



CORPORATE BUSINESS PLAN

2019/20-2022/23



Inspired by our past,
working to create a vibrant, progressive City,
providing opportunity and investment
to enable our growing communities to prosper.

Acknowledgement of Country

The City of Wanneroo acknowledges the Traditional Custodians of the land we are working on, the Whadjuk people. We would like to pay respect to the Elders of the Noongar nation, past, present and future, who have walked and cared for the land and we acknowledge and respect their continuing culture and the contributions made to the life of this City and this region.

This Corporate Business Plan can be viewed online at
wanneroo.wa.gov.au

Cover photo: Yanchep Beach Lagoon.



Mayor Tracey Roberts at a community book launch at Clarkson Library.



“By 2041, the City will be home to more than 412,000 people and ensuring the community’s needs and aspirations are met will require continued strategic and integrated planning.”

Message from the Mayor

As Mayor I am pleased to present the City of Wanneroo’s Corporate Business Plan 2019/20-2022/23 that clearly outlines what we will deliver over the next four years, as detailed in our Strategic Community Plan 2017/18-2026/27.

The Corporate Business Plan (CBP) is a guiding document that is pivotal in ensuring our City is a vibrant, progressive and prosperous place.

We will continue our Place Approach over the next four years. The activities within these plans are intended to create inclusive and distinctive neighbourhoods and a sense of belonging in those who live in our large and fast growing communities.

The CBP is testament to our strong focus on collaboration and strategic planning. By 2041, the City will be home to more than 412,000 people and ensuring the community’s needs and aspirations are met will require continued strategic and integrated planning.

Our advocacy work continues to be a priority for us, as we advocate for the state and federal governments to provide funding for infrastructure such as major roads and recreation facilities as per the City’s Connect Wanneroo community campaign.

We recognise our local community for their valuable involvement and support of this initiative.

We will continue our work implementing Local Area Plans in Yanchep and Girrawheen, focusing on the whole area rather than just the existing Hubs.

I extend my sincere gratitude to residents for their vital and valued contributions to the City’s extensive planning process. Together, as a community with the City’s best interests at heart, we are stronger.

To the City’s Elected Members, Chief Executive Officer, Executive Leadership Team and staff, thank you for your steadfast commitment to the development of this important plan.

Mayor Tracey Roberts JP



“We at the City of Wanneroo have an exciting four years ahead of us with infrastructure changes set to transform the way we connect and service the community.”

Message from the CEO

The Corporate Business Plan is testament to our strong focus on collaboration and strategic planning in a City that is one of the largest and fastest growing local governments in Australia.

This document sets out how, over the next four years, the City will achieve the objectives identified in the Strategic Community Plan, which details the vision and aspirations for the future of our community over the next decade.

The initiatives and services detailed will help deliver the outcomes under the four strategic themes of Society, Economy, Environment and Civic Leadership, as we advance our vibrant, progressive and prosperous City.

Changes in the community's expectations of local government and advancements in technology mean that we need to be increasingly agile as an organisation. Improving the customer experience is always at the forefront of the City's plans for the future.

We continue to explore new ways of delivering effective, functional and responsive service to our customers in a rapidly changing world.

We continue our commitment to business excellence, technology and innovation, as major elements

of our business transformation, to provide increasing levels of service quality.

This Plan will see us continuing to invest in technology that makes us a more effective and efficient City that is able to meet the needs of our growing customer base.

Similarly, we continue to work to recruit and retain the right people to achieve these goals.

We acknowledge the importance of creating collaborative relationships with other government and non-government organisations in promoting the City as a recipient for meaningful investment and as a tourism destination.

The implementation of our Customer and Stakeholder Management Framework in the first year of this plan is a key action in building partnerships that benefit our community.

Investing in our assets, across a range of asset classes, remains a priority for us.

In acquiring, managing and maintaining the City's assets, our aim is to service the needs of current and future communities in the most economical manner.

We will acquire quality, fit for purpose and long lasting assets,

and manage these effectively over their complete lifecycle.

We recognise and acknowledge the risk that climate change presents to our local residents and the wider global community and identify ways the City can adapt to, and be prepared for, the impact.

Initiatives based on strategies such as proactively managing water scarcity, improving energy efficiency and treating waste as a resource will result in improvements to the health and sustainability of our natural and built environment.

We at the City of Wanneroo have an exciting four years ahead of us with infrastructure changes set to transform the way we connect and service the community.

There are many new projects under construction or planned throughout the City.

I commend this plan to you and invite you to share in making the City of Wanneroo a vibrant, welcoming place to live, work and visit.

Daniel Simms
Chief Executive Officer



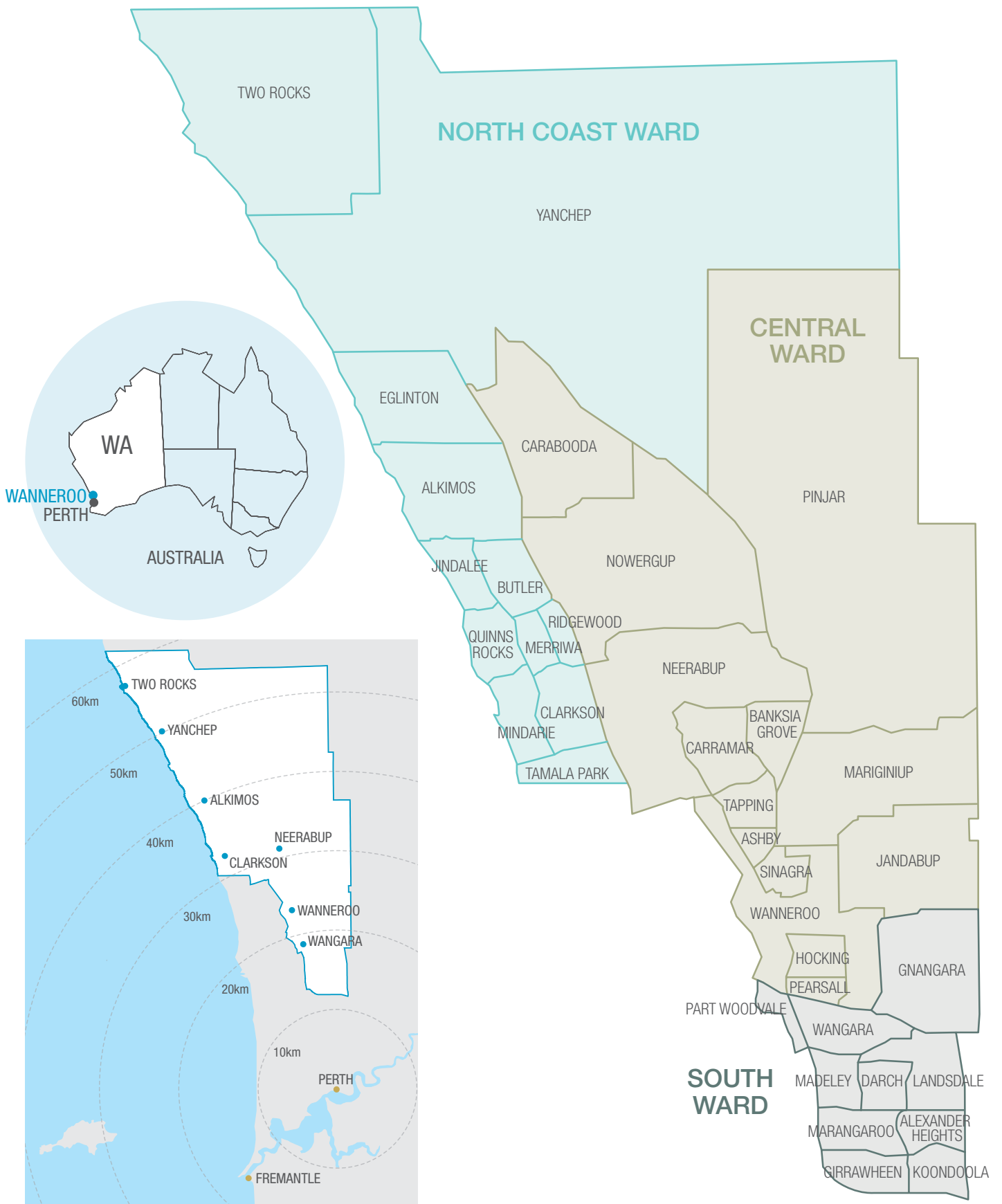
Mayor Roberts and Deputy Mayor Sangalli with Northern Beaches Cycling Club President Chris Howard and members Angelina Howard and John Robinson.

Contents

Our City	4
Our Community	5
Our Organisation	7
Our Vision	7
Our Values	7
Council and Elected Members	8
Organisational Structure	9
How We Plan and Report	10
Level 1 Strategic Community Plan	11
Level 2 Corporate Business Plan	12
Level 3 Annual Action Plan and Service Plans	12
Resourcing Plans	12
Performance Reporting on our Plans.....	13
Improving our Performance	13
Risk Management	13
How this plan embraces the opportunities and addresses the challenges	14
Corporate Business Plan 2018/19-2021/22	14
1 Society	19
2 Economy	29
3 Environment	33
4 Civic Leadership	41
Resourcing of the Corporate Business Plan	51
Key Partners and Stakeholders	51
Strategic Workforce Planning	52
Operating Budget	54

Our City

The City of Wanneroo is a rapidly expanding local government located on the northern edge of the Perth Metropolitan Area. With 32 kilometres of coastline and 36 suburbs, the City lies between 12 and 63 kilometres north of the Perth Central Business District.





Tapping resident Keyuri Patel with friends and family during a City planting event.

Our community

Our community is demographically diverse, with a broad spectrum of cultures and languages.

The more established suburbs are typically home to aging populations, with newly developed areas in the north of the City home to young families.

