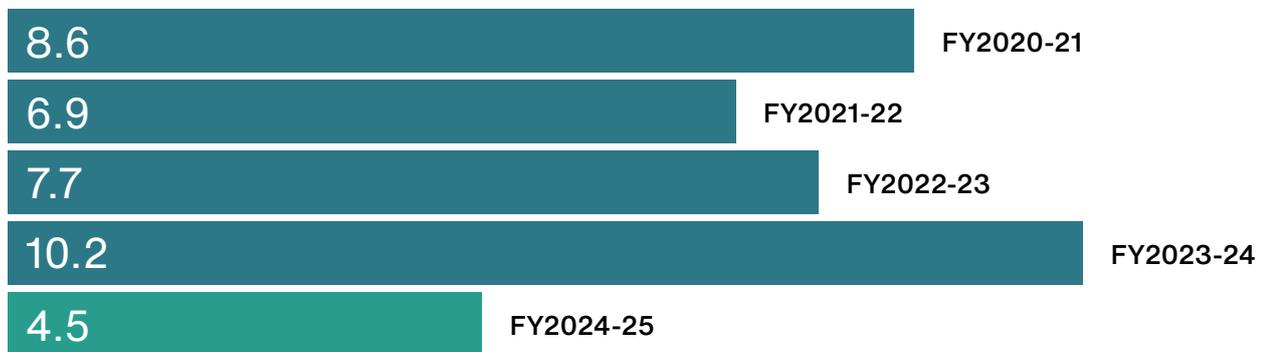
A lower LTIFR means fewer injuries, which reflects a safer and healthier workplace.

This is an important indicator of how well we are protecting our people and improving safety across our organisation.

In May 2025, WorkSafe WA stopped using the LTIFR calculator due to concerns about its accuracy and limited scope in representing workplace safety. It has been replaced by the Workers' Compensation Injury Frequency Rate, which measures the number of workers' compensation claims per million hours worked. Unlike the LTIFR, the Workers' Compensation Injury Frequency Rate includes all claim types, such as medical-only, serious, and permanent impairment claims, providing a more comprehensive and reliable indicator of workplace injury trends.

To align with best practice and WorkSafe WA's standards, this is the final year in which the City will report using the LTIFR calculator, which will be replaced with the Workers' Compensation Injury Frequency Rate.

Lost time injury frequency rate, five-year trend: ↘



128

Work health and safety incidents reported

Down from last year - 188



48

Linked to a hazard

Up from last year - 13



Volunteers

Volunteers are among the City's most important stakeholders. Their generous contributions of time and energy help us deliver a wide range of services that directly benefit the community. From assisting with community transport and library programs such as Books on Wheels and Keystrokes, to supporting oral history transcription and volunteering through Volunteer Joondalup Resource Centre (formerly the Joondalup Volunteer Resource Centre), their involvement is vital to our success. We acknowledge and appreciate our volunteers through regular recognition events at the City's Civic Centre, celebrating the positive impact they make every day. Their dedication not only enhances our programs but also strengthens the social fabric of our community.

Friends Groups

The city is home to 19 active Friends Groups — passionate volunteers who work with the City and dedicate their time and energy to preserving, protecting, and enhancing our local natural areas. These groups are a cornerstone of the City's environmental strategy and a powerful example of community-led action driving sustainability. Throughout FY2024–25, Friends Groups played a vital role in conserving Joondalup's bushlands, wetlands, parks, and coastal zones. Their efforts included:

- Community education, including guided nature walks
- Native planting to increase biodiversity and urban cooling
- Weed removal and habitat restoration to support biodiversity
- Wildlife monitoring to protect sensitive species.

The City supports Friends Groups with training, resources, and access to free native plants for revegetation. This partnership model reflects the City's commitment to shared responsibility, empowering residents to shape their surroundings and contribute to long-term environmental resilience. Friends Groups also deliver broader benefits — improving mental wellbeing, encouraging active lifestyles, and building social networks.

Celebrating milestones

In FY2024–25, several Friends Groups reached significant milestones, highlighting their long-standing commitment to Joondalup's natural heritage:

- Joondalup Community Coast Care Forum — 25 years (est. 1999)
- Friends of Warwick Bushland — 25 years (est. 1999)
- Mullaloo Beach Community Group — 25 years (est. 2000)
- Friends of Maritana Bushland — 20 years (est. 2004)
- Friends of Hillarys and Kallaroo Foreshore Reserve — 5 years (est. 2020)
- Friends of Robin Park Bush Reserve — 5 years (est. 2019)
- Woodvale Waters Friends of Beenyup Channel — 5 years (est. 2019)

As Joondalup continues to grow, Friends Groups will remain essential in maintaining the city's natural beauty, supporting climate resilience, and inspiring future generations to protect and celebrate their local environment.



Friends of Warwick Bushland



Southwestern snake-necked turtle, Yellagonga Regional Park

Volunteer Turtle Trackers

Southwestern snake-necked turtles (Yaakan) are residents of Yellagonga Regional Park, but their numbers are in steady decline. They are very important animals in our wetland ecosystem as apex predators, and they are crucial for biodiversity and insect control. As a near-threatened species, they need our help to restore their populations.

Nesting season occurs from September through to November when mother turtles begin their risky journey to lay their eggs in a suitable nesting spot, which can often be up to 100 metres away from the lake's edge. Female turtles often need to cross over footpaths and main roads to find a suitable spot to lay their eggs. As a result, nesting turtles and their hatchlings are susceptible to threats such as vehicle, bike or pedestrian strikes or predation from foxes, birds, dogs and cats as they make their way to/from the lake. Their nests are also often destroyed by birds and foxes.

The City's trained volunteer Turtle Trackers work with a team to patrol the Yellagonga Wetlands and protect female turtles while they journey to find their perfect nesting spot and then back again to the lake. Turtle Trackers use materials to protect the nests, preventing them from being dug up and destroyed by predators such as cats and foxes.

The unique challenge for Lake Joondalup is the size of the wetland, being the largest freshwater lake within the Perth metropolitan area, with a 16km perimeter to be patrolled by our volunteer team on foot. The Joondalup-Wanneroo Turtle Tracker team involves 70-80 volunteers each year.

The two established Friends Groups in the area – Woodvale Waters Friends of Beenyup Channel and Friends of Yellagonga Regional Park – became local program stewards in 2024 to help with project logistics. The two Friends Groups worked together to assist new volunteers, monitoring the WhatsApp chat, providing training, and distributing equipment.

Together, the Turtle Tracker Team has worked across a very large area to successfully protect nearly 200 nests and 400 turtles over the spring 2024 turtle nesting season. This collaborative effort has given these turtles the best chance at survival and has provided positive and meaningful community engagement opportunities.

The City joined the Saving our Snake-necked Turtle project to help protect and restore turtle populations within Yellagonga Regional Park. The project is run in partnership with the City of Wanneroo and the Department of Biodiversity, Conservation and Attractions in collaboration with Murdoch University and the Perth South West Group, funded by Lotterywest.

The training session was valuable in helping me to understand the scale of the issue and the population decline of turtles. Having that understanding helps really bring a sense of achievement when you do something as simple as walking with a female turtle back to the lake. It's such a simple thing to do, but it is so rewarding, and the impact on future turtle generations can be huge.

Turtle Track volunteer.



Local History Library, Joondalup

Tracing roots, changing lives: Wendy’s genealogy journey

After returning from the air force, Wendy found an old family photo that sparked a lifelong interest in genealogy. A trip to Mount Barker and a conversation in a local pub helped her identify relatives, and her research grew from there. By 2025, Wendy had built a family tree with 16,500 confirmed individuals, tracing back to 1510. She joined Family History Western Australia in 1993 and began volunteering with the City of Joondalup’s Family History Help program in 2014, where she supported others in uncovering their ancestry.

One standout case involved Michael, who had searched for his British father for over a decade. Wendy used his DNA data and identified a match within three hours. Michael later reunited with siblings from Wales. Wendy also discovered that her mother had been Western Australia’s first female telegram delivery person, a fact revealed through a newspaper article. Wendy’s work has helped preserve local history and empowered others to reconnect with their roots.

The Family History Help program is held weekly at Woodvale and Joondalup Libraries, offering access to resources like shipping records, birth and death indexes, and online databases such as Ancestry.com and FindMyPast.

Genealogy is solving a puzzle without a picture—relying on instinct, research skills, and evolving digital tools. My motto is, housework whenever, genealogy forever.

Wendy, Local History volunteer.

Books on Wheels

Joondalup Libraries’ Books on Wheels service ensures residents with limited mobility, due to disability, illness, frailty, or inability to drive, can still access library resources. Managed by part-time staff Kim and Bethany, with support from volunteers, the service delivered books, audiobooks, DVDs, and magazines to around 120 patrons weekly across homes and aged care facilities. Beyond access to resources, the service provides routine, social connection, and comfort, especially for older adults facing isolation or cognitive challenges.

Patrons consistently praise the service, noting its impact on their quality of life and the value of regular visits. Books on Wheels is a model of inclusive, community-focused service delivery.

Sometimes we are the only people they see that day. It’s the contact we have that makes the job so rewarding.

Bethany, Books on Wheels.



Books on Wheels, Joondalup Library

Volunteer Joondalup Resource Centre

The Volunteer Joondalup Resource Centre assists community members to find a volunteer role within organisations that are best suited to their skills and interests. The centre is located within the Whitford Library and provides a centralised service within Joondalup. In FY2024–25, a total of 849 potential volunteers were engaged through the Volunteer Joondalup Resource Centre.

Consultants



Turtle monitoring, Murdoch University

As part of our commitment to delivering high-quality services to the community, the City engages consultants to support our workforce with specialist expertise. These professionals bring valuable skills and knowledge to areas that may not be available internally; helping our teams deliver complex projects and informed decision-making. Consultants are engaged through the City’s procurement and approval processes, and within approved budgets to ensure accountability and value for money.

In 2024–25, consultancy services supported our workforce in the:

- Review of the City’s Local Planning Strategy — conducting a comprehensive assessment of the strategic planning framework to guide future land use and development.
- Preparation of ecological survey reports for the Burns Beach Café Development and Ocean Reef Marina — compiling findings from environmental assessments to inform planning and development decisions.
- Development of a storybook for the Percy Doyle Outdoor Youth Facilities — creating a visual and narrative resource to support engagement and promote youth facility enhancements.
- Provision of project management services for the Duncraig Adventure Hub at Percy Doyle Reserve — overseeing planning, coordination, and delivery of the adventure hub project.
- Provision of marine and coastal engineering services — delivering technical expertise for coastal infrastructure and environmental resilience projects.



Satisfaction with community venues

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

FY2022-23

87%

87%

Our performance



Friends of Yellagona Regional Park

This section provides detailed information on the City's achievements and performance for FY2024–25 presented under the five key themes of our 10-Year Strategic Community Plan, *Joondalup 2032: Community, Environment, Place, Economy and Leadership*. This includes updates on the key priorities identified by Council in our 5-Year Corporate Business Plan 2024–2028.

Key theme 1: Community



Little Feet Festival

Our Goal

We have a vibrant cultural scene, and our community is friendly, welcoming, caring and supportive. We are prepared for emergencies and feel strong and resilient. We encourage and support local organisations and community-led activities, and feel connected and safe in our neighbourhoods.



Duncraig Library 50th Birthday Open Day

Duncraig Library 50 years of stories — celebrating connection across generations

In July 2024, the City celebrated the 50th anniversary of Duncraig Library with a series of events that honoured the library as a place for learning, gathering, and belonging — serving generations of Joondalup residents.

The celebrations began with a sold-out quiz night, bringing together people of all ages for an evening of local trivia, storytelling, and shared laughter. Long-time patrons and staff reflected on the library's evolution — from its modest beginnings in the 1970s to its current status as a digitally equipped, modern hub. These stories showcased the library's adaptability and its deep-rooted presence in the community.

A vibrant open day followed, drawing over 600 attendees. Families enjoyed live music, face painting, birthday cookies, and a special appearance by Max the library whale, Duncraig Library's beloved mascot. Interactive displays, archival photos, and a timeline of key milestones helped bridge past and present, reinforcing the library's role as a living institution that grows with its community.

The impact of the celebration extended beyond the event itself. In the months that followed, library visitation increased, with a noticeable rise in new memberships and program participation. The anniversary also sparked renewed interest in local history, with residents contributing personal stories and memorabilia to the library's growing community archive. Volunteers played a vital role in organising and staffing the event, demonstrating the power of civic participation in activating public spaces.

Key priorities

In FY2024–25, the City continued to invest in community-focused infrastructure and planning initiatives to enhance liveability, promote active lifestyles, and support inclusive, connected neighbourhoods.

Key capital works projects for FY2024–25

Duncraig Adventure Hub — Percy Doyle Reserve

Status: ● In progress

Construction of the Duncraig Adventure Hub progressed steadily, following the completion of design and procurement stages. Once complete, the Hub will provide a vibrant outdoor youth recreation space, including a skate park and supporting infrastructure.

Timeline: Construction commenced in July 2024 and is scheduled for completion in October 2025.

Outcome: A recreation hub for local families and young people to foster engagement, promote active lifestyles, and enhance community amenity.

Santiago Park sports lighting installation — Ocean Reef

Status: ● Completed

Installation of four new sports lighting poles at Santiago Park neared completion. The upgraded lighting will improve safety and extend the park’s usability for community sport and recreation.

