

# Information Guide

*Freedom of Information Act 1992*





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## Introduction

The *Freedom of Information Act 1992* (FOI Act) is designed to:

- enable the public to participate more effectively in governing the State; and
- make the persons and bodies that are responsible for State Government and local government more accountable to the public.

In furthering these objectives, the FOI Act requires respondent agencies to publish an annual Information Statement. This guide to the City of Joondalup (the City) serves as that statement and as a reference to the City's functions, responsibilities and information.

All information is current as of January 2023.

This guide details:

- the structure and function of the City;
- ways in which the public can participate in the City's decision-making processes; and
- how the public can gain access to City documents.

Copies of this document may be obtained from Records Services, City of Joondalup, Boas Avenue, Joondalup or from the City's website at [joondalup.wa.gov.au](http://joondalup.wa.gov.au)

Enquiries may be made to the Freedom of Information Coordinator on **9400 4586**, Monday-Friday from 8.30am-5.00pm.

**James Pearson**  
Chief Executive Officer

## Legislative requirements

The principal legislation governing the operation of Western Australian local governments is the *Local Government Act 1995*. In carrying out its functions, a local government is to use its best endeavours to meet the needs of current and future generations through integration of environmental protection, social advancement and economic prosperity.

The City is also responsible to administer a number of state and commonwealth Acts and regulations. Some significant pieces of legislation include, but not limited to, the following:

- *Aboriginal Heritage Act 1972*
- *Age Discrimination Act 2004* (Cwlth)
- *Agriculture and Related Resources Protection Act 1976*
- *Animal Welfare Act 2002*
- *Aquatic Resources Management Act 2016*
- *Auditor General Act 2006*
- *Australian Human Rights Commission Act 1986* (Cwlth)
- *Biodiversity Conservation Act 2016*
- *Building Act 2011*
- *Building and Construction Industry Training Fund and Levy Collection Act 1990*
- *Building Service (Complaint Resolution and Administration) Act 2011*
- *Building Services (Registration) Act 2011*
- *Building Services Levy Act 2011*
- *Bush Fires Act 1954*
- *Caravan Parks and Camping Grounds Act 1995*
- *Cat Act 2011*
- *Charitable Collections Act 1946*
- *Commercial Tenancy (Retail Shops) Agreements Act 1985*
- *Conservation and Land Management Act 1984*
- *Contaminated Sites Act 2003*
- *Control of Vehicles (Off-road Areas) Act 1978*
- *Corruption, Crime and Misconduct Act 2003*
- *Criminal Code 1913*
- *Defamation Act 2005*
- *Disability Discrimination Act 1992* (Cwlth)
- *Disability Services Act 1993*
- *Dividing Fences Act 1961*
- *Dog Act 1976*
- *Electoral Act 1907*
- *Electronic Transactions Act 2011*
- *Environmental Protection Act 1986*
- *Emergency Management Act 2005*
- *Emergency Services Levy Act 2002*
- *Equal Opportunity Act 1984*
- *Evidence Act 1906*
- *Food Act 2008*
- *Fines, Penalties and Infringement Notices Enforcement Act 1994*
- *Freedom of Information Act 1992*

- *Graffiti Vandalism Act 2016*
- *Health Act 1911*
- *Health (Miscellaneous Provisions) Act 1911*
- *Heritage Act 2018*
- *Human Rights and Equal Opportunity Commission Act 1986 (Cwlth)*
- *Human Rights (Sexual Conduct) Act 1994 (Cwlth)*
- *Industrial Relations Act 1979*
- *Interpretation Act 1984*
- *Land Administration Act 1997*
- *Legal Deposit Act 2012*
- *Library Board of Western Australia Act 1951*
- *Limitation Act 2005*
- *Liquor Control Act 1988*
- *Local Government Industry Award 2010*
- *Local Government (Miscellaneous Provisions) Act 1960*
- *Local Government Grants Act 1978*
- *Main Roads Act 1930*
- *Mental Health Act 2014*
- *Minimum Conditions of Employment Act 1993*
- *National Redress Scheme for Institutional Child Sexual Abuse (Commonwealth Powers) Act 2018*
- *Oaths, Affidavits and Statutory Declarations Act 2005*
- *Parliamentary Commissioner Act 1971*
- *Planning and Development Act 2005*
- *Public Health Act 2016*
- *Public Interest Disclosure Act 2003*
- *Public Works Act 1902*
- *Racial Discrimination Act 1975 (Cwlth)*
- *Rates and Charges (Rebates and Deferments) Act 1992*
- *SPP7.3 Residential Design Codes Volume 1 and Volume 2 (Apartments)*
- *Residential Tenancies Act 1987*
- *Retail Trading Hours Act 1987*
- *Road Traffic Act 1974*
- *Road Traffic Code 2000*
- *Salaries and Allowances Act 1975*
- *Sex Discrimination Act 1984 (Cwlth)*
- *State Administrative Tribunal Act 2004*
- *State Records Act 2000*
- *State Records (Consequential Provisions) Act 2000*
- *State Records Principles and Standards 2016*
- *Statistics Act 1907*
- *Strata Titles Act 1985*
- *Superannuation Act 2005 (Cwlth)*
- *Transfer of Land Act 1893*
- *Valuation of Land Act 1978*
- *Waste Avoidance and Resource Recovery Act 2007*
- *Work Health and Safety Act 2020*
- *Workers Compensation and Injury Management Act 1981*
- *Working with Children (Criminal Record Checking) Act 2004*

Local governments also operate within a framework of delegated legislation, including orders and proclamations made by the Governor, by-laws, regulations and ordinances made by other statutory authorities.

