



# Annual Report 2024/25



*Woven by waterways; a city that is thriving and connected to its people and nature.*



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# Acknowledgement of Country

The City of Mandurah acknowledges the Bindjareb people, the Traditional Custodians of this land, and pays respect to all Elders, past and present. We acknowledge and respect their continuing culture and the contribution they make to the life of the City and this region.





# Message from the Mayor

As Mayor of Mandurah, I am honoured to lead a thriving city that is full of potential; a city that creates possibility for all.

Alongside our community, we've worked hard this year to bring about impactful projects, events and services to support the things that are most important to our community – the economy, the environment, and a healthy, connected community.

From year-round, free and low-cost programs held at our libraries and youth centre, to bigger projects including the completion of the Eastern Foreshore, construction of the Dawesville Community Centre, and works at Coodanup Foreshore, it all adds up to creating places, spaces and experiences for our community to make vital connections.

In November, the City launched its new Community Safety Strategy, focused on building strong and connected neighbourhoods, and reflecting a fresh approach for the City.

We're aiming to create an even better Mandurah for everyone through meaningful partnerships, proactive initiatives and creating better connections within local suburbs.

As part of this strategy, we also launched our Security Incentive Scheme, offering a series of rebates to encourage people to get involved in protecting their homes and neighbourhoods. The uptake of this program has been extremely encouraging, with the full \$80,000 allocation being expended in 2024/25 for a range of uses including security cameras and doors. We're proud to help create safe, strong and connected local areas through our new strategy.

None of these achievements would be possible without the commitment of our Elected Members, community, local businesses, volunteers, and staff. I thank you all for your ongoing passion and involvement.

I'd like to acknowledge and thank former Mandurah Mayor Rhys Williams for the enormous part he played in the achievements and milestones celebrated within this Annual Report. During his seven years as Mayor, Mr Williams brought bold vision and tireless energy to the role, helping to shape a more connected and forward-looking Mandurah. His leadership laid a strong foundation, and I extend my sincere thanks for his years of dedicated service.

As we look ahead, we remain focused on creating opportunities for all, protecting our unique natural environment, and celebrating what makes Mandurah extraordinary. Together, we are building a bright and inclusive future for generations to come.

# Message from the CEO

Throughout 2024/25, the City of Mandurah has delivered major projects, community programs and key milestones in line with our 20-Year Strategic Community Plan — a blueprint guiding how we will support and nurture our community into the future, while building a connected, sustainable Mandurah for all.

As part of creating opportunity for everyone, we progressed several forward-thinking plans, ensuring community voices remain central to decision-making. In August 2024, the City launched the revised Strategic Community Plan 2024–2044, shaped by almost 4,000 community contributions. Council also adopted transformative planning frameworks including the Economic Development Strategy, the Waterways Waterfront Master Plan, and the Community Infrastructure Plan to guide facilities investment for the next 20 years.

This year saw the completion of the Eastern Foreshore (north and central areas), which opened before the 2025 Crab Fest, creating fresh and inviting spaces for the community to enjoy for generations. Council also endorsed the transformation of the Western Foreshore commercial site and Western Foreshore Leisure Precinct, ensuring this destination becomes a vibrant hub of activity while protecting what makes it unique.

In addition to these major projects, the City continued to demonstrate leadership and innovation. We successfully launched the OneCouncil business system after five years of work, strengthened risk and financial frameworks, and began live-streaming Council meetings to improve accessibility. The City was also recognised with numerous awards, including Platinum Waterwise Council of the Year.

Together with Council, staff, stakeholders and the community, we are proud of the progress made and remain committed to building a better future for all.