Timeline: Construction began in February 2025 and is expected to be completed in July 2025.

Outcome: Improved lighting supporting community safety and extended recreational use.

Gibson Park Pump Track — Padbury

Status: ● Completed

The design and construction of a new pump track at Gibson Park was completed ahead of schedule and within budget. The facility provides an active recreational space for riders of all ages and skill levels.

Timeline: Construction began in December 2024 and was completed in March 2025.

Outcome: A high-quality, accessible pump cycling circuit promoting physical activity, social interaction, and community engagement.

Sorrento Surf Life Saving Club redevelopment — Sorrento

Status: ● Planned

Planning for the redevelopment of the Sorrento Surf Life Saving Club continued, with detailed design and environmental approvals progressing. The project will deliver modern facilities to support surf lifesaving services and broader community use.

Timeline: Detailed design scheduled for completion in December 2025; construction to commence March 2026 and conclude September 2027.

Outcome: Updated facilities to support lifesaving operations and enhance community amenity.



Satisfaction with library services

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

FY2022-23

96%

96%

2024 Little Feet Festival

The 2024 Little Feet Festival was held on Sunday 13 October at Edith Cowan University, celebrating themes of farming, gardening, and growing. The free, family-friendly event featured interactive activities including tractor rides, composting workshops, craft stations, and themed installations based on nursery rhymes. Sponsored by St Stephen’s School and Little Lions Speech and Occupational Therapy, the festival marked the start of the City’s summer events season and attracted families from across Perth for a day of creative learning and entertainment.



Little Feet Festival

Key non-capital projects and initiatives for FY2024–25

Dog Management Plan

Status: ○ Behind schedule

The City advanced the development of a new Dog Management Plan to guide responsible dog ownership and enhance community safety. Extensive community consultation was undertaken, resulting in a high volume of feedback.

Outcome: A strategic approach to dog management aligned with the City’s commitment to safe, informed and respectful neighbourhoods.

Joondalup performing arts centre

Status: ● In progress

Significant progress was made in investigating the proposed Joondalup performing arts centre. A multi-criteria location analysis and site options review were completed, and preparations commenced for engaging external consultants to explore concept siting options.

Outcome: A future cultural facility to support the local creative community and provide a venue for performing arts and cultural events in the Joondalup City Centre.



Satisfaction with cultural events, festivals, art exhibitions

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

FY2022-23

90%

84%



How we performed

To demonstrate progress against key theme 1: Community, the following table outlines the City's performance on key initiatives during FY2024–25.

 Upwards Trend
  Downwards Trend
  Unchanged Trend
  Not applicable

Ongoing programs and activities

Title/name	Measure	Result	5-year trend
Animal Management	Number of dogs registered with the City	24,372	
	Number of new dog registrations completed	2,159	↘
	Number of cats registered with the City	7,775	
	Number of new cat registrations completed	709	↗
	Number of dog attacks reported	322	
	Number of wandering dogs reported	465	
	Number of property inspections undertaken in relation to dog incidents	81	
	Number of infringements and cautions issued in relation to dog incidents	Infringements - 416 Cautions - 280	
Environmental Health	Number of children immunised**	2,018	↘
	Number of vaccinations administered**	3,885	↘
	Number of environmental health approvals determined	306	
	Number of environmental health investigations completed	855	
	Number of premises inspections conducted	1,723	
Graffiti removal	Number of graffiti removals completed	2,750	↘
	Percentage of graffiti removals completed within 2 working days of reporting	99.2%	↘
Public areas CCTV	Number of requests for CCTV images by Western Australian Police	65	↗
Swimming pool inspections	Number of regulatory (4-yearly) swimming pool inspections	6,773	↗

Title/name	Measure	Result	5-year trend
Swimming pool inspections	Number of additional (follow-up) swimming pool inspections	3,905	↘
Communities in-Focus program	▪ List of programs, activities and events delivered as part of the Communities in-Focus program	105 attendees (total)	
	▪ Number of attendees per program, activity and event delivered as part of the Communities in-Focus program	5 events (total)	
	– Community funding program – grant information sessions	2 33	
	– Committee succession planning	1 14	
	– Raising funds beyond government grants	1 14	
	– Understanding homelessness in our community	1 44	
Community Transport program	Number of unique and total passengers serviced by the Community Transport program	1,961 (unique) 6,876 (total)	
	Number of trips made as part of the Community Transport program	453	
Volunteer Joondalup program	▪ List of programs, activities and events delivered as part of the Volunteer Joondalup program	8 events (total) 434 attendees (total)	
	▪ Number of attendees per program, activity and event delivered as part of the Volunteer Joondalup program		
	– Step into Volunteering sessions	7 234	
	– Volunteer Expo	1 200	
	Number of volunteer engagements made through the Joondalup Volunteer Resource Centre	849	



Satisfaction with pool inspections

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

83%

FY2022-23

80%

Title/name	Measure	Result	5-year trend
Youth Development initiatives	▪ List of programs, activities and events delivered through the City's youth centres	70 events (total)	
	▪ Number of participants per program, activity and event delivered through the City's youth centres	1,582 attendees (total)	
	– Drop-in Programs	41	1,435
	– Term Programs	22	117
	– Write Up with Centre for Stories Sessions	7	30
	▪ List of programs, activities and events delivered through the Youth Truck	178 events (total)	
	▪ Number of participants per program, activity and event delivered through the Youth Truck	3,160 attendees (total)	
	– Regular shifts	151	2,184
	– Bike Launch Month	1	40
	– Music in the Park concerts	2	123
	– Belridge Secondary College	1	72
	– Youth Week sessions	5	196
	– Flipbook workshop	1	12
	– Butterfly workshop	1	11
	– General Youth Truck sessions	14	213
	– Mater Dei College School Expo	1	217
	– Mindarie Senior High School Health Expo	1	92
	▪ List of programs, activities and events delivered as part of the Youth Events program	36 events (total)	
	▪ Number of participants per program, activity and event delivered as part of the Youth Events program	913 attendees (total)	
	– Youth Event Series – Winter School Holiday Program	8	153
	– Youth Event Series – Spring School Holiday Program	7	134
	– Youth Event Series – Autumn School Holiday Program	7	105
	– Youth Forum	1	90
	– Youth Awards FY2024–25 (School)	1	6
	– Youth Awards FY2024–25 (Tertiary)	1	1
	– BMX, skate and scooter clinics 2025 facilitated by Freestyle Now	6	95
	– BMX, skate and scooter competitions	4	110
	– Joondalup Festival event, Spray it Forward	1	219

Title/name	Measure	Result	5-year trend
Sport and recreation development	Number of programs, activities, events and one-on-one assistance provided	160 interactions	
	Number of clubs engaged	233	
Craigie Leisure Centre health and fitness programs	Number of visitors to Craigie Leisure Centre	1,576,956	
	Number of Craigie Leisure Centre members	8,261	↗
	Number of swim school enrolments	3,292	
Library programs, activities and events	Number of programs, activities and events delivered at the City of Joondalup libraries	2,703	
	Number of participants across all programs, activities and events delivered at the City of Joondalup libraries	55,043	
Library services	Number of visitors to City of Joondalup libraries	504,076	↗
	Number of loans issued at City of Joondalup libraries	1,213,434	↗
	Number of WiFi logins and PC bookings at City of Joondalup libraries	35,369 WiFi logins 22,839 PC bookings	
	Number of individual customers of the Books on Wheels service	1,454	
	Number of items issued through the Books on Wheels service	14,607	
Art collection maintenance and acquisitions	▪ List of new artwork acquired for the City's art collection	8 new artworks	
	▪ Value of each new artwork acquired for the City's art collection	\$18,834 total new artwork value	
	Abdul-Rahman Abdullah	\$9,970	
	– Musical twittering squeaky chattering		
	Tyrown Waigana	\$2,100	
	– Dane Jar		
	– Fill Up		
	– Flop Drop		
	Kanta Kathleen Donnegan	\$4,364	
	– Pirapi		
Christopher Hummel		\$2,550	
	– Transperth Fastrak A-series at Perth City Station		
	– The Last Transperth B-series en route to Western Australia		
	– Transperth METRONET C-series at Nowergup Railcar Depot		



Satisfaction with Craigie Leisure Centre

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

94%

FY2022-23

93%

Title/name	Measure	Result	5-year trend
Corporate Sponsorship program	Number of sponsorship requests received	34	
	<ul style="list-style-type: none"> ▪ List of events sponsored by the City Value of each sponsorship provided by the City 	25 events \$192,457 (total value)	
	– Joondalup Wolves NBL1 2024 Season	\$20,000	
	– Warwick Senators NBL1 2024 Season	\$9,000	
	– RSPCA WA: Community Action Day 2024	\$3,000	
	– Peter Cowan Writers Centre for Festival of Fiction 2024	\$8,000	
	– Sweet Melodies for Navrang 2024	\$7,000	
	– Cancer Council of WA for Relay for Life 2024	\$5,037	
	– Country Women’s Association WA for Charity Gala Concert 2024	\$1,000	
	– APM Communities for Empower Real Storytellers Festival 2024	\$5,000	
	– Movies By Burswood for Telethon Community Cinemas (2024–2025 season)	\$13,000	
	– Perth Integrated Events team for Perth Coastal Bike Ride 2024	\$5,000	
	– Ocean Paddler for WA Race Week 2024	\$9,950	
	– North Shore Country Club for 2024 Carols	\$3,000	
	– True North Church for Heathridge Carols 2024	\$20,000	
	– Joondalup Christmas Lunch 2024	\$3,000	
	– Team XTR 2024-2025 Triathlon series	\$9,750	
	– Swimming WA Sorrento and Mullaloo round of the Open Water Swim Series 2024-2025	\$10,000	
	– Duncraig Lions Club for Australia Day Breakfast 2025	\$3,220	
	– Sorrento Tennis Club for their 2025 Junior and Adult Tennis Tournament	\$3,000	
	– International Soccer Academy for their School Holiday Clinic 2025	\$1,000	
	– Masters Swimming WA for Mullaloo Mile 2025	\$5,000	
	– Table Tennis WA for the 2025 Elite International Open Championships	\$3,500	
– Joondalup Wolves NBL1 2025 Season	\$30,000		
– Strongman WA Clash of the West Coast 2025	\$10,000		
– ADS Night of Stars National Championship 2025	\$4,000		
– WA Coastal Running Festival 2025	\$1,000		

Title/name	Measure	Result	5-year trend
Cultural Events program	▪ List of events delivered as part of the Cultural Events program	6 events	
	▪ Number of attendees per event delivered as part of the Cultural Events program	191,107 total attendees	
	▪ Percentage attendee satisfaction per event delivered as part of the Cultural Events program:		
	– Little Feet Festival	6,000 82%	
	– Music in the Park	4,500 87%	
	– Valentines Concert	6,144 79%	
	– Joondalup Festival	171,767 97%	
	– Sunday Serenades	1,470 94%	
– NAIDOC Celebrations	1,226 91%		
Visual Arts Exhibition program	▪ List of events delivered as part of the Visual Arts Exhibition program	4 events	
	▪ Number of attendees per event delivered as part of the Visual Arts Exhibition program	54,376 total attendees	
	▪ Percentage attendee satisfaction per event delivered as part of the Visual Arts Exhibition program:		
	– Community Art Exhibition	12,843 94%	
	– Artist in Focus exhibition (Rosemary Hel-mis), across 43 days	25,045 90%	
	– Community Art Exhibition, featuring 162 artworks	12,843 94%	
– Collection exhibition – Light Source	300		



Satisfaction with community programs

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

FY2022-23

83%

83%

Title/name	Measure	Result	5-year trend
Civic functions	▪ List of civic functions delivered	18 functions	
	▪ Number of attendees per civic function (total excludes estimate of several thousand for ANZAC Day)	2,245 total attendees	
	– NAIDOC Week Launch event	1 38	
	– Elected Member Dinners	4 145	
	– Surf Club Appreciation function	1 78	
	– Conservation and Community Garden Group Appreciation Function	1 80	
	– Joondalup Dinner	1 100	
	– Remembrance Day	1 120 estimate	
	– Community End of Year Function	1 105	
	– Business Forum	1 200	
	– Staff End of Year Celebrations	1 496	
	– Valentines Day Concert VIP Function	1 200	
	– Joondalup Festival VIP Function	1 240	
	– Senior Groups Appreciation Lunch	1 71	
	– Anzac Day Dawn Service public event with several thousand attendees (estimated)	1 -	
	– Service Clubs Appreciation Reception	1 73	
– Community Art Exhibition at Lakeside Shopping Centre	1 299 estimate		
Citizenship ceremonies	Number of citizenship ceremonies conducted	10	↘
	Number of new citizens taking the pledge of commitment	993	

Title/name	Measure	Result	5-year trend	
Local history service	▪ List of local history programs, activities and events delivered at the City of Joondalup libraries.	113 events		
	▪ Number of attendees per local history program, activity and event delivered at the City of Joondalup libraries	592 total attendees		
	– Family History Help programs	102		337
	– Butler College Special Incursion	1		12
	– Introduction to Family History	1		10
	– Writing Your Family History Workshop	2		40
	– School incursions	4		179
	– Presentations at the Volunteers Expo	3		14
	– Number of new items added to the City's local history collection			791

* Measure/s amended by Council.