The *Local Government Act 1995* also gives local governments the power to make local laws, which are generally used to establish and maintain the quality of life and amenity in keeping with community expectations. The City's local laws are available on the City's website at [joondalup.wa.gov.au](http://joondalup.wa.gov.au), or alternatively are available for viewing at all City of Joondalup public libraries and the Customer Service Counter within the City's Administration building.



## Profile of the City

The City has its origins in the Wanneroo Road Board, created in 1902. Seven members founded the Board, which represented 250 people in the district at the time. The Board became the Shire of Wanneroo in July 1961, and later became the City of Wanneroo in October 1985. In July 1998, the City of Wanneroo was divided into the City of Joondalup and the City of Wanneroo. The City credits much of its development to Australians of diverse cultural and linguistic backgrounds, from the flourishing market garden industry of migrant communities in the early part of the century, to the new migrants of today.

Today, the City of Joondalup is the regional centre of one of Australia's fastest growing areas within the north west metropolitan region of Perth, with its southern boundary located 15 kilometres north of Perth and a total land area of 99 square kilometres. With a total budget expenditure of \$219 million, it is a planned commercial and residential centre with its economy driven largely by retail, education and training, health care and social assistance.

Across its 22 suburbs, Joondalup has a population of over 165,000 residents, 63,938 rateable properties generating \$105 million in general rate revenue and over 12,000 local businesses. A major objective is to increase employment in the City Centre and facilitate opportunities for residents to work closer to where they live.

The City is home to a number of tertiary education institutions and a growing health sector that services the broader north-west region. The Joondalup Learning Precinct incorporates a leading university with world-class research facilities, a premier large training provider, and the Western Australian Police Academy. These provide an important link to a highly skilled and productive local labour force and provide an excellent opportunity for industry research collaboration.

As a progressive city with a focus on innovation and technology, strong employment and commercial investment, Joondalup has been designated as an Innovation Hub (WA AustCyber Innovation Hub) and continues to attract cyber security industries. Joondalup is transitioning from an economy supported by population growth to one driven by business investment and innovation.

The City has 17 kilometres of pristine coastline to the west and the Yellagonga Regional Park to the east. It has more than 350 public open spaces, providing the community with many recreational opportunities, and over 500 hectares of natural bushland, managed by the City, which contain a range of unique flora and fauna.

Joondalup also has a thriving cultural scene and has gained a reputation for first class events and entertainment.

The City's current Strategic Community Plan *Joondalup 2032* has been developed following considerable input from community members, Elected Members and staff at the City.

*Joondalup 2032* is the long-term strategic planning document, which outlines the City's commitment to achieving the vision and aspirations of the community and regional stakeholders. It has a 10-year duration and is

subject to minor reviews every two years and a major review every four years.

The plan is structured according to five Key Themes, being Community, Environment, Place, Economy and Leadership. Each theme contains a goal and outcomes.

## Vision

The City's strategic direction is articulated through the following shared vision for the future.

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

The City in 2032 caters for every stage of life. People feel welcome here and have a clear sense of belonging. We live in high-quality housing in attractive neighbourhoods which have excellent transport linkages and connectivity. We are multi-generational and multicultural; a place where everyone feels connected and safe.

We celebrate and adopt technology and innovation. We are a hub for education and state-of-the-art health facilities. We are an active advocate for health and other community services. The City in 2032 is internationally connected. We are a global-facing city, with local amenity, and a powerful sense of community.

**A global City: bold, creative and prosperous.**

## Key Themes

### 1 – Community

#### 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.

#### 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.

### 2 – Environment

#### 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.

#### 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.

### 3 – Place

#### 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.

#### 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.

### 4 – Economy

#### 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.

#### 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.

## 5 – Leadership

### 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.

### 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.

## Values

### Primary Values

In alignment with the shared vision for the future, the City believes the following primary values should be inherent within any well-functioning and community-driven organisation:

- Transparent
- Accountable
- Honest
- Ethical
- Respectful
- Sustainable

### Professional Distinguishing Values

In order to drive strategic improvement and positioning as leaders in excellence, The City's 5-year *Corporate Business Plan* identifies the following distinguishing values to guide the direction and operations of the City into the future:

**Bold** – We will make courageous decisions for the benefit of the community and future generations.

**Ambitious** – We will lead with strength and conviction to achieve our vision for the City.

**Innovative** – We will learn and adapt to changing circumstances and adopt creative solutions.

**Enterprising** – We will undertake ventures that forge new directions for business and the local economy.

**Prosperous** – We will ensure our City benefits from a thriving economy built on local commercial success.

**Compassionate** – We will act with empathy and understanding of our community's needs and ambitions.

## Organisational Structure

The City of Joondalup is a body corporate, constituted under Section 2.5 of the *Local Government Act 1995*. Its general function is to provide for the 'good government of persons in its district'.

