

COVID-19

RESPONSE AND RECOVERY SUMMARY

2020/2021



EMERGE 
STRONGER







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MAYOR'S MESSAGE



2020 has been a year unlike any other.

This report outlines the many actions the City took during the height of the COVID-19 pandemic and the recovery phase – which is ongoing.

It's important to take learnings from how we handled this unique challenge.

During the height of the challenge, our City was best placed to act as a conduit of information for members for the local community.

It was during that period that the City's Emerge Stronger brand was born. This online community resource was a place for people to access relevant resources, ideas and opportunities to help them through; a one-stop shop.

It is often said that communities grow stronger through times of crisis and I'd like to take this opportunity to thank all our 161,000 residents for the resilience they have displayed over the past nine months and willingness to help each other through.

Rest assured, all decisions made by the City relating to COVID-19 were based on the best advice and guidance from the State Government and Department of Health. Our primary concern was and always will be the health and safety of our 161,000 residents.

The challenge continues as we manage the effects of the tough economic climate arising from COVID-19, while ensuring we keep an eye on the long-term financial sustainability of the City.

For now, I am confident we are well placed to emerge stronger from this once in a generation challenge.

Hon Albert Jacob JP
Mayor
City of Joondalup

During the height of the challenge, our City was best placed to act as a conduit of information for members for the local community.





OVERVIEW

The purpose of the City of Joondalup's Response and Recovery Summary 2020-2021 (the Summary) is to outline the actions being undertaken by the City of Joondalup (the City) in responding to and recovering from the COVID-19 Pandemic.

These actions aim to support the City's community, local businesses and stakeholders to see all "Emerge Stronger".

They are categorised into the below key focus areas:

KEY FOCUS AREA	OBJECTIVE
Economic response	To monitor and understand the economic impact within the region and respond accordingly to support local businesses and stakeholders.
Community health and wellbeing response	Provide services and support for all residents, ratepayers, local businesses, students and visitors to the region to protect and improve their physical and mental well-being.
Support/Social response	To care for and connect the City's community to appropriate services and advice.
Financial commitments	Manage City funds effectively to ensure continuity of services and facilities, while also aiming to relieve stress on ratepayers where possible.
Infrastructure commitments	Fast track infrastructure commitments and developments – where budget permits – to help stimulate the economy.
Communications/engagement	Deliver clear, easy to understand, up to date communication within a timely manner to City residents, ratepayers, local businesses, visitors and stakeholders.



The Summary outlines initiatives/actions undertaken from March 2020 in response to COVID-19 and is current as at 30 March 2021. Initiatives highlighted in yellow are new actions undertaken for the January – March 2021 period.

It does not detail the actions undertaken to ensure the City adhered with state government regulations as outlined below.

WA Road Map*

Phase 1

Start date: 27 April 2020

- indoor and outdoor non-work gatherings of up to 10 people
- outdoor personal training without shared equipment
- recreational activities in compliance with travel restrictions and the 10-person rule, such as private picnics in the park, fishing, boating, hiking and camping
- home opens and display villages open, in compliance with 10-person rule, appropriate record keeping and hygiene practices.

Phase 2

Start date: 18 May 2020

- physical distancing, good hygiene and the 4 square metre rule apply to all activities.
- indoor and outdoor non-work gatherings of up to 20 people
- cafés and restaurants with meal service permitted to open, including within pubs, bars, clubs, hotels and casino, with a 20-patron limit



- weddings and funerals up to 20 people inside or 30 outside
- Western Australians encouraged to return to work, unless unwell or vulnerable
- regional travel restrictions relaxed, with travel permitted throughout most of WA
- non-contact community sports up to 20 participants
- outdoor or indoor fitness classes with no shared equipment, up to 20 participants
- places of worship, community facilities and libraries permitted to reopen, up to 20 patrons
- public pools (one indoor and multiple outdoor) permitted to open under strict rules and up to 20 patrons per pool
- businesses required to comply with conditions outlined in the COVID Safety Guidelines and prepare a COVID Safety Plan before they reopen.



Phase 3

Start date: 6 June 2020

- The number of people at non-work gatherings increased, and additional businesses reopened
- The 4 square metre rule was revised to 2 square metres per person for all WA venues
- Physical distancing, good hygiene and the 2 square metre rule applied to all activities permitted in Phase 3
- non-work gatherings permitted up to 100 people, 300 for venues with multiple spaces
- full contact sport and training permitted
- seated service for food businesses and licensed premises

The following reopened with conditions:

- galleries, cinemas and theatres
- gyms and other fitness studios
- beauty salons, spas and wellness centres
- playgrounds and play centres
- Rottnest Island, zoos and wildlife parks.
- Businesses were required to comply with conditions outlined in the COVID Safety Guidelines and prepare a COVID Safety Plan before they reopened.

Phase 4

Start date: 27 June 2020

- continue to keep up physical distancing where possible and maintain good personal hygiene
- all existing gathering limits and the 100/300 rule removed
- gathering limits only determined by WA's reduced 2 square metre rule
- the 2 square metre rule will only include staff at venues that hold more than 500 patrons
- removal of seated service requirements at food businesses and licensed premises
- no requirement to maintain patron register at food businesses and licensed premises
- alcohol can be served as part of unseated service arrangements
- major events permitted, subject to having an approved COVID Event Plan
- unseated performances permitted at venues such as concert halls, live music venues, bars, pubs and nightclubs
- gyms operating unstaffed, but regular cleaning must be maintained
- the casino gaming floor reopening under agreed temporary restrictions
- For WA's major sport and entertainment venues, a 50 per cent capacity rule applies
- WA businesses will be expected to ensure their COVID Safety Plans are updated and continue to be implemented.

***WA Roadmap Source:** <https://www.wa.gov.au/organisation/departments-of-the-premier-and-cabinet/covid-19-coronavirus-wa-roadmap>





STATE OF THE JOONDALUP ECONOMY*

Pre-COVID-19

The Joondalup economy was experiencing sustained economic stability in the 2019/2020 financial year, with improved residential building approvals and visitor numbers driving economic conditions in the Local Government Area.

Joondalup's economy has started to transition away from a local population-based model to one more dependent on businesses, commercial investment and non-residential (visitor) activity. This reflects the above average concentration of metropolitan significant facilities, services and infrastructure located in the City.

Response

Joondalup was identified by WA Local Government Association (WALGA) as being potentially "vulnerable" to the economic impacts of COVID-19. However, this primarily reflected the fact Joondalup has a higher number of jobs across a more diverse range of sectors than other strategic and major activity centres in the Perth metropolitan area. As such, in times of crisis, it has more jobs to lose.