** On 28 May 2024, Council resolved to end the immunisation clinics and school-based program, with services transitioning to the Department of Health. The City's clinics ceased on 31 December 2024, and from 2025, all local schools will be covered by the Department's metropolitan immunisation program.

Highlights

Joondalup's first museum

Joondakammer: A cabinet of curiosity for Joondalup is a new artwork by award-winning artist Dr Perdita Phillips, housed in Joondalup's first museum. When Dr Phillips discovered that the City had no museum, she proposed creating one to fill this gap. Located on the lower level of Joondalup Library, the museum features her unique and significant contribution to the City.

\$60 million capital works program

The City delivered a \$60 million capital works program to improve infrastructure and promote active lifestyles. Key projects included the Gibson Park Pump Track, upgrades to Tom Simpson Park carparks, and the expansion of the Hillarys cycle network. The City also progressed planning for the redevelopment of the Sorrento Surf Life Saving Club and the revitalisation of Whitfords West Park, to ensure our public open spaces continue to meet community needs.

Delivering cultural initiatives

Further advancing active, cultural, and inclusive programming, the City launched the inaugural Young Musician of the Year Award, hosted Seniors events, and delivered Story Time sessions to mark the International Day of People with Disability. These initiatives fostered intergenerational engagement and celebrated diversity.



Tom Simpson Park, Mullaloo

Challenges

Park name change delayed

The City faced a complex challenge in its effort to rename Blackboy Park in Mullaloo, a name widely considered offensive and outdated. While community consultation revealed that 55 per cent of the 1802 submissions supported the change, the proposed new name, Koorlangka Park, was rejected by Landgate due to its similarity to a nearby street name. This setback came despite prior engagement with Aboriginal consultants and general support from Landgate during earlier stages. The situation underscored the difficulty of navigating cultural sensitivity, community expectations, and bureaucratic naming protocols, leaving the City to restart the renaming process through further Aboriginal-led engagement.

Balancing growth and community expectations

A proposed high-rise development at Joondalup Resort prompted strong backlash from Connolly residents concerned about privacy, environmental impact, and the erosion of the suburb's low-density character. Despite the City's formal consultation process, including letters to 843 nearby households, a grassroots group mobilised broader community engagement, distributing flyers to 1700 homes and rallying residents to attend Council meetings. The situation highlighted tensions between urban growth objectives and community expectations for suburban preservation.

Annual school art competition

The City invited local schools to participate in the annual school art competition, Celebrating Joondalup. 51 artworks were received from 10 local primary and secondary schools representing their interpretation of Joondalup and the place where they live. The winner was Emily Green from Currambine Primary School, second place went to Isabelle Pelham from Prendiville Catholic College, and third place to Lillian Kerr from Kinross Primary School.

To City of Joondalup, my work is inspired by the long neck turtle. My idea was a lake with turtles in it, my eggs are about the Noongar people, I tried to do patterns to fit in. I've put them on my painting because the snake neck turtles are getting endangered and we need to do something to help them. The foxes are getting them and finishing them off. I love snake neck turtles, and I am sad that they are disappearing day by day. My work is filled with turtles and bubbles which was my idea, and it worked out perfectly. My logo was a hard process which turned out exactly how I planned it. The checked pattern to match the turquoise colours on the logo. So, we need to help stay alive and save their little lives.

Emily Green, Currambine Primary School.



Key theme 2: Environment



Native Plant Giveaway

Our Goal

We have a beautiful natural environment which we care for and protect. We demonstrate best-practice in sustainability and environmental management. Our community is actively involved in conservation and sustainability initiatives and we share responsibility for preserving our natural assets for future generations.



Native Plant Giveaway

Native Plant Giveaway — growing biodiversity from the ground up

The City's Native Plant Giveaway is one of our most popular and impactful environmental initiatives. In 2025, the program attracted over 3,000 expressions of interest, with 1,300 successful applicants receiving a total of 8,000 native plants and habitat trees.

Designed to promote waterwise gardening and enhance urban biodiversity, the initiative reflects the City's strategic focus on climate resilience, ecological connectivity, and community empowerment. By prioritising first-time participants, the program ensured broader reach and engagement across Joondalup's suburbs, helping more residents take part in sustainable gardening practices.

Each participant received a curated selection of native species suited to local soil and climate conditions, along with educational materials on sustainable gardening. The program was delivered in collaboration with local nurseries, creating a community-driven model that extended beyond plant distribution.

The impact was immediate and visible. Residents shared photos of their transformed gardens, and many reported increased sightings of native birds and insects. The initiative also sparked wider interest in environmental stewardship, with participants joining Friends Groups and attending workshops on habitat creation and composting.

Beyond beautification, the program delivered measurable environmental benefits. Increased native vegetation helped reduce urban heat, improve soil health, and support pollinator corridors. These outcomes directly support the goals outlined in the City's *Climate Change Plan 2025–2035*, particularly around canopy cover and biodiversity enhancement.

Key priorities

Key capital works projects for FY2024–25

Coastal and estuarine mitigation program

Status: ● Planned

Design work progressed on upgrades to key coastal protection structures, including seawalls and groynes at Marmion Angling and Aquatic Club, Sorrento, and Mullaloo Surf Life Saving Club. These improvements form part of a long-term strategy to safeguard the coastline from erosion and storm impacts.

Timeline: Detailed design phase completed in June 2025; construction planned from September 2025 to May 2026.

Outcome: Strengthened coastal infrastructure to protect public assets and support long-term coastal management.

Key non-capital projects and initiatives for FY2024–25

Climate Change Plan 2025–2035

Status: ● Completed

The Climate Change Plan was endorsed by Council in June 2025 following a robust process of community consultation and Elected Member engagement. The plan outlines strategic actions to address climate impacts across infrastructure, public health, water management, emergency preparedness, urban forest and the natural environment.

Outcome: A proactive framework for building resilient and sustainable communities.

Coastal Hazard Risk Management and Adaptation Plan

Status: ● In progress

Development of the Coastal Hazard Risk Management and Adaptation Plan progressed steadily. The City established a Community Reference Group and Technical Steering Group to guide the development of the draft plan. Insights from these groups informed a community and stakeholder engagement strategy, and the City initiated a search for research partners to explore alternative coastal adaptation options.

Outcome: A long-term strategy to protect the coastline and community assets from coastal hazards.



Satisfaction with conservation and natural area management

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

FY2022-23

86%

88%

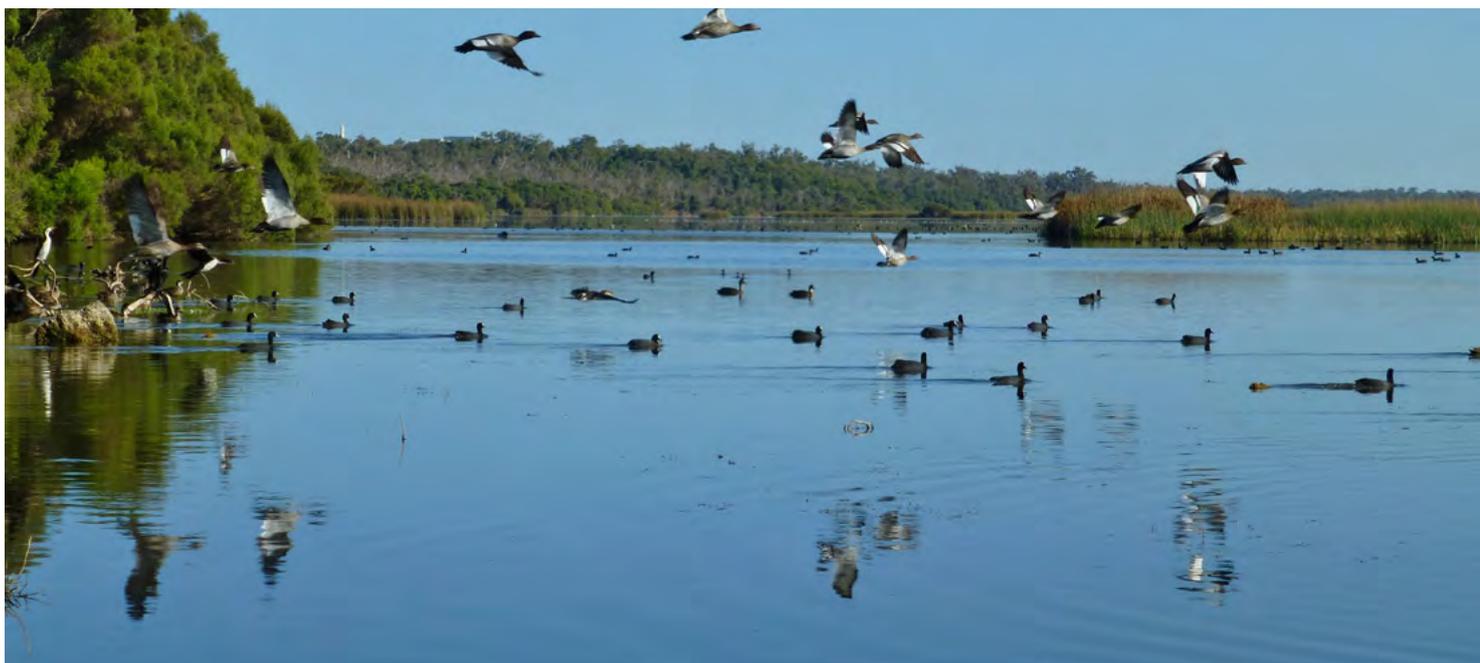
How we performed

To demonstrate progress against key theme 2: Environment, the following table outlines the City’s performance on key initiatives during FY2024–25.

↗ Upwards Trend
 ↘ Downwards Trend
 = Unchanged Trend
 ■ Not applicable

Ongoing programs and activities

Title/name	Measure	Result	5-year trend
Midge management	Number of sampling events performed	5	■
	Number of midge treatments applied	0	
Natural areas maintenance	Number of maintenance work orders completed for natural areas	510	■
	Number of hours of Friends Groups activities recorded	2,233	
Bulk waste collection and processing	Tonnage of bulk hard waste collected	6,331 t	↗
	Percentage of bulk hard waste collected that is recycled	36%	↗



Lake Goollelal

Title/name	Measure	Result	5-year trend
Environmental education program	▪ List of activities and events delivered as part of the environmental education program	21 events	↗
	▪ Number of participants per activity and event delivered as part of the environmental education program	827 total attendees	
	– NAIDOC Community Planting Day	80	
	– Discovery Session: Black Cockatoo Crisis	42	
	– Turtle talk and training night	75	
	– Sustainable Pest Management workshop	34	
	– Morning Birdwalk at Neil Hawkins Park	14	
	– Jack Brommell Mural Trail	39	
	– Birds and Backyard Biodiversity	58	
	– Polyphagous shot-hole borer information session	64	
	– Furoshiki gift wrapping workshop at Duncraig Library	16	
	– Furoshiki gift wrapping workshop at Joondalup Library	19	
	– Happy cats and wildlife workshop	25	
	– Green Goals and Graze workshop	6	
	– Saving our snake-necked turtle information session	18	
	– Frogology: How to create a frog friendly garden	46	
	– WA Tree Festival: Bat box building workshop	22	
	– WA Tree Festival: Discover Djeran	31	
	– WA Tree Festival: Snake awareness	26	
	– WA Tree Festival: Polyphagous shot-hole borer information session	4	
	– Waterwise native gardening workshop	130	
	– WA Tree Festival: Firewise gardening workshop	28	
	– Reconciliation Week: Yellagonga community planting day	50	

Title/name	Measure	Result	5-year trend
Litter collection	Tonnage of litter collected by the City	592 t	↗
Illegal dumping	Tonnage of illegally dumped waste collected by the City	135 t	
Waste collection and processing	Tonnage of residential general waste collected	32,644 t	↘
	Tonnage of residential recycling waste collected	12,832 t	↘
	Percentage of recycling waste collected that is recycled	75% (average)	
	Tonnage of residential garden organic waste collected	21,568 t	
	Percentage of garden organic waste collected that is recycled	100%	
Waste education program	<ul style="list-style-type: none"> ▪ List of activities and events delivered as part of the waste education program ▪ Number of participants per activity and event delivered as part of the waste education program 	81 events Total participants unknown	
	– Community events	31 unknown	↗
	– School education sessions	50 unknown	↘
Energy management	Amount of energy used by the City (not including Western Power-owned street lighting)	39,803 GJ	↘
Groundwater management	Volume of groundwater used by the City	4,163,923 kL	↗
Scheme water management	Amount of scheme water used by the City	94,724 kL	↗
Emergency management	List of emergency management exercises undertaken	10 exercises	
	– Amended the Local Emergency Management Arrangements and updated the development process		
	– Submitted an application for the All West Australians Reducing Emergencies (AWARE) funding program for the Local Recovery Coordination Group		
	– Facilitated an Exercise for Spontaneous Volunteers for City Staff by Volunteers WA		
	– All West Australians Reducing Emergencies (AWARE) approved the funding application for the Local Recovery Coordination Group		
	– Participated in the Western Australian Police emergency management exercise at Chichester Park (Woodvale)		

