



Annual Report
2022/23



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Afrikaans

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Indien jy doof is, of 'n gehoor- of spraakgestremdheid het, kontak die Stad Joondalup met behulp van die nasionale telefoonbystanddiens ('National Relay Service').

German

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Italian

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Se desiderate contattarci nella vostra lingua, potete chiamare il Servizio di Traduzione e Interpretariato al **13 14 50** e chiedere di essere messi in contatto con l'ufficio per l'accessibilità e l'inclusione della città di Joondalup allo **(08) 9400 4000**.

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Mandarin (Simplified Chinese)

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如果您是聋哑人或听力或语言障碍，请通过全国电话转接服务 (**National Relay Service**) 联系我们。

Noongar

Mining noonook wardiny nidja bibool koordawe mart ka wangk djinanginy, Joondalup Access wer Inclusion Officer-al wangkiny. **(08) 9400 4000** ka info@joondalup.wa.gov.au wangkiny.

Mining noonook wardiny ngalany noonan wangk-al wangkiny, Translating wer Interpreting Service **13 14 50**-al wangk, Noonook baalabany ngaakiny Joondalup Access wer Inclusion Officer-al **(08) 9400 4000**-al wangk.

Mining noonook dwankaboort ka wangka-boort, Noonook ngalany National Relay Service-al wangk.

Spanish

Este documento se encuentra disponible en otros formatos e idiomas bajo pedido. Puede realizar el pedido enviando un correo electrónico a info@joondalup.wa.gov.au o llamando al Oficial de Acceso o Inclusión de la Ciudad (City's Access and Inclusion Officer) al **(08) 9400 4000**.

En caso de que deba comunicarse con nosotros en su idioma, puede contactarse con el Servicio de Traducción e Interpretación (TIS National) al **13 14 50** y solicitar al servicio que le contacten con el Oficial de Acceso o Inclusión de la Ciudad de Joondalup al **(08) 9400 4000**.

Si usted es sordo/a o tiene algún trastorno de escucha o del habla, comuníquese con la Ciudad a través del National Relay Service (Servicio Nacional de Retransmisión).

Acknowledgement of Traditional Custodians

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

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

Contents

Statutory reports	4	Council structure	53
Welcome	5	Local government elections	53
Theme of the Annual Report	6	Meeting cycle	53
Joondalup 2032	6	Elected Members	54
Values	7	Role of Elected Members	54
Primary values	7	Complaints registers	55
Distinguishing values	7	Elected Member diversity	55
Mayor's message	8	Mayor and Councillors	56
CEO's message	10	North-Central Ward	57
Purpose of the Annual Report	12	North Ward	58
Integrated Planning and Reporting Framework	12	Central Ward	59
How to read the Annual Report	13	South-East Ward	60
Year in review	14	South-West Ward	61
Financial snapshot	15	South Ward	62
Rates	15	Council meeting and workshop attendance	64
Expenditure	15	Induction and training	66
Revenue	16	Remuneration and entitlements	67
Cash position	16	Register of fees, expenses and allowances paid to Elected Members	68
Overall financial position	16	Committees	69
Major land transactions	17	Audit and Risk Committee	69
Trading undertakings and major trading undertakings	17	Chief Executive Officer Recruitment and Performance Review Committee	70
Performance snapshot	18	Policy Committee	70
Annual performance measures	18	Major Projects and Finance Committee	70
Corporate Business Plan outcomes	18	Committee meeting attendance	71
Customer satisfaction survey	24	External councils, committees and boards	72
Awards and recognition snapshot	25	Reference groups	74
Community and stakeholder engagement snapshot	26	Joondalup Design Review Panel	74
Websites	26	Strategic Community Reference Group	74
Social media accounts	26	Reconciliation Action Plan Community Reference Group	75
External media	28	Reference group meeting attendance (Elected Members only)	76
Public notices	29	Reporting to external oversight agencies	77
Community consultation	29	Our organisation	78
Major community events snapshot	30	Organisational structure	79
Challenges snapshot	32	Executive leadership team	80
COVID-19	32	Organisational governance	82
Skills shortage	32	Governance Framework	82
Severe weather	32	Codes of Conduct	82
Our City	33	Compliance	83
About the City of Joondalup	35	Integrity and controls	83
History	36	External audits	84
City of Joondalup	36	Information security	84
City infrastructure	37	Risk	84
Our community	38	Contracts and procurement	84
Demographic profile	38	National competition policy	85
Economic profile	39	Competitive neutrality	85
Our stakeholders	40	Records management	86
Community stakeholders	40	Local government reform	87
Media partners	41	Gift disclosures	87
Business stakeholders	41	Delegated authority	87
Government agencies and departments	42	Quality frameworks	88
City services	43	Continuous improvement	88
Services by key theme	45	Workforce	88
Customer Service Charter	51		
Our Council	52		

Workforce profile	88	Joondalup Drive/Hodges Drive intersection upgrade	119
Workforce planning	90	Killen Park and Sycamore Park amenity upgrade	119
Recruitment	90	Multi-storey car park business case (104 McLarty Avenue)	119
Conditions of employment	91	Ocean Reef Park landscape master planning	120
Diversity and inclusion	91	Percy Doyle Football and Teeball Clubrooms	120
Employee performance	92	Sorrento Football Club change rooms	120
Learning and development	92	Wentworth Park, Fraser Park and Byrne Park revitalisation	120
Staff conference	92	Annual performance measures	121
Employee awards and recognition	92	Global Reporting Initiative disclosures	121
Payments to employees	93	Other performance measures	122
Work health and safety	95	Key theme 4: Economy	126
Safety Management Plan	95	Key priorities	127
Strategic Safety Alliance	95	Destination City Plan	127
Work health and safety incidents	96	Digital City Plan	127
Health and wellbeing programs	97	Economic Development Strategy	127
Consultants	98	Event attraction	127
Volunteers	98	Key capital works projects	128
Joondalup Volunteer Resource Centre	98	Annual performance measures	128
Our performance	100	Global Reporting Initiative disclosures	128
Key theme 1: Community	102	Other performance measures	128
Key priorities	103	Key theme 5: Leadership	130
Public Art Masterplan and Strategy	103	Key priorities	131
Reconciliation Action Plan	103	10-Year Strategic Financial Plan	131
Key capital works projects	104	Advocacy Framework	131
Craigie Leisure Centre upgrades phase 1 redevelopment	104	Core system replacement project	131
Annual performance measures	105	Customer service centralisation	131
Global Reporting Initiative disclosures	105	Key capital works projects	132
Other performance measures	106	Annual performance measures	132
Key theme 2: Environment	110	Global Reporting Initiative disclosures	132
Key priorities	111	Other performance measures	135
Climate Change Strategy	111	Year ahead	136
Environment Plan	111	Key priorities	137
Key capital works projects	112	Key theme 1: Community	137
Hillarys cycle network expansion	112	Key theme 2: Environment	137
Annual performance measures	113	Key theme 3: Place	138
Global Reporting Initiative disclosures	113	Key theme 4: Economy	138
Other performance measures	114	Key theme 5: Leadership	139
Key theme 3: Place	116	Key capital works projects	140
Key priorities	117	Key theme 1: Community	140
Integrated Transport Strategy	117	Key theme 2: Environment	140
Joondalup City Centre development – Boas Place	117	Key theme 3: Place	140
Local Planning Strategy review	117	Challenges ahead	143
Pinnaroo Point food and beverage facility	117	Global Reporting Content Index	144
Public Open Space Framework	117		
Key capital works projects	118		
Burns Beach – cafés/kiosks/restaurants	118		
Burns Beach Coastal Node redevelopment	118		
Chichester Park Clubroom redevelopment	118		
Christchurch Park change rooms refurbishment	118		
Greenwood Scout and Guide Hall refurbishment	119		

The following statutory reports are included in this Annual Report:

Statutory reports	Page
Report from the Mayor	8
Report from the Chief Executive Officer	10
Overview of the 10-Year Strategic Community Plan	6
Overview of the 5-Year Corporate Business Plan	18
Details of any modifications to the 10-Year Strategic Community Plan	6
Details of any modifications to the 5-Year Corporate Business Plan	18
Number of complaints recorded in the Complaints Register	55
How complaints recorded in the Complaints Register were dealt with	55
Report on the implementation of the Access and Inclusion Plan	19
Elected Members' age, gender and linguistic diversity	55
Number of Elected Members identifying as Aboriginal and Torres Strait Islander	55
Remuneration and allowances paid to Elected Members	67
Remuneration paid to the Chief Executive Officer	94
Number of employees receiving salaries of \$130,000+	94
Financial report	*
Auditor General's report	*

*For the Financial Report and Auditor General's Report please see *Annual Financial Report 2022/23*



Joondalup Festival

Welcome

Theme of the Annual Report

The theme of the City of Joondalup Annual Report for 2022/23 is **A shared vision for the future**. This theme reflects the City's commitment to work with the community to achieve the vision of our new 10-Year Strategic Community Plan, *Joondalup 2032 – A global City: bold, creative and prosperous*.

Joondalup 2032

This is the first year the City's strategic direction is guided by *Joondalup 2032*, which has a strong focus on delivering high-quality social, environmental and economic services, projects, and activities for our residents, businesses and visitors.

In developing *Joondalup 2032*, community members shared their views through *Shaping your local community*, a collaborative engagement initiative that included a series of polls, workshops and surveys. The City's Elected Members, workforce, and Strategic Community Reference Group also shared their views.



Adopt-a-Coastline tree planting

The following **shared vision for the future** was developed from this collaboration:

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

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

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

A global City: bold, creative and prosperous

Joondalup 2032 is underpinned by our commitment to achieving the goals of five key themes: Community, Environment, Place, Economy, and Leadership. This Annual Report presents the projects and activities for the year under these key themes. The goals for each key theme are shown within the relevant sections.



Harmony Week

Values

GRI
102-16

The City has adopted the following primary and distinguishing values in alignment with the vision of the 10-Year Strategic Community Plan, *Joondalup 2032*.

Primary values

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

Transparent

Accountable

Honest

Ethical

Respectful

Sustainable

Professional

Distinguishing values

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

The City strives to be:

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 to ensure we are always one step ahead.

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.



Hon Albert Jacob JP
Mayor

GRI
102-14

On behalf of the Joondalup Council,
I present the City's Annual Report for
2022/23 — *A shared vision for the future.*

Mayor's message

As a global City, our community has strong connections with countries in the Commonwealth and we commemorated the Platinum Jubilee of Her Majesty Queen Elizabeth II with a tree planting event, just before her passing. I wish to acknowledge a life of service, unparalleled in modern history, and our pride in the knowledge that the tree remains a legacy for members of our community to enjoy. Rest in peace.

Joondalup 2032

Joondalup 2032 is our new 10-Year Strategic Community Plan, a collaborative document that brings together the collective vision and aspirations of our community members, Elected Members and the City's workforce. This is the first Annual Report that measures how well the City delivered services, projects and activities against *Joondalup 2032*.

2022/23 Annual Budget

In preparing the *2022/23 Annual Budget*, the Council and the City administration considered the impact of cost-of-living pressures for our residents and the change in the economic environment. The *2022/23 Annual Budget* was a responsible budget; the City continued to provide quality services, projects and activities, whilst minimising the burden for our residents and ratepayers.

Major projects

Despite the legacy disruption to supply chains and increased costs caused by the impact of COVID-19 restrictions, the City completed 91% of capital projects, achieving our 90% target.

Major milestones were achieved for the Ocean Reef Marina development, the biggest infrastructure project ever undertaken in our City. Council approved the execution of the Ocean Reef Marina Development Agreement and Land Transfer Deed, which ensures progress of the project according to agreed timeframes. The State Government announced an additional \$7 M towards a coastal pool with features for the whole community to enjoy. The City continues to work closely with DevelopmentWA, specialists, and representatives of the Whadjuk Noongar peoples to ensure the protection of our environment and cultural heritage.

The \$9.1 M Craigie Leisure Centre refurbishment was completed in May 2023. The project was delivered in partnership with the State Government (\$2.9 M), with the City contributing the balance. This modern, spacious venue is now one of the premier community leisure and aquatic facilities in Western Australia. This is a significant investment into the physical and mental health and wellbeing of our community.



Juniper Park, Duncraig

The City is committed to fostering health and fitness opportunities for residents and the wider community, and this refurbishment ensures the facilities at the leisure centre keep pace with current and future industry trends.

The \$5.6 M redevelopment of the Chichester Park Community Sporting Facility was completed in April 2023. Built 30 years ago, the building is now a state-of-the-art and fit-for-purpose facility for our 1,400 registered users of the park, and includes a new barbecue and picnic area. Of the \$5.6 M, the State Government provided a grant of \$400,000.

Major events

Attracting major events is part of a strategy to position Joondalup as a Destination City, creating opportunities for our community and attracting visitors. The inaugural Joondalup Festival of Motoring, held in October 2022, saw Joondalup transformed into a two-day motorsport extravaganza. Car lovers were in heaven as cars of all makes, models and eras were paraded through the City Centre. The event was a great success and is scheduled to be held again next year.

Environment

The City continues to take action to reduce emissions. We commenced a three-year power purchase agreement which has the potential to reduce the City's total greenhouse gas emissions by approximately 20%.

We are continuing the Leafy City Program that, since its inception, has resulted in more than 4,500 trees being planted throughout our City, creating cooler and inviting green urban spaces. We will continue to roll-out significant reforms to our waste services, which have been well received by our community. We are keen to build on these reforms and are committed to working collaboratively to address climate change mitigation and adaptation.

Looking ahead

The Council elected Councillor John Logan as the City's new Deputy Mayor at the October 2022 Council Meeting. I thank Councillor Christine Hamilton-Prime for her service as the former Deputy Mayor. With the local government elections to be held in October 2023, I would like to take this opportunity to extend my thanks to my fellow Elected Members for their service to the community over the year.

Thank you to the staff at the City for their hard work and dedication over the year, and to our connected and engaged community for working with us to deliver ***A shared vision for the future.***

I am pleased to present our achievements in this Annual Report.

Hon Albert Jacob JP
Mayor



Joondalup City Centre

James Pearson
Chief Executive Officer

GRI
102-14

CEO's message

This is the first year we report against our new 10-Year Strategic Community Plan, *Joondalup 2032*, the long-term strategic planning document resulting from extensive consultation with the community. The theme of this year's Annual Report is *A shared vision for the future*, demonstrating the City's strong commitment to work with our community. *Joondalup 2032* will guide us over the next decade to deliver sustainable outcomes to meet current and future needs of residents, businesses and visitors to our great City.

As COVID-19 receded we maintained the positives of more flexible approaches to work, enhanced crisis management capacity and an even greater appreciation of the importance of good health and wellbeing in our work and private lives.

It is my privilege to introduce the City of Joondalup's *2022/23 Annual Report*. This year has reinforced the City's reputation as one of the best places to live, visit and do business, as our City team continues to deliver exceptional services, projects and activities.

Awards

For the fifth year in a row, the City won a Gold Award for our *2021/22 Annual Report* from the Australasian Reporting Awards. The award recognises how well we showcase the City's work and our excellence in reporting.

The City was an ABA100 Winner for Communications Excellence in the Australian Business Awards 2022 for our Valentine's Day communication campaign. The award highlights the best marketing and public relations agencies and private businesses across Australia. Our win in such company is a testament to the professionalism, expertise and high standards of our team.

In partnership with the City of Wanneroo, the City received the Best Public Works Project \$2 M-\$5 M Award for 2022/23, for the Burns Beach to Mindarie Dual Use Pathway, from the Institute of Public Works Engineering Australasia WA Awards for Excellence. The new seaside pathway runs from Jindalee to Fremantle, and features second to none views of the City's spectacular coastline.

The City won the 2022 Environmental Leadership and Sustainability Award from Local Government Professionals WA for the Smart Control Irrigation System; technology installed at more than 200 parks across the City.

Workforce

We want to create a workplace in which diversity and inclusion can thrive, representation of the broader community improves, and a safe and collaborative way of working becomes instinctive.

Partnerships with education providers and industry aim to empower our future female leaders, including through the Future Female Leaders Program, where our female leaders provide mentoring and coaching and share their experiences with the leaders of tomorrow.

The newly crafted Veterans and Ex-Defence Employment Initiative is the first of its kind and brings valuable skills to the sector, and can improve the post-service health and wellbeing of veterans and ex-defence personnel.

We have identified pathways for people living with disability to join our team, including work placements and customised employment.

We held a successful Staff Conference in May, the first following the pandemic. The level of collaboration across the organisation was exceptional and the efforts of everyone contributed to a great program, with so much for our City team to see, learn, enjoy and take part in.

Reconciliation

We have made great progress towards our commitment to reconciliation with Aboriginal and Torres Strait Islander Peoples through the development of our Reconciliation Action Plan and expect this plan to be finalised in 2023/24. We will continue to collaborate with our Reconciliation Action Plan Community Reference Group and Reconciliation Australia to create practical actions to sustainably and strategically take meaningful action to advance reconciliation.

We held events to celebrate and recognise the culture and contribution of our First Nations people. Our annual Australia Day Citizenship Ceremony included Aboriginal cultural immersion activities, with our newest residents learning about one of the world's oldest living cultures.

We partnered with Perth International Arts Festival to bring the world premiere of Djoondal to the banks of the Yellagonga Regional Park in Joondalup. Boola Djarat Wardan ("many lights across the sea") was a highlight event at the Joondalup Festival, as was Celebrate Yellagonga Day. It was pleasing to see many people embrace the exceptional cultural events that the City continues to deliver.

25-Year anniversary

The coming year marks the 25-Year anniversary of the City's inception. There have been many highlights that we can reflect on with pride. Our next quarter-century will see us embrace contemporary technology to enhance our services, attract new industries and realise the full potential of our City to be the economic, social and strategic heart of the north.

I thank the City's Mayor Albert Jacob and Elected Members for their service to the community over the past year. I extend my gratitude to all the committed and hard-working City staff who continue to deliver exceptional services, projects and activities to our community.

James Pearson
Chief Executive Officer



NAIDOC Week



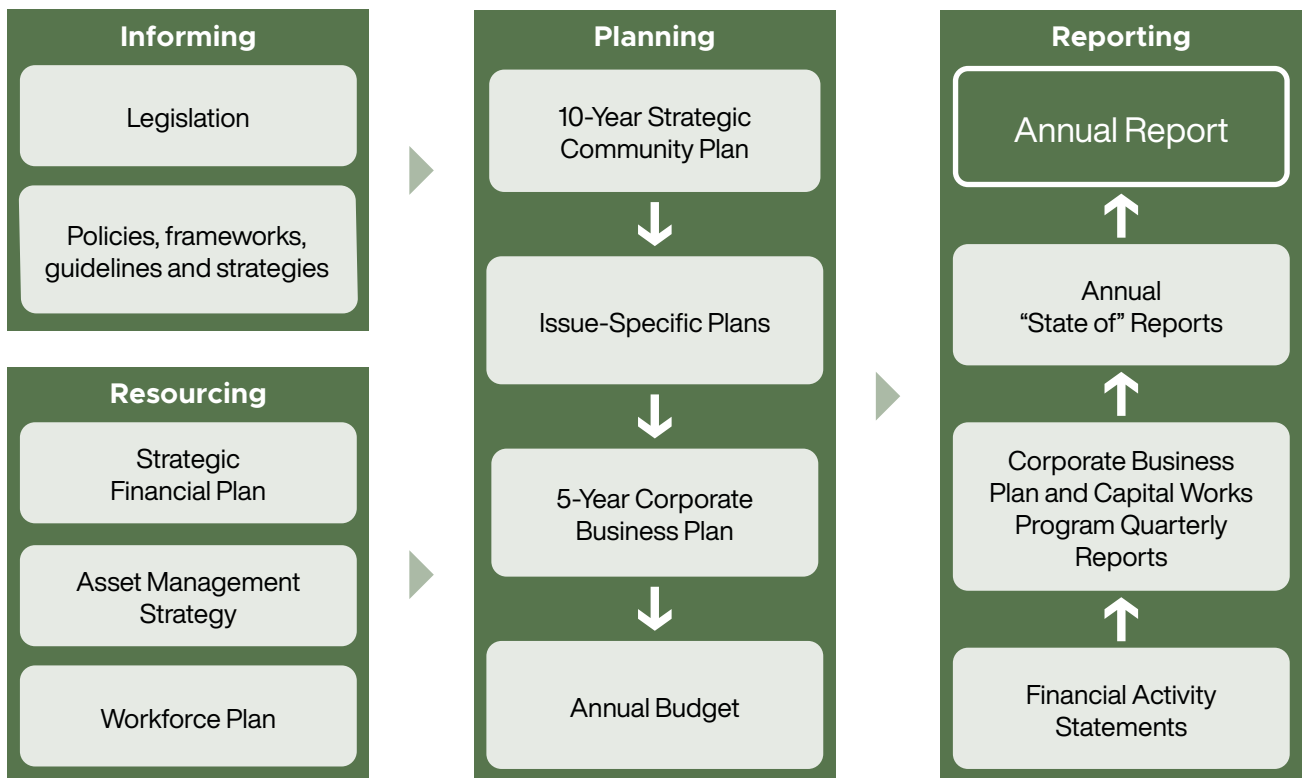
Purpose of the Annual Report

The City produces an Annual Report for each financial year by 31 December, as required under the Western Australian *Local Government Act 1995*. The overall purpose of the Annual Report is to inform the community and stakeholders about our achievements, challenges and future plans. The report also promotes community awareness of City programs and services that contribute to the quality of life for residents, visitors, and stakeholders. This Annual Report demonstrates our performance against the long-term vision of the 10-Year Strategic Community Plan, *Joondalup 2032*, and the projects and priorities detailed in our 5-Year Corporate Business Plan. It provides information about our organisational performance and illustrates our commitment to accountable and transparent government.



Integrated Planning and Reporting Framework

This Annual Report forms part of a robust Integrated Planning and Reporting Framework which includes Informing, Resourcing, Planning and Reporting components. The framework builds organisational and resource capability to meet community need, and optimises success by understanding the integration and interdependencies between the components. The framework emphasises performance monitoring so that the City can adapt and respond to changes in community needs and the business environment.





Community art wings

How to read the Annual Report

The Annual Report comprises seven sections:

- 1. Year in Review** provides a financial summary, a calendar of community events, a snapshot of our performance, awards and recognition we received, and the challenges we faced throughout the year (page 14).
- 2. Our City** provides information about the City, our community, our stakeholders, and our services, projects and activities delivered (page 33).
- 3. Our Council** provides information about the City of Joondalup Council, Elected Members, committees, and reference groups (page 52).
- 4. Our Organisation** provides information about our organisational structure, workforce, work health and safety, consultants, and volunteers (page 78).
- 5. Our Performance** provides detail about how we are meeting the strategic goals and outcomes of our 10-Year Strategic Community Plan, *Joondalup 2032* (page 100).
- 6. Year Ahead** provides an overview of the key priorities identified in our 5-Year Corporate Business Plan and the challenges ahead for the year (page 136).
- 7. Annual Financial Report** provides the financial indicators and audited financial statements (see *2022/23 Annual Financial Report*).

The City's contact details are listed on the back inside cover.

Abbreviations and key terms

To promote readability and accessibility, we have avoided the use of acronyms, abbreviations and technical terminology. Where abbreviations and key terms do appear, these are explained in plain English.

For clarity, a capital letter for City is specific to the City of Joondalup district, region or local government geographical area. City Centre refers to the geographical location of the Joondalup City Centre.

Tables within this report use the following:

\$ M	Million Dollars
\$ B	Billion Dollars
N/A	Not Applicable

*Thysanotus manglesianus*



Joondalup Festival

Year in review

Financial snapshot

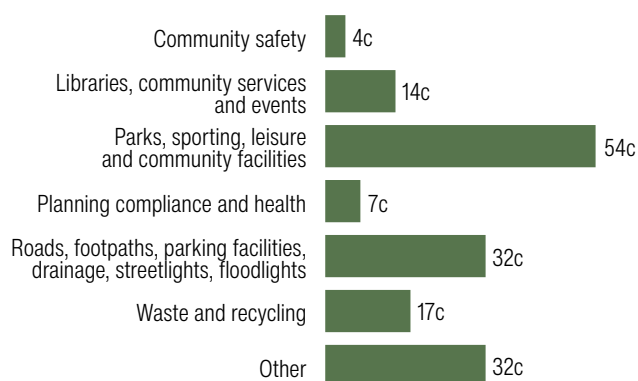
The following provides a snapshot of the City's financial position and performance for 2022/23.

	2022/23	2021/22	2020/21	2019/20	2018/19
Total Liabilities	\$47,105,715	\$44,791,210	\$44,614,497	\$44,065,782	\$41,903,415
Equity/ Net assets	\$1,561,693,721	\$1,487,161,021	\$1,464,754,879	\$1,400,545,392	\$1,472,342,428
Operating revenue	\$168,390,360	\$157,055,323	\$151,667,579	\$157,520,317	\$156,016,001
Operating expenditure	\$158,126,907	\$151,261,976	\$161,569,078	\$146,633,140	\$150,332,634
Operating surplus/(deficit)*	\$10,263,453	\$5,793,346	(\$9,901,499)	\$10,887,177	\$5,683,367
Capital expenditure	\$40,935,165	\$35,288,686	\$34,706,996	\$30,321,787	\$31,363,915

*Note: Includes profit/loss on disposal of assets

Rates

Every \$1 the City received in rates in 2022/23 was supplemented by 60c in other funding. This is how we spent the \$1.60.

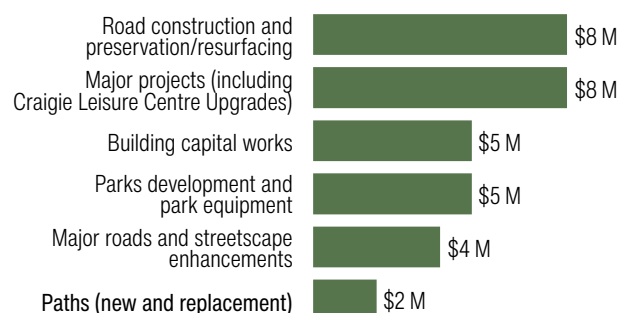


Expenditure

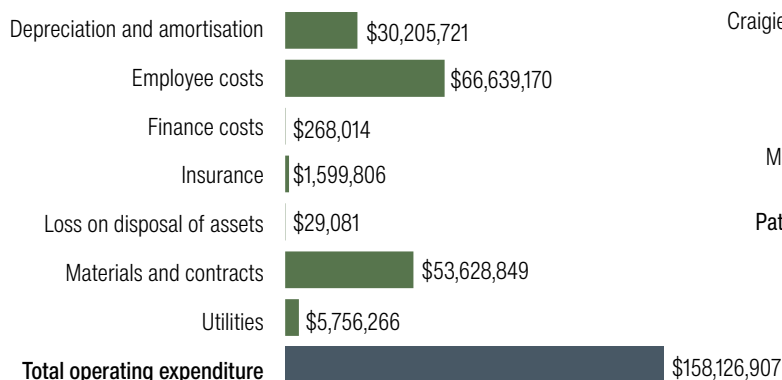
Operating expenditure of \$158 M has risen just over 4% compared to the previous year, mainly due to higher materials, contracts and employee costs, although these remained well within the budget for the year and were offset by higher operating revenues.

Excluding a one-off capital item incurred in the previous year, capital expenditure rose from the previous year reflecting additional capital outlay arising from stimulus grant programs such as the Local Roads and Community Infrastructure Program, as well as significant projects undertaken and cost pressures in the construction industry.

Major areas of capital expenditure included:



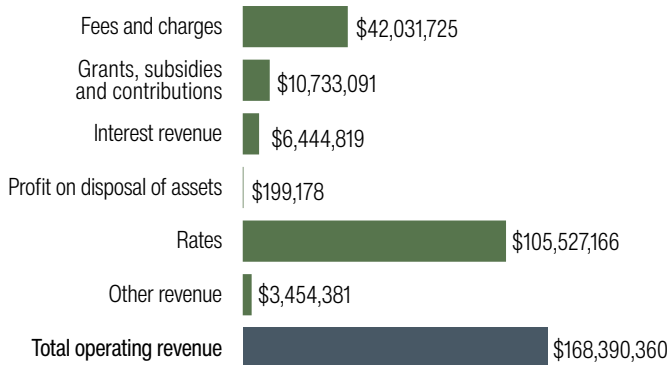
Operating expenditure



Revenue

Operating revenue of \$168 M rose 7% from the previous year, arising mainly from higher interest rates and fees and charges revenue. Interest revenue has been driven primarily by the significant interest rate rises experienced through the financial year.

Operating revenue



Cash position

Net cash from operating activities increased to \$39 M, driven mainly by interest revenue growth. Cash and cash equivalents, including other financial assets, are \$152 M, of which \$120 M is held within restricted reserves earmarked for various purposes.

Overall financial position

Despite cost pressures, the City has returned an operating surplus for the year, mainly driven by revenue growth and containment of costs below budget estimates. The City continues to maintain a stable financial position and adequate liquidity in 2022/23.

Capital grants, subsidies and contributions

In addition to the capital grants, subsidies and contributions reported in the *Annual Financial Report* for 2022/23 and 2021/22, the City received \$9,128,926 capital grants, subsidies and contributions for replacement or renewal of assets in 2020/21.

The best estimates for capital grants, contributions and subsidies received and applied to asset replacements and renewals: 2022/23 \$7.46 M, 2021/22 \$11.18 M, 2020/21 \$6.92 M.

Satisfaction with value for money from Council rates

73%



Major land transactions

Catalina Estate land sales

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

Catalina Regional Council has developed and sold 1,223 lots of land to date. The City's share of sales proceeds of land to date is \$58,917,430.

Current year transactions	2022/23
Gross sales	\$6,341,376
Cost of goods sold	\$3,348,138
Profit on sales	\$2,993,238



Expected future cash flows	2023/24	2024/25	2025/26	2026/27	2027/28 – 2029/30
Cash outflows					
Development costs	(\$4,834,611)	(\$4,394,065)	(\$5,813,419)	(\$5,518,947)	(\$1,635,812)
Cash inflows					
Sale proceeds	\$9,488,923	\$10,074,028	\$11,006,616	\$12,834,361	\$8,641,836
Net cash flows	\$4,654,312	\$5,679,963	\$5,193,197	\$7,315,414	\$7,006,024

As at 30 June 2023, the City's share of land held for sale at Catalina Estate is \$3,226,014.

Trading undertakings and major trading undertakings

The City did not participate in any trading undertakings during the 2022/23 financial year.

Performance snapshot

GRI
102-32GRI
102-54

Annual performance measures

To measure the City's performance on an annual basis, we use the **Global Reporting Initiative (GRI)** — a best practice sustainability reporting framework that helps organisations understand their impacts on the economy, environment, and society, including human rights. This increases accountability and enhances transparency of our contribution to sustainable development. The Global Reporting Initiative Standards provide a flexible framework for creating stand-alone sustainability or non-financial reports, or integrated Environment, Social and Governance reports. Organisations have the option to use the Standards to prepare a sustainability report in accordance with the Standards, or use selected Standards (or parts of their content) to disclose information for specific users or purposes. For example, climate change impacts for investors and consumers.

We have selected GRI Standards that are relevant to the local government sector to prepare the non-financial sections of this Annual Report. The relevant disclosures for reporting against have been endorsed by Council and are detailed in our 5-Year Corporate Business Plan.

The individual disclosures are listed under each key theme in the *Our Performance* section of this Annual Report and, where they appear within the text, are identified with the symbol below.

GRI
#-#

In accordance with the requirements of the Global Reporting Initiative, a *Content Index* is provided on page 145. This is the 15th year we have included Global Reporting Initiative disclosures in our Annual Report.

In addition to the Global Reporting Initiative disclosures specified, the Council endorsed a number of **other performance indicators** within the 5-Year Corporate Business Plan. These were included to fill gaps identified in the Global Reporting Initiative framework. These indicators are similarly listed under each key theme in the *Our Performance* section of this Annual Report.

Corporate Business Plan outcomes

The 5-Year Corporate Business Plan is our medium-term planning document which contains the services, projects and activities that have been developed in response to the vision, goals and outcomes of the 10-Year Strategic Community Plan, *Joondalup 2032*. We provide detailed reporting against the 5-Year Corporate Business Plan on a quarterly basis to Council. The following tables show a summary of our annual performance against the milestones of this plan with the budget status and milestone status correct as at 30 June 2023.