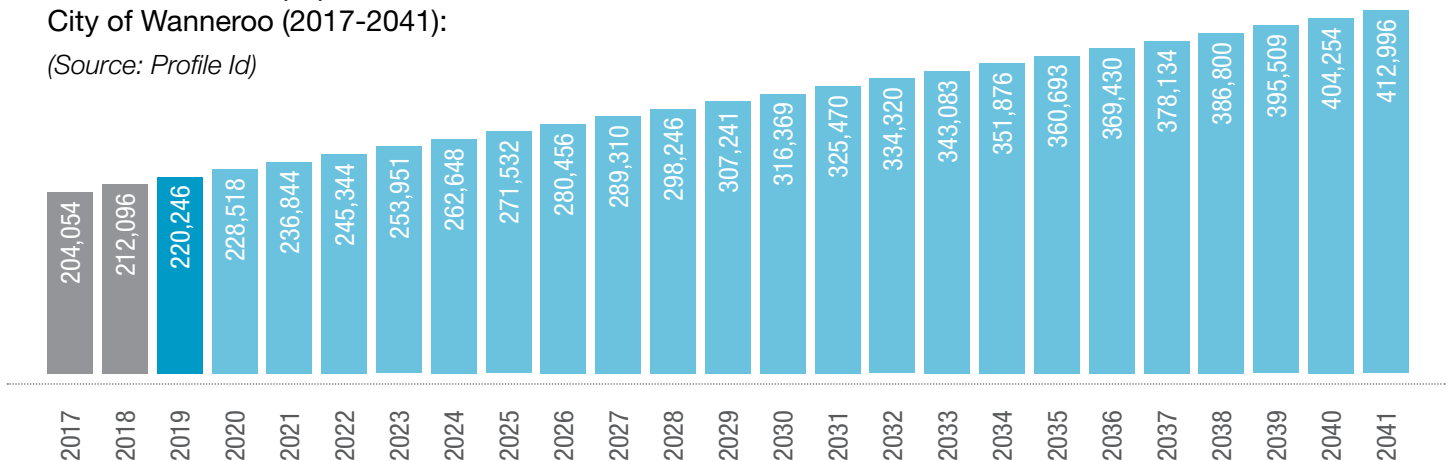
The population of the City of Wanneroo has seen significant growth in recent years, with an average annual increase of almost 5% in the last decade.

Given the significant growth that is forecast, we have committed to developing and implementing initiatives to address the changing needs of a growing community.

In particular, the Corporate Business Plan contains many actions to develop our economy, create jobs, attract investment and advocate for increasing the rate of development to support the rate of population growth.

Forecast resident population for City of Wanneroo (2017-2041):

(Source: Profile Id)





Local youth enjoying an evening at the City of Wanneroo's Live in the Amphitheatre.

Community snapshot

Community

220,246 Forecast number of residents in 2019

33 years Median age of residents 2016

41% Of our residents were born overseas

20% Speak a language other than English at home

25,098 Expected increase in population from 2019-2022

3,000 Additional dwellings needed per year

Community facilities



4 Libraries



2 Recreation Centres



28 Community Centres

Infrastructure

599 Parks and open spaces

Totalling:

2,634 Hectares

This includes:

44 Active parks comprising golf courses, sporting complexes and sports grounds

1,677 Kilometres of road

1,318 Kilometres of pathways

130 Conservation reserves such as bushland and wetlands



City employee Hayley Cann enjoying an All About Play session at Clarkson Library.

Our organisation

Our vision

Inspired by our past, working to create a vibrant, progressive City, providing opportunity and investment to enable our growing communities to prosper.

Our values

Our Council and employees are guided by values that shape our culture to allow us to achieve excellence in customer service and strive towards our vision:

Customer Focused

Delivering service excellence

Improvement

Finding simpler, smarter and better ways of working

Accountability

Accepting responsibility and meeting commitments, on time and to standard

Collaboration

Together we are stronger

Respect

Trusting others and being trustworthy

Council and Elected Members

The Council is the decision-making body that sets the strategic direction, policies and priorities for provision of services to the communities of Wanneroo.



Mayor Tracey Roberts JP

The Council is also the governing body that appoints a Chief Executive Officer.

The needs and aspirations of communities are represented by 15 Elected Members across three wards, these being North Coast, Central and South.



North Coast Ward

Alkimos, Butler, Clarkson, Eglinton, Jindalee, Merriwa, Mindarie, Quinns Rocks, Ridgewood, Tamala Park, Two Rocks and Yanchep



Cr Natalie Sangalli
Deputy Mayor



Cr Linda Aitken JP



Cr Sonet Coetzee



Cr Russell Driver



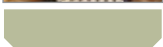
Cr Lewis Flood

Central Ward

Ashby, Banksia Grove, Carabooda, Carramar, Hocking, Jandabup, Mariginiup, Neerabup, Nowergup, Pearsall, Pinjar, Sinagra, Tapping and Wanneroo



Cr Frank Cvitan JP



Cr Samantha Fenn



Cr Paul Miles



Cr Dot Newton JP

South Ward

Alexander Heights, Darch, Girrawheen, Gnangara, Koondoola, Landsdale, Madeley, Marangaroo, Wangara and Woodvale (Part)



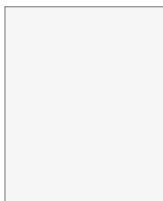
Cr Hugh Nguyen



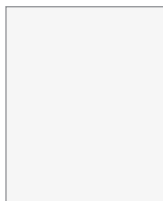
Cr Brett Treby



Cr Domenic Zappa



Vacant



Vacant



City of Wanneroo Civic Centre.

Organisational structure

The City of Wanneroo's organisational structure is grouped into four directorates. The leaders of each directorate make up the Executive Leadership Team, led by the Chief Executive Officer, Daniel Simms.

The Chief Executive Officer is responsible for the day-to-day management of the City and is directly accountable to the Council elected by the City of Wanneroo residents.

CEO



Daniel Simms
Chief Executive Officer

Directors



Harminder Singh
Assets



Debbie Terelinc
Community and Place



Noelene Jennings
Corporate Strategy and Performance



Mark Dickson
Planning and Sustainability

Advocacy and Economic Development

Governance and Legal

Asset Maintenance

Infrastructure Capital Works

Parks and Conservation Management

Strategic Asset Management

Traffic Services

Waste Services

Communications, Marketing and Events

Community Facilities

Community Safety and Emergency Management

Community Development

Cultural Development

Place Management

Contracts and Procurement

Council and Corporate Support

Customer and Information Services

People and Culture

Property Services

Strategic and Business Planning

Strategic Finance

Transactional Finance

Approval Services

Health and Compliance

Land Development

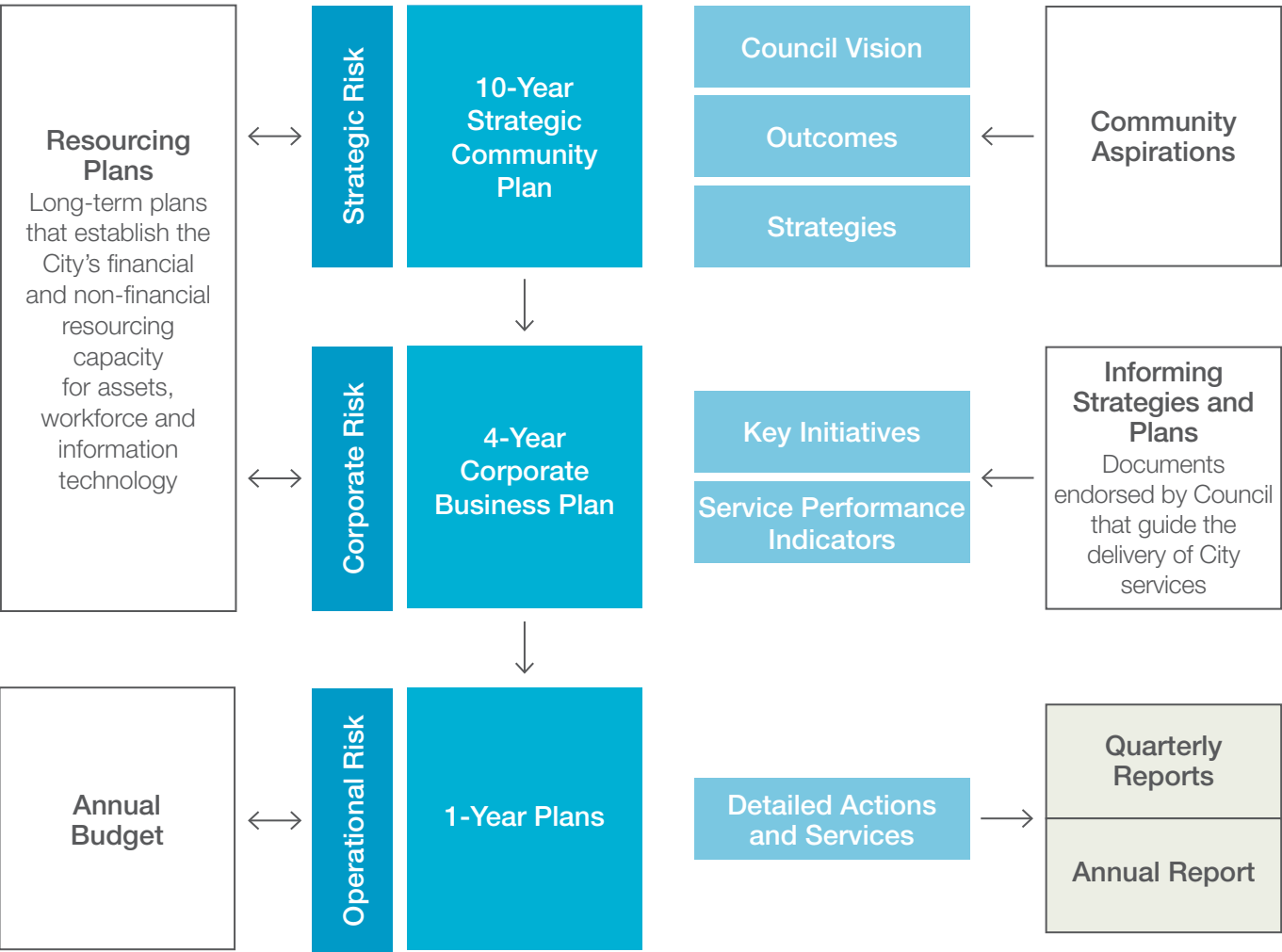
Strategic Land Use Planning and Environment



How we plan and report

The City of Wanneroo's Integrated Planning and Reporting Framework guides our planning process to ensure alignment to and delivery on our community's expectations. The Framework is also aligned to legislative requirements for local governments in Western Australia.

