



# **Corporate Business Plan**

## **2024–2028**

### **Quarter 1 Report**

# CONTENTS

|  |           |
|--|-----------|
| <b>The purpose of this report .....</b>                  | <b>3</b>  |
| <b>Key priorities for 2024/25 .....</b>                  | <b>4</b>  |
| <b>Quarter highlights.....</b>                           | <b>6</b>  |
| <b>1. Community .....</b>                                | <b>8</b>  |
| Outcome 1-1 Healthy and safe .....                       | 9         |
| Outcome 1-2 Inclusive and connected.....                 | 15        |
| Outcome 1-3 Active and social .....                      | 20        |
| Outcome 1-4 Artistic and creative.....                   | 23        |
| Outcome 1-5 Cultural and diverse .....                   | 28        |
| <b>2. Environment.....</b>                               | <b>32</b> |
| Outcome 2-1 Managed and protected .....                  | 33        |
| Outcome 2-2 Clean and sustainable.....                   | 36        |
| Outcome 2-3 Responsible and efficient .....              | 40        |
| Outcome 2-4 Resilient and prepared .....                 | 44        |
| <b>3. Place .....</b>                                    | <b>48</b> |
| Outcome 3-1 Connected and convenient.....                | 49        |
| Outcome 3-2 Well-planned and adaptable.....              | 54        |
| Outcome 3-3 Attractive and leafy .....                   | 59        |
| Outcome 3-4 Functional and accessible .....              | 60        |
| <b>4. Economy.....</b>                                   | <b>68</b> |
| Outcome 4-1 Prosperous and local .....                   | 69        |
| Outcome 4-2 Innovative and confident .....               | 71        |
| Outcome 4-3 Appealing and welcoming .....                | 75        |
| <b>5. Leadership.....</b>                                | <b>80</b> |
| Outcome 5-1 Capable and effective .....                  | 81        |
| Outcome 5-2 Proactive and represented .....              | 88        |
| Outcome 5-3 Engaged and informed.....                    | 91        |
| Outcome 5-4 Accountable and financially-sustainable..... | 103       |

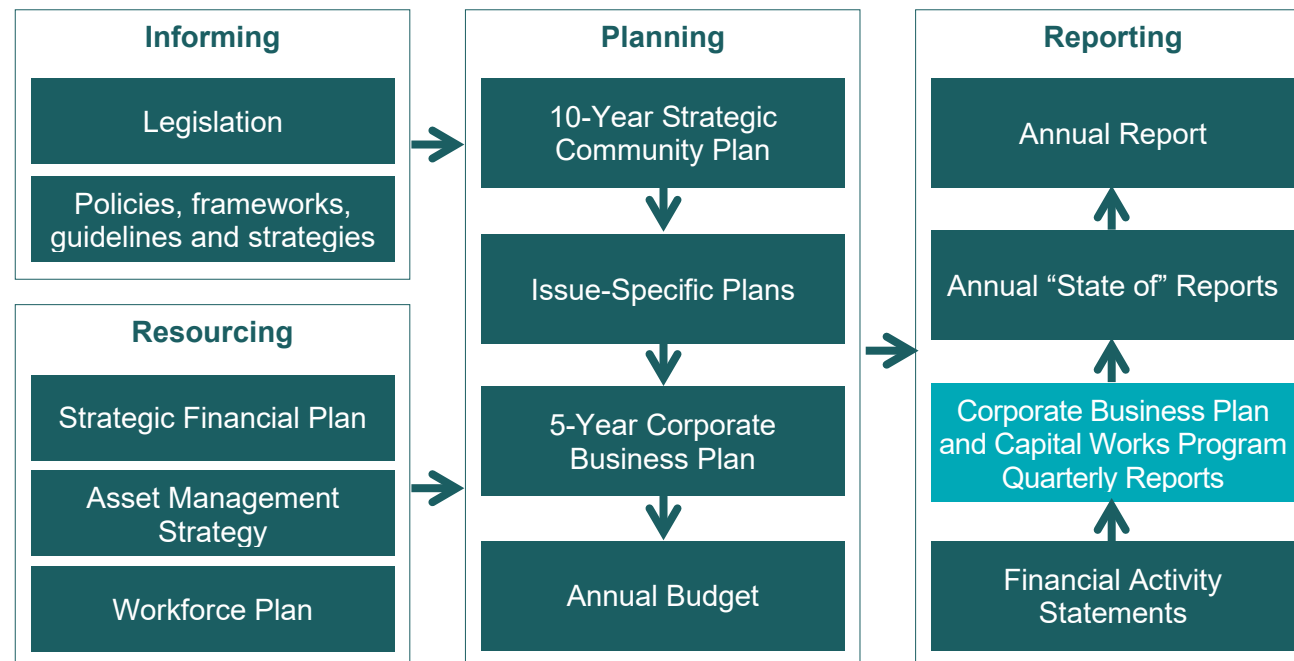
## THE PURPOSE OF THIS REPORT

Corporate Business Plan Quarterly Reports are presented to the Council each quarter and are published on our website. The reports provide information on achievements and performance against the quarterly milestones outlined in our 5-Year Corporate Business Plan. This plan is our medium-term planning document which contains the services, projects and activities which have been developed in response to the vision, goals and outcomes of our 10-Year Strategic Community Plan: *Joondalup 2032*.

This report shows all of the listed ongoing programs and activities and provides data against the quarterly actions. The report also lists all of the non-capital projects and initiatives and indicates whether the project/activity is on time and on budget at the end of each quarter. A commentary is also provided on exactly what has been achieved. Note that reporting on our 5-Year Capital Works Program is undertaken through the Capital Works Program Quarterly Reports.

## Integrated Planning and Reporting Framework

Corporate Business Plan Quarterly Reports and Capital Works Program Quarterly Reports sit within an Integrated Planning and Reporting Framework which builds in Informing, Resourcing, Planning and Reporting requirements to ensure transparency and evidence of planned achievements.



## KEY PRIORITIES FOR 2024/25

The following projects and initiatives have been identified by the Council as key priorities for 2024/25.

### Key capital works projects

Capital works projects are those detailed in our 5-Year Capital Works Program. The following lists the key capital works projects for 2024/25. Note only those capital works projects with reportable actions for 2024/25 have been considered as key capital works projects for this year. These are aligned to the key themes of *Joondalup 2032*. Detailed reporting against these key projects is provided in the separate Key Capital Works Projects Quarterly Status Reports.

|                    |   |  |
|--------------------|---|--|
| <b>Community</b>   | <ul style="list-style-type: none"> <li>Duncraig Adventure Hub</li> <li>Gibson Park pump track</li> </ul>  | <ul style="list-style-type: none"> <li>Santiago Park sports lighting installation</li> <li>Sorrento Surf Life Saving Club redevelopment</li> </ul>   |
| <b>Environment</b> | <ul style="list-style-type: none"> <li>Coastal and estuarine mitigation program</li> </ul>  |  |
| <b>Place</b>       | <ul style="list-style-type: none"> <li>Eddystone Avenue — Joondalup Drive to Honeybush Drive</li> <li>Greenwood Scout Hall refurbishment</li> <li>Hepburn Avenue — Lilburne Avenue to Walter Padbury Boulevard</li> <li>Hepburn Avenue/Amalfi Drive roundabout improvement</li> <li>Hepburn Avenue/Moolanda Boulevard roundabout construction</li> <li>Hillarys cycle network expansion</li> <li>Joondalup Drive/Hodges Drive intersection upgrade</li> </ul> | <ul style="list-style-type: none"> <li>Joondalup Drive/Lakeside Drive (north) roundabout</li> <li>Moolanda Boulevard pedestrian footbridge</li> <li>Percy Doyle Football/Tee Ball Clubrooms</li> <li>Prince Regent Park facility upgrade</li> <li>Tom Simpson Park north/south car parks improvements</li> <li>Warwick north cluster parks revitalisation</li> <li>Whitfords West Park — amenity improvements and construction of recreation infrastructure</li> </ul> |
| <b>Economy</b>     | <ul style="list-style-type: none"> <li>Burns Beach — café/kiosk/restaurant</li> </ul>   | <ul style="list-style-type: none"> <li>Burns Beach Coastal Node redevelopment</li> </ul>   |

## Key non-capital projects and initiatives

Non-capital projects and initiatives are listed in this plan. The following lists the key non-capital projects and initiatives for 2024/25. These are aligned to the key themes of *Joondalup 2032*. Detailed commentary against the quarterly milestones for these projects and initiatives are provided under each key theme section of this report.

|                    |   |   |
|--------------------|---|---|
| <b>Community</b>   | <ul style="list-style-type: none"> <li>• Dog Management Plan</li> </ul>   | <ul style="list-style-type: none"> <li>• Joondalup performing arts centre</li> </ul>  |
| <b>Environment</b> | <ul style="list-style-type: none"> <li>• Climate Change Plan</li> </ul>   | <ul style="list-style-type: none"> <li>• Coastal Hazard Risk Management and Adaptation Plan</li> </ul>                                  |
| <b>Place</b>       | <ul style="list-style-type: none"> <li>• Heathridge Park Masterplan</li> <li>• Integrated parking compliance system</li> <li>• Joondalup City Centre development</li> </ul>                               | <ul style="list-style-type: none"> <li>• Local Planning Strategy review</li> <li>• Ocean Reef Marina</li> </ul>                         |
| <b>Economy</b>     | <ul style="list-style-type: none"> <li>• Investment Attraction Framework</li> <li>• Joondalup Innovation Precinct</li> </ul>  | <ul style="list-style-type: none"> <li>• Place activation</li> </ul>  |
| <b>Leadership</b>  | <ul style="list-style-type: none"> <li>• Core system replacement project (Project Axiom)</li> <li>• City of Joondalup website redevelopment project</li> <li>• Customer service centralisation</li> </ul> | <ul style="list-style-type: none"> <li>• Performance measures</li> <li>• Privacy and Responsible Information Sharing reforms</li> </ul> |

## QUARTER HIGHLIGHTS

### COMMUNITY

#### **Duncraig Library 50th birthday**

Throughout July 2024, the City celebrated the 50th birthday of the Duncraig Library. Officially opened on 27 July 1974, Duncraig Library was the second public library to be built in what was then the Shire of Wanneroo. Duncraig Library is one of the top 10 lending libraries in WA, lending over 14 million items across its 50 years. The 50th birthday celebrations included a sold-out quiz night on 24 July 2024, and an open day on 27 July 2024. The open day saw more than 600 community members, and included a coffee van, live music, face painting, birthday cookies and Max the library whale; guests shared stories from over the years.

#### **Aquatic Recreation Industry Awards**

The third annual Western Australian Aquatic Recreation Industry Awards were held on 15 August 2024 to honour the leading professionals in the state's aquatic recreation sector. Craigie Leisure Centre won the Sustainability Award for excellence in sustainability practices in the built environment, focusing on energy and resource management within aquatic facilities. Craigie Leisure Centre was recognised for the \$1.4 million refurbishment of its geothermal bore, which provides significant annual cost savings to the operations of the centre along with considerable reductions in emissions.

#### **RSPCA Community Action Day**

On 9 September 2024, the City joined the RSPCA at Admiral Park (Heathridge) for a Community Action Day. The event was held to support pet owners facing financial difficulties by offering various free services. 49 health checks, seven microchips, 78 flea and worming treatments were provided, and around 180 kilograms of pet food was given away. The Community Action Day was a chance for the City to help community members in need and promote the importance of dog registrations and other City services, with two new dogs registered at the event.

### ENVIRONMENT

#### **World Green City Awards**

The City of Joondalup has claimed two major awards at the 2024 International Association of Horticultural Producers World Green City Awards. The City won the Living Green for Water category, which recognised the City's commitment to building a more waterwise, liveable and resilient City in the context of a changing climate. The City was also the winner of the inaugural Youth Award for its efforts to support, engage and collaborate with young people in regard to urban greening and opportunities for social, recreational and sporting activities.

#### **Biodiversity Month**

The City celebrated Biodiversity Month in September 2024 which is an annual celebration of the natural environment and the life it provides to encourage the protection, conservation and growth of biodiversity worldwide. The City celebrated Biodiversity Month by running events and promotions to encourage the growth and preservation of biodiversity, including a guided bushland walk, bushland photography walk, bird walk, art trail walking tour, Birds and Backyard Biodiversity session, Sustainable Pest Management workshop, and a number of school holiday program biodiversity events.

**PLACE****Duncraig Adventure Hub**

On 16 July 2024, the City celebrated the start of construction on the \$9 million Duncraig Adventure Hub with a groundbreaking ceremony attended by Mayor Albert Jacob JP, South Ward Councillor Russ Fishwick, State Member for Carine Paul Lilburne MLA, and Federal Member for Moore Ian Goodenough MP. Expected to open in Winter 2025, the Duncraig Adventure Hub will feature a skate park and bike tracks alongside a multipurpose sports court, playground, barbecues, shaded hangout spaces, and universal access toilets.

**ECONOMY****Central Walk Place Activation**

Central Walk has had a makeover with the installation of a Heartbeat Joondalup illuminated sign, tree-surround bench made by the Wanneroo Men's Shed, two murals by artist Olive Cheng, laneway garden and entrance lettering and festoon lighting. All these projects aim to encourage foot traffic, boost business and foster community pride. The City also supported a block party in held in Central Walk on 27 September 2024. Hosted by Town Team placemaking group Heartbeat Joondalup, the block party brought together families, residents and workers to enjoy live entertainment, free sausage sizzle, and mini market.

**New art trail**

The City launched a new art trail of 'mini murals' by WA artist Jack Bromell. Jack worked with local City Centre business owners to install a range of murals throughout the area. The eight mini murals resemble large postage stamps and feature the unique native fauna found throughout the City of Joondalup. To celebrate the new art trail and biodiversity month, the City held a guided tour of the trail on 22 September 2024. The interactive experience featured conversations with the artist, and combined digital technology with the physical artworks, including QR codes linking to more information and a map to follow.

**LEADERSHIP****Project Axiom**

This quarter saw many online services become publicly available through the *myJoondalup* online customer portal, joining the Building and Planning applications lodgement service that was launched in March 2024. On 1 July 2024, the Health applications and Complaints, Compliments, Feedback lodgements, and the Mediation module were released to the public through the *myJoondalup* customer portal. The City's first ePetitions system also became available to residents on 14 August 2024 and on 16 September 2024, online Waste Services requests were transitioned to the *myJoondalup* portal and made publicly available.

# 1. COMMUNITY

## 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.

## YOUR OUTCOMES

### 1-1 Healthy and safe

You feel healthy and safe in your local community.

### 1-2 Inclusive and connected

You enjoy local services and programs that cater for different ages, abilities and backgrounds.

### 1-3 Active and social

You enjoy quality local activities and programs for sport, learning and recreation.

### 1-4 Artistic and creative

You celebrate, support and participate in art and events in your local area.

### 1-5 Cultural and diverse

You understand, value and celebrate the City's unique Aboriginal and other diverse cultures and histories.



## Outcome 1-1 Healthy and safe

You feel healthy and safe in your local community.

### Ongoing programs and activities

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE                          | QUARTERLY DATA |                            |
|--|--|----------------|----------------------------|
| <b>Animal management</b>   |  |                |                            |
| Promotion of and support for responsible pet ownership and compliance with the Dog Act 1976 and the Cat Act 2011, and subsidiary legislation |  |                |                            |
| Register dogs and cats in accordance with legislative requirements.  | Number of dogs registered with the City.   | Q1             | 24,996 dogs registered.    |
|  |  | Q2             |                            |
|  |  | Q3             |                            |
|  |  | Q4             |                            |
|  | Number of new dog registrations completed. | Q1             | 504 new dog registrations. |
|  |  | Q2             |                            |
|  |  | Q3             |                            |
|  |  | Q4             |                            |
|  | Number of cats registered with the City.   | Q1             | 7,800 cats registered.     |
|  |  | Q2             |                            |
|  |  | Q3             |                            |
|  |  | Q4             |                            |
|  | Number of new cat registrations completed. | Q1             | 139 new cat registrations. |
|  |  | Q2             |                            |
|  |  | Q3             |                            |
|  |  | Q4             |                            |

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE   | QUARTERLY DATA |  |
|--|---|----------------|--|
| Investigate and take appropriate action in relation to reported dog incidents.   | Number of dog attacks reported.   | Q1             | 96 dog attacks reported.                 |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |
|  | Number of wandering dogs reported.  | Q1             | 154 wandering dogs reported.             |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |
|  | Number of property inspections undertaken in relation to dog incidents.   | Q1             | 28 property inspections undertaken.      |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |
|  | Number of infringements and cautions issued in relation to dog incidents. | Q1             | 84 infringements and 93 cautions issued. |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |
| <b>Environmental health</b>  |   |                |  |
| Environmental health initiatives and programs in the community, including inspections and assessments relating to immunisation, food, noise, disease, pest control and safety in accordance with the Public Health Act 2016 and subsidiary legislation, and relevant local laws. |   |                |  |
| Deliver immunisations through clinics and a school-based immunisation program.   | Number of children immunised.   | Q1             | 1,671 children immunised.                |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |
|  | Number of vaccinations administered.                                      | Q1             | 2,753 vaccinations administered.         |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |
| Determine environmental health applications received in accordance with legislative requirements.  | Number of environmental health approvals determined.                      | Q1             | 87 approvals determined.                 |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE   | QUARTERLY DATA |                               |
|--|---|----------------|-------------------------------|
| Respond to requests and complaints on a range of environmental health matters  | Number of environmental health investigations completed.                      | Q1             | 159 investigations completed. |
|  |   | Q2             |                               |
|  |   | Q3             |                               |
|  |   | Q4             |                               |
| Undertake premises inspections for the purposes of managing public health risks.   | Number of premises inspections conducted.                                     | Q1             | 392 inspections conducted.    |
|  |   | Q2             |                               |
|  |   | Q3             |                               |
|  |   | Q4             |                               |
| <b>Graffiti removal</b>  |   |                |                               |
| Removal of graffiti from public spaces to minimise the impact of criminal damage and promote safe and welcoming neighbourhoods.                        |   |                |                               |
| Remove graffiti from public spaces within 2 working days.  | Number of graffiti removals completed.  | Q1             | 1,015 removals completed.     |
|  |   | Q2             |                               |
|  |   | Q3             |                               |
|  |   | Q4             |                               |
|  | Percentage of graffiti removals completed within 2 working days of reporting. | Q1             | 100% of removals completed.   |
|  |   | Q2             |                               |
|  |   | Q3             |                               |
|  |   | Q4             |                               |
| <b>Public areas CCTV</b>   |   |                |                               |
| Operation and management of the City's CCTV network to deter criminal, anti-social and suspicious activity.  |   |                |                               |
| Provide CCTV footage to Western Australia Police, as requested, in accordance with legislative requirements  | Number of requests for CCTV images by Western Australia Police.               | Q1             | 13 requests received.         |
|  |   | Q2             |                               |
|  |   | Q3             |                               |
|  |   | Q4             |                               |
| <b>Swimming pool inspections</b>   |   |                |                               |
| Inspections of all private swimming pools across the City at least once every 4 years in accordance with Building Act 2011 and subsidiary legislation. |   |                |                               |
| Deliver the swimming pool barrier inspection program in accordance with legislative requirements.  | Number of regulatory (4-yearly) swimming pool inspections.                    | Q1             | 1,543 regulatory inspections. |
|  |   | Q2             |                               |
|  |   | Q3             |                               |
|  |   | Q4             |                               |
|  | Number of additional (follow-up) swimming pool inspections.                   | Q1             | 1,041 additional inspections. |
|  |   | Q2             |                               |
|  |   | Q3             |                               |
|  |   | Q4             |                               |

## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

\*Denotes key priority for 2024/25

| MILESTONE   |  | COMMENT  | STATUS |
|---|--|--|--------|
| <b>Community Safety Plan</b><br>A plan that addresses community safety issues across the City, including parking management, animal management, CCTV, graffiti removal and community amenity. The plan ensures the community feels connected and safe through direct service provision, as well as supporting and encouraging local organisations and community-led activities. |  |  |        |
| Q1  | Present the draft Community Safety Plan 2025–2029 to Council seeking endorsement to undertake community consultation.                                      | The development of the draft Community Safety Plan continued in the quarter. However, the draft Plan was not submitted to Council seeking endorsement for community consultation, as additional reviews were required. | ✓      |
|   | Undertake community consultation on the draft Community Safety Plan 2025–2029.   | It is anticipated that stakeholder consultation will be undertaken in quarter 3 2024/25, following Council endorsement of the draft Plan.  | ✓      |
| Q2  | Present the outcomes from the community consultation on the draft Community Safety Plan 2025–2029 and any proposed changes to Council seeking endorsement. |  |        |
| Q3  | Commence implementation of the Community Safety Plan 2025–2029.  |  |        |
| Q4  | Deliver scheduled actions from the Community Safety Plan 2025–2029 for the quarter.  |  |        |

| MILESTONE  |  | COMMENT  | STATUS |
|--|--|--|--------|
| <b>Dog Management Plan*</b><br>A new plan to guide the City's approach to managing dogs within the district, including legislative and regulatory instruments, behavioural management, and community education and awareness.  |  |  |        |
| Q1   | Present the proposed approach to developing the Dog Management Plan to Elected Members seeking feedback. | Circulated the community consultation plan and materials for the upcoming consultation to inform the development of the draft Dog Management Plan to Elected Members on 25 September 2024 for feedback.  | ✓      |
| Q2   | Undertake community consultation to inform development of the draft Dog Management Plan 2025–2035.       |  |        |
| Q3   | Progress development of the draft Dog Management Plan 2025–2035.   |  |        |
| Q4   | Finalise development of the draft Dog Management Plan 2025–2035.   |  |        |
| <b>Local laws</b><br>Local laws made under the Local Government Act 1995 and subsidiary legislation to cover matters considered necessary for the good government of the City. Local laws are reviewed every 8 years in accordance with the Act. The next 8-yearly review is set to take place in 2029/30. |  |  |        |
| Q1   | Progress amendments to local laws as required.   | <ul style="list-style-type: none"> <li>Community Consultation on the proposed Animals Local Law 2024 closed on 11 July 2024, with a total of 120 submissions received.</li> <li>The Parking Amendment Local Law 2024 was presented to the Policy Committee at the 2 September 2024 meeting, and to the Council at the 17 September 2024 meeting, after which, the proposed local law was publicly advertised.</li> </ul> | ✓      |
| Q2   | Progress amendments to local laws as required.   |  |        |
| Q3   | Progress amendments to local laws as required.   |  |        |
| Q4   | Progress amendments to local laws as required.   |  |        |

| MILESTONE   |  | COMMENT  | STATUS |
|---|--|--|--------|
| <b>Public Health Plan</b><br>A new plan to respond to local health risks and establish objectives and policy priorities for the promotion and protection of public health in the City. Development of a new public health plan is a requirement under Stage 5, Phase 5A implementation of the WA Public Health Act 2016 and subsidiary legislation. |  |  |        |
| Q1  | Prepare a project plan for the development of a draft Public Health Plan 2026–2031.                | A project plan for the development of a draft Public Health Plan 2026–2031 was drafted but not finalised in the quarter due to scheduling constraints. It is expected to be finalised in quarter 2 of 2024/25. | ✓      |
| Q2  | Commence the collection and review of public health data.  |  |        |
| Q3  | Progress the collection and review of public health data.  |  |        |
| Q4  | Progress the collection and review of public health data.  |  |        |
|   | Undertake community consultation to inform development of the draft Public Health Plan 2026–2031.  |  |        |
| <b>Responsible pet ownership — schools' education program</b><br>A new education program to encourage and educate school children on responsible pet ownership.   |  |  |        |
| Q1  |  |  |        |
| Q2  |  |  |        |
| Q3  |  |  |        |
| Q4  | Deliver scheduled activities and events as part of the schools' education program for the quarter. |  |        |

## Outcome 1-2 Inclusive and connected

You enjoy local services and programs that cater for different ages, abilities and backgrounds.

### Ongoing programs and activities

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE   | QUARTERLY DATA |  |
|--|---|----------------|--|
| <b>Communities in-Focus program</b>  |   |                |  |
| A capacity building program for community groups to identify and build on the existing skills, experience and knowledge already present. |   |                |  |
| Deliver scheduled programs, activities and events as part of the Communities in-Focus program.   | <ul style="list-style-type: none"><li>List of programs, activities and events delivered as part of the Communities in-Focus program.</li><li>Number of attendees per program, activity and event delivered as part of the Communities in-Focus program.</li></ul> | Q1             | 2 Community Funding Program grant information sessions with 33 attendees.                                      |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |
| <b>Community Transport program</b>   |   |                |  |
| A service for eligible community members that provides affordable transport from the home to local shopping centres and libraries.       |   |                |  |
| Deliver the Community Transport program to eligible community members.   | Number of unique and total passengers serviced by the Community Transport program.  | Q1             | 119 unique passengers and 735 total passengers.  |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |
|  | Number of trips made as part of the Community Transport program   | Q1             | 128 trips made, including 95 core program trips, 22 internal city program trips, and 11 community group hires. |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE   | QUARTERLY DATA |  |
|--|---|----------------|--|
| <b>Volunteer Joondalup program</b><br>A range of programs, activities and events that promote volunteering opportunities, and encourage greater volunteerism within the community.   |   |                |  |
| Deliver scheduled programs, activities and events as part of the Volunteer Joondalup program.  | <ul style="list-style-type: none"><li>List of programs, activities and events delivered as part of the Volunteer Joondalup program.</li><li>Number of attendees per program, activity and event delivered as part of the Volunteer Joondalup program.</li></ul> | Q1             | Step into Volunteering session held with 57 attendees.   |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |
|  | Number of volunteer engagements made through the Joondalup Volunteer Resource Centre.   | Q1             | 180 volunteer engagements made.  |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |
| <b>Youth Development initiatives</b><br>A range of programs, activities and events that foster healthy, resilient, informed and engaged young people, and promote and celebrate the role of young people in the community. |   |                |  |
| Deliver scheduled programs, activities and events through the City's youth centres.  | <ul style="list-style-type: none"><li>List of programs, activities and events delivered through the City's youth centres.</li><li>Number of participants per program, activity and event delivered through the City's youth centres.</li></ul>                  | Q1             | <ul style="list-style-type: none"><li>12 Drop-in Programs with 314 participants.</li><li>7 Term Programs with 30 participants.</li><li>7 Write Up with Centre for Stories Sessions with 30 participants.</li></ul>                                       |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |
| Deliver scheduled programs, activities and events through the Youth Truck.   | <ul style="list-style-type: none"><li>List of programs, activities and events delivered through the Youth Truck.</li><li>Number of participants per program, activity and event delivered through the Youth Truck.</li></ul>                                    | Q1             | <ul style="list-style-type: none"><li>15 regular shifts with 140 participants.</li></ul>   |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |
| Deliver scheduled programs, activities and events as part of the Youth Events program.   | <ul style="list-style-type: none"><li>List of programs, activities and events delivered as part of the Youth Events program.</li><li>Number of participants per program, activity and event delivered as part of the Youth Events program.</li></ul>            | Q1             | <ul style="list-style-type: none"><li>8 Youth Event Series — Winter School Holiday Program with 153 participants.</li><li>Youth Forum with 90 participants.</li><li>4 Youth Event Series — Spring School Holiday Program with 78 participants.</li></ul> |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |



## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

| MILESTONE   |   | COMMENT  | STATUS |
|---|---|--|--------|
| <b>Access and Inclusion Plan</b><br>A plan which contributes towards the creation of accessible and inclusive communities through the provision and improvement of services, events, processes, and spaces for the community. |   |  |        |
| Q1  | Deliver scheduled actions from the Access and Inclusion Plan 2021/22–2023/24 for the quarter.             | The following scheduled actions from the Access and Inclusion Plan 2021/22–2023/24 were delivered in the quarter: <ul style="list-style-type: none"> <li>• Held discussions with APM Disability Employment Services regarding City sponsorship of a film event for International Day of People with a Disability, to be held in December 2024.</li> <li>• Held discussions with Hillarys Marina and Mullaloo Surf Life Saving Club regarding wheelchair access and beach matting.</li> </ul> | ✓      |
|   | Present the Access and Inclusion 2021/22–2023/24 Annual Progress Report to the Department of Communities. | Submitted the approved Access and Inclusion 2021/22–2023/24 Annual Progress Report to the Department of Communities on 30 July 2024.   | ✓      |
| Q2  | Deliver scheduled actions from the Access and Inclusion Plan 2021/22–2023/24 for the quarter.             |  |        |
|   | Present the Access and Inclusion 2021/22–2023/24 Annual Progress Report to Council for noting.            |  |        |
| Q3  | Deliver scheduled actions from the Access and Inclusion Plan 2021/22–2023/24 for the quarter.             |  |        |
| Q4  | Deliver scheduled actions from the Access and Inclusion Plan 2021/22–2023/24 for the quarter.             |  |        |

| MILESTONE  |  | COMMENT  | STATUS |
|--|--|--|--------|
| <b>Age Friendly Plan</b><br>A plan which articulates the City's commitment to fostering active ageing environments, where opportunities for health, wellbeing, security, and participation are maximised to achieve optimal quality of life. |  |  |        |
| Q1   | Deliver scheduled actions from the Age-Friendly Plan 2018/19–2022/23 for the quarter.                            | The following scheduled actions from the Age-Friendly Plan 2018/19–2022/23 were delivered in the quarter: <ul style="list-style-type: none"> <li>Conducted a review of actions undertaken in 2023/24.</li> </ul>   | ✓      |
| Q2   | Deliver scheduled actions from the Age-Friendly Plan 2018/19–2022/23 for the quarter.                            |  |        |
|  | Present the Age-Friendly Plan 2018/19–2022/23 Annual Progress Report to Council for noting.                      |  |        |
| Q3   | Deliver scheduled actions from the Age-Friendly Plan 2018/19–2022/23 for the quarter.                            |  |        |
| Q4   | Deliver scheduled actions from the Age-Friendly Plan 2018/19–2022/23 for the quarter.                            |  |        |
| <b>Community Funding Program</b><br>A funding program consisting of two rounds intended for the delivery of community-initiated projects, programs and events that benefit the City of Joondalup community.                                  |  |  |        |
| Q1   | Advertise round 1 of the Community Funding Program and deliver information workshops.                            | <ul style="list-style-type: none"> <li>Advertised round 1 of the Community Funding Program in July and August 2024 via the City's eNewsletters and social media.</li> <li>Provided workshops for prospective applicants on 2 July 2024 and 9 July 2024.</li> </ul>   | ✓      |
|  | Evaluate the submissions received and provide recommendations for round 1 of the Community Funding Program.      | <ul style="list-style-type: none"> <li>Evaluated the 28 submissions received during round 1 in September 2024.</li> <li>Recommendations for grants under \$10,000 within a 12-month period will be provided to the Chief Executive Officer for consideration in quarter 2 2024/25, with grants over \$10,000 to be considered by Council at the 19 November 2024 Council meeting.</li> </ul> | ✓      |
| Q2   | Present the applicants for funding greater than \$10,000 to Council for consideration.                           |  |        |
|  | Issue the funding agreements and payments for successful applicants of round 1 of the Community Funding Program. |  |        |
| Q3   | Advertise round 2 of the Community Funding Program and deliver information workshops.                            |  |        |
|  | Evaluate the submissions received and provide recommendations for round 2 of the Community Funding Program.      |  |        |

| MILESTONE   |  | COMMENT  | STATUS |
|---|--|--|--------|
| Q4  | Present the applicants for funding greater than \$10,000 to Council for consideration.                           |  |        |
|   | Issue the funding agreements and payments for successful applicants of round 2 of the Community Funding Program. |  |        |
| <b>Regional Homelessness Plan</b><br>A joint plan with the City of Wanneroo which includes a series of actions that demonstrate the Cities' commitment to ensuring people at-risk of experiencing homelessness have the optimum opportunity to improve their circumstances. |  |  |        |
| Q1  | Deliver scheduled actions from the Regional Homelessness Plan 2022/23–2025/26 for the quarter.                   | The following scheduled actions from the Regional Homelessness Plan 2022/23–2025/26 were delivered in the quarter: <ul style="list-style-type: none"> <li>• Conducted a review of the annual priorities of the Joondalup and Wanneroo Ending Homelessness Group, including advocacy, early intervention and data collection linking with the District Leadership Group.</li> <li>• Ran a social media campaign for community education during National Homelessness Week, 5–11 August 2024.</li> <li>• Facilitated the introduction of a new shared referral spreadsheet between the Department of Communities, Uniting WA (HEART), and the City. This shared referral spreadsheet will increase efficiency across the organisations and enable real-time updates on reports of people experiencing homelessness.</li> </ul> | ✓      |
| Q2  | Deliver scheduled actions from the Regional Homelessness Plan 2022/23–2025/26 for the quarter.                   |  |        |
|   | Present the Regional Homelessness Plan 2023/24 Annual Progress Report to Council for noting.                     |  |        |
| Q3  | Deliver scheduled actions from the Regional Homelessness Plan 2022/23–2025/26 for the quarter.                   |  |        |
| Q4  | Deliver scheduled actions from the Regional Homelessness Plan 2022/23–2025/26 for the quarter.                   |  |        |

## Outcome 1-3 Active and social

You enjoy quality local activities and programs for sport, learning and recreation.

### Ongoing programs and activities

| ACTIONS FOR 2024/25  |  | QUARTERLY MEASURE |  | QUARTERLY DATA |  |
|--|--|-------------------|--|----------------|--|
| <b>Sport and recreation development</b><br>A range of programs, activities, events and one-one-one assistance provided to local club volunteers to assist them in performing their roles and ensuring ongoing club sustainability and success. |  |                   |  |                |  |
| Deliver programs, activities, events and one-on-one assistance to sports and recreation clubs, as required.  | Number of programs, activities, events and one-on-one assistance provided. | Q1                | 64 interactions through programs, activities, events and one-on-one assistance provided. |                |  |
|  |  | Q2                |  |                |  |
|  |  | Q3                |  |                |  |
|  |  | Q4                |  |                |  |
|  | Number of clubs engaged.   | Q1                | 37 clubs engaged.  |                |  |
|  |  | Q2                |  |                |  |
|  |  | Q3                |  |                |  |
|  |  | Q4                |  |                |  |
| <b>Craigie Leisure Centre health and fitness programs</b><br>A range of programs delivered at Craigie Leisure Centre to promote health and fitness, including gym memberships, group fitness, leisure and aquatics programs.                   |  |                   |  |                |  |
| Deliver health and fitness programs at the Craigie Leisure Centre in accordance with service level objectives.   | Number of visitors to Craigie Leisure Centre.                              | Q1                | 376,558 visitors.  |                |  |
|  |  | Q2                |  |                |  |
|  |  | Q3                |  |                |  |
|  |  | Q4                |  |                |  |
|  | Number of Craigie Leisure Centre members (at end of quarter).              | Q1                | 7,983 members.   |                |  |
|  |  | Q2                |  |                |  |
|  |  | Q3                |  |                |  |
|  |  | Q4                |  |                |  |
|  | Number of swim school enrolments (at end of quarter).                      | Q1                | 3,164 enrolments.  |                |  |
|  |  | Q2                |  |                |  |
|  |  | Q3                |  |                |  |
|  |  | Q4                |  |                |  |

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE   | QUARTERLY DATA |   |
|--|---|----------------|---|
| <b>Library programs, activities and events</b><br>A range of programs, events and activities that provide opportunities for the community to learn, recreate and connect, with a focus on life-long learning and literacy. |   |                |   |
| Deliver scheduled programs, activities and events at the City of Joondalup libraries.  | Number of programs, activities and events delivered at the City of Joondalup libraries.                         | Q1             | 729 programs, activities and events delivered.                            |
|  |   | Q2             |   |
|  |   | Q3             |   |
|  |   | Q4             |   |
|  | Number of participants across all programs, activities and events delivered at the City of Joondalup libraries. | Q1             | 14,957 participants across all programs, activities and events delivered. |
|  |   | Q2             |   |
|  |   | Q3             |   |
|  |   | Q4             |   |
| <b>Library services</b><br>Provision of library resources and services at City of Joondalup libraries and online, as well the provision of safe, flexible, and accessible spaces for the community.                        |   |                |   |
| Deliver library services at the City of Joondalup libraries.   | Number of visitors to City of Joondalup libraries.  | Q1             | 132,206 visitors.   |
|  |   | Q2             |   |
|  |   | Q3             |   |
|  |   | Q4             |   |
|  | Number of loans issued at City of Joondalup libraries.  | Q1             | 315,100 loans issued.   |
|  |   | Q2             |   |
|  |   | Q3             |   |
|  |   | Q4             |   |
|  | Number of WiFi logins and PC bookings at City of Joondalup libraries.   | Q1             | 8,592 WiFi logins and 6,109 PC bookings.                                  |
|  |   | Q2             |   |
|  |   | Q3             |   |
|  |   | Q4             |   |
| Deliver the Books on Wheels service to eligible community members.   | Number of individual customers of the Books on Wheels service.  | Q1             | 162 individual customers.   |
|  |   | Q2             |   |
|  |   | Q3             |   |
|  |   | Q4             |   |
|  | Number of items issued through the Books on Wheels service.   | Q1             | 3,623 items issued.   |
|  |   | Q2             |   |
|  |   | Q3             |   |
|  |   | Q4             |   |

## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

| MILESTONE   |   | COMMENT  | STATUS |
|---|---|--|--------|
| <b>Artificial surf reef — feasibility study</b>   |   |  |        |
| Investigations into a potential artificial surf reef between Mullaloo Point and Ocean Reef Marina.  |   |  |        |
| Q1  | Progress the pre-feasibility assessment for an artificial surf reef.                                    | Engaged the services of a consulting coastal engineer to undertake a pre-feasibility assessment for an artificial surf reef. | ✓      |
| Q2  | Progress the pre-feasibility assessment for an artificial surf reef.                                    |  |        |
| Q3  | Finalise the pre-feasibility assessment for an artificial surf reef.                                    |  |        |
| Q4  | Present the pre-feasibility assessment for an artificial surf reef to Elected Members seeking feedback. |  |        |
| <b>Community, Youth Development and Libraries Plan</b>  |   |  |        |
| A new plan for the integrated delivery of City programs and infrastructure that support community development, youth development, library services, access and inclusion, and age-friendly communities. |   |  |        |
| Q1  | Progress the development of the draft Community, Youth Development and Libraries Plan.                  | Commenced development of a draft strategic framework to inform the first round of Elected Member and community consultation. | ✓      |
| Q2  | Progress the development of the draft Community, Youth Development and Libraries Plan.                  |  |        |
| Q3  | Progress the development of the draft Community, Youth Development and Libraries Plan.                  |  |        |
| Q4  | Present the draft Community, Youth Development and Libraries Plan to Elected Members seeking feedback.  |  |        |

## Outcome 1-4 Artistic and creative

You celebrate, support and participate in art and events in your local area.