The City of Joondalup Council comprises of a Mayor and 12 Councillors representing six wards. The wards are North Ward, North-Central Ward, Central Ward, South Ward, South-East Ward and South West Ward. The Mayor is elected by the City's electors with two Councillors representing each ward. Both the Mayor and Councillors are elected for four year terms.

The City's operations are managed by the Chief Executive Officer, who is supported by an Executive Leadership Team. The Chief Executive Officer's role is to carry the ultimate responsibility for the efficient and effective utilisation of the City's resources in achieving the City's objectives and strategic direction. The Executive Leadership Team is made up of Directors, who are highly qualified professionals, managing more than 1,000 employees throughout the City and who assist the Chief Executive Officer in managing the City's operations and functions.

The City's structure of directorates containing a number of specialised Business Units is as follows:

**Office of the CEO** – Audit and Risk Services; Economic Development; Office of the CEO.

**Corporate Services** – Financial Services; Information Technology; Leisure and Cultural Services, City Projects.

**Infrastructure Services** – Infrastructure Management Services; Waste Management Services, Operation Services; Asset Management.

**Governance and Strategy** – Governance; Communications and Stakeholder Relations; Strategic and Organisational Development; Human Resources.

**Planning and Community Development** – Planning Services, Regulatory Services; Community Development and Library Services; Community Safety.





# CITY OF JOONDALUP – ORGANISATIONAL STRUCTURE

**CHIEF EXECUTIVE OFFICER** James Pearson



## CORPORATE SERVICES

Mat Humfrey

|   |   |   |
|---|---|---|
| FINANCIAL SERVICES<br>Roney Oomen           | LEISURE AND CULTURAL SERVICES<br>Mike Smith | INFORMATION TECHNOLOGY<br>David Murrain |
| FINANCIAL ACCOUNTING                        | RECREATION SERVICES                         | BUSINESS SYSTEMS                        |
| MANAGEMENT ACCOUNTING                       | CRAIGIE LEISURE CENTRE                      | NETWORK SERVICES                        |
| RATING SERVICES                             | CULTURAL SERVICES                           | SERVICE DESK                            |
| CONTRACT MANAGEMENT AND PURCHASING SERVICES | LEISURE PLANNING                            |   |
|   |   | CITY PROJECTS<br>Blighnaut Olivier      |

## GOVERNANCE AND STRATEGY

Jamie Parry

|  |                              |  |   |
|--|------------------------------|--|---|
| COMMUNICATIONS AND STAKEHOLDER RELATIONS<br>Simone Holmes-Cavanagh | GOVERNANCE<br>Kylie Bergmann | STRATEGIC AND ORGANISATIONAL DEVELOPMENT<br>Rebecca Maccario | HUMAN RESOURCES<br>Jackie Vernon (Acting)   |
| CORPORATE MARKETING  | GOVERNANCE SUPPORT           | GRANTS AND ADMINISTRATION                                    | EMPLOYEE RELATIONS RECRUITMENT AND INDUCTION LEARNING AND DEVELOPMENT (HR CONSULTING) |
| MEDIA ADVISORY SERVICE   | RECORDS SERVICES             | ENVIRONMENTAL DEVELOPMENT                                    | SAFETY AND RISK MANAGEMENT  |
| CUSTOMER CARE  | ELECTED MEMBER SUPPORT       | POLICY PLANNING AND RESEARCH                                 | PAYROLL SERVICES (HR SYSTEMS)   |
| CIVIC EVENTS   |                              | ORGANISATIONAL DEVELOPMENT                                   |   |
| INTERNAL COMMUNICATIONS  |                              |  |   |

## INFRASTRUCTURE SERVICES

Nico Claassen

|                                      |                                     |  |                           |
|--------------------------------------|-------------------------------------|--|---------------------------|
| ASSET MANAGEMENT<br>Sheree Edmondson | ENGINEERING SERVICES<br>Vacant      | PARKS AND NATURAL ENVIRONMENT<br>Michael Hamling | WASTE SERVICES<br>Vacant  |
| CAPITAL WORKS PROGRAMMING            | CIVIL PROJECTS, MANAGEMENT SERVICES | PARKS OPERATIONS                                 | WASTE MANAGEMENT SERVICES |
| PROPERTY MANAGEMENT                  | TRAFFIC ENGINEERING                 | LANDSCAPING AND CONSERVATION SERVICES            |                           |
| BUILDING MANAGEMENT                  | ENGINEERING OPERATIONS              | FLEET MANAGEMENT                                 |                           |
| BUILDING CAPITAL WORKS               |                                     |  |                           |