Estimates by RPS Group – who were commissioned by the City to provide an overview of the impact COVID-19 has had on the City's economy – indicate that payroll jobs fell by an initial 1.5% in March when COVID-19 restrictions were first introduced, followed by a further 6.8% fall in jobs in April when "lockdowns" and other more restrictive initiatives were implemented by Federal and State Governments.

This impact to the end of April (i.e. the peak impact) was larger than the State decline, owing to a higher shares of food and accommodation, sport and recreation, arts and cultural and personal and household services jobs than the WA economy – all of which represent "transaction" related impacts.

Jobs recovery commenced in May 2020 however, with payroll jobs increasing by 3.3% in the month to May 2020. This recovery was led by a 12% improvement in food and beverage jobs, along with improvements in pre-school and school education, public transport, wholesaling, store-based retailing.

While the peak impact on jobs (in April 2020) in Joondalup was greater than WA and Australian economies, the recovery in May 2020 was twice as fast in Joondalup than Australia.

However, other sectors – including those in more Business to Business trading economy – have either experienced an acceleration in job losses or a lack of tangible recovery to date.

Recovery

It is difficult to accurately estimate the duration and extent of the economic recovery in a post-COVID-19 environment. Full recovery is likely to not be realised until external border closures are removed, and international travel is normalised. This will be dependent on the widespread availability of a vaccine.

Additionally, instances of a "second wave" of infections may result in economic recovery being delayed significantly.

Most sectors have experienced some level of recovery, with trade and externally exposed sectors (such as education and tourism) expected to experience a more prolonged recovery phase.

Jobs recovery commenced in May 2020 with payroll jobs increasing by 3.3% in the month to May 2020.

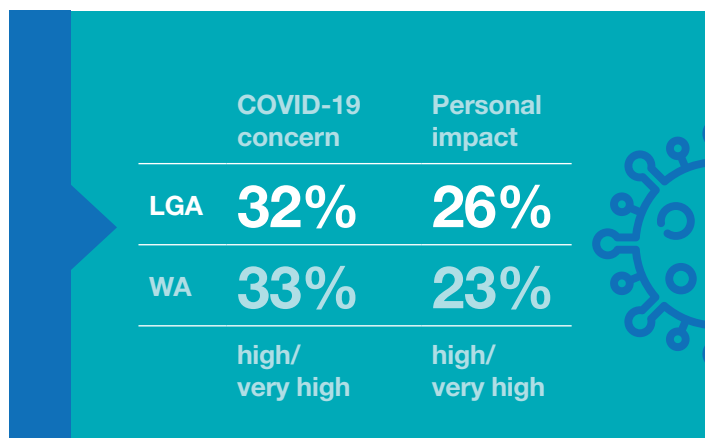
There are considerable opportunities for Joondalup in a post-COVID-19 economy, as well as continued risks that will require management and mitigation:

- **Recovery from the Centre** - Economic recoveries tent to start within the “centre” of economic networks. There are many sector where Joondalup is the centre of the respective network in the North West Corridor which will likely recover faster in Joondalup than other parts of the Corridor.
- **Health Investment** – Future investments in health are expected as inadequacies in the current health network borne out by the stresses of the pandemic are increasingly apparent requiring strategic investment in precincts such as the Joondalup Health Precinct as well as new health centres.
- **Digital and Cyber Opportunities** – Movement and travel restrictions have made digital and cyber opportunities more prominent and important to business and economic sustainability. Leveraging these opportunities and Joondalup’s existing brand will be critical to building the resilience and sustainability of Joondalup Businesses and industry in the future.
- **Born Global Businesses** – the sudden loss of markets due to COVID-19 economic restrictions demonstrated the need for businesses to grow a diversified and broad market base for their products and services. This means new and existing businesses need to equally build local, national and global markets, leveraging digital technologies, to help reduce the risks of future economic shocks.
- **Skills and Investment Attraction** – economic downturns often result in certain businesses and skill sets to seek new homes and locations for operations. Those areas that have successfully managed their impacts and have experienced a strong and sustained recovery become destinations of choice for skills and investment.
- **Supply Chains and Manufacturing** – the impact on global supply chains (particularly those linked to China) from COVID-19 restrictions have been significant for a wide range of industries. Policy and industry development focus is expected on “localising” key health and medical supply chains, as well as growing Australian based manufacturing. This will include opportunities from the more rapid adoption of new manufacturing and assembly techniques, such as 3D printing.





COMMUNITY RESILIENCE



The MARKYT® Community Resilience Scorecard was undertaken with the Department of Local Government, Sport and Cultural Industries (DLGSC) and Local Government Professionals WA from **5 June to 8 July 2020**.

The scorecard was open to all residents aged 18+ across Western Australia. The scorecard was designed and hosted online by CATALYSE®.

7,666 community members state-wide from 128 local government areas completed a scorecard.

The results of the survey have been used to assist in the development of this Summary. It is important that initiatives are aligned to the WA State Recovery Plan

(with 21 recovery priorities and four focus areas) aimed at helping to build and strengthen hope. Local government play a key role in supporting many of these areas.

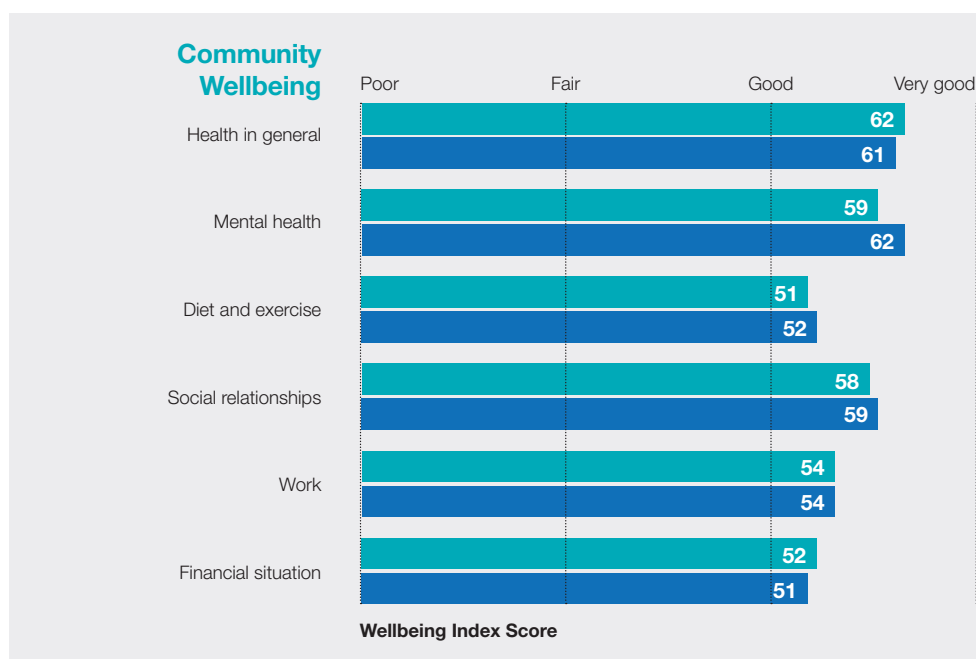
For the City these State priority areas align with what the community has said are their main priorities for local government over the next six months, and as such the City is prioritising the following:

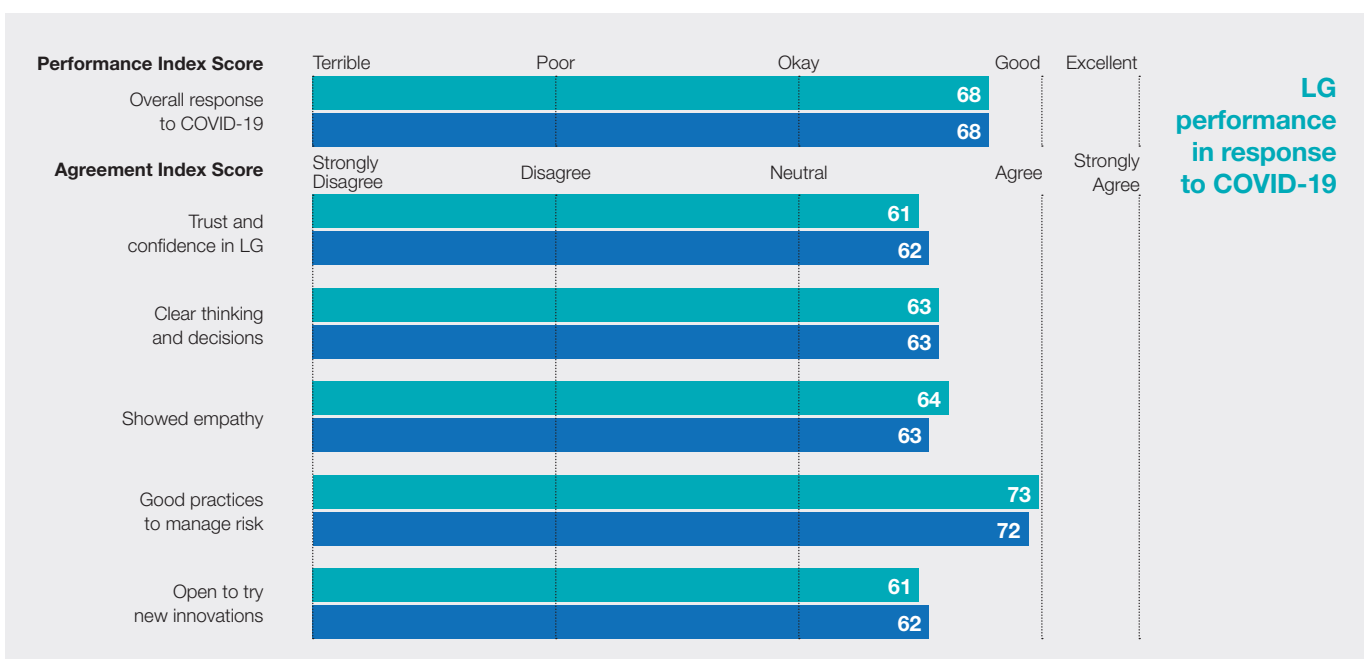
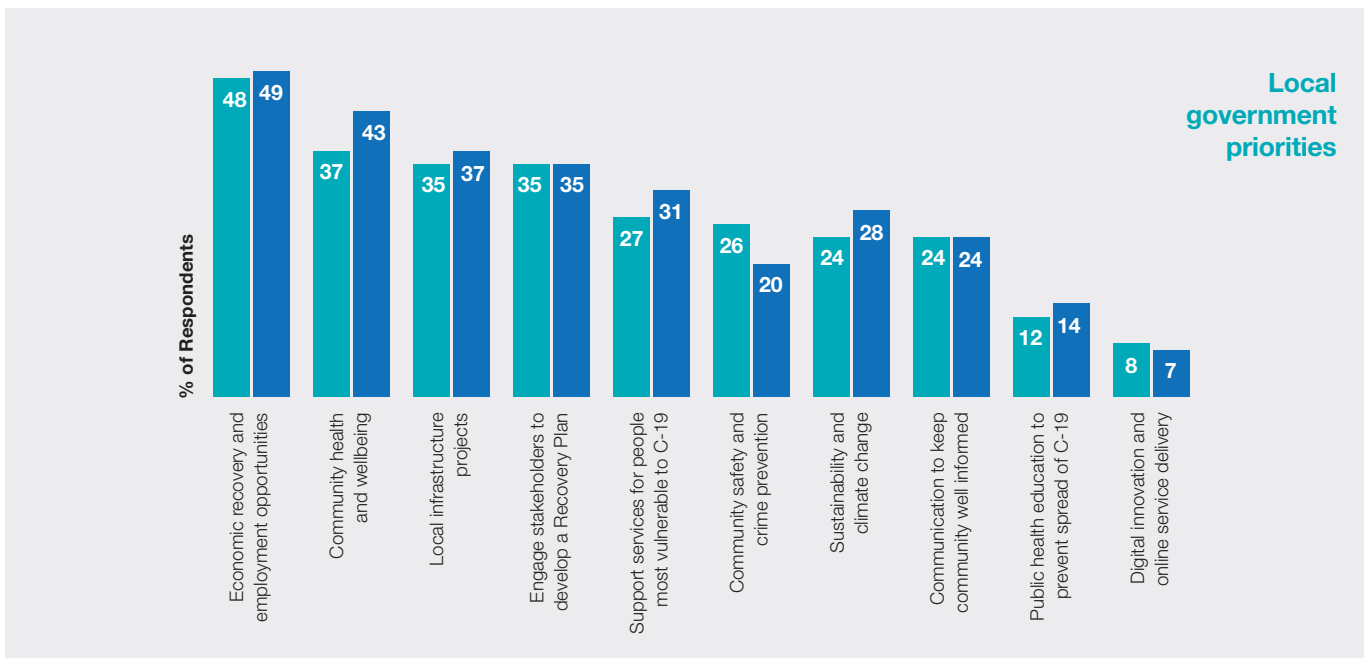
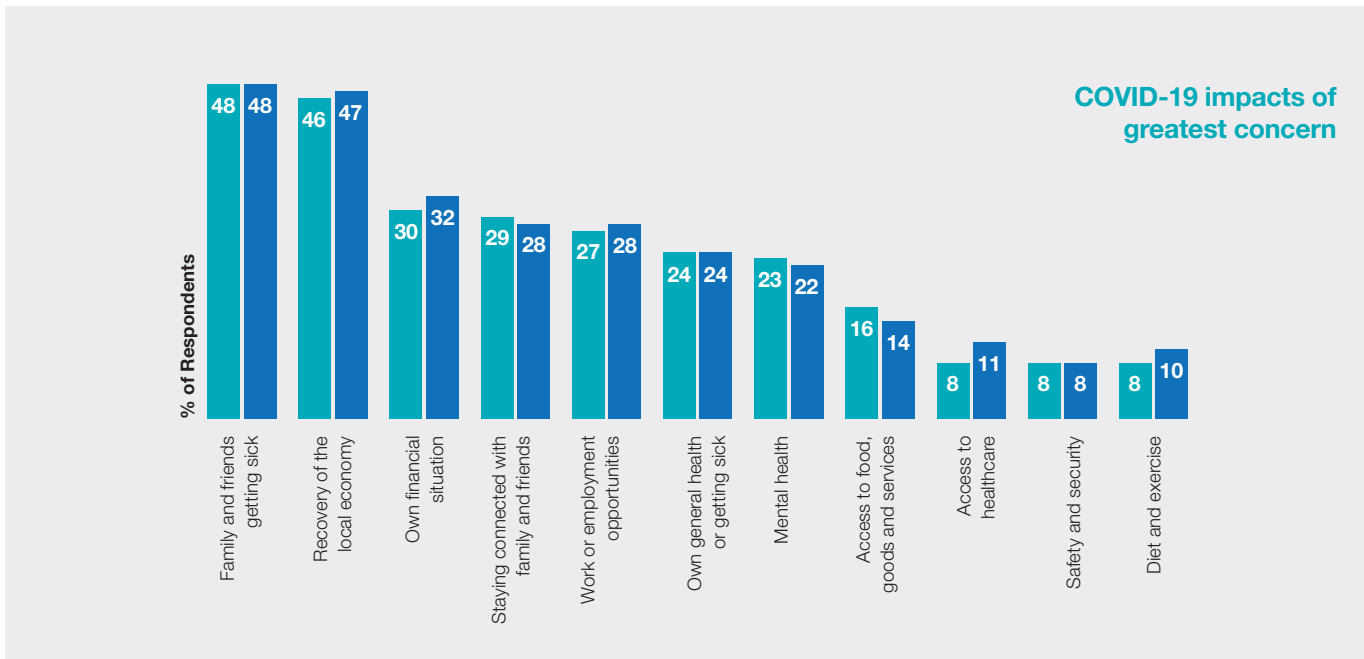
- Economic recovery and local employment opportunities;
- Community health and wellbeing; and
- Local infrastructure.