### Ongoing programs and activities

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE   | QUARTERLY DATA |   |
|--|---|----------------|---|
| <b>Art collection maintenance and acquisitions</b><br>Activities related to the City's Art Collection, including acquisition, maintenance and management.  |   |                |   |
| Manage the City's art collection, including maintenance and acquisitions.  | <ul style="list-style-type: none"><li>List of new artwork acquired for the City's art collection.</li><li>Value of each new artwork acquired for the City's art collection.</li></ul> | Q1             | No new artwork was purchased in the quarter.  |
|  |   | Q2             |   |
|  |   | Q3             |   |
|  |   | Q4             |   |
| <b>Corporate Sponsorship program</b><br>A program that supports external organisations to deliver events which benefit the local community, provide positive exposure for the City's brand, and stimulate local economic activity. |   |                |   |
| Provide sponsorship and donations for external events in accordance with the City's Corporate Sponsorship Program Guidelines.  | Number of sponsorship requests received.  | Q1             | 12 sponsorship requests received.   |
|  |   | Q2             |   |
|  |   | Q3             |   |
|  |   | Q4             |   |
|  | <ul style="list-style-type: none"><li>List of events sponsored by the City.</li><li>Value of each sponsorship provided by the City.</li></ul>   | Q1             | <ul style="list-style-type: none"><li>\$20,000 sponsorship provided to Joondalup Wolves NBL1 2024 Season.</li><li>\$9,000 sponsorship provided to Warwick Senators NBL1 2024 Season.</li><li>\$3,000 value sponsorship provided to RSPCA WA: Community Action Day 2024.</li></ul> |
|  |   | Q2             |   |
|  |   | Q3             |   |
|  |   | Q4             |   |

| ACTIONS FOR 2024/25   |  | QUARTERLY MEASURE |  | QUARTERLY DATA |  |
|---|--|-------------------|--|----------------|--|
| <b>Cultural Events program</b><br>An annual program of cultural events that build community spirit and cultural identity. Programs offer access to the arts for the local community via attendance and participation. Program also offers destination events to bring visitors to the region. |  |                   |  |                |  |
| Deliver scheduled events as part of the Cultural Events program.  | <ul style="list-style-type: none"><li>List of events delivered as part of the Cultural Events program.</li><li>Number of attendees per event delivered as part of the Cultural Events program.</li><li>Percentage attendee satisfaction per event delivered as part of the Cultural Events program.</li></ul>                      | Q1                | <ul style="list-style-type: none"><li>NAIDOC Celebrations with 1,226 attendees and 96% attendee satisfaction.</li><li>Sunday Serenades August Concert with 227 attendees. (Percentage attendee satisfaction calculated at the end of the series.)</li><li>Sunday Serenades September Concert with 197 attendees. (Percentage attendee satisfaction calculated at the end of the series.)</li></ul> |                |  |
|   |  | Q2                |  |                |  |
|   |  | Q3                |  |                |  |
|   |  | Q4                |  |                |  |
| <b>Visual Arts Exhibition program</b><br>An annual program of visual arts that provides the community with access to contemporary, quality artworks, supports local arts development, and promotes Joondalup as a vibrant cultural destination.   |  |                   |  |                |  |
| Deliver scheduled events as part of the Visual Arts Exhibition program.   | <ul style="list-style-type: none"><li>List of events delivered as part of the Visual Arts Exhibition program.</li><li>Number of attendees per event delivered as part of the Visual Arts Exhibition program.</li><li>Percentage attendee satisfaction per event delivered as part of the Visual Arts Exhibition program.</li></ul> | Q1                | Community Art Exhibition with 16,488 attendees and 95% attendee satisfaction.  |                |  |
|   |  | Q2                |  |                |  |
|   |  | Q3                |  |                |  |
|   |  | Q4                |  |                |  |



## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

\*Denotes key priority for 2024/25

| MILESTONE   |   | COMMENT  | STATUS |
|---|---|--|--------|
| <b>Arts development program</b><br>An annual program of community arts development activities, including the Arts in Focus program, Community Funding, Arts Development Scheme and Connecting Creatives database. |   |  |        |
| Q1  | Advertise the Arts Development Scheme funding program.  | Advertised the Arts Development Scheme funding program in July 2024. Submissions to the program were open from 5 August to 8 September 2024. | ✓      |
|   | Evaluate the submissions received and provide recommendations for the Arts Development Scheme funding program.      | Completed the evaluations of submissions received on 20 September 2024. No recommendations were made for funding under \$10,000.             | ✓      |
| Q2  | Present the applicants for funding greater than \$10,000 to Council for consideration.                              |  |        |
|   | Issue the funding agreements and payments for successful applicants of the Arts Development Scheme funding program. |  |        |
| Q3  |   |  |        |
| Q4  |   |  |        |

| MILESTONE   |   | COMMENT   | STATUS |
|---|---|---|--------|
| <b>Joondalup performing arts centre*</b><br>Investigations into an arts facility proposed for the hosting of performing arts and cultural events and other activities within the Joondalup City Centre. |   |   |        |
| Q1  | Progress actions towards the development of a business case for a Joondalup performing arts centre. | Progressed actions towards the development of a business case for a Joondalup performing arts centre by conducting investigations into location options.  | ✓      |
|   | Present reports to Elected Members on the progress and status of the project as required.           | Presented a project status report to Elected Members on 6 August 2024. This report provided Elected Members with an update on the Joondalup City Centre Projects Cluster, including the Joondalup Performing Arts Centre project. | ✓      |
| Q2  | Progress actions towards the development of a business case for a Joondalup performing arts centre. |   |        |
|   | Present reports to Elected Members on the progress and status of the project as required.           |   |        |
| Q3  | Progress actions towards the development of a business case for a Joondalup performing arts centre. |   |        |
|   | Present reports to Elected Members on the progress and status of the project as required.           |   |        |
| Q4  | Progress actions towards the development of a business case for a Joondalup performing arts centre. |   |        |
|   | Present reports to Elected Members on the progress and status of the project as required.           |   |        |

| MILESTONE   |  | COMMENT  | STATUS |
|---|--|--|--------|
| <b>Public Art Masterplan and Strategy</b><br>A masterplan and strategy that defines the principles and priorities for public art in the City and guides resources and funding towards relevant public art projects that enhance the City's built environment, distinctive natural assets, significant Noongar sites, historic locations and key destinations. |  |  |        |
| Q1  | Present the Public Art Masterplan and Strategy to Council seeking endorsement.   | Presented the draft Public Art Masterplan and Strategy to Council at their 23 July 2024 meeting where it was endorsed.   | ✓      |
|   | Present the revised draft Public Art Council Policy to the Policy Committee and Council seeking adoption.  | Presented the revised draft Public Art Council Policy to the Policy Committee at their 2 September 2024 meeting, where the draft Council policy was deferred to a future Policy Committee meeting.           | ✓      |
|   | Present the draft Percent for Art Local Planning Policy to the Policy Committee and Council seeking approval to undertake community consultation.                                    | Presented the draft Percent for Art Local Planning Policy to the Policy Committee at their 2 September 2024 meeting where the draft local planning policy was deferred to a future Policy Committee meeting. | ✓      |
| Q2  | Undertake community consultation on the draft Percent for Art Local Planning Policy.   |  |        |
| Q3  | Present the outcomes of the community consultation on the draft Percent for Art Local Planning Policy and any proposed changes to the Policy Committee and Council seeking adoption. |  |        |
| Q4  |  |  |        |

## Outcome 1-5 Cultural and diverse

You understand, value and celebrate the City's unique Aboriginal and other diverse cultures and histories.

### Ongoing programs and activities

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE  | QUARTERLY DATA |  |
|--|--|----------------|--|
| <b>Civic functions</b>   |  |                |  |
| Delivery of high-quality civic functions that recognise the valuable contributions of key City stakeholders. |  |                |  |
| Deliver scheduled civic functions.   | <ul style="list-style-type: none"><li>List of civic functions delivered.</li><li>Number of attendees per civic function.</li></ul> | Q1             | <ul style="list-style-type: none"><li>NAIDOC Week Launch event with 38 attendees.</li><li>July Elected Member Dinner with 29 attendees.</li><li>August Elected Member Dinner with 20 attendees.</li><li>Surf Club Appreciation function with 78 attendees.</li></ul> |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
| <b>Citizenship ceremonies</b>  |  |                |  |
| Delivery of citizenship ceremonies in accordance with the Department of Home Affairs' guidelines.            |  |                |  |
| Deliver scheduled citizenship ceremonies.  | Number of citizenship ceremonies conducted.  | Q1             | 3 ceremonies conducted.  |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
|  | Number of new citizens taking the pledge of commitment.  | Q1             | 209 new citizens taking the pledge.  |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE   | QUARTERLY DATA |  |
|--|---|----------------|--|
| <b>Local history service</b>   |   |                |  |
| A curated library collection that preserves, shares and celebrates the City’s local and regional history |   |                |  |
| Deliver scheduled local history programs, activities and events at the City of Joondalup libraries.      | <ul style="list-style-type: none"><li>List of local history programs, activities and events delivered at the City of Joondalup libraries.</li><li>Number of attendees per local history program, activity and event delivered at the City of Joondalup libraries.</li></ul> | Q1             | <ul style="list-style-type: none"><li>20 Family History Help programs with 59 attendees.</li><li>Butler College Special Incursion with 12 attendees.</li><li>Introduction to Family History with 10 attendees.</li></ul> |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |
|  | Number of new items added to the City’s local history collection.   | Q1             | 223 new items added.   |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |

## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

| MILESTONE  |  | COMMENT  | STATUS |
|--|--|--|--------|
| <b>Heritage List</b>   |  |  |        |
| A statutory list of the most significant heritage places which forms part of the City's Local Planning Scheme. Heritage Lists are prepared under the Planning and Development Act 2005 and subsidiary legislation. |  |  |        |
| Q1   |  |  |        |
| Q2   |  |  |        |
| Q3   | Present a report to the Policy Committee and Council seeking endorsement to initiate an amendment to the City's Heritage List. |  |        |
| Q4   | Undertake community consultation activities on the amendment to the City's Heritage List.                                      |  |        |
| <b>NAIDOC Week</b>   |  |  |        |
| Events and programs to mark national NAIDOC Week which celebrates and recognises the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.   |  |  |        |
| Q1   | Deliver the NAIDOC Week Launch event as part of the civic functions program.   | Delivered the NAIDOC Week Launch event as part of the civic functions program, including a flag raising ceremony and film screening with 38 attendees. | ✓      |
|  | Deliver NAIDOC Week events as part of the cultural events program  | Delivered the NAIDOC Week Celebrations program throughout July 2024, with 1,226 registered attendees across multiple sold-out programs.                | ✓      |
| Q2   |  |  |        |
| Q3   |  |  |        |
| Q4   |  |  |        |

| MILESTONE   |   | COMMENT   | STATUS |
|---|---|---|--------|
| <b>Noongar renaming project</b>   |   |   |        |
| Engagement with external Aboriginal-led consultants to explore options for renaming select City places using Noongar names.   |   |   |        |
| Q1  | Liaise with external consultants to progress investigations into options for Aboriginal names.          | Liaised with the external consultant to conduct and facilitate a second Elders' meeting to further discuss possible naming conventions and options. Following this meeting, the external consultant provided a draft report for the City's review. Landgate also provided feedback which was forwarded to the external consultants.   | ✓      |
| Q2  | Liaise with external consultants to progress investigations into options for Aboriginal names.          |   |        |
| Q3  | Liaise with external consultants to progress investigations into options for Aboriginal names.          |   |        |
| Q4  | Present the findings and recommendations from the external consultants to Elected Members.              |   |        |
| <b>Reconciliation Action Plan</b>   |   |   |        |
| A plan which sets out the City's commitment to reconciliation and engagement with Aboriginal and Torres Strait Islander peoples. The plan gives the City an opportunity to think deeply about what reconciliation means to the organisation and community, and implement a Reconciliation Action Plan that is localised, unique and leaves an effect of lasting change. |   |   |        |
| Q1  | Present the final Reconciliation Action Plan 2024–2026 to Reconciliation Australia seeking endorsement. | The final Reconciliation Action Plan 2024–2026 has been revised with commissioned art and design elements and was provided to the Reconciliation Action Plan Community Reference Group for final proofing. Scheduling constraints caused delays in this final proofing stage, and it is anticipated that the final plan will be presented to Reconciliation Australia in quarter 2. | ✓      |
|   | Deliver scheduled actions from the Reconciliation Action Plan 2024–2026 for the quarter.                | Scheduled actions from the Reconciliation Action Plan 2024–2026 were not delivered in the quarter as the final plan has not yet been endorsed by Reconciliation Australia. Scheduled actions will commence following endorsement.   | ✓      |
| Q2  | Deliver scheduled actions from the Reconciliation Action Plan 2024–2026 for the quarter.                |   |        |
| Q3  | Deliver scheduled actions from the Reconciliation Action Plan 2024–2026 for the quarter.                |   |        |
| Q4  | Deliver scheduled actions from the Reconciliation Action Plan 2024–2026 for the quarter.                |   |        |

## 2. ENVIRONMENT

### 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.

### YOUR OUTCOMES

#### 2-1 **Managed and protected**

You value and enjoy the biodiversity in local bushland, wetland and coastal areas.

#### 2-2 **Clean and sustainable**

You are supported to minimise waste and live sustainably in a clean environment.

#### 2-3 **Responsible and efficient**

You benefit from a responsible and efficient use of natural resources.

#### 2-4 **Resilient and prepared**

You understand and are prepared for the impacts of climate change and natural disasters.



## Outcome 2-1 Managed and protected

You value and enjoy the biodiversity in local bushland, wetland and coastal areas.

### Ongoing programs and activities

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE  | QUARTERLY DATA |  |
|--|--|----------------|--|
| <b>Midge management</b><br>Monitoring of midge larvae populations and the provision of treatments, as required, to mitigate nuisance adult midge at Lake Goollelal and Lake Joondalup.                                     |  |                |  |
| Monitor seasonal midge larvae and undertake treatments, as required.   | Number of sampling events performed.                           | Q1             | 1 sampling event performed.            |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
|  | Number of midge treatments applied.                            | Q1             | No midge treatments applied.           |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
| <b>Natural areas maintenance</b><br>Coordination and implementation of maintenance programs which protect and enhance biodiversity values, whilst maintaining appropriate community access and awareness of natural areas. |  |                |  |
| Undertake maintenance activities in natural areas.   | Number of maintenance work orders completed for natural areas. | Q1             | 109 maintenance work orders completed. |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
| Provide support and technical advice to friends' groups to assist them in undertaking voluntary conservation activities.   | Number of hours of friends' groups activities recorded.        | Q1             | 126 activity hours recorded.           |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |

## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

| MILESTONE   |  | COMMENT  | STATUS |
|---|--|--|--------|
| <b>Environment Strategy</b>   |  |  |        |
| A new strategy that will provide a framework for the City to be environmentally sustainable by protecting and enhancing the environment and minimising the use of natural resources |  |  |        |
| Q1  | Present the outcomes from the community consultation on the draft Environment Strategy 2024–2034 and any proposed changes to Council seeking adoption. | Presented the outcomes of community consultation on the draft Environment Strategy 2024–2034 at the 27 August 2024 Council meeting. Council endorsed the Environment Strategy at this meeting. | ✓      |
| Q2  |  |  |        |
| Q3  |  |  |        |
| Q4  |  |  |        |
| <b>Natural area management (major conservation)</b>   |  |  |        |
| Natural area management initiatives for protecting and enhancing biodiversity values across the City's major conservation natural areas.  |  |  |        |
| Q1  | Engage a consultant to undertake flora surveys in Hepburn Heights Conservation Area and Marmion Foreshore Reserve.                                     | Engaged a consultant to undertake flora surveys in Hepburn Heights Conservation Area and Marmion Foreshore Reserve. The flora surveys were undertaken in September 2024.                       | ✓      |
|   | Engage a consultant to deliver Quenda genetic analysis and twice-yearly monitoring in Craigie Bushland.  | Engaged a consultant to deliver Quenda genetic analysis and twice-yearly monitoring in Craigie Bushland.   | ✓      |
| Q2  |  |  |        |
| Q3  |  |  |        |
| Q4  |  |  |        |

| MILESTONE   |   | COMMENT  | STATUS |
|---|---|--|--------|
| <b>Yellagonga Integrated Catchment Management Plan</b><br>A joint plan with the City of Wanneroo which provides an holistic and long-term strategic framework to improve catchment health and protect the diverse values of Yellagonga Regional Park. |   |  |        |
| Q1  | Deliver scheduled actions from the Yellagonga Integrated Catchment Management Plan 2021–2026 for the quarter. | Delivered the following scheduled actions from the Yellagonga Integrated Catchment Management Plan 2021–2026 in the quarter: <ul style="list-style-type: none"> <li>• Edith Cowan University continued water quality monitoring in Yellagonga Regional Park.</li> <li>• Collaborated with the City of Wanneroo and the WA Department of Biodiversity, Conservation and Attractions to commence the 2024 Saving our Snake-necked Turtle project.</li> <li>• Liaised with the Department of Water and Environmental Regulation regarding the elevated water levels in Lake Joondalup.</li> </ul> | ✓      |
| Q2  | Deliver scheduled actions from the Yellagonga Integrated Catchment Management Plan 2021–2026 for the quarter. |  |        |
| Q3  | Deliver scheduled actions from the Yellagonga Integrated Catchment Management Plan 2021–2026 for the quarter. |  |        |
| Q4  | Deliver scheduled actions from the Yellagonga Integrated Catchment Management Plan 2021–2026 for the quarter. |  |        |

## Outcome 2-2 Clean and sustainable

You are supported to minimise waste and live sustainably in a clean environment.

### Ongoing programs and activities

| ACTIONS FOR 2024/25   | QUARTERLY MEASURE   | QUARTERLY DATA |  |
|---|---|----------------|--|
| <b>Bulk waste collection and processing</b><br>Bulk hard waste and greens waste collection and processing for residential properties.   |   |                |  |
| Liaise with the external contractor to deliver hard bulk collection and processing.   | Tonnage of bulk hard waste collected.   | Q1             | 1,421 tonnes collected.  |
|   |   | Q2             |  |
|   |   | Q3             |  |
|   |   | Q4             |  |
|   | Percentage of bulk hard waste collected that is recycled.   | Q1             | 34% of waste collected recycled.   |
|   |   | Q2             |  |
|   |   | Q3             |  |
|   |   | Q4             |  |
| <b>Environmental education program</b><br>A range of environmental education activities and events for residents, schools, businesses and the broader community. The program encourages sustainability related to biodiversity, waste, water, transport and climate change. |   |                |  |
| Deliver scheduled activities and events as part of the environmental education program.   | <ul style="list-style-type: none"><li>List of activities and events delivered as part of the environmental education program.</li><li>Number of participants per activity and event delivered as part of the environmental education program.</li></ul> | Q1             | <ul style="list-style-type: none"><li>NAIDOC Community Planting Day at Lake Goollelal with 80 participants.</li><li>Black Cockatoo Crisis Discovery Session with 42 participants.</li><li>Saving our Snake-necked Turtles information night with 75 participants.</li><li>Sustainable Pest Management workshop with 34 participants.</li><li>Morning Birdwalk at Neil Hawkins Park with 14 participants.</li></ul> |
|   |   | Q2             |  |
|   |   | Q3             |  |
|   |   | Q4             |  |
|   |   |                |  |

| ACTIONS FOR 2024/25   | QUARTERLY MEASURE  | QUARTERLY DATA |                                       |
|---|--|----------------|---------------------------------------|
| <b>Litter collection</b>  |  |                |                                       |
| Scheduled collection and disposal of public area litter by hand.  |  |                |                                       |
| Undertake litter collection and disposal across the City.   | Tonnage of litter collected by the City.                       | Q1             | 138 tonnes collected.                 |
|   |  | Q2             |                                       |
|   |  | Q3             |                                       |
|   |  | Q4             |                                       |
| <b>Illegal dumping</b>  |  |                |                                       |
| Identification and retrieval of illegally dumped waste from public areas.   |  |                |                                       |
| Respond to reports from the community about illegal dumping.  | Tonnage of illegally dumped waste collected by the City.       | Q1             | 29 tonnes collected.                  |
|   |  | Q2             |                                       |
|   |  | Q3             |                                       |
|   |  | Q4             |                                       |
| <b>Waste collection and processing</b>  |  |                |                                       |
| Weekly collection and disposal of kerbside domestic waste, and fortnightly collection and processing of domestic recycling and greens for residential properties. |  |                |                                       |
| Liaise with the external contractor to deliver weekly general waste collection and disposal.  | Tonnage of residential general waste collected.                | Q1             | 8,131 tonnes collected.               |
|   |  | Q2             |                                       |
|   |  | Q3             |                                       |
|   |  | Q4             |                                       |
| Liaise with the external contractor to deliver fortnightly recycling waste collection and processing.   | Tonnage of residential recycling waste collected.              | Q1             | 3,101 tonnes collected.               |
|   |  | Q2             |                                       |
|   |  | Q3             |                                       |
|   |  | Q4             |                                       |
|   | Percentage of recycling waste collected that is recycled.      | Q1             | 76% of waste collected was recycled.  |
|   |  | Q2             |                                       |
|   |  | Q3             |                                       |
|   |  | Q4             |                                       |
| Liaise with the external contractor to deliver fortnightly greens waste collection and processing.  | Tonnage of residential garden organic waste collected.         | Q1             | 5,279 tonnes collected.               |
|   |  | Q2             |                                       |
|   |  | Q3             |                                       |
|   |  | Q4             |                                       |
|   | Percentage of garden organic waste collected that is recycled. | Q1             | 100% of waste collected was recycled. |
|   |  | Q2             |                                       |
|   |  | Q3             |                                       |
|   |  | Q4             |                                       |

| ACTIONS FOR 2024/25  |   | QUARTERLY MEASURE |                                     | QUARTERLY DATA |  |
|--|---|-------------------|-------------------------------------|----------------|--|
| <b>Waste education program</b><br>A range of waste education activities and events for schools and the community. The program encourages students and community members to reduce their consumption and waste. |   |                   |                                     |                |  |
| Deliver scheduled activities and events to schools and the community as part of the waste education program.   | <ul style="list-style-type: none"><li>List of activities and events delivered as part of the waste education program.</li><li>Number of participants per activity and event delivered as part of the waste education program.</li></ul> | Q1                | No activities and events delivered. |                |  |
|  |   | Q2                |                                     |                |  |
|  |   | Q3                |                                     |                |  |
|  |   | Q4                |                                     |                |  |

## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

| MILESTONE  |   | COMMENT   | STATUS |
|--|---|---|--------|
| <b>Food organics, garden organics (FOGO) bin service</b>   |   |   |        |
| A new food organics, garden organics (FOGO) bin service for residential waste service delivery.  |   |   |        |
| Q1   |   |   |        |
| Q2   |   |   |        |
| Q3   | Develop and advertise a request for tender to deliver a FOGO bin service.   |   |        |
|  | Review and assess the responses to the request for tender and appoint the preferred contractor.                             |   |        |
| Q4   | Deliver a communications campaign to educate the community about the new FOGO bin service.                                  |   |        |
| <b>Waste to energy solution</b>  |   |   |        |
| A new regional facility that will primarily convert waste products into electricity and produce by-products that will be used for the construction industry. |   |   |        |
| Q1   | Present a report to Council on tender options for a waste to energy solution seeking endorsement of the preferred tenderer. | A report on tender options for a waste to energy solution was presented to Elected Members in September 2024. It is anticipated that the report will be presented to Council at the 22 October 2024 Council meeting, in quarter 2 of 2024/25. | ✓      |
| Q2   | Liaise with the Mindarie Regional Council to commence delivery of a waste to energy solution.                               |   |        |
| Q3   | Continue to liaise with the Mindarie Regional Council to progress delivery of a waste to energy solution.                   |   |        |
| Q4   | Continue to liaise with the Mindarie Regional Council to progress delivery of a waste to energy solution.                   |   |        |

## Outcome 2-3 Responsible and efficient

You benefit from a responsible and efficient use of natural resources.

### Ongoing programs and activities

| ACTIONS FOR 2024/25   | QUARTERLY MEASURE   | QUARTERLY DATA |                          |
|---|---|----------------|--------------------------|
| <b>Energy management</b>  |   |                |                          |
| Management of the City's energy consumption to minimise environmental impact and realise economic savings.  |   |                |                          |
| Manage corporate energy use to ensure responsible and efficient consumption.  | Reliable quarterly data not yet available due to delayed data provision from utility providers. | Q1             |                          |
|   |   | Q2             |                          |
|   |   | Q3             |                          |
|   |   | Q4             |                          |
| <b>Groundwater management</b>   |   |                |                          |
| Management of groundwater on City-owned and -managed land to ensure responsible and efficient use in accordance with Department of Water and Environmental Regulation licencing requirements. |   |                |                          |
| Manage corporate groundwater use to ensure responsible and efficient consumption.   | Volume of groundwater used by the City.   | Q1             | 110,613 kilolitres used. |
|   |   | Q2             |                          |
|   |   | Q3             |                          |
|   |   | Q4             |                          |
| <b>Scheme water management</b>  |   |                |                          |
| Management of scheme water on City-owned and -managed land to reduce consumption and waste.   |   |                |                          |
| Manage corporate scheme water use to ensure responsible and efficient consumption.  | Reliable quarterly data not yet available due to delayed data provision from utility providers. | Q1             |                          |
|   |   | Q2             |                          |
|   |   | Q3             |                          |
|   |   | Q4             |                          |



## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

| MILESTONE   |  | COMMENT  | STATUS |
|---|--|--|--------|
| <b>Joondalup Lighting Initiative</b>  |  |  |        |
| Investigation and proposal to upgrade existing streetlights to LED across the City for the purposes of reducing energy consumption. |  |  |        |
| Q1  | Investigate streetlight ownership options with Western Power for their streetlight assets located with the City.             | Liaised with Western Power's Operational, Asset Strategy, Design and Customer Liaison management to arrange a meeting regarding the City's options for transferring ownership of streetlight assets located in the City of Joondalup.  | ✓      |
|   | Investigate LED streetlight conversion options with Western Power.   | <ul style="list-style-type: none"> <li>Investigated the economic and environmental benefits of converting streetlights located in the City of Joondalup to LED lights.</li> <li>Liaised with Western Power's Operational, Asset Strategy, Design and Customer Liaison management to arrange a meeting regarding LED conversion options for streetlights within the City of Joondalup.</li> </ul> | ✓      |
| Q2  | Continue to investigate streetlight ownership options with Western Power for their streetlight assets located with the City. |  |        |
|   | Continue to investigate LED streetlight conversion options with Western Power.   |  |        |
| Q3  | Continue to investigate streetlight ownership options with Western Power for their streetlight assets located with the City. |  |        |
|   | Continue to investigate LED streetlight conversion options with Western Power.   |  |        |
| Q4  | Continue to investigate streetlight ownership options with Western Power for their streetlight assets located with the City. |  |        |
|   | Continue to investigate LED streetlight conversion options with Western Power.   |  |        |

| MILESTONE  |  | COMMENT   | STATUS |
|--|--|---|--------|
| <b>Underground power</b>   |  |   |        |
| Investigation into the potential to convert existing overhead powerlines to underground power in suitable locations across the City. |  |   |        |
| Q1   | Develop an advocacy plan to align with Western Power's timing for the undergrounding of power in the City.                 | <ul style="list-style-type: none"> <li>Conducted preliminary investigations to develop an advocacy plan for the undergrounding of power in the City. During these investigations, Western Power indicated that the City of Joondalup will not be included in the Targeted Underground Power Program for approximately 10–15 years.</li> <li>Commenced the development of an advocacy statement, in alignment with Western Power's official timeframes.</li> </ul> | ✓      |
| Q2   | Progress development of an advocacy plan to align with Western Power's timing for the undergrounding of power in the City. |   |        |
| Q3   | Progress development of an advocacy plan to align with Western Power's timing for the undergrounding of power in the City. |   |        |
| Q4   | Progress development of an advocacy plan to align with Western Power's timing for the undergrounding of power in the City. |   |        |

| MILESTONE   |   | COMMENT  | STATUS |
|---|---|--|--------|
| <b>Waterwise Council Program</b><br>A program run jointly by the Department of Water and Environmental Regulation and Water Corporation to support local governments to improve water efficiency and help create waterwise communities. |   |  |        |
| Q1  | Deliver scheduled actions from the Waterwise Council Action Plan 2021–2026 for the quarter.   | Delivered the following scheduled actions from the Waterwise Council Action Plan 2021–2026 in the quarter: <ul style="list-style-type: none"> <li>Planned the Native Plant Giveaway initiative</li> <li>Submitted a funding application to the Water Corporation's Waterwise Greening Scheme.</li> </ul> | ✓      |
| Q2  | Deliver scheduled actions from the Waterwise Council Action Plan 2021–2026 for the quarter.   |  |        |
|   | Submit application to the WA Department of Water and Environmental Regulation and Water Corporation seeking re-accreditation under the Waterwise Council Program. |  |        |
| Q3  | Deliver scheduled actions from the Waterwise Council Action Plan 2021–2026 for the quarter.   |  |        |
| Q4  | Deliver scheduled actions from the Waterwise Council Action Plan 2021–2026 for the quarter.   |  |        |

## Outcome 2-4 Resilient and prepared

You understand and are prepared for the impacts of climate change and natural disasters.

### Ongoing programs and activities

| ACTIONS FOR 2024/25   | QUARTERLY MEASURE  | QUARTERLY DATA |   |
|---|--|----------------|---|
| <b>Emergency management</b><br>Participation in the Joint Local Emergency Management Committee, District Emergency Management Committee and WALGA Emergency Management Advisory Committee meetings for the purposes of ensuring effective preparedness in the event of an emergency incident. |  |                |   |
| Participate in local and regional emergency management exercises with key agency partners to test the City’s Local Emergency Management Arrangements.   | List of emergency management exercises undertaken.   | Q1             | <ul style="list-style-type: none"><li>Amended the Local Emergency Management Arrangements and updated the development process.</li><li>Submitted an application for the All West Australians Reducing Emergencies (AWARE) funding program for the Local Recovery Coordination Group.</li><li>Facilitated an Exercise for Spontaneous Volunteers for City Staff by Volunteers WA</li></ul> |
|   |  | Q2             |   |
|   |  | Q3             |   |
|   |  | Q4             |   |
| Attend the Joint Local Emergency Management Committee and District Emergency management Committee meetings on a quarterly and biannual basis.   | Dates of Joint Local Emergency Management Committee and District Emergency Management Committee meetings attended. | Q1             | Quarterly Joint Local Emergency Management Committee meeting held 13 August 2024.   |
|   |  | Q2             |   |
|   |  | Q3             |   |
|   |  | Q4             |   |

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE  | QUARTERLY DATA |   |
|--|--|----------------|---|
| <b>Firebreak inspections</b><br>Inspection of firebreaks throughout the City in accordance with the Bush Fires Act 1954 and subsidiary legislation for the purpose of mitigating the risk of bushfire hazards. |  |                |   |
| Undertake firebreak inspections and enforcement activities in accordance with legislative requirements.  | Number of firebreak inspections completed.   | Q1             | No inspections completed.                   |
|  |  | Q2             |   |
|  |  | Q3             |   |
|  |  | Q4             |   |
|  | Number of firebreak infringements and cautions issued.                             | Q1             | No infringements or cautions issued.        |
|  |  | Q2             |   |
|  |  | Q3             |   |
|  |  | Q4             |   |
|  | Number of firebreaks on private land maintained and/or blocks cleared by the City. | Q1             | No firebreaks maintained or blocks cleared. |
|  |  | Q2             |   |
|  |  | Q3             |   |
|  |  | Q4             |   |
|  | Number of firebreaks on City-owned and -managed land maintained by the City.       | Q1             | No firebreaks maintained.                   |
|  |  | Q2             |   |
|  |  | Q3             |   |
|  |  | Q4             |   |
|  | Number of firebreak prosecutions completed.  | Q1             | No prosecutions completed.                  |
|  |  | Q2             |   |
|  |  | Q3             |   |
|  |  | Q4             |   |

## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

\*Denotes key priority for 2024/25

| MILESTONE   |  | COMMENT   | STATUS |
|---|--|---|--------|
| <b>Bushfire education program</b>   |  |   |        |
| A new community education program to raise awareness of bushfire risks and ways to mitigate the risks.  |  |   |        |
| Q1  | Liaise with the appointed consultant to develop a new bushfire education program.  | Liaised with the appointed consultant regarding the development of a new bushfire education program, including reviewing the draft implementation plan. | ✓      |
| Q2  | Continue to liaise with the appointed consultant to develop a new bushfire education program.                            |   |        |
| Q3  | Continue to liaise with the appointed consultant to develop a new bushfire education program.                            |   |        |
| Q4  | Finalise the bushfire education program and launch to the community.   |   |        |
| <b>Bushfire Risk Management Plan</b>  |  |   |        |
| A plan which guides the City in providing a coordinated and efficient approach to the identification, assessment and treatment of assets exposed to bushfire-related risk within the City of Joondalup. |  |   |        |
| Q1  | Continue to liaise with the appointed consultant to review the Bushfire Risk Management Plan 2018–2023.                  | Liaised with the consultant regarding the review of the Bushfire Risk Management Plan 2018–2023, including a review of the draft plan.                  | ✓      |
| Q2  | Continue to liaise with the appointed consultant to review the Bushfire Risk Management Plan 2018–2023.                  |   |        |
| Q3  | Continue to liaise with the appointed consultant to review the Bushfire Risk Management Plan 2018–2023.                  |   |        |
| Q4  | Present the draft Bushfire Risk Management Plan 2025–2030 to the Office of Bushfire Risk Management seeking endorsement. |   |        |

| MILESTONE   |  | COMMENT   | STATUS |
|---|--|---|--------|
| <b>Climate Change Plan*</b><br>A plan which guides the City's planning for the future impacts of climate change across a range of areas relevant to local government, including infrastructure, health services, water management, emergency management, and the natural environment.   |  |   |        |
| Q1  | Present the draft Climate Change Plan 2024–2034 to Council seeking endorsement to undertake community consultation.  | <ul style="list-style-type: none"> <li>Presented the draft Climate Change Plan 2024–2034 to Council at their 25 June 2024 meeting where they endorsed undertaking of community consultation on the draft plan.</li> <li>Community consultation on the draft plan was conducted from 15 August to 4 September 2024.</li> </ul> | ✓      |
| Q2  | Undertake community consultation activities on the draft Climate Change Plan 2024–2034.  |   |        |
| Q3  | Present the draft Climate Change Plan 2024–2034 to Council seeking endorsement.  |   |        |
|   | Commence implementation of the Climate Change Plan 2024–2034.  |   |        |
| Q4  | Deliver scheduled actions from the Climate Change Plan 2024–2034.  |   |        |
| <b>Coastal Hazard Risk Management and Adaptation Plan*</b><br>A new plan to be developed under State Planning Policy 2.6 which will identify areas and assets that could potentially be impacted by coastal erosion and inundation hazards due to storm events and projected sea level rise. The plan will provide recommendations and actions for how the City can respond and adapt to these coastal hazards. |  |   |        |
| Q1  | Present draft Coastal Hazard Risk Management and Adaptation Plan project plan and draft Terms of Reference for Coastal Hazard Risk Management and Adaptation Plan Community Reference Group to Council seeking feedback and direction. | Presented the draft Coastal Hazard Risk Management and Adaptation Plan project plan and draft terms of reference for Coastal Hazard Risk Management and Adaptation Plan Community Reference Group to Council at the 17 September 2024 meeting where they endorsed the draft project plan and draft terms of reference.        | ✓      |
| Q2  |  |   |        |
| Q3  |  |   |        |
| Q4  |  |   |        |

## 3. PLACE

### 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.

### YOUR OUTCOMES

#### 3-1 Connected and convenient

You have access to a range of interconnected transport options.

#### 3-2 Well-planned and adaptable

You enjoy well-designed, quality buildings and have access to diverse housing options in your neighbourhood.

#### 3-3 Attractive and leafy

You have access to quality public open spaces and enjoy appealing streetscapes.

#### 3-4 Functional and accessible

You have access to quality community facilities that are functional and adaptable.



## Outcome 3-1 Connected and convenient

You have access to a range of interconnected transport options.

### Ongoing programs and activities

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE  | QUARTERLY DATA |  |
|--|--|----------------|--|
| <b>Drainage maintenance</b>  |  |                |  |
| Monitoring and maintenance of the stormwater drainage assets across the City to ensure usability of City assets.                           |  |                |  |
| Undertake maintenance of stormwater drainage assets.   | Number of draining maintenance work orders completed.  | Q1             | 180 drainage maintenance work orders completed.  |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
| <b>Parking management</b>  |  |                |  |
| Management of parking and parking infrastructure across the City to ensure parking demands are met for residents, visitors and businesses. |  |                |  |
| Coordinate the school parking program.   | Number of scheduled school parking patrols undertaken.   | Q1             | 57 scheduled patrols undertaken.   |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
| Manage the City's on-street and off-street parking facilities in accordance with the City's local laws.                                    | <ul style="list-style-type: none"><li>• Number of parking cautions issued.</li><li>• Number of parking infringements issued.</li></ul> | Q1             | <ul style="list-style-type: none"><li>• 1,939 cautions issues.</li><li>• 809 infringements issued.</li></ul> |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
| Manage the Reid Promenade Multi-Storey Car Park.   | Average monthly percentage occupancy of Reid Promenade Multi-Storey Car Park.  | Q1             | 50% occupancy on average per month.  |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
| <b>Pathway maintenance</b>   |  |                |  |
| Monitoring and maintenance of pathways across the City's pathway network to ensure ongoing safety and usability of City assets.            |  |                |  |
| Undertake maintenance of pathway assets.   | Number of pathway maintenance work orders completed.   | Q1             | 122 maintenance work orders completed.   |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |

| ACTIONS FOR 2024/25   | QUARTERLY MEASURE                                 | QUARTERLY DATA |  |
|---|---|----------------|--|
| <b>Road maintenance</b>   |   |                |  |
| Monitoring and maintenance of roads across the City’s road network to ensure ongoing safety and usability of City assets. |   |                |  |
| Undertake maintenance of road assets.   | Number of road maintenance work orders completed. | Q1             | 171 maintenance work orders completed. |
|   |   | Q2             |  |
|   |   | Q3             |  |
|   |   | Q4             |  |

## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

\*Denotes key priority for 2024/25

| MILESTONE   |  | COMMENT  | STATUS |
|---|--|--|--------|
| <b>Bike Plan</b><br>A plan which provides the long-term vision, strategic framework and projects that will be implemented to make bike riding a part of everyday life and help the City of Joondalup become a bike-friendly city. |  |  |        |
| Q1  | Deliver scheduled actions from the Bike Plan 2016–2021 for the quarter.  | No scheduled actions in this quarter. All scheduled actions from the Bike Plan 2016–2021 have been completed.  | ✓      |
|   | Progress development of the draft Bike Plan 2025–2035.   | Progressed the development of the draft Bike Plan 2025–2035 by commencing drafting the project plan and planning for the Strategic Community Reference Group meeting, to be held in quarter 2. | ✓      |
| Q2  | Deliver scheduled actions from the Bike Plan 2016–2021 for the quarter.  |  |        |
|   | Progress development of the draft Bike Plan 2025–2035.   |  |        |
|   | Present the proposed objectives and themes for the draft Bike Plan 2025–2035 to the Strategic Community Reference Group for discussion and feedback. |  |        |
| Q3  | Present the draft Bike Plan 2025–2035 to Elected Members seeking feedback.   |  |        |
| Q4  | Present the draft Bike Plan 2025–2035 to Council seeking endorsement.  |  |        |

| MILESTONE  |  | COMMENT   | STATUS |
|--|--|---|--------|
| <b>Integrated parking compliance system*</b>   |  |   |        |
| A new integrated parking solution to manage all parking-related activities, including the implementation of pay-by-plate parking meters, a parking application, e-permit solution, infringement and enforcement management systems, and upgrading of car park and mobile parking infrastructure. |  |   |        |
| Q1   | Launch a new parking application throughout paid parking areas in the Joondalup City Centre.             | Launched the new parking application throughout paid parking areas in the Joondalup City Centre, including deploying the new enforcement management system.   | ✓      |
| Q2   | Replace the existing parking ticket machines with pay-by-plate parking meters.                           |   |        |
| Q3   | Replace and upgrade the existing system and infrastructure for the Reid Promenade Multi-Storey Car Park. |   |        |
|  | Launch the new e-permits parking portal.   |   |        |
| Q4   | Replace and upgrade the existing infrastructure and system for mobile licence plate recognition.         |   |        |
| <b>Integrated Transport Plan</b>   |  |   |        |
| A plan to guide multi-modal transport planning and inform strategic policy, advocacy and infrastructure decisions in the City over a 10-year period.   |  |   |        |
| Q1   | Deliver scheduled actions from the Integrated Transport Plan 2024–2034 for the quarter.                  | Delivered the following scheduled actions from the Integrated Transport Plan 2024–2034 in the quarter: <ul style="list-style-type: none"> <li>Initiated and progressed the development of the Bike Plan 2025–2035 and Road Safety Action Plan 2025–2035.</li> </ul> | ✓      |
| Q2   | Deliver scheduled actions from the Integrated Transport Plan 2024–2034 for the quarter.                  |   |        |
| Q3   | Deliver scheduled actions from the Integrated Transport Plan 2024–2034 for the quarter.                  |   |        |
| Q4   | Deliver scheduled actions from the Integrated Transport Plan 2024–2034 for the quarter.                  |   |        |

| MILESTONE  |   | COMMENT   | STATUS |
|--|---|---|--------|
| <b>Road Safety Action Plan</b><br>A new Road Safety Action Plan to be developed in accordance with the State Government's Local Government Road Safety Management Planning Process Guide that identifies specific actions, responsibilities and measures to promote safer roads across the City. |   |   |        |
| Q1   | Progress development of the draft Road Safety Action Plan 2025–2035.                    | Progressed the development of the draft Road Safety Action Plan 2025–2035 by conducting initial scoping and research. | ✓      |
| Q2   | Progress development of the draft Road Safety Action Plan 2025–2035.                    |   |        |
| Q3   | Present the draft Road Safety Action Plan 2025–2035 to Elected Members seeking feedback |   |        |
| Q4   | Present the draft Road Safety Action Plan 2025–2035 to Council seeking endorsement      |   |        |

## Outcome 3-2 Well-planned and adaptable

You enjoy well-designed, quality buildings and have access to diverse housing options in your neighbourhood.