Number of projects/
activities with all milestones
completed*

63/102



*Note: Excludes 1 project/activity removed by Council during the year.

Corporate Business Plan Quarterly Reports are available on the City's website at joondalup.wa.gov.au



Community

Project/activity	Budget status	Milestone status
Outcome 1-1 Healthy and safe		
Public Health Plan	On budget	0/1 milestones completed
Community Safety Plan	On budget	2/4 milestones completed
Local laws	On budget	3/4 milestones completed
WA Dog Amendment (Stop Puppy Farming) Bill 2021	On budget	All milestones completed
Review of WA <i>Cat Act 2011</i>	On budget	All milestones completed
CCTV memorandum of understanding with WA Police	On budget	2/4 milestones completed
Edgewater Quarry site contamination	On budget	All milestones completed*
Outcome 1-2 Inclusive and connected		
Community programs, activities and events	On budget	All milestones completed
Youth programs, activities and events	On budget	All milestones completed
Age-Friendly Plan	On budget	All milestones completed
Community Funding Program	On budget	All milestones completed
Access and Inclusion Plan	On budget	4/5 milestones completed
Regional Homelessness Plan	On budget	All milestones completed
Outcome 1-3 Active and social		
Joondalup Community and Libraries Strategy	On budget	1/4 milestones completed
Lifelong Learning Literacy Development program	On budget	All milestones completed
Lifelong Learning Information Literacy program	On budget	All milestones completed
Lifelong Learning Digital Literacy program	On budget	All milestones completed
Clubs in-focus professional development program	On budget	All milestones completed
Place Activation Strategy	On budget	3/4 milestones completed
Outcome 1-4 Artistic and creative		
Cultural Plan	On budget	All milestones completed
Public Art Masterplan and Strategy	On budget	2/5 milestones completed
Visual arts program	On budget	11/13 milestones completed
Cultural events program	On budget	4/5 milestones completed
Outcome 1-5 Cultural and diverse		
Reconciliation Action Plan	On budget	All milestones completed
NAIDOC Week	On budget	All milestones completed
Citizenship ceremonies	On budget	All milestones completed
Civic functions	On budget	All milestones completed

*Note: Excludes 2 milestones removed by Council.

Environment

Project/activity	Budget status	Milestone status
Outcome 2-1 Managed and protected		
Environment Plan	On budget	9/10 milestones completed
Weed Management Plan	On budget	All milestones completed
Natural area management plans	On budget	11/12 milestones completed
Yellagonga Integrated Catchment Management Plan	On budget	All milestones completed
Outcome 2-2 Clean and sustainable		
Waste Management Plan	N/A	<i>(All milestones removed by Council)</i>
Bulk hard waste review	On budget	All milestones completed
Community waste education	On budget	All milestones completed
Environmental education program	On budget	All milestones completed
Outcome 2-3 Responsible and efficient		
City Water Plan 2016–2021	On budget	All milestones completed
Waterwise Council Program	On budget	All milestones completed
Corporate waste reduction	On budget	0/1 milestones completed
Environmental performance reporting	On budget	All milestones completed
Outcome 2-4 Resilient and prepared		
Climate Change Strategy	On budget	3/9 milestones completed
Bushfire Risk Management Plan	On budget	4/5 milestones completed
Coastal Infrastructure Adaptation Plan	On budget	All milestones completed
Coastal Hazard Risk Management and Adaptation Plan	On budget	0/5 milestones completed



Jetty at Neil Hawkins Park, Lake Joondalup

Place

Project/activity	Budget status	Milestone status
Outcome 3-1 Connected and convenient		
Integrated Transport Strategy	On budget	1/4 milestones completed
Bike Plan	On budget	5/9 milestones completed
Outdoor Youth Recreation Strategy	On budget	All milestones completed
Integrated parking management system	On budget	0/5 milestones completed
Road safety education	On budget	All milestones completed
Outcome 3-2 Well planned and adaptable		
Local Planning Strategy review	On budget	4/6 milestones completed
Local planning policies (relating to residential development) review	On budget	1/2 milestones completed
State planning reform	On budget	All milestones completed
Outcome 3-3 Attractive and leafy		
Public Open Space Framework	On budget	All milestones completed
Leafy City Program	On budget	All milestones completed
Woodvale skate facility business case	On budget	All milestones completed
Urban bike trails business case	On budget	All milestones completed
Outcome 3-4 Functional and accessible		
Land optimisation	On budget	All milestones completed
Property Management Framework	On budget	All milestones completed
Property Management Framework and Facility Hire Subsidy Policy review	On budget	All milestones completed
Heathridge Park Masterplan	On budget	1/5 milestones completed
Ocean Reef Marina	On budget	All milestones completed
Pinnaroo Point food and beverage facility	On budget	5/6 milestones completed
Neil Hawkins Park food and beverage facility	On budget	3/4 milestones completed
Joondalup City Centre Development – Boas Place	On budget	0/4 milestones completed
Duffy House land transfer and commercial expression of interest	On budget	3/5 milestones completed
Works Operation Centre tenure arrangements	On budget	0/2 milestones completed

Economy

Project/activity	Budget status	Milestone status
Outcome 4-1 Prosperous and local		
Economic Development Strategy	On budget	5/9 milestones completed
Business engagement	On budget	All milestones completed
Business forums	On budget	All milestones completed
Business capacity and support	On budget	15/16 milestones completed
Outcome 4-2 Innovative and confident		
International Economic Development Activities Plan	On budget	6/8 milestones completed
Digital City Plan	On budget	5/6 milestones completed
Joint Economic Development Initiative	On budget	All milestones completed
Business cluster formation	On budget	5/6 milestones completed
Regional collaboration	On budget	All milestones completed
Business innovation and creativity	On budget	All milestones completed
Outcome 4-3 Appealing and welcoming		
Destination City Plan	On budget	All milestones completed
Event attraction	On budget	All milestones completed
Joondalup City Centre Place Activation Plan	On budget	3/4 milestones completed



Health Innovation Joondalup Business Forum

Leadership

Project/activity	Budget status	Milestone status
Outcome 5-1 Capable and effective		
Elected Member attraction	Over budget	All milestones completed
Elected Member training	On budget	All milestones completed
Delegated Authority Manual review	On budget	All milestones completed
Policy development and review	On budget	All milestones completed
Core system replacement project	On budget	2/6 milestones completed
Outcome 5-2 Proactive and represented		
Strategic Position Statements	On budget	All milestones completed
Advocacy Framework	On budget	All milestones completed
Submissions to State and Federal Governments	On budget	All milestones completed
Outcome 5-3 Engaged and informed		
Community consultation	On budget	All milestones completed
Strategic Community Reference Group	On budget	All milestones completed
Customer satisfaction survey	On budget	0/2 milestones completed
E-petitions system	On budget	3/5 milestones completed*
Live video streaming of Council meetings	On budget	5/6 milestones completed
City publications	On budget	All milestones completed
City electronic communications	On budget	All milestones completed
Website upgrade	On budget	All milestones completed
Customer service centralisation	On budget	4/8 milestones completed
Outcome 5-4 Responsible and financially-sustainable		
10-Year Strategic Financial Plan	On budget	All milestones completed
5-Year Corporate Business Plan	On budget	All milestones completed
Annual Report	On budget	All milestones completed
Compliance Audit Return	On budget	All milestones completed
Integrity and conduct annual collection	On budget	All milestones completed
Australasian Local Government Performance Excellence Program	On budget	All milestones completed
State of the City reporting	On budget	0/2 milestones completed
Audit and Risk Committee	On budget	All milestones completed

* Note: Excludes one milestone removed by Council.

Customer satisfaction survey

The City conducts a biennial customer satisfaction survey which aims to measure the City's performance in delivering specific services and facilities. Respondents are selected by random sampling from within the City of Joondalup. They are interviewed by telephone and asked a series of questions relating to overall satisfaction and satisfaction with specific services provided by the City. The results of the most recent Customer Satisfaction Survey (2022/23) are shown in the table below with a trend comparing to the previous survey results (2020/21). The next Customer Satisfaction Survey is scheduled for 2024/25.

Overall satisfaction	2022/23 [†]	Trend from previous
Services provided by the City	90%	▼
Value for money from Council rates	73%	▲
Joondalup as a place to live	97%	–
Customer service experience with the City	82%	▼

Satisfaction with services	2022/23 [†]	Trend from previous
City communications	78%	▼
Community consultation and engagement	65%	▼
Community development services	83%	▲
Community facilities	87%	▼
Community safety*	83%	▼
Community safety services	83%	▼
Conservation and natural area management	88%	▼
Craigie Leisure Centre	93%	–
Cultural services	84%	▼
Emergency management	87%	▼
Environmental health services	86%	–
Landscaping design	86%	▲
Library services	96%	▲
Parking management and provision	72%	▼
Parks	91%	▼
Pool inspection services	80%	▼
Roads	83%	▼
Tourism and visitor attraction	78%	–
Transport and traffic management	86%	–
Waste management services	88%	▲

*Note: Question previously referred to "Ranger services".

[†] Note: Overall percentage satisfaction is calculated as percentage of respondents rating their satisfaction at 6 or higher out of 10 (on a scale 0–10).

The Customer Satisfaction Survey results are available on the City's website at joondalup.wa.gov.au



Awards and recognition snapshot

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102-15

In 2022/23, the City won a number of awards or received recognition for our achievements, as outlined in the following table.

Award	Organisation	Description of award
Best Public Works Project \$2–5 M Award for 2022/23	Institute of Public Works Engineering Australasia WA Awards	In partnership with the City of Wanneroo, we received the award for the Burns Beach to Mindarie Dual Use Pathway.
Environmental Leadership and Sustainability Award	Local Government Professionals WA	We were awarded the Environmental Leadership and Sustainability Award for the Smart Control Irrigation System project, a new irrigation technology that has reduced the City's groundwater use by 86,000 kilolitres.
Gold Award	Australasian Reporting Awards	For the fifth consecutive year, the City received a Gold Award for its <i>2021/22 Annual Report</i> , demonstrating the City's commitment to excellence in reporting.
Achievement Award – Best Practice in Children's Consultation	Institute of Public Administration Australia WA	The City was announced as a finalist for the Strategic Community Plan Mayoral Youth Workshop under the category of Best Practice in Children's Consultation.
Honour Award – Connecting Communities	Local Government Professionals WA	The City was announced as a finalist for the <i>Shaping your local community: Mayoral Youth workshop</i> under the Connecting Communities category.
Perfect 10 for City in Transparency	Civil Contractors Federation Report	The Civil Contractors Federation report, <i>Transparency in Western Australia Local Government Tender Evaluation</i> , analysed the tender assessments as published in Council minutes and supporting documentation. Of the 29 Councils evaluated, the City was the only Council awarded a perfect score.
Pinnacle Awards – Marketing Excellence	AIM WA WestBusiness	The Valentine's Day Parking Initiative was announced as a finalist under the category of Marketing Excellence Award.
Winner for Comms Excellence	ABA100® Business Excellence Awards 2022	The City was recognised for successfully implementing an initiative that demonstrated excellence in communications. This significant national award was for the innovative communications and media campaign that was undertaken for Valentine's Day 2022.

Community and stakeholder engagement snapshot

The City produces ad hoc, monthly and seasonal publications to promote our successes, services and events to the community and stakeholders via a range of mediums. These include our websites, social media, other digital, radio, television, and a variety of print media.

Websites

City of Joondalup joondalup.wa.gov.au	Our primary website is a vital communication tool with over 100 online services including a portal for online payments. The website averaged 61,778 users per month.
Craigie Leisure Centre craigieleisurecentre.com.au	This website provides a range of online services to members and non-members, including fitness class bookings. The website averaged 17,414 users per month.
Joondalup Festival joondalupfestival.com.au	This event-specific website promotes the Joondalup Festival's program of events, enables online bookings and provides information about artists and sponsors. The website received 82,000 visitors between December 2022 and April 2023.

Social media accounts

Facebook facebook.com/cityofjoondalup facebook.com/craigieleisurecentre facebook.com/COJYouthServices facebook.com/JoondalupLibraries	Our official Facebook pages allow us to connect with and provide information to our followers. Our primary page has 45,420 followers, Craigie Leisure Centre 8,400, Youth Services 3,100, and Libraries 1,000.
Twitter (now X) @City_Joondalup	Our official Twitter (now X) page allows our followers to be informed and actively engage with what is happening in our community. The page has 3,593 followers.
Instagram @city_of_joondalup @cojyouthservices @craigieleisurecentre @joondaluplibraries	Our official Instagram pages showcase what is happening in our community. The primary page has 7,674 followers, Youth Services 908, Craigie Leisure Centre 1,795, and Libraries 534.
LinkedIn au.linkedin.com/company/city-of-joondalup	Our LinkedIn profile showcases the City as a professional employer. The page has 7,653 followers.
YouTube @cityofjoondalup	Our official YouTube channel features videos that showcase Joondalup to a national and international audience, and promotes the investment opportunities and advantages Joondalup offers to businesses and investors. The channel has 400 subscribers.

Social media engagement

The City has increased engagement across our social media channels, particularly our primary Facebook account.

Organic Facebook posts
(City of Joondalup primary page)



538

Paid Facebook posts
(City of Joondalup primary page)



175



Popular social media post – Looking back

Our series of Looking Back posts are part of the lead-up to celebrating our 25-Year anniversary. On 12 May 2023, a photograph of Westfield Whitford City shopping centre opening day on 19 November 1978 generated 84,148 reach, 747 reactions, 279 comments and 41 shares. On 4 May 2023, a photograph of the Joondalup Drive and Shenton Avenue intersection, circa 1989 generated 134,549 reach, 681 reactions, 1,569 comments and 36 shares.



Popular social media post – Joondalup Festival

On 13 March 2023, we promoted Boola Djarat Wardan (“many lights across the sea”), a light show that ran every evening of the Joondalup Festival. The post had 66,993 reach, 1,129 reactions, 459 comments and 165 shares. On 1 February 2023, we promoted Lights, Laser, Water, Sound, a spectacular free event that transformed Hillarys Boat Harbour for the festival. The post had 127,846 post impressions (how many times the content was displayed on a screen), 1,964 reactions, 1,085 comments and 259 shares.



National exposure for Invitation Art Prize

The Facebook post announcing the winner of the Invitation Art Prize, Emma Buswell’s work, *The Sometimes Luxury Handbag and Other Suburban Fables*, generated reach of 22,328 with 412 reactions, 98 comments and 14 shares. The artwork was inspired by a Coles roast chicken bag.

The winning artwork sparked interest from a wide range of national media outlets, social media, radio and TV including:

- Sunrise Channel 7
- ABC Perth
- PerthNow
- PEDESTRIAN.TV
- The Global Herald
- Nova 93.7
- Ladbible
- Reddit

External media

Maintaining positive media partnerships enables the City to reach beyond our boundaries, encouraging visitors to the region and providing economic benefits. We proactively engage with local community newspapers and other media outlets to promote our services, projects and activities. In 2022/23, we provided 113 media releases and responses to the public. These covered a range of issues including changes to waste services, facility upgrades, projects, art prize recipients, awards the City received, and information about upcoming community events.

Media coverage

The City attracted substantial media attention in 2022/23, both positive and negative. Some of the more significant issues that were the focus of media coverage include the following:

Media releases are available on the City's website at joondalup.wa.gov.au



Joondalup Festival

Joondalup Festival is the region's largest cultural event, and it attracted significant media coverage through its three-week duration. This included feature stories and three live weather crosses on Seven News. The laser, light and water show, Boola Djarat Wardan ("many lights across the sea") in particular, provided a spectacular backdrop for media activities and drew thousands of visitors to Hillarys Boat Harbour.

Shalom House

The State Administrative Tribunal ruled on a tenancy dispute between the City and drug and alcohol rehabilitation centre, Shalom House. The organisation, founded by Peter Lyndon-James, was refused an occupancy permit by the City under the *Building Act 2011* to move its women's program to a property in Craigie. The decision garnered substantial media attention.



Craigie Leisure Centre redevelopment

Seven News were given an exclusive behind-the-scenes look at the \$9.1 M refurbishment of Craigie Leisure Centre when the project was completed in May 2023. The modern, spacious and aesthetically pleasing venue is now one of the premier community leisure and aquatic facilities in Western Australia.

Venue Hire Fees and Charges Policy

The City's *Venue Hire Fees and Charges Policy*, which aims to share more fairly the cost contribution amongst venue hirers, and ensure venues are booked when groups are actually going to use them, drew attention from media outlets after some local sporting clubs and community groups expressed their disapproval.

Public notices

Public notices are a statutory mechanism prescribed under the Western Australian *Local Government Act 1995*. There are a variety of matters for which the City must publish a public notice, including for the review of local laws, disposal of property, and local government elections.

In 2022/23, the City published four statutory public notices:

- *Adoption of 10-Year Strategic Community Plan*, 7 July 2022
- *Form 19 – Results of Election – Deputy Mayor*, 20 October 2022
- *Availability of 2021/22 Annual Report and Annual General Meeting of Electors*, 10 February 2023
- *Intention to Levy Differential Rates*, 25 May 2023

Public notices are available on the City's website at joondalup.wa.gov.au



Community consultation

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The City's *Community Consultation Council Policy* outlines our commitment to ethical, transparent and accountable community consultation. We consult with the community whenever we are required to do so under legislation, or whenever we consider community feedback to be valuable to inform decision-making on issues such as major policy changes, new community facilities, or changes to our services.

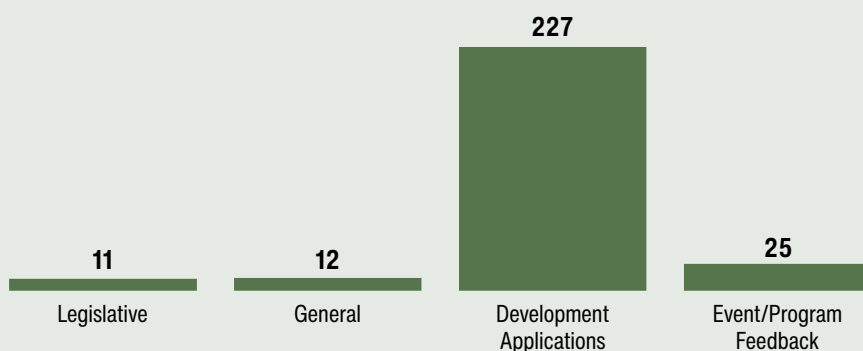
Community consultations and Community Consultation Outcomes Reports are available on the City's website at joondalup.wa.gov.au



Mountain bike/BMX hub and urban bike trails youth design workshop

On 1 August 2022, we held a workshop at Anchors Youth Centre, Heathridge to obtain stakeholder feedback to inform a business case evaluating a proposal to build a mountain bike/BMX hub at Whitfords West Park, and urban bike trails through Craigie, Mullaloo and Padbury. The aim of the workshop was for participants to provide information on the preferred locations of the parks and the types of facilities that could be included. The community consultation was in response to a petition for the facilities, as well as a business case requested by Council. The workshop targeted young people from 11–17 years who collaborated to create a map that visualised what the facilities would look like. The options developed from the workshop will be investigated via the business case to determine if the project can be delivered.

Community consultation activities 2022/23:



Major community events snapshot

Our calendar of major community events outlines what we planned and delivered during the year.

2022

July 2022

- NAIDOC Week 3-10
July Get Up! Stand Up! Show Up!
- NAIDOC Week Opening Event — cultural immersion activities and flag-raising ceremony
- NAIDOC Week Art Exhibition
- In Conversation with Christopher Pease
- Bilya Kaatijin (“fresh water knowledge”) — Yirra Yaakin Theatre Company
- Cultural Walk at Lake Joondalup
- Traditional art activity and yarnning session with Justin Martin
- Walk around Lake Goollelal with Olman Walley
- Wundabaa Gaay-Galgaa (Ghost Stories) — Kalyakoorl Collective
- Sunday Serenades — Gina Williams and Guy Ghouse
- Citizenship Ceremony

August 2022

- Sunday Serenades — Golden Age Girls
- Citizenship Ceremony
- Appreciation Function — Surf Clubs

September 2022

- Sunday Serenades — Bang Bang Betty and the H-Bombs
- Citizenship Ceremony
- Appreciation Function — City Volunteers

October 2022

- Invitation Art Prize Exhibition
- Little Feet Festival
- Sunday Serenades — Barrel House with Jessie Gordon, Lucky Oceans and Bill Lawrie

November 2022

- Sunday Serenades — Romance and Fairy Tales with Mark Turner and Strings
- Music in the Park Concert 1
- Six Seasons Kambarang Concert Songs
- Remembrance Day Service
- Business Forum 1

December 2022

- Sunday Serenades — Libby Hammer Christmas Concert
- Community End of Year Function



2023

January 2023

- Australia Day Citizenship Ceremony
- Music in the Park Concert 2

February 2023

- Valentine's Concert
- Citizenship Ceremony

March 2023

- Community Art Exhibition
- Citizenship Ceremony
- Chichester Park Opening
- Warwick Senators Congratulatory Function
- Music in the Park Concert 3
- Joondalup Festival:
 - Meeukang Warangka ba Kenniny
 - Twelfth Night
 - Music in the Park
 - Boola Djarat Wardan
 - Aurora Spiegelent Program
 - The Knock'Em'Downs
 - Soaring Field of Flight (wings)
 - Take Flight
 - Eaters
 - Telethon Cinemas
 - Sunday Stretch and Strongs
 - Six Seasons Underwater Feast
 - Celebrate Yellagonga Day
 - St Stephen's Theatre Program
 - Grease @ the Drive-In

April 2023

- Community Art Exhibition
- Autumn Youth Event series
- ANZAC Day Dawn Service
- Citizenship Ceremony

May 2023

- King's Coronation Afternoon Tea
- Craigie Leisure Centre Refurbishment Official Opening

June 2023

- Sunday Serenades – The Rhythm Spectacular
- 2023 NAIDOC Visual Arts Exhibition – For Our Elders
- Citizenship Ceremony
- Business Forum 2
- Appreciation Function – Service Clubs
- Troy Pickard Hockey Stadium Official Opening
- Walk of Fame New Inductees' Event





Challenges snapshot

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COVID-19

In July 2022, the latest Omicron subvariants of COVID-19 continued to spread across Australia. Due to the increase in case numbers, health authorities considered reinfection more likely. Our City team continued to follow health and hygiene recommendations to reduce the spread of infection in the workplace. The responsibility to minimise the impact of COVID-19 was shared by all, and the City supported staff to take all precautions. This included providing Rapid Antigen Tests and masks, as well as paid time off to get vaccinations. Staff who tested positive, but were asymptomatic, were encouraged to work from home, where possible. Although there were absences due to COVID-19, we worked hard to minimise the impact on our operations and services.

Skills shortage

Some of the City's projects were impacted or delayed by vacancies, skills shortages, skills gaps or unmet training needs. A market shortage of suitably qualified skilled candidates, an inability to compete with the private sector on remuneration, and an ageing workforce were contributing factors, whilst COVID-19 caused a disruption in training needs.

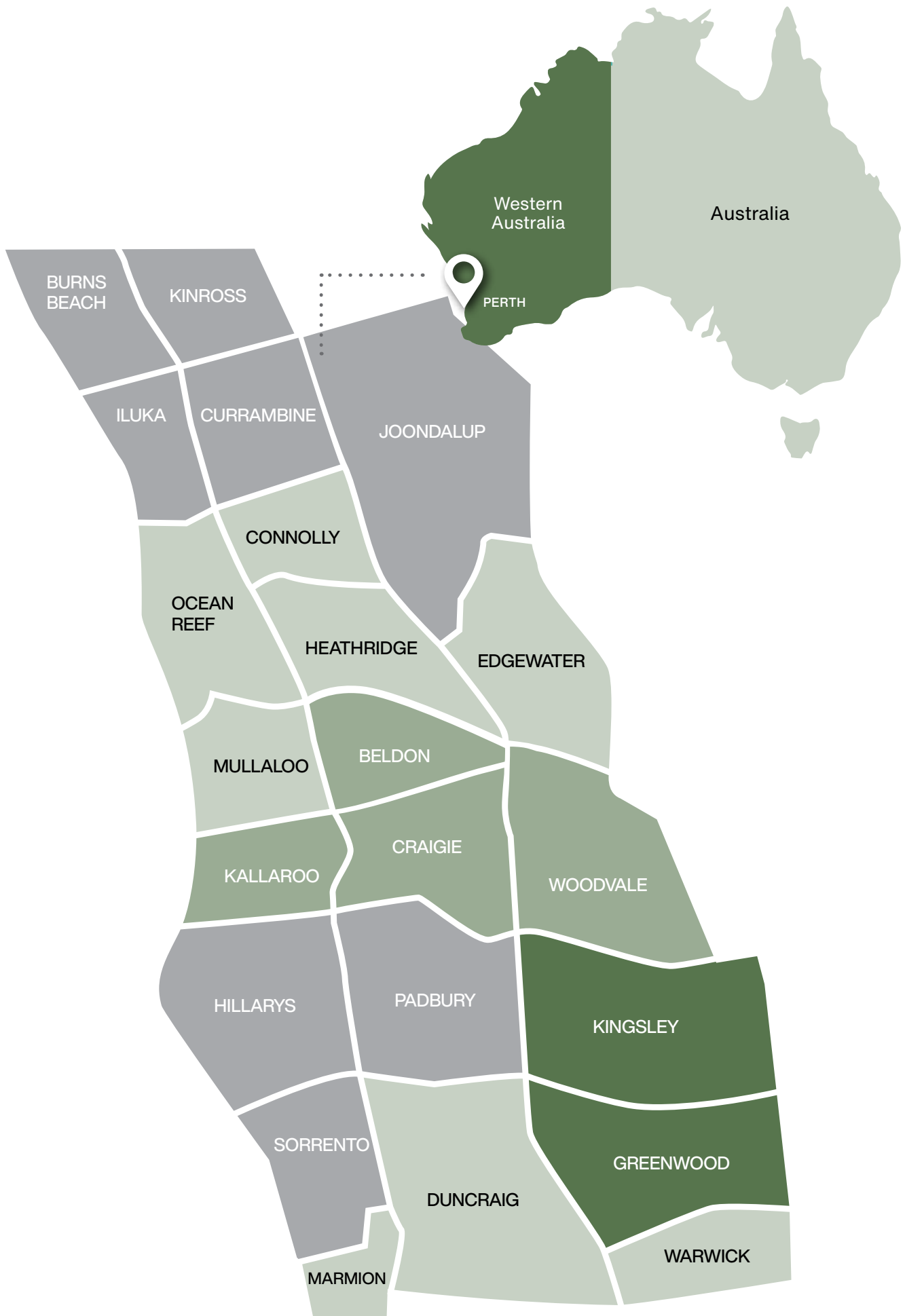
Severe weather

Many suburbs in the City experienced severe weather events during the year. High winds and heavy rain saw an increase in the number of calls and work orders to clean up fallen branches, debris and potholes on our roads that emerged due to flash flooding. The staff on the frontline, both the Customer Care call centre and teams out in the field, responded to these calls for assistance calmly and systematically to prioritise jobs for the clean-up.



Joondalup Festival

Our City



About the City of Joondalup

The City of Joondalup is a local government in the North Metropolitan Region of Western Australia. It has a total land area of approximately 97 square kilometres, featuring substantial areas of coastline, parkland, foreshore reserves, and bushland.

Located approximately 21 kilometres from Perth's Central Business District, 26 kilometres from Perth Airport, and 30 kilometres from Fremantle Harbour, the area is residential, with some commercial and industrial areas. The City has 22 suburbs and a population of approximately 165,000 residents. The major transportation networks are the Mitchell Freeway and the Joondalup Railway Line.

The City is home to a number of tourist attractions, such as Hillarys Boat Harbour, and is well-known for its natural attractions such as 17 kilometres of pristine coastline and the stunning Lake Joondalup within Yellagonga Regional Park.

With its several beaches and numerous outdoor activities, such as whale watching at Marmion Marine Park, bike riding along the Sunset Coast and Burns Beach to Mindarie dual pathway, or tackling the Whitfords Nodes Health and Wellbeing Hub and Ninja Warrior Course, Joondalup has a reputation as one of the most liveable cities in the world.

Joondalup is a growing centre for education, training and health care. Its key employment sectors include retail, health and education, and tourism. Major retail centres include Lakeside Joondalup Shopping City and Westfield Whitford City. Joondalup has one major hospital (Joondalup Health Campus); several tertiary institutions (Edith Cowan University, North Metropolitan TAFE, and Motor Industry Training Association of Western Australia); numerous public and private schools; and the WA Police Academy.



Whitfords Nodes Health and Wellbeing Hub

History

According to archaeological evidence, Noongar people have lived in the area around Yellagonga Regional Park for at least 40,000 years prior to European colonisation. The country surrounding the Yellagonga Regional Park area is called Mooro; the park is named after an important Noongar elder of the early colonial period. “Joondalup” is a Noongar word which means “place of whiteness or glistening”.

European settlement led to the establishment of market gardens, farms and vineyards near Lake Joondalup. The coastal suburbs became popular holiday spots, even though access by road was limited. In the 1970s, the State Government developed a vision for a commercial, civic and cultural centre in Perth’s Northern Corridor. The plan was for a self-sustaining community, supported by public transport, to minimise the detrimental environmental effects of living in the City. Joondalup was the first new City in Australia to be designed according to economic, social and environmental principles.

In the 1980s, the Joondalup Development Corporation created the Joondalup City Centre. The 22 residential suburbs developed around the City Centre during the 1980s and 1990s. While urban development in Joondalup dates from the 19th century, there was comparatively little residential development, except in the south of the City, until the late 1960s. From the 1970s to the 1990s, horticultural areas were converted to residential use, and by 2000, much of Joondalup had been urbanised. Along with the City Centre, the remaining northern suburbs have been the focus of development over the last two decades and are now mostly fully developed.

The primary housing market role that the City played in the last 40 years was to provide affordable housing for families. The presence of Edith Cowan University and proximity to employment and beaches has drawn many more residents to Joondalup, particularly from overseas. It is assumed that current migration patterns will continue, most notably, flows into the City from overseas, families being attracted to coastal areas, and younger adults to higher density residential areas.

City of Joondalup

The City of Joondalup was officially formed in 1998 when the State Government made the decision to split the former City of Wanneroo. Joondalup is one of the largest local governments in Western Australia by population with approximately 165,000 residents.