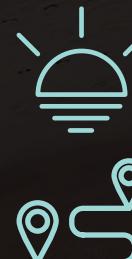
# City of Mandurah Profile



Land area in square kilometres  
**173.5km<sup>2</sup>**



Population  
**102,373**  
.id Forecast Resident Population 2025 based on ABS data



Coastline  
**51km**  
Distance from Perth  
**72km**



Number of households  
**45,677**  
City of Mandurah, Rates Database 1 July 2025



Urban tree canopy  
**17%**  
Department of Planning Land and Heritage, Urban Tree Canopy Dashboard 2020



SEIFA score  
**959**  
Index of Relative Socio-economic Disadvantage 2021



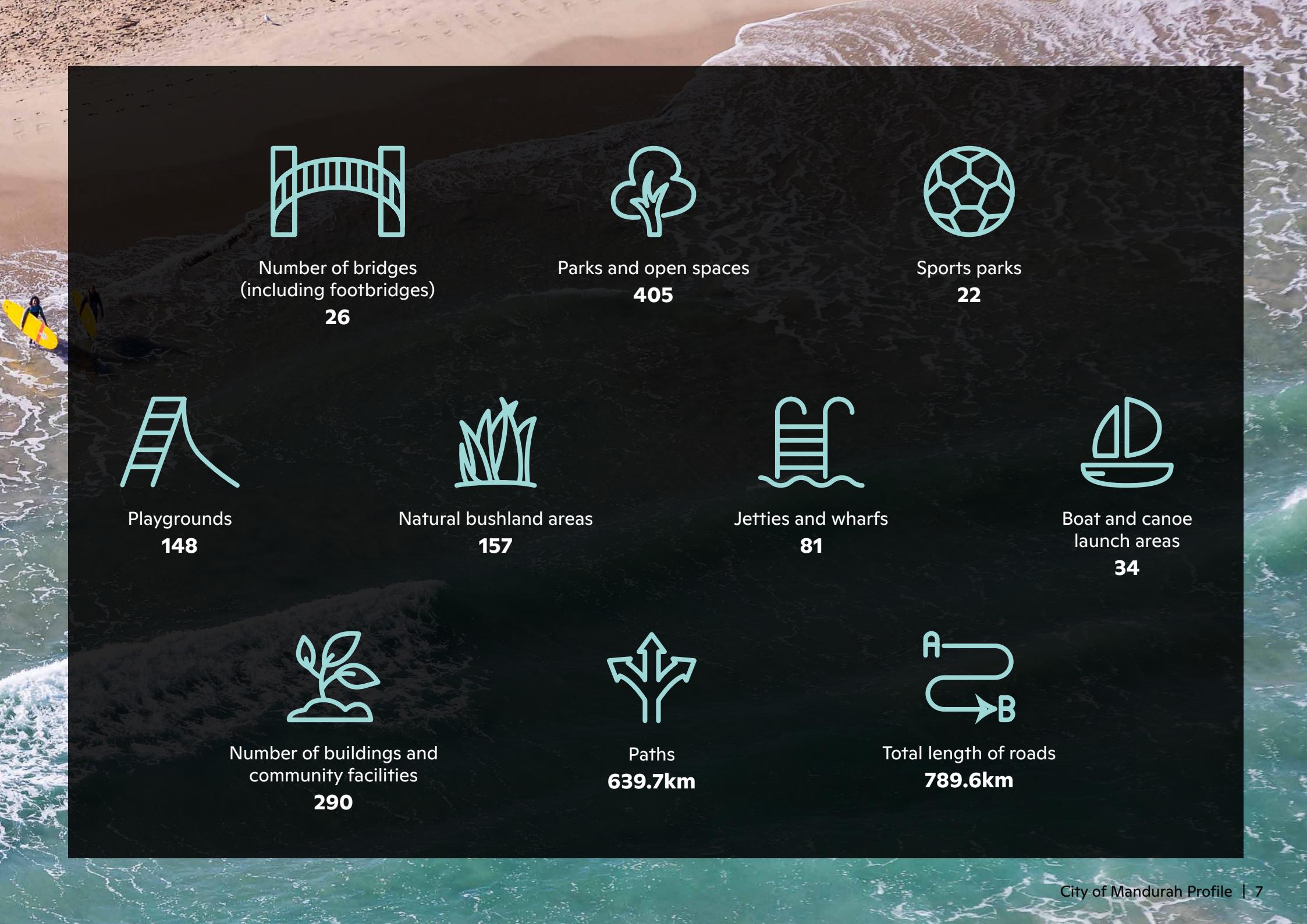
Number of local businesses  
**4,979**  
ABS 2024