## PLANNING AND COMMUNITY DEVELOPMENT

Chris Leigh

|                                    |  |                                      |  |
|------------------------------------|--|--------------------------------------|--|
| COMMUNITY SAFETY<br>Karen Thompson | REGULATORY SERVICES<br>Joe Hussey                          | PLANNING SERVICES<br>Cathrine Temple | COMMUNITY DEVELOPMENT AND LIBRARY SERVICES<br>Shane Fraser |
| FIELD SERVICES                     | BUILDING SERVICES  | PLANNING APPROVALS                   | LIBRARY SERVICES   |
| ANIMAL MANAGEMENT                  | COMPLIANCE SERVICES (including Swimming Pools)             | URBAN DESIGN AND POLICY              | LIBRARY OPERATIONS   |
| CCTV                               | HEALTH AND ENVIRONMENTAL SERVICES (including Immunisation) |                                      | COMMUNITY SERVICES   |
| PARKING CONTRACTS                  |  |                                      | YOUTH SERVICES   |
| GRAFFITI                           |  |                                      |  |
| PUBLIC SAFETY                      |  |                                      |  |

|  |   |                                |                       |                   |                       |
|--|---|--------------------------------|-----------------------|-------------------|-----------------------|
| AUDIT, RISK AND EXECUTIVE SERVICES<br>Christine Robinson | RISK MANAGEMENT AND BUSINESS CONTINUITY | INTEGRITY AND CONDUCT CONTROLS | LEGAL SERVICES        | EXECUTIVE SUPPORT | INTERNAL AUDIT        |
| ECONOMIC DEVELOPMENT AND ADVOCACY<br>Luke Willcock       | STAKEHOLDER LAISON                      | BUSINESS SUPPORT               | INVESTMENT ATTRACTION | DESTINATION CITY  | DIGITAL CITY          |
|  |   |                                |                       | GLOBAL CITY       | ADVOCACY COORDINATION |

## How decisions affect the community

The decisions of the City impact on the everyday life of its residents in many ways, due to the wide-ranging responsibilities and activities placed on local governments. The provision of roads and footpaths, drainage, parks, recreation and leisure facilities, libraries, welfare services, refuse collection and disposal facilities, cultural services, and environmental health control activities are all matters requiring decisions by Council at various levels of consideration.

The most far-reaching effect the City has on the public is its control over planning matters. It has responsibility to oversee protection of the City's natural environment and heritage, while maintaining pace with a fast rate of urban development.

Whilst responsibility for some development decisions has been delegated to City employees (detailed in the annual Register of Delegated Authority), Council determines applications and prescribes standards for subdivision and development throughout the City. Council is also required under the *Planning and Development Act 2005* to initially determine applications for the rezoning of land (such as town planning schemes and regional scheme amendments). Land and property usage is also often subject to a Council decision, for example, the operation of home businesses.

Council decisions also aim to ensure that buildings within the City are constructed to the required standard. The design, construction and maintenance of City owned buildings provide the City's customers with quality facilities in the most efficient and economical way.

The City has also developed a range of plans that guide and direct its actions into the future. Copies of these plans are available from the City's Administration Centre or on the City's website at [joondalup.wa.gov.au](http://joondalup.wa.gov.au)

Many of the issues that require a Council decision are subject to policy statements aimed at providing consistency in determinations, as well as indicating to the public the Council's position on a particular matter. A list of the City's policies is available on the City's website or can be viewed at any City library.

## Public participation in decision-making

The numerous activities and services that local governments provide, impact their communities at various levels, and consequently public participation in the decision-making process is an important part in providing good governance. An effective decision-making process increases the likelihood that the decisions themselves will be in the best interest of the community. Decisions are made by the Council and where appropriate decisions have been delegated to the Chief Executive Officer and designated employees in the administration.

Where the Council is required to make decisions, it does so through regular Council meetings. In some cases, the Council has established Committees to assist with its decision-making responsibilities. The Council is also represented on various statutory and non-statutory Boards and Committees. Details on committees, members and terms of reference are available on the City's website.

### Meetings

The Council meets on a four-weekly cycle from February to December. Generally, the cycle commences with a Strategy Session (in week 1), followed by a Briefing Session (in week 2) and concludes with an Ordinary Meeting of Council in week 4.

Strategy Sessions are closed to the public and all agendas and supporting material is confidential. The purpose of Strategy Sessions is to ensure Elected Members are informed on projects/matters in their early planning stages, and for the administration to receive Elected Member feedback, in respect to the presentation.

The Briefing Session and Ordinary Meeting of Council are open to the public, which encourages participation in the decision-making process. Briefing Sessions and Ordinary Meetings of Council commence at 6.30pm. Both meetings are held in Council Chambers at Joondalup Civic Centre, 102 Boas Avenue, Joondalup.

In order to assist members of the public to participate, and to enhance relationships with its community, the Council allows for public questions to be asked and public statements to be made at Council Meetings and Briefing Sessions. Council provides members of the public with the opportunity to present deputations at Briefing Sessions relating to an item on the agenda.

The City's Meeting Procedures which govern the conduct of public question time and public statement time and provide a fair and equitable opportunity for all members of the public to address questions and statements to the Council.

Residents and/or ratepayers of the City are requested to lodge questions in writing for Briefing Sessions and Council Meetings by 9.00am on the Monday prior to the scheduled meeting.

The City will accept a maximum of five written questions per elector of the City. Two verbal questions will be permitted to be asked from members of the public in attendance at either the Briefing Session or Council Meeting.

