

CORPORATE BUSINESS PLAN

2023/24 - 2026/27



A thriving community

ACKNOWLEDGEMENT OF COUNTRY

Kaya (hello) and Wandjoo (welcome) to Wanneroo.

Wanneroo kaadatj Noongar moort Noongar boodja-k Wadjak boodja-k. Ngalak kaadatj Noongar nedingar wer birdiya, barn boodja-k wer kaaradj boodja-k koorra koorra wer yeyi. Ngalak kaadatj baalabang malayin wer nakolak baalap yang ngalany-al.

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.

MOORO BOODJA

Aboriginal and Torres Strait Islander peoples have lived in Australia for more than 60,000 years.

The City of Wanneroo is located within 'Noongar Country' which extends across the south west of Western Australia. Two Noongar language groups, the Whadjuk and Yued peoples, lived and shared cultural areas in the northern parts of the City.

They moved around the coastal sand-plain according to the six Noongar seasons, living sustainably off the land. This region was part of Mooro Country, the district of the important Whadjuk Noongar elder and leader Yellagonga.

Water was vital for both survival and spiritual connections. This made Wanneroo, with the abundant food sourced on the shores of its lakes, an important environment for local Whadjuk Noongar families.

The name 'Wanneroo' comes from the word 'Wanna', meaning digging stick used by Aboriginal women and 'Roo' meaning 'the place of'.

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Introduction

Welcome to the City of Wanneroo Corporate Business Plan for 2023/24 to 2026/27.

The Corporate Business Plan (CBP) is a key part of the City's Integrated Planning and Reporting Framework (IPRF), as is required under the Local Government (Administration) Regulations 1996.

This Plan translates Council priorities identified in the Strategic Community Plan 2021-2031 into operational delivery within the resourcing capability of the organisation, detailing the services and projects the City will deliver over the next four years, as well as providing key financial information on the approved operational budgets for the same timeframe.

This Plan has been developed with the input of key stakeholders, including Council Members and the City's Senior Leadership team, and considers the needs of all people who live in and access services provided by the City of Wanneroo.



Council Foreword

In 2021 we proudly launched our updated Strategic Community Plan 2021-2031, which sets out the City's future direction for the next decade.

Developed in consultation with our community, the plan provides a clear understanding of what matters most to our residents and ratepayers in the City of Wanneroo and guides the way we plan for the future and deliver services.

This Corporate Business Plan 2023/24-2026/27 details how the City will practically achieve the vision set out in the Strategic Community Plan over the next four years.

Our goal is to create a connected, accessible and inclusive City, with communities supported by readily available services, infrastructure and programs.

The plan promotes active and healthy lifestyles with beautiful parks, reserves and recreational facilities; personal growth and development through libraries, youth and community centres; and opportunities to engage and express yourself at events and cultural activities that celebrate our rich history and diverse culture.

Advocating for the needs of our community and representing the priorities of local people remains a key focus. In line with the City's Advocacy Plan, 2023 will see a greater emphasis placed on social advocacy initiatives that aim to improve our community's wellbeing and strengthen efforts to influence decision making at State and Federal Government levels.

We will continue to work collaboratively with the business community to ensure that Wanneroo remains a great place to do business, cultivating opportunities for commercial investment and innovation in our City and exploring new tourism options to entice visitors.

We are committed to a greener future and will continue to progress our vision to create a sustainable City that balances urban growth and our environment, while continuing to plan for climate change and manage waste and its impacts.

This plan allows the City of Wanneroo to continue building a sustainable, vibrant and progressive City for our community and for future generations.

We thank everyone involved for their contributions.

Message from the CEO



The City of Wanneroo is currently operating within a global context of geopolitical and economic instability, resulting in increased community desire for local connections and opportunities.

As one of the largest and fastest growing local government authorities in Australia, with a projected population increase from 225,000 to 285,000 people by 2031, our success in providing for the needs of our community is dependent on our meticulous planning to address the challenges posed by current conditions and the level of growth we are experiencing.

Our focus is on providing local opportunities now and into the future, while respecting our past, our environment, our rich culture and the economic challenges we face.

Our Strategic Community Plan 2021-2031 outlines our vision and aspirations for the future of our community over the next decade. This Corporate Business Plan details our financially responsible approach to achieving this vision, with a focus on the projects and services the City will deliver over next four years.

Through our Capital Works Program, we will continue to deliver new infrastructure for our emerging communities, while maintaining and renewing existing infrastructure in line with our sustainability goals.

There is a significant emphasis on community recreation programs and facilities, providing opportunities for healthy and active lifestyles. Major projects include the Alkimos Aquatic and Recreation Centre, sporting amenities at Halesworth Park, and the Yanchep Lagoon Master Plan, which includes the redevelopment of the old Yanchep Surf Life Saving Club. Additionally, we will construct sports facilities at Heath Park and an all-abilities playground at Riverlinks Park.

Community safety remains a top priority and we are collaborating with the community and industry partners to expand our CCTV network across the City.

Minimising potential risks and impacts on the community from natural disasters such as bushfires and weather events continues to be a major focus. The Emergency Management Plans we have in place are designed to enhance our preparedness, response and recovery capabilities in an emergency situation. We will continue to implement the mitigation actions outlined in the Bush Fire Risk Management Plan and advance plans for the construction of the Wanneroo Emergency Services Hub with the State Government.

Promoting the City as an attractive destination for investment and business development to support local economic growth and employment opportunities remains a key objective.

We are committed to the delivery of robust business support systems, establishing a digital presence for Business Wanneroo and developing the Neerabup Industrial Area (NIA). At capacity, the NIA is expected to employ up to 30,000 people, providing a booming local employment hub for businesses, residents and the wider regional economy.

In addition, positioning our City as a tourism destination by promoting our unique and diverse landscape, cultural activities, innovative events program and hospitality offerings supports the success of our local businesses.

Developing a strong sense of community lies at the heart of our planning and development strategy. We will continue to collaborate with the community to foster connectedness across all age groups, cultures and abilities to enhance quality of life, in line with our social advocacy agenda.

We are actively creating opportunities for our community to connect, socialise, learn and recreate. Our libraries and cultural centre are thriving, with a wide range of activities and programs catering to all ages, from literacy to technology to crafts. Our youth centres play a vital role in supporting our younger generation and the upgrades that we have made at our Clarkson Youth Centre and our plans for the Dordaak Kepap Library and Youth Innovation Hub in Lansdale demonstrate our commitment to supporting young people.

Our community's desire for more sustainable living has risen, while technology has become prevalent in every aspect of our daily lives. From ensuring appropriate waste collection services are in place, to having world-class information management services available to our residents and businesses, we are constantly adapting to rapid change. These efforts are critical to progress an agile City that can readily adapt and evolve.

Strategic land use planning, incorporating transportation and environmental strategies, is integral to our future plans. We strive to deliver sustainable natural and built environments, while also providing accessible and sustainable local transport options. Maintaining roads, pathways, and drainage infrastructure in the most cost-effective manner is embedded within our services and capital works sub-programs, ensuring they meet the present and future needs of our community.

By working collaboratively with residents, local businesses, community groups and government agencies at the local, state and federal levels, we are confident in the success of our ambitious Corporate Business Plan.

I am excited for the four years ahead and for the future of our vibrant, growing City.

Daniel Simms
Chief Executive Officer

Our City

The City of Wanneroo is one of the largest and fastest growing local government authorities in Australia, and includes natural environments, agricultural and bush land and 32 kilometres of coastline.

The City has 36 suburbs, across 685.1 square kilometres¹ and is characterised by a diverse mix of urban, rural and industrial land uses, as well as a significant area of natural bushland and state forest, including Yanchep National Park, Neerabup National Park and Yellagonga Regional Park.

A natural wetland system runs through the district, dominated by the pristine Lake Joondalup that separates the City of Wanneroo from the City of Joondalup. Urban land is predominantly residential, with a number of commercial centres providing jobs and services, along with the established industrial centre of Wangara and the emerging Neerabup Industrial Area.

LOCATION

The City of Wanneroo lies on the north-eastern urban corridor of the Perth metropolitan area, about 12km from the Perth CBD at its nearest point and 62km at its farthest point. The City is bounded by the Shire of Gingin in the north, the Shire of Chittering and the City of Swan in the east, the cities of Stirling and Joondalup in the south, and the Indian Ocean to the west.

POPULATION

The estimated population for the City of Wanneroo in 2023 is 224,857. By 2031, the estimated population will be 285,372, an increase of 60,515 or 26%.

HOUSEHOLDS

The fastest growing household type in the City of Wanneroo is estimated to be 'Couple Families without Dependents' with 22,766 in 2023 and 30,918 in 2031, an increase of 26%.

AGE

The largest age cohort in the City of Wanneroo in 2023 will be the 35 to 39 group, estimated to be 17,269 or 7.7% of the total population of the City. This is followed by the 5 to 9 age group (16,778 / 7.5%), and 10 to 14 age group (16,358 / 7.3%).

BUSINESS

In 2022, the City of Wanneroo's local economy generated \$8.39 billion in net wealth (Gross Regional Product or GDP), representing 2.2% of the state's Gross State Product (GSP). The largest industry by employment in the City is construction.

¹ Source - ABS Census Cat. 2001.0

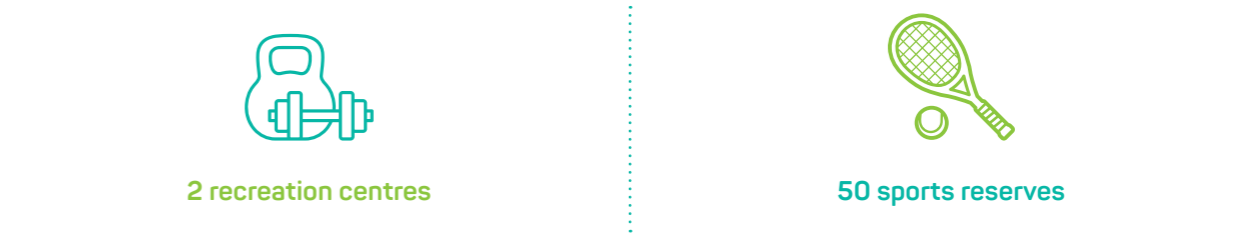
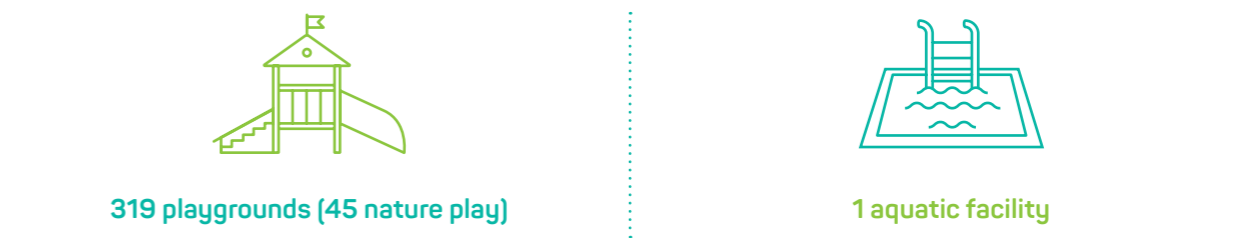


Fast Facts

INFRASTRUCTURE ASSETS



COMMUNITY FACILITIES



Our Council

The City of Wanneroo Council consists of an elected Mayor and 14 Council Members. One Council Member is also elected as Deputy Mayor.

The City is divided into seven wards - North Ward, North-East Ward, Central-West Ward, Central-East Ward, Central Ward, South-West Ward and South Ward.