Below is an outline of results for the City of Joondalup.

KEY

- City of Joondalup (LGA)
- Western Australia





Reach and impact of key messages



100%

Aware need to practice good hygiene

90%

Always practice good hygiene



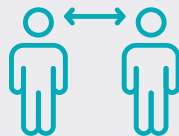
62%

Downloaded COVIDSafe App



100%

Aware of COVID-19 symptoms



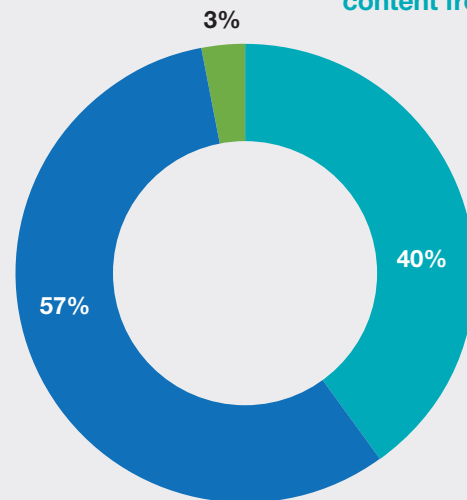
100%

Aware need to physically distance

54%

Always physically distance

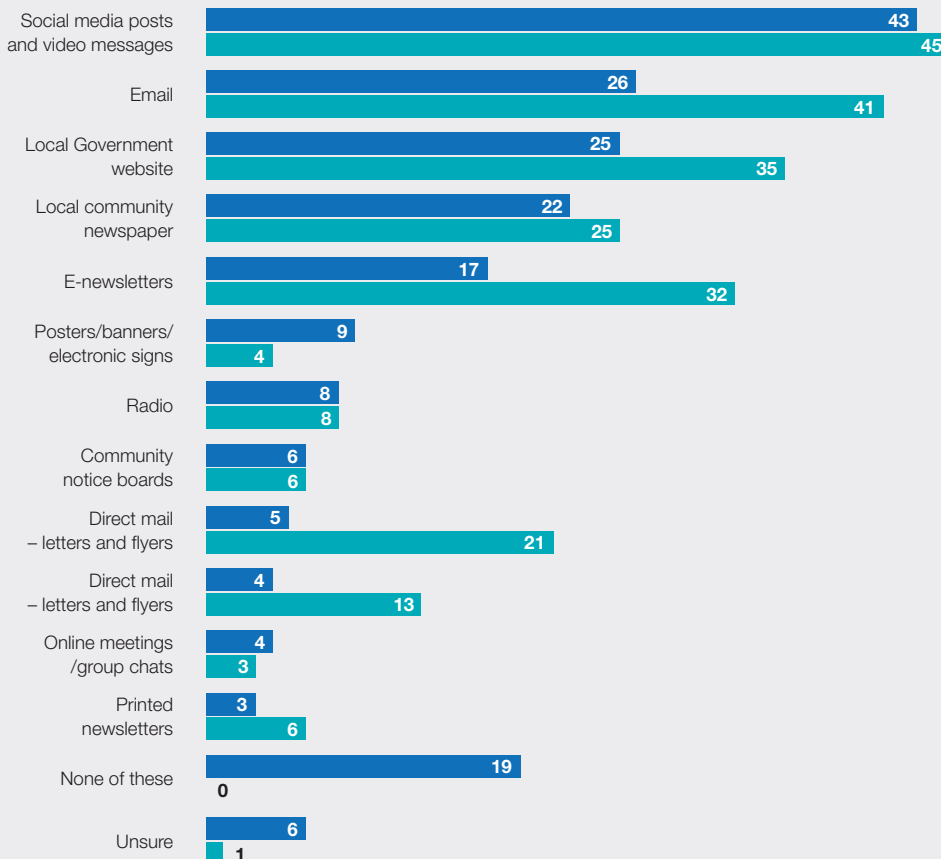
Amount of COVID-19 content from LG



KEY

- Not enough
- Just right
- Too much

% of respondents



News and information sources from local government

% of respondents

KEY

- Current Source
- Preferred Source



KEY FOCUS AREAS



KEY FOCUS AREA

Economic Response			
Initiative/Action	Description	Ongoing	Complete
Business Engagement Program	<p>Provide one on one advice and support to businesses aimed at assisting with access and understanding of State and Federal Government information and initiatives for businesses impacted by COVID-19.</p> <p>Outcome: Advice provided to more than 100 participants throughout March, April and May 2020.</p> <p>For further information: joondalup.wa.gov.au/kb/business/business-engagement-program</p>	●	
Joondalup Business Ready Programs	<p>Provide business accelerator programs to assist businesses build resilience and get destination, digital and global ready.</p> <p>Outcome: Participation by more than 30 businesses in the program during March, April and May 2020.</p> <p>For further information: joondalup.wa.gov.au/kb/business/business-ready-programs</p>		●
Joondalup Business Forum	<p>Conduct Business Forum focussing on analysis of the region's economy; insights into current and future economic forecasts; and assistance being provided by the City.</p> <p>Outcome: 75 attendees joined the June 2020 online forum.</p> <p>Outcome: 200 attendees joined the November 2020 forum</p>		●
Webinars, Training and Industry Support	<p>Partner with industry experts to provide regular webinars with a focus on specific areas of business need including:</p> <ul style="list-style-type: none"> • Q&A session with experts from the SBDC focusing on the financial assistance available to business owners through the state and federal government's COVID-19 support packages (May 2020). • Q&A session focusing on the visitor's economy and how to attract visitors in these challenging times (June 2020). • Partnering with Study Perth in the Study Perth Careers Fair to support local education providers and jobs and Skills Centre (7 October 2020 at the Perth Convention Centre). • Q&A session on Improving Business Sales Pitches (8 December 2020 online via Zoom). • Partnership with Tourism Council WA on Capacity Building Workshops for local tourism businesses (26 November 2020 – at the Quality Resort Sorrento Beach Hotel and 2 December 2020 – at the Mindarie Marina). <p>Outcome: 100 businesses joined the webinars.</p>		●
	<p>Promote industry and association training, webinars and online support services for local businesses through the City's website and e-newsletter.</p> <p>For further information: joondalup.wa.gov.au/kb/business/business-training-workshops-and-events</p>	●	
Regional Campaigns	<p>Support and collaborate with industry bodies to promote specific opportunities for clusters of local businesses. Example of these campaigns include:</p> <ul style="list-style-type: none"> • Support local with #TakeawayForWA Campaign • 15 minute free parking for takeaway zones in Joondalup • Local accommodation providers offer self-isolation options for community. 		●

KEY FOCUS AREA

Economic Response			
Initiative/Action	Description	Ongoing	Complete
Joondalup Business Catalogue	<p>Provide an online platform for local businesses to:</p> <ul style="list-style-type: none"> • promote themselves to the community • undertake a diagnostic assessment to determine their global, digital and/or destination readiness • connect with to local, national and international opportunities <p>For further information: joondalup.wa.gov.au/kb/business/joondalup-business-catalogue</p>	●	
Reducing Red Tape	<p>Suspension of fees for <i>Food Act</i> registrations and street trading permits and regulations to encourage patrons to dine or access businesses services outdoor (e.g. Alfresco).</p> <p>The City awarded a Small Business Friendly Approvals Program by the SBDC aimed to streamline processes and support local businesses.</p> <p>For further information: joondalup.wa.gov.au/kb/business/outdoor-eating-areas-alfresco-activities-2</p>	●	
Vendor panel platform to encourage local businesses	<p>Promotion, training and advice for businesses to assist them to be procurement ready and take advantage of the Vendor Panel Marketplace procurement platform underwritten by the WA Local Government Association. This platform has enabled Local businesses to easily access Local Government contracts.</p> <p>Local business can discover more and register as suppliers on the platform, via pages.vendorpanel.com/workwithwalocalgov.</p>	●	