Questions to the Briefing Session must relate to an item listed on the Briefing Session agenda, whereas questions to the Council Meeting can relate to any matter affecting the operations of the City.

Written questions should be marked to the attention of the Chief Executive Officer and forwarded via; fax to **9300 1383**, by post to PO Box 21 Joondalup WA 6919, hand delivered to the Administration Centre or emailed to **council.questions@joondalup.wa.gov.au**

Public Statement Time is conducted at both Briefing Sessions and Council Meetings and is limited to two minutes per member of the public. Public Statements at Briefing Session must relate to an item listed on the Briefing Session agenda.

Prior to the agenda of a Briefing Session being discussed by Elected Members, people or groups who are affected by an item that is listed on the agenda can make a deputation. A maximum time of one hour will be set aside for all deputations, with up to 15 minutes for each deputation, with time for Elected Members' to ask questions. Deputations shall not exceed five persons in number and only three of those persons shall address the Elected Members and respond to questions raised.

Further participation in the decision-making process is also available through the submission of petitions, correspondence or direct contact with Elected Members via phone, email or by appointment. Elected Members' details are available on the City's website.

Proceedings of the Briefing Session and Council Meeting shall be electronically recorded and a live broadcast available to members of the public, with the relevant link available on the City's website, except for matters of a confidential nature. The guide in determining those matters of a confidential nature shall be in accordance with the *Local Government Act 1995*.

## Community consultation and participation

The City regularly consults with the community on a range of matters likely to have an impact on, or be of interest to, community members. The Council has adopted a *Community Consultation Policy* to guide the City's activities when engaging in consultation processes.

Methods of consultation could include questionnaires, meetings, focus groups, interviews, forums or workshops, amongst others. Where possible, the outcomes of community consultation activities are published on the City's website.

## Library Facilities

City libraries are open to all members of the public and library memberships are available. Membership is free, with children under the age of 18 needing a parent's/guardian's signature to become a member.

### Library locations

#### Duncraig Library

Cnr Warwick Road and Marmion Avenue, Duncraig  
Telephone: **9447 9533**

#### Joondalup Library

Boas Avenue, Joondalup  
Telephone: **6400 4707**

#### Whitfords Library

Cnr Banks Avenue and Marmion Avenue, Hillarys  
Telephone: **9401 8222**

#### Woodvale Library

Trappers Drive, Woodvale  
Telephone: **9400 4180**



## Computer Systems

The City holds a variety of information within its computer systems. A Freedom of Information application may require access to information in one or all of these systems.

- **Ascertain** – training course booking system for employees.
- **Attain Gift Register**
- **Aurion System** – payroll and human resource software.
- **Brolly Software** – used to capture all social media feeds/posts.
- **Business Directory** – self managed directory of business in Joondalup hosted by the City on Microsoft Dynamics/Power Apps platform.
- **Cognology** – HR onboarding system.
- **Community Information Database** – contains details of local community groups, organisations and government services provided in the local area that may be helpful to members of the public. The system uses an externally hosted web-based application called LINCOS. The data is accessible from the internet. The LINCOS system is used by many local governments.
- **Drawreg** – register of the City's engineering drawings.
- **EventEspresso** – online Event Register and Event Booking System.
- **ICON** – online Building, Planning and Health Application Lodgement System.
- **IMS Facility Booking** – facility booking system.
- **Intramaps/Intermaps** – online mapping system.
- **JSDB** – replaced ACT in 2020. Key Contacts Management System/Joondalup Stakeholder database.
- **LINKS** – Leisure Centre Membership Management System.
- **Local Studies History database** – includes several collections of ephemera, oral history, newspaper clippings, cartoons, videos, display material and photographs. General information retained can be accessed via keyword, subject, title, date etc, containing approximately 51000 entries. Local Studies also has a smaller Local Government Correspondence 1930-1973 database, researched and entered by a volunteer of the library.
- **Microfocus Content Manager** (aka HPE Records Manager, aka TRIM) – Electronic Document Records Management System – contains records, attributes (details), images of correspondence and corporate documents.
- **Microsoft Exchange server** – email system.
- **Microsoft Office 365** – OneDrive and SharePoint off-premises (extension of corporate intranet).
- **Microsoft SharePoint portal** – corporate intranet (on-premises).
- **EnvHlth database** – information is not entered into these databases anymore and they are used for research only for health complaints and inspections before the establishment of Proclaim Property and Rating System.
- **PINFORCE** – Infringement Management System.
- **PPIBS** – Project Planning and Proposal System – management of projects from submission for budget approval, through to project management and reporting. This includes small business unit internal projects through to large cross organisational corporate projects. This database is no longer in active use and contains historical information only.
- **Promaster Key Manager** – re-keying of City owned buildings.
- **Promapp** – process maps and process related documentation.
- **Security Watch service requests** – no longer active and now used only for research using records predating the establishment of Proclaim Property and Rating System.
- **SPYDUS** – Library Management System – contains all books and patron details.
- **SPYDUS Accounts Database** – Library Management System – includes overdue items not returned and payment for lost/damaged books.
- **SWIMDesk** – extension of Leisure Centre Management System.
- **Technology One Finance One** – contains all the City's financial records.
- **Technology One Property and Rating System** – includes property, animal, rates, receipting, customer requests and complaints and electoral roll information.
- **Technology One Works and Assets** – work management system used to manage the light vehicle fleet and capital works projects
- **Winvaccs** – Immunisation Management System – coordinates the completion of scheduled immunisations.
- **Wordpress CMS** – Content Management System for the public website.