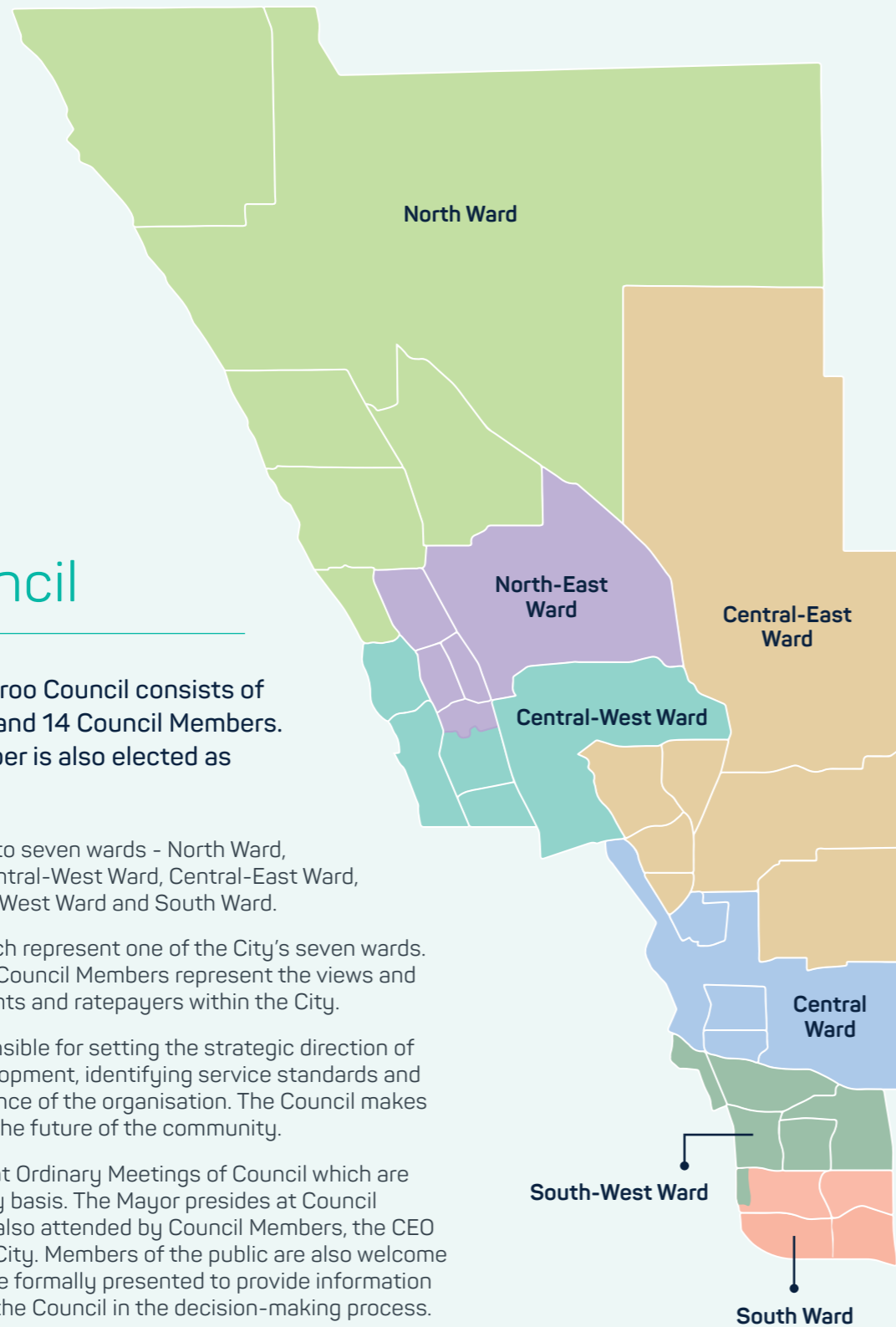
Council Members each represent one of the City's seven wards. The Mayor and local Council Members represent the views and opinions of all residents and ratepayers within the City.

The Council is responsible for setting the strategic direction of the City, policy development, identifying service standards and monitoring performance of the organisation. The Council makes decisions to benefit the future of the community.

Decisions are made at Ordinary Meetings of Council which are held on a four-weekly basis. The Mayor presides at Council meetings, which are also attended by Council Members, the CEO and Directors of the City. Members of the public are also welcome to attend. Reports are formally presented to provide information and advice to assist the Council in the decision-making process.

Council Members have regular contact with the community and engage with residents and ratepayers through community events and forums, stakeholder consultation, Council meetings, telephone calls and in-person visits.

Council Members are elected for a four-year term of office. Local Government elections are held every two years, with half of the Council positions open for the election.



OUR MAYOR AND COUNCIL MEMBERS



MAYOR
Linda Aitken



Deputy Mayor
Brett Treby



Cr James Rowe

SOUTH WARD
Marangaroo, Alexander Heights,
Girrawheen, Koondoola



Cr Natalie Herridge



Cr Vinh Nguyen

SOUTH-WEST WARD
East Woodvale, Wangara, Madeley, Darch,
Landsdale, north-west Marangaroo



Cr Frank Cvitan



Cr Jordan Wright

CENTRAL WARD
Wanneroo, Sinagra, Hocking,
Pearsall, Gnangara



Cr Jacqueline Huntley



Cr Paul Miles

CENTRAL-EAST WARD
Pinjar, Carramar, Banksia Grove, Tapping,
Ashby, Mariginiup, Jandabup



Cr Helen Berry



Vacant

CENTRAL-WEST WARD
Quinns Rocks, Mindarie, Tamala Park,
south Clarkson, Neerabup



Cr Glynis Parker



Cr Bronwyn Smith

NORTH-EAST WARD
Butler, Merriwa, Ridgewood,
north Clarkson, Nowergup



Cr Chris Baker



Cr Sonet Coetzee

NORTH WARD
Alkimos, Carabooda, Eglinton, Jindalee,
Two Rocks and Yanchep

Our Strategic Direction

OUR SHARED COMMUNITY VISION

A welcoming community, connected through local opportunities.

The vision for the future of Wanneroo captures the passionate views of our community, who want to make Wanneroo a place that is welcoming to all people, and provide the necessary connections for those people to live, work and participate locally, ultimately to help build a wider sense of belonging in the area.

The vision provides the organisation with a sense of purpose and direction, and helps to create a sense of commonality and cohesion with services and activities. The development of the vision also enabled the City to generate a clear organisational purpose.



OUR STRATEGIC GOALS

The City has seven strategic goals that were developed in conjunction with the community through extensive stakeholder engagement.

These goals represent the direction for the City over the lifetime of the Strategic Community Plan 2021-2031 and incorporate the aspirations of the community.

The goals are supported by 33 strategic priorities that provide operational direction for the City's administration to focus resources. An in-depth description of these priorities can be found in the Strategic Community Plan 2021-2031. The City's seven strategic goals are:



GOAL 1:

An inclusive and accessible City with places and spaces that embrace all.



GOAL 2:

A City with rich cultural histories, where people can visit and enjoy unique experiences.



GOAL 3:

A vibrant, innovative City with local opportunities for work, business and investment.



GOAL 4:

A sustainable City that balances the relationship between urban growth and the environment.



GOAL 5:

A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places



GOAL 6:

A future-focused City that advocates, engages and partners to progress the priorities of the community.



GOAL 7:

A well-governed and managed City that makes informed decisions, provides strong community leadership and valued customer-focused services.

Our Organisation

OUR PURPOSE

To create a strong community with local opportunities to participate, be active, feel secure, contribute and belong.

Our organisational purpose provides a clear message about the expectations the City has in working towards achieving the vision for the future.

The organisational purpose helps unite our people and help them understand the organisation's direction.



OUR VALUES

Our values provide a foundation for the City and our people and guide our actions to deliver results.

Our values guide our behaviours and provide the boundaries within which our interactions with stakeholders and customers occur.

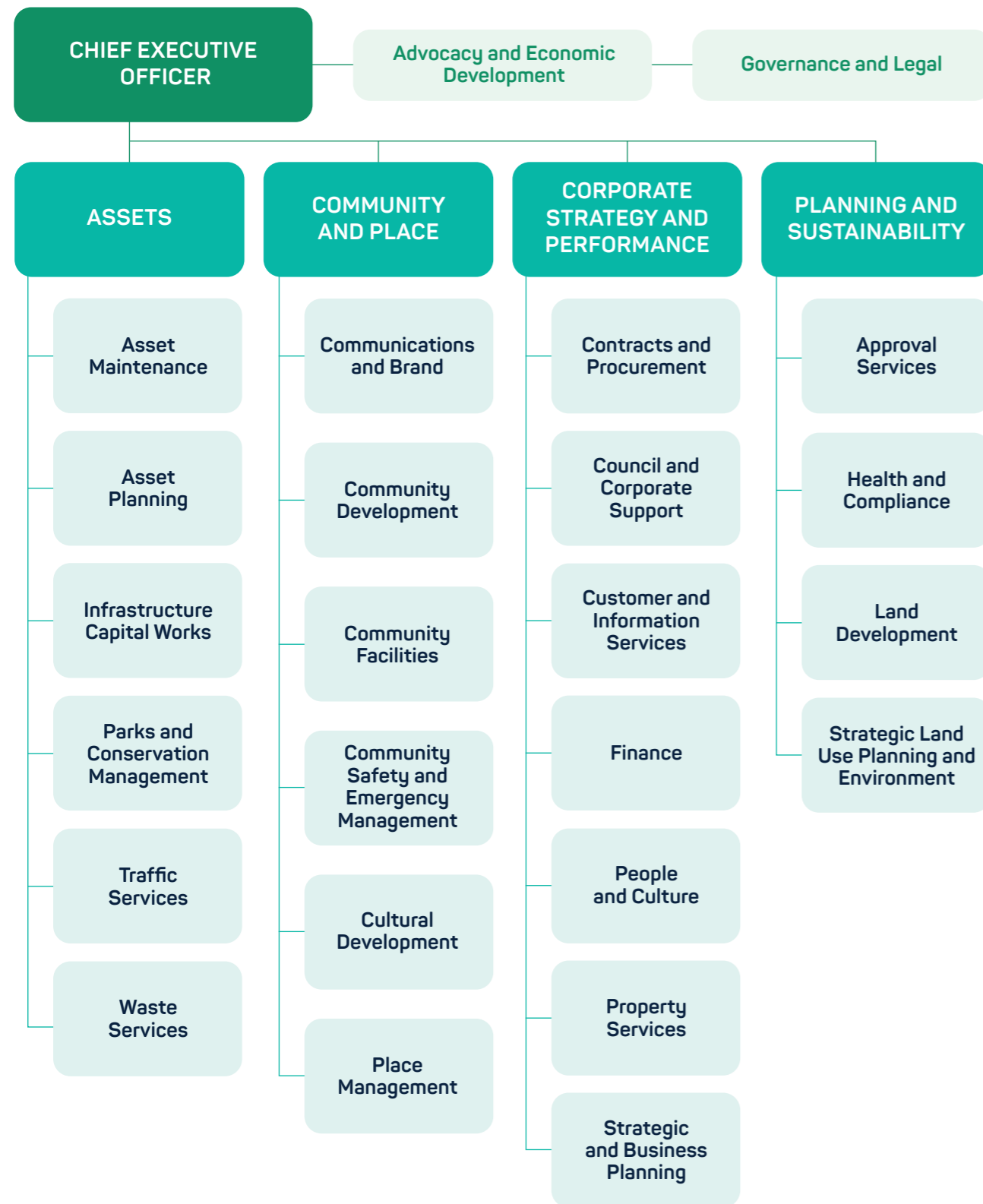
Values are linked to our vision, culture and strategy. The values define our organisation to employees, stakeholders and customers, and remind employees of the preferred way of achieving our desired outcomes.