### Ongoing programs and activities

| ACTIONS FOR 2024/25   | QUARTERLY MEASURE  | QUARTERLY DATA |   |
|---|--|----------------|---|
| <b>Building applications</b>  |  |                |   |
| Assessment and determination of building applications in accordance with the <i>Building Act 2011</i> and subsidiary legislation. |  |                |   |
| Determine certified and uncertified building permit applications received in accordance with legislative requirements.            | <ul style="list-style-type: none"><li>• Number of building permits issued.</li><li>• Value of building permits issued.</li></ul>             | Q1             | 655 permits issued valued at \$100,952,791.                     |
|   |  | Q2             |   |
|   |  | Q3             |   |
|   |  | Q4             |   |
|   | Percentage of building applications determined within statutory timeframes.  | Q1             | 100% of applications determined within the statutory timeframe. |
|   |  | Q2             |   |
|   |  | Q3             |   |
|   |  | Q4             |   |
| <b>Development applications</b>   |  |                |   |
| Assessment and determination of development applications in accordance with the City's Local Planning Framework.                  |  |                |   |
| Determine development applications in accordance with legislative requirements.   | <ul style="list-style-type: none"><li>• Number of planning approvals determined.</li><li>• Value of planning approvals determined.</li></ul> | Q1             | 279 approvals determined valued at \$96,023,079.                |
|   |  | Q2             |   |
|   |  | Q3             |   |
|   |  | Q4             |   |
|   | Percentage of planning approvals determined within statutory timeframes.   | Q1             | 70% of approvals determined.                                    |
|   |  | Q2             |   |
|   |  | Q3             |   |
|   |  | Q4             |   |

| ACTIONS FOR 2024/25   | QUARTERLY MEASURE  | QUARTERLY DATA |                          |
|---|--|----------------|--------------------------|
| <b>Land purchase inquiries</b><br>Management of land purchase inquiries, which are made at the discretion of property purchasers or their settlement agent, for the purpose of obtaining relevant local government held information on a property. This can include planning/building approvals, zoning, rates and other information. |  |                |                          |
| Process land purchase inquiries received in accordance with the City’s target timeframes.   | Number of land purchase inquiries received.                  | Q1             | 786 inquiries received.  |
|   |  | Q2             |                          |
|   |  | Q3             |                          |
|   |  | Q4             |                          |
|   | Percentage of land purchase inquiries issued within 14 days. | Q1             | 65% of inquiries issued. |
|   |  | Q2             |                          |
|   |  | Q3             |                          |
|   |  | Q4             |                          |

## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

\*Denotes key priority for 2024/25

| MILESTONE  |  | COMMENT   | STATUS |
|--|--|---|--------|
| <b>Local planning policies — review and development</b><br>Policies that relate to planning and development within the Local Planning Scheme area. Local planning policies are developed under the <i>Planning and Development (Local Planning Schemes) Regulations 2015</i> . |  |   |        |
| Q1   | Develop new local planning policies and review existing local planning policies as scheduled by the Policy Committee, or due to changes to the State planning framework. | <p>The following policies were presented to the Policy Committee at their 2 September 2024 meeting and to Council at their 17 September 2024 meeting:</p> <ul style="list-style-type: none"> <li>• A review of the City's Alfresco Activities Local Planning Policy, for the purpose of public consultation.</li> <li>• A review of the City's Joondalup Design Review Panel Local Planning Policy and associated Terms of Reference.</li> </ul> <p>A report on a new draft Percent for Art Scheme Local Planning Policy was presented to the Policy Committee at the 2 September 2024 meeting.</p> | ✓      |
| Q2   | Develop new local planning policies and review existing local planning policies as scheduled by the Policy Committee, or due to changes to the State planning framework. |   |        |
| Q3   | Develop new local planning policies and review existing local planning policies as scheduled by the Policy Committee, or due to changes to the State planning framework. |   |        |
| Q4   | Develop new local planning policies and review existing local planning policies as scheduled by the Policy Committee, or due to changes to the State planning framework. |   |        |



| MILESTONE   |  | COMMENT   | STATUS |
|---|--|---|--------|
| <b>Local Planning Scheme No 3 review</b>  |  |   |        |
| A review of the City's Local Planning Scheme No 3 in accordance with the <i>Planning and Development (Local Planning Schemes) Regulations</i> which includes a review of existing local planning policies and the development of new policies as recommended. |  |   |        |
| Q1  |  |   |        |
| Q2  | Commence an operational review of the Local Planning Scheme No 3.  |   |        |
| Q3  | Progress the operational review of the Local Planning Scheme No 3.   |   |        |
| Q4  | Present a report to the Policy Committee and the Council on the outcomes of the operational review.  |   |        |
| <b>Local Planning Strategy review*</b>  |  |   |        |
| A review of the City's Local Planning Strategy, including the Local Housing Strategy and Local Commercial Strategy, to ensure the ongoing applicability of the stated strategic direction for land use planning and development.                              |  |   |        |
| Q1  | Engage an external consultant to undertake Phase 3 community consultation and a spatial option analysis.   | A request for quotation has been prepared and advertised to engage an external consultant to undertake community consultation and spatial options development for Phase 3 of the Local Planning Strategy review. It is anticipated that the successful consultant will be appointed in quarter 2. | ✓      |
| Q2  | Present a report on the community consultation plan to the Policy Committee and Council seeking endorsement.   |   |        |
| Q3  | Undertake round 1 community consultation activities.   |   |        |
|   | Develop strategic options for the spatial allocation of density and development control.   |   |        |
| Q4  | Refine the strategic options for the spatial allocation of density and development control and undertake engagement with the Department of Planning, Lands and Heritage. |   |        |
|   | Undertake round 3 community consultation activities.   |   |        |

| MILESTONE  |  | COMMENT  | STATUS |
|--|--|--|--------|
| <b>Review of structure plans</b>   |  |  |        |
| A review of the City's existing structure plans to assess if each structure plan is required, can be revoked, or can be incorporated into the Local Planning Scheme. |  |  |        |
| Q1   | Undertake reviews of structure plans, as required.                               | A report was presented to the September Council meeting regarding the proposed revocation of the Greenwood Local Structure Plan and consequential amendment to Local Planning Scheme No 3. | ✓      |
| Q2   | Undertake reviews of structure plans, as required.                               |  |        |
| Q3   | Undertake reviews of structure plans, as required.                               |  |        |
| Q4   | Undertake reviews of structure plans, as required.                               |  |        |
| <b>State planning reform</b>   |  |  |        |
| A program of major legislative, regulatory and policy changes to Western Australia's planning system.  |  |  |        |
| Q1   | Implement actions resulting from the State planning reform process, as required. | A submission was provided in response to the advertised Draft Operation Policy 1.13 Significant Development Pathway — Public Interest Considerations.                                      | ✓      |
| Q2   | Implement actions resulting from the State planning reform process, as required. |  |        |
| Q3   | Implement actions resulting from the State planning reform process, as required. |  |        |
| Q4   | Implement actions resulting from the State planning reform process, as required. |  |        |

## Outcome 3-3 Attractive and leafy

You have access to quality public open spaces and enjoy appealing streetscapes.

### Ongoing programs and activities

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE   | QUARTERLY DATA |  |
|--|---|----------------|--|
| <b>Public open space maintenance</b><br>Coordination and implementation of maintenance programs which enhance aesthetic appeal, whilst maintaining functionality for recreation and sporting activities. |   |                |  |
| Undertake maintenance of park and public open space assets.  | Number of park and public open space maintenance work orders completed. | Q1             | 2,143 maintenance work orders completed. |
|  |   | Q2             |  |
|  |   | Q3             |  |
|  |   | Q4             |  |

### Non-capital projects and initiatives

Nil

## Outcome 3-4 Functional and accessible

You have access to quality community facilities that are functional and adaptable.

### Ongoing programs and activities

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE                                      | QUARTERLY DATA |  |
|--|--|----------------|--|
| <b>Building maintenance program</b><br>Reactive, planned and scheduled maintained works of City-owned and -managed buildings, as required, and in accordance with agreed service levels to ensure cleanliness and usability.                       |  |                |  |
| Undertake maintenance of building assets.  | Number of building maintenance work orders completed.  | Q1             | 5,800 maintenance work orders completed. |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
| <b>Community venue bookings</b><br>Bookings management of the City's hireable venues, including community buildings and public open spaces, in accordance with the City's Schedule of Fees and Charges and the Venue Hire Fees and Charges Policy. |  |                |  |
| Process bookings of community venues for hirers, as required.  | Number of venue hire bookings approved.                | Q1             | 759 bookings approved.                   |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
|  | Average percentage utilisation of community buildings. | Q1             | 48% utilisation on average.              |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
|  | Average percentage utilisation of sports parks.        | Q1             | 28% utilisation on average.              |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
|  | Average percentage utilisation of recreation parks.    | Q1             | 0.4% utilisation on average.             |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE  | QUARTERLY DATA |                                 |
|--|--|----------------|---------------------------------|
| <b>Leases and licences</b>   |  |                |                                 |
| Management of leases and licences for City-owned and -managed buildings in accordance with the City’s Property Management Framework. |  |                |                                 |
| Manage leases and licences and undertake inspections of leased and licenced facilities in accordance with agreed schedules.          | Number of annual inspections of leased and licensed buildings completed. | Q1             | 7 annual inspections completed. |
|  |  | Q2             |                                 |
|  |  | Q3             |                                 |
|  |  | Q4             |                                 |
|  | Number of tenancy applications evaluated.                                | Q1             | No applications evaluated.      |
|  |  | Q2             |                                 |
|  |  | Q3             |                                 |
|  |  | Q4             |                                 |
|  | Number of negotiated tenancy agreements finalised.                       | Q1             | No agreements finalised.        |
|  |  | Q2             |                                 |
|  |  | Q3             |                                 |
|  |  | Q4             |                                 |

## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

\*Denotes key priority for 2024/25

| MILESTONE   |  | COMMENT   | STATUS |
|---|--|---|--------|
| <b>City land portfolio management</b>   |  |   |        |
| A periodic review of City freehold and managed Crown land to identify optimisation, potential rationalisation, disposal, and acquisition opportunities. |  |   |        |
| Q1  | Investigate opportunities for optimisation of City freehold and managed Crown land.      | Presented a project status report to Elected Members on 6 August 2024 with an update on the Joondalup City Centre Projects Cluster and associated proposed Land Acquisition Strategy. | ✓      |
|   | Implement actions for the disposal and acquisition of properties as endorsed by Council. | No actions for disposal and acquisition of properties were endorsed by Council.   | ✓      |
| Q2  | Investigate opportunities for optimisation of City freehold and managed Crown land.      |   |        |
|   | Implement actions for the disposal and acquisition of properties as endorsed by Council. |   |        |
| Q3  | Investigate opportunities for optimisation of City freehold and managed Crown land.      |   |        |
|   | Implement actions for the disposal and acquisition of properties as endorsed by Council. |   |        |
| Q4  | Investigate opportunities for optimisation of City freehold and managed Crown land.      |   |        |
|   | Implement actions for the disposal and acquisition of properties as endorsed by Council. |   |        |

| MILESTONE  |  | COMMENT   | STATUS |
|--|--|---|--------|
| <b>Club Night Lights Program and Community Sporting and Recreation Facilities Fund</b><br>Programs that seek State Government funding contributions to upgrade sports infrastructure in sports parks for improved usability and access for sports training and games.        |  |   |        |
| Q1   | Progress expressions of interest and applications in accordance with the grant funding program schedules.                | <ul style="list-style-type: none"> <li>Progressed the expressions of interest process for the FY2025–26 small winter grant funding round.</li> <li>Grant applications received were submitted for the FY2024–25 small summer grant funding round (Warwick Bowling Club and Penistone Park cricket net floodlighting).</li> <li>A report was presented to Council at the 27 August 2024 Council meeting, and grant application submitted for the FY2025–26 forward planning Club Night Lights Program (Caledonia Park floodlighting project).</li> </ul> | ✓      |
| Q2   | Progress expressions of interest and applications in accordance with the grant funding program schedules.                |   |        |
| Q3   | Progress expressions of interest and applications in accordance with the grant funding program schedules.                |   |        |
| Q4   | Progress expressions of interest and applications in accordance with the grant funding program schedules.                |   |        |
| <b>Heathridge Park Masterplan*</b><br>A masterplan for Heathridge Park that includes the investigation of two options: replacing/refurbishing the existing facilities; or the rationalisation of the existing community facilities into a single new multi-purpose facility. |  |   |        |
| Q1   |  |   |        |
| Q2   | Present the results of the community consultation on the Heathridge Park Masterplan to Elected Members seeking feedback. |   |        |
| Q3   | Implement actions in relation to the Heathridge Park Masterplan as endorsed by Council.                                  |   |        |
| Q4   | Implement actions in relation to the Heathridge Park Masterplan as endorsed by Council.                                  |   |        |

| MILESTONE   |   | COMMENT  | STATUS |
|---|---|--|--------|
| <b>Joondalup City Centre development*</b>   |   |  |        |
| Investigations into future land development opportunities in the Joondalup City Centre. |   |  |        |
| Q1  | Progress actions towards the development of a business case for development opportunities in the Joondalup City Centre. | <p>Progressed the following actions towards the development of a business case for development opportunities in the Joondalup City Centre:</p> <ul style="list-style-type: none"> <li>• Appointed an external consultant to be the probity advisor for the Joondalup City Centre Projects Cluster.</li> <li>• Held an initial meeting with the probity advisor on 16 August 2024 to discuss the scope of the engagement of their probity services.</li> <li>• Liaised with the probity advisor to commence a draft Probity and Governance Framework to ensure appropriate governance, probity and procurement activities are undertaken as part of the Joondalup City Centre Projects Cluster.</li> <li>• Managed several inquiries from external parties regarding the potential development and land transaction proposals for the Joondalup City Centre.</li> </ul> | ✓      |
|   | Present reports to Elected Members on the progress and status of the project as required.                               | A Project Status Report was presented to Elected Members on 6 August 2024 which provided an update on the Joondalup City Centre Projects Cluster.  | ✓      |
| Q2  | Progress actions towards the development of a business case for development opportunities in the Joondalup City Centre. |  |        |
|   | Present reports to Elected Members on the progress and status of the project as required.                               |  |        |
| Q3  | Progress actions towards the development of a business case for development opportunities in the Joondalup City Centre. |  |        |
|   | Present reports to Elected Members on the progress and status of the project as required.                               |  |        |
| Q4  | Progress actions towards the development of a business case for development opportunities in the Joondalup City Centre. |  |        |
|   | Present reports to Elected Members on the progress and status of the project as required.                               |  |        |



| MILESTONE   |  | COMMENT  | STATUS |
|---|--|--|--------|
| <b>Ocean Reef Marina*</b><br>Construction of a world-class waterfront precinct providing recreational, tourism, residential and boating facilities. This project is being managed by DevelopmentWA with support and contributions provided by the City. |  |  |        |
| Q1  | Provide support to DevelopmentWA and undertake agreed activities to progress the development of the Marina as per the Development Agreement. | Provided support to DevelopmentWA and other stakeholders in the quarter to ensure construction continued at Ocean Reef Marina in accordance with the Development Agreement.  | ✓      |
|   | Coordinate feedback and technical guidance to progress the necessary approvals for the development of the Marina.                            | <ul style="list-style-type: none"> <li>• Provided technical guidance to support DevelopmentWA, approving the Building Permit for the forward works of the Ocean Reef Sea Sports Club and Marine Rescue Whitfords under delegated authority.</li> <li>• Provided recommendations to the Department of Planning, Lands and Heritage (WA) for the provision of a Development Application conditional clearance for the forward works of the Ocean Reef Sea Sports Club and Marine Rescue Whitfords buildings.</li> <li>• Provided DevelopmentWA with conditional approval for civil works south of Hodges Drive, under the approved Stage 1 subdivision.</li> </ul> | ✓      |
|   | Explore development opportunities for land within the Marina that is owned or managed by the City.   | Following consultation with DevelopmentWA, the opportunity to develop the City's Freehold Lot within the Marina has been placed on hold, while they progress the Exclusive Working Period with the Town Centre Master Developer.   | ✓      |
|   | Present reports to Elected Members on the progress and status of the Marina as required.   | No reports were required in this quarter.  | ✓      |
| Q2  | Provide support to DevelopmentWA and undertake agreed activities to progress the development of the Marina as per the Development Agreement. |  |        |
|   | Coordinate feedback and technical guidance to progress the necessary approvals for the development of the Marina.                            |  |        |
|   | Explore development opportunities for land within the Marina that is owned or managed by the City.   |  |        |
|   | Present reports to Elected Members on the progress and status of the Marina as required.   |  |        |

| MILESTONE |  | COMMENT | STATUS |
|-----------|--|---------|--------|
| Q3        | Provide support to DevelopmentWA and undertake agreed activities to progress the development of the Marina as per the Development Agreement. |         |        |
|           | Coordinate feedback and technical guidance to progress the necessary approvals for the development of the Marina.                            |         |        |
|           | Explore development opportunities for land within the Marina that is owned or managed by the City.   |         |        |
|           | Present reports to Elected Members on the progress and status of the Marina as required.   |         |        |
| Q4        | Provide support to DevelopmentWA and undertake agreed activities to progress the development of the Marina as per the Development Agreement. |         |        |
|           | Coordinate feedback and technical guidance to progress the necessary approvals for the development of the Marina.                            |         |        |
|           | Explore development opportunities for land within the Marina that is owned or managed by the City.   |         |        |
|           | Present reports to Elected Members on the progress and status of the Marina as required.   |         |        |

| MILESTONE   |  | COMMENT   | STATUS |
|---|--|---|--------|
| <b>Ocean Reef Sea Sports Club building redevelopment</b><br>Assistance provided to DevelopmentWA in the construction of the Ocean Reef Sea Sports Club building as part of the Ocean Reef Marina development. |  |   |        |
| Q1  | Provide ongoing support and assistance through the construction process in conjunction with DevelopmentWA, to Ocean Reef Sea Sports Club and associated consultants. | Provided ongoing support, including undertaking a review and providing feedback on the submitted building architectural design and delivery of the building project by Development WA.  | ✓      |
| Q2  | Provide ongoing support and assistance through the construction process in conjunction with DevelopmentWA, Ocean Reef Sea Sports Club and associated consultants.    |   |        |
| Q3  | Provide ongoing support and assistance through the construction process in conjunction with DevelopmentWA, Ocean Reef Sea Sports Club and associated consultants.    |   |        |
| Q4  | Provide ongoing support and assistance through the construction process in conjunction with DevelopmentWA, Ocean Reef Sea Sports Club and associated consultants.    |   |        |
| <b>Strategic Asset Management Framework review</b><br>A review of the Strategic Asset Management Framework, including processes and practices, to provide improved management of City infrastructure assets.  |  |   |        |
| Q1  | Liaise with external consultants to progress the review of the Strategic Asset Management Framework.   | <ul style="list-style-type: none"> <li>• Liaised with the external consultants to finalise the review of the Strategic Asset Management Framework, including finalising the Asset Management Strategy 2024–2034.</li> <li>• Presented the Asset Management Strategy 2024–2034 to Elected Members on 2 July 2024.</li> </ul> | ✓      |
| Q2  | Finalise the Strategic Asset Management Framework review.  |   |        |
| Q3  |  |   |        |
| Q4  |  |   |        |

## 4. ECONOMY

### 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.

### YOUR OUTCOMES

#### 4-1 Prosperous and local

You feel supported to grow your business in the City.