## Information held

The following lists the type of information held by the respective Directorates:

### Office of the CEO

- Common Seal Register Economic Development Strategy – Expanding Horizons
- Economic Profile
- *Joondalup: A Region on the Rise*
- Joondalup Digital Strategy
- *Destination Joondalup 2021-2026*

### Corporate Services

- Animal Pound Register
- Art Collection Inventory Asset Details
- Banking Information
- Cat Registrations
- CCTV Image Register
- Contract and Tender Details
- Creditors Records
- Current Leisure Centres Membership Records
- Debtors Records
- Dog Registrations
- Electoral Records
- Facility Booking Records
- General Financial Records
- Graffiti Incident Register
- Infringements Register
- Grants Register
- Insurance Records
- Legal Action Information
- Leisure Activities program information
- Leisure Centre Patron Details (held at the centre concerned)
- Private Property Parking Agreement Register
- Rates Incentive Scheme Information
- Rates Records
- Signs Impound Register
- Sporting Clubs Database
- Trust and Municipal Fund Details
- Valuation Advice
- Vehicle Impound Register

### Governance and Strategy

- Citizenship Records
- Civic Functions Details
- Codes of Conduct
- Council Committee Agendas and Minutes (City of Wanneroo from 1980 to June 1998 and City of Joondalup from July 1998)
- Council Agendas and Minutes (City of Wanneroo from 1980 to June 1998 and City of Joondalup from July 1998)
- Correspondence – inwards and outwards

- Customer Service Charter
- Delegation of Authority Manual
- Employee Personal Files
- Electoral Gifts Register
- Gift Registers
- Media Releases/speeches
- Minute Books
- Payroll Records
- Policies
- Protocols
- Local Laws
- Declarations of Interest Register
- Primary and Annual Returns Register
- Strategic Community Plan and other Corporate Plans
- Training Records
- Training Videos and Publications
- Workers Compensation and Rehabilitation Records
- Local Planning Scheme Documents
- Local Studies History Records
- Mapping Information
- Pool Licensing Process Site Inspection Assessment Sheets
- Private Property Parking Agreement Register
- Service Provider Information
- Signs Impound Register
- Statistical Data
- Subdivision Plans
- Town Planning Studies
- Vehicle Impound Register

### Infrastructure Services

- Material Testing Records/Data
- Bore and Pump Licence Details for Parks/Reserves
- Construction Files
- Consultants' Reports (when initiated by Business Unit)
- Council Operated Buildings Maintenance Records (when initiated by Business Unit)
- Diversion from landfill Statistics
- Independent Arboriculture/Tree Assessments
- Independent Playground Operational Audits
- Rainfall data
- Roads Design Plans
- Subdivision and Drainage Plans
- Traffic Surveys

### Planning and Community Development

- Access and Inclusion Plan
- Account Records
- Animal Pound Register
- Building Licences with associated plans and documentation
- Cat Registrations
- CCTV Image Register
- Client Information
- Community Information Database
- Community Organisation Records
- Corporate records, including but not limited to development approvals, subdivision approvals, town planning scheme amendments, grant applications
- Immunisation Records
- Current Membership Records (Library Memberships)
- Dog Registrations
- General Service Information
- Graffiti Incident Register
- Infringements Register
- Legal Action Information

## How to access documents held by the City

Documents that are readily available, either for sale or free of charge can be obtained/viewed via the City's website or the relevant City Business Unit. Telephone enquiries should be made to the Business Unit or employee identified in this Guide on **9400 4000**. Information readily available is for inspection only unless otherwise stated.

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

The following documents are available for viewing on the City's website.