Largest industry sector by business  
**Construction**



Unemployment rate  
**3.1%**  
12 month average



Number of bridges  
(including footbridges)  
**26**



Parks and open spaces  
**405**



Sports parks  
**22**



Playgrounds  
**148**



Natural bushland areas  
**157**



Jetties and wharfs  
**81**



Boat and canoe  
launch areas  
**34**



Number of buildings and  
community facilities  
**290**



Paths  
**639.7km**



Total length of roads  
**789.6km**



# About Council

## Our Elected Members



### Mayor Caroline Knight

Mayor Knight took on the role of Mayor from 28 January 2025. Mayor Caroline Knight was first elected as Councillor in 2011 and served as the Deputy Mayor from 2017 until her recent role as Mayor. Mayor Knight represents Council on both the Audit and Risk Committee and the Planning and Community Consultation Committee. Mayor Knight is appointed to the Mandurah Environment Advisory Group (Chair). Mayor Knight is formally appointed to represent Council at the following external organisations:

- Australian Coastal Councils Association
- Metro Outer Joint Development Assessment Panel
- Peron Naturaliste Partnership
- WALGA: Peel Country Zone (Chair from 28 January 2025)
- South West Regional Road Group (From 28 January 2025)



## **Mayor Rhys Williams (Retired 27 January 2025)**

Mayor Rhys Williams served as the City of Mandurah Mayor from October 2017 – January 2025. Mayor Williams represented Council on both the Audit and Risk Committee and Planning and Community Consultation Committee up until January 2025. Mayor Williams was formally appointed to represent Council at the following external organisations:

- South West Regional Road Group
- WALGA Peel Country Zone
- Metro Outer Joint Development Assessment Panel

## **North Ward**



### **Councillor Peter Jackson**

Councillor Peter Jackson was first elected in 2013. Councillor Jackson represents Council on the Planning and Community Consultation Committee (Deputy).



### **Councillor Ahmed Zilani**

Councillor Ahmed Zilani was first elected in 2019. Councillor Zilani represents Council on both the Audit and Risk Committee and the Planning and Community Consultation Committee. Councillor Zilani is formally appointed to represent Council at the following external organisations:

- Rivers Regional Council (Deputy)
- WALGA Peel Country Zone (Deputy)



## East Ward



### **Councillor Amber Kearns**

Councillor Amber Kearns was first elected in 2021. Councillor Kearns represents Council on both the Audit and Risk Committee and Planning and Community Consultation Committee. Councillor Kearns is appointed to the Access and Inclusion Advisory Group and Mandurah Local Emergency Management Advisory Committee. Councillor Kearns is formally appointed to represent Council at the following external organisation:

- WALGA Peel Country Zone



### **Councillor Daniel Wilkins**

Councillor Daniel Wilkins was first elected in 2021. Councillor Wilkins represents Council on both the Audit and Risk Committee (Deputy) and Planning and Community Consultation Committee. Councillor Wilkins is appointed to the Australia Day Awards Selection Panel and Mandurah Environmental Advisory Group (Deputy). Councillor Wilkins is formally appointed to represent Council at the following external organisation:

- Mandurah Performing Arts Board



### **Councillor Shannon Wright**

Councillor Shannon Wright was first elected in 2023. Councillor Wright represents Council on both the Audit and Risk Committee and Planning and Community Consultation Committee. Councillor Wright is appointed to the Australia Day Awards Selection Panel.

## Coastal Ward



### **Councillor Jess Smith**

Councillor Jess Smith was first elected in 2023. Councillor Smith represents Council on the Planning and Community Consultation Committee. Councillor Smith is appointed to the Access and Inclusion Advisory Group (Deputy), Australia Day Awards Selection Panel, Mandurah Bushfire Advisory Committee and Mandurah Local Emergency Management Advisory Committee.