#### 4-2 Innovative and confident

You are attracted to the City's unique characteristics and potential and feel confident in investing.

#### 4-3 Appealing and welcoming

You welcome residents, and local and international visitors to the City.

## Outcome 4-1 Prosperous and local

You feel supported to grow your business in the City.

### Ongoing programs and activities

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE  | QUARTERLY DATA |  |
|--|--|----------------|--|
| <b>Business engagement</b>   |  |                |  |
| Direct support for and communication with local businesses to help strengthen and enhance the local economy.   |  |                |  |
| Respond to inquiries and proactively communicate with local businesses to support economic development.  | Number of business engagement programs provided to local businesses.   | Q1             | 1 Cyber Workshop provided.   |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
|  | Number of businesses participating in business engagement programs   | Q1             | 4 businesses participating.  |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
| <b>Business events</b>   |  |                |  |
| An annual program of events, such as forums, sundowners and workshops, that provide networking opportunities, information on key economic opportunities and training, as well as support and advice to local businesses. |  |                |  |
| Deliver scheduled business events.   | <ul style="list-style-type: none"><li>List of business events delivered.</li><li>Number of attendees per business event delivered.</li></ul> | Q1             | <ul style="list-style-type: none"><li>Innovate Joondalup Workshop — Uptown Women Connection and Profile Building Breakfast event with 60 attendees.</li><li>Joondalup Innovation Challenge with 80 attendees.</li><li>Smart City Connect business event with 50 attendees.</li></ul> |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |

## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

| MILESTONE  |   | COMMENT   | STATUS |
|--|---|---|--------|
| <b>Small Business Friendly Approvals Program</b><br>A program of improvements to the way the City provides approvals to and interacts with small businesses across the City. |   |   |        |
| Q1   | Deliver scheduled initiatives in accordance with the Small Business Friendly Approvals Program Implementation Plan. | The following initiatives were delivered in accordance with the Small Business Friendly Approvals Program Implementation Plan: <ul style="list-style-type: none"> <li>• Reviewed all online business support content, and developed and updated the content, including a Starting a New Business customer journey map.</li> <li>• Reviewed checklists and customised them to be more user-friendly for local small businesses.</li> <li>• Updated the pre-lodgement meetings advice recommending small businesses contact the City prior to lodging their applications.</li> <li>• Transitioned to a new online application process to be more user-friendly for small businesses. New online forms will be developed as required.</li> <li>• Transitioned from hardcopy to electronic forms and communications for providing and receiving advice on small business building applications</li> <li>• Distributed an information flyer with the City's business support services to all food and beverage businesses in the City.</li> <li>• Completed the Small Business Friendly Approvals program report.</li> </ul> | ✓      |
| Q2   | Deliver scheduled initiatives in accordance with the Small Business Friendly Approvals Program Implementation Plan. |   |        |
| Q3   | Deliver scheduled initiatives in accordance with the Small Business Friendly Approvals Program Implementation Plan. |   |        |
| Q4   | Deliver scheduled initiatives in accordance with the Small Business Friendly Approvals Program Implementation Plan. |   |        |

## Outcome 4-2 Innovative and confident

You are attracted to the City's unique characteristics and potential and feel confident in investing.

### Ongoing programs and activities

| ACTIONS FOR 2024/25   | QUARTERLY MEASURE  | QUARTERLY DATA |  |
|---|--|----------------|--|
| <b>Joint Economic Development Initiative</b><br>A joint initiative with key economic stakeholders based in Joondalup that aligns visioning and strategic directions with the aim of supporting complementary economic development activities.   |  |                |  |
| Host and attend Joint Economic Development Initiative roundtable meetings.  | <ul style="list-style-type: none"><li>• Number of Joint Economic Development Initiative roundtable meetings hosted.</li><li>• Number of attendees per roundtable meeting held.</li></ul> | Q1             | 1 meeting hosted with 20 attendees.  |
|   |  | Q2             |  |
|   |  | Q3             |  |
|   |  | Q4             |  |
| <b>Sector cluster groups</b><br>Collaborative groups with Joondalup businesses, economic stakeholders, neighbouring local governments and State Government agencies to facilitate the development of business clusters for industries, such as education, medical, destination and digital. |  |                |  |
| Host cluster group meetings and facilitate agreed actions.  | <ul style="list-style-type: none"><li>• Number of cluster group meetings hosted.</li><li>• Number of attendees per cluster group meeting held.</li></ul>                                 | Q1             | <ul style="list-style-type: none"><li>• Joondalup Visitor Economy Network Meeting hosted with 22 attendees.</li><li>• Joondalup Medical Precinct Taskforce Meeting hosted with 23 attendees.</li></ul> |
|   |  | Q2             |  |
|   |  | Q3             |  |
|   |  | Q4             |  |

## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

\*Denotes key priority for 2024/25

| MILESTONE  |   | COMMENT   | STATUS |
|--|---|---|--------|
| <b>Digital City Plan 2024–2029</b><br>A new plan that outlines the digital future the City could achieve through a set of strategies and actions. The plan addresses key priority actions, including delivering capacity-building programs for local businesses and potential for establishing virtual and physical spaces that create opportunities for start-ups.  |   |   |        |
| Q1   | Progress the development of the draft Digital City Plan.                            | Progressed the development of the draft Digital City Plan by undertaking the following activities: <ul style="list-style-type: none"> <li>• Appointed an external consultant to assist in the development of the draft plan.</li> <li>• Liaised with the appointed consultant to undertake background research to inform the draft plan.</li> <li>• Liaised with the appointed consultant to develop the community consultation plan</li> <li>• Liaised with the appointed consultant to commence planned community consultation activities.</li> </ul> | ✓      |
| Q2   | Progress the development of the draft Digital City Plan.                            |   |        |
| Q3   | Present the draft Digital City Plan to Elected Members seeking feedback.            |   |        |
| Q4   | Finalise the development of the Digital City Plan.                                  |   |        |
| <b>International Economic Development Activities Plan</b><br>A plan that provides guidance on facilitating international relationships that will lead to the establishment of Joondalup as a “global city” based around the development of mutually-beneficial relationships and outcomes. The plan identifies opportunities to generate economic outcomes for the City that are aligned with industry strengths and growth potential. |   |   |        |
| Q1   |   |   |        |
| Q2   |   |   |        |
| Q3   |   |   |        |
| Q4   | Commence a review of the International Economic Development Activities Plan (2017). |   |        |



| MILESTONE  |  | COMMENT  | STATUS |
|--|--|--|--------|
| <b>Investment Attraction Framework</b>   |  |  |        |
| A framework that supports the City to develop targeted investment strategies to encourage private and public investment in the City of Joondalup.  |  |  |        |
| Q1   | Progress the development of the draft Investment Attraction Framework.                 | Progressed the development of the draft Investment Attraction Framework by undertaking the following activities: <ul style="list-style-type: none"> <li>Completed background research to inform the draft framework.</li> <li>Continued internal and external stakeholder engagement.</li> <li>Developed a draft framework and multi-criteria assessment models.</li> </ul>  | ✓      |
| Q2   | Progress the development of the draft Investment Attraction Framework.                 |  |        |
| Q3   | Present the draft Investment Attraction Framework to Elected Members seeking feedback. |  |        |
| Q4   | Finalise the development of the Investment Attraction Framework.                       |  |        |
| <b>Joondalup Innovation Precinct</b>   |  |  |        |
| The development of a Joondalup Innovation Precinct for new and emerging technology and industries to support urban robotics, a digital innovation centre and the education and health precincts. |  |  |        |
| Q1   | Progress the development of a Joondalup Innovation Precinct.                           | Progressed the development of a Joondalup Innovation Precinct by undertaking the following activities: <ul style="list-style-type: none"> <li>Conducted stakeholder site visits to the Australian Automation and Robotic Precinct, in line with the memorandum of understanding between the City and the CORE Innovation Hub (operator of the Australian Automation and Robotic Precinct).</li> <li>Held a workshop as part of the Innovate Joondalup business support program, to review and improve how the City supports local start-ups.</li> <li>Co-hosted the Joondalup Innovation Challenge, an employability and entrepreneurship challenge where students participate in simulated start up projects.</li> <li>Hosted and participated in the Smart City Connect industry forum on Data and Privacy for a Connected Mobility Future on 17 September 2024. This event was co-delivered with the National Transport Research Organisation, a key partner in the development of the Joondalup Innovation Precinct.</li> <li>Liaised with North Metropolitan TAFE, a key partner in the development of the Joondalup Innovation Precinct, regarding the integration of the robotics sector into the Joondalup Innovation Precinct.</li> </ul> | ✓      |

| MILESTONE |  | COMMENT | STATUS |
|-----------|--|---------|--------|
| Q2        | Progress the development of a Joondalup Innovation Precinct. |         |        |
| Q3        | Progress the development of a Joondalup Innovation Precinct. |         |        |
| Q4        | Progress the development of a Joondalup Innovation Precinct. |         |        |

## Outcome 4-3 Appealing and welcoming

You welcome residents, and local and international visitors to the City.

### Ongoing programs and activities

Nil

### Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

\*Denotes key priority for 2024/25

| MILESTONE   |   | COMMENT   | STATUS |
|---|---|---|--------|
| <b>Burns Beach food and beverage facility expression of interest</b>  |   |   |        |
| The progression of an expression of interest for a future commercial operator at the Burns Beach food and beverage facility site. |   |   |        |
| Q1  | Progress the expression of interest to identify a commercial operator for the facility. | Progressed the expression of interest to identify a commercial operator for the Burns Beach food and beverage facility by preparing a Business Plan in accordance with section 3.59 of the <i>Local Government Act 1995</i> . | ✓      |
| Q2  | Progress the expression of interest to identify a commercial operator for the facility. |   |        |
| Q3  | Identify the preferred commercial operator and commence tenure negotiations.            |   |        |
| Q4  | Continue tenure negotiations with the preferred commercial operator.                    |   |        |

| MILESTONE  |   | COMMENT  | STATUS |
|--|---|--|--------|
| <b>Destination City Plan</b>   |   |  |        |
| A plan to attract more visitors to the region, increase the City's share of Perth's and Western Australia's key markets, and grow the visitor economy. |   |  |        |
| Q1   | Deliver scheduled actions from Destination Joondalup 2021–2026 for the quarter.                       | <p>The following activities were undertaken for the delivery of the Destination Joondalup 2021–2026 in the quarter:</p> <ul style="list-style-type: none"> <li>Continued to manage the Uptown social media channels.</li> <li>Launched Uptown Perth Is OK competition campaign, gaining 2,049 new followers for Uptown during the campaign.</li> <li>Supported the launch of the So Perth Day Trip Winter self-care edition featuring local City Centre businesses and coastal locations.</li> <li>Engaged with Westfield Whitford City new Centre Management and provided Uptown collateral and how to engage with destination brand.</li> <li>Agreed to the Destination Perth and Sunset Coast Alliance for Destination Perth 2024/25 partnership prospectus.</li> <li>Supported the launch of the So Perth Day Trip Itinerary 3 — How To Spend A Day Trip In Joondalup which explores the murals throughout the Joondalup City Centre and features local businesses.</li> <li>Attended Tourism WA Industry Update with Hon Rita Saffioti MLA, Deputy Premier; Treasurer; Minister for Transport and Tourism, where the Deputy Premier spoke about Tourism in the City of Joondalup.</li> <li>Added 9 new local businesses to the Uptown directory.</li> </ul> | ✓      |
| Q2   | Deliver scheduled actions from the Destination Joondalup 2021–2026 for the quarter.                   |  |        |
| Q3   | Deliver scheduled actions from the Destination Joondalup 2021–2026 for the quarter.                   |  |        |
| Q4   | Deliver scheduled actions from the Destination Joondalup 2021–2026 for the quarter.                   |  |        |
| <b>Duffy House commercial expression of interest</b>   |   |  |        |
| The progression of an expression of interest for a future commercial operator at the Duffy House site.   |   |  |        |
| Q1   | Progress the request for an expression of interest to identify a commercial operator for the facility | Advertised the request for expressions of interest for a commercial operator at Duffy House on 16 September 2024.  | ✓      |
| Q2   | Identify the preferred commercial operator and commence tenure negotiations.                          |  |        |
| Q3   | Progress tenure negotiations with the preferred commercial operator.                                  |  |        |

| MILESTONE   |   | COMMENT  | STATUS |
|---|---|--|--------|
| Q4  | Progress tenure negotiations with the preferred commercial operator.  |  |        |
| <b>Event attraction</b><br>Attract and support significant events that are unique to Joondalup to enhance its image as an attractive destination for visitors, tourists and business. |   |  |        |
| Q1  | Work with external stakeholders and event promoters to attract and support significant events to the City as opportunities arise. | <ul style="list-style-type: none"> <li>Council endorsed City of Joondalup sponsorship of the 2025 Joondalup Festival of Motoring at their meeting on 28 August 2024. Following the endorsement, the City drafted a contract to be executed by both parties.</li> <li>Engaged with a large-scale events company to discuss opportunities for hosting major events in the Joondalup City Centre</li> </ul> | ✓      |
| Q2  | Work with external stakeholders and event promoters to attract and support significant events to the City as opportunities arise. |  |        |
| Q3  | Work with external stakeholders and event promoters to attract and support significant events to the City as opportunities arise. |  |        |
| Q4  | Work with external stakeholders and event promoters to attract and support significant events to the City as opportunities arise. |  |        |

| MILESTONE  |  | COMMENT  | STATUS |
|--|--|--|--------|
| <b>Place activation</b><br>City and community-led activities and projects that support the activation of spaces and places that are important to the wellbeing of the community and economy. |  |  |        |
| Q1   | Deliver scheduled actions from the Joondalup City Centre Place Activation Plan 2022 for the quarter.         | <p>The following scheduled actions from the Joondalup City Centre Place Activation Plan 2022 were delivered in the quarter:</p> <ul style="list-style-type: none"> <li>• Commenced the Edith Cowan University Industry Project, where students will develop the “Uptown Joondalup — Joondalup City Centre hidden gems” advertising campaign.</li> <li>• Installed the Heartbeat Joondalup bench seat in Central Walk.</li> <li>• Relocated Animals Uptown sculptures to Joondalup Library.</li> <li>• Held the Strategic Community Reference Group meeting regarding Place Activation on Monday 12 August 2024.</li> <li>• Completed stage one of the Davidson Terrace Alive grant.</li> <li>• Promoted Uptown Joondalup and City Centre Activities to Hoopfest Basketball Australia competition participants, through social media and City Centre map and pamphlets.</li> <li>• Delivered two City Centre tour events for the Mini Murals Art Trail.</li> <li>• Supported the delivery of Heartbeat Joondalup Block Party, held on 27 September 2024.</li> <li>• Presented an update on Place Activation to Elected Members, with the following highlights: <ul style="list-style-type: none"> <li>· Activated the Joondalup Library Lawn area with bean bags.</li> <li>· Progressed Christmas Lights Planning.</li> <li>· Commenced Davidson Terrace Streets Alive internal workshops.</li> </ul> </li> </ul> | ✓      |
|  | Deliver place activation programs, activities and events in other parts of the City, as opportunities arise. | Progressed discussions for Place Activation at Hillarys Boat Harbour and Ocean Reef Marina   | ✓      |
| Q2   | Deliver scheduled actions from the Joondalup City Centre Place Activation Plan 2022 for the quarter.         |  |        |
|  | Deliver place activation programs, activities and events in other parts of the City, as opportunities arise. |  |        |
| Q3   | Deliver scheduled actions from the Joondalup City Centre Place Activation Plan 2022 for the quarter.         |  |        |

| MILESTONE |  | COMMENT | STATUS |
|-----------|--|---------|--------|
|           | Deliver place activation programs, activities and events in other parts of the City, as opportunities arise. |         |        |
| Q4        | Deliver scheduled actions from the Joondalup City Centre Place Activation Plan 2022 for the quarter.         |         |        |
|           | Deliver place activation programs, activities and events in other parts of the City, as opportunities arise. |         |        |

## 5. LEADERSHIP

### 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.

### YOUR OUTCOMES

#### 5-1 Capable and effective

You have an informed and capable Council backed by a highly-skilled workforce.

#### 5-2 Proactive and represented

You are confident that the City is advocating on your behalf for initiatives that benefit the community.

#### 5-3 Engaged and informed

You are able to actively engage with the City and have input into decision-making.

#### 5-4 Responsible and financially-sustainable

You are provided with a range of City services which are delivered in a financially responsible manner.



## Outcome 5-1 Capable and effective

You have an informed and capable Council backed by a highly-skilled workforce.