Integrated Planning and Reporting Framework





Paul Osei Akwaaba and friends performing african drumming at Quinns Beach.

Level 1: Strategic Community Plan

The Strategic Community Plan is a ten-year plan that undergoes a major review every four years through community consultation and engagement. This plan is the Council's key strategic document that represents the community's long-term vision, aspirations and objectives.

The current Strategic Community Plan 2017/18-2026/27 is represented below:

	Society Aspiration: Healthy, safe, vibrant and connected communities	Outcomes 1.1 Healthy and Active People 1.2 Safe Communities 1.3 Distinctive Places 1.4 Connected Communities
	Economy Aspiration: Progressive, connected communities that enable economic growth and employment	Outcomes 2.1 Local Jobs 2.2 Strategic Growth 2.3 Smart Business 2.4 Places of Destination
	Environment Aspiration: A healthy and sustainable natural and built environment	Outcomes 3.1 Resource Management 3.2 Enhanced Environment 3.3 Reduce, Reuse, Recycle Waste 3.4 Activated Places 3.5 Connected and Accessible City 3.6 Housing Choice
	Civic Leadership Aspiration: Working with others to ensure the best use of resources	Outcomes 4.1 Working with Others 4.2 Good Governance 4.3 Progressive Organisation

Level 2: Corporate Business Plan

The Corporate Business Plan (this document) defines four years of priorities, services, projects and actions the Administration will implement in order to realise the Strategic Community Plan 2017/18-2026/27.

It is supported by resourcing plans to enable implementation.

Level 3: Annual Action Plan and Service Plans

Detailed planning for the implementation of year one of the Corporate Business Plan is done through internal Service Plans and Annual Action Plans.

Resourcing Plans

The resourcing plans include financial and non-financial resources that are required over the life of the Corporate Business Plan and their purpose is to ensure that adequate resources are available to maintain services at levels that are established by Council and to deliver on the priorities of the Corporate Business Plan.

The City currently has the following Resourcing Plans:

Workforce Plan

The Workforce Plan ensures that the City has the people and capabilities available to deliver the Corporate Business Plan. The cost associated with the Workforce Plan will be reflected in the Long-Term Financial Plan.

Asset Management Plans

The City relies heavily on assets to deliver its services to the community. It is therefore necessary to plan for the effective and sustainable management of our assets to meet current and future community needs and to optimise return on investment.

Directed by an Asset Management Strategy, a number of Asset Management Plans define the levels of service and operational requirements for the various classes of assets.

These plans also highlight the processes used to manage the associated assets that services rely on and consider how current and future services to the community will be sustainably provided at the most appropriate standard, time, place and cost. The Asset Management Plans inform the 20-year Capital Works Program.

Capital Works Program

The City works according to a 20-year Capital Works Program designed to effectively balance the challenges and expectations of our growing communities and to ensure financial sustainability in the strategic management of assets.

The City reviews the Capital Works Program annually to provide for the upgrade and renewal of existing infrastructure and assets and the development of new assets. The City delivers its Capital Works Program through 20 sub-programs which are reflected in the Long Term Financial Plan.

Long Term Financial Plan

The rolling 20-year Long Term Financial Plan ensures continued long-term financial sustainability, providing sufficient funding for future workforce, services and infrastructure to the community.

This Plan is reviewed annually and gives consideration to prevailing economic circumstances and community expectations.

Annual Budget

The Annual Budget makes provision for the implementation of year one of the Corporate Business Plan including year one of the Capital Works Program and Workforce Plan.



Performance reporting on our plans

We regularly report on the progress in delivering our plans to ensure that we are transparent and accountable in demonstrating how we are delivering on the priorities to achieve key outcomes for our community.

Plans			Reporting	
Plan	Duration	Review	Report	Audience
Strategic Community Plan	10 years	Major review every 4 years	Annual	Council / Community
Corporate Business Plan	4 years	Annually	Quarterly	Audit and Risk Committee
			Mid-Year	Council / Community
			Annual	
Annual Budget	1 year	Annually	Monthly	Council
			Quarterly	Audit and Risk Committee
Capital Works Program	20 years	Annually	Quarterly	Audit and Risk Committee
			Mid-Year	Council / Community
			Annual	

Improving our performance

In line with our corporate values, we are committed to continually improving the services we provide, and the way we deliver services to our customers and community.

This is achieved through a combined approach of planning, reviewing and improving our systems and processes, our workforce, improving our relationships with key partners and stakeholders, and maximising the

opportunities to make our services more accessible and efficient through use of technology.

Further information on how we will achieve this is provided in the section on Civic Leadership.

Risk management

Risk is managed in accordance with the appetite for risk, as determined by Council.

To ensure robust risk management at all levels of planning and decision-making, risks are assessed at the strategic, corporate, operational and project levels.

These are regularly reviewed, monitored and, where appropriate, reported to the Audit and Risk Committee and Executive Leadership Team in line with the Risk Management Framework.

This ensures that adequate progress is made to address the prioritised risks, and that the management systems and controls in place for risk management are effective.

How this plan embraces the opportunities and addresses the challenges

This plan embraces the opportunities presented through the continued population growth that is being experienced across the local government area of Wanneroo.

As one of the largest growing local governments in Western Australia and amongst the top growth areas nationally, this presents exciting possibilities that are being realised through our development of new infrastructure, sporting and recreational facilities and services to meet the spread of development, particularly in the northern coastal corridor.

This is balanced with a planned program of new capital investment in some of our newly developed

areas and upgrades and renewal across our already populated and thriving suburbs.

The spread of our City across a large geographical area means that we must focus on harnessing the benefits of using technology to make our services more accessible.

This also provides opportunities for us to review processes and increase efficiency of our service delivery.

With the many opportunities associated with our growing population are challenges which we are working closely with partners and key stakeholders to address.

This includes working towards our ambitious goals to create a significant number of new jobs. We will do this through attraction of investment both locally and regionally and by building on our local economies to grow specialised industries such as agribusiness, tourism, and commercial fishing, together with the growth of our major industrial area in Neerabup.

Equally, we continue to advocate for strong and connected infrastructure and transport links to ensure that the area is well positioned to attract new investment and continues to be seen as an attractive place in which to live and work.

Corporate Business Plan 2019/20-2022/23

The Corporate Business Plan 2019/20-2022/23 is set out in this section according to each of the four Strategic Themes as defined in the Strategic Community Plan 2017/18-2026/27.

Each Strategic Theme (Society, Economy, Environment, Civic Leadership) is framed by the desired Outcomes for our community, and the Strategies by which we will achieve these Outcomes.

To ensure successful delivery on these strategies, key service initiatives and indicators of performance have been developed.

The capital works program, including the City's major projects, underpin delivery of the services to the community.

Major capital projects

We will deliver a significant capital works program over the next four years to benefit the health and wellbeing of our community, our local and regional economy and natural and built environment through:

- Sustainable development, renewal, and upgrades of community facilities, buildings, and asset infrastructure;
- Conservation, protection and regeneration of natural flora and fauna;

- Careful management of our use of natural resources and by exploring the potential to use alternative resources;
- Maximising the opportunities of technological advancement to improve the efficiency, effectiveness, and customer focus of our services and service delivery.

Within the large capital works program comprising 20 sub-programs and 227 projects, the following 16 projects are highlighted due to their community interest and significance, and their financial value.

Some of these projects are already underway and progress will continue in the coming year, whilst others will commence during 2019/20.

Major projects

Plans	Description	Cost (\$)
Society		
Halesworth Park, Butler	Civil consultancy and construction of new sports facilities	6,962,500
Kingsway Olympic Clubrooms, Madeley	Continued construction of new change rooms and grandstand	1,147,188
Edgar Griffiths Park, Wanneroo	Continued construction of a new sports amenities building	752,000
Belhaven Park, Quinns Rocks	Continued construction of a new sports amenities building	975,000
Kingsway Netball Clubrooms, Madeley	Continued construction of the Kingsway Netball Clubrooms	2,100,000
Splendid Park, Yanchep	Continued design and construction of a new skate park (including CCTV considerations)	679,800
Hudson Park, Girrawheen	Construction of upgrades and extensions to the Dennis Cooley Pavilion	1,370,770
Wanneroo City Soccer Clubrooms, Madeley	Construction of new clubrooms	816,000
Shelvock Park, Koondoola	Continued construction of a new sports amenities building	2,100,000
Warradale Park, Landsdale	Construction of a new skate park	600,000
Economy		
Neerabup Industrial Area, Neerabup	Neerabup industrial area development	750,000
Environment (Natural)		
Quinns Beach, Quinns Rocks	Stage 3 construction and revegetation works	2,128,754
Environment (Built)		
Pinjar Road, Banksia Grove	Design and construction of the upgrade to a dual carriageway from Blackberry Drive to Joondalup Drive	4,200,000
Marmion Ave	Design and construction of a dual carriageway upgrade from Butler Boulevard to Yanchep Beach Road	9,300,000
Connolly Dr, Butler	Construction of a dual carriageway upgrade from Lukin Drive to Benenden Avenue	3,163,333
Hepburn Avenue, Marangaroo	Construction of a new roundabout at the intersection of Highclere Boulevard and Hepburn Avenue	1,200,000

More information relating to the Capital Works Sub-Programs is contained in the following pages within each of the four Strategic Themes.



Kingsway Netball clubrooms, Madeley.