Title/name	Measure	Result	5-year trend	
Emergency management	– Commenced planning for an incident call-centre, and an incident recovery webpage for the City of Joondalup website			
	– Prepared for local evacuation drill exercise scheduled for quarter 4			
	– Prepared for Local Recovery Coordination Group recovery exercise scheduled for quarter 4			
	– Conducted local evacuation drill for Civic Centre on 6 May 2025			
	– Prepared for Civic Centre evacuation drill exercise scheduled for quarter 1 2025/26.			
	Dates of Joint Local Emergency Management Committee and District Emergency Management Committee meetings attended		5 meetings	
	– Quarterly Joint Local Emergency Management Committee meeting		13 Aug 2024	
	– Biannual District Emergency Management meeting		7 Nov 2024	
	– Quarterly Joint Local Emergency Management Committee meeting		12 Nov 2024	
	– Quarterly Joint Local Emergency Management Committee meeting		11 Feb 2025	
– Quarterly Joint Local Emergency Management Committee meeting		12 May 2025		
Firebreak inspections	Number of firebreak inspections completed	2,190		
	Number of firebreak infringements and cautions issued	153 - infringements 0 - cautions		
	Number of firebreaks on private land maintained and/or blocks cleared by the City	0 - firebreaks maintained 61 - blocks cleared		
	Number of firebreaks on City-owned and -managed land maintained by the City	58		
	Number of firebreak prosecutions completed	0		



Satisfaction with community safety

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

FY2022-23

81%

83%

Non-capital projects and initiatives

Project/activity	Budget status	Milestone status**
Environment Strategy	On budget	1/1
Natural area management (major conservation)	On budget	2/2
Yellagonga Integrated Catchment Management Plan	On budget	4/4
Food organics, garden organics (FOGO) bin service*	On budget	0/3
Waste to energy solution*	On budget	0/7
Joondalup lighting initiative	Under budget	8/8
Underground power*	On budget	1/2
Waterwise Council Program	On budget	5/5
Bushfire community education program	On budget	3/4
Bushfire Risk Management Plan*	On budget	3/4
Climate Change Plan*	On budget	3/4
Coastal Hazard Risk Management and Adaptation Plan*	On budget	6/7

*Milestone/s amended by Council.

** Number of milestones completed.

Highlights

World Green City Awards

The City’s environmental leadership was recognised on the global stage, winning two prestigious categories at the 2024 International Association of Horticultural Producers (AIPH) World Green City Awards – Living Green for Water and the inaugural Youth Award. These accolades reflect the City’s commitment to climate resilience, waterwise practices, and youth engagement in urban greening.

Biodiversity and conservation

Community participation was central to Biodiversity Month in September, which featured guided walks, art trails, and educational workshops that deepened local understanding of Joondalup’s natural ecosystems.

Quenda monitoring

In FY2024-25, Edith Cowan University completed another round of quenda monitoring in Craigie Bushland (Craigie). A predator-proof enclosure was installed in 2010, and 46 quenda were introduced in 2013. Since then, university researchers have conducted biannual monitoring with City support. In the latest round, 30 traps were deployed over three nights, capturing 43 quenda (including 15 re-captures and 9 new individuals). The male-to-female ratio was 4:3, and no pouch young were observed, which is typical for April. All quenda were in good physical condition. The enclosure also provides a safe habitat for common brush-tailed possums (*Trichosurus vulpecula hypoleucus*) or kelang/koomal in Noongar language.

WA Tree Festival 2025

The City of Joondalup, in partnership with the Western Australian Local Government Association and other local governments, hosted the WA Tree Festival for a third consecutive year. The festival celebrated the value and benefits of trees and promoted the protection and enhancement of Perth’s urban tree canopy. Trees support biodiversity, improve health and wellbeing, reduce heat, absorb pollutants, and enhance property value and streetscapes. Festival highlights included:

- Bat box building – participants learnt about microbats and built bat boxes with Eco Action WA.
- Butterfly jewellery workshop – Attendees created unique pieces with artist Nami Osaki.
- Discover Djeran – A cultural walk with Olman Walley of Boorloo Aboriginal Cultural Experiences explored Noongar seasonal knowledge.

- Snake awareness – A live reptile workshop with Slithers and Slides educated attendees on snake safety.
- Polyphagous shot-hole borer information session – Department of Primary Industries and Regional Development shared insights on the polyphagous shot-hole borer threat.
- Composting, Worm Farms & Bokashi – Peg Davies demonstrated composting techniques and troubleshooting tips.
- Waterwise Native Gardening – Fiona Blackham presented practical strategies for sustainable native gardens.
- Introduction to mountain bike riding – Participants explored the Yalbunullup Trails with Bike Force Joondalup.
- Kaarakin – Attendees visited black cockatoos and bushland at Kaarakin Conservation Centre.
- Firewise gardening – Chris Ferreira shared fire-safe landscaping practices.
- Nature wands – Children crafted nature wands with Freedom Fairies.
- Plants and pots – Children decorated pots and planted seedlings .
- Tree themed Story Time – Children enjoyed nature-based tales, songs and activities at all City of Joondalup Library branches.



WA Tree Festival, City of Joondalup Administration

Challenges

Polyphagous Shot-hole Borer

The City faced significant challenges in managing invasive species and strengthening climate resilience. The spread of the Polyphagous Shot-hole Borer across the Perth metropolitan region posed a serious threat to Joondalup’s urban canopy, requiring urgent community education and a coordinated response. A Polyphagous Shot-hole Borer information session was held at Joondalup Library on 28 November 2024 in collaboration with the Department of Primary Industries and Regional Development, with 64 attendees.

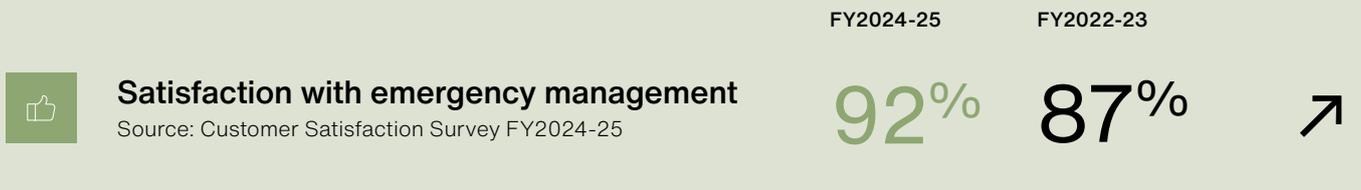
Hazard reduction

The City acknowledged that, due to dry conditions, a coordinated and planned approach is essential to effectively manage fire risk and mitigate potential harm to life, property, and the environment. As part of this strategy, the City implemented hazard reduction burning in designated reserves and bushland areas, following recommendations from the Department of Fire and Emergency Services to reduce bushfire risk.

During late autumn and winter, the City also conducted hazard reduction burns targeting grass trees in suitable areas, ensuring the work was carried out under appropriate weather conditions to minimise impacts on local flora and fauna. The community was informed of the program’s commencement through public notices and direct notifications, via text message or email, to those who had registered for updates.

Fox threat to wildlife

In April 2025, the City announced plans to strengthen fox control measures in Yellagonga Regional Park following the discovery of dead South-western snake-necked turtles, believed to have been killed by fox cubs. The incident prompted conservationists and residents to call for urgent government action, citing the growing threat foxes pose to native wildlife. A motion passed at the City’s annual meeting of electors led to a commitment to investigate enhanced fox control efforts in collaboration with the City of Wanneroo and the Department of Biodiversity, Conservation and Attractions.



Friends of Warwick Bushland

Key theme 3: Place



Neil Hawkins Park, Joondalup

Our Goal

We have well-planned and attractive suburbs and streetscapes, supported by a range of integrated transport options. Our urban landscapes are connected, useable and accessible. A high standard of liveability is enjoyed by our community who can access quality facilities and public open spaces.



City of Joondalup coastal shared path

Hillarys cycle network expansion — connecting people and places

In 2025, the City of Joondalup completed a major upgrade to the Hillarys cycle network, investing \$2 million to create safer, more accessible shared paths along Hepburn Avenue. This project is helping residents move easily through the northern corridor — linking parks, schools, and coastal attractions — and is a step toward a more connected, active, and environmentally sustainable city.

The project was shaped by community input, with residents sharing ideas on route design, safety features, and amenities. The final design includes upgraded lighting, clear signage, and landscaping that makes the paths both practical and pleasant. Built to accommodate bike riding, walking, and mobility devices, the network ensures accessibility for all ages and abilities.

Since opening, the paths have become a popular choice for everyday travel. Families are bike riding to school, seniors are walking more regularly, and visitors are exploring the coast on two wheels. The network is helping to reduce traffic congestion, lower emissions, and improve public health, all while encouraging people to spend more time outdoors.

The expansion also celebrates local identity. Public art and native plantings along the route reflect the character of the area, turning infrastructure into places people enjoy and feel proud of, reinforcing Joondalup's reputation as a leader in sustainable urban design.

Key priorities

In FY2024–25, the City focused on targeted infrastructure upgrades, placemaking initiatives, and sustainable development strategies, aimed to encourage vibrant communities, support economic growth, and ensure that public spaces meet the evolving needs of residents and visitors.

Key capital works projects for FY2024–25

Eddystone Avenue — Joondalup Drive to Honeybush Drive — Joondalup

Status: ● Planned

Design work progressed on the upgrade of Eddystone Avenue, including an additional westbound lane and modifications to turning lanes. These improvements aim to reduce congestion and enhance access to surrounding residential and commercial areas.

Timeline: Detailed design scheduled for completion in July 2025; construction planned from October 2025 to March 2026.

Outcome: Improved traffic flow and safety through strategic road upgrades.

Hepburn Avenue — Lilburne Avenue to Walter Padbury Boulevard — Various

Status: ● In progress

Construction commenced on upgrades to Hepburn Avenue, including new traffic signals and a dual-lane roundabout. These works aim to improve traffic management and pedestrian safety.

Timeline: Construction began in February 2025; completion expected by October 2025.

Outcome: Enhanced traffic flow and safety for all road users.

Greenwood Scout Hall refurbishment — Greenwood

Status: ● Completed

Refurbishment works at Greenwood Scout Hall and minor upgrades at Calectasia Hall were completed, enhancing accessibility, safety, and comfort for community groups.

Timeline: Construction completed in October 2024.

Outcome: Refreshed and more functional community facilities supporting inclusive community use.

Hepburn Avenue/Amalfi Drive roundabout improvement — Hillarys

Status: ● Completed

Upgrades to the roundabout at Hepburn Avenue and Amalfi Drive were completed, including improved lighting, skid resistance treatments, and safer pedestrian and cyclist facilities.

Timeline: Construction completed in March 2025.

Outcome: Safer and more efficient intersection supporting active transport and reducing crash risk.



Satisfaction with Joondalup as a place to live

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

FY2022-23

96%

97%

Hepburn Avenue/Moolanda Boulevard roundabout construction — Various

Status: ● Planned

Planning and design for a new two-lane roundabout at Hepburn Avenue and Moolanda Boulevard were finalised. The upgrade aims to improve traffic flow and safety at this key intersection.

Timeline: Construction scheduled from September to December 2025.

Outcome: Reduced congestion and improved safety to support future growth.

Joondalup Drive/Lakeside Drive (north) roundabout — Joondalup

Status: ● In progress

Construction commenced on a new roundabout at Joondalup Drive and Lakeside Drive (north), including cycle lane bypasses, skid resistance treatments, and upgraded lighting and pedestrian facilities.

Timeline: Construction commenced in October 2024; completion scheduled for July 2025.

Outcome: Improved traffic flow and safety supporting access to Lakeside Shopping City and surrounding precinct.

Hillarys cycle network expansion — Various

Status: ○ Behind schedule

Construction commenced on upgrades to the shared coastal pathway between Hillarys and Burns Beach, including new sections along Hepburn Avenue.

Timeline: Southern section under construction; northern section scheduled for construction from March to June 2026.

Outcome: Expanded and upgraded shared paths supporting active and sustainable transport and recreation.

Moolanda Boulevard pedestrian footbridge — Kingsley

Status: ● Planned

Design and procurement were completed for the replacement of the pedestrian footbridge and shared path over Moolanda Boulevard.

Timeline: Construction scheduled from July 2025 to February 2026.

Outcome: Improved safety and accessibility for pedestrians and cyclists to promote active and sustainable transport.

Joondalup Drive/Hodges Drive intersection upgrade — Joondalup

Status: ○ Behind schedule

Design work progressed on upgrades to this busy intersection, including an additional right-turn lane and improvements to lighting, pedestrian facilities, and freeway access.

Timeline: Detailed design scheduled for completion in October 2025; construction planned for 2026.

Outcome: Enhanced intersection capacity and safety to support regional traffic movements.

Percy Doyle Football/Tee Ball clubrooms — Duncraig

Status: ● Completed

Upgrades to the clubrooms at Percy Doyle Reserve were completed, including new changerooms, universal access toilet, additional storage, and general refurbishment.

Timeline: Construction completed in April 2025.

Outcome: Modernised clubrooms with improved facilities supporting inclusive participation in sport and recreation.

Prince Regent Park facility upgrade – Heathridge

Status: ● Planned

Design and procurement progressed for the refurbishment of changerooms and construction of new amenities at Prince Regent Park, Heathridge.

Timeline: Construction scheduled from June 2025 to March 2026.