15 minute Takeaway Zones	<p>15-minute FREE parking zones in selected areas within the Joondalup City Centre to support local businesses that needed to redefine their offering given the restrictions in place at the time.</p> <p>For further information: joondalup.wa.gov.au/kb/business/emerge-stronger-support-for-local-businesses</p>	●	
Brand Positioning/ Investment attraction	<p>Promotion to the wider community the initiatives and programs the City delivers to support businesses in the region through the <i>WA Business News</i> WALGA feature.</p>		●
	<p>16-page feature publication: Joondalup A Region on the Rise inserted into <i>WA Business News</i> aimed to reinforce the message that even in challenging times the City is “open for businesses” and is determined to keep the local economy afloat and support businesses to be connected, innovative, resilient and nimble – and eventually thrive and grow when things start to return to normal.</p> <p>For further information: joondalup.wa.gov.au/city-of-joondalup-a-region-on-the-rise?nocache=true</p>		●
Destination City Plan	<p>Destination City Plan seeking to empower Joondalup’s visitor economy, elevate Joondalup’s profile as a destination of choice and enhance visitor experiences to attract more leisure, education and commercial visitors launched in November 2020.</p> <p>For further information: joondalup.wa.gov.au/destination-joondalup-plan-2021-2026</p>	●	
Advocacy Priorities	<p>City of Joondalup’s Advocacy Priorities launched in December 2020.</p>	●	

KEY FOCUS AREA

Community health and wellbeing response

Initiative/Action	Description	Ongoing	Complete
Contact Tracing	<p>Implementation of contact tracing at all City of Joondalup managed community facilities, including the registration of 33 community facilities on the SafeWA app.</p> <p>For further information: https://www.joondalup.wa.gov.au/kb/resident/community-facilities-resources</p>		●
Cultural Events	<p>2020 Joondalup Festival and Urban Couture programs were cancelled due to state enforced restrictions. Programing elements were re-negotiated, and artists contracts were transferred to the 2021 Joondalup Festival where possible.</p>		●
	<p>The 2020 Community Art Exhibition, NAIDOC programing and Sunday Serenades programs were suspended, to be revisited when restrictions ease.</p>		●
	<p>Sunday Serenade concerts re-established from October – December 2020 in the Joondalup Reception Centre to meet COVID-19 requirements (physical distancing).</p>		●
	<p>Events delivered January - March 2021 included:</p> <ul style="list-style-type: none"> • Music in the Park x 2 (check-in with SafeWA App by attendees) • Valentine's Concert (rescheduled from 11 February to 18 March 2021 - ticketed event/reduced numbers) • Luminight: 26 – 28 March (patrons required to pre-register for tickets, maximum capacity 4,000 per session, two sessions each evening. Luminight replaced Joondalup Festival in 2021 due to COVID-19 event restrictions. 		
International Exchange	<p>An international exchange with a performance group from China – which was programed to be a feature for the 2020 Joondalup Festival – was postponed, to be reviewed for the 2021 Joondalup Festival.</p>		●
Arts in Isolation	<p>A program to support custom-made online content by local artists for families, parents and adults to enjoy from the comfort of their own home. The artists were supported to create over 40 online resources including masterclasses, performances and workshops in writing, dance, theatre, singing, circus and visual arts. The program launched in May, with six videos released weekly.</p> <p>Outcome: over 100 people viewed the video series.</p> <p>For further information: https://www.youtube.com/user/cityofjoondalup/playlists</p>		●
Emerge Stronger Club Development Support Program	<p>A support program and tools for sporting clubs and groups including Club COVID-19 Checklists, self-assessment checklist, financial assessment support and a series of four online workshops.</p> <p>Outcome: over 70 people viewed the online workshops.</p> <p>For further information: https://www.youtube.com/playlist?list=PLB1xknk2iZxu9izt5fZT7hIIN1Zfj2ON5</p>		●
Libraries Click and Collect	<p>Click and Collect service to deliver contactless borrowing of books, music CDs and DVDs.</p> <p>For further information: https://www.joondalup.wa.gov.au/kb/resident/libraries-click-and-collect-service</p>	●	
Libraries eBooks and audiobooks	<p>Increase in library digital stock / subscriptions in line with increased demand for contactless services and entertainment.</p> <p>For further information: https://www.joondalup.wa.gov.au/kb/resident/ebook-services</p>	●	