Capital works sub programs

Society					
Capital Works Sub Program	Program Work Description for 2019/20	Overall Program Expenditure 2019/20 (\$)	Overall Program Expenditure 2020/21 (\$)	Overall Program Expenditure 2021/22 (\$)	Overall Program Expenditure 2022/23 (\$)
Golf Courses	Upgrades to tees, pathways, signage and replace greens	0	800,000	0	1,325,000
Community Safety	Expansion of CCTV network and supporting infrastructure	150,000	150,000	0	150,000
Sports Facilities	39 projects to upgrade or expand sport facilities	27,190,652	14,975,130	9,396,122	18,584,300
Community Buildings	11 projects to upgrade or expand community buildings	1,509,070	1,752,200	12,186,300	3,190,940
Total		28,849,722	17,677,330	21,582,422	23,250,240

Economy					
Capital Works Sub Program	Program Work Description for 2019/20	Overall Program Expenditure 2019/20 (\$)	Overall Program Expenditure 2020/21 (\$)	Overall Program Expenditure 2021/22 (\$)	Overall Program Expenditure 2022/23 (\$)
Investments Projects	Development of Neerabup Industrial Area and 3 other projects	1,215,000	10,025,722	1,292,284	1,120,917
Total		1,215,000	10,025,722	1,292,284	1,120,917

Environment (Natural)					
Capital Works Sub Program	Program Work Description for 2019/20	Overall Program Expenditure 2019/20 (\$)	Overall Program Expenditure 2020/21 (\$)	Overall Program Expenditure 2021/22 (\$)	Overall Program Expenditure 2022/23 (\$)
Conservation Reserves	Upgrade and renewal projects at various locations	329,000	316,000	320,000	330,000
Environmental Offset	Rehabilitation and ongoing maintenance of offset sites	712,600	507,600	333,500	308,500
Foreshore Management	Mostly dune restoration and beach access ways renewal projects	2,773,754	5,661,314	2,608,217	487,000
Parks Rehabilitation	Renewal, rehabilitation and upgrade of existing irrigation infrastructure	1,500,000	1,300,000	1,500,000	1,739,000
Stormwater Drainage	5 upgrade projects	740,000	730,000	420,000	530,000
Total		6,055,354	8,514,914	5,181,717	3,394,500

Environment (Built)					
Capital Works Sub Program	Program Work Description for 2019/20	Overall Program Expenditure 2019/20 (\$)	Overall Program Expenditure 2020/21 (\$)	Overall Program Expenditure 2021/22 (\$)	Overall Program Expenditure 2022/23 (\$)
Bus Shelters	New bus shelter installations at various locations	75,000	75,000	75,000	75,000
Street Landscaping	3 upgrades and new entry statements	1,040,000	395,000	400,000	220,000
Traffic Treatments	Upgrades at various locations	1,546,000	1,600,000	2,250,000	1,865,000
Pathways and Trails	6 projects to build new paths and trails	882,000	2,973,997	2,111,358	1,549,500
Park Furniture	12 projects to renew and add park furniture	2,746,500	2,713,000	2,775,000	2,905,000
Roads	11 projects to upgrade, renew and build new roads	22,273,333	14,350,667	33,591,420	17,282,660
Passive Park Development	7 upgrade projects and 1 design of a new passive park	1,492,220	968,708	686,167	678,666
Total		30,055,053	23,076,372	41,888,945	24,575,826

Civic Leadership					
Capital Works Sub Program	Program Work Description for 2019/20	Overall Program Expenditure 2019/20 (\$)	Overall Program Expenditure 2020/21 (\$)	Overall Program Expenditure 2021/22 (\$)	Overall Program Expenditure 2022/23 (\$)
Corporate Buildings	Renewal, replacement and minor upgrades	110,000	100,000	1,050,000	650,000
Fleet Management - Corporate	Replacement, upgrades and purchase of new vehicles	5,383,253	5,055,464	6,850,054	5,879,794
IT Equipment and Software	Upgrade, renewal and purchase of IT equipment and software	5,175,590	5,399,404	3,348,864	2,447,385
Total		10,668,843	10,554,868	11,248,918	8,977,179



2019 Wandjoo Festival,
Eden Beach, Jindalee.

1

Society

Healthy, safe, vibrant and
connected communities

To achieve the outcomes of the Strategic Community Plan we will:

Create opportunities that encourage community wellbeing and
active healthy lifestyles

Facilitate opportunities within the City to access peak and elite activities

Enable the community to be prepared and to recover from emergency situations

Create distinctive places based on identity of areas

Create place-based access to local services

Advocate and partner to meet changing community service expectations in place

Connect communities through engagement and involvement

Strengthen community and customer connectedness through community hubs

Build strong communities through the strength of cultural and heritage diversity

1. Community recreation programs and facilities

Service intent						
Plan and provide innovative models for quality community facilities and programs to enable opportunities for healthy and active lifestyles.						
Services						
<ul style="list-style-type: none">• Sport and recreation program delivery• Community facility planning and development• Community facility bookings and use• Facility management and maintenance• Community and sporting clubs facilitation• Surf lifesaving beach patrol support						
Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
Facility Strategic Plans (as detailed in the Community Facility Planning Framework)	Finalise	Implement	Implement	Implement		
Early provision of a recreational aquatic facility within the Alkimos/ Yanchep growth corridor	Site location/ Concept design and Advocate	Advocate	Advocate	Advocate		
Master Plan for Sport related Cycling Facilities	Advocate	Advocate	Advocate	Advocate		
Wanneroo Raceway Masterplan	Advocate	Advocate	Advocate	Advocate		
Acquisition of Alkimos Regional Active Open Space	Prepare Needs Assessment to support urgent acquisition by WAPC	Action based on results of advocacy	Action based on results of advocacy	Action based on results of advocacy		
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Improve on the delivery of capital projects for Facilities within time and relevant budget - increase on 3 year trend	% Achieved on a three year trend	2015/16 - 59% 2016/17 - 75% 2017/18 - 61%	75%	75%	80%	80%
Bi-annual playground assets safety inspection audits passed	% Safety inspection audits passed	2017/18 - 100%	100%	100%	100%	100%
Optimal usage of facilities	% Utilised	No baseline - New KPI	Collect data for baseline figures		Targets to be set as per the baseline figures	
Deliver contracted Lifeguard Patrols at Yanchep and Quinns Beach	Number of hours per annum	2018/19 - 4307	4,307	4,307	4,307	4,307
Informing strategies and plans						
The Social Strategy • Asset Management Policy and Strategy 2018-2022 • Active Reserves Master Plan 2016 • Facility Strategic Plans • Asset Management Plans • Access and Inclusion Plan 2018/19-2021/22						

2. Public health

Service intent				
Ensuring statutory compliance through the provision of integrated compliance services to facilitate healthy and safe communities.				
Services				
<ul style="list-style-type: none">• Managing safe food preparation through education, inspections, and sampling• Inspection and water quality sampling• Notifiable disease investigations and skin penetration establishment inspections to prevent disease• Monitoring and chemical treatment of wetlands to control pests• Inspections of public building, events and caravan parks to ensure a safe built environment• Monitoring of noise, asbestos, air, soil and water pollution				
Key initiatives				
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23
Respond to expected statutory changes related to public health including plans		Develop Public Health Plan	Implement	Implement



Food vendor Stampede Gelato at the City of Wanneroo event Global Beats and Eats in Marangaroo.

Performance						
Key performance indicator	Unit of measure	Latest Performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Address all public health customer requests within the agreed statutory timeframes	% Of customer request investigated within statutory timeframes	2017/18 - 99%	95%	95%	95%	95%
Comply with all public health legislative requirements and standards	% Compliance	New KPI	100%	100%	100%	100%
Maintain delivery level of pro-active food safety programs (inspections, online training, chemical and micro biological food sampling)	Number of programs delivered	New KPI	3	3	3	3
Maintain delivery level of pro-active water quality programs (aquatic facilities inspections, recreational and drinking water sampling, approvals of waste water disposal systems)	Number of programs delivered	New KPI	4	4	4	4
Deliver pro-active disease prevention programs at relevant businesses	% Delivered within timeframes	New KPI	100%	100%	100%	100%
Maintain delivery level of pro-active pest control programs (midge and mosquito control) as per the service standards	Number of programs delivered	New KPI	2	2	2	2
Maintain delivery level of pro-active built environment inspection programs (Public building, lodging house, event and caravan park inspections)	Number of programs delivered	New KPI	4	4	4	4
Maintain delivery level of pollution control programs (noise, asbestos, air, soil and water) as per the service standards	Number of programs delivered	New KPI	3	3	3	3
Informing strategies and plans						
The Social Strategy • Relevant Acts and Regulations						

3. Community safety

Service intent						
To provide a public realm where people feel safe and respected by working with the community and industry partners.						
Services						
<ul style="list-style-type: none">• Provision of safety information to the community in conjunction with industry partners• Partnering with the community to ensure awareness and enforcement of local, state and federal laws• Animal management including registration and attack investigation• Proactive crime prevention through safety patrols and CCTV management• Provision of a security presence at public events						
Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
CCTV Service Plan 2018/19-2021/22	Implement	Implement	Implement	Review		
Service delivery options for Animal Care Facility	Implement	Implement	Implement and complete			
New Animal Care Centre Facility	Site selection and concept design	Detailed design	Construction and complete			
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Deliver community safety outcomes in collaboration with the relevant stakeholders	Number of stakeholder agreements	2017/18 - 10 stakeholder agreements	10	10	10	10
Address all community safety customer requests within the agreed timeframes	% Of all customer requests addressed within relevant timeframe	2017/18 - 99%	95%	95%	95%	95%
Maintain the delivery of traffic safety education around schools	Number of schools engaged	2017/18 - 32	32	32	32	32
Deliver pro-active community safety programs through joint venture with WA Police and community engagement initiatives	Number of programs delivered	2018/19 - 27	24	24	24	24
Informing strategies and plans						
The Social Strategy • Closed Circuit Television (CCTV) Plan 2018						

4. Emergency management

Service intent						
To minimise potential risks and impacts on the community from natural disasters such as bushfires and floods, through mitigation, preparedness, improved community resilience, and planning for recovery.						
Services						
<ul style="list-style-type: none">• Management of local emergency preparedness• Management of volunteer bush fire brigade• Fire protection mitigation action• Management of recovery planning and action						
Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
Bush Fire Risk Management Plan	Implement (including the development of the Fire Mitigation Treatment Plan)	Implement	Implement	Review and Implement		
Emergency Management Model	Further consultation with DFES and the VBFBs on options	Implement	Implement	Implement		
Volunteer Bush Fire Brigade facility requirements over the next 5-10 years	Needs and feasibility study	Plan	Advocate	Advocate		
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Comply with emergency management legislative requirements	% Compliance	2017/18 - 100%	100%	100%	100%	100%
Delivery of the annual Fire Mitigation Program in alignment with the Bushfire Risk Management plan	% Completed as per the annual plan	2018/19 - Bushfire Risk Management plan adopted	80%	90%	90%	90%
Informing strategies and plans						
Bushfire Act 1954 • Emergency Management Act 2005 • City of Wanneroo Local Emergency Management Arrangements 2017						