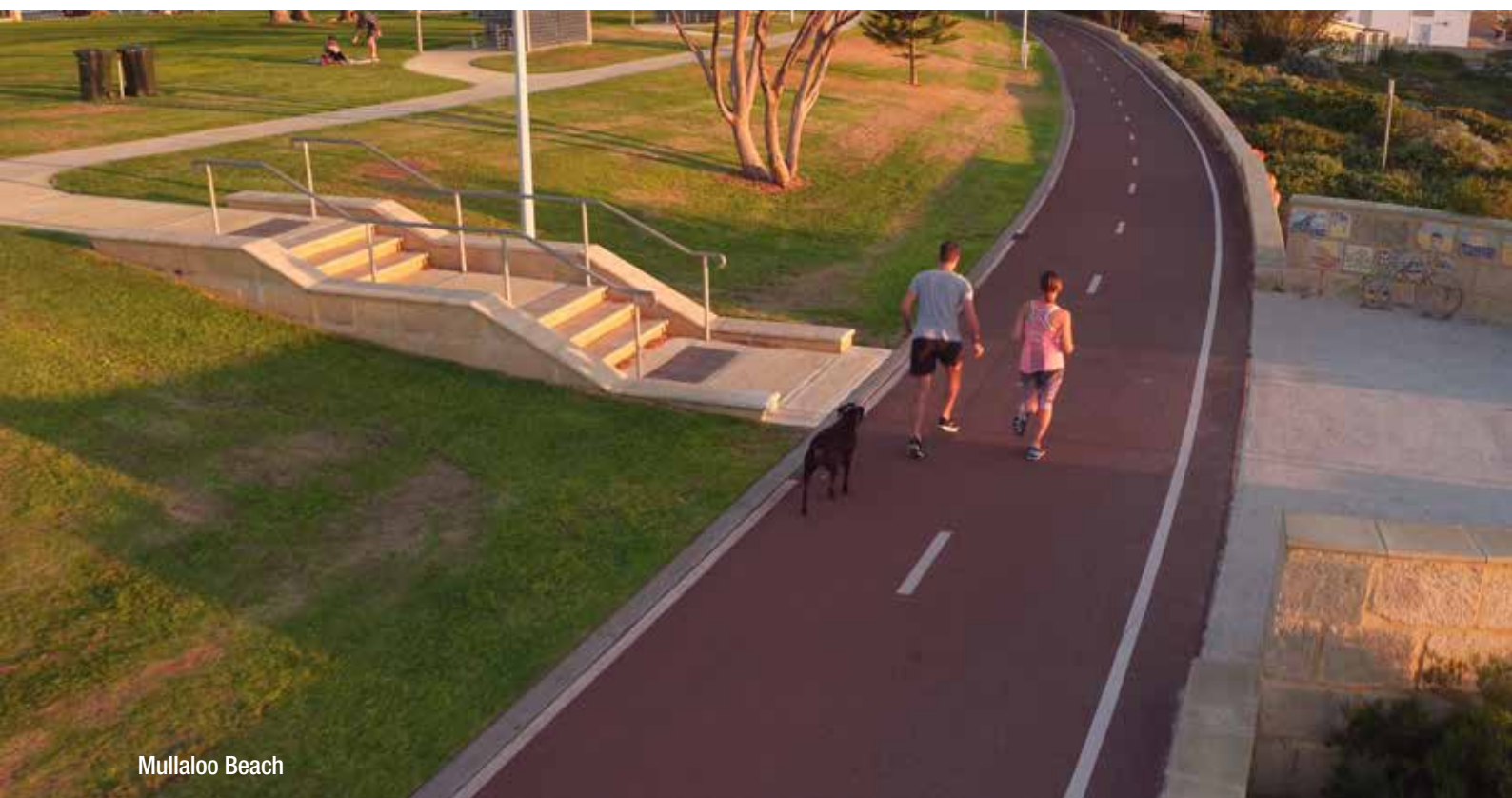
Zamia



City of
Joondalup

Logo

The City’s logo combines the imagery of the built and natural environments — the grid structure and the leaf pattern. The floral shape is derived from the local native cycad, commonly known as the zamia palm, emerging from the grid pattern, representing the planned City of Joondalup. The logo was designed by Landcorp and adopted by the City to represent a community in harmony with its natural and built environment.



Mullaloo Beach

City infrastructure

The City provides and maintains a range of physical infrastructure across the land, buildings and public open spaces it manages. Some of the key infrastructure in our asset portfolio are listed below:



351 (573 ha)
Parks



103 (603 ha)
Natural areas



159
Civic and community
buildings



1,103 km
Roads and car parks



929 km
Pathways



707 km
Pipes

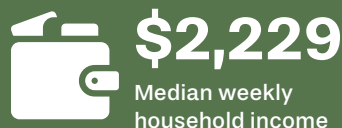
Our community

GRI
102-7

The City of Joondalup is the third largest local government in Western Australia by population with approximately 165,500 residents. Living across 22 suburbs, the City's residents include a significant migrant population, particularly from the United Kingdom and South Africa. There are currently over 60,000 dwellings in the City, with most residents purchasing or fully owning their homes.

Residents work in a range of industries, with large numbers employed in health care and social assistance, construction, and education and training. Joondalup is located approximately 30 minutes north of the Perth Central Business District, and approximately two-thirds of residents travel outside the City each day to work.

Demographic profile



Method of travel to work



Additional demographic and economic data are available at profile.id.com.au/joondalup



Joondalup City Centre

Economic profile



\$7.3 B

Gross regional product



95,229

Employed residents



1.8%

Unemployment rate



13,790

Local businesses



57,292

Local jobs



0.58

Ratio of jobs to workers

Top 5 industries by employment

11,392

Health care and social assistance

9,658

Construction

9,210

Education and training

7,091

Retail trade

7,058

Professional, scientific and technical services



48%

Employment self-sufficiency
(proportion of local jobs filled by local residents)



28%

Employment self-containment
(proportion of residents who work locally)

Value of tourism

5,170

Employment

\$702.8 M

Sales total

\$360.5 M

Value added

Our stakeholders

GRI
102-6GRI
102-13GRI
102-40

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

A challenge for the City is to recognise the differing interests of this diverse range of customers and stakeholder groups. It is also essential that we communicate effectively with each group and understand the impact of our decisions on each group.

The City takes on a number of roles in stakeholder management: sometimes leading in delivery, partnering with others, and advocating, facilitating or providing financial support. In collaboration and in partnership with our stakeholders, we are committed to a shared responsibility to use our resources efficiently and effectively.

Community stakeholders

- Clubs and sporting groups
- Community and not-for-profit groups
- Customers, ratepayers and residents
- Friends' groups
- Resident and ratepayer associations
- Seniors' groups
- Volunteers



Seniors Workshop

How we engage

- Annual reports
- Community consultation
- Corporate business plan quarterly reports
- Council Meetings
- Customer feedback
- Customer service
- eNewsletters
- Events
- Facility subsidies
- Fact sheets
- Grant funding
- Joint projects
- Joondalup Volunteer Resource Centre
- Leadership and training opportunities
- Reconciliation Action Plan Community Reference Group
- Social media
- Strategic Community Reference Group
- Websites

Why it is valuable

- Supports sustainable leadership to enable the community to deliver programs and activities.
- Assists in delivering a range of programs which we may not be able to deliver on our own.
- Maximises the delivery of sporting, educational and social activities to improve the quality of life of the community.
- Builds the capacity for community participation.
- Helps us to improve our services, programs and activities.
- Maximises use of facilities and services the City provides.

Media partners

- Nova Entertainment
- PerthNow Joondalup
- Seven West Media
- Twin Cities FM



Walk of Fame, Joondalup

How we engage

- Briefings
- Interviews
- Press releases
- Social media
- Sponsorship

Why it is valuable

- Helps build and protect the reputation of the City.
- Creates awareness of issues in the City.
- Promotes the services, programs and activities we deliver.
- Increases our reach throughout the Greater Perth Metropolitan Area and the State.

Business stakeholders

- Edith Cowan University
- Joondalup Business Association
- Joondalup Health Campus
- Local businesses
- North Metropolitan TAFE
- Hillarys Boat Harbour
- LendLease
- Westfield Whitford City
- Joondalup Resort
- CyberWest WA Cyber Security Innovation Hub
- Regional councils
- Service providers and suppliers



Cyber Week 2022 Joondalup Business Forum

How we engage

- Encourage and support leadership through board and committee memberships, business forums, onsite visits, meetings, and training and support.
- Ensure sound financial management and practices through our accounts, purchasing and contract management, and provide quality services and products in line with policy and legislation.
- Keep the community informed of opportunities through our Business eNewsletters, social media platforms, and tourist information.
- Provide engagement opportunities through business events, focus groups, meetings and workshops.

Why it is valuable

- Encourages local economic growth and opportunities.
- Forms partnerships to achieve strategic and organisational objectives.
- Gains specialist knowledge and ideas, and common interests are shared.
- Gains technical and practical support, advice and guidance.
- Generates employment opportunities in the City.
- Improves quality of services and products.
- Shares costs and expertise to progress joint projects.
- Supports business investment, development and growth.
- Maximises use of facilities and services the City provides.

Government agencies and departments

- Department of Biodiversity, Conservation and Attractions
- Department of Jobs, Tourism, Science and Innovation
- Department of Local Government, Sport and Cultural Industries
- Department of Planning, Lands and Heritage
- Department of Primary Industries and Regional Development
- Department of Transport
- Department of Water and Environmental Regulation
- Main Roads Western Australia
- Public Transport Authority
- WA Police
- WA Police Academy



Little Feet Festival

How we engage

- Briefings
- Events
- Grants and funding
- Meetings
- Networks
- Policy development
- Submissions

Why it is valuable

- Provides input into policy development.
- Advocates for differing interests of the diverse community and stakeholder groups.
- Receives funding and partnership opportunities, direction with planning, strategies and legislation, and share ideas.



Music in the Park

City services

City services

GRI
102-2

The City is responsible for delivering a wide range of economic, human, recreational and property services, as well as developing and maintaining essential community infrastructure. We deliver statutory services, such as approvals for planning, building, health, and swimming pool security fencing. We deliver discretionary services, such as library programs, events, leisure centres, and recreational programs. We also deliver internal services, such as human resources and information technology. These internal services provide us with the capacity to deliver the external statutory and discretionary services to our community.

Overall satisfaction with services provided by the City

90%



Green waste truck

The table below lists all of the services we deliver by key theme and shows the number of full-time equivalent (FTE) employees as reflected in the *Corporate Business Plan 2022–2026*.

Services by key theme

Community

Service	FTE
Community development <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> Community programs and initiatives Age-friendly community programs Homelessness Community transport program Volunteer management Access and inclusion 	6.48
Community safety, compliance and education <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> Parking Animal management Community amenity (verge obstructions, illegal signage, fire inspections, litter, beach management) Field patrols Graffiti management Public areas CCTV 	39.34
Cultural events, visual arts and arts development <i>(discretionary)</i> <ul style="list-style-type: none"> Cultural events Visual arts Arts development 	7.94
Environmental health <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> Premises inspections Environmental health approvals Environmental health investigations and advice Midge management 	12.67
Immunisation programs <i>(discretionary)</i> <ul style="list-style-type: none"> Immunisation 	1.66
Leisure centre <i>(discretionary)</i> <ul style="list-style-type: none"> Health, fitness and leisure — Craigie Leisure Centre 	36.55
Library services <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> Library services Library programs, events and activities Reference collection Local history Community outreach and liaison 	56.71
Youth services <i>(discretionary)</i> <ul style="list-style-type: none"> Centre-based youth programs Youth events and programs Community youth outreach Digital youth services 	7.78
Total	169.13

Environment

Service	FTE
Environment organisational management <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> Natural areas capital works Natural areas maintenance Friends' groups 	14.01
Emergency management <i>(statutory)</i> <ul style="list-style-type: none"> Emergency management 	0.65
Environmental planning and development <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> Environmental advice Environmental planning Natural areas management Catchment management Environmental education and leadership Environmental reporting 	4.13
Litter collection <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> Litter collection 	8.55
Technical and consultancy services <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> Provision of engineering advice for developments Coastal monitoring Rainfall monitoring and stormwater management 	4.80
Waste management <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> Domestic general waste Domestic recycling Domestic green waste Bulk hard waste Regional partnerships/Mindarie Regional Council Drop-off events Waste education 	8.37
Total	40.51

Place

Service	FTE
Building and planning compliance <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> Development compliance Swimming pool inspection program 	12.33
Building approvals <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> Building approvals Land purchase inquiries Building plan requests Building verge permit applications 	13.34
Building design and construction works <i>(discretionary)</i> <ul style="list-style-type: none"> Building design and construction 	3.90
Building maintenance <i>(discretionary)</i> <ul style="list-style-type: none"> Cleaning Building maintenance Building security management 	17.26
Civil design and construction <i>(discretionary)</i> <ul style="list-style-type: none"> Delivery of capital works projects Civil survey and design Management of capital works grant programs 	8.35
Commercial parking activities <i>(discretionary)</i> <ul style="list-style-type: none"> Commercial parking agreements Paid parking management 	8.44
Engineering maintenance programs <i>(discretionary)</i> <ul style="list-style-type: none"> Road resurfacing and preservation Stormwater drainage Engineering maintenance (scheduled and reactive) 	31.04
Landscape design and capital works programs <i>(discretionary)</i> <ul style="list-style-type: none"> Parks development Parks equipment Streetscape enhancement Leafy City Program 	10.09
Leisure planning <i>(discretionary)</i> <ul style="list-style-type: none"> Community facility refurbishments, redevelopments and floodlighting upgrades Club-funded and grant-funded infrastructure upgrades for sport and recreation 	2.50
Electrical and lighting engineering <i>(discretionary)</i> <ul style="list-style-type: none"> Public lighting maintenance and upgrades, and lighting network efficiency Electrical engineering advice and design 	2.80
Major City project delivery <i>(discretionary)</i> <ul style="list-style-type: none"> Delivery of major projects Management of the City's land portfolio 	5.85

Service	FTE
Parks maintenance programs <i>(discretionary)</i> <ul style="list-style-type: none"> • Irrigation • Mowing and turf renovation • Trees • Park maintenance 	104.22
Planning approvals, urban design and policy <i>(statutory)</i> <ul style="list-style-type: none"> • Development applications • Subdivision assessment • Urban planning approvals • Planning advice and information • Cartographic services 	21.00
Property management <i>(discretionary)</i> <ul style="list-style-type: none"> • Property management of City leased and licensed facilities 	2.90
Recreation services <i>(discretionary)</i> <ul style="list-style-type: none"> • Sport and recreation development • Community facility management 	8.48
Transport and road engineering <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> • Transport initiatives for road users • Traffic investigations • Road safety • Traffic management plans • Capital works forward programming and grant submissions • Approvals and technical advice 	6.27
Total	258.77

Economy

Service	FTE
Economic development <i>(discretionary)</i> <ul style="list-style-type: none"> • Economic Development Strategy delivery • Local business support • Destination positioning, advocacy and investment attraction 	5.85
Total	5.85

Leadership

Service	FTE
Organisational management <i>(statutory and discretionary)</i>	13.70
Audit, risk and executive services <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> • Internal audit and risk mitigation • Integrity and conduct controls • Business continuity • Elected Member liaison • Executive and legal support 	11.25
Communications and stakeholder relations <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> • Marketing • Sponsorship • Website • Media and communications • Civic functions 	14.63
Customer service <i>(discretionary)</i> <ul style="list-style-type: none"> • Customer service • Payment processing and reconciliation • Visitor and delivery management • Complaints management • Customer service training • Employee recognition 	17.03
Financial accounting <i>(statutory)</i> <ul style="list-style-type: none"> • Accounting and financial reporting • Collection services and payments to creditors • Debt collection • Taxation 	6.63
Fleet management and mechanical workshop <i>(discretionary)</i> <ul style="list-style-type: none"> • Fleet management • Fleet maintenance, including mechanical workshop • Carbon offsetting 	6.13
Funds management <i>(statutory)</i> <ul style="list-style-type: none"> • Funds management 	0.75
Governance support <i>(statutory)</i> <ul style="list-style-type: none"> • Governance compliance • Council and committee meetings • Local law development and review • Local government elections • Elected Member support • Print Room service 	6.19
Grants management <i>(discretionary)</i> <ul style="list-style-type: none"> • Grants administration • Award management 	1.00

Service	FTE
Human resources <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> Recruitment and induction Learning and development Employee relations Health, safety and wellbeing Payroll and human resources systems Strategic planning services, including workforce planning Diversity and inclusion 	11.09
Information technology <i>(discretionary)</i> <ul style="list-style-type: none"> Business application systems Network support 	19.99
Management accounting <i>(statutory)</i> <ul style="list-style-type: none"> Annual budgets Management reporting Taxation 	2.63
Organisational development <i>(discretionary)</i> <ul style="list-style-type: none"> Service planning and review Business planning and reporting Organisation performance reporting Business and process improvement Information technology systems, platforms and tools Project management Organisational development leadership initiatives 	3.33
Policy and planning <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> Strategic planning Corporate reporting Strategic position statements Policy development and review Community consultation Research, community demographics Submissions to State and Federal Government Stakeholder management 	4.83
Purchasing and contracts <i>(statutory)</i> <ul style="list-style-type: none"> Purchasing of goods and services 	7.42
Rates levying <i>(statutory)</i> <ul style="list-style-type: none"> Rates administration 	6.65
Recordkeeping and freedom of information <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> Recordkeeping Freedom of Information requests HelpDesk Employee training 	8.82
Strategic infrastructure asset management including capital works programming <i>(statutory and discretionary)</i> <ul style="list-style-type: none"> Strategic asset management Capital works programming Asset reporting 	4.45
Total	146.52

Customer Service Charter

The City's Customer Service Charter states our commitment to providing quality services. It provides employees with clear standards for the delivery of service excellence in pursuit of the vision and goals identified in the City's 10-Year Strategic Community Plan, *Joondalup 2032*.

The City reviewed the *Customer Service Charter* in 2022 and confirmed our commitment to:

- protecting the privacy and confidentiality of personal information and data
- connecting, consulting and engaging with our community
- making information, resources, and services accessible and inclusive
- continuously measuring and improving the quality of our services through customer surveys, feedback and performance data
- recognising and celebrating excellence in customer service delivery.

The Customer Service Charter is available on the City's website at joondalup.wa.gov.au





Council Chambers

Our Council

Council structure

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

Local government elections

GRI
102-24

Local Government Ordinary Elections are held on the third Saturday in October every two years for half of the Council. At the most recent election, Councillors were elected using a first-past-the-post voting system; preferential voting is set to be introduced at the next Local Government Ordinary Elections scheduled for 21 October 2023. If a vacancy occurs within a term, an Extraordinary Election is held. Mayoral elections are held every four years.

Meeting cycle

The City has a four-weekly meeting cycle between February and December each year. The structure of Council and Committee meeting dates for 2023 was amended to ensure no Briefing sessions or Council Meetings were held after public holidays. The amendment was to ensure adequate time to distribute public questions and process deputations.

WEEK 1 Strategy sessions



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

WEEK 2 Briefing sessions



Briefing sessions are used to inform Elected Members on the items of business to be presented and discussed at the forthcoming Council Meeting. Briefing sessions are open to members of the public, and question and statement time is permitted. A member of the public may also request to present a deputation to Elected Members relating to an item on the agenda.

WEEK 4 Council Meetings



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

WEEK 3 Committee meetings



Scheduled committee meetings and any special or urgent meetings of Council or committees are held as required.

Elected Members

GRI
102-22GRI
102-23

Role of Elected Members

Elected Members make important decisions relating to the whole of the City by considering the views of the community. They work together with the community and the Executive to set the strategic direction of the City. The role of Council, Elected Members, and the Mayor is defined in the *Local Government Act 1995* as follows:



The role of Council is to:

- govern the local government's affairs
- be responsible for the performance of the local government's functions
- oversee the allocation of the local government's finances and resources
- determine the local government's policies.



The role of the Mayor is to:

- preside at Council Meetings and ensure meetings are conducted in a correct and orderly manner, while remaining impartial
- carry out civic and ceremonial duties (such as conducting citizenship ceremonies)
- liaise with the Chief Executive Officer on the local government's affairs and the performance of its functions
- speak on behalf of the local government
- provide leadership and guidance to the community.
- The Deputy Mayor performs the functions of the Mayor when authorised to do so under section 5.34 of the *Local Government Act 1995*.



The role of each Councillor is to:

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

Complaints registers

Register of Minor Breach Findings

An Elected Member commits a minor breach if they contravene Division 4 – Rules of Conduct of the *City of Joondalup Code of Conduct for Council Members, Committee Members and Candidates*. In accordance with the *Local Government Act 1995*, a complaint of an alleged minor breach is submitted to the Local Government Standards Panel for determination.

The Register of Minor Breach Findings provides details of minor breach complaints which the Local Government Standards Panel has found to have occurred, and which required appropriate action to be taken. In accordance with section 5.121 of the *Local Government Act 1995*, the City must publish an up-to-date register on its website which is to include:

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

A total of three entries were registered in the Register of Minor Breach Findings during 2022/23, three of which were on appeal.

Remuneration totalling \$8,658 was paid to members of the Local Government Standards Panel during 2022/23.

Register of Behavioural Breach Findings

An Elected Member commits a behavioural breach if they contravene Division 3 – Behaviour of the *City of Joondalup Code of Conduct for Council Members, Committee Members and Candidates*. The Register of Behavioural Breach Findings provides details of complaints about behavioural breaches which the City of Joondalup Complaints Officer finds have occurred, and the actions taken. Clause 13 of the City's *Complaint Investigation Council Policy* requires the City to publish an up-to-date register of behavioural complaints.

Zero entries were registered in the Register of Behavioural Breach Findings during 2022/23.

Elected Member diversity

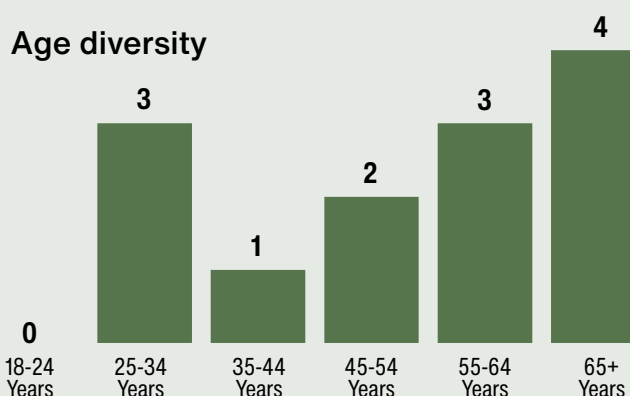
Regulation 19B of the *Local Government (Administration) Regulations 1996* requires the following information to be included in a local government annual report:

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

Gender diversity



Age diversity



No Elected Members identified as Aboriginal or Torres Strait Islander.

The Register of Minor Breach Findings and Register of Behavioural Breach Findings are available on the City's website at joondalup.wa.gov.au



Mayor and Councillors



Hon Albert Jacob JP
Mayor

Term expires: October 2025
Mayor since 2017

T: 9400 4450
E: mayor.jacob@joondalup.wa.gov.au

Qualifications

- Bachelor of Environmental Design
- Master of Architecture

Background and interests

Mayor Hon Albert Jacob JP was first elected to the City of Joondalup as a North Central Ward Councillor in 2006. He was subsequently elected to the Western Australian Parliament as the Member for Ocean Reef from 2008 to 2017, where he served as the Minister for Environment; Heritage for four years. He was elected the fourth Mayor of the City in 2017, and re-elected in 2021. He is proud of his record of working with others to help deliver large and worthwhile projects for the community. He is committed to good government, community engagement, quality urban design outcomes, enhancing streetscapes, and parks and natural areas. He is currently serving as the Director of the Western Australian Parks Foundation.

Council committees/reference groups

- Audit and Risk Committee
- Chief Executive Officer Performance Review Committee (Presiding Member)
- Major Projects and Finance Committee
- Policy Committee
- Reconciliation Action Plan Community Reference Group (Co-Chairperson)
- Strategic Community Reference Group (Presiding Member)

External committees and boards

- Mindarie Regional Council (Deputy Chair)
- Western Australian Local Government Association North Metropolitan Zone
- Western Australian Local Government Association State Council

North-Central Ward — Connolly, Heathridge, Mullaloo, Edgewater, Ocean Reef



Cr Daniel Kingston

Term expires: October 2025
Elected Member since 2021

M: 0435 075 442
E: daniel.kingston@joondalup.wa.gov.au

Qualifications

- Bachelor of Commerce

Background and interests

Cr Daniel Kingston has lived in the City for over two decades and is a keen volunteer in the community and for the environment. He is an active supporter of community projects, and is a member of the Edgewater Community Residents' Association and Friends of Yellagonga Regional Park. He is interested in open, transparent, and accountable government, and equitable and responsible financial decision-making. He supports planning and development to create healthy, sustainable, vibrant and connected communities, and is passionate about protecting and conserving the City's unique native flora and fauna.

Council committees/reference groups

- Chief Executive Officer Recruitment and Performance Review Committee
- Policy Committee

External committees and boards

- Yellagonga Regional Park Community Advisory Committee (Deputy)



Cr Nige Jones

Term expires: October 2023
Elected Member since 2015

M: 0468 562 099
E: nige.jones@joondalup.wa.gov.au

Qualifications

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

Background and interests

Cr Nige Jones was a soldier in Britain and Australia for 11 years. He has worked in marketing in Australia, the United Kingdom and Ireland for 10 years. He has 34 years' experience as a fitness coach and 10 years' experience as a soccer coach for the Western Australian Education Department. In 2008, he was an Australian of the Year Finalist. He regularly participates at the Joondalup Dog Training Club and enjoys spending quality time with his family.

Council committees/reference groups

- Audit and Risk Committee
- Major Projects and Finance Committee

External committees and boards

- Metro Outer Joint Development Assessment Panel
- Tamala Park Regional Council (now Catalina Regional Council)
- Western Australian Local Government Association North Metropolitan Zone

North Ward — Burns Beach, Currambine, Iluka, Joondalup, Kinross



Cr Adrian Hill

Term expires: October 2023

Elected Member since 2021

M: 0408 919 585

E: adrian.hill@joondalup.wa.gov.au

Qualifications

- Bachelor of Engineering (Honours)
(Civil and Structural Engineering)

Background and interests

Cr Adrian Hill has a background in civil and marine engineering and in business and commercial management through his previous career in the international offshore energy industry. He has lived in the City since 2004, and became a Councillor to influence local government decisions and outcomes on behalf of the community. He applies diligence and integrity to seek results in the best interests of ratepayers and residents. He is passionate about building a community performing arts culture in the City, and ensuring community grants and sponsorship opportunities go to deserving community groups based on principles of fairness and need.

Council committees/reference groups

- Major Projects and Finance Committee
- Policy Committee

External committees and boards

- North West District Planning Committee
- North West Metropolitan Regional Road Sub-Group (Deputy)
- Western Australian Local Government Association North Metropolitan Zone



Cr Tom McLean JP

Term expires: October 2023

Elected Member since 2006

M: 0417 931 437

E: tom.mclean@joondalup.wa.gov.au

Qualifications

- Bachelor of Business

Background and interests

Cr Tom McLean JP is a retired Certified Practising Accountant experienced in financial and management matters. Since becoming a Councillor in 2006, he has seen many positive changes in the City. As a serving Justice of the Peace, he is regularly available at the Joondalup Courthouse. He is passionate about aviation and has been a glider pilot since his late teens.

Council committees/reference groups

- Audit and Risk Committee
- Chief Executive Officer Recruitment and Performance Review Committee

External committees and boards

- Metro Outer Joint Development Assessment Panel



Cr Christopher May JP

Term expires: October 2025

Elected Member since 2017

M: 0431 920 661

E: christopher.may@joondalup.wa.gov.au

Qualifications

- Bachelor of Communications

Background and interests

Cr Christopher May JP works in commercial banking and has previously worked as a political staffer and research officer. He became a Councillor to make the suburbs he grew up in an even better place to live, and to protect the natural environment. He is passionate about improving tree canopy cover and ensuring amenity for residents at all stages of life. He is interested in the arts, fitness and health, history, geopolitics and philosophy.

Council committees/reference groups

- Chief Executive Officer Recruitment and Performance Review Committee
- Major Projects and Finance Committee
- Strategic Community Reference Group

External committees and boards

- Mindarie Regional Council
- North West Metropolitan Regional Road Sub-Group (Deputy)
- Western Australian Local Government Association North Metropolitan Zone (Deputy)



Cr Russell Poliwka

Term expires: October 2023

Elected Member since 2015

M: 0428 926 846

E: russell.poliwka@joondalup.wa.gov.au

Qualifications

- Diploma of Accounting
- Fellow Institute Accountants

Background and interests

Cr Russell Poliwka has lived in the City since 1992; he is married and has four children and four grandchildren. His career and skills are in accountancy and real estate, and he was instrumental in creating the Joondalup Business Association. He was the Chairperson of the Association for more than 12 years and is a life member. He is active in the community and is passionate about small business. He is an enthusiastic golfer, enjoys cycling, and has a small hobby farm where he enjoys nature.

Council committees/reference groups

- Audit and Risk Committee
- Policy Committee

External committees and boards

- Nil

South-East Ward — Greenwood, Kingsley



Cr John Chester

Term expires: October 2025
Elected Member since 2009

M: 0408 985 022
E: john.chester@joondalup.wa.gov.au

Qualifications

- Bachelor of Science
- Diploma in Education

Background and interests

Cr John Chester is a retired geologist and science teacher. He is a lifelong environmentalist and is committed to collaborating with the community to increase urban forest canopy cover, and maintain a sustainable City. He has lived in the City since 1980, and was a founding member of the Kingsley and Greenwood Residents' Association. He is a long-term member of the Friends of Yellagonga Regional Park and serves on the Greenwood College School Board.

Council committees/reference groups

- Chief Executive Officer Recruitment and Performance Review Committee
- Policy Committee

External committees and boards

- Community Board of Advice (Joondalup Health Campus) (Deputy)
- Tamala Park Regional Council (now Catalina Regional Council)
- Wanneroo/Joondalup Local Emergency Management Committee
- Yellagonga Regional Park Community Advisory Committee



Cr John Logan (Deputy Mayor)

Term expires: October 2023
Elected Member since 2015

M: 0413 371 145
E: john.logan@joondalup.wa.gov.au

Qualifications

- Bachelor of Arts (Industrial Relations)

Background and interests

Cr John Logan was a journalist for over 30 years and founded the student radio program School of Thought, which won a Community Broadcasting Award in 2019. He left journalism in 2013 to pursue his passion for building better local communities and his interests in education, sports, the environment and volunteering with charitable organisations. He has been a member of a number of school boards and is a member of the Kingsley Amateur Football Club, West Perth Football Club, the St Vincent de Paul Society, and the Kingsley and Greenwood Residents' Association.

Council committees/reference groups

- Audit and Risk Committee
- Major Projects and Finance Committee

External committees and boards

- North West Metropolitan Regional Road Sub-Group

South-West Ward — Hillarys, Padbury, Sorrento



Cr Christine Hamilton-Prime JP

Term expires: October 2025

Elected Member since 2009

M: 0405 506 595

E: christine.hamilton-prime@joondalup.wa.gov.au

Qualifications

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

Background and interests

Cr Christine Hamilton-Prime JP was elected to Council in 2009 at 19 years of age — the City's youngest Councillor. She was re-elected in 2013, 2017, and in 2021 was elected Deputy Mayor. She is committed to improving engagement and amenities for young people, growing the City's prosperity through the Joondalup Innovation Precinct, and is an advocate in the innovation, cyber security and health med-tech sectors. As a long-term resident of the City, she is passionate about enhancing community connectedness, inclusion and liveability, preserving the unique coastal environment, and beautifying and maintaining parks and streetscapes. She is a member of the Padbury Community Garden and Vice Patron of the Sorrento Surf Life Saving Club.

Council committees/reference groups

- Chief Executive Officer Recruitment and Performance Review Committee
- Major Projects and Finance Committee
- Strategic Community Reference Group

External committees and boards

- Community Board of Advice (Joondalup Health Campus) (Chair)
- Wanneroo/Joondalup Local Emergency Management Committee (Chair)
- Western Australian Local Government Association North Metropolitan Zone (Deputy)



Cr John Raftis

Term expires: October 2023

Elected Member since 2019

M: 0407 990 761

E: john.raftis@joondalup.wa.gov.au

Qualifications

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

Background and interests

Cr John Raftis is an executive with over 30 years' experience in accounting, governance, and management roles across industries from small business to an ASX-listed corporation. He is currently the Executive Officer of an Aboriginal charitable trust. He is committed to improving transparency and accountability to residents, from fiscal management to service delivery. He seeks to make the City an even more desirable place to live, work and raise a family. He is a long-term resident and is family-oriented with two adult children. He is a board member of the Bambara Primary School Board, and an avid gardener with an appreciation for sports. He has a growing interest in helping to overcome the challenges of homelessness in society.

Council committees/reference groups

- Audit and Risk Committee
- Policy Committee
- Strategic Community Reference Group

External committees and boards

- Tamala Park Regional Council (now Catalina Regional Council) (Deputy)

South Ward — Duncraig, Marmion, Warwick



Cr Russ Fishwick JP

Term expires: October 2025
Elected Member since 2006

M: 0400 782 274
E: russ.fishwick@joondalup.wa.gov.au

Qualifications

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

Background and interests

Cr Russ Fishwick JP has lived in the City since 1978. He has over 40 years' experience in local government and was the City's Deputy Mayor in 2007–2008, 2016–2017 and 2019–2021. He is committed to good governance, waste management and recycling, supports community and sporting groups, local businesses and schools, and advocates for residents' rights, public safety, and consultation. He is actively involved in surf lifesaving and is a board member of Duncraig and Poynter Primary Schools and Churchlands Senior High School. He is also a member of the Marmion, Sorrento, Duncraig Progress and Ratepayers' Association and the Padbury Community Garden.