### Ongoing programs and activities

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE  | QUARTERLY DATA |  |
|--|--|----------------|--|
| <b>Elected Member training</b>   |  |                |  |
| Training opportunities for Elected Members to assist and support them in performing their roles and responsibilities.          |  |                |  |
| Identify and promote training opportunities to Elected Members.  | List of conferences and training events attended by Elected Members.         | Q1             | <ul style="list-style-type: none"><li>• Australian Local Government Association National General Assembly, Canberra, attended by Cr Hamilton-Prime and Cr Vinciullo from 1–5 July 2024.</li><li>• Local Government Professionals, Local Government Conference, Sydney, attended by Cr Jones from 31 July–1 August 2024.</li><li>• Canberra advocacy visit, attended by Mayor Jacob from 11–14 August 2024.</li><li>• Local Government Managers Australia, Annual Local Government Conference, attended by Cr Jones from 27–29 August 2024.</li></ul> |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
| <b>Employee training</b>   |  |                |  |
| Training opportunities for City employees to ensure their skills remain up-to-date to meet the service needs of the community. |  |                |  |
| Identify and facilitate training opportunities for City employees.   | Number of employees undertaking mandatory licencing/training.                | Q1             | 250 employees undertook mandatory licencing/training.  |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
|  | Average amount spent on employee training per full-time equivalent employee. | Q1             | \$272 spend on average.  |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE                                      | QUARTERLY DATA |   |
|--|--|----------------|---|
| Employee recruitment and retention   |  |                |   |
| Recruitment of new employees to the City of Joondalup and retention of existing employees. |  |                |   |
| Undertake recruitment activities for vacant roles, as required.                            | Number of full-time and part-time employees recruited. | Q1             | 20 full-time and 5 part-time employees recruited. |
|  |  | Q2             |   |
|  |  | Q3             |   |
|  |  | Q4             |   |
|  | Number of full-time and part-time employees exited.    | Q1             | 23 full-time and 5 part-time employees exited.    |
|  |  | Q2             |   |
|  |  | Q3             |   |
|  |  | Q4             |   |
|  | Percentage employee vacancy rate.                      | Q1             | 11% vacancy rate.                                 |
|  |  | Q2             |   |
|  |  | Q3             |   |
|  |  | Q4             |   |
|  | Percentage voluntary separation rate.                  | Q1             | 4% separation rate.                               |
|  |  | Q2             |   |
|  |  | Q3             |   |
|  |  | Q4             |   |
|  | Percentage turnover rate.                              | Q1             | 4% turnover rate.                                 |
|  |  | Q2             |   |
|  |  | Q3             |   |
|  |  | Q4             |   |

| ACTIONS FOR 2024/25   | QUARTERLY MEASURE   | QUARTERLY DATA |                                      |
|---|---|----------------|--------------------------------------|
| <b>Workplace health and safety</b>  |   |                |                                      |
| Management of risks to the health and safety of City employees and contractors. |   |                |                                      |
| Ensure a healthy and safe workplace for City employees and contractors.         | Number of occurrences of lost time due to injury for each one million hours worked (lost time injury frequency rate). | Q1             | 6.4 lost time injury frequency rate. |
|   |   | Q2             |                                      |
|   |   | Q3             |                                      |
|   |   | Q4             |                                      |
|   | Number of work health and safety incidents.   | Q1             | 42 incidents.                        |
|   |   | Q2             |                                      |
|   |   | Q3             |                                      |
|   |   | Q4             |                                      |
|   | Number of work health and safety incidents linked to a hazard.  | Q1             | 5 incidents linked to a hazard.      |
|   |   | Q2             |                                      |
|   |   | Q3             |                                      |
|   |   | Q4             |                                      |

## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

\*Denotes key priority for 2024/25

| MILESTONE   |   | COMMENT   | STATUS |
|---|---|---|--------|
| <b>Core system replacement project (Project Axiom)</b><br>A core information technology solution for the City which will include a customer relationship management system, online customer portal, finance, and asset management system. |   |   |        |
| Q1  | Progress implementation of the finance and supply chain management system as part of Project Value Stream 2B. | Progressed the development of stage 2 of the finance system (Project Value Stream 2B) focussing on core financial process around general ledger, accounts receivable, procurement, taxation, and budgeting. This project is progressing in accordance with approved project plan and schedule.  | ✓      |
|   | Progress implementation of the customer engagement system as part of Project Value Streams 3.                 | Progressed the development of the customer engagement system (Project Value Stream 3) including the public release of the following new systems: <ul style="list-style-type: none"> <li>• Health applications; Complaints, Compliments, Feedback lodgements; Mediation module on 1 July 2024.</li> <li>• ePetitions system on 14 August 2024.</li> <li>• Waste Management Portal on 16 September 2024.</li> </ul> | ✓      |
| Q2  | Progress implementation of the finance and supply chain management system as part of Project Value Stream 2B. |   |        |
|   | Progress implementation of the customer engagement system as part of Project Value Streams 3.                 |   |        |
| Q3  | Progress implementation of the finance and supply chain management system as part of Project Value Stream 2B. |   |        |
|   | Progress implementation of the customer engagement system as part of Project Value Streams 3.                 |   |        |
| Q4  | Progress implementation of the finance and supply chain management system as part of Project Value Stream 2B. |   |        |

| MILESTONE   |   | COMMENT   | STATUS |
|---|---|---|--------|
|   | Progress implementation of the customer engagement system as part of Project Value Streams 3.     |   |        |
| <b>Delegated Authority Manual review</b><br>An annual review of the City's Delegated Authority Manual in accordance with the Local Government Act 1995 to ensure the listed delegations continue to be appropriate. |   |   |        |
| Q1  |   |   |        |
| Q2  |   |   |        |
| Q3  | Undertake a review of the Delegated Authority Manual.   |   |        |
| Q4  | Present the outcomes of the review of the Delegated Authority Manual to Council seeking adoption. |   |        |
| <b>Local government reform</b><br>A program of major legislative, regulatory and policy changes to the Western Australian Local Government Act 1995 and subsidiary legislation.                                     |   |   |        |
| Q1  | Implement actions resulting from the State local government reform process, as required.          | The Local Government Amendment Bill 2024 was introduced to the Western Australian Parliament on 15 August 2024. A review of the Bill and associated materials was commenced in the quarter. | ✓      |
| Q2  | Implement actions resulting from the State local government reform process, as required.          |   |        |
| Q3  | Implement actions resulting from the State local government reform process, as required.          |   |        |
| Q4  | Implement actions resulting from the State local government reform process, as required.          |   |        |

| MILESTONE   |  | COMMENT   | STATUS |
|---|--|---|--------|
| <b>Privacy and Responsible Information Sharing reforms</b><br>Implementation of new Western Australian legislation that will form the basis of privacy and responsible information sharing reforms. The reforms build on an extensive consultation process that commenced in 2019 to develop a model that is right for Western Australia. |  |   |        |
| Q1  | Progress development and/or updating of internal processes and documentation in accordance with the privacy and responsible information sharing reforms. | Documentation drafted/updated during the quarter includes: <ul style="list-style-type: none"> <li>• Personal information collection and use notice</li> <li>• Procedures and templates for undertaking privacy impact assessments</li> <li>• Procedures and management response plan for information breaches</li> <li>• Procedure for access to, and correction of, personal information</li> <li>• Procedures for the handling and tracking of privacy and information sharing complaints</li> </ul> The development of a personal information asset register was also progressed in the quarter. | ✓      |
|   | Progress development of relevant council policies in accordance with the privacy and responsible information sharing reforms.                            | Progressed development of the draft Privacy Policy and draft Information Breach Policy in the quarter.  | ✓      |
| Q2  | Finalise development and/or updating of internal processes and documentation in accordance with the privacy and responsible information sharing reforms. |   |        |
|   | Finalise development of relevant council policies in accordance with the privacy and responsible information sharing reforms.                            |   |        |
|   | Develop training and awareness programs for privacy and responsible information sharing, as required.  |   |        |
| Q3  |  |   |        |
| Q4  |  |   |        |

| MILESTONE   |   | COMMENT  | STATUS |
|---|---|--|--------|
| <b>Strategic Workforce Plan</b><br>A new plan that identifies the workforce requirements necessary to resource and deliver City services, projects and activities that contribute to the vision of the 10-Year Strategic Community Plan. The Strategic Workforce Plan is a key resourcing plan of the City's Integrated Planning and Reporting Framework. |   |  |        |
| Q1  | Prepare a project plan for the development of a Strategic Workforce Plan 2025–2030.                               | A project plan for the development of a Strategic Workforce Plan 2025–2030 was prepared, reviewed and endorsed in the quarter. | ✓      |
| Q2  | Develop and advertise a request for tender for a consultant to develop the Strategic Workforce Plan 2025–2030.    |  |        |
|   | Review and assess the responses to the request for tender and appoint the preferred consultant.                   |  |        |
| Q3  | Liaise with the appointed consultant to undertake development of the draft Strategic Workforce Plan 2025–2030.    |  |        |
| Q4  | Liaise with the appointed consultant to finalise the development of the draft Strategic Workforce Plan 2025–2030. |  |        |
|   | Commence implementation of the Strategic Workforce Plan 2025–2030.  |  |        |

## Outcome 5-2 Proactive and represented

You are confident that the City is advocating on your behalf for initiatives that benefit the community.

### Ongoing programs and activities

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE                            | QUARTERLY DATA |                                   |
|--|--|----------------|-----------------------------------|
| <b>Advocacy Framework</b><br>A framework that provides a strategic approach to advocacy activities to ensure evidence-based decision-making, greater stakeholder engagement, and the development of processes, to maximise opportunities for support and investment into the City. |  |                |                                   |
| Undertake advocacy activities in accordance with the Advocacy Framework.   | Number of advocacy activities conducted.     | Q1             | 58 advocacy activities conducted. |
|  |  | Q2             |                                   |
|  |  | Q3             |                                   |
|  |  | Q4             |                                   |
| <b>Grant funding</b><br>Monitoring and management of funding received from State and Federal Government agencies, as well as other external sources, to deliver City services and projects.  |  |                |                                   |
| Seek out funding opportunities and prepare applications for grant funding, as appropriate.   | Value of recurring grant funding received.   | Q1             | \$2,669,391 funding received.     |
|  |  | Q2             |                                   |
|  |  | Q3             |                                   |
|  |  | Q4             |                                   |
|  | Value of competitive grant funding received. | Q1             | \$123,000 funding received.       |
|  |  | Q2             |                                   |
|  |  | Q3             |                                   |
|  |  | Q4             |                                   |



## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

\*Denotes key priority for 2024/25

| MILESTONE   |   | COMMENT   | STATUS |
|---|---|---|--------|
| <b>Council policies — development and review</b><br>Policies that set Council's position in relation to identified matters of interest. Council Policies are adopted by Council and align with the vision, goals and outcomes of the City's 10-Year Strategic Community Plan. |   |   |        |
| Q1  | Develop new Council policies and review existing Council policies as scheduled by the Policy Committee. | <ul style="list-style-type: none"> <li>The revised Records Management Council Policy was adopted by Council at their 27 August 2024 meeting.</li> <li>The following reviewed/revised policies were adopted by Council at their 17 September 2024 meeting: <ul style="list-style-type: none"> <li>Disposal of Minor Surplus Assets Council Policy</li> <li>Specified Area Rate Council Policy.</li> </ul> </li> <li>The review of the revised Public Art Council Policy was deferred by the Policy Committee at their 2 September 2024 meeting.</li> </ul> | ✓      |
| Q2  | Develop new Council policies and review existing Council policies as scheduled by the Policy Committee. |   |        |
| Q3  | Develop new Council policies and review existing Council policies as scheduled by the Policy Committee. |   |        |
| Q4  | Develop new Council policies and review existing Council policies as scheduled by the Policy Committee. |   |        |

| MILESTONE  |  | COMMENT  | STATUS |
|--|--|--|--------|
| <b>Strategic Position Statements</b>   |  |  |        |
| A standalone set of statements that articulate an agreed position on strategic matters of interest to the City of Joondalup. The purpose of the statements is to provide flexibility for the Council in capitalising on unplanned opportunities for external funding and investment, and to guide the development of future strategic planning documents where current gaps may exist. |  |  |        |
| Q1   | Present the revised Strategic Position Statement to Council seeking endorsement.   | Undertook a review of the Strategic Position Statements in the quarter but was not presented to Council due to scheduling issues. It is anticipated that it will be presented to Elected Members in quarter 3 2024/25.   |        |
| Q2   |  |  |        |
| Q3   |  |  |        |
| Q4   |  |  |        |
| <b>Submissions to State and Federal Governments</b>  |  |  |        |
| Formal submissions from the City to the State and Federal Governments on relevant strategic policy matters affecting the City of Joondalup.  |  |  |        |
| Q1   | Monitor for and prepare submissions to State and Federal Governments on strategic policy matters affecting the City, as opportunities arise. | Prepared the following submissions to State and Federal Governments in the quarter: <ul style="list-style-type: none"> <li>• Department of Planning Lands and Heritage (WA) — Draft Operational Policy 1.13 Significant Development Pathway, Public Interest Considerations.</li> <li>• State Library of Western Australia — State Library of Western Australia Statistical Return 2023/24.</li> <li>• Department of Climate Change, Energy, the Environment and Water (Cth) — National Water Agreement.</li> <li>• Department of Water and Environmental Regulation (WA) — Local Government Annual report for Waste Services (Census).</li> </ul> | ✓      |
| Q2   | Monitor for and prepare submissions to State and Federal Governments on strategic policy matters affecting the City, as opportunities arise. |  |        |
| Q3   | Monitor for and prepare submissions to State and Federal Governments on strategic policy matters affecting the City, as opportunities arise. |  |        |
| Q4   | Monitor for and prepare submissions to State and Federal Governments on strategic policy matters affecting the City, as opportunities arise. |  |        |

## Outcome 5-3 Engaged and informed

You are able to actively engage with the City and have input into decision-making.

### Ongoing programs and activities

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE                                 | QUARTERLY DATA |                                       |
|--|---|----------------|---------------------------------------|
| <b>City electronic communication</b>   |   |                |                                       |
| Management of the City’s social media presence and regular eNewsletters to promote the City’s successes, services and events to the community. |   |                |                                       |
| Develop and distribute eNewsletters to subscribers.  | Number of eNewsletters distributed.               | Q1             | 89 eNewsletters distributed.          |
|  |   | Q2             |                                       |
|  |   | Q3             |                                       |
|  |   | Q4             |                                       |
|  | Average number of unique eNewsletter subscribers. | Q1             | 59,618 unique subscribers on average. |
|  |   | Q2             |                                       |
|  |   | Q3             |                                       |
|  |   | Q4             |                                       |
|  | Number of unsubscribers from eNewsletters.        | Q1             | 71 unsubscribers.                     |
|  |   | Q2             |                                       |
|  |   | Q3             |                                       |
|  |   | Q4             |                                       |
|  | Average open rate for eNewsletters.               | Q1             | 33% opened on average.                |
|  |   | Q2             |                                       |
|  |   | Q3             |                                       |
|  |   | Q4             |                                       |

| ACTIONS FOR 2024/25   | QUARTERLY MEASURE                         | QUARTERLY DATA |  |
|---|---|----------------|--|
| Develop social media content and manage the City's social media accounts. | Number of social media posts per channel. | Q1             | <ul style="list-style-type: none"> <li>• 142 posts and 2 stories on City of Joondalup Facebook.</li> <li>• 48 posts and 43 stories on City of Joondalup Instagram.</li> <li>• 37 posts on City of Joondalup LinkedIn.</li> <li>• 20 posts on City of Joondalup X.</li> <li>• 2 posts on City of Joondalup YouTube.</li> <li>• 116 posts on Craigie Leisure Centre Facebook.</li> <li>• 117 posts on Craigie Leisure Centre Instagram.</li> <li>• 0 posts on Joondalup Festival Facebook and Instagram (off-season)</li> <li>• 137 posts on the Joondalup Libraries Facebook.</li> <li>• 69 posts on the Joondalup Libraries Instagram.</li> <li>• 41 posts on Uptown Joondalup Facebook.</li> <li>• 61 posts on Uptown Joondalup Instagram.</li> </ul> |
|   |   | Q2             |  |
|   |   | Q3             |  |
|   |   | Q4             |  |
|   |   |                |  |

| ACTIONS FOR 2024/25 | QUARTERLY MEASURE                                 | QUARTERLY DATA |   |
|---------------------|---|----------------|---|
|                     | Number of new social media followers per channel. | Q1             | <ul style="list-style-type: none"> <li>• 511 new followers on City of Joondalup Facebook.</li> <li>• 383 new followers on City of Joondalup Instagram.</li> <li>• 290 new followers on City of Joondalup LinkedIn.</li> <li>• 0 new followers on City of Joondalup X.</li> <li>• 30 new followers on City of Joondalup YouTube.</li> <li>• 221 new followers on Craigie Leisure Centre Facebook.</li> <li>• 203 new followers on Craigie Leisure Centre Instagram.</li> <li>• 10 new followers on Joondalup Festival Facebook.</li> <li>• 46 new followers on Joondalup Festival Instagram.</li> <li>• 190 new followers on Joondalup Libraries Facebook.</li> <li>• 69 new followers on Joondalup Libraries Instagram.</li> <li>• 48 new followers on Uptown Joondalup Facebook.</li> <li>• 2,311 new followers on Uptown Joondalup Instagram</li> </ul> |
|                     |   | Q2             |   |
|                     |   | Q3             |   |
|                     |   | Q4             |   |
|                     |   |                |   |

| ACTIONS FOR 2024/25 | QUARTERLY MEASURE                                | QUARTERLY DATA |   |
|---------------------|--|----------------|---|
|                     | Number of social media post reactions and likes. | Q1             | <ul style="list-style-type: none"> <li>• 10,292 reactions/likes and 1,742 comments on City of Joondalup Facebook.</li> <li>• 1,161 reactions/likes and 30 comments on City of Joondalup Instagram.</li> <li>• 658 reactions/likes and 27 comments on City of Joondalup LinkedIn.</li> <li>• 2 reactions/likes and 0 comments on City of Joondalup X.</li> <li>• 3 reactions/likes and 1 comment on City of Joondalup YouTube.</li> <li>• 3,264 reactions/likes and 77 comments on Craigie Leisure Centre Facebook.</li> <li>• 1,090 reactions/likes and 137 comments on Craigie Leisure Centre Instagram.</li> <li>• 7 reactions/likes on Joondalup Festival Facebook.</li> <li>• 49 reactions/likes on Joondalup Festival Instagram.</li> <li>• 1,934 reactions/likes on Joondalup Libraries Facebook.</li> <li>• 385 reactions/likes on Joondalup Libraries Instagram.</li> <li>• 64 reactions/likes on Uptown Joondalup Facebook.</li> <li>• 1,504 reactions/likes on Uptown Joondalup Instagram.</li> </ul> |
|                     |  | Q2             |   |
|                     |  | Q3             |   |
|                     |  | Q4             |   |
|                     | Top 3 social media posts by engagement.          | Q1             | <ul style="list-style-type: none"> <li>• “Looking Back Kinross” with 8,805 engagements.</li> <li>• “Paralympics athletes” with 4,710 engagements.</li> <li>• “Looking Back Kallaroo with 4,406 engagements.</li> </ul>  |

| ACTIONS FOR 2024/25                                     | QUARTERLY MEASURE   | QUARTERLY DATA |  |
|---|---|----------------|--|
| Develop website content and manage the City's websites. |   | Q2             |  |
|   |   | Q3             |  |
|   |   | Q4             |  |
|   |   | Q1             | <ul style="list-style-type: none"> <li>• 246,551 unique website users for the City of Joondalup website.</li> <li>• 1,704 unique website users for the Joondalup Festival website.</li> <li>• 33,471 unique website users for the Craigie Leisure Centre website.</li> </ul> |
|   | Number of unique website users per City website.                                | Q2             |  |
|   |   | Q3             |  |
|   |   | Q4             |  |
|   |   | Q1             | <ul style="list-style-type: none"> <li>• City of Joondalup homepage with 44,537 visits.</li> <li>• Waste bin collection days with 11,515 visits.</li> <li>• Library catalogue with 8,454 visits.</li> </ul>  |
|   | Top 3 webpages of the City of Joondalup corporate website by unique user visit. | Q2             |  |
|   |   | Q3             |  |
|   |   | Q4             |  |
|   |   | Q1             | <ol style="list-style-type: none"> <li>1. Organic (search engine)</li> <li>2. Direct (URL or bookmark)</li> <li>3. Social (paid and organic Meta traffic)</li> </ol>   |
|   | Top 3 traffic sources to the City of Joondalup corporate website.               | Q2             |  |
|   |   | Q3             |  |
|   |   | Q4             |  |
|   |   | Q1             |  |

| ACTIONS FOR 2024/25   | QUARTERLY MEASURE  | QUARTERLY DATA |   |
|---|--|----------------|---|
| <b>City publications</b>  |  |                |   |
| Seasonal and monthly publications to promote the City’s successes, services and events to the community.  |  |                |   |
| Develop and distribute a range of fortnightly, monthly, quarterly, and seasonal publications for identified target markets.   | List of scheduled print publications distributed City-wide.  | Q1             | No City-wide print publications distributed.  |
|   |  | Q2             |   |
|   |  | Q3             |   |
|   |  | Q4             |   |
|   | List of ad hoc print publications distributed City-wide.     | Q1             | No ad-hoc print publications distributed.   |
|   |  | Q2             |   |
|   |  | Q3             |   |
|   |  | Q4             |   |
| <b>Community consultation</b>   |  |                |   |
| Activities to seek feedback from the community to inform decision-making in accordance with the City’s Community Consultation Council Policy and Planning Consultation Local Planning Policy. |  |                |   |
| Undertake scheduled community consultation activities.  | Number of development application consultations commenced.   | Q1             | 90 consultations commenced.   |
|   |  | Q2             |   |
|   |  | Q3             |   |
|   |  | Q4             |   |
|   | List of general community consultation activities commenced. | Q1             | <ul style="list-style-type: none"><li>• Heathridge Park Concept Designs commenced on 25 July 2024.</li><li>• MacNaughton Park (Kinross) — Proposed Clubroom Refurbishment commenced on 15 August 2024.</li><li>• Draft Climate Change Plan 2024–2034 commenced on 15 August 2024.</li></ul> |
|   |  | Q2             |   |
|   |  | Q3             |   |
|   |  | Q4             |   |
|   | List of event feedback activities commenced.                 | Q1             | Sunday Serenades feedback commenced on 25 August 2024.  |
|   |  | Q2             |   |
|   |  | Q3             |   |
|   |  | Q4             |   |