Outcome: Improved amenities and accessibility to support inclusive community use of the park.

Warwick north cluster parks revitalisation – Warwick

Status: ● Completed

Landscape improvements at Hillwood Park North, Carr Park, and Hillwood Park South were completed, including pathway upgrades, turf renewal, irrigation, mulching, and tree planting.

Timeline: Construction completed in September 2024.

Outcome: Enhanced amenity and usability of local parks to support community wellbeing.

Tom Simpson Park north/south car parks improvements – Mullaloo

Status: ● Completed

Upgrades to the north and south car parks at Tom Simpson Park were completed, including resurfacing and layout optimisation.

Timeline: Construction completed in December 2024.

Outcome: Improved layout, safety, and access to support increased visitation and better traffic management.

Whitfords West Park – amenity improvements and recreation infrastructure – Kallaroo

Status: ● In progress

Amenity improvements were completed, and design and procurement progressed for new recreation infrastructure including a pump track, jump line, and basketball pad.

Timeline: Amenity improvements completed in October 2024; recreation infrastructure construction scheduled from July to November 2025.

Outcome: Delivery of upgraded park amenities and new infrastructure to support active play and community wellbeing.



Satisfaction with parks

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

FY2022-23

93%

91%

Key non-capital projects and initiatives for FY2024–25

Heathridge Park Masterplan — Heathridge

Status: ● Planned

Following community consultation, Council endorsed the Heathridge Park Masterplan to progress to detailed design. The City explored opportunities to integrate additional community-requested features into the concept. The masterplan aims to revitalise the park with inclusive, modern facilities that support diverse recreational activities.

Timeline: Council approval in December 2024; detailed design phase underway in FY2024–25.

Outcome: A future-ready park design that reflects community aspirations and promotes active lifestyles.

Local Planning Strategy Review — City-wide

Status: ● In progress

The City advanced its review of the Local Planning Strategy, including housing and commercial components. Phase three community consultation and spatial analysis began, focusing on density allocation and development controls.

Timeline: Phase three consultation and spatial option analysis ongoing in FY2024–25.

Outcome: A refreshed strategic planning framework that aligns with community needs and supports sustainable development.

Integrated Parking Compliance System — Joondalup City Centre

Status: ● Completed

The City delivered a new integrated parking compliance system, including a mobile parking app, pay-by-plate meters, an e-permit portal, and upgraded licence plate recognition technology.

Timeline: System rollout completed in FY2024–25.

Outcome: Improved parking efficiency and accessibility across the City Centre, supporting fair use and better user experience.

Ocean Reef Marina — Ocean Reef

Status: ● In progress

The City continued supporting DevelopmentWA in delivering the Ocean Reef Marina. Technical input was provided for approvals, and stakeholder engagement ensured alignment with the Development Agreement.

Timeline: Ongoing support throughout FY2024–25; City-owned land development paused.

Outcome: A vibrant waterfront precinct with recreational, residential, and tourism opportunities.

Joondalup City Centre development — Joondalup

Status: ● Planned

Strategic planning and business case development progressed for future City Centre opportunities. A probity advisor was appointed, and a governance framework was presented to the Major Projects and Finance Committee. Procurement commenced for a feasibility and market analysis consultant.

Timeline: Governance framework presented in March 2025; consultant procurement underway.

Outcome: Strengthened foundations for urban growth and investment attraction in the Joondalup City Centre.

How we performed

To demonstrate progress against key theme 3: Place, the following table outlines the City’s performance on key initiatives during FY2024–25.

 Upwards Trend
  Downwards Trend
  Unchanged Trend
  Not applicable

Ongoing programs and activities

Title/name	Measure	Result	5-year trend
Drainage maintenance	Number of drainage maintenance work orders completed	489	
Parking management	Number of scheduled school parking patrols undertaken	207	
	<ul style="list-style-type: none"> Number of parking cautions issued 	4,877 cautions	
	<ul style="list-style-type: none"> Number of parking infringements issued 	5,533 infringements	
	Average monthly percentage occupancy of Reid Promenade Multi-Storey Car Park	Data unavailable	
Pathway maintenance	Number of pathway maintenance work orders completed	477	
Road maintenance	Number of road maintenance work orders completed	442	
Building applications	<ul style="list-style-type: none"> Number of building permits issued 	2,501	
	<ul style="list-style-type: none"> Value of building permits issued 	\$589,996,145	
	Percentage of building applications determined within statutory timeframes	100%	
Development applications	<ul style="list-style-type: none"> Number of planning approvals determined 	1,104	
	<ul style="list-style-type: none"> Value of planning approvals determined 	\$318,626,069	
	Percentage of planning approvals determined within statutory timeframes	74%	
Customer satisfaction	Percentage satisfaction with development application process	64%	
	Percentage satisfaction with building application process	70%	

Title/name	Measure	Result	5-year trend
Land purchase inquiries	Number of land purchase inquiries received	3,136	
	Percentage of land purchase inquiries issued within 14 days	70%	
Public open space maintenance	Number of park and public open space maintenance work orders completed	9,588	
Building maintenance program	Number of building maintenance work orders completed	22,900	
Community venue bookings	Number of venue hire bookings approved	3,337	
	Average percentage utilisation of community buildings	46%	
	Average percentage utilisation of sports parks	27%	
	Average percentage utilisation of recreation parks	1%	
Leases and licences	Number of annual inspections of leased and licensed buildings completed	44	
	Number of tenancy applications evaluated	6	
	Number of negotiated tenancy agreements finalised	1	

*Milestone/s amended by Council.



Joondalup Library

Non-capital projects and initiatives

Project/activity	Budget status	Milestone status**
Bike Plan*	On budget	5/6
Integrated parking compliance system	On budget	5/7
Integrated Transport Plan	On budget	4/4
Road Safety Action Plan	On budget	2/5
Local planning policies – review and development	On budget	4/4
Local Planning Scheme No 3 review	On budget	3/3
Local Planning Strategy Review*	On budget	4/8
Review of structure plans	On budget	4/4
State planning reform	On budget	4/4
City land portfolio management	On budget	8/8
Club Night Lights Program and Community Sporting and Recreation Facilities Fund	On budget	4/4
Heathridge Park Masterplan	On budget	3/3
Joondalup City Centre development	On budget	8/8
Ocean Reef Marina	On budget	16/16
Ocean Reef Sea Sports Club building redevelopment	On budget	4/4
Strategic Asset Management Framework review	On budget	2/2

*Milestone/s amended by Council.

** Number of milestones completed.



Satisfaction with landscaping design

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

FY2022-23

86%

86%

Highlights

Women on Wheels — Building confidence and inclusion through bike riding

In March 2025, the City of Joondalup supported the delivery of Women on Wheels, a four-week bike riding skills program designed for women, trans, and non-binary individuals. Delivered by CycleSense and coordinated by WestCycle, the program aimed to create a safe, inclusive space for participants to build confidence and practical bike riding skills. Held at Falkland Park netball courts in Kinross, the sessions covered bike riding etiquette, traffic awareness, bike maintenance, and skills development. The final session featured a guided group ride from Burns Beach to Iluka, concluding with a community gathering at Sistas Café. Although attendance varied across the four weeks, participants reported gaining valuable skills and confidence. The program attracted beginners from Joondalup and beyond, demonstrating the importance of accessible, community-led initiatives that promote active transport, social connection, and inclusion.



Women on Wheels

Mullaloo to Hillarys coastal shared path upgrade

The City commenced upgrades to a 3.7 km section of the coastal shared path from Mullaloo (Northshore Drive and Merrifield Place) to Hillarys Boat Harbour (Northside Drive). The project replaced the existing 3m-wide path with a 4m-wide red asphalt path to improve safety and accessibility. Minimal vegetation clearing was undertaken, and new conservation fencing was installed. The works complemented recent upgrades at Tom Simpson Park and other coastal path sections. Funded through the WA Bicycle Network Grant Program, the project is part of the State Government's Hillarys Cycle Network Expansion. City data shows high weekly usage, with 8,300 people in Mullaloo and 5,400 in Hillarys.

Challenges

ePermit system

In response to community feedback regarding the rollout of the City's ePermit system, Council considered a report at its meeting on Tuesday 25 March 2025. Concerns were raised about the transition timeline, permit fees, and accessibility for service providers. To address these issues, Council extended the transition period to Monday 30 June 2025. Residential accounts transitioning between 1 April and 31 May 2025 received a fee waiver for the third permit, valid for 12 months. Eligible service agencies transitioning within the same period also received a fee waiver for the service provider permit, valid for 12 months. These adjustments aimed to support a smoother transition while balancing operational efficiency with community expectations.



For more details watch the video **Mullaloo to Hillarys coastal shared path upgrade** joondalup.wa.gov.au/city-and-council/latest-news-updates/works-commence-on-coastal-shared-path

Key theme 4: Economy



Christmas Markets, Central Walk, Joondalup

Our Goal

We are a global facing city with a prosperous and resilient economy. Our City is home to diverse industries that generate a wide-range of local job opportunities. We encourage creativity and innovation, and we support opportunities to build the City's brand as a popular business and tourism destination.



Christmas Markets, Central Walk, Joondalup

Setting a benchmark for innovative small business support initiatives

In late 2024, the City of Joondalup set a new benchmark for local government-led economic development with the launch of its 2025 Business Support Program. The initiative was unveiled at the Shaping Up business sundowner, held in partnership with the Joondalup Business Association, and attended by key stakeholders including Minister for Small Business Jackie Jarvis MLC and Chamber of Commerce and Industry Western Australia Senior Economist Sam Collins.

Recognising the importance of small businesses in driving local innovation and employment, the City launched four free support programs in 2025, targeting micro and home-based businesses, small to medium enterprises, skill-specific enterprises, and leadership development to build capacity and resilience across its business community. The event also celebrated the winners of the 2024 Joondalup Business Awards, including Quest Joondalup as Business of the Year.

The City aims to provide support and resources to help our 13,000 local businesses that provide more than 56,000 jobs and generate over \$7.8 bn in each year. The Minister for Small Business Jackie Jarvis MLC praised Joondalup's proactive approach, noting its leadership in creating a supportive environment for small business growth.

Key priorities

In FY2024–25, the City advanced key infrastructure projects, supported business development, and encouraged partnerships across sectors to create a resilient economic environment that attracts investment, generates employment, and enhances quality of life for the community.

Key capital works projects for FY2024–25

Burns Beach – café/kiosk/restaurant – Burns Beach

Status: ● In progress

Planning continued for a food and beverage facility at Burns Beach foreshore. Detailed design and procurement commenced, alongside an additional flora survey and the submission of a clearing permit application.

Timeline: Detailed design and procurement phases scheduled for completion in February and June 2026, respectively; construction scheduled from November 2026 to May 2028.

Outcome: Development of a new hospitality venue to enhance visitor experience and support local tourism and economic activity.

Burns Beach Coastal Node redevelopment – Burns Beach

Status: ● In progress

Design and planning progressed for the redevelopment of infrastructure at the Burns Beach Coastal Node, aligned with the café/kiosk/restaurant project and guided by the Burns Beach Masterplan.

Timeline: Detailed design phase underway and scheduled for completion in February 2026; construction scheduled from November 2026 to October 2027.

Outcome: Upgraded public infrastructure to improve access, amenity, and environmental resilience.



Burns Beach

Key non-capital projects for FY2024-25

Investment Attraction Framework

Status: ● In progress

The City advanced the development of an Investment Attraction Framework to guide targeted strategies that encourage private and public investment. A draft framework was presented to Elected Members for feedback, informed by stakeholder engagement and multi-criteria assessment models.

Outcome: A strategic tool to support local economic growth, job creation, and innovation across key sectors.

Joondalup Innovation Precinct

Status: ● In progress

The City continued to develop the Joondalup Innovation Precinct through partnerships with educational institutions, industry leaders, and government agencies. Activities included hosting Smart City Connect events, co-hosting the Joondalup Innovation Challenge, and supporting robotics and cybersecurity initiatives.

Outcome: Strengthened position as a hub for digital innovation and emerging technologies.

Place activation

Status: ● In progress

A range of community-led place activation initiatives were delivered, guided by the Joondalup City Centre Place Activation Plan 2022. These included events, stakeholder engagement, and creative installations to activate public spaces.

Outcome: Enhanced vibrancy and identity of public spaces, supporting local businesses and community wellbeing.



City of Joondalup Christmas lights



Satisfaction with tourism and visitor attraction

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

74%

FY2022-23

78%

How we performed

To demonstrate progress against key theme 4: Economy, the following table outlines the City’s performance on key initiatives during FY2024–25.