Council committees/reference groups

- Audit and Risk Committee
- Major Projects and Finance Committee

External committees and boards

- Local Government Advisory Board
- Metro Outer Joint Development Assessment Panel (Deputy)
- Tamala Park Regional Council (now Catalina Regional Council)
- Western Australian Local Government Association North Metropolitan Zone
- Western Australian Local Government Association State Council



Cr Suzanne Thompson

Term expires: October 2023
Elected Member since 2019

M: 0409 733 373
E: suzanne.thompson@joondalup.wa.gov.au

Qualifications

- Bachelor of Arts Honours (English Language/Literature)
- Post Graduate Certificate in Education (English and Drama)

Background and interests

Cr Suzanne Thompson began her professional career as a teacher in the United Kingdom before becoming a Head of Department. She moved to Australia in 2000 and worked in advertising for large agencies before running her own agency. She is a keen runner, reader and writer, and an active community member who enjoys working on grassroots projects. She spends her time between raising two children, in a part-time marketing executive role, and as a freelance advertising and marketing consultant. She is a member of the Marmion, Sorrento, Duncraig Progress and Ratepayers' Association.

Council committees/reference groups

- Chief Executive Officer Recruitment and Performance Review Committee
- Policy Committee

External committees and boards

- North West District Planning Committee



Council meeting and workshop attendance

KEY			Mayor Hon Albert Jacob JP	Cr Daniel Kingston	Cr Nige Jones	Cr Adrian Hill	Cr Tom McLean JP	Cr Christopher May JP	Cr Russell Poliwka	Cr John Chester	Cr John Logan	Cr Christine Hamilton-Prime JP	Cr John Raffis	Cr Russ Fishwick JP	Cr Suzanne Thompson
Jul 2022	Strategy	5-Jul-2022	Attended	Attended	Leave of absence	Attended	Attended	Apology	Apology	Attended	Attended	Attended	Attended	Attended	Attended
	Council*	5-Jul-2022	Attended	Attended	Leave of absence	Attended	Apology	Apology	Attended	Attended	Attended	Attended	Attended	Attended	Attended
	Briefing	12-Jul-2022	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Apology	Attended	Apology	Attended	Attended	Attended
	Council	19-Jul-2022	Attended	Attended	Apology	Attended	Attended	Attended	Leave of absence	Apology	Attended	Attended	Attended	Attended	Apology
Aug 2022	Strategy	2-Aug-2022	Attended	Attended	Apology	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended
	Briefing	9-Aug-2022	Attended	Attended	Attended	Attended	Attended	Attended	Apology	Attended	Attended	Attended	Attended	Attended	Attended
	Council	16-Aug-2022	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended
	Strategy*	23-Aug-2022	Attended	Apology	Leave of absence	Attended	Attended	Apology	Attended	Attended	Attended	Attended	Attended	Leave of absence	Attended
Sep 2022	Briefing	13-Sep-2022	Apology	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Apology	Attended	Apology	Attended	Attended
	Council	20-Sep-2022	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended
	Strategy	27-Sep-2022	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended
Oct 2022	Strategy	04-Oct-2022	Attended	Attended	Apology	Attended	Attended	Apology	Attended	Apology	Attended	Apology	Attended	Attended	Attended
	Briefing	11-Oct-2022	Attended	Apology	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended
	Council	18-Oct-2022	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended
Nov 2022	Strategy	1-Nov-2022	Attended	Attended	Leave of absence	Attended	Apology	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended
	Briefing	8-Nov-2022	Attended	Attended	Attended	Attended	Apology	Attended	Attended	Attended	Attended	Apology	Attended	Attended	Attended
	Council	15-Nov-2022	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended
	Strategy	29-Nov-2022	Attended	Attended	Leave of absence	Attended	Attended	Attended	Attended	Attended	Attended	Leave of absence	Attended	Attended	Attended
Dec 2022	Briefing	6-Dec-2022	Attended	Attended	Leave of absence	Attended	Attended	Attended	Attended	Apology	Attended	Apology	Apology	Attended	Attended
	Council	13-Dec-2022	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Apology	Attended	Leave of absence	Attended	Attended	Attended
Jan 2023	Budget workshop	31-Jan-2023	Attended	Attended	Attended	Attended	Apology	Attended	Attended	Attended	Attended	Apology	Attended	Attended	
Feb 2023	Budget workshop	6-Feb-2023	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended
	Strategy	7-Feb-2023	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended
	Council*	7-Feb-2023	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended
	Briefing	14-Feb-2023	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended
	Budget workshop	20-Feb-2023	Attended	Apology	Apology	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Apology	Attended
	Council	28-Feb-2023	Attended	Attended	Attended	Attended	Attended	Attended	Attended	Apology	Attended	Attended	Attended	Attended	Attended

*Indicates Special meeting

			Mayor Hon Albert Jacob JP	Cr Daniel Kingston	Cr Nige Jones	Cr Adrian Hill	Cr Tom McLean JP	Cr Christopher May JP	Cr Russell Poliwka	Cr John Chester	Cr John Logan	Cr Christine Hamilton-Prime JP	Cr John Raftis	Cr Russ Fishwick JP	Cr Suzanne Thompson
Mar 2023	Strategy	7-Mar-2023													
	Electors'	7-Mar-2023													
	Budget workshop	9-Mar-2023													
	Strategy*	14-Mar-2023													
	Briefing	14-Mar-2023													
	Budget workshop	15-Mar-2023													
	Council	28-Mar-2023													
Apr 2023	Budget workshop	3-Apr-2023													
	Strategy	4-Apr-2023													
	Briefing	11-Apr-2023													
	Council	18-Apr-2023													
	Budget workshop	26-Apr-2023													
May 2023	Strategy	2-May-2023													
	Briefing	9-May-2023													
	Budget workshop	10-May-223													
	Strategy*	16-May-2023													
	Council	23-May-2023													
Jun 2023	Strategy	6-Jun-2023													
	Briefing	13-Jun-2023													
	Council	27-Jun-2023													

*Indicates Special meeting

The Agendas and Minutes for Council meetings are available on the City's website at joondalup.wa.gov.au



Induction and training

Mandatory training courses

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

Elected Members	Understanding local government	Serving on Council	Meeting procedures	Conflicts of interest	Understanding financial reports and budgeting
Mayor Hon Albert Jacob JP	2021/22	2021/22	2022/23	2021/22	2022/23
Councillor Daniel Kingston	2022/23	2022/23	2022/23	2022/23	2022/23
Councillor Nige Jones	2019/20	2019/20	2020/21	2019/20	2020/21
Councillor Adrian Hill	2021/22	2021/22	2021/22	2021/22	2021/22
Councillor Tom McLean JP	2020/21	2020/21	2020/21	2020/21	2020/21
Councillor Christopher May JP	2021/22	2021/22	2021/22	2021/22	2021/22
Councillor Russell Poliwka	2019/20	2020/21	2019/20	2019/20	2020/21
Councillor John Chester	2021/22	2021/22	2021/22	2021/22	2022/23
Councillor John Logan (Deputy Mayor)	2019/20	2019/20	2019/20	2019/20	2019/20
Councillor Christine Hamilton-Prime JP	2022/23	2022/23	2022/23	2022/23	2022/23
Councillor John Raftis	2020/21	2020/21	2020/21	2020/21	2020/21
Councillor Russ Fishwick JP	2021/22	2021/22	2021/22	2021/22	2021/22
Councillor Suzanne Thompson	2020/21	2020/21	2020/21	2020/21	2020/21

*Note: Omissions were made in previous reporting periods and the table provides a restatement of data.



Administration building

Elected Member training and development

To enable Elected Members to develop and maintain skills and knowledge relevant to their roles as representatives of the City, Elected Members are encouraged to attend conferences and training events. This keeps Elected Members informed and better able to fulfil their duties of office. The following conferences were attended during 2022/23.

Elected Member	Conference	Location	Dates
Mayor Hon Albert Jacob JP	CEDA State of the Nation 2022: Australia's Choices	Canberra	8 Sep 2022
Cr Nige Jones	2022 Local Government Summit	Sydney	20-22 Jul 2022
	Community Engagement Summit	Sydney	23-25 Nov 2022
Cr Adrian Hill	CEDA State of the Nation 2022: Australia's Choices	Canberra	8 Sep 2022
Cr Russell Poliwka	2022 Local Government Summit	Sydney	20-22 Jul 2022
	Waste Conference	Coffs Harbour	9-11 May 2023
Cr Christine Hamilton-Prime JP	India Trade Mission	India	12-18 Jul 2022
	National Health and Innovation Precincts Summit	Sydney	22-23 Nov 2022
Cr Russ Fishwick JP	Australian Local Government Association National General Assembly and Australian Council of Local Government Conference	Canberra	13-16 Jun 2023
Cr Suzanne Thompson	2022 Local Government Summit	Sydney	20-22 Jul 2022

Remuneration and entitlements

Elected Members are remunerated in accordance with the current determination of the Salaries and Allowances Tribunal under the *Salaries and Allowances Act 1975*. The City is classified as a Band 1 local government for the purposes of the *Salaries and Allowances Act 1975* and has determined that it will remunerate its Elected Members as follows:

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

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

Details of Elected Member remuneration, including conference and training expenses, are contained in the *Notes to and forming part of the financial report (note 21 Related party transactions)*.

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

Make and model: Isuzu D-Max

Date acquired: 17 December 2021

Carrying value as at 30 June 2023: \$47,322

Register of fees, expenses and allowances paid to Elected Members

GRI
405-2

	Mayoral/Deputy Mayoral Allowance	Meeting Attendance Fee	Information and Communication Technology Allowance	Travel/Child Care Reimbursement	Other Specified Expenses Reimbursement	Conference Expenses*	Total
Mayor Hon Albert Jacob JP	\$91,997	\$48,704	\$3,500	\$6,925	\$1,758	\$319	\$153,203
Cr Daniel Kingston		\$32,470	\$3,500				\$35,970
Cr Nige Jones		\$32,470	\$3,500	\$3,302	\$1,464	\$1,243	\$41,979
Cr Adrian Hill		\$32,470	\$3,500			\$50	\$36,020
Cr Tom McLean JP		\$32,470	\$3,500				\$35,970
Cr Christopher May		\$32,470	\$3,500	\$925	\$2,263		\$39,158
Cr Russell Poliwka		\$32,470	\$3,500	\$51	\$880	\$879	\$37,780
Cr John Chester		\$32,470	\$3,500				\$35,970
Cr John Logan	\$16,136	\$32,470	\$3,500	\$2,160	\$291		\$54,557
Cr Christine Hamilton-Prime JP	\$8,779	\$32,470	\$3,500			\$3,270	\$48,019
Cr John Raftis		\$32,470	\$3,500				\$35,970
Cr Russ Fishwick JP		\$32,470	\$3,500	\$2,526	\$35	\$346	\$38,877
Cr Suzanne Thompson		\$32,470	\$3,500	\$974	\$95	\$300	\$37,339

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



Carnaby's Black-Cockatoos (*Zanda latirostris*)

Committees

To assist with decision-making responsibilities, Council established four committees. Each committee performs a specific function and recommendations are presented to Council as the decision-making body. None of the committees currently established have delegated authority.

The Agendas and Minutes for Committee meetings are available on the City's website at joondalup.wa.gov.au



Audit and Risk Committee

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

The legislation relevant to this committee includes:

- Part 6 – Financial Management of the *Local Government Act 1995*
- Part 7 – Audit of the *Local Government Act 1995*
- Regulation 17 of the *Local Government (Audit) Regulations 1996*
- Regulation 5(2)(c) of the *Local Government (Financial Management) Regulations 1996*
- Regulation 16(f) of the *Local Government (Audit) Regulations 1996*.

The Audit and Risk Committee met on six occasions during 2022/23.

Committee members

- Mayor Hon Albert Jacob JP
- Cr John Logan
- Cr Nige Jones (Deputy Presiding Member)
- Cr Russ Fishwick JP
- Cr Tom McLean JP
- Cr Russell Poliwka
- Cr John Raftis (Presiding Member)
- Mr Richard Thomas (external independent member)

Deputy members

- Cr John Chester
- Cr Christine Hamilton-Prime JP
- Cr Adrian Hill
- Cr Daniel Kingston
- Cr Christopher May
- Cr Suzanne Thompson

Chief Executive Officer Recruitment and Performance Review Committee

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

The Chief Executive Officer Recruitment and Performance Review Committee met on seven occasions in 2022/23.

Committee members

- Mayor Hon Albert Jacob JP (Presiding Member)
- Cr John Chester
- Cr Christine Hamilton-Prime JP
- Cr Daniel Kingston
- Cr Christopher May JP (Deputy Presiding Member)
- Cr Tom McLean JP
- Cr Suzanne Thompson

Deputy members

- Cr Adrian Hill
- Cr Nige Jones
- Cr John Logan
- Cr Russ Fishwick JP
- Cr Russell Poliwka
- Cr John Raftis

Policy Committee

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

The Policy Committee met on six occasions in 2022/23.

Committee members

- Mayor Hon Albert Jacob JP
- Cr John Chester
- Cr Adrian Hill
- Cr Daniel Kingston (Deputy Presiding Member)
- Cr Russell Poliwka
- Cr John Raftis
- Cr Suzanne Thompson (Presiding Member)

Deputy members

- Cr Russ Fishwick JP
- Cr Christine Hamilton-Prime JP
- Cr Nige Jones
- Cr John Logan
- Cr Christopher May JP
- Cr Tom McLean JP

Major Projects and Finance Committee

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

The Major Projects and Finance Committee met on five occasions in 2022/23.

Committee members

- Mayor Hon Albert Jacob JP
- Cr Russ Fishwick JP
- Cr Adrian Hill (Deputy Presiding Member)
- Cr Christine Hamilton-Prime JP
- Cr Nige Jones
- Cr John Logan (Presiding Member)
- Cr Christopher May

Deputy members

- Cr John Chester
- Cr Daniel Kingston
- Cr Tom McLean JP
- Cr Russell Poliwka
- Cr John Raftis
- Cr Suzanne Thompson

Committee meeting attendance

KEY														
Attended (as member)	Leave of absence													
Attended (as deputy)	Apology													
Attended (as observer)	Not a member													
		Mayor Hon Albert Jacob JP	Cr Daniel Kingston	Cr Nige Jones	Cr Adrian Hill	Cr Tom McLean JP	Cr Christopher May JP	Cr Russell Poliwka	Cr John Chester	Cr John Logan	Cr Christine Hamilton-Prime JP	Cr John Raffis	Cr Russ Fishwick JP	Cr Suzanne Thompson
Audit and Risk Committee	8-Aug-2022													
	8-Nov-2022													
	16-Nov-2022*													
	31-Jan-2023													
	8-Mar-2023													
	22-May-2023													
Chief Executive Officer Recruitment and Performance Review Committee	29-Aug-2022													
	30-Aug-2022													
	19-Sep-2022													
	29-Nov-2022													
	13-Mar-2023													
	29-May-2023													
	26-Jun-2023													
Policy Committee	1-Aug-2022													
	31-Oct-2022													
	7-Nov-2022													
	27-Feb-2023													
	8-May-2023													
	19-Jun-2023 [†]													
Major Projects and Finance Committee	26-Jul-2022													
	27-Sep-2022													
	28-Nov-2022													
	20-Mar-2023													
	1-May-2023													

*Note: Indicates resumption of previous meeting.

[†]Indicates Special meeting.

External councils, committees and boards

In addition to performing their duties on the City's committees and reference groups, a number of Elected Members represent the City on external councils, committees and boards. These are positions appointed by Council and are listed in the table below.

Elected Member	External council/committee/board	Commencement of term	Completion of term
Mayor Hon Albert Jacob JP	Mindarie Regional Council	Oct 2019	Oct 2023
	Western Australian Local Government Association North Metropolitan Zone	Oct 2019	Oct 2023
	Western Australian Local Government Association State Council	Nov 2019	Dec 2023
Cr Daniel Kingston	Yellagonga Regional Park Community Advisory Committee (Deputy)	Nov 2021	Oct 2023
Cr Nige Jones	Metro Outer Joint Development Assessment Panel (Deputy)	Nov 2017	Oct 2021
	Metro Outer Joint Development Assessment Panel	Nov 2021	Oct 2023
	Tamala Park Regional Council (now Catalina Regional Council)	Oct 2021	Oct 2023
	Western Australian Local Government Association North Metropolitan Zone	Oct 2021	Oct 2023
Cr Adrian Hill	Metro Outer Joint Development Assessment Panel (Deputy)	Nov 2021	Oct 2023
	North West District Planning Committee (Deputy)	Nov 2021	Oct 2023
	Western Australian Local Government Association North Metropolitan Zone	Oct 2021	Oct 2023
Cr Tom McLean JP	Metro Outer Joint Development Assessment Panel (Deputy)	Nov 2019	Oct 2021
	Metro Outer Joint Development Assessment Panel	Nov 2021	Oct 2023
Cr Christopher May	Mindarie Regional Council	Oct 2021	Oct 2023
	North West District Planning Committee	Nov 2017	Dec 2021
	North West Metropolitan Regional Road Sub-Group (Deputy)	Nov 2021	Oct 2023
	Tamala Park Regional Council (Deputy)	Oct 2019	Oct 2021
	Western Australian Local Government Association North Metropolitan Zone (Deputy)	Oct 2019	Oct 2023
	Yellagonga Regional Park Community Advisory Committee (Deputy)	Nov 2019	Oct 2021
Cr Russell Poliwka	Western Australian Local Government Association North Metropolitan Zone	Oct 2019	Oct 2021

Elected Member	External council/committee/board	Commencement of term	Completion of term
Cr John Chester	Community Board of Advice (Joondalup Health Campus) (Deputy)	Nov 2019	Oct 2023
	Tamala Park Regional Council (now Catalina Regional Council)	Oct 2015	Oct 2023
	Wanneroo/Joondalup Local Emergency Management Committee (Deputy)	Nov 2011	Oct 2023
	Yellagonga Regional Park Community Advisory Committee	Oct 2019	Oct 2023
Cr John Logan	North West Metropolitan Regional Road Sub-Group	Nov 2015	Oct 2023
	Western Australian Local Government Association North Metropolitan Zone (Deputy)	Nov 2019	Oct 2021
Cr Christine Hamilton-Prime JP	Community Board of Advice (Joondalup Health Campus)	Nov 2015	Oct 2023
	North West Metropolitan Regional Road Sub-Group (Deputy)	Nov 2019	Oct 2021
	Wanneroo/Joondalup Local Emergency Management Committee	Nov 2017	Oct 2023
	Western Australian Local Government Association North Metropolitan Zone (Deputy)	Oct 2021	Oct 2023
Cr John Raftis	Tamala Park Regional Council (now Catalina Regional Council) (Deputy)	Oct 2021	Oct 2023
	Western Australian Local Government Association North Metropolitan Zone (Deputy)	Oct 2019	Oct 2021
Cr Russ Fishwick JP	Metro Outer Joint Development Assessment Panel (Deputy)	Nov 2021	Oct 2023
	Mindarie Regional Council	Nov 2007	Oct 2021
	Tamala Park Regional Council (now Catalina Regional Council) (Deputy)	Oct 2021	Oct 2023
	Western Australian Local Government Association North Metropolitan Zone	Nov 2007	Oct 2023
	Western Australian Local Government Association State Council	Nov 2015	Dec 2023
Cr Suzanne Thompson	Metro Outer Joint Development Assessment Panel	Nov 2019	Oct 2021
	North West District Planning Committee	Nov 2019	Oct 2023
	Tamala Park Regional Council (Deputy)	Oct 2019	Oct 2021

For more information about these external councils, committees and boards, including remuneration and attendance information, please review the specific annual reports for the individual organisations.



Reference groups

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



Sir James McCusker Park, Iluka

Joondalup Design Review Panel

The Joondalup Design Review Panel is a Council-appointed panel providing independent expert advice on architecture, urban design, landscape design and sustainability of planning proposals. The panel has an advisory function only, with the advice considered as part of the planning assessment process.

Meetings are held at the City's Civic Centre each month and are not open to the public (excluding proponents).

Panel members

- Ms Nerida Moredoundt (Chairperson)
- Ms Munira Mackay (Deputy Chairperson)
- Mr Graham Agar
- Ms Jane Bennett
- Mr Tony Blackwell
- Mr Robin Burnage
- Mr Jackson Liew
- Mr Kukame McPierzie
- Mr Aaron Sice
- Mr Simon Venturi



Strategic Community Reference Group

Strategic Community Reference Group

In June 2012, Council established the Strategic Community Reference Group as a new participation mechanism for the external provision of input to Council on matters of significant community interest and strategic initiatives. After each Local Government Ordinary Election, Council makes appointments of community member representatives to the reference group following a nomination process. Some issues the reference group has considered include the Environment Plan, Community Development Plan, and Community Safety and Crime Prevention Plan.

The Strategic Community Reference Group met on five occasions in 2022/23.

Reference group members

- Mayor Hon Albert Jacob JP (Presiding Member)
- Cr Christine Hamilton-Prime JP
- Cr Christopher May
- Cr John Raftis
- Ms Tara Belle Lie (Youth Representative)
- Ms Aimee Wright (Youth Representative)
- Ms Robyn Anderson (North Ward)
- Mr Allan Connolly (North Ward)
- Mr Kim Allen (North-Central Ward)
- Ms Gail Carmody (North-Central Ward)
- Mr Leonard Collier (Central Ward)
- Ms Gemma Dorman (Central Ward)
- Mr David Hudson MBE (South-West Ward)
- Ms Sandra Watson (South-West Ward)
- Ms Janine Blake (South-East Ward)
- Ms Alison Elsom (South-East Ward)
- Mr Ronald Gallagher (South Ward)
- The Reverend Lorna Green (South Ward)



Reconciliation Action Plan Community Reference Group

The role of the Reconciliation Action Plan Community Reference Group is to guide the development of the City's inaugural Reconciliation Action Plan, by reflecting on and providing a scope for how the City can contribute to reconciliation in a way that is meaningful, mutually beneficial and sustainable.

The Reconciliation Action Plan Community Reference Group met on two occasions in 2022/23.

Reference group members

- Ms Sharon Wood-Kenney (Chairperson) (Organisational Representative – Djinda Falcons)
- Mayor Hon Albert Jacob JP
- Cr John Raftis
- Cr Christine Hamilton-Prime JP
- Ms Pauline Boscato (Community Representative)
- Mr Adam Casley (Community Representative) (until November 2022)
- Mr Marcus Kaden (Community Representative)
- Ms Kathy Kickett (Community Representative)
- Ms Ann Marie Mullaney (Community Representative) (until November 2022)
- Mr Dennis Simmons (Organisational Representative – Maar Koodjal Aboriginal Corporation)

Further information on development of the Reconciliation Action Plan is available on page 103.



Anigozanthos manglesii

Reference group meeting attendance (Elected Members only)

KEY														
Attended (as member)	Leave of absence													
Attended (as deputy)	Apology													
Attended (as observer)	Not a member													
		Mayor Hon Albert Jacob JP	Cr Daniel Kingston	Cr Nige Jones	Cr Adrian Hill	Cr Tom McLean JP	Cr Christopher May JP	Cr Russell Poliwka	Cr John Chester	Cr John Logan	Cr Christine Hamilton-Prime JP	Cr John Rafitis	Cr Russ Fishwick JP	Cr Suzanne Thompson
Joondalup Design Review Panel		<i>No Elected Members</i>												
Strategic Community Reference Group	25-Jul-2022													
	20-Oct-2022													
	21-Nov-2022													
	23-Mar-2023													
	15-May-2023													
Reconciliation Action Plan Community Reference Group	14-Nov-2022													
	13-Feb-2023													

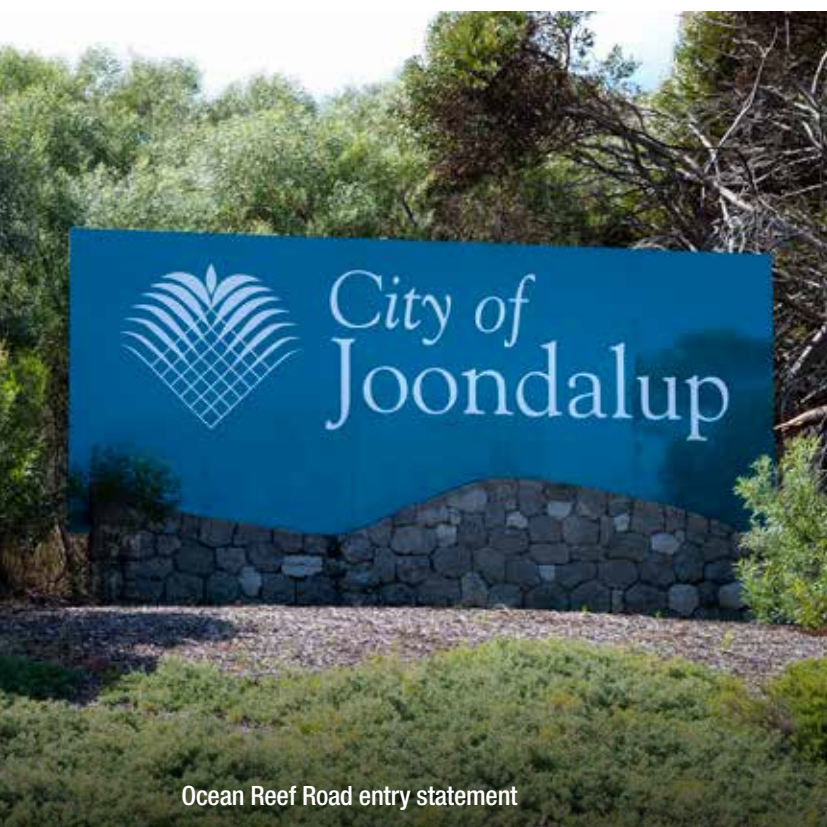


NAIDOC Week launch

Reporting to external oversight agencies

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

At its meeting held on 8 March 2023, the Audit and Risk Committee were provided with details regarding serious misconduct of two employees. The matters related to corruptly using their position to obtain a benefit for themselves or another person, and improperly using information received in their capacity. The Corruption and Crime Commission closed one of the matters on 21 June 2022, and the other on 19 January 2023 due to the actions undertaken by the City.





Customer Care team member

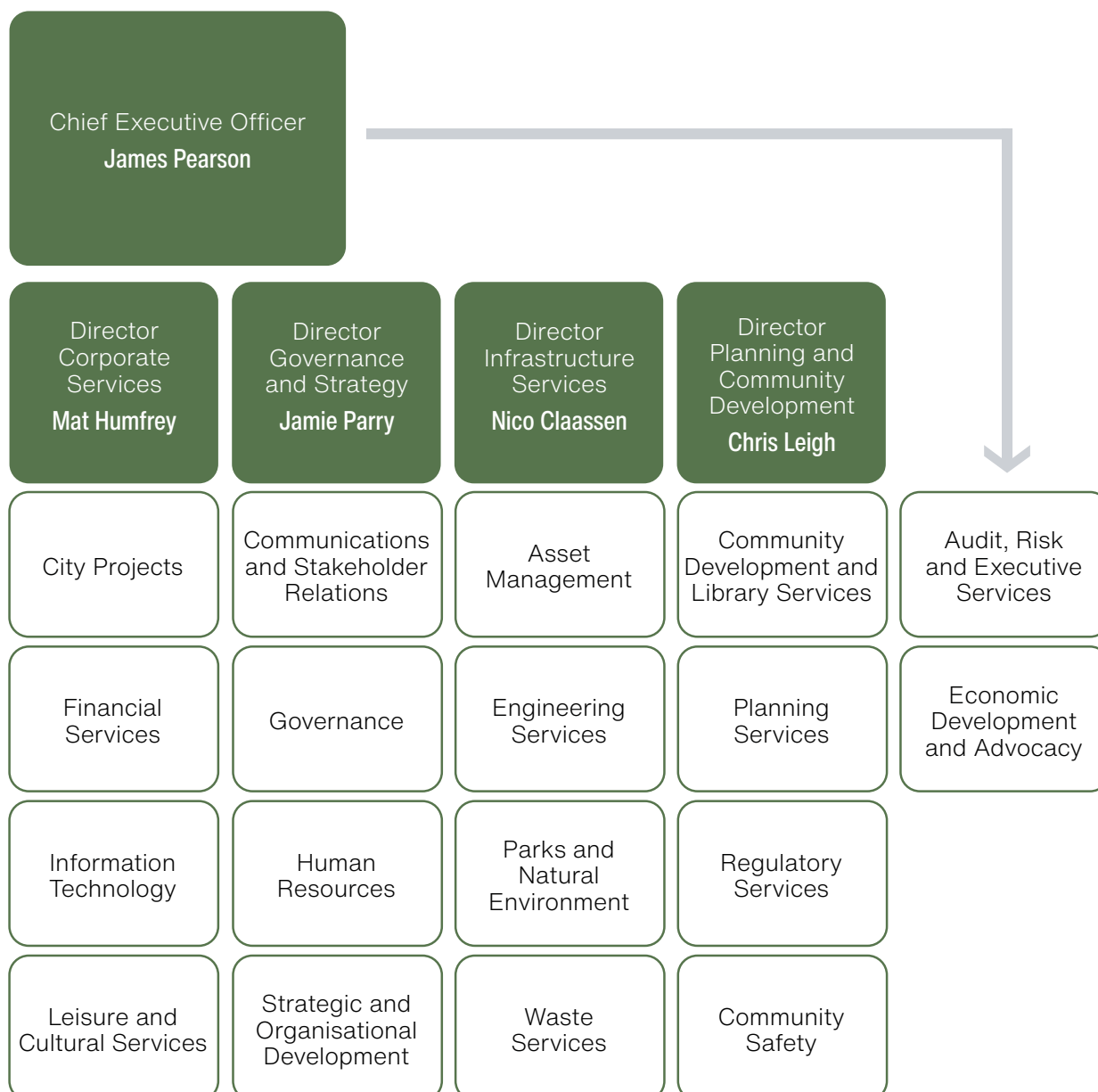
Our organisation

Organisational structure

GRI
102-20GRI
102-7

The City's organisational structure is designed to facilitate the delivery of projects and programs within the five key themes of the City's 10-Year Strategic Community Plan, *Joondalup 2032*.

The structure is led by the Chief Executive Officer who is supported by an Executive Leadership Team made up of four Directors. Each Director oversees the operations of Business Units that are structured to meet the City's strategic and operational objectives, its legislative responsibilities, and to ensure services are delivered in the most efficient and effective manner. The four Directors report to the Chief Executive Officer, as do the Managers of two Business Units.



Executive Leadership Team



James Pearson
Chief Executive Officer

James Pearson has been the Chief Executive Officer at the City of Joondalup since March 2021. James has held senior roles in business and government, including:

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

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

James' priorities as Chief Executive Officer are to attract investment and support local businesses, advocate and provide for the needs of the community, and work with the Mayor, Council and the community to realise Joondalup's vision to be a *global City: bold, creative and prosperous*.



Mat Humfrey
Director Corporate Services

Mat Humfrey is the Director Corporate Services. He commenced with the City of Joondalup in 2020 and has worked in local government for over 20 years. Mat has a Bachelor of Commerce, majoring in Business Law and Accounting.

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





Jamie Parry

Director Governance and Strategy

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

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



Nico Claassen

Director Infrastructure Services

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

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



Chris Leigh

Director Planning and Community Development

Chris Leigh is the Director Planning and Community Development. He commenced with the City of Joondalup in November 2016. He has a Bachelor of Science, a Masters in Urban and Regional Planning, and is a Graduate of the Australian Institute of Company Directors. His experience includes senior roles in local government and the private sector, having worked on a range of urban infill, commercial, industrial, and heritage projects, as well as leading a number of significant land development projects.

Chris is an active member in the planning and development industry. He is currently a member of the Urban Development Institute of Australia's Community Education and Engagement Standing Advisory Group, and is the President of the Local Government Planners Association.

Organisational governance

GRI
102-16GRI
102-17GRI
102-25GRI
102-46

Governance Framework

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

The *Governance Framework 2021* consists of four key principles required to achieve excellence in governance:

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

The *Governance Framework 2021* is available on the City's website at joondalup.wa.gov.au

GRI
102-16GRI
102-17GRI
102-25

Codes of conduct

The City has two codes of conduct:

- Code of Conduct for Elected Members, Committee Members and Candidates
- Code of Conduct for Employees.

The codes of conduct set out the standards of behaviour which must be observed when performing a person's respective duties and are intended to promote accountable and ethical decision-making. This enables professional relationships to be established and maintained in the interests of providing good governance, overall integrity and good government for the community.