5. Place management

Service intent						
Develop unique places by connecting with the community to help shape our local plans and service delivery.						
Services						
<ul style="list-style-type: none">• Development of Local Area Plans to reflect the distinctive character of a place• Activation of places to support community identity, connection and inclusiveness• Coordination of City services in place to meet local community needs• Coordination of community engagement						
Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
Place Framework Implementation Plan	Implement	Implement	Implement	Review		
Community hubs review (to meet the changing service expectations in place)	Consider and Implement findings	Consider and Implement findings	Consider and Implement findings	Consider and Implement findings		
Service approach for the City and Yanchep Beach Joint Venture	Develop and Implement	Implement	Implement	Review YTRAC Lease		
Wanneroo Town Centre Activity Centre Plan	Implement place-activation actions	Implement	Implement	Implement		
Local Area Plans (LAP)	Develop LAP for Wanneroo and implement LAP for Girrawheen, and Yanchep/Two Rocks	Implement for Girrawheen, Wanneroo and Yanchep/Two Rocks Review need to develop more LAPs	Develop and implement LAPs	Develop and implement LAPs		
Strengthen community participation and engagement	Undertake continuous improvement through mechanisms such as Local Area Planning	Review Community Engagement Policy and Management Procedure	Undertake continuous improvement	Undertake continuous improvement		
Yanchep Lagoon Master Plan	Advocate for and implement Yanchep Lagoon Precinct Masterplan	Advocate/Implement	Implement	Implement		
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Develop Local Area Plans aligned to the distinctive character of the relevant place	Number of plans developed	No baseline - New KPI	2 (Yanchep / Two Rocks Girrawheen/ Koondoola)	1 (Wanneroo)	Targets to be set once plans are developed	
Informing strategies and plans						
The Social Strategy • Place Framework 2018						

6. Community development and engagement

Service intent						
Work with community and stakeholders to foster connectedness and capacity across all ages, diverse cultures and abilities to enhance quality of life.						
Services						
<ul style="list-style-type: none">• Social inclusion to ensure that all people can participate in community life• Community development to support capacity building• Early childhood services to build confidence and capacity in families and the community• Youth development to build valued, empowered and supported youth• City community events management• Assessment of event applications• Provision of community funding to support community groups and organisations						
Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
Self-sufficiency in community organisations	Develop and complete implementation of online tool kit of resources					
Review of the City's current volunteering services	Implement findings and complete					
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Deliver actions aligned to the Regional Homelessness Plan	Number of actions delivered	2018/19 - Plan developed	20	15	12	Implement recommended approach
Deliver actions aligned to the Age Friendly Strategy	Number of actions delivered	2017/18 - 4/4	34	33	Investigate a consolidated approach	Implement recommended approach
Deliver actions aligned to the Access and Inclusion Plan	Number of actions delivered	201718 - 18/21	31	22	20	Implement recommended approach
Deliver actions aligned to the Reconciliation Action Plan	Number of actions delivered	2017/18 - 27/27	20	17	21	Implement recommended approach
Deliver actions aligned to the Youth Plan	Number of actions delivered	2018/19 - Plan developed	23	20	Investigate a consolidated approach	Implement recommended approach
Deliver actions aligned to the Early Childhood Plan	Number of actions delivered	2017/18 - 32/32	31	Investigate a consolidated approach	Investigate a consolidated approach	Implement recommended approach
Increase the number of people attending community events	Number of actions delivered	New KPI	Collect data for baseline figures	Targets to be set as per baseline figures		
Informing strategies and plans						
The Social Strategy • Age Friendly Strategy 2017/18-2020/21 • Youth Plan 2017/18-2020/21 • Early Childhood Strategic Plan 2017/18-2019/20 • Regional Homelessness Plan 2018/19-2021/22 • Access and Inclusion Plan 2018/19-2021/22 • Reconciliation Action Plan 2018-2022						

7. Library services

Service intent						
Provision of library services including community resources, facilities, digital media, literacy and lifelong learning opportunities.						
Services						
<ul style="list-style-type: none">• Community resources, facilities and engagement• Digital media provision and access• Support for literacy and lifelong learning						
Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
Service delivery models for libraries and community hubs	Implement	Implement	Implement	Implement		
Library Services Plan	Implement	Implement and Review	Implement	Implement		
Operational hours review	Review and Implement	Implement	Implement	Implement		
Long-term library facilities plan	Develop	Implement	Implement	Implement		
Southern suburbs library	Concept design	Detailed design	Construction	Construction and complete		
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Increase annual e-resource borrowings	% Increase in e-resource loans	2017/18 - 70,532	2%	2%	2%	2%
Growth in Library memberships as a % of total population (number of members / total population)	% Increased	2017/18 - 5,903	1%	1%	1%	1%
Increase in the number of visits to the libraries	% Increased	2017/18 - 5,903	2%	2%	2%	2%
Informing strategies and plans						
The Social Strategy • Strategic Library Services Plan 2017/18-2021/22						

8. Museums, heritage and the arts

Service intent				
Facilitate opportunities for participation in and access to a diverse range of cultural activities and assets that embrace the richness of our community's diverse beliefs, values, life experience and interests.				
Services				
<ul style="list-style-type: none">• Promotion of cultural and artistic experiences for the community• Management and promotion of heritage• Management of the City's cultural assets				
Key initiatives				
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23
Cultural Plan	Implement	Implement	Implement	Implement
Performing arts service provision	Investigate current services, identify gaps and report findings	Implement findings	Implement	Implement

Performance							
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target				
			2019/20	2020/21	2021/22	2022/23	
Increase community participation rate in museum, heritage and arts activities	% Increase of total participation rate	2017/18 - 27,535	2%	2%	2%	2%	

Informing strategies and plans
The Social Strategy • Cultural Plan 2018/19-2021/22



Wanneroo Regional Museum and Community History Centre, Wanneroo.

2

Economy

Progressive, connected communities
that enable economic growth
and employment

To achieve the outcomes of the Strategic Community Plan we will:

Develop strong economic hubs locally and near transport

Build capacity for businesses to grow

Activate Yanchep as a future city of the North

Continue to activate the Wanneroo Town Centre

Activate secondary and district centres

Protect and increase availability of employment generating land

Attract investment development and major infrastructure

Focus on industry development in key strategic areas such as Neerabup

Attract innovative businesses with a focus on technology hubs and agri-business

Promote early adoption of innovative technology by business

Actively build on cultural heritage and distinctive identity to promote
Wanneroo as a place to visit

Enhance Wanneroo as a distinctive place to invest

9. Economic development

Service intent				
Focus on local, regional and strategic significant infrastructure and economic development initiatives which enable local economic growth and employment opportunities.				
Services				
<ul style="list-style-type: none"> Supporting the growth and development of existing industries, as well as diversifying our industry base Supporting local businesses through the provision of sufficient employment areas and services to assist their growth and development. Developing and strengthening regional partnerships to collaboratively increase and maximise the region's economic competitiveness 				
Key initiatives				
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23
Activity Centre Plan for Wanneroo Town Centre	Finalise			
Investment attraction package for Neerabup and Wangara Industrial Areas	Prepare market intelligence report and investment attraction plan	Implement investment attraction plan	Implement	Implement
Neerabup Industrial Area Development	Prepare Structure Plan and implement Neerabup project plan	Implement Neerabup project plan	Implement	Implement
Agribusiness	Progress development of agri-precinct in North Wanneroo including exploring tourism and agribusiness linkages and investigating alternative water supplies	Progress	Progress	Progress
Energy Opportunities	Actively work with industry to explore clean energy opportunities	Continue	Continue	Continue
Economic Development Strategy	Review	Implement	Implement	Implement
Investment Attraction	Develop a local investment attraction and strategic marketing package to promote the City, key employment locations and specialist precincts	Implement	Implement	Implement

Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
City expenditure on economic development as a proportion of total expenditure budget	% Increase (Total Expenditure on Economic Development/Total City expenditure budget)	2017/18 - 1.11%	1.25%	+CPI	+CPI	+CPI
Value of non-residential building approvals	Dollar value of approvals (Average of 10 years or better)	\$189m	\$189m	\$189m	\$189m	\$189m
Informing strategies and plans						
Economic Development Strategy 2016-2021						

10. Advocacy

Service intent							
To work collaboratively with government, regional partners and stakeholders and advocate for the priorities identified by our community.							
Services							
<ul style="list-style-type: none">• Advocacy campaign design and management• Management of stakeholder relationships							
Key initiatives							
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23			
Acquisition of Alkimos Regional Active Open Space	Prepare Needs Assessment to support urgent acquisition by WAPC	Action based on results of advocacy	Action based on results of advocacy	Action based on results of advocacy			
Performance							
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target				
			2019/20	2020/21	2021/22	2022/23	
Deliver major advocacy commitments as per the Advocacy plan	Number of major commitments	2017/18 - (Currently averaging around 1 major announcement per annum)	1	1	1	1	
Informing Strategies and Plans							
Economic Development Strategy 2016-2021 • Advocacy Statement 2014							

11. Tourism

Service intent							
Collaborate with the community, the tourism industry and State Government agencies to grow tourism in the City through leadership, investment attraction and targeted marketing with industry.							
Services							
<ul style="list-style-type: none">• Facilitating tourism opportunities• Supporting destination marketing• Providing destination signage• Maximising regional tourism							
Key initiatives							
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23			
Quinns Rocks Caravan Park Project Plan	Complete Business Case						
Yanchep Lagoon Master Plan	Advocate/Implement	Implement	Implement	Implement			
Strategic Land Policy	Implement actions arising	Implement	Implement	Implement			
Performance							
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target				
			2019/20	2020/21	2021/22	2022/23	
Attract new events within the City as per the Tourism Strategy	Number of events	2017/18 - 0	3	3	3	5	
Informing strategies and plans							
Economic Development Strategy • Tourism Plan 2019-2024							