CUSTOMER FOCUSED	Delivering service excellence
IMPROVEMENT	Finding simpler, smarter and better ways of working
ACCOUNTABILITY	Accepting responsibility and meeting commitments, on time and to a high standard
COLLABORATION	Together we are stronger
RESPECT	Trusting others and being trustworthy

OUR STRUCTURE

The City of Wanneroo is made up of the Office of the CEO and four directorates comprising a total of 25 Service Units that focus on key areas of the business.

Our structure is a key factor in achieving our strategic goals and priorities, while also assisting with organisational culture and values.



OUR EXECUTIVE LEADERSHIP TEAM

The leaders of each directorate make up the Executive Leadership Team, led by the Chief Executive Officer, Daniel Simms.

The City's Executive Leadership Team and their responsibilities are shown below.

CHIEF EXECUTIVE OFFICER - DANIEL SIMMS

As well as being responsible for the day-to-day management of the City's operations, the CEO is responsible for:

- Advocacy and Economic Development
- Governance and Legal



DIRECTOR ASSETS - HARMINDER SINGH

- Asset Maintenance
- Asset Planning
- Infrastructure Capital Works
- Parks and Conservation Management
- Traffic Services
- Waste Services



DIRECTOR COMMUNITY AND PLACE - DEBBIE TERELINCK

- Communications and Brand
- Community Development
- Community Facilities
- Community Safety and Emergency Management
- Cultural Development
- Place Management



DIRECTOR CORPORATE STRATEGY AND PERFORMANCE - NOELENE JENNINGS

- Contracts and Procurement
- Council and Corporate Support
- Customer and Information Services
- Finance
- People and Culture
- Property Services
- Strategic and Business Planning



DIRECTOR PLANNING AND SUSTAINABILITY - MARK DICKSON

- Approval Services
- Health and Compliance
- Land Development
- Strategic Land Use Planning and Environment



OUR BUSINESS PRINCIPLES

Four key principles, identified by key stakeholders during the development of the Strategic Community Plan 2021-2031, serve as the foundation for our operational delivery.

These principles are at the forefront of all our operational planning and budgeting to maximise the effectiveness and efficiency of the organisation and the services we provide.

They are fundamental to the success of the City and will continue to be at the forefront of decision making in the future.

PRINCIPLE 1 – SUSTAINABILITY

The City will strive to achieve sustainability by balancing performance and contributions to social, economic, environmental and governance outcomes for the community.

PRINCIPLE 2 – VALUE FOR MONEY

The City will strive to achieve ‘value for money’ for our stakeholders through the effective, efficient and equitable use of public funds to create and maximise community value.

PRINCIPLE 3 – USE OF TECHNOLOGY FOR IMPROVEMENT

The City will appropriately plan for, and use modern technologies to provide for the more efficient delivery of services and improved community outcomes.

PRINCIPLE 4 – DIVERSE, ENGAGED, SAFE AND CAPABLE WORKFORCE

The City will continue to effectively build and lead a high performing and engaged workforce by strengthening the diversity, capability and agility of our people to deliver improved community outcomes.



OUR INTEGRATED PLANNING FRAMEWORK

The City’s Integrated Planning and Reporting Framework (IPRF) guides our planning processes to ensure clear alignment to and delivery of the aspirations and priorities identified by our community.

The City’s IPRF (shown in Figure 1 in its basic form) is also aligned to legislative requirements for local governments in Western Australia, as per the *Local Government (Administration) Regulations 1996*.



Figure 1 – City of Wanneroo Integrated Planning and Reporting Framework

OUR KEY PLANNING DOCUMENTS

Three key planning levels within the IPRF provide the core for the planning that takes place within the organisation.

Two of the three levels are legislatively required, as described in the Local Government (Administration) Regulations 1996.

The following describes the plans that sit within the three levels of planning and their roles within the organisation.

STRATEGIC COMMUNITY PLAN (LEVEL 1)

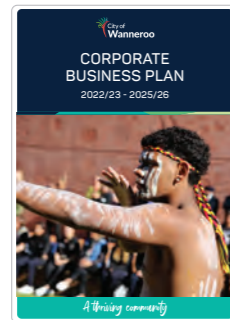
The Strategic Community Plan is a legislated 10-year plan, also known as the City's 'Plan for the Future'.

This is Council's key strategic document and represents the community's long-term vision, goals and priorities. It undergoes a major review every four years, incorporating community and stakeholder consultation and engagement.



CORPORATE BUSINESS PLAN (LEVEL 2)

The Corporate Business Plan is also a legislated document and defines four years of priorities, services, projects and programs the City will implement to realise the goals of the Strategic Community Plan 2021-2031.



The implementation of the Corporate Business Plan is supported by a number of resourcing plans which provide guidance for the organisation and transparency for both stakeholders and the community.

ANNUAL SERVICE UNIT OPERATIONAL PLANS (LEVEL 3)

The City also develops Annual Service Unit Operational Plans for each Service Unit within the organisation, providing a clear link between service delivery and the Annual Budget.

The plans provide in-depth planning for the implementation of Year One of the Corporate Business Plan and detail services, projects, resourcing and finalised operational budgets. The plans also provide clear accountabilities for delivery and inform employee Performance and Development Reviews.

OUR RESOURCING PLANS

The City's resourcing plans include financial and non-financial resources that are required over the life of the Corporate Business Plan.

They ensure adequate resources are available to maintain services at levels established by the Council and to deliver on the priorities of the Corporate Business Plan.

The City of Wanneroo has developed the following resourcing plans to ensure the sustainability of the organisation.

LONG TERM FINANCIAL PLAN

The 20-year Long Term Financial Plan (LTFP) has been developed to ensure continued long-term financial sustainability, while providing sufficient funding for the workforce, services, and infrastructure to the community.

The LTFP is formally adopted by the Council and is reviewed annually, with consideration for prevailing economic circumstances and community expectations. The review of the LTFP 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 19 years.

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.

They 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.

WORKFORCE STRATEGY 2021-2031

The City's Workforce Strategy 2021-2031 focuses on workforce requirements and strategies that enable the delivery of the Corporate Business Plan.

The plan considers current and future capability and capacity needs, including the external environment, industry trends, global workforce trends and the WA labour market to ensure the City has people with the right skills in the right roles delivering the right customer outcomes.

The Workforce Strategy 2021-2031 is part of a continuous process and workforce requirements are incorporated into the City's Long Term Financial Plan.

OUR INFORMING PLANS AND STRATEGIES

The City of Wanneroo has a number of plans and strategies that inform decision-making and provide direction to the organisation.

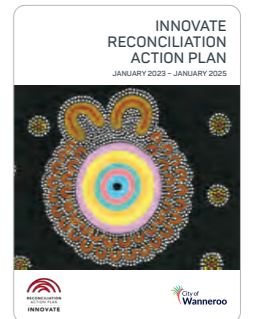
These plans and strategies have been adopted by Council to deal with specific issues that can assist both our community and the organisation.

The adopted plans and strategies are shown within each relevant Service area in the Our Priorities section of the Corporate Business Plan.

Several plans and strategies have been developed since the publication of the previous Corporate Business Plan, here is an overview of the key developments and how they will assist the community and organisation into the future.

RECONCILIATION ACTION PLAN (RAP) 2023-2025

The City has developed the 'Innovate RAP 2023-2025' as a guiding document to help us achieve our vision for reconciliation in the local area.



The Plan details the City's aspirations that align with the three pillars of Relationships, Respect and Opportunities, and represents the City's commitment to advancing reconciliation both internally and in the wider community.

As well as celebrating and learning from our past RAP achievements, there were opportunities to learn from previous challenges to guide the development of our RAP actions this time around.

Two such examples that are valuable to highlight are:

- Building strong relationships with Aboriginal and Torres Strait Islander communities; and
- Recruitment and retention of Aboriginal and Torres Strait Islander employees.

ECONOMIC DEVELOPMENT STRATEGY 2022-2032

The Economic Development Strategy 2022-2032 is a key document in relation to supporting and enabling the local economy.

Since the release of the City's Economic Development Strategy, 'Strategic Economic Growth 2016-2021' in 2016, there have been considerable changes to the local, regional, national and international economic environment, including the COVID-19 pandemic.

This, along with the release of the updated Strategic Community Plan 2021-2031, has prompted the requirement for this renewed Economic Development Strategy 2022-2032.



PLACE STRATEGY 2023-2027

The Place Strategy 2023-2027 was endorsed in December 2022.

The Strategy seeks to address challenges and opportunities, formalise learnings from testing and trialling new approaches, and support the ongoing implementation of the City's Place approach.

The concept of Place or 'Sense of Place' refers to the emotive, spiritual and physical relationship between people and their geographical location. The Place Strategy explores the different components that enable the creation of great places and assist in achieving the City's vision.

ACTIVE TRANSPORT PLAN 2022/23-2025/26

The Active Transport Plan 2022/23-2025/26 considers active transport that is suitable for people of all ages and abilities.

The overall goal of the plan is to create a safe, connected and reliable active transport environment that is attractive to all potential users and provides an alternative to driving a car for local trips of 0-10km.

Since early 2020, the City has seen unprecedented growth in the uptake of active transport in the community, strongly supported by the desire of people to keep moving during the early COVID-19 pandemic lockdown periods. The increasing cost of living, including the price of fuel, has also contributed to people considering alternative options to car travel.



PLACE MANAGEMENT

The City's Place Strategy 2023-2027 forms part of the City's Integrated Planning and Reporting Framework.

The strategy informs future policy work, strategic planning and provides general guidance on the City's Place approach.

The City has nine Place Management Areas that act as focal points for deployment of the City's Place approach. This allows the City to develop a distinctive vision for each area and recognise the uniqueness of local places.

These Place Management Areas have been identified as part of the City's Land Use Vision 2008-2030 which takes into consideration key factors of land use planning and development goals for the City.

The nine Place Management Areas and the suburbs they cover are below.

Place Area	Suburbs
Developing Coastal	Two Rocks (part), Yanchep (part), Eglinton, Alkimos, Jindalee.
Established Coastal	Butler, Clarkson, Merriwa, Mindarie, Quinns Rocks, Ridgewood, Tamala Park.
Established Rural	Two Rocks (part), Yanchep (part), Carabooda (part), Nowergup (part).
Conservation	Yanchep (part), Nowergup (part), Pinjar (part).
Developing Industrial	Nowergup (part), Pinjar (part), Neerabup.
Central Wanneroo	Neerabup (part), Carramar, Banksia Grove, Wanneroo (part), Tapping, Ashby, Sinagra, Hocking, Pearsall, Woodvale (part).
Transitional Rural	Pinjar (part), Mariginiup (part), Wanneroo (part), Jandabup (part), Gnangara (part).
Established Industrial	Wangara, Gnangara (part), Landsdale (part).
Established Southern	Alexander Heights, Darch, Girrawheen, Koondoola, Landsdale (part), Madeley, Marangaroo.

LOCAL AREA PLANNING

The Local Area Planning process allows residents to communicate their aspirations to the City and see what is planned in their local areas.

Local Area Planning provides important information and data that is used as part of the City's integrated planning model.

The process includes engaging with the local community on their key issues and priorities, and considers other community insights gathered through various engagement methods.

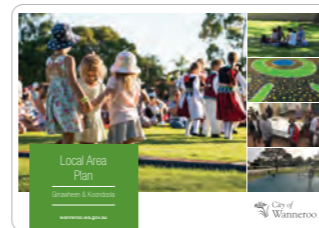
In addition, it sets out the City's approach and objectives for future planning and includes a broad framework to pursue those objectives.