Each code should be read in conjunction with the *Local Government Act 1995* and other legislation that affects Elected Members, committee members, candidates and employees when performing their roles and duties, as the code does not override or affect those provisions or requirements.

The codes of conduct are available on the City's website at joondalup.wa.gov.au



Compliance

Regulation 14 of the *Local Government (Audit) Regulations 1996* requires local governments to carry out a compliance audit for the period 1 January–31 December every year.

The City's Compliance Audit Return for 2022 is similar to previous years and focused on high-risk areas of compliance and statutory reporting as prescribed in Regulation 13 of the *Local Government (Audit) Regulations 1996*. The 2022 return revealed a high level of compliance with legislation by the City, with no areas of non-compliance being identified.

The 2022 return was adopted by Council at the 28 March 2023 Council Meeting and the certified copy of the return, and the relevant section of the Council resolution were submitted to the Department of Local Government, Sport and Cultural Industries by 31 March 2023.



City workforce

Integrity and controls

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

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

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

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

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

The City submitted the Annual Collection Survey to the Public Sector Commission on 26 July 2022.

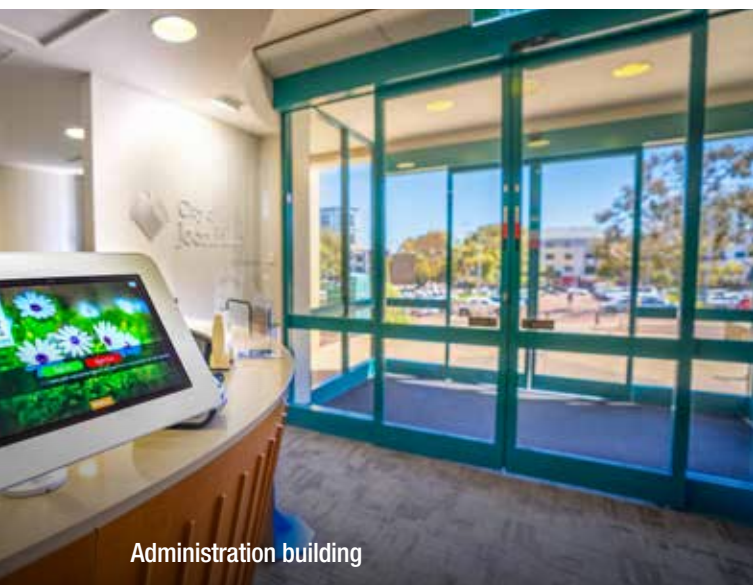
External audits

An audit by the Office of the Auditor General assessed if the Department of Health and three local government entities effectively regulate air-handling and water systems to minimise the risk of *Legionella* bacteria. To consider how well this public health risk is managed, a sample of State Government entities, who operate these systems was included.

The Office of the Auditor General submitted its findings to Parliament on 21 April 2023 (Report 20: 2022/23 – *Regulation of Air-handling and Water Systems*). The City was one of three local government entities selected as it is an enforcement agency under the *Health (Air-handling and Water Systems) Regulations 1994*. The City also has buildings with air-handling and water systems within its boundaries and owns cooling towers.

Information security

At its meeting held on 8 August 2022, the Audit and Risk Committee received a confidential report on the controls in place to manage and mitigate cyber-security risks at the City. The report outlined the policy, procedural, and technological protections in place, grouped using the categorisation of the National Institute of Standards and Technology, US Department of Commerce Cybersecurity Framework. It also described the elements of the Australian Signals Directorate's Essential Eight, which is becoming the standard baseline for cyber-security in Australian public entities.



Administration building

Risk

GRI
102-30

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

The City's *Risk Management Council Policy* and framework reflects good practice and sound corporate governance and is consistent with AS ISO 31000:2018 Risk Management – Guidelines.

Contracts and procurement

All purchasing is conducted in compliance with the requirements of the *Local Government Act 1995*, the *Local Government (Functions and General) Regulations 1996*, and in accordance with the City's *Purchasing Council Policy*, internal protocols and codes of conduct.

Ethical treatment of suppliers, best practice and value for money underpin the procurement process, and the assessment of quotations and tenders. The principle of value for money considers:

- financial viability
- fitness for purpose
- past performance of suppliers and safety standards
- quality of the product/service
- sustainable practices within the supply chain.

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

E-procurement portal

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

Tenders

GRI
102-9

The City awarded 21 tenders in 2022/23. The following significant tenders included:

- Invitation for joint panel of pre-qualified suppliers for the supply, delivery and installation of turf — \$2,074,171
- Provision of cleaning and washroom hygiene services for the City's community facilities, libraries and child health centres — \$2,389,915
- Provision of electrical services and new electrical installations to the value of \$50,000 excluding street lighting — \$3,586,802
- Provision of irrigation pump and bore maintenance services — \$2,257,353
- Provision of repairs, routine and preventative maintenance, replacement of existing equipment, and new mechanical installations to the value of \$10,000 — \$1,451,935
- Provision of traffic management and control services — \$2,075,775
- Supply and delivery of precast stormwater drainage products (Panel) — \$1,247,331
- Supply and laying of concrete kerbing — \$2,264,599.

The estimated value of contracts awarded was \$29,498,400.

National competition policy

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

Competitive neutrality

GRI
206-1

At the City, we adhere to competitive neutrality principles whenever we conduct commercial activity. One of these principles is ensuring that government-controlled businesses do not enjoy competitive advantages simply because they are publicly owned and backed by public money. Local governments are only required to implement the above principles to the extent that the benefits to be realised from implementation outweigh the costs in respect of individual business activities exceeding an annual income of \$500,000. The business of Craigie Leisure Centre met these criteria. The public benefit tests for these activities revealed that competitive advantages and disadvantages existed in the leisure centre, and it was beneficial to the local community to continue the operational subsidies to support the services into the future.



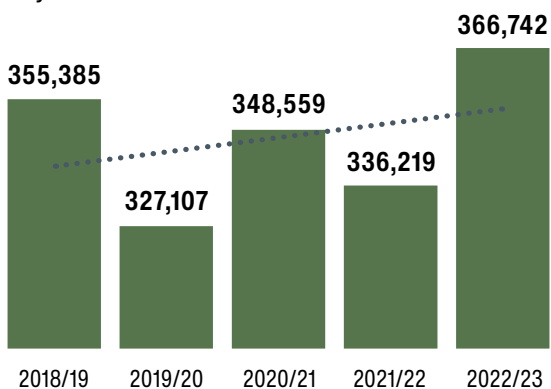
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Records management

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

The number of records captured in the City's corporate recordkeeping system in 2022/23 was 366,742. This included incoming and outgoing letters, emails, faxes, online forms and internal documentation. Training in recordkeeping practices and the use of the City's document and records management systems is provided to all new staff upon commencement. Ongoing training for all staff is made available throughout the year.

Number of records captured in the City's corporate recordkeeping system, 5-year trend:



Freedom of information

Under the *Freedom of Information Act 1992* the City is required to provide a general right of access to documents and records we hold (note that some documents cannot be accessed and are exempt). Documents and records that can be accessed can be either personal or non-personal. We publish an information statement that details the structure and function of the City, ways in which the public can participate in our decision-making processes, and how the public can gain access to documents. In 2022/23, the City completed a total of 79 Freedom of Information applications, with an average completion time of 28 days. A total of 76 applications were completed within the legislative timeframe of 45 days.



80
Number of Freedom of Information applications received*



28 days
Average processing time for applications



95%
Percentage of applications completed within 45-day legislative timeframe†

*2 applications received in 2022/23 were withdrawn

†7 applications were received in 2021/22, but the 45-day legislative timeframe continued into 2022/23

Local government reform

The State Government is reforming the *Local Government Act 1995*. The proposed reforms are aimed at ensuring local governments better serve residents and ratepayers and are based on six themes:

- earlier intervention, effective regulation and stronger penalties
- reducing red tape, increasing consistency and simplicity
- greater transparency and accountability
- stronger local democracy and community engagement
- clearer roles and responsibilities
- improved financial management and reporting.

To ensure that key election related reforms were in place before the 2023 Local Government Elections, the amendments to the *Local Government Act 1995* were divided into two tranches. The first tranche, which was passed by Parliament on 11 May 2023, focused on electoral reform, to strengthen local democracy and provide greater transparency and accountability.

The second tranche will focus on the establishment of the new Local Government Inspector and the introduction of local government monitors for early intervention.

Gift disclosures

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

The City maintains an *Electoral Gifts Register* that contains certain information on electoral gift declarations made by candidates and donors during local government elections. Following each election, any declarations made by unsuccessful candidates are removed from the register. Any declarations made by candidates that are successful in being elected to office, are maintained in the register for the term relating to that election.

The City's current *Gift Register for Employees* contains disclosures made since 1 January 2021 of any gift valued between \$50 and \$299. In 2022/23, 15 disclosures were registered by City employees.

Delegated authority

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

The aim of the register is to assist with improving the time taken to make decisions within the constraints allowed by the relevant legislation. This is consistent with the City's commitment to a strong customer service focus.

A requirement of the *Local Government Act 1995* is for the City to undertake an annual review of the *Register of Delegation of Authority* to ensure the listed delegations continue to be appropriate. A report on the review was presented to the Council on 27 June 2023.

The *Register of Delegation of Authority* is available on the City's website at joondalup.wa.gov.au



Certificate of Service presentation

The gift registers are available on the City's website at joondalup.wa.gov.au



Quality frameworks

GRI
102-56

The *Australian Business Excellence Framework* is a nationally recognised leadership and management system that describes the elements that are essential to organisations sustaining high levels of performance. The framework is used to assess and improve organisational performance. Since 2005, the City has aligned its performance management systems and practices with the *Australian Business Excellence Framework* as a practical means of embedding continuous improvement across the organisation, and delivering enhanced services. The City is committed to delivering best practice, high quality and efficient services to all stakeholders. The *Australian Business Excellence Framework* provides the City with a policy framework that aligns the City's leadership to management systems with the framework and establishes the principles and practices for excellence in governance.

The City also uses *ISO 9001:2015* in the Infrastructure Services directorate to provide a framework for its quality management system. The *ISO 9001:2015* standard is an internationally benchmarked quality management system used by organisations of all sizes and industries. The standard provides a framework for improving quality across products and services in a consistent and reliable manner. Certification to ISO 9001 demonstrates ongoing commitment to customers, validated by an independent third party. Some of the key benefits to organisations that certify to the *ISO 9001:2015* standard include a demonstrated focus on the customer, a commitment to service, high quality product, and a cycle of continuous improvement.

Continuous improvement

Since July 2013, the City has undertaken detailed activity reviews with the aim of reducing costs through the implementation of more efficient and effective work practices across the organisation, such as the Benefits Management Program. The City is committed to:

- identifying opportunities for longer-term financial sustainability
- identifying alternative modes of service delivery
- ensuring value for money and operational efficiency
- improving the use of available resources
- undertaking service activity improvements and service level adjustments.

The City submitted data to the annual Local Government Performance Excellence Program that tracks and benchmarks the performance of local governments in relation to workforce, finance, operations and service delivery. We reviewed the benchmarking data made available by Local Government Professionals Australia for analysis, as well as the insights to inform continuous improvement. A report of the analysis was presented to Elected Members in June 2023.

Workforce

As one of the largest local governments in Western Australia, the City aims to be recognised as a high performing organisation and acknowledged as a great place to work. It offers excellent conditions that support work-life flexibility and encourages a culture of learning and development, while meeting corporate objectives.

Workforce profile

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102-8



1,053

Total employees
(headcount)



664.4

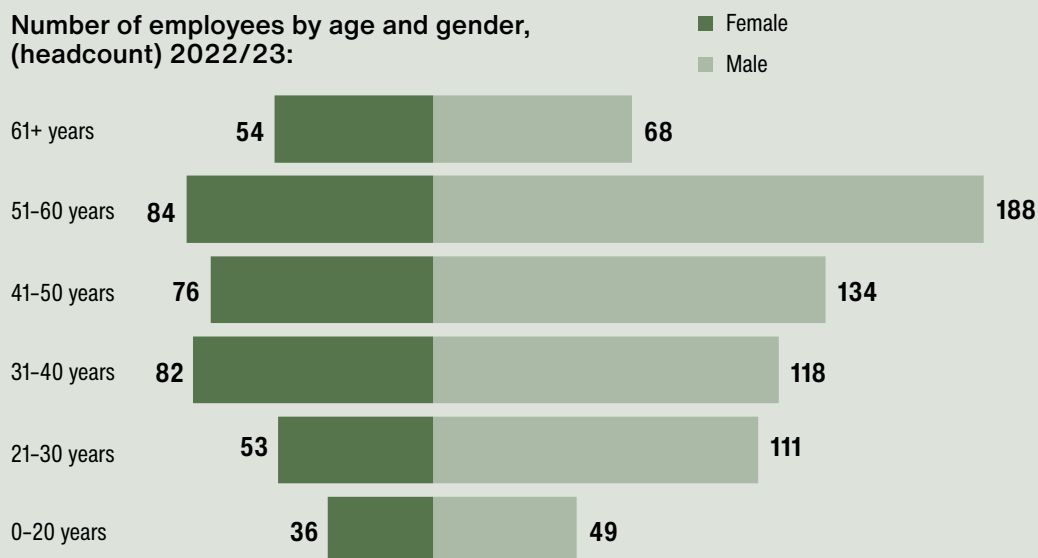
Number of
full-time equivalent
employees



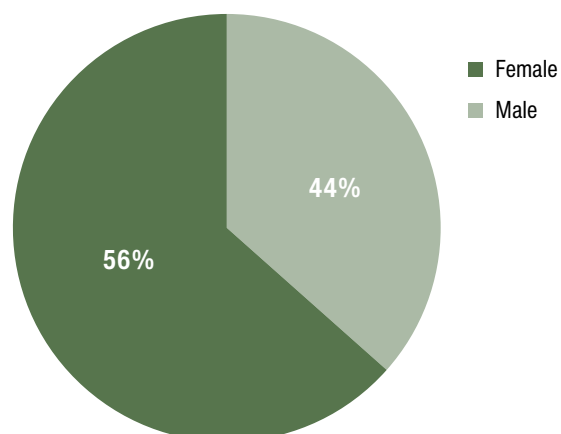
4.0

Number of full-time
equivalent employees
per 1,000 residents

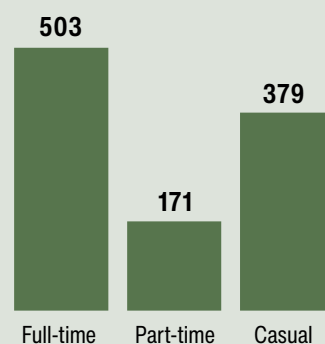
Number of employees by age and gender, (headcount) 2022/23:



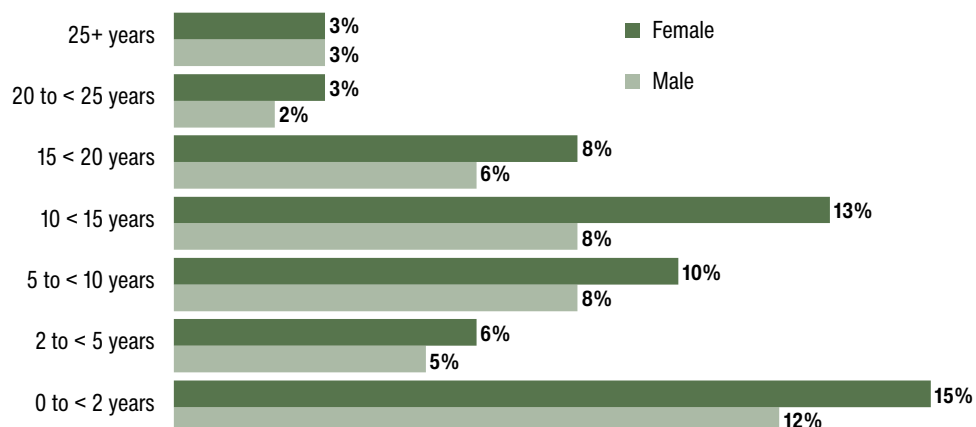
Percentage of employees by gender, (headcount – permanent and fixed-term employees) 2022/23:



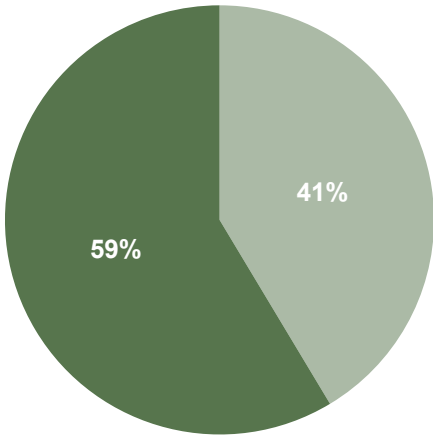
Number of employees by employment type (headcount), 2022/23:



Percentage of employees by length of service (permanent and fixed-term), 2022/23:



Percentage of employees by place of residence (permanent and fixed-term), 2022/23:



- Living within the City of Joondalup
- Living outside the City of Joondalup

Workforce planning

The City’s *Workforce Plan* is one of the resourcing components of our Integrated Planning and Reporting Framework. Its purpose is to determine the workforce requirements necessary to achieve the strategic objectives of *Joondalup 2032* and deliver the services, projects and activities in the City’s 5-Year Corporate Business Plan.

The effective delivery of the City’s services, projects and activities depends on a workforce which is skilled, knowledgeable, responsive and appropriately resourced. Planning for future workforce requirements allows the City to be responsive to emerging challenges and changes in the labour market before they impact on services and operations.

Recruitment

GRI 102-8

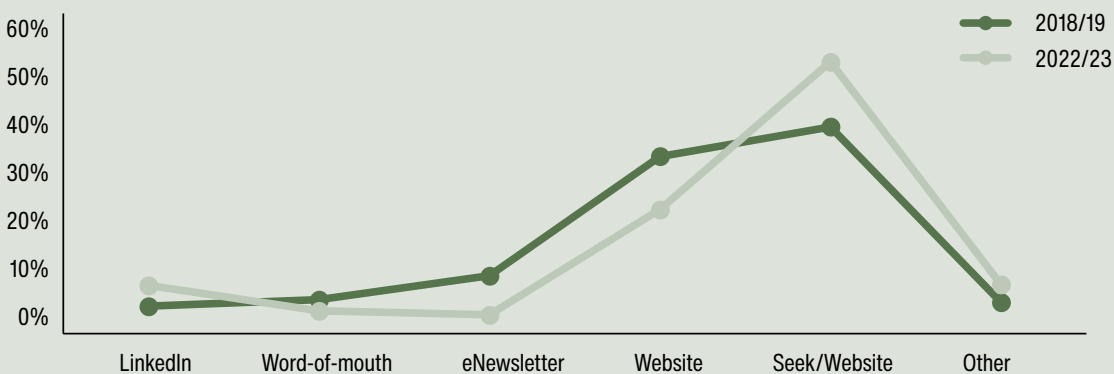
Recruiting new employees represents a significant investment of time and effort. The City uses contemporary recruitment and selection practices aimed at attracting and selecting the right workforce to meet the individual positions and overall organisational needs. Robust and well-planned recruitment processes mean the City is also more likely to select people who are appropriate for the role and organisation and able to succeed. This in turn helps retention rates.

The City’s processes include the following:

- Job analysis of vacancies prior to advertising to ensure roles being recruited remain valid and necessary.
- Targeted and themed job adverts designed to attract and align applicants with vacant roles.
- Behavioural-based interviewing techniques.
- Practical assessments, where appropriate.
- Rigorous referee and qualification checks.

In 2022/23, the City received a total of 3,982 job applications; this is a decrease of 390 from the previous year. Over the past five years, the sources of recruitment have varied. The chart below shows the proportion of job applications received by recruitment source for 2022/23 compared to 2018/19.

Number of job applications received by recruitment source, 2018/19 compared to 2022/23:



Conditions of employment

The City's enterprise agreements include a range of terms and conditions of employment designed to provide a fair, equitable and flexible workplace, including:

- Allowances
- Consultation, representation and dispute resolution procedures
- Flexible working arrangements
- Hours of work, rosters, rest breaks and meal breaks
- Overtime
- Penalty rates
- Various leave provisions

As of 1 January 2023, all Western Australian local governments are covered by the State industrial relations system. The City of Joondalup previously operated under the National *Fair Work Act 2009*.

The City commenced work on the revision of the enterprise agreement for our inside workforce, with actions to date including:

- a review of other large Western Australian local government agreements
- comparisons of awards
- preliminary consultation with the City's Executive Leadership Team and managers
- prioritising the move to the State industrial relations system.

Diversity and inclusion

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

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

Veterans and Ex-Defence Employment Initiative

The City is working with the Veterans Issues Office of Defence West, Working Spirit, Returned and Services League of Australia (RSLWA) and other key stakeholders on a Veterans and Ex-Defence Employment Initiative. The initiative helps former service personnel transitioning to life outside the military find gainful employment at the City. The program is part of our *Diversity and Inclusion Plan 2021–2024* and includes a formal pathway into our recruitment process for former servicemen and women with transferable skill sets. City staff volunteer to support our ex-military and emergency service employees on an ongoing basis.

This is a first of its kind program in the sector and the program will be rolled out in two phases. Phase one commenced with the City notifying RSLWA and Working Spirit, a Joondalup-based non-profit organisation that has placed over 100 veterans into employment over the last 12 months, about existing City of Joondalup job vacancies. The second phase will focus on identifying ongoing roles to be promoted via the initiative, explore funding opportunities and review recruitment processes. There are about 65,000 veterans in WA with approximately 420 service personnel transitioning to civilian life each year.



Joondalup War Memorial

Employee performance

At the City, we conduct employee performance appraisals on an annual basis, as required by the *Local Government Act 1995*. The process includes:

- aligning employee work goals with organisational objectives
- establishing performance expectations and targets for employees
- identifying learning and development needs of employees.

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

Learning and development

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

- Formal arrangement between the City and the Australian Institute of Management for employees to access the institute's suite of training courses at a reduced cost.
- Study assistance program which provides eligible employees with access to tertiary education.
- Employee mentoring program in conjunction with Edith Cowan University, North Metropolitan TAFE and the WA Police Academy.
- Workshops and conferences to upskill, extend knowledge and keep up-to-date of changes in their related field.
- Secondment opportunities to gain experience in alternative roles and organisations.

As part of our commitment to providing learning and development, the following workshops were provided to staff:

- Cultural awareness training as part of National Reconciliation Week from 27 May to 3 June 2023, in line with the theme *Be a Voice for Generations*.
- Disability awareness training to improve and sustain staff awareness of access and inclusion issues and improve skills to provide a good service to people with disability.

Staff conference

At the City, we deliver an annual staff conference, an important event providing an opportunity for our staff to engage, learn and develop. The conference was not held in 2021 or 2022 due to COVID-19.

A review of the conference was conducted in 2021/22 to consider the value to employees and the organisation; this included a review of the format, timing, program and costs. Staff thought the conference a worthwhile event that encourages networking across different teams, provides an opportunity for staff to feel valued, and assists in forming a great culture. Employee feedback informed the planning and delivery of the 2023 conference.

The theme of the 2023 conference was *Looking Back, Looking Forward*. It reflected upon the remarkable journey the City has undertaken since its creation, and focussed on where we are heading as an organisation. The conference was held on 25 and 26 May 2023 at the Joondalup Reception Centre with 550 attendees over both days. The program was developed and coordinated by the Staff Conference Organising Team, comprising employees from across the organisation.

Employee awards and recognition

The City's Employee Excellence Awards Program recognises best practice in customer service excellence and is designed to encourage employees to go above and beyond in the delivery of customer service. This program recognises and celebrates employees for creating innovative ideas and solutions, while identifying opportunities for continuous improvement. In doing so, the program helps maintain a productive, innovative and happy workforce. The Employee Excellence Awards presentations are hosted by the Chief Executive Officer, accompanied by the Executive Leadership Team, and recognised employees for their outstanding efforts in Customer Service Excellence and Innovation and Continual Improvement.

GRI
405.2

Payments to employees

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

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

To eliminate issues associated with the treatment of benefits other than cash salary, we adopt a total employee cost approach to reporting remuneration. This involves combining all remuneration into one total. This is considered a far more transparent and open approach to payment, which exceeds the requirement of the Regulations.

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

- Allowances for motor vehicle
- Annual cash component
- Cash-out of leave (either on request or termination)
- Higher duties (where applicable)
- Novated lease refunds (at conclusion of lease)
- Overtime payments
- Salary sacrifice
- Statutory 9.5% superannuation, plus City matching contributions to additional superannuation (where applicable)
- Termination payments.



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

Salary bands	Male	Female	X	Total
\$130,000–\$139,999	11	9	0	20
\$140,000–\$149,999	6	2	0	8
\$150,000–\$159,999	2	0	0	2
\$160,000–\$169,999	2	1	0	3
\$170,000–\$179,999	1	0	0	1
\$180,000–\$189,999	1	1	0	2
\$190,000–\$199,999	0	0	0	0
\$200,000–\$209,999	5	4	0	9
\$210,000–\$219,999	2	2	0	4
\$220,000–\$229,999	1	1	0	2
\$230,000–\$239,999	0	0	0	0
\$240,000–\$249,999	0	0	0	0
\$250,000–\$259,999	0	0	0	0
\$260,000–\$269,999	0	0	0	0
\$270,000–\$279,999	0	0	0	0
\$280,000–\$289,999	1	0	0	1
\$290,000–\$299,999	0	0	0	0
\$300,000–\$309,999	3	0	0	3
\$310,000–\$319,999	0	0	0	0
\$320,000–\$329,999	0	0	0	0
\$330,000–\$339,999	0	0	0	0
\$340,000–\$349,999	0	0	0	0
\$350,000–\$359,999	0	0	0	0
\$360,000–\$369,999	0	0	0	0
\$370,000–\$379,999	0	0	0	0
\$380,000–\$389,999	1	0	0	1
Total employees	36	20	0	56

Remuneration paid to the Chief Executive Officer

The total remuneration paid to the Chief Executive Officer, inclusive of superannuation, is \$381,107.

Work health and safety

At the City, we take a proactive and committed approach to risk minimisation and to achieve our work health and safety objectives by continuing to improve our safety culture and safety management system.

Safety Management Plan

Our *Strategic Safety and Health Management Plan 2021-2024* provides direction to the organisation through focussing on five key areas:

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

Strategies and actions within each focus area ensure a structured approach to the safety and health of our employees.

Strategic Safety Alliance

The City is a member of a formal Strategic Safety Alliance, a partnership formed between Local Government Insurance Services and three other local governments. The collective benefit of this partnership is the ability to employ a Strategic Safety Consultant to improve safety performance. The combined strength, resources and knowledge of these organisations has enhanced the ability to develop and implement safety initiatives that address issues and influence industry. The positive effect of this alliance for the City and our employees can be demonstrated through the continued low number of worker compensation claims. This places us in the lowest insurance bracket.



City workforce



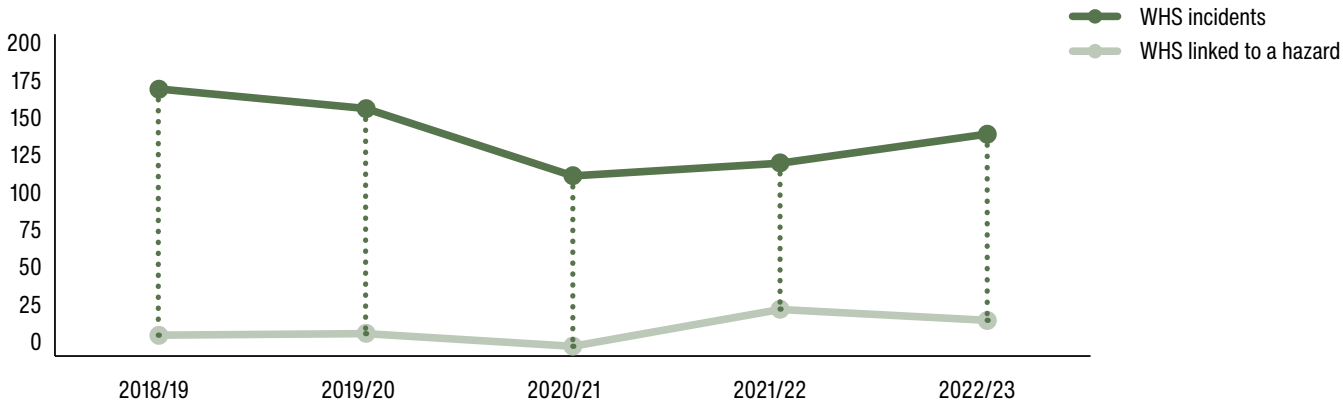
Work health and safety incidents

At the City, we record all work health and safety incidents in a dedicated safety management system to ensure effective recording, investigation, tracking, resolution, and reporting. We record when a work health and safety incident is linked to a hazard as part of the safety continuous improvement program. This ensures that hazards are minimised, and demonstrates the strong safety culture within our workforce. There were 138 work health and safety incidents in 2022/23. Of these, 22 were linked to a hazard.



City workforce

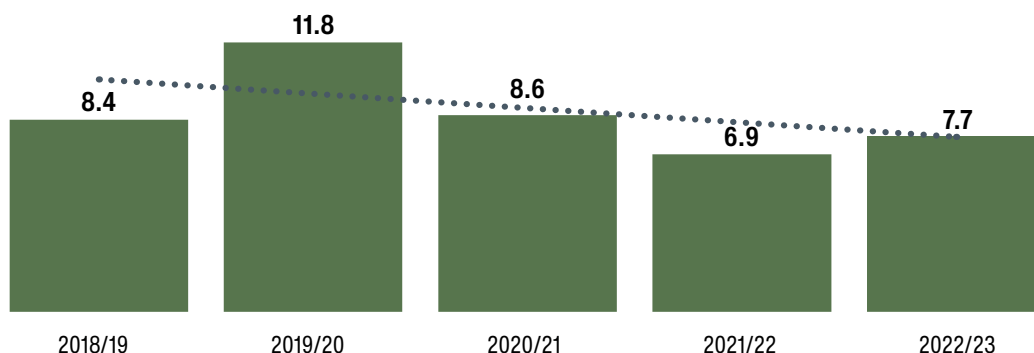
Number of work health and safety incidents, 5-year trend:



BMX, Skate and Scooter Competition

Lost time injury frequency rate is the number of occurrences of lost time due to injury for each one million hours worked. To calculate each frequency rate for a period (over 12 months), this formula is used — Lost time injuries in the period ÷ Hours worked in the period × 1,000,000. The lower the rate, the better the performance of the organisation as it represents fewer injuries in the reporting period.

Lost time injury frequency rate, 5-year trend:



Health and wellbeing programs

At the City, we offer ongoing programs which contribute to the health and wellbeing of employees:

- Employee Assistance Program
- Flu vaccinations
- Health assessments
- Skin cancer screening
- Wellbeing education and assistance programs
- Workmate Support Program, including an initiative to assist employees experiencing family and domestic violence.

We are also part of a program that provides valuable, data-driven insights on how to support participation of the ageing workforce. The program is run by Curtin University and the ARC Centre of Excellence of Population Ageing and Research, an organisation which specialise in population ageing research. The centre is partnering with five local governments in Western Australia; the aim is to ensure high levels of performance, as well as the health and wellbeing of the mature age workforce across their careers.



Staff Conference activity

Consultants

The City engages consultants to assist in delivering services that require specific specialist skills. Consultants are appointed in accordance with our procurement and approval processes, and in line with approved budgets. Examples of consultancy services appointed in 2022/23 include:

- Conduct and provide input into a Business Perceptions Survey.
- Deliver activities and events as part of the waste education program.
- Develop a new Economic Development Strategy.
- Develop a new Joondalup Community and Libraries Strategy.
- Develop a new Public Art Masterplan and Strategy.
- Develop the City's new website.
- Draft a site management plan for contamination at Edgewater Quarry.
- Implement the first stage of the Place Activation Plan with the creation of a Town Team.
- Prepare reports on ecological surveys at Mullaloo Foreshore Reserve (Mullaloo) and Lilburne Park (Duncraig).
- Prepare a community-facing draft Coastal Hazard Risk Management and Adaptation Plan.
- Provide a technical working document and a consolidated public document for the Integrated Transport Strategy.
- Report on the City's environmental performance.
- Undertake community consultation on phase one of the Local Planning Strategy.
- Undertake concept design work and costings for facility categories to inform the business case for the establishment of a BMX/mountain bike hub and interconnected urban bike trails through Padbury, Mullaloo and Craigie.
- Undertake visual condition inspection and revaluation of the City's marine and estuarine infrastructure, which includes coastal protection assets.

