



# Accessible and Inclusive Communities for Everyone





## Get involved and have fun!

### Community Groups

Are you looking to get involved in the community? There are a range of clubs, community and hobby groups throughout The City. To find out who they are and where they are located, check out the Community Directory on the City's website or call the City's Community Information Line on **9400 4705** during business hours.

### Joondalup Volunteer Resource Centre (JVRC)

The Volunteer Resource Centre connects residents to volunteer positions. Located in the Joondalup Library, the JVRC is open Tuesday to Thursday during the school term, and Wednesday during the school holidays, 9.30am – 2.30pm.

To get involved call the Centre on **9400 4734**.

### Neighbourhood BBQ Program

Organising a barbeque or picnic in a local park is a great opportunity for neighbours in your street to meet and get to know each other. Book a kit that includes invitations, tips for hosting a successful neighbourhood get-together, bocce, cricket and football sets. Monthly prize draws for barbeque hosts. For more information call **9400 4503**.

## Anchors Holiday Program

This program offers recreational activities during school holidays including indoor rock climbing, laser games and go-karting. Young people of all abilities are encouraged to participate. For more information call **9400 4225**.

## City Events

The City offers a wide range of events all year round including the Joondalup Festival, Positive Ageing events, the Sunday Serenades concert series, art exhibitions, youth music events, markets and outdoor summer concerts.

## Environmental Events and Activities

The City hosts a range of environmentally focused events and activities which include environmental tours on wildflowers, bird watching, the coast, aboriginal heritage, Greater Gardens Workshops and more.

To find out more about the City's latest events check out the events calendar on the City's website or contact the Community Information Line on **9400 4705**.

## Community Funding Program

Have you got a great project idea? Grants are available to not-for-profit incorporated community organisations, clubs and groups for initiatives that benefit the community. The City provides funding for community, environmental, culture and the arts. Contact **9400 4226**.





## Need assistance?

\*\* Note: these services are not provided by the City of Joondalup.

### \*\*Independent Living

The Home and Community Care (HACC) program provides basic maintenance and support services to assist eligible residents who are frail or living with disability to continue living independently.

Contact the Regional Assessment Service on **1300 785 415** for information on HACC providers in the Joondalup area.

For carers support and respite information contact the Commonwealth Carelink and Respite Centre on **1800 052 222**. Contact the Independent Living Centre on **1300 885 886** for information on products and referral pathways to maximise independence and quality of life.

Seniors Card Centre and Seniors Telephone Information Service provides information regarding accommodation options, education, finance/business, health and lifestyle between 9.00am – 3.00pm (Monday to Friday). Call **1800 671 233** or visit **seniorcard.wa.gov.au**

**The Companion Card** is issued to people with a significant and permanent disability who require attendant care support from a companion to participate at most venues and activities. Cardholders present their card when booking or purchasing a ticket from a participating business. Participating businesses will recognise the Companion Card and issue the cardholder with a second ticket for their companion at no charge. For more information or to apply call **1800 617 337** or visit **wa.companioncard.org.au**

## **\*\*Translating and Interpreting Services**

AUSLAN Interpreting Service or Translation and Interpreting Services is a free service provided to residents for City and Council related business. To organise a translator or interpreter call **9400 4226** or email **community.development@joondalup.wa.gov.au**

## **City Rangers**

City Rangers provide a highly visible and responsive service to residents, ratepayers and visitors to the City.

City Rangers conduct patrols within the City, paying particular attention to areas where incidents of concern such as anti-social behaviour, vandalism, damage or graffiti have been reported by residents as ongoing issues.

City Rangers are also authorised officers and while on patrol observe, report and take appropriate action for breaches of various City Local Laws and State Legislation.

## **Graffiti Removal**

The Graffiti Removal Service delivers the free removal of reported paint, marker pen, crayon or chalk graffiti from both private and City controlled property. Report graffiti in local areas by phone or online via the 'Report It' feature on the City's website. Then City also drives and supports other graffiti deterrent strategies including:

- designing out crime and graffiti to reduce vulnerable locations in public space.
- the state government's Juvenile Graffiti Clean Up program.
- use of CCTV in public areas to deter and gather information about graffiti incidents.
- local graffiti control volunteers.

To report graffiti or for more information call **9400 4528**.

## **\*\*Your Local Police**

Through the WA Police Frontline 2020 structure you have a local policing team that you can contact to advise of, or discuss, Police or crime related issues in your local area. Each local policing team is responsible for specific suburbs and has a dedicated mobile phone number that you can call (see **frontline2020.police.wa.gov.au**). The City works closely with the WA Police on a range of community safety programs including Neighbourhood Watch, eWatch and the Joondalup Liquor Accord. For more information call **9345 9462**.





## Getting around

### **\*\*Joondalup CAT Bus**

The Joondalup CAT (Central Area Transit) Bus service is free and runs in two directions between Joondalup Train Station, the Joondalup Health Campus, the City Centre (including the Joondalup Library) and the Learning Precinct; incorporating Edith Cowan University, North Metropolitan TAFE and the Police Academy. The buses operate Monday to Friday from approximately 8.00am to 6.00pm, and leave every 10 minutes from the Joondalup Train Station. Visit [transperth.wa.gov.au](http://transperth.wa.gov.au) for the most up-to-date Joondalup CAT bus timetable.