KEY FOCUS AREA

Community health and wellbeing response

Initiative/Action	Description	Ongoing	Complete
Library Programs	<p>Children's and adult events programming delivered through online and other platforms.</p> <p>For further information: https://www.youtube.com/user/cityofjoondalup/playlists</p>	●	
	<p>A new partnership with Dymocks Joondalup supporting the Chapter One initiative which connects residents with a range of fascinating guest speakers and book launches from Australian and international authors online.</p> <p>For further information: https://www.joondalup.wa.gov.au/kb/resident/meet-the-author-online</p>	●	
School Connections	<p>The school connections program was brought online with the development of a virtual civic tour of the Council Chambers.</p> <p>For further information: https://www.youtube.com/watch?v=gzHHahi0m1o</p>		●
Youth Services	<ul style="list-style-type: none"> • During October – December 2020 there were 9 virtual youth programs delivered. <p>Programs delivered through online, social media and other platforms.</p> <ul style="list-style-type: none"> • Virtual Edge Outcome: 24 young people engage during April and May 2020. • Music Edge Outcome: Three young people each week engaged this service (maximum capacity). • Freestyle Edge Outcome: 46 young people engaged in the Facebook group. • Music Therapy Outcome: 74 people viewed the video series on YouTube. <p>For further information: http://www.y-lounge.com.au/edge/</p>		●
Leisure Centres	<p>An advanced online booking system to ensure adherence with government restrictions and manage numbers for group fitness and pool bookings.</p> <p>For further information: https://joondalup-leisure.com.au/</p>		●
	<p>Installation of counters throughout the centre to assist with monitoring numbers.</p>		●
	<p>Group fitness classes modified with some classes being conducted online.</p> <p>For further information: https://joondalup-leisure.com.au/fitness</p>		●
Ranger Services	<p>Support for WA police with targeted patrols monitoring social distancing.</p>		●
COVID-19 drive through clinic	<p>Implementation of a Western Diagnostics drive through COVID-19 clinic located at Neil Hawkins Park.</p> <p>Outcome: over 5,000 people have been tested since the clinic opened on 18 May 2020.</p>	●	

KEY FOCUS AREA

Support/Social response			Ongoing	Complete
Initiative/Action	Description			
Digital Helpline	<p>Helpline to assist the community when navigating the online world.</p> <p>Outcome: Over 70 incoming calls during May – April 2020 with the average call being approximately 45 minutes.</p> <p>Outcome: Over 3,000 outgoing calls to library members to see if they needed digital assistance.</p> <p>Libraries activities January – March 2021</p> <ul style="list-style-type: none"> • Digital Helpline: 9 calls • Reduced opening hours • Whitford Library re-opened on 30 November 2020 after closing for refurbishment (due to receiving funding for COVID capital works) <p>For further information: https://www.joondalup.wa.gov.au/kb/business/emerger-stronger-digital-helpline</p>			
Emerge Stronger – Support Services	<p>An online repository to connect the community with providers that may be able to help during the challenges presented by COVID-19 including links to services such as mental health, domestic violence, financial assistance, food or emergency supplies, accommodation, social support, health, relationships and more.</p> <p>For further information: https://www.joondalup.wa.gov.au/category/covid</p>			
Emerge Stronger – Volunteering	<p>A program delivered in conjunction with Volunteering WA to connect the community to meaningful volunteer opportunities with local groups.</p> <p>For further information: https://www.joondalup.wa.gov.au/kb/business/emerger-stronger-volunteering</p>			
Mayoral Virtual Round Table	<p>Virtual Round table with Mayor Albert Jacob, and the Mayor of adjoining local government City of Wanneroo which served as a check-in and an offer of support from the local governments to the service providers, groups and networks represented.</p>			
Local History COVID-19 collection	<p>Collection of historical material concerning COVID-19 that is relevant to the community.</p> <p>For further information: https://www.joondalup.wa.gov.au/kb/business/joondalup-library-local-history</p>			
Community Transport Program	<p>Community transport service suspended, with all clients contacted regularly by phone to check on their wellbeing and stay in touch.</p> <p>For further information: https://www.joondalup.wa.gov.au/kb/business/revision-revision-revision-community-transport-program</p>			

KEY FOCUS AREA

Financial commitments			
Initiative/Action	Description	Ongoing	Complete
Rates	<p>\$5.2 million in rate relief delivered.</p> <p>Outcome: 95% of ratepayers paying the same or less than 2019/2021.</p>		●
Fees and Charges	<p>All fees and charges held at 2019-2020 levels (except for where there is a statutory requirement).</p> <p>For further information: https://www.joondalup.wa.gov.au/category/city-administration</p>		●
Payment Plans	<p>For ratepayers unable to pay rates in full or in-line with the City's instalment plans offered, a special payment arrangement was determined.</p> <p>For further information: https://www.joondalup.wa.gov.au/kb/business/payment-options</p>		●
Interest	<p>Interest charges waived from 1 March – 30 June 2020.</p> <p>No interest applied to instalment payments for the 2019/2020 and 2020/2021 financial years.</p> <p>Late payment interest on outstanding rates reduced to 3%, along with a credit equivalent to the special payment arrangement fee to ratepayer accounts where the balance has been fully paid under a payment arrangement without any defaults.</p>		●
Credits	<p>Commercial improved property owners received a flat \$300.00 credit, while industrial improved and all vacant landowners (residential, commercial or improved) received a flat \$150.00 credit.</p> <p>For further information: https://www.joondalup.wa.gov.au/category/organisation-council</p>		●
Lease Holders	<p>Rent relief negotiated with tenants on a case by case basis to support small and local businesses.</p> <p>Outcome:</p> <ul style="list-style-type: none"> • Quarter 4 2019/2020 = \$48,300 in rent abatement provided to lessees (via write-offs for invoices already raised) • Quarters 1-2 2020/2021 = \$59,038 in rent abatement provided to lessees (via write-offs for invoices already received, and renegotiated leases) • Projected 2021/2022 = \$19,518 in rent abatement provided to lessees (via renegotiated leases) • The City had approval to spend up to \$250,000 in accelerated planned maintenance. The actual expenditure was follows: • Quarter 4 2019/2020 = \$189,165 across multiple facilities. 		●
Community Funding Program	<p>Program suspended in March 2020 with a review to occur following reduced COVID-19 restrictions.</p>	●	
Community Facilities	<p>Hirers of community venues (parks and community facilities) may make application for the City to consider facility hire fee waivers and subsidies.</p> <p>Outcome: 0 requests were received.</p>		●