The City currently has three active Local Area Plans:

GIRRAWHEEN / KOONDOOLA

The Girrawheen Koondoola Local Area comprises approximately 780 hectares of land, 11km from the Perth Central Business District.

Girrawheen and Koondoola were established in the 1970s with a residential focus and feature large areas of Public Open Space. The area has been identified for infill development due to being close to public transport and has a number of established activity centres.



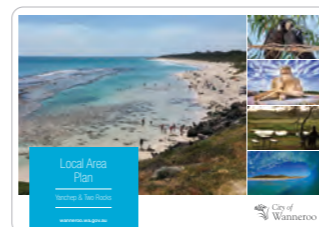
YANCHEP / TWO ROCKS

The Yanchep / Two Rocks Local Area comprises approximately 7,550 hectares of land within the northernmost extent of the Perth Metropolitan Region, about 60km from the Perth Central Business District.

It is almost all identified by the State Government for future urban development.

Development in Two Rocks and Yanchep will be supported by a range of services and infrastructure including the METRONET Yanchep rail line extension and station and, in time, the extended Mitchell Freeway.

The Yanchep City Centre is expected to become the City of Wanneroo's largest centre and offer a range of retail, housing, employment, health, education, recreation and leisure opportunities.



WANNEROO

The Wanneroo Local Area comprises approximately 660 hectares of land, 22km from the Perth Central Business District.

It contains the Wanneroo Town Centre which is strategically located across Lake Joondalup from the Joondalup City Centre.

The Town Centre was established in the early 1900s as a focus for surrounding rural land. The first residential estate was developed in 1970 and was located between Church Street, Scenic Drive and Wanneroo Road.

Rapid urbanisation has occurred since this time, with many of the market gardens moving from adjacent to Lake Joondalup to further north and east of the Town Centre.



The City's Local Area Plans will be reviewed in the 2023/24 financial year.

Our Priorities 2023/24

The City has a range of priorities to be actioned in the 2023/24 financial year.

These priorities represent a diverse mix of projects and initiatives from both capital and operational budgets.

The Corporate Business Plan 2023/24-2026/27 provides operational delivery detail specifically linked to the seven Strategic Goals, as defined in the Strategic Community Plan 2021-31.

The following provides a useful reference when linking projects and programs to the City's Strategic Community Plan:

Our seven strategic goals



GOAL 1:

An inclusive and accessible City with places and spaces that embrace all



GOAL 2:

A City with rich cultural histories, where people can visit and enjoy unique experiences



GOAL 3:

A vibrant, innovative City with local opportunities for work, business and investment



GOAL 4:

A sustainable City that balances the relationship between urban growth and the environment



GOAL 5:

A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places



GOAL 6:

A future-focused City that advocates, engages and partners to progress the priorities of the community



GOAL 7:

A well-governed and managed City that makes informed decisions, provides strong community leadership and valued customer focused services

CAPITAL WORKS PROGRAM

Over the next four years, the City intends to deliver a Capital Works Program to benefit the health and wellbeing of our community, our local and regional economy, and the natural and built environment.

The Capital Works Program is developed to provide adequate new infrastructure for emerging communities and to maintain and renew existing infrastructure. The forecast spend on Capital Works sub-programs for the next four years is detailed below:

SCP	SUB PROGRAM	2023/24 (\$)	2024/25 (\$)	2025/26 (\$)	2026/27 (\$)
	Golf Courses	790,000	865,000	1,040,000	920,000
	Sports Facilities	15,090,011	36,046,771	39,649,624	17,751,737
	Community Buildings	1,915,846	14,435,200	8,131,500	6,459,250
	Investments Projects	2,153,386	9,572,663	2,505,000	730,000
	Conservation Reserves	822,450	542,600	547,200	536,500
	Environmental Offset	491,250	663,000	517,500	477,000
	Foreshore Management	4,720,169	4,066,637	6,651,210	4,173,610
	Waste Management	1,525,000	413,000	746,000	245,000
	Community Safety	541,000	842,371	473,000	400,000
	Parks Rehabilitation	1,496,200	1,497,034	1,483,718	1,498,788
	Stormwater Drainage	85,000	811,000	461,000	510,000
	Street Landscaping	50,000	346,000	739,000	440,000
	Traffic Treatments	5,465,849	4,888,000	5,857,000	5,637,400
	Pathways and Trails	1,771,751	7,011,390	2,040,000	1,758,309
	Park Furniture	3,216,000	4,889,960	9,311,484	3,860,000
	Roads	12,908,617	32,989,119	13,805,171	7,745,000
	Passive Park Development	980,166	2,293,750	698,989	1,049,250
	Corporate Buildings	325,000	1,090,000	1,610,000	2,250,000
	Fleet Management – Corporate	500,000	3,833,986	7,325,561	6,895,470
	IT Equipment and Software	9,259,142	3,671,578	3,142,317	1,919,500
TOTAL		64,106,837	130,769,059	106,735,274	65,256,814

SERVICES AND KEY PROJECTS

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 (LEVEL 2)	SERVICES (LEVEL 3)
Sport and Recreation Program Delivery	Aquamotion Kingsway Indoor Stadium
Community Facility Planning	Needs and Feasibility Assessments Facility Master Planning Grant Funding Application and Management Project Management / Delivery
Community Facility Bookings and Operations	Aquamotion Kingsway Indoor Stadium Community Facilities
Facility Asset Management	Provide Buildings and Facilities Maintain Building and Facilities
Community and Sporting Clubs Facilitation	Club Development
Beach Safety Services	Surf Lifesaving Beach Patrols
Golf Course Management	Carramar Marangaroo
STRATEGIES AND PLANS	CAPITAL WORKS SUB-PROGRAMS
Social Strategy 2019	Community Buildings
Asset Management Strategy 2018 - 2024	Golf Courses
Active Reserves Master Plan 2016	Sports Facilities
Asset Management Plans	
Community Facilities Plan - Northern Coastal Growth Corridor	
Golf Courses Strategic Plan 2019-2034	

KEY PROJECTS

The following key projects have been identified within the Community Recreation Programs and Facilities service area:

CONSTRUCTION OF ALKIMOS AQUATIC AND RECREATION CENTRE	
2023/24 Milestone	Detailed design of the centre to be completed along with the progression of the construction tender.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Community Facilities
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 

FACILITY PLANNING FOR ALKIMOS DISTRICT AND REGIONAL OPEN SPACES	
2023/24 Milestone	Present draft Masterplan for preliminary consideration by Council.
Estimated Project Completion (Subject to budget provision)	2023/24
Service Unit	Community Facilities
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 

MASTERPLANNING FOR WANNEROO RECREATION PRECINCT	
2023/24 Milestone	Detailed design of the precinct to be completed along with preparation of the tender documentation.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Community Facilities
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 

CONSTRUCTION OF HALESWORTH PARK SPORTS FACILITIES	
2023/24 Milestone	Continue construction of sports amenities building at Halesworth Park.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Infrastructure Capital Works
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 

CONSTRUCTION OF HEATH PARK SPORTS FACILITIES	
2023/24 Milestone	Complete detailed design for sports amenities building at Heath Park and commence construction.
Estimated Project Completion (Subject to budget provision)	2024/25
Service Unit	Infrastructure Capital Works / Community Facilities
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 


CONSTRUCTION OF RIVERLINKS PARK ALL ABILITIES PLAYGROUND	
2023/24 Milestone	Complete design and commence construction of the All Abilities Playground at Riverlinks Park.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Infrastructure Capital Works / Community Facilities
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 

IMPLEMENTING THE GOLF COURSES STRATEGIC PLAN	
2023/24 Milestone	Implementation of management contract and leases for the Marangaroo and Carramar golf courses.
Estimated Project Completion <small>(Subject to budget provision)</small>	2026/27
Service Unit	Property Services
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 

MEASURING SERVICE PERFORMANCE

The following key performance indicators are used to measure this service:

- Number of attendees at the City's Aquamotion and Kingsway Indoor Stadium facilities
- Number of bookings for the City's community facilities




2. PUBLIC HEALTH

SERVICE INTENT	
Ensuring statutory compliance through the provision of integrated compliance services to facilitate healthy and safe communities.	
SERVICES (LEVEL 2)	SERVICES (LEVEL 3)
Food Safety (Managing safe food preparation through education, inspections, and sampling)	Registrations, Inspections, Sampling and Investigations Education
Water Quality (Inspection and water quality sampling)	Inspection and Sampling
Disease Prevention (Notifiable disease investigations and skin penetration establishment inspections to prevent disease)	Inspections and Investigations
Pest Control (Monitoring and chemical treatment of wetlands to control pests)	Monitoring and Treatment
Built Environment (Inspections of public buildings, events and caravan parks to ensure a safe built environment)	Inspections
Pollution (Monitoring of noise, asbestos, air, soil and water pollution)	Noise, Asbestos, Air, Soil and Water
KEY LEGISLATION	
Environmental Protection Act 1986	
Health Act 2016 (and associated Regulations)	

KEY PROJECTS


No key projects have been identified for delivery in 2023/24 as the focus remains on delivering continued health and compliance services to the community.

At this stage there is no legislative requirement for Local Governments to have an endorsed Public Health Plan in place. Once this becomes a legislative requirement, it will be added to the City's Corporate Business Plan.

MEASURING SERVICE PERFORMANCE

The following key performance indicators are used to measure this service:

- The percentage of public pool and caravan park inspections conducted within the required timeframes




3. COMMUNITY SAFETY


SERVICE INTENT	
To promote a public realm where people feel safe and respected by working with community and industry partners.	
SERVICES (LEVEL 2)	SERVICES (LEVEL 3)
Law Enforcement (Partnering with the community to increase awareness and enforcement of local, state and federal laws)	Local Law Compliance
	Other Statutory Compliance
Animal Management	Animal Management (including registration and investigations)
	Animal Care Centre Management
Crime Prevention (Proactive crime prevention through safety patrols and CCTV management)	CCTV Management
	Education
	Drone Management
	Safety Patrols
Security (Provision of security at civic events)	
STRATEGIES AND PLANS	CAPITAL WORKS SUB-PROGRAMS
Social Strategy 2019	Community Safety
Closed Circuit Television (CCTV) Plan 2018	




KEY PROJECTS

The following key projects have been identified within the Community Safety service area:

CCTV AND COMMUNITY SAFETY INITIATIVES	
2023/24 Milestone	Integrate Wanneroo CCTV network onto a new platform.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Community Safety and Emergency Management
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

CONSTRUCTION OF WANNEROO ANIMAL CARE CENTRE	
2023/24 Milestone	Complete detailed design for the new Animal Care Centre and commence construction.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Community Safety and Emergency Management / Infrastructure Capital Works
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

CCTV MANAGEMENT SERVICE REVIEW	
2023/24 Milestone	Undertake service review of CCTV management.
Estimated Project Completion (Subject to budget provision)	2023/24
Service Unit	Community Safety and Emergency Management
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

4. EMERGENCY MANAGEMENT

SERVICE INTENT	
To minimise potential risks and impacts on the community from natural disasters such as bushfires and weather events, through prevention, preparedness, response and recovery.	
SERVICES (LEVEL 2)	SERVICES (LEVEL 3)
Management of Local Emergency Preparedness	Preparedness Activities Maintain Emergency Assets
Emergency Response	Management of Volunteer Bush Fire Brigade Support State Emergency Service (SES) City Response
Fire Protection Mitigation Action	Fire Mitigation on City managed Lands Fire Mitigation on Private Property
Management of Recovery Planning and Action	
Emergency Services Levy Management	
STRATEGIES AND PLANS	
Local Emergency Management Arrangements	


KEY PROJECTS

The following key projects have been identified within the Emergency Management service area:

IMPLEMENTATION OF THE BUSH FIRE RISK MANAGEMENT PLAN	
2023/24 Milestone	Continue the implementation of mitigation actions identified in the Bush Fire Risk Management Plan and engage with the community as appropriate.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Community Safety and Emergency Management
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

CONSTRUCTION OF WANNEROO EMERGENCY SERVICES HUB	
2023/24 Milestone	Identify serviced land, and subject to securing the land, complete concept designs to enable access to relevant Federal and State Government funding for facility construction.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Community Safety and Emergency Management
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

CONSTRUCTION OF TWO ROCKS EMERGENCY SERVICES HUB	
2023/24 Milestone	Apply for relevant State Government grant funding for the design and construction of the expanded Two Rocks Emergency Services Hub.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Community Safety and Emergency Management
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

MEASURING SERVICE PERFORMANCE	
The following key performance indicators are used to measure this service:	
<ul style="list-style-type: none"> The percentage of the City's annual firebreak inspections program to have been completed The number of families reached through the City's Emergency management preparedness sessions 	
	


5. PLACE MANAGEMENT


SERVICE INTENT	
Develop unique places by connecting with the community to help shape our local plans and service delivery.	
SERVICES (LEVEL 2)	SERVICES (LEVEL 3)
Local Area Planning (Development of Local Area Plans to reflect the distinctive character of a place)	Community Engagement Develop and Review Plans
Place Activation (Activation of places to support community identity, connection and inclusiveness)	Develop Place Activation Plans
	Implement and Monitor Place Activation Initiatives
	Hub Management Community Gardens
Coordination of Community Engagement	Manage Community Engagement Framework
	Community Engagement Advice
	Stakeholder Management
City Events Management	Civic Events
	Community Events
STRATEGIES AND PLANS	
Social Strategy 2019	
Place Framework 2018	
Place Strategy 2023 – 2027	
Local Area Plans	

KEY PROJECTS


The following key projects have been identified within the Place Management service area:

IMPLEMENTATION OF THE PLACE STRATEGY	
2023/24 Milestone	Implement actions to operationalise the City's new Place Strategy, including establishment of place-based teams and formalising the approach to community-led initiatives and place activation.
Estimated Project Completion (Subject to budget provision)	2023/24
Service Unit	Place Management
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 

DELIVERY OF THE COMMUNITY EVENTS PROGRAM	
2023/24 Milestone	Deliver a place-based events program that highlights the unique places in the City.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Place Management
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 

MASTERPLANNING FOR YANCHEP LAGOON	
2023/24 Milestone	Preparation of a staged Implementation Plan that considers designs for each precinct aligned with the Masterplan and funding models.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Place Management
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 

REVIEW OF THE COMMUNITY ENGAGEMENT FRAMEWORK	
2023/24 Milestone	Review and update engagement tools and approaches to empower the diverse community to become involved.
Estimated Project Completion <small>(Subject to budget provision)</small>	2026/27
Service Unit	Place Management
Strategic Link	Goal 6: A future-focused City that advocates, engages and partners to progress the priorities of the community 

REVIEW OF LOCAL AREA PLANS	
2023/24 Milestone	Review and update Local Area Plans for Wanneroo, Girrawheen / Koondoola and Yanchep / Two Rocks.
Estimated Project Completion <small>(Subject to budget provision)</small>	2024/25
Service Unit	Place Management
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 

PLANNING FOR EAST WANNEROO	
2023/24 Milestone	Facilitate the implementation of the place-led approach in East Wanneroo, including finalisation of the Local Planning Policy to inform public realm design such as streetscapes, public open space and community facilities.
Estimated Project Completion <small>(Subject to budget provision)</small>	2026/27
Service Unit	Place Management
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 

6. COMMUNITY DEVELOPMENT


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 (LEVEL 2)	SERVICES (LEVEL 3)
Social Inclusion (To ensure that all people can participate in community life)	Age Friendly Initiatives
	Planning and Policy
Community Development (To engage and empower community through capacity building)	Reconciliation
	Access and Inclusion
Childhood Development (Facilitate access to social programs and services for children and their families)	Advocacy and Partnership Development
	Social Connectedness
Youth Development (To build valued, empowered and supported young people)	Respond to Homelessness
	Community Transport
Community Funding (Provision of community funding to support community-led initiatives)	Community Capacity Building
	Volunteering
	Advocacy and Partnership Development
	Program Delivery and Facilitation
	Planning and Policy
	Advocacy and Partnership Development
	Youth Programs in Community (Outreach)
	Youth Programs in Youth Centres
	School Holiday Programs
	Place Activation and Events
	Youth Leadership
	Grants
	Donations
	Sponsorships


STRATEGIES AND PLANS	
Social Strategy 2019	
Community Development Plan 2021/22 – 2025/26	
Reconciliation Action Plan 2023 – 2025	
Regional Homelessness Plan 2022/23 – 2025/26	


KEY PROJECTS

The following key projects have been identified within the Community Development service area:

STRATEGIC SOCIAL NEEDS ADVOCACY	
2023/24 Milestone	Aligned with the City’s social advocacy agenda focusing on homelessness, family and domestic violence, youth diversionary and parent/child services, regularly monitor community needs to advocate for the provision of relevant services in the City.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Community Development
Strategic Link	Goal 6: A future-focused City that advocates, engages and partners to progress the priorities of the community 

NOONGAR NAMING PROJECT	
2023/24 Milestone	Identify cultural themes, stories and narratives to inform the naming of physical and geographical sites and locations within the City (e.g. parks and open spaces, buildings).
Estimated Project Completion (Subject to budget provision)	2023/24
Service Unit	Community Development
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 

YOUTH PROGRAMS IN COMMUNITY SERVICE REVIEW	
2023/24 Milestone	Undertake service review of Community Youth Programs.
Estimated Project Completion (Subject to budget provision)	2023/24
Service Unit	Community Development
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 

MEASURING SERVICE PERFORMANCE	
<p>The following key performance indicators are used to measure this service:</p> <ul style="list-style-type: none"> The percentage of access items identified through audit that were completed as scheduled The percentage of the budget for access infrastructure spent The number of volunteers that support services within the City The number of people who visited the City’s Your Say web pages to provide feedback on engagement activities to consult, involve and collaborate 	
	




7. LIBRARY SERVICES


SERVICE INTENT	
Provision of library services including community resources, facilities, digital media, literacy and lifelong learning opportunities.	
SERVICES (LEVEL 2)	SERVICES (LEVEL 3)
Community Resources, Facilities and Engagement	Physical and On-line Resources Library Buildings (including WLCC)
Digital Media Provision and Access	Technology Access and Use Website
Support for Literacy and Lifelong Learning	General Library Programs Delivery Early Childhood Program (Schools and Child Health Nurses) Community Led Partnerships
STRATEGIES AND PLANS	
Social Strategy 2019	
Strategic Library Services Plan 2017/18 – 2021/22	





KEY PROJECTS


The following key projects have been identified within the Library Services service area:

LOCAL CONNECTEDNESS THROUGH LIBRARIES	
2023/24 Milestone	Engage with the local community and stakeholders to explore and enable opportunities within libraries and via online platforms.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Cultural Development
Strategic Link	Goal 6: A future focused City that advocates, engages and partners to progress the priorities of the community 

DELIVER DIGITAL LITERACY PROGRAMS	
2023/24 Milestone	Build digital literacy in the City through tailored workshops and training aligned to web interactions, employment and social connection.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Cultural Development
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 

DEVELOPMENT OF A CULTURAL DEVELOPMENT PLAN	
2023/24 Milestone	Finalise draft integrated Cultural Development Plan and present for endorsement.
Estimated Project Completion (Subject to budget provision)	2023/24
Service Unit	Cultural Development
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 

CONSTRUCTION OF DORDAAK KEPAP LIBRARY AND YOUTH INNOVATION HUB	
2023/24 Milestone	Complete design of Dordaaq Kepap Library and Youth Innovation Hub and commence construction in 2024.
Estimated Project Completion (Subject to budget provision)	2025/26
Service Unit	Infrastructure Capital Works
Strategic Link	Goal 1: An inclusive and accessible City with places and spaces that embrace all 

MEASURING SERVICE PERFORMANCE	
<p>The following key performance indicators are used to measure this service:</p> <ul style="list-style-type: none"> The percentage of the City's population that are library members The number of attendees for library programs and activities 	
	




8. HERITAGE, MUSEUMS 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 (LEVEL 2)	SERVICES (LEVEL 3)
Cultural and Artistic Experiences (Promotion of cultural and artistic experiences for the community)	Exhibitions
	Annual Community Art Awards and Exhibition
	Community Art Projects
Heritage (Management and promotion of heritage)	Artistic Commissions
	Museum Service
	Museum Collection
	Community History Service
	Community History Collection
	Heritage Education Program
Management of the City's Cultural Assets	Heritage Site Management
	City Art Collection
	Public Art Collection
	Maintain Artefacts
STRATEGIES AND PLANS	
Social Strategy 2019	
Cultural Plan 2018/19 - 2021/22	

KEY PROJECTS

The following key projects have been identified within the Heritage, Museums and the Arts service area:

DELIVERY OF THE MUSEUMS AND HERITAGE PROGRAM	
2023/24 Milestone	Undertake key projects focusing on endorsement of the Heritage Management Plan, development of a Noongar Cultural Heritage Directory and finalising the review of the Local Heritage survey.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Cultural Development
Strategic Link	Goal 2: A City that celebrates rich cultural histories, where people can visit and enjoy unique experiences 

DELIVERY OF ARTS AND EXHIBITION EXPERIENCES	
2023/24 Milestone	Promotion of Arts and Gallery Exhibition experiences including the Community Art Awards and arts development programs such as Tip and Tricks for Artists to maximise attendance and participation.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Cultural Development
Strategic Link	Goal 2: A City that celebrates rich cultural histories, where people can visit and enjoy unique experiences 

MEASURING SERVICE PERFORMANCE	
The following key performance indicators are used to measure this service:	
<ul style="list-style-type: none"> The number of visitors and participants in cultural services activities The number of visitors to the Wanneroo Regional Museum (including historic houses) 	
	

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 (LEVEL 2)	SERVICES (LEVEL 3)
Business Engagement and Support	Provide Business Support, Training, Networking, Events and Facilities
	Develop and Manage Strategic Partnerships (to enhance business support outcomes)
	Business and Industry Engagement
	Facilitating Red Tape Reduction for Business (e.g. Small Business Friendly Approvals)
Investment Attraction and Marketing	Implement the City's Enterprise Fund
	Promotion of Investment Opportunities and the City of Wanneroo
	Manage Business Wanneroo Brand and Website
	Develop and Manage Networks to position the City as a place to invest
Planning for Future Employment Areas (Land use optimisation for employment areas)	Deliver Business Liaison Services
	Progress the Neerabup Industrial Area and Australian Automation & Robotics Precinct Developments
	Optimise the Use of Employment Land (Local Planning Strategy & Local Planning Scheme 3)
	Expand Land Use Opportunities for Tourism (expanding uses including agri-tourism)
Business Leadership, Innovation and Sustainability	Promote Business Innovation and Technology
	Regional Collaboration to support Innovative Economic Outcomes
	Progress the Waste Innovation Precinct
	Advocating for Sustainable Local Procurement
	Targeted Research and Partnership Development (to address economic issues)
STRATEGIES AND PLANS	CAPITAL WORKS SUB-PROGRAMS
Economic Development Strategy 2022 - 2032	Investment Projects

KEY PROJECTS

The following key projects have been identified within the Economic Development service area:

DELIVERY OF A BUSINESS SUPPORT SERVICE	
2023/24 Milestone	Implement and improve the City's Small Business Support Services.
Estimated Project Completion (Subject to budget provision)	2024/25
Service Unit	Advocacy and Economic Development
Strategic Link	Goal 3: A vibrant, innovative City with local opportunities for work, business and investment 

DEVELOPMENT OF THE DIGITAL PRESENCE FOR BUSINESS WANNEROO	
2023/24 Milestone	Development of an active and engaging digital presence through the Business Wanneroo website and social media.
Estimated Project Completion (Subject to budget provision)	2023/24
Service Unit	Advocacy and Economic Development
Strategic Link	Goal 3: A vibrant, innovative City with local opportunities for work, business and investment 

DEVELOPMENT OF THE AUSTRALIAN AUTOMATION AND ROBOTICS PRECINCT (AARP)	
2023/24 Milestone	Build relationships with key stakeholders to develop, grow and promote the Australian Automation and Robotics Precinct (AARP) at the Neerabup Industrial Estate.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Advocacy and Economic Development
Strategic Link	Goal 3: A vibrant, innovative City with local opportunities for work, business and investment 

REVIEW OF DISCOVER WANNEROO WEBSITE AND MARKETING	
2023/24 Milestone	Review and update the Discover Wanneroo website and destination marketing through social media channels and other media opportunities.
Estimated Project Completion (Subject to budget provision)	2023/24
Service Unit	Advocacy and Economic Development
Strategic Link	Goal 3: A vibrant, innovative City with local opportunities for work, business and investment 

MEASURING SERVICE PERFORMANCE	
<p>The following key performance indicators are used to measure this service:</p> <ul style="list-style-type: none"> • The number of business training, events and workshops facilitated by the City • The number of people who attended business training, events and workshops facilitated by the City • The percentage of business applications approved within the 60-day timeframe • The percentage of business applications approved within the 90-day timeframe • The dollar value of non-residential building approvals in the City 	
	





10. ADVOCACY

SERVICE INTENT	
Work collaboratively with government, regional partners and stakeholders and advocate for the priorities identified by our community.	
SERVICES (LEVEL 2)	SERVICES (LEVEL 3)
Strategic Economic Advocacy	Advocacy for Key Community and Economic Infrastructure Identification and Promotion of Advocacy Priorities (including management of Connect Wanneroo brand and collateral)
STRATEGIES AND PLANS	
Economic Development Strategy 2022 – 2032	
Advocacy Plan 2021 - 2025	

KEY PROJECTS

The following key projects have been identified within the Advocacy service area:

REVIEW OF THE ADVOCACY PLAN	
2023/24 Milestone	Undertake a major review of the Advocacy Plan and priority projects ahead of the anticipated 2025 State and Federal elections.
Estimated Project Completion (Subject to budget provision)	2024/25
Service Unit	Advocacy and Economic Development
Strategic Link	Goal 6: A future-focused City that advocates, engages and partners to progress the priorities of the community 

MEASURING SERVICE PERFORMANCE	
The following key performance indicators are used to measure this service:	
<ul style="list-style-type: none"> The dollar value of funds committed for projects in the City during Election year The dollar value of committed funds received for City delivered projects in non-Election years 	

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 (LEVEL 2)	SERVICES (LEVEL 3)
Tourism Industry Support and Development	Destination Marketing and Promotion (including Discover Wanneroo brand and website) Tourism Industry Support and Development Develop and Manage Regional Partnerships to Support Tourism Industry Growth (e.g. Sunset Coast) Support and Development of Tourism Events
STRATEGIES AND PLANS	
Economic Development Strategy 2022 - 2032	
Tourism Plan 2019 - 2024	

KEY PROJECTS

The following key projects have been identified within the Tourism service area:

REDEVELOPMENT OF THE OLD YANCHEP SURF LIFE SAVING SITE	
2023/24 Milestone	Finalise agreement for lease and ground lease. Progress site design with lessee in consultation with Yanchep Lagoon Working Group.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Property Services
Strategic Link	Goal 2: A City that celebrates rich cultural histories, where people can visit and enjoy unique experiences 

DEVELOPMENT OF QUINNS ROCKS CARAVAN PARK	
2023/24 Milestone	Pending Council decision, progress with lease discussions, community engagement outcomes and other project investigations to finalise and implement project outcomes.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Property Services
Strategic Link	Goal 2: A City that celebrates rich cultural histories, where people can visit and enjoy unique experiences 

MEASURING SERVICE PERFORMANCE	
The following key performance indicators are used to measure this service:	
<ul style="list-style-type: none"> The number of visitors to the Discover Wanneroo website The number of followers for the Discover Wanneroo Instagram and Facebook accounts 	




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; air quality and sustainable energy.	
SERVICES (LEVEL 2)	SERVICES (LEVEL 3)
Climate Change (Managing the City's influence on climate change and improving resilience)	Climate Change Adaptation and Mitigation Strategy
	Coastal Hazard Risk Management Adaptation Planning
	Coastal Management Planning
	Local Environmental Strategy
	Assessment of Environmental Management Plans
	Environmental Management System
Biodiversity (Retaining and enhancing biodiversity in the City)	Local Biodiversity Planning
Resource Management (Managing resource consumption and waste production)	Energy Reduction Planning
STRATEGIES AND PLANS	CAPITAL WORKS SUB-PROGRAMS
Local Environment Strategy 2019	Environmental Offset
Climate Change Adaptation and Mitigation Strategy 2021-2026	
Coastal Hazard Risk Management and Adaption Plan 2018	
Local Biodiversity Plan 2018-2024	
Yellagonga Integrated Catchment Management Plan 2021-2026	

KEY PROJECTS

The following key projects have been identified within the Environmental Management service area:

IMPLEMENTATION OF AN ENVIRONMENTAL MANAGEMENT SYSTEM	
2023/24 Milestone	Finalisation of an Environmental Management System (EMS) and ongoing implementation.
Estimated Project Completion (Subject to budget provision)	2024/25
Service Unit	Strategic Land Use Planning and Environment
Strategic Link	Goal 4: A sustainable City that balances the relationship between urban growth and the environment 

MEASURING SERVICE PERFORMANCE	
<p>The following key performance indicators are used to measure this service:</p> <ul style="list-style-type: none"> The percentage of ground water licence allocations used The percentage increase of tree canopy in the City The percentage reduction in diesel Greenhouse Gas emissions for the City's fleet per bin serviced in the year The percentage reduction in unleaded petrol (ULP) Greenhouse Gas emissions for the City's fleet The percentage reduction in electricity and gas use per asset for the City assets 	
	



13. PARKS AND CONSERVATION AREAS


SERVICE INTENT	
Managing and enhancing reserve areas to support a healthy and active community and maintain conservation value.	
SERVICES (LEVEL 2)	SERVICES (LEVEL 3)
Conservation Areas and Foreshore Management	Conservation, Weed Control and Wetlands Management
	Conservation Foreshore Management
Coastal Asset Management	Beach Signs
	Coastal Maintenance and Management Works
	Beach Access Works and Maintenance
	Coastal Photographic Monitoring
	Swimming Enclosure Installation / Maintenance
	Beach Renourishment
Landscape and Turf Management	Mechanical Beach Cleaning
	Landscape Management
Streetscape Management	Turf Management
	Non-Arterial Road Streetscape Maintenance
Tree Management	Arterial Road Streetscape Maintenance
	Tree Maintenance
Parks Assets Management	Tree Planting
	Parks Lighting Management
	Parks Structure Management
Irrigation Management	Sports Equipment Management

STRATEGIES AND PLANS	CAPITAL WORKS SUB-PROGRAMS
Local Environment Strategy 2019	Conservation Reserves
Local Biodiversity Plan 2018/19 – 2023/24	Foreshore Management
Coastal Management Plan 2021	Park Furniture
	Parks Rehabilitation
	Passive Park Development
	Street Landscaping

KEY PROJECTS

The following key projects have been identified within the Parks and Conservation service area:

UPGRADE WORKS TO THE MINDARIE BREAKWATER	
2023/24 Milestone	Continue works to the Mindarie Breakwater including replacement / upgrade of adjacent civil infrastructure and expansion of Claytons Beach car park.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Asset Maintenance
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 


MEASURING SERVICE PERFORMANCE	
The following key performance indicators are used to measure this service:	
<ul style="list-style-type: none"> The percentage of scheduled maintenance completed in the City's parks and reserves 	


14. WASTE MANAGEMENT

SERVICE INTENT	
Lead environmentally sustainable approaches to waste management and provide waste collection services.	
SERVICES (LEVEL 2)	SERVICES (LEVEL 3)
Kerbside Collection Services	General Waste (Red Lid Bin) Collection
	Commingled Recyclables (Yellow Lid Bin) Collection
	Garden Organics (Green Lid Bin) Collection
Verge-side Waste Collection	Bulk Junk Waste Collection
	Bulk Green Waste Collection
City Waste Services	Litter and Illegal Dumping Management
	Bus Stop and Park Bins Management
	Community Skip Bins Management
	Dog Waste Bags Management
	City Event Waste Management
Community Drop-off	Wangara Community Drop-off Services
	Tamala Park Drop-off Services
Community Waste Education	Waste Education Program
	Great Recycling Challenge
STRATEGIES AND PLANS	CAPITAL WORKS SUB-PROGRAMS
Waste Plan 2020 - 2025	Waste Management
Waste Education Plan 2018/19 - 2022/23	

KEY PROJECTS

The following key projects have been identified within the Waste Management service area:

REVIEW OF BULK WASTE SERVICE	
2023/24 Milestone	Commence the transition to the new pre-booked Bulk Waste Service in 2024/25.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Waste Services
Strategic Link	Goal 4: A sustainable City that balances the relationship between urban growth and the environment 

REVIEW OF FOOD ORGANICS COLLECTION	
2023/24 Milestone	Tender for a food and garden organics (FOGO) facility.
Estimated Project Completion (Subject to budget provision)	2023/24
Service Unit	Waste Services
Strategic Link	Goal 4: A sustainable City that balances the relationship between urban growth and the environment 



INVESTIGATE FUTURE WASTE MANAGEMENT OPTIONS	
2023/24 Milestone	<ul style="list-style-type: none"> In collaboration with other local governments, state government and industries, progress the development of a new Material Recovery Facility in the northern suburbs. In collaboration with Mindarie Regional Council (MRC) and others, continue to explore Waste to Energy options for residual waste.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Waste Services
Strategic Link	Goal 4: A sustainable City that balances the relationship between urban growth and the environment 

INVESTIGATE WASTE INNOVATION PRECINCT AT NEERABUP INDUSTRIAL AREA	
2023/24 Milestone	Investigate the development of a Waste Innovation Precinct in Neerabup.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Waste Services / Advocacy and Economic Development
Strategic Link	Goal 3: A vibrant, innovative City with local opportunities for work, business and investment 

MEASURING SERVICE PERFORMANCE	
<p>The following key performance indicators are used to measure this service:</p> <ul style="list-style-type: none"> The number of tonnes of waste sent to landfill facilities The number of tonnes of waste sent to recycling facilities The total number of kilograms of waste per capita 	
	

15. FUTURE LAND USE PLANNING


SERVICE INTENT	
Focus on strategic land use planning, incorporating the preparation and implementation of land use, transport and environmental strategies and plans to deliver healthy and sustainable natural and built environments.	
SERVICES (LEVEL 2)	SERVICES (LEVEL 3)
Strategic Land Use Planning	Local Planning Scheme
	Local Planning Policies
	Planning Strategies
	Activity Centre Planning
	Precinct Master Planning
	Local Housing Strategy
Transport and Land Use Integration	Transport Planning
Environmental and Land Use Planning Integration	
Administration of Developer Contributions	
KEY LEGISLATION	
Planning and Development Act 2005	