2	<p>Business forums 306 total attendees</p>	↘
6	<p>Business capacity and support activities 484 total attendees</p>	↗
29	<p>Activities to promote innovation and support creativity</p>	↗

↗ Upwards Trend ↘ Downwards Trend = Unchanged Trend ■ Not applicable

Ongoing programs and activities

Title/name	Measure	Result	5-year trend
Business engagement	Number of business engagement programs provided to local businesses	9	
	Number of businesses participating in business engagement programs	70	
Business events	• List of business events delivered	7	
	• Number of attendees per business event delivered:	597	
	– Uptown Women Connection and Profile Building Breakfast event	60	
	– Smart City Connect event- NTRO and Department of Transport	50	
	– End of year Business Sundowner	70	
	– Joondalup 2050: Realising the Vision Business Forum	200	
	– Uptown Women event held in partnership with Joondalup Business Association	70	
	– Smart City Connect – NTRO and ECU	87	
– Smart City Connect – NTRO and Department of Transport	60		

Title/name	Measure	Result	5-year trend
Joint Economic Development Initiative	• Number of Joint Economic Development Initiative roundtable meetings hosted	4	
	• Number of attendees per roundtable meeting held	72 (total)	
	– Meeting 1	20	
	– Meeting 2	16	
	– Meeting 3	18	
	– Meeting 4	18	
Sector cluster groups	• Number of cluster group meetings hosted	12	
	• Number of attendees per cluster group meeting held	202 (total)	
	– Joondalup Visitor Economy Network	4	70
	– Joondalup Medical Precinct Taskforce	4	76
	– Digital Cyber Network	3	47
	– Knowledge Industry Joondalup Learning Precinct	1	9



City of Joondalup Valentine's Concert

Non-capital projects and initiatives

Project/activity	Budget status	Miletsone status**
Small Business Friendly Approvals Program*	On budget	1/1
Digital City Plan 2024–2029	On budget	5/5
International Economic Development Activities Plan	On budget	1/1
Investment Attraction Framework*	On budget	4/4
Joondalup Innovation Precinct	On budget	4/4
Burns Beach food and beverage facility expression of interest*	On budget	3/4
Destination City Plan	On budget	4/4
Duffy House commercial expression of interest*	On budget	1/5
Event attraction	On budget	4/4
Place activation	On budget	8/8

*Milestone/s amended by Council.

**Number of milestones completed.



Mural Art Trail, Central Walk, Joondalup

Highlights

New website launched — Uptown Joondalup

In April 2025, the City launched Uptown Joondalup, a new website providing a dynamic platform for local businesses, showcasing hospitality and retail experiences alongside unique attractions through interactive maps and directories. The Uptown Joondalup social media platforms grew to over 7000 followers across Facebook and Instagram.

Central Walk revitalisation

The revitalisation of Central Walk began with public art, lighting installations, and community events, including a block party and Christmas activations that drew residents and businesses to the City Centre. Christmas Markets were held on Fridays 29 November, 6 December, and 13 December, featuring live entertainment, free children's activities, Santa visits, over 40 market stalls, and local dining. Motion by the Ocean provided free trishaw rides for seniors and people with limited mobility to view the Christmas lights. The events were supported by Heartbeat Joondalup and Uptown Joondalup.

Joondalup 2050 Business Forum

The Joondalup 2050 Business Forum — Realising the Vision — attracted over 200 stakeholders, including the Premier for Western Australia Hon. Roger Cook MLA, who described Joondalup as not just preparing for the future, but actively shaping it and leading the way as a world-class destination. The forum delivered the first look at what the Joondalup City Centre could look like in 2050, and launched the City's new Economic Development Strategy, Expanding Horizons 2033.

Joondalup Innovation Challenge

The annual Joondalup Innovation Challenge celebrated innovation and collaboration in the Joondalup community. Established to foster innovation, problem-solving, and entrepreneurship, the challenge brought together educational institutions, including Edith Cowan University, North Metropolitan TAFE, The University of Western Australia, Australian Institute of Workplace Training, and National Institute of Technology Australia.

Over 65 tertiary students were supported to bring new solutions to real world challenges faced by local organisations.

Challenges

Competitive investment landscape

The City's efforts to attract new businesses and investment were constrained by a highly competitive State and regional landscape, making it difficult to position Joondalup as a preferred destination for commercial growth. Economic infrastructure projects, particularly those involving commercial partnerships, required extended planning and negotiation periods. These delays highlighted the complexities associated with land use planning and tenure negotiations, which often involve multiple stakeholders and regulatory considerations.

Resource constraints

The City faced challenges in providing consistent engagement and support to its local business community. With over 12,000 businesses operating in Joondalup, ensuring equitable access to resources, information, and assistance proved difficult within existing resource constraints.



For more details watch the **Joondalup Innovation highlights** joondalup.wa.gov.au/city-and-council/latest-news-updates/innovation-challenge-highlights

Key theme 5: Leadership



Australia Day Citizenship Ceremony

Our goal

We have a diverse elected body that represents, promotes and reflects the composition of our community. Our Council and workforce are accountable and transparent and make balanced decisions based on sound, professional advice. Quality services are delivered by our highly-skilled and effective workforce.



Native Plant Giveaway

Leadership in privacy and information governance

In FY2024–25, the City of Joondalup demonstrated leadership in preparing for the implementation of Western Australia's new *Privacy and Responsible Information Sharing Act 2024*. This landmark legislation, commencing on 1 July 2026, introduces a dedicated privacy framework for public sector entities, including local governments, aimed at strengthening protections for personal information and improving transparency in data handling.

The *Privacy and Responsible Information Sharing Act 2024* sets out clear principles and standards for how government agencies collect, use, store, and share personal information. It ensures that:

- Agencies must take reasonable steps to secure personal data
- Data is only collected when necessary and used for authorised purposes
- Individuals are informed about how their data is handled
- People have the right to access and correct their personal information
- Sensitive data requires consent.

From 1 January 2027, the Act also introduces a mandatory data breach notification scheme, requiring agencies to report serious breaches to the Information Commissioner and affected individuals. Oversight will be provided by independent officeholders, including the Information Commissioner, Privacy Deputy Commissioner, and Chief Data Officer, who commenced in July 2025 to support implementation.

To prepare for these reforms, the City progressed internal processes and documentation, including privacy impact assessments, breach response procedures, and the development of a personal information asset register. Draft Council policies such as the Privacy Policy and Data Breach Policy were advanced, and training and awareness programs were initiated to build organisational readiness and public understanding.

These efforts reflect the City's commitment to responsible governance and public trust. By proactively aligning with the Act, we are ensuring that residents have greater control over their personal information and that government data practices are transparent, secure, and accountable.

Key priorities

In FY2024–25, the City prioritised organisational transformation, digital innovation, and service excellence.

Key capital works projects for FY2024–25

There were no key capital works projects scheduled for FY2024-25 under this theme.

Key non-capital projects and initiatives for FY2024-25

Core system replacement project (Project Axiom)

Status: ● In progress

The City progressed the implementation of Project Axiom, a major digital transformation initiative to replace core systems. Key milestones included the ongoing development of modules for finance and customer engagement within Microsoft Dynamics 365 ecosystems. Foundational work was completed to support future implementation.

Outcome: A transformative platform to enhance service delivery, data management, customer experience, and operational efficiency.

City of Joondalup website redevelopment project

Status: ● In progress

The City launched a new corporate website, improving accessibility, functionality, and user experience. Phase two commenced, focusing on enhanced content, system integration, and additional features informed by user feedback.

Outcome: A modern digital interface that strengthens transparency and community engagement.

Customer service centralisation

Status: ● In progress

The City advanced the centralisation of customer service functions through feedback analysis and process review. Development of a Customer Experience Strategy began, with milestones aimed at improving service delivery and promoting a culture of continuous improvement.

Outcome: A streamlined and responsive customer service model that ensures consistent, high-quality community interactions.

Performance measures

Status: ● Completed

A new set of performance indicators was developed and endorsed by Council following workshops and consultation with Elected Members. These measures provide a clearer framework for reporting and evaluating the success of the 10-Year Strategic Community Plan.

Outcome: A robust performance framework that supports accountability, transparency, and alignment with strategic goals.

Privacy and Responsible Information Sharing reforms

Status: ● In progress

The City implemented State Government reforms to strengthen privacy and responsible data sharing. Internal processes and documentation were updated, Council policies progressed, and training programs developed.

Outcome: Improved compliance and community trust in the City's information management practices.

How we performed

To demonstrate progress against key theme 5: Leadership, the following table outlines the City's performance on key initiatives during FY2024–25.

 Upwards Trend
  Downwards Trend
  Unchanged Trend
  Not applicable

Ongoing programs and activities

Title/name	Measure	Result	5-year trend
Elected Member training	List of conferences and training events attended by Elected Members	See page 68	
Employee training	Number of employees undertaking mandatory licencing/training	804	
	Average amount spent on employee training per full-time equivalent employee**	\$1,387	
Employee recruitment and retention	Number of full-time and part-time employees recruited		
	– Full-time	92	
	– Part-time	26	
	Number of full-time and part-time employees exited		
	– Full-time	77	
	– Part-time	43	
	Percentage employee vacancy rate**	10.5%	
	Percentage voluntary separation rate**	13%	
	Percentage turnover rate**	17%	
Workplace health and safety	Number of occurrences of lost time due to injury for each one million hours worked (lost time injury frequency rate)**	4.5	
	Number of work health and safety incidents	128	
	Number of work health and safety incidents linked to a hazard	48	
Advocacy Framework	Number of advocacy activities conducted	213	

Title/name	Measure	Result	5-year trend	
Grant funding	Value of recurring grant funding received	\$5,985,795		
	Value of competitive grant funding received	\$4,068,083	↗	
City electronic communication	Number of eNewsletters distributed	359		
	Average number of unique eNewsletter subscribers**	59,791		
	Number of unsubscribers from eNewsletters	939		
	Average open rate for eNewsletters**	38%		
	Number of social media posts per channel			
	City of Joondalup:			
	- Facebook	676		
	- Instagram	559		
	- X	225		
	- LinkedIn	147		
	- YouTube	23		
	Joondalup Libraries:			
	- Facebook	643		
	- Instagram	559		
	Uptown Joondalup:			
	- Facebook	172		
	- Instagram	486		
	Craigie Leisure Centre:			
	- Facebook	361		
	- Instagram	371		
	Joondalup Festival:			
	- Facebook	184		
	- Instagram	271		
Youth Services:				
- Facebook	209			
- Instagram	207			

Title/name	Measure	Result	5-year trend
City electronic communication	Number of new social media followers per channel		
	City of Joondalup:		
	– Facebook	5,119	
	– Instagram	2,235	
	– X	-36	
	– LinkedIn	1,021	
	– YouTube	90	
	Joondalup Libraries:		
	– Facebook	625	
	– Instagram	230	
	Uptown Joondalup:		
	– Facebook	440	
	– Instagram	4,186	
	Craigie Leisure Centre:		
	– Facebook	810	
	– Instagram	1,031	
	Joondalup Festival:		
	– Facebook	2,379	
	– Instagram	1,470	
	Youth Services:		
	– Facebook	154	
– Instagram	110		

Title/name	Measure	Result	5-year trend	
City electronic communication	Number of social media post reactions and likes			
	City of Joondalup:			
	– Facebook	35,363		
	– Instagram	6,064		
	– X	2,382		
	– LinkedIn	33		
	– YouTube	31		
	Joondalup Libraries:			
	– Facebook	9,054		
	– Instagram	6,527		
	Uptown Joondalup:			
	– Facebook	5,250		
	– Instagram	5,522		
	Craigie Leisure Centre:			
	– Facebook	6,764		
	– Instagram	1,993		
	Joondalup Festival:			
	– Facebook	186		
	– Instagram	8,612		
	Youth Services:			
	– Facebook	328		
	– Instagram	499		
	Top 3 social media posts by engagement		See page 43	
	Number of unique website users per City website			
	– City of Joondalup		942,087	
	– Craigie Leisure Centre		78,663	
	– Joondalup Festival (between 1 Dec 2024 – 30 Apr 2025)		117,701	
– Uptown Joondalup (launched March 2025)		7,210		

Title/name	Measure	Result	5-year trend
City electronic communication	Top 3 webpages of the City of Joondalup corporate website by unique user visit	1.Home page 2.Residential bin collections 3.Events calendar	
	Top 3 traffic sources to the City of Joondalup corporate website	1.Google 2.Direct 3.Facebook	
City publications	List of scheduled print publications distributed City-wide	See page 40-43	
	List of ad hoc print publications distributed City-wide	See page 40-43	
Community consultation	Number of development application consultations commenced	343	↘
	List of general community consultation activities commenced	19	=
	- Heathridge Park Concept Designs		
	- MacNaughton Park (Kinross) – Proposed Clubroom Refurbishment		
	- Draft Climate Change Plan 2024–2034		
	- Proposed City of Joondalup Parking Amendment Local Law 2024		
	- Alfresco Activities Local Planning Policy		
	- Joondalup Digital Plan		
	- Library Service Survey		
	- Major Land Transaction – 40 Ocean Parade (Burns Beach)		
	- Dog management		
	- Proposed Local Development Plan – 45 Country Club Boulevard (Connolly)		
	- Draft new Residential Development Local Planning Policy		
- Park name change proposal – Blackboy Park (Mullaloo)			
- Grouped dwelling (four new two-storey dwellings) – 75 Doveridge Drive (Duncraig)			

Title/name	Measure	Result	5-year trend
Community consultation	– Proposed amendments to the Private Community Purposes Zone Local Planning Policy		
	– Proposed Percent for Art Scheme Local Planning Policy		
	– Building Sustainable Neighbourhoods – Infill Housing Review		
	– Intention to levy differential rates FY2025–26		
	– Proposed Scheme Amendment No. 20 and Amendments to Short-Term Accommodation Local Planning Policy		
	– Proposed Animals Local Law 2025		
List of event feedback activities commenced		13	↓
	– Sunday Serenades feedback		
	– Little Feet Festival feedback		
	– Music in the Park Concert – Warrandyte Park (Craigie) feedback		
	– Music in the Park Concert – Bramston Park (Burns Beach) feedback		
	– Business Forum: Joondalup 2050 – Realising the Vision feedback		
	– Valentines Concert feedback		
	– Joondalup Festival feedback		
	– Skate, BMX and Scooter Competition feedback		
	– Community Art Exhibition feedback		
	– Light Source – Joondalup Contemporary Art Gallery, feedback		
	– Seniors Lifestyle Expo feedback		
	– Communities in-Focus workshops feedback		
	– Innovate Joondalup program feedback		
Complaints and compliments management	▪ Number of complaints received	188 complaints	
	▪ Number of compliments received	255 compliments	
	Number of mediation enquiries received, and referrals provided	17 referrals	
	Number of Ombudsman inquires	5	

Title/name	Measure	Result	5-year trend
Correspondence to the City	Number of documents processed by the City	99,683	
Council meetings – community participation	Number of deputations presented at Briefing Sessions	30	
	Number of written questions presented at Briefing Sessions and Council Meetings	524	
Customer care	Number of telephone calls received	70,911	
	Average length of time taken to answer telephone calls**	1 minute 12 seconds	
	Percentage of telephone calls abandoned by the customer**	5.5%	
	Number of in-person transactions at the City's administration building	6,076	
Freedom of information	Number of freedom of information applications received by the City	75	↘
	Average number of days taken for processing freedom of information applications**	35 days	↗
Customer payments	Percentage of payments received by payment method (based on the value of payments)* **		
	BPAY	56%	
	In-person at administration building	21%	
	City of Joondalup website	10%	
	Australia Post outlets	4%	
	Dedicated Interactive Voice Response phone number	3%	
Procurement of goods and services	Average number of days taken to pay suppliers**	25 days	
	Number of incidences of non-compliance with procurement legislation	0	

* Measure amended by Council.