- 20 Year Strategic Financial Plan 2018/19 – 2037/38
- Access and Inclusion Plan 2021-22 – 2023-24
- Annual Financial Budgets (Current and Previous Years)
- Annual Financial Reports (Current and Previous Years)
- Annual Reports
- Bike Plan 2016-2021
- Building and Development application forms
- Burns Beach Masterplan
- City News editions
- City of Joondalup Partnership Program - Summer Events
- City Water Plan 2016-2021
- Climate Change Strategy 2014-2019
- Coastal Foreshore Management Plan 2014-2024
- Code of Conduct for Employees
- Code of Conduct for Council Members, Committee Members and Candidates
- Committee Agendas from 2002 (for committees open to the public)
- Committee Minutes from 2002
- Community Garden Guidelines
- Corporate Business Plan 2022– 2026
- Corporate Business Plan quarterly reports
- Council Agendas and Minutes from 1991
- Craigie Bushland Management Plan
- Crossover Guidelines June 2019
- Cultural Plan
- Customer Service Charter
- Destination Joondalup 2021-2026
- Economic Development Strategy – Expanding Horizons
- Economic Profile
- Elected Member Register of fees, expenses and allowances
- Elected Member Training and Development Schedule
- Electoral Gifts Register
- Electors Meeting Agendas and Minutes from 1991
- Environmental Education Brochures (various)
- Environment Plan 2014-2019
- Equal Employment Opportunity Statement
- Expanding Horizons Economic Development Strategy
- Financial Interests Register
- Five Year Capital Works Program
- Freedom of Information Guide
- Friends Group Manual
- Governance Framework
- Gifts Registers
- Guide to Becoming a City of Joondalup Elected Member
- *Hepburn Heights Conservation Area Management Plan 2015*
- *Hillarys Boat Harbour Management Plan*
- *Hillarys-Kallaroo Coastal Foreshore Management Plan*
- Joondalup: A Region on the Rise
- *Joondalup Activity Centre Plan*
- Joondalup Digital City Strategy
- *Joondalup 2032 Strategic Community Plan 2022-2032*
- Joondalup 2032 Summary
- *Landscape Master Plan 2009-2019*
- *Lilburne Park Management Plan*
- Live Council Meeting audio feed
- Local Commercial Strategy
- Local Development Plans
- Local Emergency Management Arrangements
- Local History – Includes photographs, oral history, local newspaper articles, motion pictures, display materials and information relevant to the City of Joondalup and regional area (digital or print format)
- Local Housing Strategy
- Local Laws
- *Local Planning Scheme*
- Local Planning Strategy
- *Marmion Coastal Foreshore Reserve Management Plan 2014-2019*
- Nyungar to Noongar and Fourth Edition 2020
- Media Releases
- Membership Details (Library and Leisure Centres)
- *Mullaloo Foreshore Reserve Management Plan*
- *Ocean Reef Foreshore Reserve Management Plan*
- Parking Permit Area Maps
- *Pesticide Use Notification Plan* and Application Form
- *Plants and People in Mooro Country* (Fourth Ed. 2020)
- Policies (Council and Local Planning)
- Procedures for Electors Meetings
- Procedures for Strategy Sessions, Briefing Sessions, Council / Committee Meetings and Electronic Meetings
- Property Management Framework
- Protecting our Natural Areas and Parks
- Public Event Application Information Package
- *Regional Homelessness Plan 2022/23 – 2025/26*
- Register of Delegation of Authority
- Register of Minor Breach Complaints
- Register of Behavioural Breach Findings
- Register of Primary and Annual Reports



- Residential Concrete Crossover Standard Drawings
  - *Road Safety Action Plan 2016-2020*
  - Schedule of Fees and Charges
  - *Shepherds Bush Management Plan*
  - Short Guide to Employee Benefits
  - Significant Tree Register
  - *Sorrento Coastal Foreshore Reserve Management Plan 2015-2020*
  - Sponsorship, Contributions and Donations Program
  - *Stormwater Management Plan*
  - Street Verge Guidelines 2021
  - Structure Plans
  - Technical Specifications – Commercial and Industrial Crossovers
  - Think Green Living Guide
  - *Towards Zero – Road Safety Action Plan 2016 -2020*
  - Travel Maps for Cycling and Public Transport
  - Tree Management Guidelines 2019
  - *Warwick Open Space Bushland Management Plan*
  - Waste Guide 2022/23
  - *Waste Management Plan 2016–2021*
  - Ward Map
  - *Weed Management Plan*
  - *Yellagonga Integrated Catchment Management Plan 2021-2026*
  - *Yellagonga Regional Park Management Plan 2003-2013*
  - Your Street Verge Guidelines (Street Verge Guidelines)
- Various brochures, FAQ's, Information guides and checklists.

### Available at [joondalup-leisure.com.au](http://joondalup-leisure.com.au)

- Locations and opening hours
- Membership Details (options and pricing)
- Pamphlets/leaflets/information sheets
- Program and service information
- Customer feedback
- Virtual tour and facility information
- MyFit login for member's services
- Pricing

### Available in hard copy for inspection

The following documents are available for public inspection by contacting the identified Business Unit or employee. A fee may be applicable should a copy of the document be required/permitted.

#### Corporate Services

To access the following, contact the Certifying Officer:

- Payment Vouchers

To access the following, contact the Senior Management Accountant or Funds Management Officer:

- Investment Register
- Fringe Benefit Tax Detailed Schedules
- Grants Register

To access the following, contact the Financial Services Administration and Control Officer:

- Annual Insurance Premium Details
- Bank Guarantee Held
- Bank Reconciliations
- Insurance Coverage

To access the following, contact the Senior Financial Accountant or the Financial Accountant:

- Bank Statements
- Municipal Fund Voucher
- Trust Fund Voucher
- Fixed Asset Register
- Payments to Creditors
- General Debtors Accounts (current year and previous two years)

To access the following, contact the Coordinator Rating Services:

- Rate and Valuation Records
- Rates Debtors
- Rates Receipts

To access the following, contact the Coordinator Contract Administration and Purchasing Services:

- Tender Register

To access the following, contact the respective Club Development or Community Facilities Officer:

- Sport and Recreation Grant and Funding history
- Park and Community Facility Booking History

To access the following, contact Customer Service and Administration Officer Cultural Services.