3

Environment

A healthy and sustainable natural
and built environment

To achieve the outcomes of the Strategic Community Plan we will:

Minimise impacts of climate change

Seek alternative ways to improve energy efficiency

Pro-actively manage the scarcity of water through sustainable local water management strategies

Maximise the environmental value of beaches, nature reserves and parklands

Collaborate with relevant State agencies with a focus on the enhancement of the natural environment

Optimise retention of significant vegetation and habitat

Treat waste as a resource

Foster a partnership with community and industry to reduce waste

Create and promote waste management solutions

Create local area land use plans supporting our activated places

Provide safe spaces, centres and facilities through our infrastructure management and designs for community benefit and recreation

Enhance distinctive built form and spaces based on identity of areas

Improve local amenity by retaining and complementing natural landscapes within the built environment

Deliver local transport infrastructure including roads, footpaths and cycle ways to improve accessibility

Connect walking and cycling opportunities to key destinations and distinctive places

Advocate for major integrated transport options close to communities

Facilitate housing diversity to reflect changing community needs

12. Environmental management

Service intent						
Deliver a healthy and sustainable environment by managing our highly valued natural and built environmental attributes, including biodiversity of flora and fauna; land and waste; liveability; climate change impacts; and air quality and sustainable energy.						
Services						
<ul style="list-style-type: none">• Management of the effects of climate change• Management of the City's use of energy resources• Management of the City's use of water resources						
Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
Climate Change Adaptation and Mitigation Strategy	Implement	Review	Implement	Implement		
Coastal Hazard Risk Management Adaptation Plan	Implement	Implement	Implement	Implement		
Coastal Management Plan - Part 2	Develop	Develop	Implement	Implement		
Local Environmental Strategy	Implement	Implement	Implement	Implement		
Energy Reduction Plan	Implement	Review	Implement	Implement		
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Meet the Department of Water and Environmental Regulations (DWER) Water usage allowance for the City's ground water licenses	% Compliance with DWER requirements	2017/18 - 100%	100%	100%	100%	100%
Reduction in fleet emissions to reduce carbon footprint	Tonnes of fleet CO ₂ emissions	2017/18 - 3429 tonnes	5%	5%	5%	5%
Manage the City's stormwater quality at identified locations	% Managed	No baseline - New KPI	Collect data for baseline figure	Target to be set as per baseline figure		
Increase the canopy cover through tree planting programs as per the annual budget and program	Number of trees planted	2017/18 - 3,000 - maintain the number	3,000	3,000	3,000	3,000
Informing strategies and plans						
The Local Environment Strategy 2019 • Climate Change Adaptation and Mitigation Strategy 2016-2020 • Energy Reduction Plan 2017-2020						

13. Parks and conservation areas

Service intent						
Managing and enhancing reserve areas to support a healthy and active community and maintain conservation value.						
Services						
<ul style="list-style-type: none">• Conservation area, foreshore and coastal management• Manage and maintain parks and streetscapes						
Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
Local Biodiversity Plan	Implement	Implement	Implement	Implement		
Quinns Beach Long Term Coastal Management Study	Deliver stage 3	Ongoing Management of Coastal Assets	Ongoing Management of Coastal Assets	Ongoing Management of Coastal Assets		
Coastal infrastructure	Monitor in consultation with relevant stakeholders	Monitor in consultation with relevant stakeholders	Monitor in consultation with relevant stakeholders	Monitor in consultation with relevant stakeholders		
Coastal Hazard Risk Management Adaptation Plan	Implement	Implement	Implement	Implement		
Acquisition of Alkimos Regional Active Open Space	Prepare Needs Assessment to support urgent acquisition by WAPC	Advocate	Plan based on results of advocacy	Plan based on results of advocacy		
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Delivery of Parks capital projects on time and within the relevant budget	% Delivered on time and within budget	2017/18 - 85%	90%	90%	90%	90%
Delivery of Parks maintenance as per the annual schedule/plan	% Of maintenance plan delivered	2017/18 - 79%	95%	95%	95%	95%
Delivery of Passive Parks maintenance as per the user satisfaction	% User satisfaction	No baseline - New KPI	Collect data for baseline figures	Target to be set as per baseline figure		
Delivery of Active Reserves maintenance as per the user satisfaction	% User satisfaction	No baseline - New KPI	Collect data for baseline figures	Target to be set as per baseline figure		
Informing strategies and plans						
The Local Environment Strategy 2019 • Local Biodiversity Plan 2018/19-2023/24 • Coastal Hazard Risk Management and Adaption Plan 2018						

14. Waste management

Service intent						
Deliver efficient/effective waste management solutions.						
Services						
<ul style="list-style-type: none">• Domestic waste collection• Recycling collection• Bulk junk waste collection and management• Bulk green waste collection and management						
Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
Service Delivery Review	Implement approved actions as recommended	Implement approved actions as recommended	Implement approved actions as recommended	Implement approved actions as recommended		
City of Wanneroo Waste Strategy	Review to align with Western Australian Waste Strategy 2030 goals	Implement	Implement	Implement		
Waste Education Plan	Implement	Implement	Implement	Implement		
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Increase the total waste diverted from landfill and achieve 70% by 2025	% Increased	2017/18 - 56%	59%	65%	66%	67%
Kerbside collection waste diverted from landfill (domestic)	% Increased	2017/18 - 46%	46%	46%	46%	46%
Kerbside collection waste diverted from landfill (recycling)	% Increased	2017/18 - 85%	85%	85%	85%	85%
Informing strategies and plans						
Strategic Waste Management Plan 2016-2022 • Waste Education Plan 2018/19-2022/23 • Service Delivery Review Report						

15. Future Land Use Planning

Service intent						
Focus on strategic environmental, transport and land use planning and strategies, incorporating place responsive strategies as required to deliver healthy and sustainable natural and built environments.						
Services						
<ul style="list-style-type: none">• Strategic Urban Planning Strategy (Local Planning Strategy)• Local Planning (Local Planning Scheme)• Urban and regional planning innovation• Administration of Developer Contributions						
Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
Local Planning Strategy	Prepare	Prepare	Implement	Implement		
Local Housing Strategy	Prepare	Implement	Implement	Implement		
Transport Strategy 2019/20	Prepare	Implement	Implement	Implement		
Activity Centre Plan for Wanneroo Town Centre	Finalise and complete					
Local Planning Scheme No. 3	Prepare	Prepare	Implement	Implement		
Local Planning Policy 3.6 - Employment	Finalise	Implement	Implement	Implement		
Urban Forest Strategy	Prepare	Prepare	Implement	Implement		
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Comply with Planning and Development Act and State Planning Policy	% Compliance	2017/18 - 100%	100%	100%	100%	100%
Informing strategies and plans						
State Planning Framework						



16. Planning and Building Approvals

Service intent						
Provision of integrated approval services to deliver customer focussed and quality outcomes.						
Services						
<ul style="list-style-type: none">• Assessing development applications• Assessing subdivision applications• Reviewing Planning Scheme amendment proposals and policies• Assessing new structure plans and amendments• Assessing building permit applications• Issue licences, permits and certificates						
Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
Mixed use precincts policy	Stage 2 and 3 of review	Implement	Implement	Implement		
Performance						
Key performance indicator	Unit of Mmeasure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Building permit application processed within regulatory timeframes or timeframes agreed by the applicant	% Processed within regulatory or agreed timeframes	2017/18 - 99%	100%	100%	100%	100%
Development applications processed within regulatory or timeframes agreed by the applicant	% Processed within regulatory or agreed timeframes	2017/18 - 94%	100%	100%	100%	100%
Occupancy permits processed within 10 business days or timeframes agreed by the applicant	% Processed within 10 business days or timeframes agreed by the applicant	2017/18 - 100%	100%	100%	100%	100%
WA Planning Commission subdivision referrals processed within regulatory timeframes or timeframes as agreed with the WAPC	% Processed within regulatory or agreed timeframes	2017/18 - 100%	100%	100%	100%	100%
Structure plans referrals processed within regulatory timeframes or timeframes as agreed by the WAPC	%Processed within regulatory or agreed timeframes	2017/18 - 100%	100%	100%	100%	100%
Informing strategies and plans						
City of Wanneroo District Planning Scheme No. 2 • Relevant Legislation						

17. Planning and Building Compliance

Service intent						
Ensuring statutory compliance through the provision of integrated compliance services to facilitate healthy and safe communities.						
Services						
<ul style="list-style-type: none"> Monitoring compliance with planning approvals Inspection of swimming pool barriers for compliance Monitoring compliance with building approvals 						
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Address all planning and building compliance customer requests within the agreed timeframes	% Addressed	2017/18 - Planning 94%, Building 99%	95%	95%	95%	95%
Deliver pro-active swimming pool and spa safety initiatives (infra-red aerial photography audit, quality control audit of contractor, auditing of decommissioned swimming pools and spas)	Number of programs	2017/18 - 3	3	3	3	3
Deliver a pro-active planning compliance inspection program	Number of programs	2017/18 - 4	4	4	4	4
Inspect swimming pools and spas for barrier compliance under legislated requirements	% Of legislative inspections completed	2017/18 - 106%	100%	100%	100%	100%
Informing strategies and plans						
Local Planning Policy 4.14 Compliance • Building Act 2011 • Building Regulations 2012 • District Planning Scheme No 2 • Planning and Development Act 2005 • Planning and Development Regulations 2015 • Local Government Act 1995 • City Local Laws						



18. Transport and Drainage

Service intent						
Manage accessible and sustainable local transport and drainage infrastructure to meet community needs now and in the future in the most cost effective way.						
Services						
<ul style="list-style-type: none">• Provision and maintenance of roads, car parks, bus shelters and street furniture• Provision and maintenance of pathways, bridges and underpasses• Provision and maintenance of drainage infrastructure						
Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
Participate in State Government project reference groups	Maximise integration of rail and road	Maximise integration of rail and road	Maximise integration of rail and road	Maximise integration of rail and road		
Roads, Paths and Trails, Stormwater Drainage, Bus Shelters, Street Lighting and Roads Capital Works Sub-programs	Implement project plans	Implement project plans	Implement project plans	Implement project plans		
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Improve on the delivery of transport and drainage capital projects on time and within the relevant budget - increase on 3 year trend	% Improvement on 3 year trend	2015/16 - 78% 2016/17 - 96% 2017/18 - 83%	90%	90%	90%	90%
Increase investment on non-road transport infrastructure	Cumulative length of footpaths	2017/18 - 1,275km	1,353	1,393	1,435	1,478
Delivery of transport and drainage maintenance as per the annual schedule / plan	% Of maintenance plan delivered	2017/18 - 95%	90%	90%	90%	90%
Informing strategies and plans						
Asset Management Strategy 2018-2022 • Wanneroo Cycle Plan 2018/19-2021/22						