Volunteers

Volunteers support the City to deliver a range of programs, including the Community Transport Program and the Joondalup Volunteer Resource Centre. Volunteers assist with library programs, including Books on Wheels, Genie Exchange, transcription of oral history interviews, library shelving and Keystrokes (one-on-one sessions where volunteers assist people with using their devices to navigate the internet or use apps). At the City, we acknowledge and show our appreciation of the dedicated volunteers that serve our community through a series of appreciation functions hosted at our Civic Centre.

To celebrate National Volunteer Week, 17–23 May 2023, the City launched a video exhibition “Bringing People Together: A Volunteer’s Story” to recognise local volunteers and celebrate their efforts and contributions to the community. Six videos showed how volunteering connects people in different ways which aimed to inspire local community members to consider volunteering for a cause that is important to them.

The City also delivered the Step into Volunteering Session in June 2023, providing the opportunity for the community to hear firsthand from volunteers on how to enter into volunteering and what opportunities are available.

Joondalup Volunteer Resource Centre

The Joondalup Volunteer Resource Centre assists community members to find a volunteer role within volunteer-involving organisations that are best suited to their skills and interests. The centre is located within Whitford Library and provides a centralised service within Joondalup.

In 2022/23, Joondalup Volunteer Resource Centre referral officers conducted 213 engagements, responded to 182 enquires from local volunteer-involving organisations and contributed 651 hours to connect local volunteers with local community organisations.



Story time, Joondalup Library



Our performance

Mayor Albert Jacob and James Pearson CEO

Our performance

This section provides detailed information on the City's achievements and performance for 2022/23 presented under the five key themes of our 10-year Strategic Community Plan, *Joondalup 2032*: Community, Environment, Place, Economy and Leadership.

This section includes the **key priorities** and **key capital works projects** identified by Council in our 5-Year Corporate Business Plan. All key themes have at least two key priorities; however, key capital works projects are only identified for relevant key themes (Community, Environment and Place).

Key themes:

Community	Environment	Place	Economy	Leadership
<p>1. Community</p> <p>Our goal:</p> <p>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.</p>	<p>2. Environment</p> <p>Our goal:</p> <p>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.</p>	<p>3. Place</p> <p>Our goal:</p> <p>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.</p>	<p>4. Economy</p> <p>Our goal:</p> <p>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.</p>	<p>5. Leadership</p> <p>Our goal:</p> <p>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.</p>

Our goal:

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

Joondalup Festival

The Joondalup Festival was held over three weeks between March and April 2023. The festival presented a program of world-class shows and experiences, spanning live music, dance, circus, acrobatics, comedy, theatre, cabaret, improv, storytelling, craft, fine art, large-scale contemporary art, and community-created installation art. More than 250,000 people gathered at Hillarys Boat Harbour to see Boola Djarat Wardan (“many lights across the sea”). The immersive light and water show harnessed digital laser technology to transform the harbour into a kaleidoscope of colour, with a powerful soundscape that honoured and celebrated local Noongar knowledge. Hillarys was also the site of a large Spigel tent, erected to host a line-up of comedy, dance, theatre and circus performances. Other festival events included a community fun day on the banks of Lake Joondalup, an acrobatics display at Mullaloo Beach, a live Grease experience at Perth’s only drive-in cinema, and an underwater dining experience at the Aquarium of Western Australia (AQWA).

NAIDOC Week

NAIDOC Week was held nationally from 3 to 10 July 2022 under the theme: *Get Up! Stand Up! Show Up!* We delivered a series of events that recognised the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. This included a program of popular events throughout the month of July which attracted over 1,000 attendees.

Joondalup Festival

Key theme 1: **Community**

Key priorities

Public Art Masterplan and Strategy

The new Public Art Masterplan and Strategy will define the principles and priorities for public art in the City. It will guide resources and funding towards public art projects that enhance the City's built environment, distinctive natural assets, significant Indigenous sites, historic locations and key destinations.

Progress 2022/23

As part of the development of a new masterplan and strategy, Elected Members reviewed the Art Developer's Contribution Scheme in September 2022. After delays with appointing an external consultant, one was appointed in May 2023 and development of the masterplan and strategy commenced. Community consultation will be initiated in 2023/24 with a meeting of the Strategic Community Reference Group.



*Bibulmun Yorga,
Ron Corbet 1998
Bronze sculpture with
limestone plinth
Neil Hawkins Park, Joondalup*

Reconciliation Action Plan

The new Reconciliation Action Plan will set out our commitment to reconciliation with Aboriginal and Torres Strait Islander peoples. The plan will guide the City to realise our vision for reconciliation, through creating practical actions built on relationships, respect and opportunities.

Progress 2022/23

The development of the draft Reconciliation Action Plan progressed under the guidance of the Reconciliation Action Plan Community Reference Group. Formal meetings of the reference group were held in November 2022 and February 2023 to consider, prepare and review the draft plan; this was presented to Elected Members for feedback in June 2023. The development of the draft plan is slightly behind schedule. A final Reconciliation Action Plan is expected to be approved by Council and Reconciliation Australia in 2023/24.



Joondalup Festival

Key capital works projects

Craigie Leisure Centre upgrades phase 1

Phase 1 of the Craigie Leisure upgrades included refurbishment works to establish a new 1,200 square metre gym, group fitness studio, cycling studio, crèche, staff room and additional car parking increasing from 400 bays to over 550 bays.

Progress 2022/23

Commencing in 2021, the construction works at Craigie Leisure Centre continued in 2022/23 and the upgrades were completed in May 2023. We also undertook an access and inclusion assessment of the refurbished centre which found the facility met accessibility standards. The new and improved Craigie Leisure Centre re-opened to the public in May 2023, and was met with positive media attention.



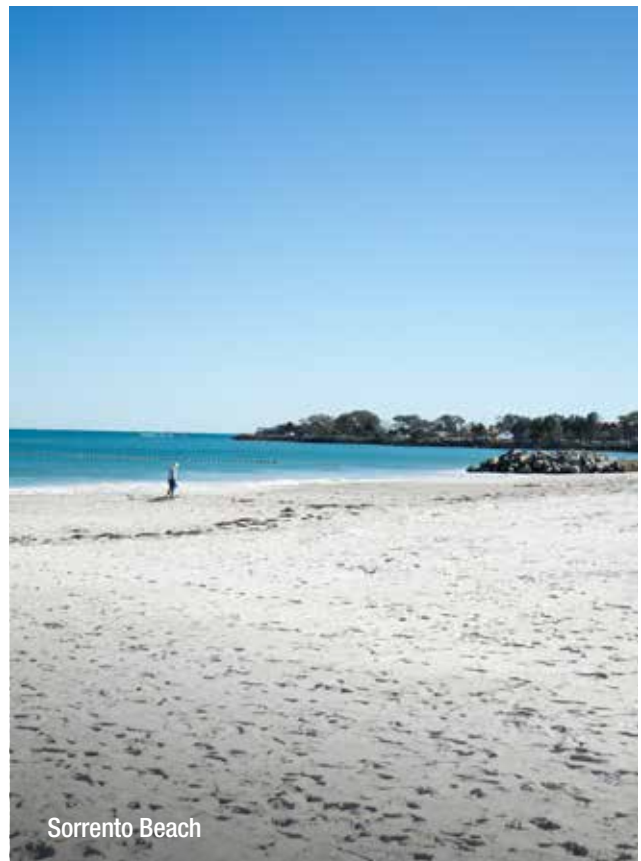
Opening of Craigie Leisure Centre

Sorrento Surf Life Saving Club redevelopment

The redevelopment of the existing Sorrento Surf Life Saving Club facility includes a commercial component and will aim to support and enhance usage. The existing facility is currently leased by the Sorrento Surf Life Saving Club, which is one of the largest clubs in the City with over 2,200 members.

Progress 2022/23

Concept planning for the redevelopment commenced in August 2022. It included a series of investigative studies, concept design options, cost estimates, a club project review report, a business case, and an outline of Council and external funding commitments. The next stage of the project will follow Elected Member discussion over the preferred option for the next stage of the project. Council requested a new concept plan be developed in line with a number of new design parameters.



Sorrento Beach

Annual performance measures

Global Reporting Initiative disclosures

GRI	Disclosure title	Measure	Result	5-year trend
GRI 200: Economic GRI 203: Indirect economic impacts				
203-2	Significant indirect economic impacts	Value of events sponsored by the City under the Corporate Sponsorship Program (excludes community funding)	\$233,175	▲
GRI 400: Social GRI 413: Local communities				
406-1	Incidents of discrimination and corrective actions taken	Number of reports of discrimination in relation to the City, its services and spaces	4	▲
		Number of requests for documents/media in alternative formats	0	-
413-1	Operations with local community engagement, impact assessments, and development programs	Number of incidents reported to the City (total and by type (top 5))	7,895	▼
		Dogs (excludes barking)	2,381	▼
		Parking	1,708	▼
		Amenity	1,058	▲
		Litter	801	▼
		Verges	464	▼
		Number of graffiti removals completed (total and by property type)	3,467	▲
		Residential property	477	▼
		City buildings	538	▼
		City infrastructure	2,175	▼
		Commercial property	277	▼
		Percentage of graffiti removals completed within 2 working days of reporting	99%	▲
		Number of children immunised (total and by location)	5,892	▼
		Clinics (0–4 years)	469	▼
		School program	5,423	▼
		Number of vaccinations administered (total and by location)	8,891	▼
Clinics (0–4 years)	1,622	▼		
School program	7,269	▼		

Other performance measures

Title/name	Measure	Result	5-year trend
Citizenship ceremonies	Number of citizenship ceremonies conducted	8	▼
	Number of new citizens taking pledge of commitment	634	▼
Community Funding Program	Value of grants/contributions distributed to community groups (total and by community group)	\$289,781	▲
	All Stars for Autism	\$12,272	
	Artistic Swimming WA	\$2,800	
	C3 Church - Hepburn Heights	\$3,070	
	Casson Communities	\$8,358	
	Challenge Brass Band	\$4,014	
	Church of the Foursquare Gospel in Australia	\$3,150	
	Circle of Friends Women's Community Choir	\$1,570	
	Creative Edge Art Collective	\$9,966	
	Duncraig Senior Citizens Club	\$2,575	
	Friends of Yellagonga Regional Park	\$2,823	
	Glengarry Probus Club (Mixed) Incorporated	\$1,926	
	Iluka Homeowners Association	\$3,119	
	Joondalup Bridge Club	\$8,849	
	Joondalup Community Coast Care Forum Inc as sponsor for Friends of North Ocean Reef-Iluka Foreshore	\$6,020	
	Joondalup Encore Theatre Society	\$9,380	
	Marmion Primary School P&C	\$7,946	
	Meerilinga Children and Community Services	\$6,730	
	Motion by the Ocean	\$9,834	
	Mullaloo Boardriders Club	\$11,729	
	No Limits Perth	\$49,790	
	North Coast Art Club	\$2,926	
	Northern Raiders Netball Club	\$1,841	
	Northern Stars Volleyball Club	\$3,999	
	Northern Warriors Veterans Football Club	\$8,336	
	Padbury Community Kindergarten	\$26,313	
Peter Cowan Writers Centre Inc.	\$5,780		
Soroptimist International	\$1,000		
Sorrento Football Club	\$20,160		
Sorrento Surf Life Saving Club	\$34,174		

Title/name	Measure	Result	5-year trend
Community Funding Program	Western Australian Football Trainers Association	\$4,795	
	Whitfords Junior Cricket Club	\$4,643	
	Whitfords Junior Cricket Club	\$4,000	
	Whitford Master Swimming Club	\$5,890	
Craigie Leisure Centre	Number of members	4,483	▲
	Percentage increase/decrease in membership from previous year	9%	
	Average weekly attendance	23,515	▲
Cultural events program	Number of attendees at major cultural events (by event)		
	Community Art Exhibition	16,077	
	Invitation Art Prize exhibition	10,046	
	Joondalup Festival	253,341	
	Six Seasons Kambarang Concert Songs	1,000	
	Little Feet Festival	3,000	
	Music in the Park concert 1	2,500	
	Music in the Park concert 2	2,500	
	Music in the Park concert 3	2,500	
	Sunday Serenades concerts (combined)	1,302	
	Valentine's Concert	6,210	
	Satisfaction/enjoyment of events (by event)*		
	Community Art Exhibition	84%	
	Invitation Art Prize	90%	
	Joondalup Festival	88%	
	Six Seasons Kambarang Concert Songs	98%	
	Little Feet Festival	94%	
	Music in the Park	95%	
	Sunday Serenades concerts (combined)	95%	
	Valentine's Concert	91%	
KidSport program	Amount distributed to young people through the KidSport program	\$145,259	▲
	Number of young people supported through the KidSport program	1,025	▲
Libraries	Number of new members	6,356	▼
	Number of items issued	1,146,159	▼
	Number of people attending	435,183	▼

*Note: Overall percentage satisfaction/enjoyment calculated as percentage of respondents rating their satisfaction/enjoyment at 7 or higher out of 10 (on a scale 0–10).

Title/name	Measure	Result	5-year trend
	Amount contributed to sporting clubs (total and by club)	\$417,211	▲
	Currambine Netball Club	\$3,726	
	Joondalup Bowling Club	\$24,032	
	Joondalup Brothers Rugby Union Football Club	\$20,000	
	Joondalup and Districts Cricket Club	\$69,762	
	Joondalup Little Athletics Association	\$5,164	
	Joondalup Netball Club	\$22,194	
	Kinross Netball Club	\$1,410	
	Marine Rescue Whitfords	\$54,545	
	Mullaloo Surf Life Saving Club	\$54,545	
	Ocean Ridge Cricket Club	\$21,140	
	Sorrento Bowling Club	\$36,048	
	Sorrento Surf Life Saving Club	\$54,545	
	Warwick Bowling Club	\$21,028	
	Whitford and Districts Cricket Club	\$29,067	
Swimming pool inspections	Number of regulatory swimming pool inspections completed	7,737	▲
	Number of subsequent (non-regulatory) inspections completed	4,239	▼
	Number of private swimming pools not inspected at least once in a 4-year period	0	▲
Visual arts program	Number of new artworks acquired	7	▲
	Names and purchase prices of new artwork acquired (total and by artwork)	\$139,190	
	<i>Green Cheeks, Purple Flank</i> , Jack Ball	\$3,200	
	<i>Module Exo 3 (A Knowledge of Gravity)</i> , William Leggett	\$1,200	
	<i>Gorah Wandang Kambarang – To Wear a Long Time Ago</i> , Lea Taylor	\$5,440	
	<i>The Sometimes Luxury Handbag and Other Suburban Fables</i> , Emma Buswell	\$25,000	
	<i>Ngoorlark, Tjyllyungoo</i> , Lance Chadd	\$15,000	
	<i>Buds</i> , Tony Jones, Ben Jones and Angela McHarrie	\$27,000	
	<i>Horizontal Shift – Breathing Pattern</i> , Eveline Kotai and Elly Joel	\$62,350	
	Value of full artwork collection	\$1,224,243	▲
Volunteer work	Percentage of residents undertaking volunteer work	16%	▼
	Number of volunteers engaged through Joondalup Volunteer Resource Centre	69	▼



Seniors Lifestyle Roadshow

Our goal:

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

Weed Management Plan

The *Weed Management Plan 2023–2033* was endorsed by Council in March 2023 and provides an integrated approach to the management of weeds within the City. The plan details actions to prevent, monitor, prioritise and control the introduction and spread of weeds. As part of the implementation of the plan, we commenced steam and hot water weed control within nominated locations in July 2022 to reduce the reliance on herbicide use.

Waterwise Verge Rebate Program

The City is committed to creating greener, cooler and more sustainable neighbourhoods through the Waterwise Verge Rebate Program. The inaugural program resulted in 101 residents receiving rebates, such as a \$250 nursery voucher and 20 native plants, to replace their grass, synthetic lawn, and hardstand materials. The program commenced in October 2022 and was part of our Environmental Education Program. It was co-funded by the Water Corporation's Waterwise Greening Scheme and forms part of our ambition to be a leading waterwise community. We supported participants throughout the program with two interactive Waterwise Verge Garden workshops, and a range of promotional and informational materials. The program was highly successful and innovative, and achieved great environmental outcomes with the creation of new waterwise and biodiverse verge gardens.

Key priorities

Climate Change Strategy

The *Climate Change Strategy 2014–2019* guides the City's planning for the future impacts of climate change across a range of areas relevant to local government, including infrastructure, health services, water management, emergency management, and the natural environment. We are developing a new Climate Change Plan to replace this strategy.

Progress 2022/23

The development of a draft Climate Change Plan 2023–2033 progressed but was not finalised as scheduled due to staff shortages. It is anticipated that it will be finalised and presented to Council for endorsement in 2023/24.

Environment Plan

The City's *Environment Plan 2014–2019* outlines our commitment to conserving, enhancing and rehabilitating the City's natural assets to ensure the long-term protection of the environment for future generations. We are developing a new Environment Strategy to replace this plan. The new strategy will form an overarching framework to guide our approach to environmental planning.

Progress 2022/23

The development of the draft Environment Strategy progressed but was not finalised as scheduled due to staff shortages. To inform the development of the draft, the Strategic Community Reference Group met in November 2022 to consider the City's strategic approach to environmental management. It is anticipated the draft strategy will be finalised and presented to Council for endorsement in 2023/24.



Plant and Garden Workshop



Noongar seasons, Craigie Bushland



City workforce

Key capital works projects

Hillarys cycle network expansion

The Hillarys cycle network expansion is a joint project with the State Government and the Department of Transport, delivered by the City of Joondalup. The project involves upgrading the existing coastal shared pathway between Hillarys Boat Harbour and Burns Beach Foreshore. Due to a significant increase in popularity and number of users, there have been increasing reports of conflicts between pedestrians and cyclists. To improve the safety for users, the coastal shared pathway is to be widened from 3 metres to a nominally 4 metres wide red asphalt pathway.

This project also includes the installation of a new red asphalt shared pathway along Hepburn Avenue from Whitfords Avenue to Gibson Avenue. This will create a continuous shared pathway connection along Hepburn Avenue from Wanneroo Road to Hillarys Boat Harbour. The Hillarys cycle network expansion is a multi-suburb, multi-year project funded by the State Government as part of a 2021 State Election commitment.

Progress 2022/23

In May 2023, the City finalised the detailed design for the Hepburn Avenue shared pathway upgrade. The detailed design of the southern stage of the coastal shared pathway upgrade was also completed in June 2023, and planning for this aspect of the Hillarys cycle network expansion is ongoing. The project is currently on schedule, but we expect minor delays as timeframes for clearing permit applications are longer than originally anticipated.



Coastal shared pathway



Burns Beach Foreshore Reserve

Annual performance measures

Global Reporting Initiative disclosures

GRI	Disclosure title	Measure	Result	5-year trend
GRI 300: Environmental GRI 302: Energy				
302-1	Energy consumption within the organisation	Amount of energy used by the City (not including Western Power-owned street lighting)	41,566 GJ	▲
GRI 300: Environmental GRI 303: Water and effluents				
303-3	Water withdrawal	Amount of groundwater used by the City	4,165,361 kL	▲
		Amount of scheme water used by the City	91,476 kL	▲
GRI 300: Environmental GRI 304: Biodiversity				
304-3	Habitats protected or restored	Amount of native vegetation protected under the City's Local Planning Scheme No 3, Metropolitan Region Scheme and Bush Forever	~519 ha	–
		Number of plants grown in the City's nursery and provided to Friends' Groups for planting projects	9,850	▼
GRI 300: Environmental GRI 305: Emissions				
305-5	Reduction of GHG emissions	Amount of net greenhouse gas emissions generated by the City	12,148 t	▼
		Percentage increase/decrease in net greenhouse gas emissions generated by the City	-17.4%	▼
		Amount of renewable energy generated by the City	355,759 kWh	▲
		Amount of carbon offsets purchased to offset 100% of City's fleet emissions	1,665 t	▲
GRI 300: Environmental GRI 306: Waste				
306-2	Waste by type and disposal method	Amount of residential waste collected (total and by waste stream)	75,714 t	▼
		Recycling	13,491 t	▼
		Green waste	25,008 t	▲
		Bulk waste	5,320 t	▲
		Other waste (oil, batteries, e-waste)	0 t	▼
		General waste (landfill)	31,895 t	▼
		Percentage of residential waste diverted from landfill	58%	▲
		Average amount of waste collected per household	1,234 kg	▼
		Amount of litter collected by the City	572 t	▼
		Amount of bulk waste collected from kerbside collections	5,319 t	▲
		Amount of bulk waste collected from kerbside collections that is recycled	24%	▼

Other performance measures

Title/name	Measure	Result	5-year trend
Bushfire risk management	Number of hazard reduction grasstree burns undertaken	0	–
	Number of sites where manual fuel load reduction activities were undertaken	14	▼
Community waste education	Number of community waste education classroom sessions conducted with schools	99	▲
	Number of community waste education sessions conducted with community groups	21	▲
Environmental education program	Number of environmental education events/ initiatives delivered	8	–



Community waste education



City workforce - Clean Up Australia Day

Our goal:

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

Ocean Reef Marina

Ocean Reef Marina will be a world-class waterfront precinct, providing recreational, tourism, residential and boating facilities. The project is managed by DevelopmentWA with support and contributions provided by the City. The development is a transformational project that will create an iconic coastal destination in the City.

Construction works at the marina have advanced since the approval of the stage one subdivision in September 2022. Both breakwaters have been built to their full length of 1.8 kilometres, with the northern breakwater now at its final height of about 18.5 metres from the ocean floor. The breakwaters protect the marina, allowing for the next stage of works to commence, including dredging to create adequate water depths for vessel navigation and storage, and landside clearing to provide fill for land reclamation and enable the commencement of future earth works.

In November 2022, the State Government announced further funding of \$96.5 M towards the development of the marina, bringing the total project expenditure to \$223 M. Part of this funding is for the construction of an ocean pool and associated commercial facilities. Once designed and construction commences, DevelopmentWA, the Marina Manager and the City will negotiate an agreement which gives effect to the management and responsibilities of the ocean pool.

After 18 months of negotiations between the City and DevelopmentWA, Council approved the execution of the Ocean Reef Marina Development Agreement and Land Transfer Deed at the February 2023 Council Meeting. These documents provide an important part of the legal framework that guides the delivery of the project and the benefits to the community. The Development Agreement was subsequently signed and executed by DevelopmentWA and the City of Joondalup along with the Land Transfer Agreement which was also signed by the Minister for Lands.

In April 2023, the City announced further funding to build the new Ocean Reef Sea Sports Club at the Ocean Reef Marina. The club is one of the City's largest and has operated for almost five decades, providing angling, sailing, diving, power boating and social activities. The new building will feature multi-functional dining, event and meeting spaces to cater for the increasing membership demands of the club and to support further opportunities for sporting and recreational activities. The City will develop a commercial facility adjacent to the club, subject to a future business case. The project will cost \$9.6 M, with DevelopmentWA contributing \$4.8 M and the City contributing \$4.81 M, of which the club will repay the City \$1.75 M.

Key priorities

Integrated Transport Strategy

The new Integrated Transport Strategy will guide multi-modal transport planning for the City and inform strategic policy, advocacy and infrastructure decisions over the next 10 years.

Progress 2022/23

The City appointed an external consultant who engaged with stakeholders and provided a technical working document. A review of the advice and recommendations provided evidence that a public facing document outlining our Integrated Transport Strategy is essential to inform the community. This change in approach caused delays in the drafting of the strategy. It is anticipated the draft strategy will be presented to Council for endorsement in 2023/24.

Joondalup City Centre development - Boas Place

This project includes investigations into future opportunities for the development of Boas Place, across 90 Boas Avenue and 70 Davidson Terrace in Joondalup, to incorporate a variety of land uses. The aim of the Boas Place development is to unite the City's existing civic, cultural, retail, transport, recreation and education elements.

Progress 2022/23

Investigations into future opportunities were delayed as the City reviewed the philosophy and parameters for the project. A technical working group met in 2022/23 to discuss the next steps and priorities for the project, and it is anticipated that a report will be presented to the Major Projects and Finance Committee in 2023/24.

Local Planning Strategy review

The review of the City's *Local Planning Strategy* aims to ensure the ongoing applicability of our strategic direction for land use planning and development. The review is inclusive of the City's *Local Housing Strategy* and *Local Commercial Strategy*.

Progress 2022/23

The City appointed an external consultant who managed the community consultation for phase one of the review and provided a draft technical scope for phase two. The report on the technical scope for phase two of the review was presented to the Policy Committee in 2022/23; however, it was not presented to Council due to scheduling constraints. It is anticipated that phase 2 will be presented to Council in 2023/24.

Pinnaroo Point food and beverage facility

This project includes the development of a new, commercially viable, high quality and environmentally sustainable food and beverage facility at Pinnaroo Point, Hillarys.

Progress 2022/23

A project update was provided to the Major Projects and Finance Committee at the March 2023 meeting. Construction works commenced in December 2022 according to schedule, and the City is working collaboratively with the developer to monitor the progress of the facility.

Public Open Space Framework

The new *Public Open Space Framework* classifies the City's public open spaces according to primary function and manner of use. The framework guides the allocation of infrastructure assets across the different types of public open spaces within the City with the aim of achieving transparent and accountable decision-making.

Progress 2022/23

The City finalised the draft Public Open Space Framework which was presented to Elected Members for feedback in November 2022. The final draft was endorsed by Council at the December 2022 Council Meeting.

Key capital works projects

Burns Beach – cafés/kiosks/ restaurants

This project will deliver a food and beverage facility at the Burns Beach foreshore. The facility will provide opportunities for the local population and visitors to the area to enjoy the coastal environment and increase the vibrancy of the area as a destination beyond daylight hours.

Progress 2022/23

In 2022/23, the City sought expressions of interest from experienced hospitality partners to operate a high quality food and beverage establishment. The submission period ran from 19 November 2022 to 1 February 2023.

Burns Beach Coastal Node redevelopment

The Burns Beach Coastal Node redevelopment project includes the redevelopment of infrastructure to align with the construction of a food and beverage facility at the Burns Beach foreshore. The project has been planned in accordance with the *Burns Beach Masterplan 2016*.

Progress 2022/23

Progress on the project was placed on hold in 2022/23 until the City finalises the evaluation of expressions of interest for the Burns Beach food and beverage facility.

Chichester Park Clubroom redevelopment

The Chichester Park Clubroom redevelopment project includes a major two-storey upgrade to Chichester Park in Woodvale. The new \$5.6 M facility has a meeting room, four change rooms, referees' change room, first aid room, toilets, kitchen, and storage areas. Works also included additional parking bays, a new barbecue and picnic area, and underground drainage for the southern playing field.

Progress 2022/23

Major construction works began at the site in January 2022. The project continued through 2022/23 and the redevelopment was completed on schedule in April 2023.

Christchurch Park change rooms refurbishment

The Christchurch Park change room refurbishment project includes the refurbishment of the existing toilet and change rooms at Christchurch Park, Currambine. The refurbishment plan includes the construction of new additional storage facilities.

Progress 2022/23

The detailed final design phase was completed in June 2023. This is a multi-year project that will progress in 2023/24.

Greenwood Scout and Guide Hall refurbishment

The Greenwood Scout and Guide Hall refurbishment project incorporates refurbishment works at the Greenwood Scout and Guide Hall, as well as minor works at Calectasia Hall. The State Government made an election commitment to fund this refurbishment project.

Progress 2022/23

The concept plan was completed in June 2023 and the project is on track for completion in June 2024. The City completed concept designs for the project and finalised the grant funding agreement with the State Government in 2022/23. The project is progressing in accordance with the project milestones within the funding agreement.

Joondalup Drive/Hodges Drive intersection upgrade

This project will upgrade the Joondalup Drive/Hodges Drive/Grand Boulevard intersection. Specific aspects of the upgrade include an additional right turn lane from Hodges Drive to Joondalup Drive southbound and upgrades to turning pockets, lighting, pedestrian facilities and Mitchell Freeway southbound access.

Progress 2022/23

The detailed design of the project is 85% complete. To proceed with the design, further information is required from Western Power regarding their asset relocation works. The City is also awaiting approvals from Main Roads WA for the traffic signal and line marking modifications at the Joondalup Drive/Lakeside Drive/Grand Boulevard intersection. These external delays are significant and have impacted the City's ability to deliver the project according to our original plan. The City have notified the Metropolitan Regional Road Group about the external delays and will seek a 12-month extension of the original funding provided in 2023/24.

Killen Park and Sycamore Park amenity upgrade

The Killen Park and Sycamore Park amenity upgrade included landscaping works to improve water use efficiency. New infrastructure at Killen Park included a play space, low-key nature-play items, drinking fountain, universal access pathway and picnic shelters. At Sycamore Park, new infrastructure included a universal access pathway, bench seating and low-key nature-play items.

Progress 2022/23

The project (comprising both park upgrades) was completed in November 2022, four months ahead of schedule.

Multi-storey car park business case (104 McLarty Avenue)

This project aims to support economic development in the Joondalup City Centre by investigating the benefits a new multi-storey car park could provide for workers, commuters and visitors to the region.

Progress 2022/23

In 2022/23, the City prepared a business case which was presented to the Council in December 2022. The Council determined that the business case for a multi-storey car park would not proceed at that time. The project is on pause; however, we will continue to reassess the demand modelling and liaise with major stakeholders.

Ocean Reef Park landscape master planning

Three projects were scheduled at Ocean Reef Park: a landscape master planning project for upgrading the deteriorating irrigation system and associated works; a play space renewal project for the renewal of existing play equipment, soft-fall, retaining walls, bench seating and shade trees; and the construction of a new toilet and change room facility, with retaining walls, and septic tank with leach drains.

Progress 2022/23

The master planning for upgrading the irrigation system and associated works was completed in April 2023, the play space renewal project planning was completed in February 2023, and the planning for a new toilet and change room facility was completed in June 2023.

Percy Doyle Football and Teeball Clubrooms

This project will deliver extension works to upgrade the existing change room building to support unisex standards, install a new park universal access toilet, and deliver general building refurbishments to support the activities of facility users at the Percy Doyle Football and Tee Ball Clubrooms.

Progress 2022/23

In 2022/23, the City completed the concept planning and cost estimates for the Percy Doyle Football and Teeball Clubrooms project. This was due for completion in November 2022, but was delayed so that alternate concept plans could be developed. This is a multi-year project that will continue to progress in 2023/24. The project will now proceed to the detailed design phase in 2023/24 and construction is expected to commence in 2024/25.

Sorrento Football Club change rooms

This project included the upgrade of the change rooms, umpire and physiotherapy rooms, grandstand, extension to the undercover area, and improved access for people with disability to the Sorrento Football Club change rooms at Percy Doyle Reserve. The State Government made an election commitment of \$1 M towards the upgrade.

Progress 2022/23

Construction at the Sorrento Football Club commenced in July 2022. The project was completed ahead of schedule in February 2023, to facilitate the site as a training ground for the 2023 FIFA Women's World Cup.

Wentworth Park, Fraser Park and Byrne Park revitalisation

The Wentworth Park Revitalisation project included the replacement of the existing aged play space, new nature-play area and infrastructure, new irrigation and new turf area, mulch areas, shrub planting, additional tree planting, replacement of aged park bollards and new stencil-pave trafficable paving to the Stawell Way verge.

The design for the Fraser Park Revitalisation project includes new irrigation and new turf area, additional universal access pathways, new informal limestone rabbit pathway, mulch areas, shrub planting, additional tree planting, new maintenance access crossovers and booms and new bench seating.

The planned Byrne Park Revitalisation project includes new irrigation and new turf area, additional universal access pathways, mulch areas, shrub planting, additional tree planting, new maintenance access crossover and boom, new bench seating and low-key nature play items.

Progress 2022/23

Commencing in July 2022, construction at Wentworth Park was completed on schedule in October 2022. During 2022/23, the City also finalised the designs for the revitalisation of Fraser Park and Byrne Park.