| ACTIONS FOR 2024/25  | QUARTERLY MEASURE  | QUARTERLY DATA |  |
|--|--|----------------|--|
| <b>Complaints and compliments management</b>   |  |                |  |
| Management of a frontline complaint handling and customer feedback process.  |  |                |  |
| Manage written and verbal complaints about City services and provide satisfactory resolutions to customers.  | <ul style="list-style-type: none"><li>Number of complaints received.</li><li>Number of compliments received.</li></ul> | Q1             | <ul style="list-style-type: none"><li>45 complaints received.</li><li>88 compliments received.</li></ul> |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
|  | Number of mediation enquiries received and referrals provided.   | Q1             | 1 referral provided.   |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
|  | Number of Ombudsman inquires.  | Q1             | 2 Ombudsman inquiries.   |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |
| <b>Correspondence to the City</b>  |  |                |  |
| Formal capturing and processing of all incoming documents received by the City in accordance with the <i>State Records Act 2000</i> and subsidiary legislation, and the City’s Recordkeeping Plan. |  |                |  |
| Capture and process all incoming documents received by the City, such as emails, letters and online forms.   | Number of documents processed by the City.   | Q1             | 30,039 documents processed.  |
|  |  | Q2             |  |
|  |  | Q3             |  |
|  |  | Q4             |  |

| ACTIONS FOR 2024/25   | QUARTERLY MEASURE  | QUARTERLY DATA |   |
|---|--|----------------|---|
| <b>Council meetings — community participation</b><br>Management of community participation in the formal affairs of Council through deputations, questions and public statements at Briefing Sessions and Council meetings in accordance with the City’s Procedures for Strategy Sessions, Briefing Sessions, Council/Committee Meetings and Electronic Meetings. |  |                |   |
| Facilitate deputations, questions and public statements at Briefing Sessions and Council meetings.  | Number of deputations presented at Briefing Sessions.                            | Q1             | <ul style="list-style-type: none"><li>• No deputations presented to the Briefing Session on 9 July 2024.</li><li>• 2 deputations presented to the Briefing Session on 13 August 2024.</li><li>• 2 deputations presented to the Briefing Session on 10 September 2024.</li></ul> |
|   |  | Q2             |   |
|   |  | Q3             |   |
|   |  | Q4             |   |
|   | Number of written questions presented at Briefing Sessions and Council Meetings. | Q1             | <ul style="list-style-type: none"><li>• 35 written questions presented for the July 2024 meetings.</li><li>• 60 written questions presented for the August 2024 meetings.</li><li>• 38 written questions presented for the September 2024 meetings.</li></ul>                   |
|   |  | Q2             |   |
|   |  | Q3             |   |
|   |  | Q4             |   |

| ACTIONS FOR 2024/25  | QUARTERLY MEASURE  | QUARTERLY DATA |                                       |
|--|--|----------------|---------------------------------------|
| <b>Customer care</b>   |  |                |                                       |
| Management of liaisons and points of contact provided to the City’s customers via a range of communication channels, including telephone, email and in-person.             |  |                |                                       |
| Provide accurate support, advice, and information to customers via phone, email or in-person.  | Number of telephone calls received.  | Q1             | 15,279 calls received.                |
|  |  | Q2             |                                       |
|  |  | Q3             |                                       |
|  |  | Q4             |                                       |
|  | Average length of time taken to answer telephone calls.                          | Q1             | 1 minute 12 seconds taken on average. |
|  |  | Q2             |                                       |
|  |  | Q3             |                                       |
|  |  | Q4             |                                       |
|  | Percentage of telephone calls abandoned by the customer.                         | Q1             | 6% of calls abandoned.                |
|  |  | Q2             |                                       |
|  |  | Q3             |                                       |
|  |  | Q4             |                                       |
|  | Number of in-person transactions at the City’s administration building.          | Q1             | 1,785 in-person transactions.         |
|  |  | Q2             |                                       |
|  |  | Q3             |                                       |
|  |  | Q4             |                                       |
| <b>Freedom of information</b>  |  |                |                                       |
| Provision of a general right of access to documents and records held by the City in accordance with the <i>Freedom of Information Act 1992</i> and subsidiary legislation. |  |                |                                       |
| Process freedom of information requests, as required.  | Number of freedom of information applications received by the City.              | Q1             | 19 applications received.             |
|  |  | Q2             |                                       |
|  |  | Q3             |                                       |
|  |  | Q4             |                                       |
|  | Average number of days taken for processing freedom of information applications. | Q1             | 30 days taken on average.             |
|  |  | Q2             |                                       |
|  |  | Q3             |                                       |
|  |  | Q4             |                                       |

## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

\*Denotes key priority for 2024/25

| MILESTONE   |  | COMMENT   | STATUS |
|---|--|---|--------|
| <b>City of Joondalup website redevelopment project</b><br>Redevelopment of the City of Joondalup's website to enhance accessibility, provide more efficient online services, and enhance the experience of users. |  |   |        |
| Q1  | Undertake final testing of the new City of Joondalup corporate website and prepare to go live. | The following actions were undertaken to prepare for the launch of the new City of Joondalup corporate website: <ul style="list-style-type: none"> <li>• Completed over 2,311 website changes from 32 teams.</li> <li>• Optimised 638 key search terms.</li> <li>• Refined 280 page anchors.</li> <li>• Completed search engine optimisation mapping.</li> <li>• Held resident/user testing sessions on 14 August 2024 and addressed feedback.</li> <li>• Completed accessibility and usability testing throughout the quarter, and addressed issues that arose.</li> <li>• Refined the Website Launch Plan.</li> </ul> | ✓      |
| Q2  | Launch the new City of Joondalup corporate website.  |   |        |
|   | Commence scoping of phase 2 of the City of Joondalup corporate website development.            |   |        |
| Q3  | Commence delivery of phase 2 of the City of Joondalup corporate website development.           |   |        |
| Q4  | Progress delivery of phase 2 of the City of Joondalup corporate website development.           |   |        |

| MILESTONE   |   | COMMENT  | STATUS |
|---|---|--|--------|
| <b>Customer satisfaction survey</b>   |   |  |        |
| A biennial telephone survey of the City's residents conducted by an independent consultant to measure satisfaction with City services.                                  |   |  |        |
| Q1  |   |  |        |
| Q2  |   |  |        |
| Q3  | Advertise and appoint a consultant to undertake a Customer Satisfaction Survey.                         |  |        |
| Q4  | Liaise with the appointed consultant to undertake data collection and prepare a report on the outcomes. |  |        |
| <b>Customer service centralisation</b>  |   |  |        |
| A project to centralise the City's main customer service functions to achieve greater organisational efficiency and a higher rate of first point of contact resolution. |   |  |        |
| Q1  | Continue centralisation of business processes and workflows.  | <p>The following actions were undertaken to continue the centralisation of customer service business processes and workflows:</p> <ul style="list-style-type: none"> <li>• Supported the Waste Services online-process changeover, including responding to increases in volume of calls, call length to support customers to register, access and navigate the new <i>myJoondalup</i> customer portal.</li> <li>• Continued updating Knowledgebase content to reflect operational changes.</li> <li>• Continued developing and documenting new procedures.</li> <li>• Continued to raise and resolve issues identified by frontline services.</li> </ul> | ✓      |
| Q2  | Continue centralisation of business processes and workflows.  |  |        |
| Q3  | Continue centralisation of business processes and workflows.  |  |        |
| Q4  | Continue centralisation of business processes and workflows.  |  |        |

| MILESTONE   |  | COMMENT  | STATUS |
|---|--|--|--------|
| <b>Strategic Community Reference Group</b><br>A reference group that provides input to Council on matters of significant community interest and strategic initiatives. The group consists of 12 community representatives, three youth representatives (aged 16–24 years) and four Elected Members. |  |  |        |
| Q1  | Conduct meetings of the Strategic Community Reference Group in accordance with the work plan.            | Held meeting 2 of the Strategic Community Reference Group for 2024 on 12 August 2024. Members provided input into the role of place activation within the City of Joondalup. A report on the outcomes of the meeting was provided to Elected Members and published on the City of Joondalup website. | ✓      |
| Q2  | Conduct meetings of the Strategic Community Reference Group in accordance with the work plan.            |  |        |
|   | Present the draft work plan and meeting dates for the 2025 calendar year to Council seeking endorsement. |  |        |
| Q3  | Conduct meetings of the Strategic Community Reference Group in accordance with the work plan.            |  |        |
| Q4  | Conduct meetings of the Strategic Community Reference Group in accordance with the work plan.            |  |        |

## Outcome 5-4 Accountable and financially-sustainable

You are provided with a range of City services which are delivered in a financially responsible manner.

### Ongoing programs and activities

| ACTIONS FOR 2024/25   | QUARTERLY MEASURE  | QUARTERLY DATA |  |
|---|--|----------------|--|
| <b>Customer payments</b>  |  |                |  |
| Provision of a range of payment methods that enable customers to pay the City for services and notices.   |  |                |  |
| Provide a range of payment methods for customers.   | Percentage of payments received by payment method.                   | Q1             | <ul style="list-style-type: none"><li>• 61% payments via BPAY.</li><li>• 17% payments in-person at the Administration Building.</li><li>• 11% payments via the City of Joondalup website.</li><li>• 5% payments via Australia Post outlets.</li><li>• 4% payments via the dedicated Interactive Voice Response phone number.</li><li>• 3% payments via direct debit.</li></ul> |
|   |  | Q2             |  |
|   |  | Q3             |  |
|   |  | Q4             |  |
| <b>Procurement of goods and services</b>  |  |                |  |
| Procurement of goods and services in accordance with the <i>Local Government Act 1995</i> and subsidiary legislation, and the City's Purchasing Council Policy. |  |                |  |
| Undertake procurement activities and ensure prompt payment of suppliers in accordance with the City's payment terms.  | Average number of days taken to pay suppliers.                       | Q1             | 21 days taken on average.  |
|   |  | Q2             |  |
|   |  | Q3             |  |
|   |  | Q4             |  |
|   | Number of incidences of non-compliance with procurement legislation. | Q1             | No incidences of non-compliance.   |
|   |  | Q2             |  |
|   |  | Q3             |  |
|   |  | Q4             |  |

## Non-capital projects and initiatives

| STATUS KEY |  |                 |  |           |   |             |   |              |   |
|------------|--|-----------------|--|-----------|---|-------------|---|--------------|---|
| Complete   |  | Behind schedule |  | On budget | ✓ | Over budget | ▲ | Under budget | ▼ |

\*Denotes key priority for 2024/25

| MILESTONE   |   | COMMENT   | STATUS |
|---|---|---|--------|
| <b>10-Year Strategic Community Plan</b>   |   |   |        |
| The overarching planning document that articulates the community's aspirations, vision and objectives over a 10-year period. The plan informs all of the City's other plans and services. |   |   |        |
| Q1  |   |   |        |
| Q2  |   |   |        |
| Q3  | Commence a minor review of the 10-Year Strategic Community Plan.  |   |        |
| Q4  | Present the outcomes of the minor review and any proposed changes to the 10-Year Strategic Community Plan to Council seeking endorsement. |   |        |
| <b>10-Year Strategic Financial Plan</b>   |   |   |        |
| A high-level document that outlines the City's approach to delivering infrastructure and services to the community in a financially-sustainable and affordable manner.                    |   |   |        |
| Q1  | Present the 10-Year Strategic Financial Plan 2024 to the Major Projects and Finance Committee and Council for noting.                     | The completion of the 10-Year Strategic Financial Plan 2024 has been delayed by the review of the 5-Year Capital Works Program and the introduction of the Local Government Amendment Bill 2024 to the Western Australian Parliament. This reform Bill includes a requirement for a rates and revenue policy to be adopted by Council annually and, as a result, the timeframes for the delivery of the Strategic Financial Plan are now being revised. It is anticipated that the 10-Year Strategic Financial Plan 2024 will be presented to the Major Projects and Finance Committee and Council for noting in quarter 3. | ✓      |
| Q2  | Review guiding principles and present to the Major Projects Finance Committee and Council for noting.                                     |   |        |
|   | Evaluate affordability of the draft 5-Year Capital Works Program 2025/26.   |   |        |
| Q3  | Develop the draft 10-Year Strategic Financial Plan 2025.  |   |        |



| MILESTONE  |  | COMMENT | STATUS |
|--|--|---------|--------|
| Q4   | Review the draft 10-Year Strategic Financial Plan 2025 as part of the annual budget process.                           |         |        |
| <b>5-Year Capital Works Program</b><br>A rolling 5-year program that provides detailed information on capital works projects planned for delivery over the next 5 years. The program has been developed to meet anticipated community infrastructure needs and the future development of the City. |  |         |        |
| Q1   |  |         |        |
| Q2   |  |         |        |
| Q3   | Undertake budget workshops with Elected Members to inform preparation of the 5-Year Capital Works Program 2025/26.     |         |        |
| Q4   | Continue to undertake budget workshops with Elected Members to inform preparation of the 5-Year Capital Works Program. |         |        |
|  | Present the 5-Year Capital Works Program 2025/26 to Council seeking adoption.  |         |        |
| <b>5-Year Corporate Business Plan</b><br>The medium-term planning document which contains the priorities, principal strategies and activities that have been developed in response to the aspirations, vision and objectives in the 10-Year Strategic Community Plan.                              |  |         |        |
| Q1   |  |         |        |
| Q2   |  |         |        |
| Q3   |  |         |        |
| Q4   | Present the draft Corporate Business Plan 2025–2029 to Elected Members seeking feedback.                               |         |        |
|  | Present the draft Corporate Business Plan 2025–2029 to Council seeking adoption.                                       |         |        |

| MILESTONE   |   | COMMENT  | STATUS |
|---|---|--|--------|
| <b>Annual Budget</b><br>The City's formal budget statement which is developed in accordance with legislative requirements. The City develops the Annual Budget to align to the services, operations and projects contained within the 5-Year Corporate Business Plan and the long-term aspirations of the 10-Year Strategic Community Plan, workforce, finance, operations and service delivery.                              |   |  |        |
| Q1  |   |  |        |
| Q2  |   |  |        |
| Q3  | Present a Revised Budget Report to Council seeking approval.  |  |        |
|   | Undertake budget workshops with Elected Members to inform preparation of the Annual Budget.   |  |        |
| Q4  | Continue to undertake budget workshops with Elected Members to inform preparation of the Annual Budget.                               |  |        |
|   | Present the draft Annual Budget to Council seeking adoption by 30 June.   |  |        |
| <b>Annual Financial Report</b><br>A report that shows how the City performed during the financial year, and the overall position at 30 June. The report is prepared by the City in accordance with Australian Accounting Standards as they apply to local government, and in accordance with statutory requirements. The report is certified by the Chief Executive Officer and audited by the Office of the Auditor General. |   |  |        |
| Q1  | Submit the draft Annual Financial Report 2023/24 to the Office of the Auditor General by 30 September.                                | Submitted the draft Annual Financial Report FY2023–24 to the Office of the Auditor General on 30 September 2024. | ✓      |
| Q2  | Present the Audit Report and the audited Annual Financial Report 2023/24 the Audit and Risk Committee and Council seeking acceptance. |  |        |
|   | Present the accepted Audit Report and the Annual Financial Report 2023/24 to the Annual General Meeting of Electors.                  |  |        |
| Q3  |   |  |        |
| Q4  |   |  |        |

| MILESTONE   |  | COMMENT | STATUS |
|---|--|---------|--------|
| <b>Annual Report</b>  |  |         |        |
| A report that provides an annual overview of the City's activities and information about organisational performance. The report informs the community and key stakeholders about achievements, challenges and future plans, and demonstrates the City's performance against the aspirations, vision and objectives of the 10-Year Strategic Community Plan. |  |         |        |
| Q1  |  |         |        |
| Q2  | Present the Annual Report 2023/24 to Council seeking acceptance.   |         |        |
|   | Present the accepted Annual Report 2023/24 to the Annual General Meeting of Electors.                              |         |        |
| Q3  |  |         |        |
| Q4  |  |         |        |
| <b>Benefits Realisation Program</b>   |  |         |        |
| A program to report financial and non-financial benefits of organisational improvements.  |  |         |        |
| Q1  |  |         |        |
| Q2  | Present the Benefits Realisation Program Progress Report to the Audit and Risk Committee and Council.              |         |        |
| Q3  |  |         |        |
| Q4  | Present the Benefits Realisation Program Progress Report to the Audit and Risk Committee and Council.              |         |        |
| <b>Compliance Audit Return</b>  |  |         |        |
| An annual audit of the City's compliance with various legislation, as determined each year by the Department of Local Government, Sport and Cultural Industries in accordance with the Local Government (Audit) Regulations 1996.   |  |         |        |
| Q1  |  |         |        |
| Q2  |  |         |        |
| Q3  | Prepare the Compliance Audit Return for 2024.  |         |        |
|   | Present the Compliance Audit Return for 2024 to the Audit and Risk Committee and Council seeking endorsement.      |         |        |
|   | Present the endorsed Compliance Audit Return to the Department of Local Government, Sport and Cultural Industries. |         |        |
| Q4  |  |         |        |

| MILESTONE  |  | COMMENT  | STATUS |
|--|--|--|--------|
| <b>Integrity and conduct annual collection</b>   |  |  |        |
| An annual collection of information to aid the Public Sector Commission in assessing the integrity of the Western Australian government sector.  |  |  |        |
| Q1   | Complete the Integrity and Conduct Annual Collection Survey for the City.                    | Completed and collated responses for the Integrity and Conduct Annual Collection Survey in the quarter.  | ✓      |
|  | Present the Integrity and Conduct Annual Collection Survey to the Public Sector Commission.  | Presented the Integrity and Conduct Annual Collection Survey to the Public Sector Commission on 26 July 2024.  | ✓      |
| Q2   |  |  |        |
| Q3   |  |  |        |
| Q4   |  |  |        |
| <b>Organisation review/administration efficiency assessment</b>  |  |  |        |
| A review of the internal structures and efficiency of operations within the City's administration by an independent professional body.   |  |  |        |
| Q1   | Present a report to Council on options for undertaking an organisational review.             | A report on options for an organisational review was presented to the 23 July Council meeting. At this meeting Council resolved to revoke the decision from the 22 August 2023 meeting and not progress with an organisational review. | ✓      |
| Q2   |  |  |        |
| Q3   |  |  |        |
| Q4   |  |  |        |
| <b>Performance measures</b>  |  |  |        |
| A new set performance measures aimed at measuring the success of the City's 10-Year Strategic Community Plan, and a new set of effectiveness and efficiency measures aimed at measuring and reporting on the City's performance. |  |  |        |
| Q1   | Advertise and appoint a consultant to develop a new set of performance measures.             | Advertised a request for quotation, evaluated the responses, and appointed a consultant to develop a new set of performance measures.  | ✓      |
| Q2   | Liaise with the appointed consultant to develop the new set of performance measures.         |  |        |
| Q3   | Continue to liaise with appointed consultant to develop the new set of performance measures. |  |        |
| Q4   | Present the draft set of performance measures to Elected Members seeking feedback.           |  |        |