4

Civic Leadership

Working with others to ensure
the best use of resources

To achieve the outcomes of the Strategic Community Plan we will:

Build effective partnerships and demonstrate leadership in local government at regional,
state and national levels

Engage, include and involve community

Advocate and collaborate for the benefit of the City

Provide transparent and accountable governance and leadership

Provide responsible resource and planning management which recognises our
significant future growth

Ensure return on investment and well maintained assets through development and
implementation of a strategic asset management framework

Lead excellence and innovation in local government

Ensure excellence in our customer service

19. Customers and Stakeholders

Service intent				
<p>To ensure that:</p> <ul style="list-style-type: none"> • Our community and stakeholders are engaged and informed in the design and provision of our services • The processes used to deliver our services are designed and managed to provide great experiences and outcomes for our community and stakeholders • Our people have the necessary resources, competencies and ability to maximise the service experience of our community and stakeholders • We build sustainable relationships with our partners and suppliers based on mutual trust, respect and openness • We continually monitor and review the experiences and perceptions of our community and stakeholders and act on their feedback 				
Services				
<ul style="list-style-type: none"> • Provision of the Customer Relations Centre as a comprehensive single point of service • Media relations • Online communications • Key stakeholder communications • Procurement • Transactional finance • Property services 				
Key initiatives				
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23
Customer First Action Plan	Implement	Review	Implement	Implement
Communications Strategy (including Social Media Plan; Branding Plan)	Develop and Implement	Implement	Implement	Review
Customer and Stakeholder Management Framework	Pilot stakeholder system	Evaluate and Refine	Implement corporately	Implement
Strategic Procurement Roadmap	Implement	Implement	Implement	Review
Customer Relationship Management System	Develop	Implement	Implement	Review and complete

Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Maintain the level of purchasing from local business	% Maintained	2017/18 - 30%	30%	30%	30%	30%
Average customer requests response timeframe	Average days taken to complete a customer request	2017/18 - 8.32 days	7 days	7 days	7 days	7 days
First Call Resolution - calls handled at first point of contact without the need to transfer through to the relevant service unit	% Of calls handled at first point of contact	2017/18 - 84%	80%	80%	80%	80%
Informing strategies and plans						
Customer Service Commitment • Customer First Strategy 2016-2020 • Community Engagement Framework • Strategic Procurement Roadmap 2018						

20. Leadership, culture and governance

Service intent
<p>To ensure that:</p> <ul style="list-style-type: none"> • The organisation is unified by a shared vision, culture and values, providing consistent purpose, direction and action. • We have capable and confident leaders who effectively and collaboratively lead the City through change. • Our corporate values guide our behaviours and are modelled by our leaders. • A shared value of improvement creates a culture of collaboration, innovation, creativity and supports a diversity of ideas. • Clear and reliable organisational governance processes ensure that the City; meets its legal obligations; makes ethical decisions in the interests the community and its stakeholders; and behaves as a good corporate citizen. • Risks are effectively managed through the application of a consistent methodology and the provision of information to decision makers to support the achievement of the City's objectives. • Our Elected Members are supported in their decision making and representative role.
Services
<ul style="list-style-type: none"> • Leadership • Culture • Legal • Audit • Governance and statutory compliance • Policy • Enterprise risk management • Local government elections • Council and corporate support • Elected Members administrative support

Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
Strategic Policy Framework	Implement	Implement	Implement	Review		
Internal Control Framework (as part of the Governance Framework)	Implement	Implement	Review	Implement		
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Number of issues in Compliance Audit Return (includes Council processes)	Total number of issues reported	2017/18 - 1	0	0	0	0
Council reports referred back for further information	No more than 5%	2017/18 - 0.7%	<5%	<5%	<5%	<5%
Manage identified risks on Strategic, Corporate and Operational levels	% Managed	2017/18 - 100%	100%	100%	100%	100%
Informing strategies and plans						
People and Culture Strategy 2018-2022 • Strategic Three Year Internal Audit Plan 2018 • Corporate Governance Framework 2017• Enterprise Risk Management Framework 2015						

21. Strategy and planning

Service intent
<p>To ensure that:</p> <ul style="list-style-type: none"> • Our planning process ensures that community aspirations and priorities are identified and deployed to action through aligned planning activities. • Robust processes are used for the development of strategy, anticipating changes needed and recognising the importance of utilising strategic partnerships to be successful in the future. • Agreed plans ensure that everyone in the organisation understands the strategic direction and uses this to guide their actions and priorities. • Resources are prioritised and allocated to support action plans for improvements to services that meet community expectations. • We plan to ensure the right people with the right capabilities are in the right place at the right time to develop and support an agile workforce to meet current and future needs. • The City plans for its long term financial sustainability, allowing early identification of financial issues and their longer term impacts. • Sound financial strategies and principles are developed and continually reviewed in line with the changing economic and demographic outlook for the community. • Assets are provided to service the needs of current and future communities in the most economical manner, optimising their long term return on investment. This will be achieved by acquiring quality, fit for purpose and long lasting assets; and managing these effectively over their complete lifecycle.
Services
<ul style="list-style-type: none"> • Strategic and business planning • Strategic and annual workforce planning • Annual budgeting • Long term financial planning and analysis

Key initiatives						
Initiative		Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23	
Strategic Community Plan		Review	Implement	Review	Implement	
Long Term Financial Plan		Review	Review	Review	Review	
Strategic Workforce Plan		Develop	Implement	Review	Review	
Integrated Planning Process		Review	Review	Review	Review	
Asset Management Strategy		Implement	Implement	Implement	Review	
Fees and Charges		Review	Review	Review	Review	
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Reflect community aspirations in the Strategic Community Plan and actioned through the Corporate Business Plan	% Aligned to the plans	2017/18 - 100%	100%	100%	100%	100%
Comply with Accounting and Budget Policy	% Compliance	2017/18 - 100%	100%	100%	100%	100%
Annual financial report presents fairly the financial position of the City and complies with Australian Accounting Standards	Unqualified audit	Unqualified audit	Unqualified audit	Unqualified audit	Unqualified audit	Unqualified audit
Informing strategies and plans						
Department of Local Government, Sport and Cultural Industries' Integrated Planning and Reporting - Framework and Guidelines 2016 • Long Term Financial Plan 2019-2038 • Asset Management Strategy 2018-2022 • Corporate Governance Framework 2017						



Yanchep Surf Life Saving Club.

22. Information and knowledge

Service intent						
To ensure that information and knowledge is acquired, managed, shared and retained to support decision making and improve performance through effective:						
<ul style="list-style-type: none">• Data management and analytics• Timely operational reporting• Records management• Technological and digital solutions• Staff induction, training and development• Communication processes						
Services						
<ul style="list-style-type: none">• Business systems• Information technology• Records management						
Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
Information Communication and Technology (ICT) Roadmap 2017/18-2021/22	Implement	Implement	Implement	Review		
Asset Management Information System	Implement	Implement	Implement	Review		
New Financial System	Implement	Implement	Review and complete			
New Customer Relationship Management System	Develop	Implement	Implement	Review and complete		
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Comply with Information Management legislation	% Compliance	No baseline - New KPI	100%	100%	100%	100%
Increase the accessibility of online data	% Increased	No baseline - New KPI	collect data for a baseline figure	Target to be set as per baseline figure		
Freedom of Information responses completed within 45 calendar days	% Completed	2017/18 - 100%	100%	100%	100%	100%
Informing strategies and plans						
ICT Strategy and Roadmap 2017-2022 • Recordkeeping Plan 2018						

23. People management

Service intent						
To ensure that:						
<ul style="list-style-type: none">• People are engaged to deliver better organisational outcomes and improve performance• We have capable and high performing people in the right roles to improve organisational performance• An agile workforce has the capacity to adapt to changes in the internal and external environment• We have a ‘safety always’ mindset, anchored in safe systems of work that address all aspects of health, safety and wellbeing including the mental health of our employees						
Services						
<ul style="list-style-type: none">• Learning and development• Organisational development• Operational people services• Occupational safety and health• Employee relations						
Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
People and Culture Plan 2018-2022	Implement	Implement	Implement	Review		
Strategic Workforce Plan	Develop	Review	Review	Review		
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Minimise the Lost time injuries	Number of lost days	2017/18 - 9	< 9	< 9	< 9	< 9
Minimise the workers compensation claims	Number of claims	2017/18 - 28	< 28	< 28	< 28	< 28
Minimise the workers compensation cost	Cost incurred (\$)	2017/18 - \$388,765	Equals or less than previous result	Equals or less than previous result	Equals or less than previous result	Equals or less than previous result
Informing strategies and plans						
People and Culture Strategy 2018-2022						

24. Improvement and innovation

Service intent						
<p>To ensure that:</p> <ul style="list-style-type: none">• The City aligns improvement planning to its strategic priorities, providing sustainable benefits to the City's stakeholders• Opportunities for improvement are identified through structured processes of organisational assessment, service delivery review, service planning and performance management• A culture of continuous improvement supports ongoing improvement and change to achieve better outcomes for the community and the City's stakeholders• New technologies are utilised to improve service performance and efficiency, for example Smart Cities initiatives						
Services						
<ul style="list-style-type: none">• Business improvement• Change management						
Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
Management system for Environment and Asset Operations	Implement	Implement	Review	Review		
Service delivery reviews	Conduct agreed program	Conduct agreed program	Conduct agreed program	Conduct agreed program		
Smart Cities	Investigate community need, current state and opportunities	Design roadmap	Implement	Implement		
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Improve the ratio of requests received via online channels to traditional channels	% Of requests received via online channels (Online request/non-online requests per service)	2018/19 - 15%	16%	18%	20%	22%
Informing strategies and plans						
Australian Business Excellence Framework • Lean Six Sigma						