Annual performance measures

Global Reporting Initiative disclosures

GRI	Disclosure title	Measure	Result	5-year trend
GRI 200: Economic GRI 203: Indirect economic impacts				
203-2	Significant indirect economic impacts	Number of building permits issued (total and for the Joondalup City Centre)	2,558	▲
		Residential	2,396	▲
		Non-residential	162	▼
		Joondalup City Centre	88	▼
		Residential	17	▼
		Non-residential	71	▼
		Value of building permits issued (total and for the Joondalup City Centre)	\$335,444,392	▲
		Residential	\$239,662,557	▲
		Non-residential	\$95,781,835	▼
		Joondalup City Centre	\$47,200,302	▼
		Residential	\$3,985,168	▲
		Non-residential	\$43,215,134	▼
		Number of planning approvals determined (total and for the Joondalup City Centre)	958	▼
		Residential	860	▼
		Non-residential	98	▼
		Joondalup City Centre	33	▼
		Residential	4	▼
		Non-residential	29	▼
		Value of planning approvals determined (total and for the Joondalup City Centre)	\$266,756,263	▼
		Residential	\$137,579,319	▼
		Non-residential	\$129,176,944	▲
		Joondalup City Centre	\$86,645,474	▲
		Residential	\$3,408,055	▼
Non-residential	\$83,237,419	▲		
GRI 300: Environmental GRI 304: Biodiversity				
304-2	Significant impacts of activities, products, and services on biodiversity	Percentage of canopy cover in the City	12%	-

Other performance measures

Title/name	Measure	Result	5-year trend
Development and building applications	Percentage of building applications determined within statutory timeframes (total and by type of application)	100%	–
	Certified building applications	100%	–
	Uncertified building applications	100%	–
	Building Approval Certificates	100%	–
	Occupancy Permit applications	100%	–
	Percentage of development applications determined within statutory timeframes (total and by application timeframe)	76%	▲
	60-day development applications	78%	▲
	90-day development applications	68%	▲
Facility hire subsidisation	Value of income received from facility hire fees	\$896,616	▲
	Value of facility hire subsidisation	\$1,369,920	▲
	Number of clubs/groups receiving facility hire subsidies	> 250	–
	Number of clubs/groups receiving facility hire waivers	22	▼
	Value of facility hire waivers ≥ \$1,000 (total and by club/group)	\$68,692	▼
	Grandparents Rearing Grandchildren	\$33,060	
	Whitford Senior Citizens Club Inc	\$16,249	
	University of the Third Age	\$5,420	
	Justice of the Peace	\$3,553	
	Burns Beach Primary School	\$3,417	
	Greenwood Village Playgroup Inc	\$3,240	
	Department of Education – Interim Swimming & Water Safety	\$1,581	
	Greenwood Toy Library Inc	\$1,145	
Department of Education – Vacswim	\$1,027		
Pathways	Kilometres of pathways constructed by the City (includes new and resurfaced)	8.7 km	▲
	Number of bicycle trips through selected sites within the City		
	Iluka Foreshore Reserve	80,767	▼
	Tom Simpson Park	125,729	▼
	Neil Hawkins Park	81,869	▼
	Burns Beach to Mindarie dual use pathway*	60,396	

*Note: Burns Beach to Burns Beach to Mindarie dual use pathway was opened in 2020/21; data is not available prior to this year.

Title/name	Measure	Result	5-year trend
	Number of pedestrians through selected sites within the City		
	Iluka Foreshore Reserve	360,262	▼
	Tom Simpson Park	240,842	▲
	Neil Hawkins Park	66,189	▲
	Burns Beach to Mindarie dual use pathway*	32,985	
Parking	Value of parking fees collected (total and by location)	\$3,055,544	▲
	On-street parking	\$1,093,704	▼
	Off-street parking	\$1,175,118	▼
	Reid Promenade Multi-Storey Car Park	\$786,722	▲
Streetscape enhancement	Number of trees planted by the City through the Leafy City Program and the winter urban tree planting program	1,718	▲
Public open space upgrades	Number of play space renewals completed	12	-
New dwellings	Number of new dwellings (total and by Joondalup City Centre, housing opportunity areas, suburb)	294	▼
	Suburb		
	Beldon	7	▼
	Burns Beach	21	▼
	Connolly	3	▼
	Craigie	28	▼
	Currambine	2	▼
	Duncraig	15	▼
	Edgewater	9	▲
	Greenwood	43	▲
	Heathridge	28	▲
	Hillarys	17	▲
	Iluka	15	▼
	Joondalup	7	▲
	Kallaroo	5	▲
	Kingsley	14	-
	Kinross	3	▼
	Marmion	-1	▼
	Mullaloo	6	▼
	Ocean Reef	10	-
Padbury	26	▲	
Sorrento	8	-	

Title/name	Measure	Result	5-year trend
New dwellings	Warwick	21	–
	Woodvale	7	▲
	Housing Opportunity Area		
	Housing Opportunity Area 1	21	▼
	Housing Opportunity Area 2	8	▲
	Housing Opportunity Area 3	7	▲
	Housing Opportunity Area 4	15	▼
	Housing Opportunity Area 5	170	▲
	Housing Opportunity Area 6	17	▲
	Housing Opportunity Area 7	17	▲
	Housing Opportunity Area 8	8	▲
	Housing Opportunity Area 9	12	–
	Housing Opportunity Area 10	3	–
	Joondalup City Centre	2	▲



Chichester Park Clubroom official opening



McIntyre Park, Burns Beach

Our goal:

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

Joondalup Business Forum

The Joondalup Health Innovation Business Forum was held on 8 June 2023 at the Joondalup Resort in Connolly. The theme of the forum was *Innovative solutions for better healthcare outcomes*. The keynote speaker was Ramsay Health Care Australia Chief Executive Officer, Carmel Monaghan. A panel of industry leaders explored the potential for Joondalup to be a centre for health innovation. A total of 180 key stakeholders and local business leaders in the health and medical sectors gathered to gain insights into the future of healthcare in Joondalup. Discussions included Joondalup's potential as a digital health hub and the findings of the recently completed Joondalup Medical Gap Analysis. The City's Medical Precinct Taskforce continues to explore further development of Joondalup as a health and medical hub for the Northern Corridor.

Key priorities

Destination City Plan

The Destination City Plan, *Destination Joondalup 2021–2026*, seeks to empower the local visitor economy, to elevate the City’s profile as a destination of choice, and to enhance visitor experiences.

Progress 2022/23

As part of this plan, the City collaborated with key stakeholders to investigate opportunities to boost tourism. This included the launch of the stakeholder-owned destination brand, *Uptown*, which was promoted via various channels throughout the City in 2022/23. The City also worked with key agencies to market and promote the region. In addition, the Uptown Business Catalogue was launched to promote the region. This is an online directory and interactive map promoting exciting things to do, the “best kept secrets”, and new local businesses to discover in the City.

Digital City Plan

The current *Joondalup: Digital City (2012)* plan outlines the digital future the City could achieve through a set of strategies and actions. The plan addresses key priority actions, including the delivery of capacity building programs for local businesses, and establishing virtual and physical spaces that create opportunities for start-ups. We are developing a Digital City Plan to replace this plan.

Progress 2022/23

To inform development of the new plan, the City drafted a memorandum of understanding with the Australian Autonomous Robotics Precinct, met with Microsoft to explore benefits to the Joondalup economy, and commenced formation of a robotics stakeholder group with Edith Cowan University, Australian Autonomous Robotics Precinct, and CORE Innovation in 2022/23. The new Digital City Plan was not completed in 2022/23 due to delays in the development of the new Economic Development Strategy 2024–2029. It is anticipated the draft Digital City Plan will be presented to Council in 2023/24.

Economic Development Strategy

The *Expanding Horizons: An Economic Development Strategy for a Global City (2012)* guides the economic development activities within the City by providing support to local business, stimulating investment, and driving economic growth. We are developing a new Economic Development Strategy to replace this strategy.

Progress 2022/23

To inform the development of the new strategy, the City sought feedback from the Joint Economic Development Initiative, engaged a consultant to progress a medical gap analysis, conducted a business perceptions survey, and consulted with stakeholders in 2022/23. The draft Economic Development Strategy 2024–2029 was not finalised in the year and has been delayed. It is anticipated that the draft strategy will be presented to Council in 2023/24.

Event attraction

The City attracts and supports significant events that are unique to Joondalup, to enhance our image as an attractive destination for visitors, tourists and business. We work with external stakeholders and event promoters to attract and support significant events and activities to the City.

Progress 2022/23

We collaborated with key stakeholders in 2022/23 on the following:

- Provided sponsorship to the National Basketball League One (NBL1) for the NBL1 National Finals to be held in Joondalup from 18–21 August 2023.
- Provided sponsorship to Bowls WA and Bowls Australia for the National Championships, to be held at Sorrento, Warwick and Joondalup Bowling Clubs in October 2023.
- Collaborated with the event owner and organiser of the City of Joondalup Festival of Motoring 2023, to be held in the Joondalup City Centre from 25–26 November 2023.
- Provided funding via the Arts Development Scheme to support Perth Festival staging their 2023 opening event at Pinar’s Tree, Lake Joondalup in February 2023.

Key capital works projects

There are no key capital works projects for Key theme 4: Economy in 2022/23.

Annual performance measures

Global Reporting Initiative disclosures

GRI	Disclosure title	Measure	Result	5-year trend
GRI 200: Economic GRI 203: Indirect economic impacts				
203-1	Infrastructure investments and services supported	Number of Business Forums delivered	2	-
		Number of attendees at business forums (total and by forum)	330	▲
		National Cyber Week	150	
		Health Innovation	180	
		Number of business capacity and support activities delivered to local businesses	6	▲

Other performance measures

Title/name	Measure	Result	5-year trend
Local businesses	Number of local businesses	13,790	▲
Local economy	Amount of gross regional product	\$7.3 B	▼
Local employment	Number of local jobs (estimated)	57,292	▲
	Number of employed residents (estimated)	95,229	▲
	Percentage unemployment rate	1.8%	-
	Percentage employment self-sufficiency	45%	▼
Innovation and creativity	Number of activities to promote innovation and support creativity	6	
Visitors to the City*	Number of international visitors to the City	NA	
	Number of international visitor nights spent in the City	NA	
	Number of domestic visitor nights spent in the City	NA	
	Number of domestic day trips spent in the City	NA	

*Note: Data not available at time of print.

RECYCLE MASKS

WE CAN HELP SAVE THE PLANET

WHAT WE DO

Our goal is to reduce the number of face masks that enter landfill each day by giving these plastics another shot at life!

Disposable masks leach toxic pollutants into the water

Disposable masks take years to break down

3 million masks a minute enter landfill



Visit our website



@recyclemasks

End of year business sundowner



Eats for Equality



Our goal:

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

Invest and Trade WA Mission to India

Cr Christine Hamilton-Prime was the City's delegate on the Invest and Trade WA Mission to India from 12–19 July 2022. Other delegates from Joondalup were from Edith Cowan University, North Metropolitan TAFE, and the College of Electrical Training. India is a key market for Joondalup in the areas of international education, tourism, technology and innovation. Led by the State Development, Jobs and Trade Minister, Hon Roger Cook MLA, and the International Education Minister, Hon David Templeman MLA, it was the State's largest ever business delegation with more than 110 representatives. The trip was an opportunity to announce the Joondalup Innovation Challenge's first global partners in WeSchool and Amity University, which are based in Mumbai. The challenge is a City initiative for international and domestic students to create innovative apps that have potential commercial value.

Key theme 5: **Leadership**

Key priorities

10-Year Strategic Financial Plan

The 10-Year Strategic Financial Plan is a high-level document that outlines the City's approach to delivering infrastructure and services to the community, in a financially sustainable and affordable manner. The plan demonstrates our commitment to managing operations in a way that avoids unsustainable rate increases for households. The 10-Year Strategic Financial Plan is a key resourcing plan of our Integrated Planning and Reporting Framework.

Progress 2022/23

The annual review and development of the updated plan was presented to the Major Projects and Finance Committee at the September 2022 meeting, before being presented to Council at the October 2022 Council Meeting. We then reviewed the key assumptions and timings of major projects and presented the 10-Year Strategic Financial Plan to Elected Members at the Budget Workshop in May 2023.

Advocacy Framework

The City's *Advocacy Framework 2022* provides a strategic approach to advocacy activities to ensure evidenced based decision-making, greater stakeholder engagement, and the development of processes to maximise opportunities for support and investment in the City.

Progress 2022/23

The *Advocacy Framework 2022* was adopted by Council at the October 2022 Council Meeting. The overall vision for the finalised framework is to positively influence decisions that shape the City to be a liveable, smart, future focussed and connected community, with diverse opportunities for residents, businesses and visitors. The framework includes guiding principles, as well as several advocacy drivers and priorities. The City will undertake scheduled activities in line with the priorities, as well as review and update advocacy priorities, as opportunities arise.

Core system replacement project

The core system replacement project (Project Axiom) is an information technology upgrade for the City which includes a customer relationship management system, an online customer portal, and a finance and asset management system.

Progress 2022/23

The detailed functional design and scheduling for the project commenced in November 2022 and discovery workshops commenced in December 2022 which analysed business processes. The multi-year project is progressing according to schedule and will continue in 2023/24.

Customer service centralisation

The customer service centralisation project aims to centralise the City's main customer service functions to achieve greater organisational efficiency and a higher rate of first point of contact resolution. The project supports the Customer Care team to provide a wide variety of City services, such as reporting maintenance issues, animal registrations and providing information about events and activities.

Progress 2022/23

The optimisation of the City's telephony system, including upgrades to the Contact Centre, improvements to call handling, routing and configurations, and other improvements, was completed on schedule. Options to reconfigure the City's in-person customer service desk were deferred and incorporated into a broader project to refurbish the ground floor of the Joondalup Administration Building, with designs progressing in 2023/24. This is a multi-year project and requires a series of technical changes in tandem with the City's core system replacement project.

Key capital works projects

There are no key capital works projects for Key theme 5: Leadership in 2022/23.

Annual performance measures

Global Reporting Initiative disclosures

GRI	Disclosure title	Measure	Result	5-year trend
GRI 100: Universal GRI 102: General disclosures				
102-1	Name of organisation	Statement of name of organisation	Cover	
102-2	Activities, brands, products and services	Statement of services provided by the City	Page 44	
102-3	Location of headquarters	Statement of location of the City	Page 157	
102-4	Location of operations	Statement of location of operations of the City	Page 157	
102-5	Ownership and legal form	Statement of ownership and legal form of the City	Page 36	
102-6	Markets served	Description of City's stakeholders and the ways the City engages	Page 40	
102-7	Scale of organisation	Description of the organisational structure of the City	Page 79	
		Description of the Chief Executive Officer and Directors	Page 80-81	
		Description of the demographic profile of the City	Page 38	
102-8	Information on employees and other workers	Number of established full-time equivalent employees per 1,000 residents	4.0 see also page 88	–
		Number of job applications received (total and by recruitment source)	3,982 see also page 90	▲
		Percentage turnover rate of City staff	16%	▲
		Number of occurrences of lost time due to injury for each one million hours worked	7.7 see also page 97	▼
		Number of work health and safety incidents	138 see also page 96	▼
102-9	Supply chain	Number of tenders advertised	24 see also page 85	▼
		Value of contracts awarded (estimated)	\$29,498,400 see also page 85	▼
102-13	Membership of associations	Description of external partnerships	Page 40	

GRI	Disclosure title	Measure	Result	5-year trend
102-14	Statement from senior decision-maker	Message from the Mayor	Page 8-9	
		Message from the Chief Executive Officer	Page 10-11	
102-15	Key impacts, risks and opportunities	Description of the major achievements, major issues and challenges, and year ahead for the City	Page 25, 32, 136	
102-16	Values, principles, standards and norms of behaviour	Statement of the primary and distinguishing values for the City	Page 7	
		Description of the Codes of Conduct for the City	Page 82	
		Description of the Governance Framework for the City	Page 82	
102-17	Mechanism for advice and concerns about ethics	Description of the Codes of Conduct for the City	Page 82	
		Description of the Governance Framework for the City	Page 82	
102-18	Governance structure	Description of the Governance Framework for the City	Page 82	
102-19	Delegating authority	Statement of Delegation of Authority for the City	Page 87	
102-20	Executive level of responsibility for economic, environmental, and social topics	Description of the organisational structure for the City	Page 79	
102-21	Consulting stakeholders on economic, environmental and social topics	Number and description of legislative community consultation activities undertaken	11 see also page 29	▲
		Number and description of general community consultation activities undertaken	12 see also page 29	▼
		Number of development application consultations undertaken	227 see also page 29	▲
		Number and description of event/program feedback activities undertaken	25 see also page 29	▼
102-22	Composition of the highest governance body and its committees	Description of the Council and Elected Members	Page 53-62	
		Description of committees, reference groups and boards of the City	Page 69-76	
102-23	Chair of the highest governance body	Description of the Council and Elected Members	Page 53-62	
102-24	Nominating and selecting the highest governance body	Description of the process of local government elections	Page 53	
102-25	Conflicts of interest	Description of the Codes of Conduct for the City	Page 82	
102-26	Role of highest governance body in setting purpose, values and strategy	Description of the Integrated Planning and Reporting Framework	Page 12	

GRI	Disclosure title	Measure	Result	5-year trend
102-28	Evaluating the highest governance body's performance	Completion of the Compliance Audit Return	Page 83	
102-30	Effectiveness of risk management processes	Description of the <i>Internal Audit Plan</i>	Pages 69, 77	
		Description of the <i>Risk Management Council Policy</i>	Page 84	
		Description of the <i>Risk Management Framework</i>	Page 84	
		Description of the <i>Risk Management Guideline</i>	Page 84	
102-32	Highest governance body's role in sustainability reporting	Description of the <i>City's application of the Global Reporting Initiative</i>	Page 145	
102-46	Defining report content and topic boundaries	Description of the <i>Governance Framework for the City</i>	Page 82	
102-50	Reporting period	Statement of reporting period for the Annual Report	Cover	
102-51	Date of most recent report	Statement of reporting period date for the Annual Report.	Cover	
102-52	Reporting cycle	Description of the Integrated Planning and Reporting Framework	Page 12	
102-53	Contact point for questions regarding the report	Statement of the City's contact details for feedback or questions	Page 157	
102-54	Claims of reporting in accordance with Global Reporting Initiative Standards	Description of the City's commitment to reporting in accordance with the Global Reporting Initiative Standards	Page 145	
102-55	Global Reporting Initiative content index	List of Global Reporting Initiative specifying each of the Standards used and listing all disclosures included	Page 145-150	
GRI 200: Economic GRI 206: Anti-competitive behaviour				
206-1	Anti-competitive behaviour	Description of the <i>National Competition Policy</i>	Page 85	
		Statement of the commitment to competitive neutrality	Page 85	
GRI 400: Social GRI 405: Diversity and equal opportunity				
405-1	Diversity of governance bodies and employees	Number of employees (headcount) (total and by gender and by age)	1,053 see also page 88-89	▲
		Number of established full-time equivalent employees (total and by gender)	664.4 see also page 88-89	▲
		Number of permanent full-time and part-time employees (total and by age)	674 see also page 89	▲

GRI	Disclosure title	Measure	Result	5-year trend
		Percentage employee gender balance (headcount) (total and by age)		
		Male	37% see also page 89	▼
		Female	63% see also page 89	▲
		Percentage employee length of service (by gender and by age)	Page 89	
		Percentage of employees who live within the City's boundaries	41% see also page 90	▼
		Percentage of employees who live outside of the City's boundaries	59% see also page 90	▲
		Percentage of Elected Member gender diversity		
		Male	85% see also page 55	▲
		Female	15% see also page 55	▼
405-2	Ratio of basic salary and remuneration of women to men	Number of employees of the City entitled to an annual salary of \$100,000 or more	Page 94	
		Number of those employees with an annual salary entitlement that falls within each band of the \$10,000 over \$100,000	Page 94	
		Total Elected Member remuneration, including conference attendance expenses	Page 67-68	

Other performance measures

Title/name	Measure	Result	5-year trend
Council and committee meetings	Number of meetings held	Page 64-65	
	Number and names of attendees (total and by meeting)	Page 64-65	
Financial performance	Value of operating revenue	See Annual Financial Report	
	Value of operating expenditure	See Annual Financial Report	
	Financial summary	Page 15	
	Description of how rates are spent by the City	Page 15	
	Value of net cash position	See Annual Financial Report	
	Overall financial position (surplus or deficit)	See Annual Financial Report	
Freedom of Information requests	Number of Freedom of Information applications received by the City	80	▲
	Number of days taken for processing Freedom of Information applications (average)	28	▲
Grant funding received	Value of non-competitive Federal grant funding (allocations/election commitments etc)	\$4,230,742	
	Value of non-competitive State grant funding received (allocations/election commitments etc)	\$3,113,852	
	Value of competitive grant funding received (State, Federal, other)	\$2,913,558	▲

Year ahead:

This section provides detailed information on the City's goals and outcomes for 2023/24 presented under the five key themes of our 10-year Strategic Community Plan: Community, Environment, Place, Economy and Leadership.

This section includes the **key priorities** and **key capital works projects** for the year ahead identified by Council in our 5-Year Corporate Business Plan. All key themes have at least two key priorities; however, key capital works projects are only identified for the relevant key themes: Community, Environment and Place.

GRI
102-15

25-Year anniversary

From 1 July 2023–30 June 2024, we will celebrate our 25-Year anniversary. In 1998, Joondalup officially became a City. The first Council was established in 1999; John Bombak was named the inaugural Mayor. Under the theme *Creating the Future*, the Council held its first formal sitting in December 1999. Today, Joondalup is recognised globally for its liveability and healthy lifestyle and as a home to an engaged and connected community. Several special projects and activities have been planned and will be delivered to mark the historic occasion.

Year ahead

Key priorities

Key theme 1: Community

Community Safety Plan

The new Community Safety Plan will outline and direct community safety initiatives across the City. The plan will include initiatives for parking management, animal management, CCTV, graffiti removal and community amenity. The City's new Community Safety Plan will aim to ensure our community feels connected and safe through direct service provision, as well as supporting and encouraging local organisations and community-led activities. The City will present the draft plan to Council in 2023/24 and undertake consultation.

Public Art Masterplan and Strategy

The new Public Art Masterplan and Strategy will define the principles and priorities for public art across the City, and guide resources and funding towards relevant public art projects. Public art enhances the City's built environment, distinctive natural assets, significant Indigenous sites, historic locations and key destinations. An external consultant will undertake community consultation to inform the development of the draft masterplan and strategy. The outcomes from the Strategic Community Reference Group meeting will also be considered in the development of the draft, before it is presented to Council for endorsement. The City will finalise the Public Art Masterplan and Strategy in 2023/24.

Reconciliation Action Plan

The new Reconciliation Action Plan will set out our commitment to reconciliation with Aboriginal and Torres Strait Islander peoples. The City will submit the draft plan to Reconciliation Australia for feedback in 2023/24 before presenting it to Council for endorsement. Once the plan is endorsed by Council and receives final approval from Reconciliation Australia, we will commence the implementation of the plan and deliver sustainable and strategic actions, including the 2024 NAIDOC Week Launch and events.

Key theme 2: Environment

Climate Change Plan

The Climate Change Plan will guide the City's adaptation and mitigation activities in response to the impacts of climate change. It will cover a range of areas relevant to local government, including infrastructure, health services, water management, emergency management, and the natural environment. The draft Climate Change Plan 2023–2033 will be presented to Council for endorsement in 2023/24. Once the draft plan is endorsed, the City will undertake community consultation.

Coastal Hazard Risk Management and Adaptation Plan

The Western Australian *State Planning Policy 2.6* requires all local governments to create a Coastal Hazard Risk Management and Adaptation Plan that identifies areas and assets that could potentially be impacted by coastal erosion, inundation hazards due to storm events and projected sea level rise. The plan will provide recommendations and actions to direct the City's response to these coastal hazards and present adaptation measures. The City will present a draft to Council for endorsement in 2023/24. Once the plan is endorsed, we will commence the implementation and deliver scheduled actions from the plan.

Environment Strategy

The Environment Strategy will provide a framework for the City to be environmentally sustainable by protecting and enhancing the environment and minimising the use of natural resources. In 2023/24, we will finalise the Environment Strategy 2023–2033. Following Council endorsement, the draft strategy will be released for community consultation. Once the strategy is endorsed, we will commence implementation and deliver scheduled actions.

Local Government Waste Plan – City of Joondalup

The City will continue to deliver scheduled actions from the *Local Government Waste Plan – City of Joondalup*. This plan guides the City's waste management practices, ensuring that we increase the amount of waste that is diverted from landfill. The plan focuses on improving our practices and providing the groundwork to inform the long-term planning for waste. The plan aligns with the objectives of the *State Waste Avoidance and Resource Recovery Strategy 2030*. Waste management plans are a requirement of all local governments under the *Waste Avoidance and Resource Recovery Act 2007*.

Key theme 3: Place

Heathridge Park Masterplan

The masterplan for Heathridge Park includes an investigation of three options: the rationalisation of the existing community facilities into a single new multi-purpose facility (option one and two), or the partial redevelopment and refurbishment of the existing facilities (option three). The City is currently finalising the three concept design options and these will be presented in 2023/24 with a business case to Council for their decision and endorsement of actions. Following this, we will continue to progress the development of the masterplan and commence implementing endorsed actions.

Integrated Transport Strategy

The new Integrated Transport Strategy 2024–2034 will guide multi-modal transport planning and inform strategic policy, advocacy and infrastructure decisions in the City over the next 10 years. In 2023/24, the City will finalise the draft strategy before presenting it to Council for endorsement.

Joondalup City Centre development — Boas Place

In 2023/24, the City will undertake investigations into future opportunities for the development of Boas Place in the City Centre to incorporate a variety of land uses. The City will develop a strategy to outline actions for the enhancement of Boas Place in accordance with the endorsed project philosophy and parameters and will then commence the implementation of scheduled actions from the strategy.

Local Planning Strategy review

The Local Planning Strategy review aims to ensure the continued applicability of our strategic direction for land use planning and development. The City will present a report to Council in 2023/24 outlining the outcomes of technical reporting and investigations for phase two of the review. Following this, the City will present the scope for phase three of the review to Council seeking endorsement.

Ocean Reef Marina

Throughout 2023/24, the City will continue to work with DevelopmentWA to deliver the monumental Ocean Reef Marina project. The City will provide support, feedback, technical guidance and undertake agreed activities to progress the construction of a world-class waterfront precinct supplying recreational, tourism, residential and boating facilities. This project is being managed by DevelopmentWA with support and contributions provided by the City. To progress the development, we will continue to provide support to DevelopmentWA and undertake activities as per the Development Agreement. The progress and status reports will be provided to Elected Members as required.

Key theme 4: Economy

Economic Development Strategy

The new Economic Development Strategy will guide economic development activities within the City by providing support to local business, stimulating investment, and driving economic growth. The City will seek Council endorsement to undertake community consultation on the draft Economic Development Strategy 2024–2029 in 2023/24, before the final strategy is presented to Council for endorsement.

Event attraction

A key priority for the City in 2023/24 is continuing to attract and support significant events that are unique to Joondalup. Event attraction works to enhance the City's image as an appealing destination for visitors, tourists and businesses. In the year ahead, we will maintain our work with external stakeholders and event promoters to attract and facilitate significant events and activities within the City of Joondalup.

Joondalup Innovation Precinct

The development of a Joondalup Innovation Precinct for new and emerging technology and industries is a key priority for the City in 2023/24. The precinct will establish a digital innovation centre, support urban robotics, and enhance the City's education and health precincts. Throughout the upcoming year, the City will identify and collaborate with stakeholders to inform the development of the precinct.

Place activation

In the year ahead, the City will continue to prioritise place activation in the City Centre by undertaking the implementation of scheduled actions from the *Joondalup City Centre Place Activation Plan 2022*. The plan outlines tangible actions to empower City and community-led projects and activities that support the activation of particular spaces and places in the City. Place activation is a priority because it creates a sense of place, encourages social connectedness and safety, and brings life to areas that are essential to the wellbeing of the community and economy.

Key theme 5: Leadership

10-Year Strategic Financial Plan

The annual review of the City's 10-Year Strategic Financial Plan is a key priority for 2023/24. This high level document outlines the City's approach to delivering infrastructure and services to the community in a financially sustainable and affordable manner. The plan demonstrates our commitment to managing operations in a way that avoids unsustainable rate increases for households. The 10-Year Strategic Financial Plan is a key resourcing plan of our Integrated Planning and Reporting Framework. The City will conduct an annual review of this plan before it is presented to Elected Members as part of the annual budget process.

Advocacy Framework

Conducting the advocacy activities outlined in the *Advocacy Framework 2022* is a key undertaking for the City in the upcoming year. The framework provides a strategic approach to advocacy activities to ensure evidenced-based decision-making, greater stakeholder engagement, and the development of processes to maximise opportunities for support and investment in the City. The framework includes guiding principles, as well as several advocacy drivers and priorities. The City will undertake scheduled activities in line with the priorities, as well as review and update advocacy priorities as opportunities arise.

Core system replacement project

The core system replacement project, Project Axiom, is a leading priority in 2023/24. The project will provide a core information technology solution for the City, which includes a customer relationship management system, online customer portal, finance, and asset management system. The City will continue to progress the development of the project with the focus on the customer relationship management system and finance system.

Customer service centralisation

In the coming year, the City will prioritise the centralisation of our customer service processes. This project will centralise our main customer service functions to achieve greater organisational efficiency and a higher rate of first point of contact resolution. The City will continue to centralise business processes and workflows, undertake research and analysis for procuring an Omni-Channel system, and commence development of a contact centre quality assurance framework.



Key capital works projects

Key theme 1: Community

Sorrento Surf Life Saving Club redevelopment

This project will redevelop the existing Sorrento Surf Life Saving Club facility to support and enhance usage, and includes a commercial component. Detailed design is scheduled to commence in 2023/24.

Key theme 2: Environment

Coastal and estuarine mitigation program

The coastal and estuarine mitigation program includes the renewal and upgrading of existing coastal protection assets to be undertaken over the next three years. The existing coastal protection assets scheduled for renewal and upgrade, including the Marmion Angling and Aquatic Club seawall, the Sorrento seawall, the Mullaloo Surf Life Saving Club seawall, the Sorrento central groyne, and the Sorrento southern groyne. Concept designs are scheduled to be completed in 2023/24, with detailed design scheduled to commence in 2024/25.

Key theme 3: Place

Burns Beach — cafés/kiosks/restaurants

This project will deliver a food and beverage facility at the Burns Beach foreshore. The facility will provide opportunities for the local population and visitors to the area to enjoy the coastal environment and increase the vibrancy of the area as a destination beyond daylight hours. Detailed design is scheduled to commence in 2023/24, with construction scheduled to commence in late 2024/25.

Burns Beach Coastal Node redevelopment

The Burns Beach Coastal Node redevelopment project includes the redevelopment of infrastructure to align with the construction of a food and beverage facility at the Burns Beach foreshore. The project has been planned in accordance with the *Burns Beach Masterplan 2016*. Detailed design is scheduled to commence in 2023/24, with construction scheduled to commence in late 2024/25.

Christchurch Park change rooms refurbishment

This project will refurbish the existing toilet and change rooms at Christchurch Park in Currambine. The refurbishment plan also includes the construction of new additional storage facilities. Detailed design was completed in 2022/23, and construction is scheduled for completion in 2023/24.

Civic Centre slab waterproofing

This project will deliver waterproofing of the suspended roof slabs and drainage improvements in the undercroft parking areas of the City's Civic Centre and Joondalup Library. The waterproofing will increase safety and prevent long-term damage to the undercroft parking area. Detailed design was completed in 2022/23, and construction is scheduled for completion in 2023/24.

Eddystone Avenue — Joondalup Drive to Honeybush Drive

This project will upgrade Eddystone Avenue from Joondalup Drive to Honeybush Drive. Works will include the upgrade of the existing single-lane roundabout to a dual-lane roundabout, and the construction of additional turning lanes at Joondalup Drive and Honeybush Drive intersections. Detailed design is scheduled for completion in 2023/24.



Joondalup Drive entry statement

Greenwood Scout and Guide Hall refurbishment

This project will refurbish the existing hall building to increase storage and improve functionality for facility users at the Greenwood Scout and Guide Hall and Calectasia Hall in Greenwood. The detailed design is scheduled for completion in 2023/24 and construction is expected to commence in late 2023/24.