** Year average.



Satisfaction with City communications

Source: Customer Satisfaction Survey FY2024-25

FY2024-25

81%

FY2022-23

78%

Non-capital projects and initiatives

Project/activity	Budget status	Milestone status**
Core system replacement project (Project Axiom)*	On budget	2/8
Delegated Authority Manual review	On budget	2/2
Local government reform	On budget	4/4
Privacy and responsible information sharing reforms*	On budget	7/9
Strategic Workforce Plan	On budget	5/7
Council policies – development and review	On budget	4/4
Strategic Position Statements	On budget	0/3
Submissions to State and Federal Governments	On budget	4/4
City of Joondalup website redevelopment project	On budget	5/5
Customer satisfaction survey	On budget	2/3
Customer service centralisation*	On budget	6/6
Strategic Community Reference Group	On budget	5/5
10-Year Strategic Community Plan	On budget	2/2
10-Year Strategic Financial Plan*	On budget	2/5
5-Year Capital Works Program	On budget	3/3
5-Year Corporate Business Plan	On budget	2/2
Annual Budget	On budget	4/4
Annual Financial Report	On budget	3/4
Annual Report	On budget	2/3
Benefits Realisation Program	On budget	2/2
Compliance Audit Return	On budget	3/3
Integrity and conduct annual collection	On budget	2/2
Organisation review/administration efficiency assessment	On budget	1/1
Performance measures	On budget	4/4

*Milestone/s amended by Council.

**Number of milestones completed.

Highlights

New website earns international recognition

The City's website, launched in October 2024, received an honourable mention in the Kentico Site of the Year 2024 competition, placing it among the top websites globally built on the Kentico platform. Kentico hosts over 35,000 websites across 120 countries.

Judges commended the site for its user-friendly design, seamless navigation, and robust functionality. Key features include intuitive menu structures, responsive design across devices, interactive tools such as online forms and event calendars, and compliance with modern accessibility standards.

The City was committed to improving public services through technology and enhance the online experience for residents and visitors, especially to meet the needs of an ageing and digitally engaged community. The City collaborated with Perth-based web development agency ALYKA, selected through a tender process.

Gold Award for Annual Report

The City's Annual Report for the 2023-24 financial year received its sixth consecutive Gold Award at the Australasian Reporting Awards – an achievement that reflects our commitment to transparency and excellence in public reporting.

myJoondalup portal

Through Project Axiom, we expanded the myJoondalup portal, making it easier than ever for residents to access services for health applications, waste management, lodging complaints or compliments, and even submitting ePetitions – all online.

Challenges

Ageing workforce

The City has an ageing workforce, with approximately 37 per cent of employees aged 51 years and over. As these employees move towards retirement, the City recognised the need to ensure continuity of business, and greater succession and workforce planning to avoid a knowledge and skill gap. The City implemented a Phased Retirement pilot project to develop a process for a transition to retirement.

 For further information on the Phased Retirement pilot project, see the section [Our workforce](#)



Hon Roger Cook MLA and Isabella — Joondalup 2025 Business Forum 2024

Isabella the Humanoid Robot – A collaborative innovation in Joondalup

In November 2024, Isabella, a humanoid robot, made her debut at City of Joondalup events, highlighting the City’s commitment to innovation and emerging technologies.

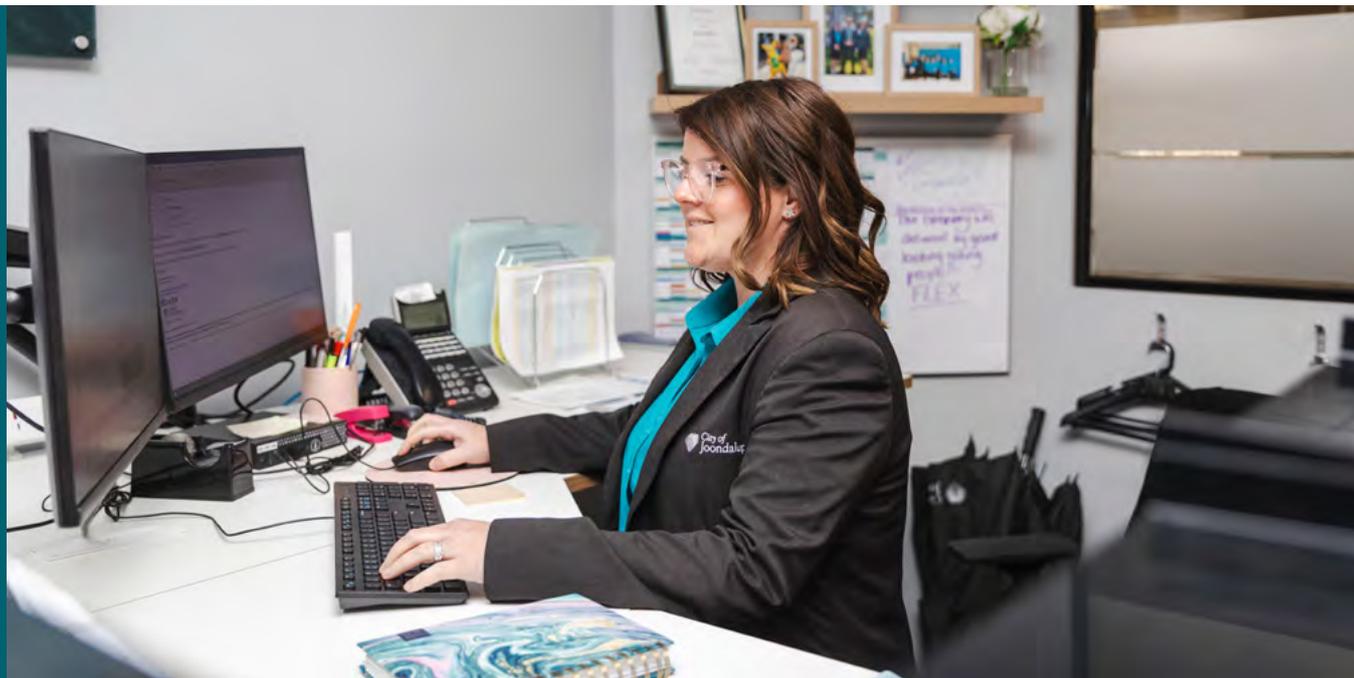
Developed through a partnership between North Metropolitan TAFE and the City, Isabella was programmed by students enrolled in the Diploma of Information Technology (Games and Intelligent Systems), a program focused on advanced technologies including robotics, artificial intelligence, virtual and augmented reality, and game development.

As part of North Metropolitan TAFE’s “Live Works” class, students engaged in real-world challenges such as establishing network connectivity, configuring onboard systems,

programming with the Robot Operating System Framework, enabling autonomous movement, and integrating a large language model for conversational speech. These tasks provided valuable hands-on experience with cutting-edge robotics and AI.

The collaboration delivered mutual benefits: students gained practical skills and industry exposure, while the City acquired a unique, interactive asset to support its tourism and community engagement goals. Isabella’s presence at public events helped showcase Joondalup as a forward-thinking city embracing technology to connect with residents and visitors alike.

Year ahead



City of Joondalup Administration

Annual performance measures

For the FY2025–26, Council has endorsed a set of annual performance measures that reflect the City’s commitment to delivering high-quality services, infrastructure, and outcomes for our community. These measures are designed to track progress across key priorities outlined in the *Corporate Business Plan 2025–2029*, including major capital works projects, community initiatives, environmental sustainability programs, and digital transformation efforts. Performance will be monitored through service benchmarks, project milestones, financial indicators, and community satisfaction levels.

The following projects and initiatives have been identified by Council as key priorities for the year ahead in the *Corporate Business Plan 2025–2029*. Full details, including planned completion dates and total budgets are provided under the five key themes of our 10-Year Strategic Community Plan, *Joondalup 2032: Community, Environment, Place, Economy, and Leadership*.



The *Corporate Business Plan 2025–2029* is available on the City’s website joondalup.wa.gov.au/city-and-council/publications/corporate-business-plan

Key priorities

Key theme 1: Community

Key capital works projects for FY2025-26

Caledonia Park sports lighting expansion — Currambine

To support increased participation in large ball sports, this project will deliver four new lighting poles and associated sports lights at Caledonia Park. Construction is scheduled for completion in FY2025–26, enabling extended use of the park into the evening hours.

Heathridge Park redevelopment — Heathridge

A major redevelopment is planned for Heathridge Park, including:

- Refurbishment of the Heathridge Community Centre and Guy Daniel Clubroom
- Demolition of the existing clubroom and construction of a new two-storey community sporting facility
- Upgrades to park amenities, including a nature-based playground, new/upgraded tennis courts, a barbeque/picnic area, and a half-court basketball pad.

In FY2025–26, the detailed design for the new facility will be finalised, with procurement processes commencing.

MacNaughton Park Clubroom upgrade — Kinross

This project will enhance the existing clubroom facility through:

- Upgraded internal toilets and change rooms
- Construction of a universal access toilet
- Additional storage facilities.

Detailed design and procurement activities will be undertaken in FY2025–26.

Sorrento Surf Life Saving Club redevelopment — Sorrento

The redevelopment will include a new commercial facility and northern toilet block to support and enhance community use of the club. FY2025–26 will see the completion of detailed design and commencement of procurement.

Key non-capital projects for FY 2025-26

Community Safety Plan

A new strategic plan will be developed to address key safety concerns across the city, including parking and animal management, CCTV, graffiti removal, and community amenity. The plan will focus on fostering a safe and connected community through direct service delivery and support for local organisations and community-led initiatives.

Dog Management Plan

This plan will guide the City's approach to responsible dog ownership and management, covering legislative frameworks, behavioural strategies, and community education.

Joondalup performing arts centre — feasibility investigations

Preliminary investigations will be undertaken into the development of a performing arts facility in the Joondalup City Centre. The proposed centre would host cultural events, performances, and community activities, contributing to the city's cultural vibrancy.

Key theme 2: Environment

Key capital works projects for FY2025-26

Coastal and estuarine mitigation program – Marmion, Mullaloo, Sorrento

This multi-year program will renew and upgrade critical coastal protection infrastructure to safeguard the city's shoreline. Assets to be addressed include:

- Marmion Angling and Aquatic Club seawall
- Sorrento seawall
- Mullaloo Surf Life Saving Club seawall
- Sorrento central groyne
- Sorrento southern groyne

Construction is scheduled to commence in FY2025–26, contributing to long-term coastal resilience.

Key non-capital project for FY2025-26

Joondalup City Centre lighting – Joondalup

This project will involve the staged replacement of lighting infrastructure within residential areas of the Joondalup City Centre. Works will include replacing defective poles and upgrading luminaires to energy-efficient LED technology, improving lighting quality while reducing operational costs. Detailed design will be completed, and construction will commence in FY2025–26.

Coastal Hazard Risk Management and Adaptation Plan

In alignment with *State Planning Policy 2.6*, the City will progress the development of a new plan to identify areas of the coastline vulnerable to long-term coastal hazards. The plan will outline adaptive strategies to manage these risks over the next century, ensuring the city's coastal areas remain safe and sustainable.

Future waste disposal options

Investigations will be undertaken to identify future waste disposal solutions following the planned closure of the Tamala Park landfill. This work will inform the City's long-term waste management strategy and support a transition to more sustainable practices.