### **Councillor Bob Pond**

Councillor Bob Pond was first elected in 2021. Councillor Pond represents Council on both the Audit and Risk Committee (Deputy) and Planning and Community Consultation Committee (Chair). Councillor Pond is appointed to the Australia Day Awards Selection Panel, Mandurah Bushfire Advisory Committee (Deputy) and Mandurah Local Emergency Management Advisory Committee (Deputy). Councillor Pond is formally appointed to represent Council at the following external organisations:

- Peel Development Commission
- Peel Mosquito Management Group
- Southern Beaches Coastal Hazard Risk Management and Adaptation Plan Steering Committee



### **Councillor Jacob Cumberworth**

Councillor Jacob Cumberworth was first elected in 2023. Councillor Cumberworth represents Council on the Planning and Community Consultation Committee. Councillor Cumberworth is formally appointed to represent Council at the following external organisation:

- Peron Naturaliste Partnership (Deputy)



## Town Ward



### **Councillor Dave Schumacher**

Councillor Dave Schumacher was first elected in 2009. Councillor Schumacher represents Council on the Planning and Community Consultation Committee. Councillor Schumacher is appointed to the Australia Day Awards Selection Panel. Councillor Schumacher is formally appointed to represent Council at the following external organisation:

- Rivers Regional Council



### **Councillor Peter Rogers**

Councillor Peter Rogers was first elected in 2014. Councillor Rogers represents Council on both the Audit and Risk Committee and the Planning and Community Consultation Committee (Deputy). Councillor Rogers is formally appointed to represent Council at the following external organisations:

- Metro Outer Joint Development Assessment Panel – Alternate 1 until 27 January 2025 as Local Member 2 from 28 January 2025
- Rivers Regional Council (Deputy)



### **Councillor Ryan Burns**

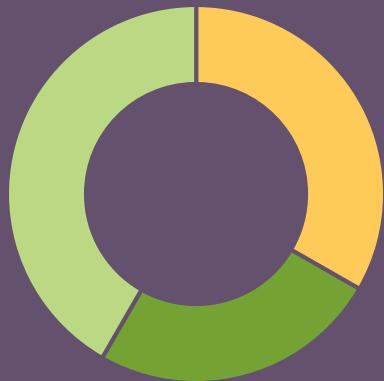
Councillor Ryan Burns was first elected in 2021. Councillor Burns represents Council on both the Audit and Risk Committee and the Planning and Community Consultation Committee. Councillor Burns is formally appointed to represent Council at the following external organisations:

- Metro Outer Joint Development Assessment Panel – Alternative Local Member
- Peel Mosquito Management Group (Deputy)
- Rivers Regional Council
- Southern Beaches Coastal Hazard Risk Management and Adaptation Plan Steering Committee
- WALGA Peel Country Zone (Deputy)

## Elected Member Diversity

The following information relates to the Elected Members who held office as at 30 June 2025.

### Age



### Gender



### Country of Origin



New Zealand: 3

UK: 1

USA: 1

Guernsey, Channel Islands: 1

Bangladesh: 1

No Elected Members identify as Aboriginal or Torres Strait Islander.

### Languages spoken at home

English: 12  
Bangla: 1  
Melanesian Pidgin: 1

- 18-24 (0)
- 25-34 (0)
- 35-44 (4)
- 45-54 (3)
- 55-64 (5)
- Over 64 (0)

## Elected Member Conduct

Section 5.121 of the *Local Government Act 1995* requires a local government to maintain a register of complaints that result in an action dealing with a minor breach.

There were no complaints recorded in the register of complaints during the reporting period.

No remuneration or allowances were paid by the City of Mandurah under Schedule 5.1, clause 9 of the *Local Government Act 1995* during the financial year.

No payments were made to the City of Mandurah under section 5.110(6) (b)(iv) of the *Local Government Act 1995* during the financial year.