Hepburn Avenue – Lilburne Avenue to Walter Padbury Boulevard

This project will upgrade Hepburn Avenue between Lilburne Avenue and Walter Padbury Boulevard, including the installation of traffic signals at Lilburne Avenue intersection and a dual-lane roundabout at Walter Padbury Boulevard intersection. Detailed design is scheduled for completion in 2023/24.

Hepburn Avenue/Amalfi Drive/Howland Road roundabout improvement

This project will deliver improvements to the Hepburn Avenue/Amalfi Drive/Howland Road roundabout. Works include pre-deflection on the east approach, skid resistance treatments and upgrades to lighting, and pedestrian and cyclist facilities. The works will also include kerbing and drainage upgrades to the median island of Hepburn Avenue eastbound, and modifications to the entry statement into Harbour Rise estate on Amalfi Drive. Detailed design is scheduled for completion in 2023/24, with construction scheduled to commence in late 2023/24.

Hepburn Avenue/Karuah Way intersection improvement

This project will deliver improvements to the Hepburn Avenue/Karuah Way intersection. Planned works include left and right turn pockets, eastbound shoulder, kerb realignments, warden crossing relocation, and upgrades to lighting, pedestrian and cyclist facilities. Detailed design is scheduled for completion in 2023/24, with construction scheduled to commence in late 2023/24.

Hepburn Avenue/Moolanda Boulevard roundabout construction

This project will upgrade the Hepburn Avenue and Moolanda Boulevard intersection to a two-lane roundabout, with pre-deflections on east and west leg approaches, and upgrades to lighting and pedestrian facilities. The City has completed the preliminary site investigations and has commenced the detailed design phase which will continue into 2023/24.

Hillarys cycle network expansion

The Hillarys cycle network expansion is a joint project with the State Government and the Department of Transport, delivered by the City of Joondalup. This project involves an upgrade to the coastal shared pathway, including other pathway-associated upgrades, between Hillarys Boat Harbour and Burns Beach Foreshore. The project also includes the installation of a shared pathway along Hepburn Avenue between Gibson Avenue to Whitfords Avenue to create a continuous shared pathway connection along Hepburn Avenue from Wanneroo Road to Hillarys Boat Harbour. Construction of the pathway along Hepburn Avenue and the southern section of the coastal shared pathway is scheduled to commence in 2023/24.

Joondalup Administration roof balustrades

This project will replace the rooftop height safety balustrades and footing walls at the City's administration building in Joondalup. The detailed design and construction is scheduled for completion in 2023/24.

Joondalup Drive/Hodges Drive intersection upgrade

This project will upgrade Joondalup Drive/Hodges Drive/Grand Boulevard intersection. Specific aspects of the upgrade include an additional right turn lane from Hodges Drive to Joondalup Drive southbound and upgrades to turning pockets, lighting, pedestrian facilities and Mitchell Freeway southbound access. The detailed design is scheduled for completion in 2023/24 with construction scheduled to commence in early 2024/25.

Joondalup Drive/Lakeside Drive (north) roundabout

This project will upgrade the Joondalup Drive/Lakeside Drive (north) intersection to a dual-lane roundabout. Planned works include a northbound cycle lane bypass, skid resistance treatments, and upgrades to lighting and pedestrian/cyclist facilities. The upgrades also include the installation of a single-lane roundabout at the Lakeside Drive/Aldgate Street intersection. The detailed design is scheduled for completion in 2023/24, with construction scheduled for completion in 2024/25.

Moolanda Boulevard pedestrian footbridge

Following removal of the Moolanda Footbridge in September 2022, the City and Main Roads WA procured the services of an engineering consultant to commence the design of the replacement footbridge. The funding of the footbridge will be considered by Council in 2023/24 as part of the mid-year budget review process.

Percy Doyle Football and Tee Ball Clubrooms

This project will deliver extension works to upgrade the existing change room building to support unisex standards, install a new park universal access toilet, and deliver general building refurbishments to support the activities of facility users at the Percy Doyle Football and Tee Ball Clubrooms. Detailed design is scheduled for completion in 2023/24, with construction scheduled to commence in 2024/25.

Percy Doyle skate park/youth facility

This project will develop a youth facility at Percy Doyle Reserve, Duncraig. The project will include a skate park, BMX pump track, 3x3 basketball and netball areas, play space, and a youth plaza with picnic infrastructure, barbecues, toilets, lighting, CCTV and food truck bays. Detailed design is scheduled for completion in 2023/24, with construction scheduled to commence in late 2023/24.

Prince Regent Park facility refurbishment

This project will refurbish the existing toilet and change rooms and construct an external park universal access toilet, kiosk and additional storage facilities at Prince Regent Park, Heathridge. Detailed design is scheduled for completion in 2023/24.

Warwick north cluster parks revitalisation

This revitalisation project will deliver landscape improvements to Hillwood Park North, Carr Park and Hillwood Park South in Warwick. Works include improvements to pathways, turf areas, irrigation upgrades, mulching and tree planting. Detailed design was completed in 2022/23, and construction is scheduled for completion in 2023/24.



Duncraig Edible Garden

Challenges ahead

Ageing population

With a higher proportion of people aged 60 plus years living in the City, we acknowledge and are planning for the challenges that come with an ageing population. Our *Age-Friendly Plan 2018–2023* was developed in alignment with the World Health Organisation's framework for Joondalup to be an age-friendly city. In partnership with Alzheimer's WA, the City provided staff with specific training to increase their understanding of the needs of those living with disability and long-term medical conditions. We have planned to tackle the increasing rate of dementia through the delivery of programs designed to help people living with the debilitating condition, as well as their family, friends and carers.

Weed control

Weed management in public open spaces, urban streetscapes and urban landscapes has been a continuous issue for the City, with increasing concern from some sections of the community about the use of chemical weed control. Weed management is integral to protect biodiversity and cultural values, reduce bushfire risk and damage to infrastructure, and preserve the amenity, functionality and aesthetics of local areas. A variety of new weed control methods have been implemented by the City in our public open spaces and urban landscaping, including steam, and hot water and WeedSeeker technology to reduce the use of chemicals in controlling weeds. The City is an active member of the Western Australian Local Government Association Local Government Integrated Weed Management Working Group, whose purpose is to build the capacity of local government by sharing information and addressing knowledge gaps. The Working Group helps us make informed decisions on weed management approaches that are most suitable for our local context.

Species under threat

Yellagonga Regional Park wetlands, including Lake Joondalup, Lake Goollelal, Beenyup Swamp and Walluburnup Swamp, are home to populations of the South-western snake-necked turtle. This species is under threat from a combination of predation by feral animals and native birds such as ravens, mortality from road strikes, and lack of suitable nesting habitat. The Cities of Joondalup and Wanneroo and Department of Biodiversity, Conservation and Attractions are collaborating with Murdoch University and the South West Group (now Perth South West Metropolitan Alliance) to participate in the Saving our Snake-necked Turtle Project, funded by Lotterywest. The project includes training volunteers to become Turtle Trackers and protect nesting turtles as well as encouraging community members to share turtle information through TurtleSAT — a citizen science app that provides information which will guide future management actions at Yellagonga Regional Park.

Safe beaches

By working collaboratively with the State Government, the City is committed to providing a safer swimming environment for the tens of thousands of people who visit our coastline every summer. After the removal of the Sorrento Beach Enclosure (shark net), we have worked closely with the Department of Primary Industries and Regional Development on alternative shark mitigation measures. Sorrento Beach is one of several locations along our coastline to benefit from new shark monitoring infrastructure that includes a shark warning system tower. The new tower uses lights, sirens and audio broadcasts to warn beach users of shark activity in the area. It acts on information sent to it from a network receiver; each solar power receiver features the latest technology and connects to a digital phone network. The towers are activated automatically if a shark is detected in the area and the City's Field Officers can manually activate each tower from a mobile device, following any reports of a shark sighting.



Kambarang Concert

Global Reporting Content Index

Global Reporting Content Index

The Global Reporting Initiative Disclosures Content Index shows how the City is reporting on its most significant impacts on the economy, environment, and people.

The Global Reporting Initiative Standards 2016 have been used in the Annual Report as they align with the measures identified in the City's 5-Year Corporate Business Plan.

Please note that the City is reporting on specific information for specific purposes, such as when complying with regulatory requirements, and has selected Standards, or parts of their content, to report with reference to, not in accordance with.

The Content Index is the full list of Standards and provides an overview of the City's reported information: the specific Standards used, disclosure number, disclosure name, and page number where the disclosure is located in the Annual Report. In addition, the content index provides information of what the City has not reported on or what was not applicable.

Statement of use: City of Joondalup has reported with reference to the Global Reporting Initiative Standards 2016 for the period 1 July 2022 to 30 June 2023.

GRI	Disclosure title	Page number
GRI 100: Universal GRI 102: General disclosures		
102-1	Name of the organisation	Cover
102-2	Activities, brands, products, and services	Page 44
102-3	Location of headquarters	Page 157
102-4	Location of operations	Page 157
102-5	Ownership and legal form	Page 36
102-6	Markets served	Page 40
102-7	Scale of the organisation	Page 38, 79, 80-81
102-8	Information on employees and other workers	Page 88, 90, 96, 132
102-9	Supply chain	Page 85
102-10	Significant changes to the organisation and its supply chain	Not applicable
102-11	Precautionary Principle or approach	Not reported
102-12	External initiatives	Not applicable
102-13	Membership of associations	Page 40
102-14	Statement from senior decision-maker	Page 8, 10
102-15	Key impacts, risks, and opportunities	Page 25, 32, 136
102-16	Values, principles, standards, and norms of behaviour	Page 7, 82
102-17	Mechanisms for advice and concerns about ethics	Page 82
102-18	Governance structure	Page 82
102-19	Delegating authority	Page 87
102-20	Executive-level responsibility for economic, environmental, and social topics	Page 79
102-21	Consulting stakeholders on economic, environmental, and social topics	Page 29
102-22	Composition of the highest governance body and its committees	Page 54, 69

GRI	Disclosure title	Page number
GRI 100: Universal GRI 102: General disclosures		
102-23	Chair of the highest governance body	Page 54
102-24	Nominating and selecting the highest governance body	Page 53
102-25	Conflicts of interest	Page 82
102-26	Role of highest governance body in setting purpose, values, and strategy	Page 12
102-27	Collective knowledge of highest governance body	Page 80-81
102-28	Evaluating the highest governance body's performance	Page 69, 83
102-29	Identifying and managing economic, environmental, and social impacts	Page 82
102-30	Effectiveness of risk management processes	Page 84
102-31	Review of economic, environmental, and social topics	Page 18
102-32	Highest governance body's role in sustainability reporting	Page 18
102-33	Communicating critical concerns	Page 32
102-34	Nature and total number of critical concerns	Not reported
102-35	Remuneration policies	Not reported
102-36	Process for determining remuneration	Not reported
102-37	Stakeholders' involvement in remuneration	Not applicable
102-38	Annual total compensation ratio	Not applicable
102-39	Percentage increase in annual total compensation ratio	Not applicable
102-40	List of stakeholder groups	Page 40-42
102-41	Collective bargaining agreements	Not reported
102-42	Identifying and selecting stakeholders	Page 40-41
102-43	Approach to stakeholder engagement	Page 40-41
102-44	Key topics and concerns raised	Not reported
102-45	Entities included in the consolidated financial statements	Annual Financial Report
102-46	Defining report content and topic boundaries	Page 82
102-47	List of material topics	Not reported
102-48	Restatements of information	Not reported
102-49	Changes in reporting	Not applicable
102-50	Reporting period	Cover
102-51	Date of most recent report	Cover
102-52	Reporting cycle	Cover
102-53	Contact point for questions regarding the report	Page 157
102-54	Claims of reporting in accordance with the GRI Standards	Page 18, 145
102-55	GRI content index	Page 145-150
102-56	External assurance	Page 83, 88

GRI	Disclosure title	Page number
GRI 100: Universal GRI 103: Management approach		
103-1	Explanation of the material topic and its boundary	Not reported
103-2	The management approach and its components	Not reported
103-3	Evaluation of the management approach	Not reported
GRI 200: Economic GRI 201: Economic performance		
201-1	Direct economic value generated and distributed	Not applicable
201-2	Financial implications and other risks and opportunities due to climate change	Not reported
201-3	Defined benefit plan obligations and other retirement plans	Not applicable
201-4	Financial assistance received from government	Page 16, Annual Financial Report
GRI 200: Economic GRI 202 Market presence		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Not reported
202-2	Proportion of senior management hired from the local community	Not reported
GRI 200: Economic GRI 203 Indirect economic impacts		
203-1	Infrastructure investments and services supported	Page 128
203-2	Significant indirect economic impacts	Page 105, 121
GRI 200: Economic GRI 204 Procurement practices		
204-1	Proportion of spending on local suppliers	Not reported
GRI 200: Economic GRI 205 Anti-corruption		
205-1	Operations assessed for risks related to corruption	Not reported
205-2	Communication and training about anti-corruption policies and procedures	Not reported
205-3	Confirmed incidents of corruption and actions taken	Not reported
GRI 200: Economic GRI 206 Anti-competitive behaviour		
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Page 85
GRI 300 Environmental GRI 301: Materials		
301-1	Materials used by weight or volume	Not reported
301-2	Recycled input materials used	Not reported
301-3	Reclaimed products and their packaging materials	Not reported
GRI 300 Environmental GRI 302: Energy		
302-1	Energy consumption within the organisation	Page 113
302-2	Energy consumption outside of the organisation	Not reported
302-3	Energy intensity	Not reported
302-4	Reduction of energy consumption	Not reported
302-5	Reductions in energy requirements of products and services	Not reported

GRI	Disclosure title	Page number
GRI 300 Environmental GRI 303: Water		
303-1	Water and withdrawal by source	Not reported
303-2	Water sources significantly affected by withdrawal of water	Not reported
303-3	Water recycled and reused	Page 113
GRI 300 Environmental GRI 304: Biodiversity		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not reported
304-2	Significant impacts of activities, products, and services on biodiversity	Page 121
304-3	Habitats protected or restored	Page 113
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not reported
GRI 300 Environmental GRI 305: Emissions		
305-1	Direct (Scope 1) GHG emissions	Not reported
305-2	Energy indirect (Scope 2) GHG emissions	Not reported
305-3	Other indirect (Scope 3) GHG emissions	Not reported
305-4	GHG emissions intensity	Not reported
305-5	Reduction of GHG emissions	Page 113
305-6	Emissions of ozone-depleting substances (ODS)	Not reported
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	Not reported
GRI 300 Environmental GRI 306: Effluents and waste		
306-1	Water discharge by quality and destination	Not reported
306-2	Waste by type and disposal method	Not reported
306-3	Significant spills	Not reported
306-4	Transport of hazardous waste	Not reported
306-5	Water bodies affected by water discharges and/or runoff	Not reported
GRI 300 Environmental GRI 307: Environmental compliance		
307-1	Non-compliance with environmental laws and regulations	Not applicable
GRI 300 Environmental GRI 308: Supplier Environmental assessment		
308-1	New suppliers that were screened using environmental criteria	Page 84
308-2	Negative environmental impacts in the supply chain and actions taken	Not applicable
GRI 400 Social GRI 401: Employment		
401-1	New employee hires and employee turnover	Page 90

GRI	Disclosure title	Page number
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Not reported
401-3	Parental leave	Not reported
GRI 400 Social GRI 402: Labour/management relations		
402-1	Minimum notice periods regarding operational changes	Not reported
GRI 400 Social GRI 403: Occupational health and safety		
403-1	Workers representation in formal joint management-worker health and safety committees	Not reported
403-2	Types of injury and rates, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Page 97
403-3	Workers with high incidence or high risk of diseases related to their occupation	Not reported
403-4	Health and safety topics covered in formal agreements with trade unions	Not reported
GRI 400 Social GRI 404: Training and education		
404-1	Average hours of training per year employee	Not reported
404-2	Programs for upgrading employee skills and transition assistance programs	Not reported
404-3	Percentage of employees receiving regular performance and career development reviews	Not reported
GRI 400 Social GRI 405: Diversity and equal opportunity		
405-1	Diversity of governance bodies and employees	Page 55, 89, 134
405-2	Ratio of basic salary and remuneration of women to men	Page 67, 94
GRI 400 Social GRI 406: Non-discrimination		
406-1	Incidents of discrimination and corrective actions taken	Page 105
GRI 400 Social GRI 407: Freedom of association and collective bargaining		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Not reported
GRI 400 Social GRI 408: Child labour		
408-1	Operations and suppliers at significant risk for incidents of child labour	Not applicable
GRI 400 Social GRI 409: Forced or compulsory labour		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Not applicable
GRI 400 Social GRI 410: Security practices		
410-1	Security personnel trained in human rights policies or procedures	Not applicable
GRI 400 Social GRI 411: Rights of Indigenous peoples		
411-1	Incidents of violations involving rights of Indigenous peoples	Not reported

GRI	Disclosure title	Page number
GRI 400 Social GRI 412: Human rights assessment		
412-1	Operations that have been subject to human rights reviews or impact assessments	Not applicable
412-2	Employee training on human rights policies and procedures	Not applicable
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Not applicable
GRI 400 Social GRI 413: Local communities		
413-1	Operations with local community engagement, impact assessments, and development programs	Page 105
413-2	Operations with significant actual and potential negative impacts on local communities	Not reported
GRI 400 Social GRI 414: Supplier social assessment		
414-1	New suppliers that were screened using social criteria	Not reported
414-2	Negative social impacts in the supply chain and actions taken	Not reported
GRI 400 Social GRI 415: Public policy		
415-1	Political contributions	Not reported
GRI 400 Social GRI 416: Customer health and safety		
416-1	Assessment of the health and safety impacts of product and service categories	Not applicable
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Not applicable
GRI 400 Social GRI 417: Marketing and labelling		
417-1	Requirements for product and service information and labelling	Not applicable
417-2	Incidents of non-compliance concerning product and service information and labelling	Not applicable
417-3	Incidents of non-compliance concerning marketing communications	Not applicable
GRI 400 Social GRI 418: Customer privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Not applicable
GRI 400 Social GRI 419: Socioeconomic compliance		
419-1	Non-compliance with laws and regulations in the social and economic area	Not applicable



Community Choral Project

Index

A		C	
Aboriginal and Torres Strait Islander	1, 11, 38, 102, 103, 137	Calendar of community events	30-31
About (the City of Joondalup)	35	Capital expenditure	15
Access and inclusion	19, 45, 92, 104	Capital Works Program	12, 47, 50, 70
Advocacy Framework	23, 131, 139	Carbon offsets	49, 113
Age-Friendly Plan	143	Cash position	16, 135
Ageing population	143	Catalina Estate	17
Alternative formats	105	Catalina Regional Council	17, 72-73
Amenity upgrade (Killen Park and Sycamore Park)	119	Catchment management	20, 46
Anchors Youth Centre	29	Challenges	12, 32, 61, 90, 133, 143
Animal management	45, 93, 137	Chichester Park Clubroom redevelopment	9, 31, 118, 124
Anniversary (25-Year)	11, 27, 136	Chief Executive Officer	10-11, 70-71, 79-80, 132, 133
Annual budget	8, 12, 50, 139	Chief Executive Officer Recruitment and Performance Review Committee	57-62, 70-71
Annual salary (City of Joondalup workforce)	93, 94, 135	Citizenship Ceremony	11, 30-31, 130
ANZAC Day	31	City Water Plan	20
Arts Development Scheme	127	Civic Centre	74, 98, 140, 157
Asset Management Strategy	12	Civic functions	19, 49
Asset portfolio	37	Civil design and construction	47
Audit and Risk Committee	23, 56-62, 69, 71, 77, 84	Climate Change Strategy	20, 111
Auditor General	84	Closed circuit television (CCTV)	19, 45, 137, 142
Australasian Local Government Performance		Coastal and Estuarine Mitigation Program	140
Excellence Program	23	Coastal Hazard Risk Management and Adaptation Plan	20, 98, 137
Australia Day Citizenship Ceremony	11, 31, 130	Coastal Infrastructure Adaptation Plan	20
Australian Business Excellence Framework	88	Coastal Monitoring	46
Awards and recognition	25, 92	Codes of conduct	82-84, 133
B		Committees	53, 56-62, 69, 72-73, 133, 145, 149
Bike Plan	21	Commercial parking activities	47
BMX	29, 98, 142	Commercial parking agreement	47
Boas Place (Joondalup City Centre development)	21, 117, 138	Communications	23-26, 49, 67, 92, 147, 150
Briefing sessions	53	Community (key theme)	19, 45, 101, 102-109
Budget	15, 16, 18, 19-23, 98, 139, 142	Community Art Exhibition	31, 107
Budget workshop	64-65, 131	Community Board of Advice (Joondalup Health Campus)	60, 61, 73
Building and planning compliance	47	Community consultation	23, 24, 29, 40, 50, 133
Building approvals	47	Community events	28, 30-31
Building design and construction works	47	Community facilities	15, 24, 29, 85, 138
Building maintenance	47	Community Funding Program	19, 106
Building permits	121	Community profile	38
Bulk hard waste	20, 46	Community safety	15, 24, 45, 79, 93
Burns Beach – cafes/kiosks/restaurants	118, 140	Community Safety Plan	19, 74, 137
Burns Beach – Coastal Node redevelopment	118, 140	Community services	6, 15
Burns Beach to Mindarie Dual Use Pathway	25, 35	Community stakeholders	40
Bushfire risk management	20	Community waste education	20, 114
Business capacity and support	22, 128	Community Transport Program	45, 98
Business cluster formation	22	Competitive neutrality	85, 134
Business continuity	49	Complaints	49, 55, 150
Business engagement	22	Compliance	15, 23, 45, 47, 49, 69, 82-84, 134, 148, 150
Business Forums	22, 41, 128	Conservation and natural area management	24
Business innovation and creativity	22	Consultants	98
Business stakeholders	41	Continuous improvement	88, 92, 96

Contracts and procurement	84	F	
Core System Replacement Project	23, 131, 139	Facebook	26, 27
Corporate Business Plan	12, 18, 23, 40, 45, 90, 101, 145	Fees and charges	16, 28
Corporate Sponsorship Program	105	Financial performance	70, 135
Corruption	77, 83, 147	Financial report	23, 49
Councillors	53, 56-62	Financial snapshot	15-17
Council Meetings	23, 40, 53-54, 64-65	Financial statements	146
COVID-19	8, 10, 32, 92	Freedom of Information	50, 86, 135
Craigie Leisure Centre	15, 24, 26, 28, 31, 45, 104, 107, 157	Friends Groups	40, 46, 113
Cultural events program	19, 107	Funds management	49
Cultural Plan	19	G	
Customer Satisfaction Survey	23, 24	General disclosures	132, 145-146
Customer service	24, 40, 49, 87, 92-93, 157	Gift disclosures	87
Customer service centralisation	23, 131, 139	Gift register	87
Customer Service Charter	51	Global Reporting Initiative	18, 105, 113, 121, 128, 132-135, 145
D		Governance	49, 82-88, 133-134, 145-146
Delegated authority	23, 69, 87	Governance Framework	82, 133-134
Demographic profile	38, 132	Graffiti	45, 105, 137
Deputy Mayor	9, 29, 54, 61-62, 67, 68	Grant funding	40, 135
Destination City Plan	22, 127	Greenwood Scout and Guide Hall refurbishment	119, 141
Development and building applications	122	Gross regional product	39, 128
Digital City Plan	22, 127	H	
Directors	79-81, 132	Heathridge Park Masterplan	21, 138
Diversity and inclusion	11, 50, 91	Hillarys cycle network expansion	112, 141
Duffy House	21	History (of the City of Joondalup)	36
E		Homelessness	19, 45
Economic Development Strategy	22, 48, 98, 127, 138	I	
Economic profile	39	Immunisation	45
Economy (key theme)	22, 48, 101, 126-128	Indigenous peoples	149
Elected Members	53-55, 66-76, 82-83, 86-88, 133	Induction and training (Elected Members)	66-67
Emergency management	24, 46	Infrastructure	105, 128, 147
Employee awards and recognition	92	Information security	84
Employee performance	92	Information technology	50
Employees	15, 45, 49, 50, 82, 88-97, 132, 134-135, 145, 148-150	Instagram	26
eNewsletters	40, 41	Integrated Parking Management System	21
Engineering maintenance programs	47	Integrated Planning and Reporting Framework	12, 134
Environment (key theme)	20, 46, 101, 110-114, 121, 133, 137, 140, 145-148	Integrated Transport Strategy	21 117, 138
Environment Plan	20	Integrity and controls	83
Environmental Education Program	114	International Economic Development Activities Plan	22
Environmental health	24, 45, 111	Intersection upgrade (Joondalup Drive/Hodges Drive)	119, 141
Event attraction	22, 127, 138	Invest and Trade WA Mission to India	130
Executive Leadership Team	79-81	Invitation Art Prize	27, 30, 107
Expenditure	15, 135	ISO 9001:2015	88
External audits	84	J	
External councils, committees and boards	56-62, 72-73	Job applications	90, 132
External oversight agency	77	Joint Economic Development Initiative	22, 127

Joondalup 2032	6, 101
Joondalup Business Forum	22, 30-31, 41, 126, 128
Joondalup City Centre development – Boas Place	21, 117, 138
Joondalup City Centre Place Activation Plan	22
Joondalup Festival	26-28, 31, 102, 107
Joondalup Innovation Precinct	138
Joondalup Volunteer Resource Centre	98, 108

K

Key capital works projects	104, 112, 118, 128, 132, 140
Key priorities	103, 111, 117, 127, 131, 137
Key themes	101
KidSport Program	107

L

Land optimisation	21
Land purchase inquiries	47
Land transactions	17
Leadership (key theme)	23, 49, 101, 130-135, 139
Leafy City Program	21, 47, 123
Learning and development (City of Joondalup workforce)	50, 88, 92
Leisure Centre — Craigie	15, 24, 26, 28, 31, 45, 104, 107, 157
Libraries	15, 19, 26, 107, 157
Lifelong Learning	19
LinkedIn	26, 90
Litter	45, 46, 105, 113
Little Feet Festival	30, 107
Local businesses	39, 41, 128
Local government election	49, 53, 87, 133
Local Government Waste Plan	137
Local government reform	87
Local history	45
Local laws	19, 29, 70, 85
Local Planning Policies	21
Local Planning Strategy	21, 117, 138
Logo (City of Joondalup logo)	36

M

Major City project delivery	47
Major events	9
Major land transactions	17
Major projects	47
Major Projects and Finance Committee	70, 71, 117, 131
Management approach	147
Management accounting	50
Map (City of Joondalup)	34
Mayor	8-10, 54, 58, 64-68, 71-72, 76, 133
Media coverage	28
Media partners	41

Metro Outer Joint Development Assessment Panel	72-73
Mindarie Regional Council	46, 72-73
Moolanda Footbridge	142
Multi-storey car park	119, 123
Music in the Park	30-31, 107

N

NAIDOC	19, 30-31, 102, 137
National Competition Policy	85, 134
National Volunteer Week	98
Natural area management plans	20
Neil Hawkins Park	21, 122-123
New dwellings	123-124
Ninja Warrior Course	35
Noongar	1, 36, 102

O

Ocean Reef Marina	8, 21, 116, 138
Operating expenditure	15, 135
Operating revenue	15-16, 135
Organisational structure	79, 132, 133
Outdoor Youth Recreation Strategy	21

P

Parking	15, 21, 24, 45, 47, 104, 105, 118, 123, 137, 140
Park revitalisation (Wentworth, Fraser and Byrne parks)	120
Parks maintenance programs	48
Pathways	37, 122
Payments to employees	93
Performance measures	18, 105-108, 113-114, 121-124, 128, 132-135
Pinnaroo Point food and beverage facility	21, 117
Place (key theme)	21, 47, 101, 116-124, 138, 140-142
Place Activation Strategy	19
Planning approvals	48, 121
Policy Committee	70-71
Property management	21, 48
Public Art Masterplan and Strategy	19, 103, 137
Public notices	29
Public open space upgrades	123
Public Open Space Framework	21, 117
Publications	23, 26
Purchasing and contracts	50

Q

Quality frameworks	88
--------------------	----

R

Rainfall monitoring	46
Rates	15-16, 24, 50, 135
Reconciliation	11, 19, 40

Reconciliation Action Plan Community Reference Group	75-76, 103, 137	Troy Pickard	31
Records management	86	Twitter	26
Recruitment	50, 90-91, 132	U	
Recycling	15, 46, 113	Urban bike trails	21, 29, 98
Reference groups	56-62, 74-75, 133	V	
Regional Homelessness Plan	19	Valentine's Concert	31, 107
Register of Delegation of Authority	87	Values	7, 133-134, 145-146
Register of fees, expenses, and allowances paid to Elected Members	68	Venue Hire Fees and Charges Policy	28
Register of Behavioural Breach Findings	55	Veterans and Ex-Defence Employment Initiative	11, 91
Register of Minor Breach Findings	55	Vision	6
Remembrance Day	30	Visitors to the City	128
Remuneration and entitlements (Elected Members)	73, 135, 146, 148	Visual Arts Program	19, 108
Revenue	15-16, 135	Volunteers	30, 40, 98, 108
Risk	77, 84, 95, 133-134, 145-149	W	
Roads	15, 24, 32, 37, 42, 119, 142	Walk of Fame	31
Road safety education	21	Wanneroo/Joondalup Local Emergency Management Committee	73
S		Waste	15, 20, 24, 46, 113-114, 137, 148
Safety compliance and education	45	Waterwise Council Program	20
Safety Management Plan	95	Waterwise Verge Rebate Program	110
Seniors	40	Website	23, 26, 40, 49, 90, 98, 157
Services (City of Joondalup)	44-50	Weed control	110, 143
Shalom House	28	Whitfords Nodes Health and Wellbeing Hub	35
Skills shortage	32	Woodvale skate facility	21
Social media	26-27, 40-41	Work health and safety	95-96, 132
Sorrento Football Club	106, 120	Workforce	88-94
Sorrento Surf Life Saving Club	104, 106, 108, 140	Works Operation Centre	21
Species under threat	143	Y	
Sponsorship	41, 49, 105, 127	Youth	19, 26, 29, 31, 45, 74, 142
Staff Conference	11, 92	YouTube	26
Stakeholders	26, 40-42, 127, 132-133, 138, 145-146		
Statutory reports	4		
Strategic Community Plan	6-7, 8, 10, 12, 101		
Strategic Community Reference Group	23, 40, 56-62, 74, 76		
Strategic Financial Plan	12, 23, 131, 139		
Strategic Safety Alliance	95		
Strategy sessions	53		
Streetscape enhancement	47, 123		
Submissions to State and Federal Governments	23		
Sunday Serenades	30-31, 107		
Swimming Pool Inspection Program	47		
T			
Tamala Park Regional Council	17, 72-73		
Tenders	84-85, 132		
Tourism and visitor attraction	24		
Trading undertakings	17		
Traffic management plans	48		
Training and development (Elected Members)	67, 91		
Transport and road engineering	48		



Valentine's Concert

Service locations

Customer service centre

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Email info@joondalup.wa.gov.au
Phone 9400 4000
Mail City of Joondalup,
 PO Box 21
 Joondalup WA 6919
Web joondalup.wa.gov.au

Craigie Leisure Centre
751 Whitfords Avenue
Craigie WA 6025
Phone 9400 4600
Website craigieleisurecentre.com.au

Libraries

Duncraig Library
Cnr Warwick Road and Marmion Avenue
Duncraig WA 6023
Phone 9400 4600

Joondalup Library
102 Boas Avenue
Joondalup WA 6027
Phone 9400 4707

Whitford Library
15 Banks Avenue
Hillarys WA 6025
Phone 9400 4870

Woodvale Library
5 Trappers Drive
Woodvale WA 6026
Phone 9400 4180

Library enquiries
Phone 9400 4751
Email libraries@joondalup.wa.gov.au
Website joondalup.wa.gov.au

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Phone 9400 4000

Feedback or questions

Feedback or questions relating to the Annual Report are welcome.

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Acknowledgements

The City would like to acknowledge those organisations and individuals who have given permission for their photographs to be included in this Annual Report. Specific acknowledgments are provided on the relevant pages.



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