Financial commitments

Initiative/Action	Description	Ongoing	Complete
Libraries Fines	<p>Libraries fines amnesty was implemented from 24 March – 1 August 2020.</p> <p>Outcome: over \$23,000 in estimated fines not charged.</p>		●
Leisure Centre Memberships	<p>All memberships suspended from the 23 March – 15 June. An additional option provided to members – for those who chose – to extend their suspension until 30 August 2020.</p> <p>Outcome: approximately 380 memberships suspended.</p> <p>Outcome: as at 31 December 2020, 4,091 memberships were active.</p> <p>During membership suspensions, when the number restrictions were small, a pay per class system was introduced.</p> <p>Outcome: 4,907 pool or fitness sessions were booked during 26 May to 14 June.</p> <p>All memberships suspended from 31 January - 5 February 2021.</p> <p>All members provided complimentary access to gym and pool facilities from 6 February – 13 February while restrictions in place. All memberships and programmes recommenced 14 February 2021.</p> <p>Outcome: as at 31 March 2021 4,183 memberships were active.</p>		●

KEY FOCUS AREA

Infrastructure commitments

Initiative/Action	Description	Ongoing	Complete																																																				
Capital Works Program	<p>\$6.3 million worth of capital works project brought forward – which includes \$1.4 million from the Local Roads and Community Infrastructure Program – to help stimulate the local economy during the COVID-19 recovery phase. This will be applied to the below type of works:</p> <p>A range of State Government commitments were made in March 2021 that the City is currently reviewing with government agencies.</p> <p>Outcome: City funding 77% of the accelerated projects. Federal government funding 23%.</p> <table border="1"> <thead> <tr> <th>Capital Works Program</th> <th>Ongoing</th> <th>Completed</th> <th>Budget</th> </tr> </thead> <tbody> <tr> <td>PDP Parks Development Program</td> <td>15</td> <td>2</td> <td>\$863,500</td> </tr> <tr> <td>FNM Foreshore & Natural Areas Management Program</td> <td>6</td> <td>2</td> <td>\$655,000</td> </tr> <tr> <td>PEP Parks Equipment Program</td> <td>11</td> <td>4</td> <td>\$660,500</td> </tr> <tr> <td>SSE Streetscape Enhancement Program</td> <td></td> <td>1</td> <td>\$400,000</td> </tr> <tr> <td>LTM Local Traffic Management Program</td> <td>1</td> <td></td> <td>\$78,000</td> </tr> <tr> <td>FPN New Path Program</td> <td>2</td> <td>2</td> <td>\$117,100</td> </tr> <tr> <td>FPR Path Replacement Program</td> <td>1</td> <td>10</td> <td>\$550,500</td> </tr> <tr> <td>SWD Stormwater Drainage Program</td> <td>2</td> <td></td> <td>\$159,000</td> </tr> <tr> <td>STL Lighting Program</td> <td>7</td> <td></td> <td>\$297,000</td> </tr> <tr> <td>RPR Road Preservation & Resurfacing Program</td> <td>8</td> <td>6</td> <td>\$1,847,000</td> </tr> <tr> <td>BCW Building Construction Works Program</td> <td>2</td> <td>1</td> <td>\$675,000</td> </tr> <tr> <td>Total</td> <td>55</td> <td>28</td> <td>\$6,302,600</td> </tr> </tbody> </table> <p>Outcome: City funding 77% of the accelerated projects. Federal government funding 23%.</p> <p>Outcome: Total estimated rise in Output of \$7.93 million in the City of Joondalup economy. Equivalent to 18 annual FTE jobs.</p> <p>Source: National Institute of Economic and Industry Research (NIEIR) ©2020. Compiled and presented in economy.id by .id, the population experts. https://home.id.com.au</p> <p>For further information: https://www.joondalup.wa.gov.au/kb/business/capital-works-program</p>	Capital Works Program	Ongoing	Completed	Budget	PDP Parks Development Program	15	2	\$863,500	FNM Foreshore & Natural Areas Management Program	6	2	\$655,000	PEP Parks Equipment Program	11	4	\$660,500	SSE Streetscape Enhancement Program		1	\$400,000	LTM Local Traffic Management Program	1		\$78,000	FPN New Path Program	2	2	\$117,100	FPR Path Replacement Program	1	10	\$550,500	SWD Stormwater Drainage Program	2		\$159,000	STL Lighting Program	7		\$297,000	RPR Road Preservation & Resurfacing Program	8	6	\$1,847,000	BCW Building Construction Works Program	2	1	\$675,000	Total	55	28	\$6,302,600		
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City Facility Maintenance Works	The City approved up to \$250,000 in accelerated building maintenance works.																																																						