## Elected Member Council Meeting Attendance

Elected Member	Council Meeting	Special Council Meeting	Audit and Risk Committee	Planning and Community Consultation Committee
<b>Total Number of Meetings Held in 24/25</b>	<b>11</b>	<b>2</b>	<b>5</b>	<b>3</b>
Mayor R Williams (Retired 27/01/25)	6 (6 meetings held)	1 (1 meeting held)	3 (3 meetings held)	2 (2 meetings held)
Cr Ryan Burns	11	2	4	2
Cr Peter Jackson	11	2	Non member - not applicable	1 (Deputy member)
Cr Amber Kearns	11	2	5	3
Cr Caroline Knight	10	2	5	2
Cr Bob Pond	10	2	3 (Deputy member)	2 (Chair)
Cr Peter Rogers	10	2	5 (Chair)	1 (Deputy member)
Cr Dave Schumacher	10	2	Non member - not applicable	3
Cr Daniel Wilkins	11	2	2 (Deputy member)	3
Cr Ahmed Zilani	9	2	4	3
Cr Jess Smith	11	2	Non member - not applicable	3
Cr Jacob Cumberworth	9	2	Non member - not applicable	2
Cr Shannon Wright	11	2	4	1

## Elected Member Fees, Expenses and Allowances

This information is placed on the City of Mandurah Website no later than 14 July of each Financial Year, pursuant to *Local Government Act 1995*, s5.96A and Regs 29C(2)(f) and (6) of the *Local Government (Administration) Regulations 1996*.

The following fees, expenses or allowances paid to each Elected Member from 1 July 2024 to 30 June 2025 is below:

Nature of Expense / Allowance	Mayor Rhys Williams	Mayor Caroline Knight*	Councillor Peter Jackson	Councillor Dave Schumacher	Councillor Peter Rogers	Councillor Ahmed Zilani	Councillor Daniel Wilkins	
Term of Office	Retired 27/01/25	Full 24/25 year	Full 24/25 year	Full 24/25 year	Full 24/25 year	Full 24/25 year	Full 24/25 year	
Mayor and Deputy Mayor	\$55,987.06	\$54,793.04	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Meeting Attendance Fees	\$29,639.16	\$34,278.00	\$34,278.00	\$34,278.00	\$34,278.00	\$34,278.00	\$34,278.00	\$34,278.00
Use of Private Motor Vehicle	\$0.00	\$2,051.96	\$0.00	\$0.00	\$0.00	\$754.00	\$0.00	\$0.00
Information, Communication and Technology	\$2,017.76	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00
Home Office Furniture (one claim per term of office)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Clothing and Footwear	\$0.00	\$953.01	\$500.00	\$0.00	\$0.00	\$498.39	\$452.73	
Child Care Costs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Recreation Centre Membership	\$0.00	\$200.40	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Retirement Gifts	\$636.36	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Training and Professional Development	\$0.00	\$7,538.69	\$600.00	\$0.00	\$2,040.00	\$2,056.36	\$0.00	
Travel and Accommodation	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.54	\$0.00	
<b>Total</b>	<b>\$88,280.34</b>	<b>\$103,315.10</b>	<b>\$38,878.00</b>	<b>\$37,778.00</b>	<b>\$39,818.00</b>	<b>\$41,093.29</b>	<b>\$38,230.73</b>	

\*Mayor Caroline Knight remuneration includes role as Deputy Mayor and Mayor.



	<b>Councillor Amber Kearns</b>	<b>Councillor Ryan Burns</b>	<b>Councillor Bob Pond</b>	<b>Councillor Jess Smith</b>	<b>Councillor Jacob Cumberworth</b>	<b>Councillor Shannon Wright</b>
	<b>Full 24/25 year</b>	<b>Full 24/25 year</b>	<b>Full 24/25 year</b>	<b>Full 24/25 year</b>	<b>Full 24/25 year</b>	<b>Full 24/25 year</b>
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$34,278.00	\$34,278.00	\$34,278.00	\$34,278.00	\$34,278.00	\$34,278.00
	\$0.00	\$886.38	\$0.00	\$0.00	\$0.00	\$0.00
	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$500.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$393.75	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$81.00	\$1,295.00	\$2,436.21	\$131.82	\$10,071.91
	\$0.00	\$214.51	\$1,843.41	\$0.00	\$0.00	\$382.81
	<b>\$37,778.00</b>	<b>\$39,853.64</b>	<b>\$40,916.41</b>	<b>\$40,214.21</b>	<b>\$37,909.82</b>	<b>\$48,232.72</b>