KEY PROJECTS


The following key projects have been identified within the Future Land Use Planning service area:

UPDATE THE LOCAL PLANNING STRATEGY	
2023/24 Milestone	Finalise the draft Local Planning Strategy following Western Australian Planning Commission (WAPC) consent to advertise.
Estimated Project Completion (Subject to budget provision)	2024/25
Service Unit	Strategic Land Use Planning and Environment
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

FINALISATION OF LOCAL PLANNING SCHEME No.3	
2023/24 Milestone	Prepare Local Planning Scheme No.3 following the finalisation of the Local Planning Strategy.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Strategic Land Use Planning and Environment
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

IMPLEMENTATION OF THE ACTIVE TRANSPORT AND CYCLE PLAN	
2023/24 Milestone	Design and construct 2023/24 Pathways Program as identified in the Active Transport and Cycle Plan.
Estimated Project Completion (Subject to budget provision)	2025/26
Service Unit	Traffic Services
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

PARTICIPATE IN THE DEPARTMENT OF TRANSPORT 'YOUR MOVE' INITIATIVE	
2023/24 Milestone	Work with the Department of Transport to promote the 'Your Move' initiative and work with local schools to implement.
Estimated Project Completion (Subject to budget provision)	2023/24
Service Unit	Traffic Services
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

MEASURING SERVICE PERFORMANCE	
The following key performance indicators are used to measure this service:	
<ul style="list-style-type: none"> Number of attendees at the City's Aquamotion and Kingsway Indoor Stadium facilities Number of bookings for the City's community facilities 	
	




16. PLANNING AND BUILDING APPROVALS

SERVICE INTENT	
Provision of integrated approval services to deliver customer focused and quality outcomes.	
SERVICES (LEVEL 2)	SERVICES (LEVEL 3)
Assessing Development Applications	
Assessing Subdivision Applications	
Assessing Town Planning Scheme Amendments	
Developing and Reviewing Planning Policies	
Preparing and Assessing Structure Plan Proposals	
Certifying Building Permit Applications	
Issuing Licences, Permits and Certificates	Building Permit Applications
	Sign Licences
	Verge Licences
Manage Land Development	Infrastructure
	Developer Provided Infrastructure
	Plan Assessments
	Environmental Management Plan
KEY LEGISLATION	
Planning and Development Act 2005	
Building Act 2012	
Local Government Act 1995	

KEY PROJECTS

The following key projects have been identified within the Planning and Building Approvals service area:

IDENTIFY SMART CITY DEVELOPMENT OPPORTUNITIES	
2023/24 Milestone	Prepare Smart City Developer Guidelines in conjunction with key stakeholders and implement.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Land Development
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

MEASURING SERVICE PERFORMANCE	
<p>The following key performance indicators are used to measure this service:</p> <ul style="list-style-type: none"> The percentage of certified and uncertified building permit applications processed within the timeframes The percentage of development applications processed within the 60 and 90 day timeframes 	
	



17. PLANNING AND BUILDING COMPLIANCE

SERVICE INTENT	
Ensuring statutory compliance through the provision of integrated compliance services to facilitate healthy and safe communities.	
SERVICES (LEVEL 2)	SERVICES (LEVEL 3)
Monitoring Compliance with Planning Approvals	
Inspection of Swimming Pool Barriers for Compliance	
Monitoring Compliance with Building Approvals	
KEY LEGISLATION	
Building Act 2011	
District Planning Scheme No.2	
Planning and Development Act 2005	

KEY PROJECTS

No key projects have been identified for delivery in 2023/24 as the focus remains on delivering continued compliance services to the community.



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 (LEVEL 2)	SERVICES (LEVEL 3)
Transport Asset Management	Provide Roads
	Provide Maintenance
	Street Verge Bond Program
	City Community Christmas Decorations
	Provide Traffic Services
Stormwater Drainage	Provide Design
	Provide Construction
	Provide Maintenance
Road Reserve (Street) Lighting Management	Provide Design
	Provide Construction
	Provide Maintenance
Provide Street Furniture	Provide Design
	Provide Construction
	Provide Maintenance
Provide Street Signs	
Carpark Asset Management	Provide Design
	Provide Construction
	Provide Maintenance
Pathways	Provide Design
	Provide Construction
	Provide Maintenance
Bridges	Provide Design
	Provide Construction
	Provide Maintenance


Public Access Ways	Provide Design
	Provide Construction
	Provide Maintenance
Underpasses	Provide Design
	Provide Construction
	Provide Maintenance
Manage Plant, Fleet and Equipment	Fleet Management
	Equipment and Plant Maintenance
STRATEGIES AND PLANS	CAPITAL WORKS SUB-PROGRAMS
Transport Strategy 2019/20	Pathways and Trails
Asset Management Strategy 2018 – 2024	Roads
Wanneroo Cycle Plan 2018/19 – 2021/22	Stormwater Drainage
	Traffic Treatments

KEY PROJECTS


The following key projects have been identified within the Transport and Drainage service area:


ROAD UPGRADES TO FLYNN DRIVE IN NEERABUP	
2023/24 Milestone	Commence road construction from Wanneroo Road to Old Yanchep Road.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Infrastructure Capital Works
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places





INTERSECTION UPGRADE OF MARANGAROO DR AND GIRRAWHEEN AVE	
2023/24 Milestone	Complete design, seek approvals and commence construction of roundabout.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Infrastructure Capital Works
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

INTERSECTION UPGRADE OF HESTER AVENUE IN MERRIWA	
2023/24 Milestone	Commence construction works for upgrade of the intersection of Connolly Drive and Hester Avenue.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Infrastructure Capital Works
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 


UPGRADE OF EXISTING ROUNDABOUT IN LANDSDALE	
2023/24 Milestone	Undertake construction works to the existing roundabout at Mirrabooka Ave and Kingsway in Landsdale.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Infrastructure Capital Works
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

CONSTRUCTION OF SHARED PATHWAY ON ALEXANDER DR IN LANDSDALE	
2023/24 Milestone	Seek approvals and undertake construction of shared path on Alexander Drive from Hepburn Avenue to Gngara Road.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Infrastructure Capital Works
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

ROAD UPGRADES TO LENORE ROAD IN HOCKING	
2023/24 Milestone	Commence construction for the upgrade to the dual carriageway from Kemp Street to Elliot Road.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Infrastructure Capital Works
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

NEERABUP INDUSTRIAL AREA ROAD AND INFRASTRUCTURE UPGRADES	
2023/24 Milestone	Commence construction for the upgrade of roads and services infrastructure in the Neerabup Industrial Estate.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Infrastructure Capital Works
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

INFRASTRUCTURE UPGRADE FOR YANCHEP LAGOON ON BRAZIER ROAD	
2023/24 Milestone	Continue design consultancy for Yanchep precinct services infrastructure.
Estimated Project Completion <small>(Subject to budget provision)</small>	2026/27
Service Unit	Infrastructure Capital Works
Strategic Link	Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places 

MEASURING SERVICE PERFORMANCE	
The following key performance indicators are used to measure this service:	
<ul style="list-style-type: none"> The percentage of capital works pathway projects at practical completion in the financial year 	



19. LEADERSHIP, STRATEGY AND GOVERNANCE


SERVICE INTENT	
Ensure : <ul style="list-style-type: none"> the organisation is unified by a shared vision, culture and values, providing consistent purpose, direction and action clear and reliable organisational governance processes enable the City to meet its legal obligations and make ethical decisions in the interests the community and its stakeholders. 	
SERVICES (LEVEL 2)	SERVICES (LEVEL 3)
Providing Governance and Legal Support	Legal
	Audit
	Governance and Statutory Compliance
	Policy
	Managing the City's Insurance
	Enterprise Risk Management
Provide Council and Corporate Support	Local Government Elections
	Elected Members Administrative Support
	Council Meetings Support
Provide Strategic Planning	Corporate Support
	Corporate Planning
	Manage Strategic Workforce Planning
	Manage Strategic Finance
	Strategic Asset Planning and Management
	Forward Works Planning
	External Work Liaisons


STRATEGIES AND PLANS	
Long-Term Financial Plan 2021/22 - 2040/41	
Asset Management Strategy 2018 - 2024	
Corporate Governance Framework 2017	
Strategic Workforce Plan 2021 - 2031	
Strategic Three Year Internal Audit Plan 2018	
Enterprise Risk Management Framework 2015	
Advocacy Plan 2021 - 2025	

KEY PROJECTS


The following key projects have been identified within the Leadership, Governance and Strategy service area:

IMPLEMENTATION OF THE ASSET MANAGEMENT STRATEGY	
2023/24 Milestone	Progress actions identified in the Asset Management Strategy focusing initially on information systems and data management.
Estimated Project Completion <small>(Subject to budget provision)</small>	2026/27
Service Unit	Asset Planning
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 


STRATEGIC WORKFORCE AND PEOPLE PLANNING	
2023/24 Milestone	Focus on the implementation of leadership development actions and progress identified corporate planning initiatives.
Estimated Project Completion <small>(Subject to budget provision)</small>	2026/27
Service Unit	People and Culture
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 


COMPLIANCE WITH THE WORK, HEALTH AND SAFETY LEGISLATION	
2023/24 Milestone	Continue the delivery of the improvement to policies and safety culture.
Estimated Project Completion <small>(Subject to budget provision)</small>	2026/27
Service Unit	People and Culture
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 

INDUSTRIAL RELATIONS TRANSITION FROM FEDERAL TO STATE	
2023/24 Milestone	Undertake bargaining for three new Enterprise Agreements in line with new IR legislation.
Estimated Project Completion <small>(Subject to budget provision)</small>	2023/24
Service Unit	People and Culture
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 

REVIEW THE LONG TERM FINANCIAL PLAN	
2023/24 Milestone	Review of the Long Term Financial Plan in line with prevailing economic conditions.
Estimated Project Completion <small>(Subject to budget provision)</small>	2026/27
Service Unit	Finance
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 

RESPONDING AND ADAPTING TO LOCAL GOVERNMENT ACT REFORM	
2023/24 Milestone	Develop approaches for the implementation of changes to the Integrated Planning and Reporting Framework as part of Local Government Act Reform.
Estimated Project Completion <small>(Subject to budget provision)</small>	2026/27
Service Unit	Strategic and Business Planning
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 

QUALITY MANAGEMENT SYSTEM IMPLEMENTATION	
2023/24 Milestone	Continue implementation of the roadmap for quality management aligned to ISO standards utilising a digital process management system.
Estimated Project Completion <small>(Subject to budget provision)</small>	2026/27
Service Unit	Strategic and Business Planning
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 

MEASURING SERVICE PERFORMANCE	
The following key performance indicators are used to measure this service:	
<ul style="list-style-type: none"> The number of adverse external audit qualifications 	

20. CUSTOMER AND STAKEHOLDER DELIVERY


SERVICE INTENT	
Ensure: <ul style="list-style-type: none"> we collaborate with our community and stakeholders to provide services they value we manage the City's resources and services to meet the current and future needs of our community in a socially, culturally, environmentally and financially sustainable way 	
SERVICES (LEVEL 2)	SERVICES (LEVEL 3)
Customer Services	Management of the Customer Relations Centre Services Business Improvement
Information Services Management	Information Systems Management Information Technology Mapping and Spatial Data Information Records Management
Provide Communications and Branding	Communications and Branding Services and Activities Media Relationship Management Outbound Sponsorships
Managing People and Developing Culture	Organisational Development Occupational Safety and Health Employee Relations and Human Resource Services
Delivering Transactional Finance	Process Transactions Rates Management Taxation Compliance Strategic Grants Management
Contracts and Procurement Management	Procurement Contracts Management of Stores