KEY FOCUS AREA

Communications/engagement			
Initiative/Action	Description	Ongoing	Complete
Image and Brand	“Emerge Stronger” brand developed and utilised when promoting and communicating COVID-19 related messages, programs, services and initiatives.	●	
Website	COVID-19 alert introduced on the City’s homepage along with a dedicated COVID-19 section containing all relevant information in a central location. For further information: https://www.joondalup.wa.gov.au/category/covid	●	
Social Media	Use of City social media channels to ensure the community is up to date regarding regulations and changes to City programs, services and initiatives. Outcome: May - 419,212 viewed City paid and organic posts. Outcome: June - 472,594 viewed City paid and organic posts. Outcome: July - 655,088 viewed City paid and organic posts. Outcome: August - 144,300 viewed City paid and organic posts. Outcome: September - 350,324 viewed City paid and organic posts. Outcome: growth of over 2,000 followers on Facebook between May – September 2020. Outcome: October – 483, 371 viewed City paid and organic posts. Outcome: November – 351,343 viewed City paid and organic posts. Outcome: December – 269,647 viewed City paid and organic posts. Outcome: January – 766,064 viewed City paid and organic posts. Outcome: February – 267,151 viewed City paid and organic posts. Outcome: March – 556,473 viewed City paid and organic posts. All posts between October 2020 – March 2021 were business as usual activity and where events were promoted, a tag line of ‘iCovid Safe event’ were included.	●	
e-newsletters	City e-newsletters delivered on a regular basis, incorporating relevant COVID-19 information. <ul style="list-style-type: none"> Arts in Focus Online Outcome: five editions between 27 May – 30 September 2020, with over 3,600 subscribers per edition. Clubs in Focus Online Outcome: four editions between 27 May – 30 September 2020, with over 2,700 subscribers per edition. Environmental News and Events Outcome: four editions between 27 May – 30 September 2020, with over 2,500 subscribers per edition. Joondalup Business Online Outcome: five editions between 27 May – 30 September 2020, with over 10,000 subscribers per edition. Joondalup Leisure Online Outcome: five editions between 27 May – 30 September 2020, with over 15,000 subscribers per edition. 		

KEY FOCUS AREA

Communications/engagement

Initiative/Action	Description	Ongoing	Complete
e-newsletters	<ul style="list-style-type: none"> Joondalup Library Online Outcome: nine editions between 27 May – 30 September 2020, with over 47,000 subscribers per edition. Joondalup Public Notices Online Outcome: 18 editions between 27 May – 30 September 2020, with over 1,000 subscribers per edition. Joondalup Voice online Outcome: nine editions between 27 May – 30 September 2020, with over 3,500 subscribers per edition. School Connections Outcome: one edition between 27 May – 30 September 2020, with over 2,000 subscribers per edition. Y-Lounge Outcome: four editions between 27 May – 30 September 2020, with over 1,800 subscribers per edition. Arts in Focus Online Outcome: two editions between 1 October – 31 December 2020, with over 3,927 subscribers per edition. Clubs in Focus Online Outcome: one edition between 1 October – 31 December 2020, with over 2,927 subscribers per edition. Environmental News and Events Outcome: two editions between 1 October – 31 December 2020, with over 2,712 subscribers per edition. Joondalup Business Online Outcome: three editions between 1 October – 31 December 2020, with over 10,112 subscribers per edition. Joondalup Jobs Notices Online Outcome: nine editions between 1 October – 31 December 2020, with over 11,078 subscribers per edition. Joondalup Leisure Online Outcome: three editions between 1 October – 31 December 2020, with over 15,451 subscribers per edition. Joondalup Library Online Outcome: six editions between 1 October – 31 December 2020, with over 48,760 subscribers per edition. Joondalup Public Notices Online Outcome: eleven editions between 1 October – 31 December 2020, with over 1,203 subscribers per edition. subscribers per edition. Joondalup Voice online Outcome: six editions between 1 October – 31 December 2020, with over 3,745 subscribers per edition. 		

KEY FOCUS AREA

Communications/engagement

Initiative/Action	Description	Ongoing	Complete
e-newsletters cont	<ul style="list-style-type: none"> School Connections Outcome: one edition between 1 October – 31 December 2020, with over 2,279 subscribers per edition. Y-Lounge Outcome: three editions between 1 October – 31 December 2020, with over 1,854 subscribers per edition. Arts in Focus Outcome: three editions between 1 January – 31 March 2021, with over 3,900 subscribers per edition. Clubs in Focus Outcome: three editions between 1 January – 31 March 2021, with over 2,920 subscribers per edition. Environmental News and Events Outcome: four editions between 1 January – 31 March 2021, with over 2,712 subscribers per edition. Joondalup Business Online Outcome: four editions between 1 January – 31 March 2021, with over 10,112 subscribers per edition. Joondalup Jobs Notices Online Outcome: seven editions between 1 January – 31 March 2021, with over 11,078 subscribers per edition. Joondalup Leisure Online Outcome: three editions between 1 January – 31 March 2021, with over 15,400 subscribers per edition. Joondalup Library Online Outcome: eight editions between 1 January – 31 March 2021, with over 48,760 subscribers per edition. Joondalup Public Notices Online Outcome: four editions between 1 January – 31 March 2021, with over 1,203 subscribers per edition. Joondalup Voice Online Outcome: five editions between 1 January – 31 March 2021, with over 3,745 subscribers per edition. YLounge Online Outcome: four editions between 1 January – 31 March 2021, with over 1,203 subscribers per edition. School Connections Online Outcome: one editions between 1 January – 31 March 2021, with over 1,203 subscribers per edition. Other notices/alerts Outcome: three editions between 1 January – 31 March 2021, with over 1,203 subscribers per edition. <p>For further information: https://www.joondalup.wa.gov.au/kb/business/enews-signup</p>		

Communications/engagement

Initiative/Action	Description	Ongoing	Complete
Civic Events and Ceremonies	<ul style="list-style-type: none"> The Mayoral Prayer breakfast was broadcast and made available online for the first time, which spoke to the theme of Emerging Stronger and addressed the importance of resilience and building confidence and optimism, particularly in young people. Citizenship ceremonies were held in a modified COVID-safe format, enabling candidates to receive their Australian Citizenship while adhering to restrictions on gatherings. The City's Remembrance Day service was held in a COVID-safe format on 11 November 2020 and videoed for social media, enabling access for vulnerable community members who were not able to attend the event. 		●
Community Consultations	<p>Relevant community consultation projects delivered ensuring appropriateness of timing and delivery methodology.</p> <p>Outcome:</p> <p>July – September 2020 10 community consultations projects were undertaken in Q1. All were conducted Online through the City's website with the option for hard copy upon request.</p> <p>October – December 2020 7 community consultation projects were undertaken in Q2. COVID restrictions did not impact on consultations with activities were delivered as usual.</p> <p>January – March 2021 11 community consultations were undertaken in Q3. All consultations contained an Online component. Eight stakeholder sessions for the Strategic Community Plan were also conducted, adhering to physical distancing requirements. Two of these workshops were delayed due to February lockdown period and rescheduled in Q4.</p>		●
Strategic Community Reference Group	<p>Meetings and workshops were conducted through online platforms between May – June 2020.</p> <p>Outcome:</p> <p>July – September 2020 Two SCRG meetings were held on 30 July and 3 September 2020 to inform the development of the City's new Strategic Community Plan. Meetings were held in person, and members adhered to physical distancing requirements.</p> <p>October – December 2020 No SCRG meetings were held during Q2. Correspondence between members was conducted online via email and Microsoft Teams.</p> <p>January – March 2021 SCRG met on 29 March 2021 to discuss the development of an Integrated Transport Strategy. Meetings were held in person, and members adhered to physical distancing requirements.</p>		●



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