Iluka Foreshore

Key theme 3: Place

Key capital works projects for FY2025-26

Eddystone Avenue upgrade — Joondalup

This project will upgrade Eddystone Avenue between Joondalup Drive and Honeybush Drive. Works include converting the existing single-lane roundabout to a dual-lane roundabout and constructing additional turning lanes at key intersections. Construction is expected to commence in FY2025–26.

Greenwood north-east cluster parks revitalisation — Greenwood

Landscaping improvements will be made across Hartley Park, Birch Park and Filbert Park. Works include pathway upgrades, turf renewal, irrigation improvements, mulching and tree planting. In FY2025–26, works at Hartley Park will commence.

Hepburn Avenue intersection upgrades — Padbury

Upgrades will be delivered at the intersections of Hepburn Avenue with Lilburne Avenue and Walter Padbury Boulevard. Works include installation of traffic signals at Lilburne Avenue and construction of a dual-lane roundabout at Walter Padbury Boulevard. Construction is expected to be completed in FY2025–26.

Hepburn Avenue/Moolanda Boulevard roundabout — Kingsley

This project will upgrade the intersection to a two-lane roundabout with pre-deflections on the east and west approaches. Additional upgrades include lighting and pedestrian facilities. Construction is expected to be completed in FY2025–26.

Hillarys cycle network expansion — Hillarys to Burns Beach

Delivered in partnership with the State Government and Department of Transport, this project will upgrade the coastal shared pathway and install a new shared path along Hepburn Avenue between Gibson Avenue and Whitfords Avenue. In FY2025–26, construction of the southern section will be completed, and works on the northern section will commence.

Joondalup Drive/Hodges Drive intersection upgrade — Joondalup

This upgrade will improve traffic flow and safety at the Joondalup Drive/Hodges Drive/Grand Boulevard intersection. Works include an additional right-turn lane, upgraded turning pockets, lighting, pedestrian facilities, and improved access to Mitchell Freeway southbound. Construction is expected to commence in FY2025–26.

Moolanda Boulevard pedestrian footbridge — Kingsley

A replacement pedestrian bridge will be constructed over Moolanda Boulevard to improve safety and connectivity. Construction is expected to be completed in FY2025–26.

Northshore Drive boulevard treatment — Kallaroo

This project will upgrade Northshore Drive from a single carriageway to a single-lane dual carriageway (boulevard). In FY2025–26, detailed design will commence for the section between the beach car park and Northshore Avenue.

Key theme 3: Place

Prince Regent Park facility upgrades — Heathridge

Facility upgrades will include refurbishment of the existing toilet building and construction of a new building with changerooms, toilets, a universal access toilet, kiosk and storage. Construction is expected to be completed in FY2025–26.

Whitfords Avenue roundabout design — Craigie

Design work will commence for a new dual-lane roundabout at the intersection of Whitfords Avenue and the Craigie Leisure Centre access road. The design will also include a connection to Pinnaroo Valley Memorial Park.

Whitfords West Park pump and jump infrastructure — Craigie

This project will deliver a new pump and jump track for intermediate to advanced riders. The facility will feature multiple jump lines with varying levels of difficulty, constructed from asphalt and/or gravel. Construction is expected to be completed in FY2025–26.

Key non-capital projects for FY2025-26

Local Planning Strategy review

A comprehensive review of the City's Local Planning Strategy, including the Local Housing and Local Commercial Strategies, will be undertaken to ensure alignment with future land use and development priorities.

Ocean Reef Marina — DevelopmentWA Partnership

Construction continues of the Ocean Reef Marina, a world-class waterfront precinct offering recreational, tourism, residential and boating facilities. The City is supporting this DevelopmentWA-led project through strategic contributions and collaboration.

Key theme 4: Economy

Key capital works projects for FY2025-26

Burns Beach cafés/kiosks/restaurants — Burns Beach foreshore

This project will deliver a new food and beverage facility at the Burns Beach foreshore, creating opportunities for locals and visitors to enjoy the coastal environment. The facility will contribute to the area’s vibrancy and support extended activation beyond daylight hours. In FY2025–26, detailed design will be completed, and the procurement process will commence.

Burns Beach Coastal Node redevelopment — Burns Beach

Aligned with the Burns Beach Masterplan 2016, this project will redevelop supporting infrastructure at the coastal node to complement the new food and beverage facility. In FY2025–26, detailed design will be completed, and construction will commence.

Key non-capital project for FY2025-26

Event attraction

The City will continue to attract and support events that enhance Joondalup’s profile as a vibrant destination for visitors, tourists and businesses. These events contribute to local economic activity and community engagement.

Investment Attraction Framework

A new framework will be developed to guide targeted investment strategies. It will define a process for identifying, prioritising, and delivering key opportunities to attract public and private investment into the city.

Pop-up piazza — Joondalup City Centre

This initiative will deliver a convertible performing arts space in the City Centre, providing a platform for performances and cultural activities. The space will support precinct activation and contribute to the city’s creative economy.



Little Feet Festival, Joondalup

Key theme 5: Leadership

Key capital works projects for FY2025-26

There are no key capital works projects scheduled for FY2025-26 under this theme.

Key non-capital project for FY2025-26

Core system replacement project (Project Axiom)

This major digital transformation initiative will deliver a new core information technology solution for the City. The system will include:

- Customer Relationship Management (CRM)
- Online customer portal
- Finance and asset management systems

Project Axiom will improve operational efficiency and enhance customer experience through integrated and modernised systems.

Privacy and responsible information sharing reforms

The City will implement new Western Australian legislation focused on privacy and responsible information sharing. These reforms are the result of extensive consultation since 2019 and will establish a framework tailored to Western Australia's needs, ensuring transparency, accountability and protection of personal information.



Challenges

As we look ahead to the FY2025–26, the City is preparing to address several challenges that may impact how we deliver services and infrastructure to our community.

Our capital works program is ambitious, with planned upgrades to parks, transport corridors, and community facilities. However, global supply chain issues continue to delay the delivery of construction materials, equipment, and technology. As a result, some projects may take longer to complete or cost more than anticipated. To manage this, we are adopting flexible procurement strategies and planning proactively to minimise disruptions.

We remain committed to supporting our local economy. Many residents travel outside the city for work, and car dependency remains high. That is why we are prioritising local job creation and improved transport options to help people live and work closer to home.

Environmental challenges are a key focus. Coastal erosion and invasive pests, such as the Polyphagous Shot-hole Borer, pose threats to our natural spaces and infrastructure. We are working to protect biodiversity and enhance resilience through proactive environmental management.

We are implementing major digital upgrades, including Project Axiom, which will enhance how we manage data and deliver services. This requires robust systems and strong governance. At the same time, we are investing in staff wellbeing and retention to ensure we have the right people to support our community.

These challenges are complex, but with strategic planning, strong leadership, and ongoing community engagement, the City is well-positioned to respond and adapt.



Neil Hawkins Park, Joondalup

Index

A	Access and Inclusion Plan	95
	Acknowledgement of Traditional Custodians	3
	Age-Friendly Plan	46, 114
	Animal management	165
	Arts development	46
	Audit and Risk Committee	72
	Awards and recognition	17
B	Benefits realisation	72, 92, 162
	Biodiversity	105, 106, 125, 128, 132, 133, 172
	Budget highlights	13
	Bushfire Risk Management Plan	28, 131
	Business forum	18, 38, 148, 151, 160
C	Capital works program	13, 55, 74, 122, 162, 172
	Catalina Estate land sales	23
	Chief Executive Officer's message	14-15
	Chief Executive Officer Recruitment and Performance Review Committee	73, 75
	Climate Change Plan 2025-2035	7, 12, 18, 28, 125, 126, 131
	Coastal Hazard Risk Management and Adaptation Plan	7, 12, 19, 28, 79, 126, 131, 167
	Community art exhibition	26, 119, 120, 160
	Community consultation	25, 36, 39, 55, 113, 123, 126, 139, 159-160
	Community engagement	16, 40, 106, 112, 123, 154, 164, 170, 172
	Community safety plan	28, 166
	Community transport program	115
	Complaints and compliments management	53, 160
	Complaints register	59
	Continuous improvement	92, 93, 154
	Corporate Business Plan 2024-2028	6, 27-29, 45, 109, 162
	Craigie Leisure Centre	41, 42, 46, 90, 117, 156, 157, 158, 169, 174
	Cultural events	7, 14, 16, 46, 113, 119, 166
	Customer Satisfaction Survey	20, 24, 34, 36, 39, 40, 44, 45, 47, 48, 50, 51, 108, 112, 113, 115, 117, 119, 126, 131, 133, 136, 138, 142, 147, 161, 162
D	Demographic profile	35
	Digital transformation	14, 15, 154, 165, 171
	Diversity and inclusion	7, 18, 60, 83, 95
	Dun Craig Adventure Hub	13, 33, 38, 108, 112
	Dun Craig Library 50th anniversary	18, 111
E	Economic Development Strategy	15, 18, 52, 151
	Economic profile	7, 35
	Elected Member diversity	60
	Emergency management	25, 46, 129-130, 133
	Environmental education program	128
	Environmental health services	25, 47
	Expenditure	20-22
F	Financial snapshot	20-23
	Firebreak inspections	130
	Freedom of information applications	55, 91, 161
	Friends Groups	105, 106, 125, 127
G	Governance framework	85, 139
	Grants and funding	21, 22, 36, 45, 54, 115
H	Health and wellbeing programs	94, 100
	Hillarys cycle network expansion	13, 135, 137, 143, 168
	Homelessness	19, 46, 115

Index

I	Indigenous engagement	18, 28, 46, 80, 128
	Infrastructure projects	74, 146, 151
	Integrated Planning and Reporting Framework	8
	Integrity framework	88
J	Joondalup 2032 Strategic Community Plan	6, 7, 9-10, 16, 27, 44, 45, 82, 89, 93, 109, 165
	Joondalup Design Review Panel	80
	Joondalup Festival	2, 7, 15, 17, 18, 32, 41, 42, 52, 116, 119, 120, 156, 158, 160
	Joondalup Innovation Precinct	7, 64, 147, 150
K	Key themes	10, 28-29, 45, 46-55, 82, 109, 110, 124, 134, 144, 152, 165, 166-171
	Key priorities	6, 109, 112, 126, 136, 146, 154, 165, 166
L	Libraries and services	20, 24, 28, 42, 47, 107, 117, 121, 156, 157, 158, 175
	Local history	47, 107, 111, 121
	Local Planning Strategy	29, 73, 81, 108, 139, 142, 169
M	Major community events snapshot	30-31
	Major Projects and Finance Committee	74, 75, 139
	Mayor's message	12-13
	Media coverage	38
	Meetings and attendance	66-67, 75
N	Native plant giveaway	14, 56, 125
	Natural areas management	48
O	Ocean Reef Marina	13, 33, 108, 139, 142, 169
	Organisational structure	6, 82
P	Parks	9, 20, 21, 25, 34, 51, 138, 141, 168, 172
	Place activation	81, 14, 150
	Policy committee	73, 75
	Privacy and responsible information sharing	29, 44, 53, 88, 153, 154, 162, 171
	Procurement	90, 108, 112, 137, 138, 139, 146, 161, 166, 170, 172
	Public health plan	81
R	Rates	13, 20, 21, 24, 39, 55, 95, 160
	Reconciliation Action Plan	28, 80
	Reconciliation Action Plan Community Reference Group	80
	Records management	91
	Revenue	20, 21, 22, 93,
	Risk management	72, 88, 89, 103
S	Service locations	174
	Small business initiatives	29, 32, 145, 150
	Sorrento Surf Life Saving Club	90, 112, 122, 166
	Stakeholders	5, 6, 36-37, 38, 85, 87, 88, 92, 93, 105, 145, 151
	Strategic Community Reference Group	81, 162
	Sustainability	7, 9, 12-13, 14-15, 16, 17, 22, 80, 92, 105, 124, 165
T	Tenders	88, 90, 163
	Training and development	32, 35, 37, 68-69, 88, 91, 93, 95, 97, 98, 99, 105, 106, 128, 151, 153, 154
	Transport and traffic management	25, 51
V	Valentine's concert	15, 18, 119, 120, 160
	Values	11
	Volunteers	15, 105, 106, 107, 111, 121, 129
W	Waste	14, 20, 24, 25, 28, 48, 90, 127, 129, 131, 163, 167
	Waterwise council program	17, 131
	Website and social media	7, 15, 17, 25, 40-41, 53, 59, 80, 81, 92, 130, 151, 154, 158-159, 162, 163
	Workforce profile	94, 94-104, 163
	Workplace giving	100-101

Service locations

Customer service centre

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Civic Centre

102 Boas Avenue

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Joondalup Contemporary Art Gallery

102 Boas Avenue

Joondalup WA 6027

Email info@joondalup.wa.gov.au

Phone 9400 4000

Works Operation Centre

922 Ocean Reef Road

Craigie WA 6027

Phone 9400 4000

Craigie Leisure Centre

751 Whitfords Avenue

Craigie WA 6025

Phone 9400 4600

Web craigieleisurecentre.com.au

Libraries

Duncraig Library

Corner Warwick Road and Marmion Avenue

Duncraig WA 6023

Phone 9400 4600

Joondalup Library

102 Boas Avenue

Joondalup WA 6027

Phone 9400 4707

Whitford Library

15 Banks Avenue

Hillarys WA 6025

Phone 9400 4870

Woodvale Library

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Valentine's Concert



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