- Cultural Services publications including Expression of Interest documents, Frequently Asked Questions, Ticketing Terms and Conditions, Policies and online forms.

#### Governance and Strategy

To access the following, contact the Manager Governance:

- Electoral Rolls

To access the following, contact the Governance Coordinator:

- Council Minute Books
- Financial Interest Register (pre 2018)

#### Infrastructure Services

To access the following, contact Operation Services:

- Action Management Plans (site specific)
- Approved Plant Material (information booklet)
- Bore and Pump Licence Details for Parks/Reserves
- Caltrop Register
- Chemical Application Reports
- Independent Arboriculture / Tree Assessments (initiated by the business unit)
- Independent Playground Operational Audits
- Pedestrian Accessway Maintenance Register
- Pesticide Exclusion Register
- Pesticide Notification Register

- Planned Weedspray Notification Summary Reports
- Rainbow Bee-Eater Nesting Location Register
- Service Levels and Maintenance Schedules

To access the following, contact Infrastructure Management Services:

- A to Z of Waste Management
- Crossover Guidelines (including drawings)
- Vehicle Crossover Application form

To access the following, contact Asset Management

- Building condition audit requests per building
- Public building evacuation plans

### Planning and Community Development

To access the following, contact the Manager Community Development and Library Services:

- Stock Records of Current Books

To access the following, contact the Administration Officer, Environmental Health:

- Immunisation pamphlets
- Immunisation Records, available to owners
- Plans – septic tank and effluent disposal systems

To access the following, contact the Community Safety Team:

- Cat ownership brochure
- Cat registration forms
- City Centre Parking maps
- City Rangers' brochure
- Dog ownership brochure
- Dog registration forms
- Fire Prevention brochure
- Graffiti removal brochure
- School parking brochure

These documents may be inspected at the Customer Service Counter within the City's Administration building:

- Aerial Photographs (viewing only)
- Building and Development application forms (also available on website)
- Pamphlets/leaflets/information sheets (also available on website)
- Cadastral Mapping Information

### Fees applicable

These documents may be purchased (where applicable) at the Customer Service Counter within the City's Administration Building:

- House Plans – owners may purchase copies of their own plans – residential (\$64.90) / commercial (\$91.60 set of plans – site plan, floor plan and elevations, then \$46.70 for each subsequent copy)
- Plans and Maps – vary from \$8.30 to \$72.20
- General Publications – vary from \$12.10 to \$54.10

### Freedom of Information (FOI) applications

If documents are not readily available, you can apply for access under the FOI Act. Requests should be:

- made in writing (application form available if required);
- give enough information so that the documents requested can be identified (such as property address, subject matter, date range etc.);
- give an Australian postal address to which notices can be sent and contact details (such as telephone number and email address); and
- be lodged with the City, including the application fee of \$30.00 (for non-personal information).

Application and enquires should be addressed to the FOI Coordinator with the appropriate fee. An application form together with a schedule of charges may be obtained by contacting the FOI Coordinator on **9400 4586** or by email at **info@joondalup.wa.gov.au**

Online application forms and details of fees and charges can be found on the City's website [here](#)

### FOI charges

A scale of fees and charges are set out in the FOI regulations. Apart from the application fee for non-personal information (information that is not personal information about the applicant) all charges are discretionary. The fees and charges can be found on the City's website [here](#)

An estimate of charges will be provided if the cost is expected to exceed \$25.00. Applicants issued with prescribed pensioner concession cards; any charges payable are reduced by 25%.

### Access arrangements

Access to documents can be granted by way of inspection; a copy of a document; a copy of an audio or video tape; a computer disk; or a transcript of a recorded, shorthand or encoded document from which words can be reproduced.

### Notice of Decision

As soon as possible, but in any case, within 45 days, you will be provided with a notice of decision which will include details such as:

- the date the decision was made;
- the name and the designation of the officer who made the decision;
- if access is refused, the reason for claiming the document is exempt; and
- information on the rights of review and the procedures to be followed to exercise those rights.

## Appeals to Notice of Decision

Applicants who are dissatisfied with a decision of the City are entitled to ask for an internal review. The internal review application should be made in writing within 30 calendar days after being given the City's notice of decision. You will be notified of the outcome of the review within 15 calendar days.

If you disagree with the result you can apply to the Information Commissioner for an external review. The external review application should be made within 60 calendar days after being given the City's written notice of the internal review decision. Note: if you are requesting external review as a third party or following an application for amendment of personal information, you must lodge your external review application within 30 calendar days after being given written notice of the internal review decision.

## Amendment of personal records

If the City holds records about your personal affairs, which you believe are incomplete, incorrect, out of date or misleading, you can apply for them to be amended. Applications should be made in writing and submitted to the FOI Coordinator.

## Further information

Any additional information can be obtained by contacting the Freedom of Information Coordinator on **9400 4586**, by email at **[info@joondalup.wa.gov.au](mailto:info@joondalup.wa.gov.au)** or at **PO Box 21 Joondalup WA 6919**.



City of  
Joondalup

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*This document is available in  
alternative formats upon request.*