25. Results and sustainable performance

Service intent						
<p>To ensure that:</p> <ul style="list-style-type: none">• Performance targets are established based on comparisons with other organisations, our current and potential organisational capability and strategic goals.• We manage the key results required to achieve our vision and evaluate progress towards the strategic outcomes for our community.• We understand stakeholder requirements and effectively manage the organisations risk and capability and to ensure sustainable performance.						
Services						
<ul style="list-style-type: none">• Performance and reporting• Asset performance• Financial management and reporting						
Key initiatives						
Initiative	Action 2019/20	Action 2020/21	Action 2021/22	Action 2022/23		
Corporate Performance Management Solution	Develop and implement phase 1	Develop and implement phase 2	Develop and implement phase 3	Implement		
Performance						
Key performance indicator	Unit of measure	Latest performance (Baseline)	Target			
			2019/20	2020/21	2021/22	2022/23
Deliver the City's annual operational budget	% Budget implemented and annual plan delivered	2017/18 - 93%	90%	90%	90%	90%
Deliver the City's annual capital budget	% Budget implemented and annual plan delivered	2017/18 - 71% of adjusted budget	70%	75%	80%	85%
Address the City's customer requests within service level agreement (SLA)	% Of requests addressed within SLA	2017/18 - 96%	95%	95%	95%	95%
Extreme and high risks on the strategic and corporate risk registers managed and reported on time	Number of risks managed and reported on time	No baseline - New KPI	100%	100%	100%	100%
Maintain/Improve the Financial Health Indicator (FHI) benchmark of 70	FHI overall score	2017/18 - 71	72	74	76	78
Improve on Asset sustainability ratio	Capital renewal and replacement expenditure/ depreciation expense	2017/18 - 0.34	0.4	0.4	0.5	0.5
Informing strategies and plans						
Department of Local Government Sport and Cultural Industries' Integrated Planning and Reporting - Framework and Guidelines 2016						



Tash Trandos serving customer Kevin Donovan at Trandos Farm Gates Sales, Neerabup.

Resourcing of the Corporate Business Plan

Key partners and stakeholders

Successful delivery of this Corporate Business Plan relies on having a good understanding of our operating context and establishing and maintaining strong relationships with our stakeholders.

Stakeholders have varying levels of interest and can impact in different ways on how we operate.

The City of Wanneroo continues to establish new and improve existing relationships with key stakeholders to maximise the outcomes associated with delivery of services and projects for our community.

This is achieved by working collaboratively with all of our stakeholders.

The following listing provides an insight into some of our key stakeholders:

Level	Stakeholder
Commonwealth	<ul style="list-style-type: none">• Australian Local Government Association• Australian Government Departments• Council of Australian Governments• Local Federal Members of Parliament• National Growth Areas Alliance• Property Council of Australia• Urban Development Institute of Australia
State	<ul style="list-style-type: none">• Department of Local Government, Sport and Cultural Industries• Local State Members of Parliament• Western Australian Government Departments• Western Australian Local Government Association
Regional	<ul style="list-style-type: none">• City of Joondalup• City of Stirling• City of Swan• Growth Alliance Perth and Peel• Mandarie Regional Council• North Metropolitan Regional Recreation Advisory Group• Tri Cities Alliance - City of Joondalup, Stirling and Wanneroo
Local	<ul style="list-style-type: none">• Residents• Developers of Land• Educational Institutions• Health Providers• Local Community Associations• Natural Areas Friends Groups• Wanneroo Business Association



Strategic workforce planning

Workforce profile

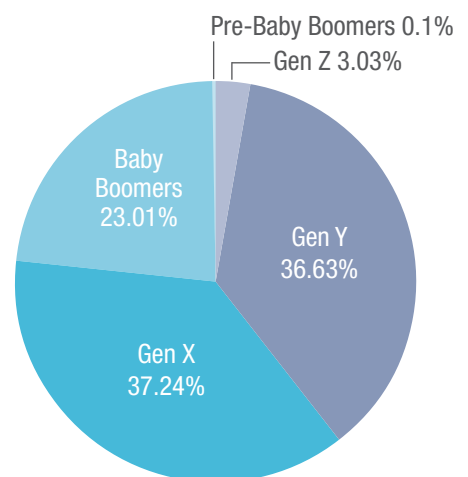
A large proportion of our staff chooses to live and work locally.

At present 49.95% of our employees live within the City of Wanneroo boundary.

Our workforce is well balanced across genders with nearly 57% of employees classified as female and 43% as male.

Generationally, we have the greatest representation across Generations X and Y as shown in the categories below:

- Gen Z 3.03%
- Gen Y 36.63%
- Gen X 37.24%
- Baby Boomers 23.01%
- Pre-Baby Boomers (Maturists) 0.10%



Workforce planning

As a key resourcing plan to enable delivery of the Corporate Business Plan, workforce planning includes considerations such as employee forecasts, re-alignment or assignment of available workforce resources to areas of greatest operational need, and focused capability developed programs.

Workforce requirements to meet current and future organisational requirements are incorporated into the Long Term Financial Plan.

A comprehensive analysis of all positions across the City's indoor workforce (Salaried Officers) through a two-year Strategic Workforce Planning Project has provided a detailed understanding of current capability and capacity, and anticipated gaps to inform future workforce planning.

This information is being used to develop strategies and for planning to enhance our workforce capability, and to determine allocation of these

resources to meet changing and forecast future operational needs.

The People and Culture Strategy provides direction on a range of plans and actions that will further improve organisational capacity and capability, and ensure the workforce is safe, inclusive, engaged and high performing to provide great outcomes for the community.

Long Term Financial Plan 2019/20-2038/39

The 20-year Long Term Financial Plan has been developed as part of the City's ongoing financial planning to ensure continued long-term financial sustainability while providing sufficient funding for future workforce, services, and infrastructure to the community.

This Plan was adopted in December 2018 and is reviewed annually giving consideration to prevailing economic circumstances and community expectations.

The review may result in new priorities being added or planned projects being deferred or reassessed according to the priorities established each year.

Strategic financial parameters will also be reviewed and

adjusted accordingly to reflect the most realistic current financial circumstances and outlook in any rating year and the impacts on the outer nineteen years.

This provides the City with the opportunity to:

- Change priorities to reflect emerging opportunities or changing circumstances;
- Incorporate changes arising from the prescribed reviews of the Strategic Community Plan and Corporate Business Plan and corresponding reviews of the Workforce Plan and Asset Management Plan;
- Update estimated income and expenditure for each year covered by the plan.

In developing the Plan, key considerations have been given to the need to:

- Prudently manage financial risks relating to debt, assets and liabilities to ensure good stewardship of the City's assets;
- Manage the level of rate burden for our communities;
- Consider the financial effects on future generations to address issues of inter-generational equity; and
- Consider the Strategic Budget Policy.

The Long-term Financial Plan is developed collaboratively from a wide range of inputs and forms a guide to the development of the annual budget for successive years.

Assumptions in the Long Term Financial Plan

The Long Term Financial Plan has been constructed based on a number of assumptions which are evaluated as part of the annual integrated planning and budgeting process.

These assumptions relate to:

- Consumer Price Index
- Revenue including
 - Rates base
 - Rates growth (based on population forecasts)
 - Interest yield

- Expenses including
 - Employee costs
 - Employee growth
 - Materials and Contracts (with consideration of forecasts on asset growth)
 - Utility charges
 - Depreciation
- Other State and Federal charges
- Other changes in economic factors

The City has a depreciable asset portfolio valued at \$2.5bn based on fair-valuation at 30 June 2018.

The portfolio is growing at a significant rate as a result of the City's capital works program and assets acquired through ongoing development activity.

Long term financial planning is informed by the City's Asset Plans, so that adequate provisions are made for assets to be maintained, refurbished and replaced at appropriate intervals; this ensures continuity of services in line with community expectations and longer term sustainability.

Operating budget

The 2019/20 Budget and three-year financial forecasts for 2020/21-2022/23 as adopted in the City's Long-Term Financial Plan 2019/20-2038/39 are shown below:

Description	2019/20 Budget \$ ('000)	2020/21 Forecast \$ ('000)	2021/22 Forecast \$ ('000)	2022/23 Forecast \$ ('000)
Revenues				
Rates	135,582	145,121	153,465	162,827
Operating grants, subsidies and contributions	10,862	9,092	9,092	9,092
Fees and charges	46,788	46,388	47,549	48,737
Interest earnings	8,715	9,421	9,703	9,994
Other revenue	627	751	770	789
	202,573	210,773	220,579	231,439
Expenses				
Employee costs	-76,826	-77,327	-80,034	-82,836
Materials and contracts	-68,529	-67,313	-71,345	-75,822
Utility charges	-9,695	-11,762	-12,939	-14,232
Depreciation	-40,947	-46,599	-49,414	-53,106
Interest expenses	-4,111	-4,485	-4,485	-4,485
Insurance expenses	-1,510	-1,552	-1,590	-1,630
	-201,618	-209,038	-219,807	-232,111
Result from operations	954	1,735	772	-672
Other revenues and expenses (excl. Control of physical assets)				
Non-operating grants, subsidies and contributions	28,799	16,512	15,269	16,038
Profit on asset disposals	585	3,833	4,333	4,000
Loss on asset disposals	-14,110	-500	-500	-500
Town Planning Scheme and Developer Contribution Plan income	15,288	16,767	16,416	19,339
Town Planning Scheme and Developer Contribution Plan expenses	-8,031,975	-5,764	-15,876	-20,296
	22,530	30,848	19,642	18,581
Net Result (excl. Control of physical assets)	23,484	32,583	20,414	17,909
Contributions of physical assets	16,275	40,000	40,000	40,000
Net result	39,758	72,583	60,414	57,909
Other comprehensive income	-	-	-	-
Total comprehensive income	39,758	72,583	60,414	57,909



City of Wanneroo

23 Dundobar Road, Wanneroo, WA 6065
Locked Bag 1, Wanneroo, WA 6946

T (08) 9405 5000

After Hours 1300 13 83 93

E enquiries@wanneroo.wa.gov.au

wanneroo.wa.gov.au