Manage Property Services	Leasing
	Land Acquisition and Disposal
	Freehold Land Management
	Crown Land Management
STRATEGIES AND PLANS	CAPITAL WORKS SUB-PROGRAMS
Customer Service Commitment	Corporate Buildings
Customer First Strategy 2021 – 2026	Fleet Management – Corporate
Communications Strategy 2019/20 – 2022/23	IT Equipment and Software
Brand Strategy 2019/20 – 2022/23	
Community Engagement Framework	
Strategic Procurement Roadmap 2018	
ICT Strategy and Roadmap 2018 – 2024	
Recordkeeping Plan 2018	
Workforce Strategy 2021-2031	




KEY PROJECTS


The following key projects have been identified within the Customer and Stakeholder Delivery service area:


REVIEW THE STRATEGIC PROCUREMENT ROADMAP	
2023/24 Milestone	Undertake a review of the current Strategic Procurement Roadmap and agree on an action plan.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Contracts and Procurement
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 


DEVELOPMENT OF THE HUMAN RESOURCES INFORMATION SYSTEM (HRIS)	
2023/24 Milestone	Procurement of HRIS modules to meet the future needs and requirements of the organisation.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	People and Culture
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 

PROPERTY BASED INCOME STREAMS	
2023/24 Milestone	Monitor disposal, acquisition and development opportunities in relation to the Strategic Land Policy and report to Revenue Review Committee as required.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Property Services
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 

REVIEW OF THE COMMUNICATIONS AND BRAND STRATEGY	
2023/24 Milestone	Present integrated Communications Strategy for endorsement.
Estimated Project Completion (Subject to budget provision)	2023/24
Service Unit	Communications and Brand
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 


NEW PROPERTY AND RATING SYSTEM	
2023/24 Milestone	Determination of business requirements for a new Property and Rating system.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Customer and Information Services
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 


IMPLEMENTATION OF THE DATA MANAGEMENT STRATEGY	
2023/24 Milestone	Implementation of Data Management Framework actions to reach desired level of organisational maturity.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Customer and Information Services
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 

REVIEW OF INFORMATION SYSTEMS AND INFORMATION TECHNOLOGY STRATEGY AND ROADMAP	
2023/24 Milestone	Development of a new Information Systems and Information Technology Strategy and Roadmap.
Estimated Project Completion (Subject to budget provision)	2023/24
Service Unit	Customer and Information Services
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 

IMPLEMENTATION OF THE SMART CITY STRATEGY	
2023/24 Milestone	Develop key actions for the implementation of the Smart City Strategy.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Customer and Information Services
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 

IMPLEMENT A NEW CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM	
2023/24 Milestone	Procure and implement Customer Relationship Management (CRM) system.
Estimated Project Completion (Subject to budget provision)	2026/27
Service Unit	Customer and Information Services
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 

REDEVELOPMENT OF THE CITY'S WEBSITE	
2023/24 Milestone	Development of the City's website in line with the recommendations of the independent review carried out in 2022/23.
Estimated Project Completion (Subject to budget provision)	2025/26
Service Unit	Customer and Information Services
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 

MEASURING SERVICE PERFORMANCE	
The following key performance indicators are used to measure this service:	
<ul style="list-style-type: none"> The percentage of customer requests responded to within the target timeframe The number of lost time injuries recorded in the City's Safety Management System All injury frequency rate (AIFR) 	



21. RESULTS AND SUSTAINABLE PERFORMANCE

SERVICE INTENT	
Ensure:	
<ul style="list-style-type: none"> 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 organisation's risk and capability to ensure sustainable performance 	
SERVICES (LEVEL 2)	SERVICES (LEVEL 3)
Corporate Performance Management	Annual Performance Reporting
	Corporate Performance Management
	Corporate Performance Benchmarking
	Provision of the Project Management Office
Financial Management and Reporting	Monthly Financial Reporting
	Annual Financial Reports

KEY PROJECTS

The following key projects have been identified within the Results and Sustainable Performance service area:

DEVELOPMENT OF THE STRATEGIC PERFORMANCE FRAMEWORK AND REPORTING	
2023/24 Milestone	Further development of the Strategic Performance Framework aligned to the strategic goals.
Estimated Project Completion (Subject to budget provision)	2024/25
Service Unit	Strategic and Business Planning
Strategic Link	Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services 

MEASURING SERVICE PERFORMANCE

The following key performance indicators are used to measure this service:

- The percentage of the revised capital budget that has been spent in the financial year
- The percentage of the original operational budget that has been spent in the financial year
- The percentage of key asset management reserve targets that have been met in the financial year



KEY PROJECTS SNAPSHOT

The following shows a snapshot of the key projects being delivered by the City in 2023/24 under each of the seven strategic goals in our Strategic Community Plan 2021-2031.

Goal 1: An inclusive and accessible City with places and spaces that embrace all



- Construction of Alkimos Aquatic and Recreation Centre
- Facility Planning for Alkimos District and Regional Open Spaces
- Masterplanning for Wanneroo Recreation Precinct
- Construction of Halesworth Park Sports Facilities
- Construction of Heath Park Sports Facilities
- Construction of Riverlinks Park All Abilities Playground
- Implementing the Golf Courses Strategic Plan
- Implementation of the Place Strategy
- Delivery of the Community Events Program
- Masterplanning for Yanchep Lagoon
- Review of Local Area Plans
- Planning for East Wanneroo
- Noongar Naming Project
- Youth Programs in Community Service Review
- Deliver Digital Literacy Programs
- Development of a Cultural Development Plan
- Construction of Dordaak Kepap Library and Youth Innovation Hub

Goal 2: A City with rich cultural histories, where people can visit and enjoy unique experiences



- Delivery of the Museums and Heritage Program
- Delivery of Arts and Exhibition experiences
- Redevelopment of the Old Yanchep Surf Life Saving Site
- Development of Quinns Rocks Caravan Park

Goal 3: A vibrant, innovative City with local opportunities for work, business and investment



- Delivery of a Business Support Service
- Development of the Digital Presence for Business Wanneroo
- Development of the Australian Automation and Robotics Precinct (AARP)
- Review of Discover Wanneroo website and marketing
- Investigate Waste Innovation Precinct at Neerabup Industrial Area

Goal 4: A sustainable City that balances the relationship between urban growth and the environment



- Implementation of an Environmental Management System
- Review of Bulk Waste Service
- Review of food organics collection
- Investigate future waste management options



Goal 5: A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places



- CCTV and Community Safety initiatives
- Construction of Wanneroo Animal Care Centre
- CCTV Management Service Review
- Implementation of the Bush Fire Risk Management Plan
- Construction of Wanneroo Emergency Services Hub
- Construction of Two Rocks Emergency Services Hub
- Upgrade works to the Mindarie Breakwater
- Update the Local Planning Strategy
- Finalisation of Local Planning Scheme No.3
- Implementation of the Active Transport and Cycle Plan
- Participate in the Department of Transport 'Your Move' initiative
- Identify Smart City development opportunities
- Road upgrades to Flynn Drive in Neerabup
- Intersection upgrade of Marangaroo Dr and Girrawheen Ave
- Intersection upgrade of Hester Avenue in Merriwa
- Upgrade of existing roundabout in Landsdale
- Construction of shared pathway on Alexander Dr in Landsdale
- Road upgrades to Lenore Road in Hocking
- Neerabup Industrial Area road and infrastructure upgrades
- Infrastructure upgrade for Yanchep Lagoon on Brazier Road

Goal 6: A future focused City that advocates, engages and partners to progress the priorities of the community



- Review of the Community Engagement Framework
- Strategic Social Needs advocacy
- Local connectedness through libraries
- Review of the Advocacy Plan

Goal 7: A well-governed and managed City that makes informed decisions, provides strong community leadership and valued customer focused services



- Implementation of the Asset Management Strategy
- Strategic workforce and people planning
- Compliance with the Work, Health and Safety legislation
- Industrial Relations transition from Federal to State
- Review the Long Term Financial Plan
- Responding and adapting to Local Government Act Reform
- Quality Management System implementation
- Review the Strategic Procurement Roadmap
- Development of the Human Resources Information System (HRIS)
- Property based income streams
- Review of the Communications and Brand Strategy
- New Property and Rating System
- Implementation of the Data Management Strategy
- Review of Information Systems and Information Technology Strategy and Roadmap
- Implementation of the Smart City Strategy
- Implement a New Customer Relationship Management (CRM) system
- Redevelopment of the City's website
- Development of the Strategic Performance Framework and Reporting

Performance

The City of Wanneroo has robust performance reporting processes to ensure transparency and accountability on the progress of our priorities and plans.

The table below shows how we report against each of our major plans and programs:

PLANS			REPORTING	
Plan	Duration	Review	Report	Audience
Strategic Community Plan	10 years	Major review every four years	Annual	Council / Community
		Minor review every two years		
Corporate Business Plan	4 years	Annually	Quarterly	Audit and Risk Committee
			Mid-Year	Council / Community
			Annual	Council / Community
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	Council / Community

Risk Management

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

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 stakeholders.



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

SERVICE	PERFORMANCE MEASURES
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 Mindarie Regional Council North Metropolitan Regional Recreation Advisory Group Tri Cities Alliance - City of Joondalup, Stirling and Wanneroo
Local	<ul style="list-style-type: none"> Land Developers Educational institutions Health providers Local community associations Natural areas friends groups Residents, owners and occupiers Wanneroo Business Association

Operating Budget

DETAILS	2023/24 BUDGET (\$)	2024/25 BUDGET (\$)	2025/26 BUDGET (\$)	2026/27 BUDGET (\$)
OPERATING REVENUES				
Rates	154,890,000	168,995,000	181,535,000	195,241,000
Grants, Subsidies & Contributions	12,891,000	5,709,000	5,766,000	5,824,000
Fees & Charges	50,692,000	53,890,000	55,237,000	61,105,000
Interest Earnings	14,928,000	14,717,000	16,893,000	17,994,000
Other Revenue	2,294,000	705,000	719,000	733,000
Total Revenue	235,695,000	244,016,000	260,150,000	280,897,000
OPERATING EXPENSES				
Employee Costs	-88,726,000	-89,501,000	-92,663,000	-100,262,000
Materials & Contracts	-83,801,000	-90,867,000	-97,520,000	-104,919,000
Utility Charges	-10,754,000	-11,444,000	-12,016,000	-13,199,000
Depreciation	-39,447,000	-43,406,000	-45,822,000	-48,407,000
Interest Expense	-4,249,000	-4,111,000	-4,111,000	-4,111,000
Insurance Expense	-1,729,000	-1,513,000	-1,551,000	-1,643,000
Total Expenses	-228,706,000	-240,842,000	-253,683,000	-272,541,000
OPERATING RESULT	6,989,000	3,175,000	6,467,000	8,356,000
OTHER REVENUES & EXPENSES				
Grants, Subsidies & Contributions	19,566,000	29,065,000	22,789,000	8,791,000
Physical Assets (from Developers)	26,191,000	25,000,000	12,500,000	25,000,000
DCP & TPS Income	24,129,000	19,597,000	17,246,000	12,754,000
DCP & TPS Expense	-19,700,000	-13,294,000	-12,505,000	-4,812,000
Profit on Asset Disposal	3,412,000	2,833,000	5,300,000	8,267,000
Loss on Asset Disposal	-1,219,000	-	-	-
Total Other Revenue & Expenses	52,379,000	63,201,000	45,330,000	50,000,000
NET RESULT	59,368,000	66,376,000	51,797,000	58,355,000

DID YOU KNOW

The name 'Wanneroo' comes from the word 'Wanna', meaning digging stick used by Aboriginal women and 'Roo' meaning 'the place of'.





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