### **Community Transport Program**

The City's Community Transport Program transports eligible residents to and from nominated shopping centres, libraries and senior citizens centres in the City. A small fee is payable for each round trip and some routes are particularly popular. Register your interest to be considered for the Community Transport Program by calling **9400 4204**.



# Explore

## Leisure Centres

Whether it's swimming, a gym work out, group fitness classes, a leisure short course, team sport or the Platinum 50+ Adventure Program, you will find activities to suit your lifestyle at one of the City's Leisure Centres. A wheelchair hoist, aqua wheelchair, adult change table and ramp pool entry are available at Craigie Leisure Centre. For further information call **9400 4600**.

## Parks and Reserves

The City maintains in excess of 300 passive and active parks and reserves for the use and enjoyment of residents, as well as sport, recreation and community organisations.

The City's passive parkland areas are a great place for family picnics and barbecues or just to relax and walk the dog (dogs are permitted at most of the City's parks). The City also has a number of parks with outdoor adult exercise equipment for free use by the public. Exercise equipment is located at Barrisdale Park, Kingsley; Harbour View Park, Hillarys; Flinders Park, Hillarys; Baltusrol Park, Connolly; Fairway Park, Connolly; Falkland Park, Kinross; and Delamere Park, Currambine. Parks can also be booked for sporting fixtures, community events and private functions (conditions apply). For more information call **9400 4268**.



## Libraries

City of Joondalup Libraries have a wide range of books in regular and large print formats as well as in languages other than English plus DVDs, audio books, 'Play Away' titles, music CDs, local history information, newspapers, magazine titles, online databases, e-Learning courses, and e-Titles. Membership is free and includes access to the internet.

Books on Wheels brings books to residents who are unable to reach their public library because they are house bound due to frail health or limited mobility. They also offer a wide range of programs and events to support lifelong learning opportunities for all ages. These include Discovery Sessions, Book Clubs, Games Sessions, Live and Learn for older adults, regular Story Time Sessions and Baby Rhyme Time, English Conversation Classes, Computer Classes, and Family History courses, plus a wide range of holiday and reading activities. For more information call **9400 4751**.

## Beaches and Accessibility

The City comprises 17km of stunning coastline, stretching north from Beach Road in Marmion through to Burns Beach Road in Burns Beach. Lifeguard patrols are available during summer. Visit the City's website for full details on patrols.

The Hillarys Boat Harbour beach mat allows easier access to the beach for mothers with prams, wheelchair users and pedestrians, a beach wheel chair available is for use at Hillary's Boat Harbour. Mullaloo Beach also has a beach wheelchair available for use, this a free service provided by the City for children and adults with disability. The chair provides access to the beach and is easily pushed over the sand and into the water. For more information call **9400 4268**.





# Explore

## Community Facilities

The City owns and manages 28 halls, clubrooms and community facilities throughout the region. The facilities range in size and functionality from small meeting rooms to large halls capable of catering for up to 250 people. Bookings can be made for functions, private parties or community events by calling **9400 4268**.

## Approvals and Regulations

Considering subdividing your property, adding an extension or building a new house? The City is responsible for issuing approvals for any development carried out on private land. Visit the City's website for details of what you need to do before you start your project or contact the relevant department.

Building and Development Applications: **9400 4961**

Subdivision Inquiries: **9400 4371**

## Waste Management

Want to know when your green and yellow lid bins are collected from your house? Want to prepare for your next bulk waste collection? Need to know where you can recycle your mobile phone and other materials that shouldn't be placed in your green or yellow lid bin? Need assistance taking the bin out due to frailty or disability? Contact the City's Waste Services team on **9400 4940**.

## Rate Concessions

If you have a valid Concession Card you could qualify for a rebate or a deferment on paying your rates. For more information call **9400 4574**.

## Council Meetings

Want to know what items are being addressed at Council meetings? You can listen live to every meeting or get a copy of the Agenda and Minutes on the City's website. Meeting dates are also available online or by contacting the Community Information Line.

Meeting dates: **9400 4705**

Lodge a question or public statement: **9400 4302**

Interpreter Assistance **9400 4226**

The Council Chambers are fitted with a hearing augmentation system for the hearing impaired.

## Customer Service

Customer Service Centres are located at 90 Boas Avenue, Joondalup and Whitford Public Library, Hillarys. All Customer Service Centres are wheelchair accessible and have hearing loops on site to assist customers who use hearing aids. For more information on City services listed in this brochure, explore the City's website or call **9400 4000**.



# Quick contacts

## Creating an Accessible and Inclusive Community

The City of Joondalup is committed to fostering an accessible, age-friendly and inclusive community.

The City provides a variety of services, programs and events which are promoted through flyers, posters, regular advertisements in the Joondalup Weekender Community Newspaper and at [joondalup.wa.gov.au](http://joondalup.wa.gov.au)

The City has Community Development Officers who are available to assist, connect and support residents to identify services relevant to independent living, health, social and community programs.

Access and Inclusion: **9400 4226**

Positive Ageing and Volunteering: **9400 4503**

Community Transport: **9400 4204**



**T:** 08 9400 4000

**F:** 08 9300 1383

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[joondalup.wa.gov.au](http://joondalup.wa.gov.au)

Connect with the City



*This document is available in alternate formats upon request. Printed on recycled paper.*



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