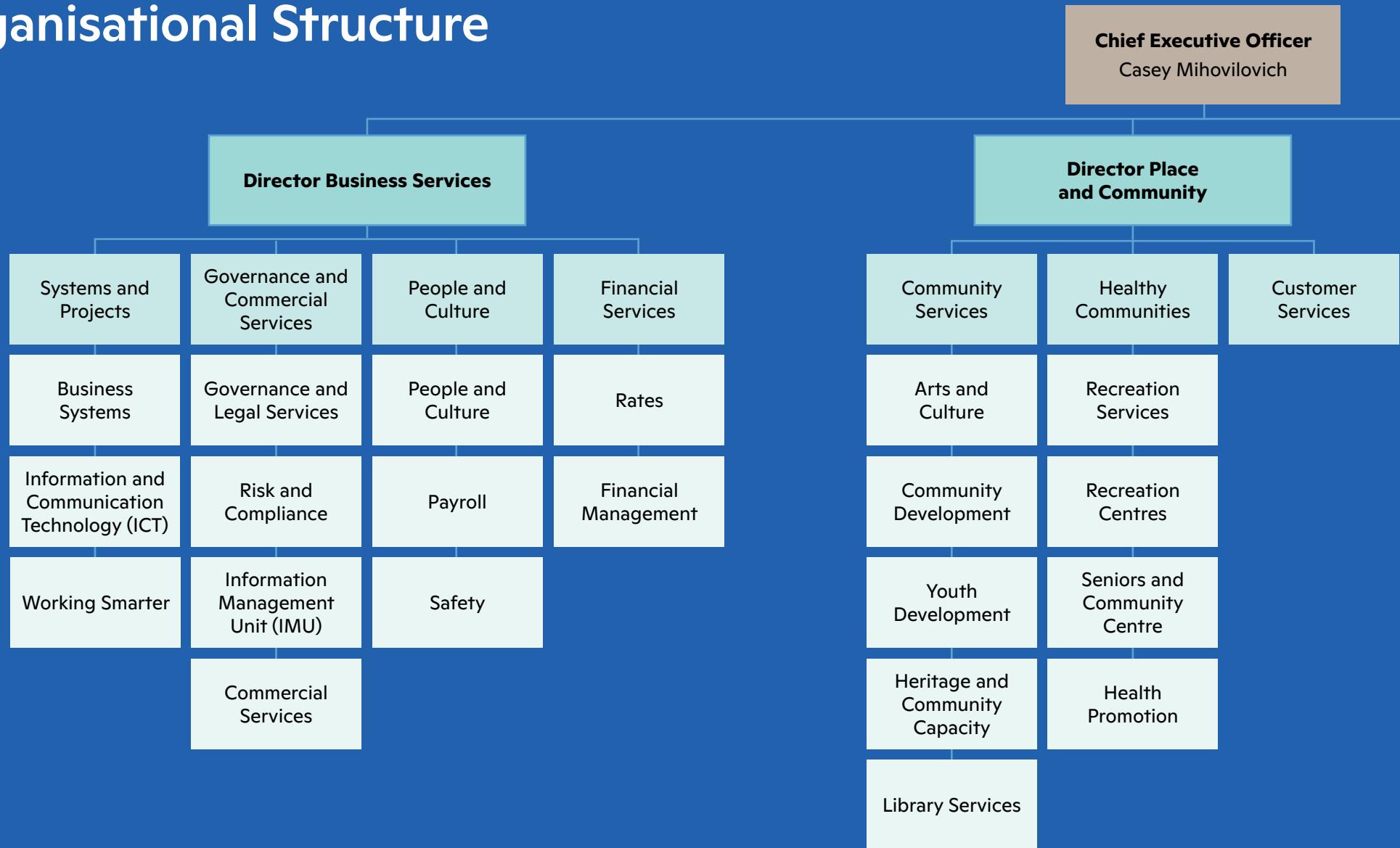


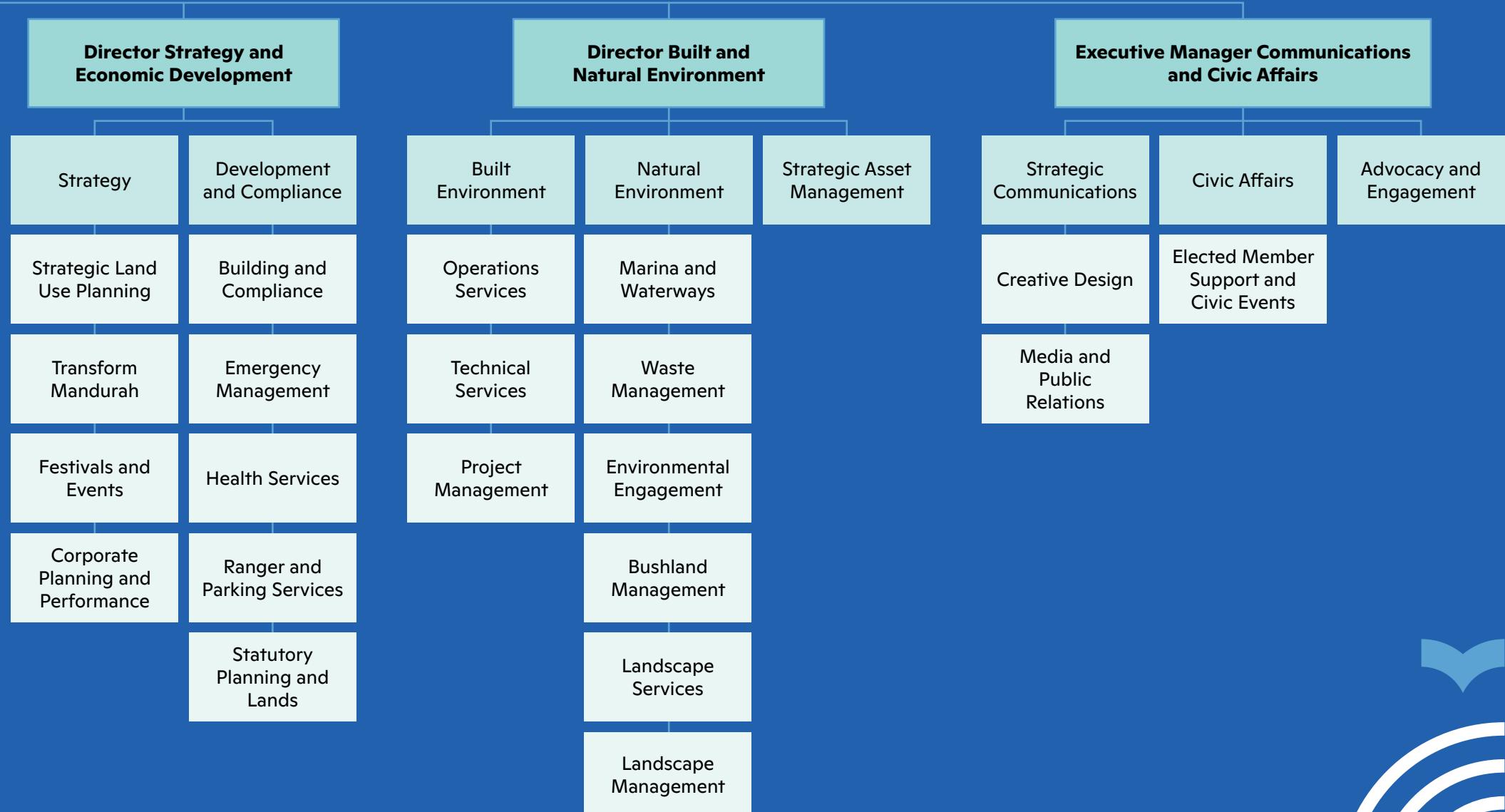
# Our Organisation





# Organisational Structure





# Executive Leadership Team



**Casey Mihovilovich**  
Chief Executive Officer



**Matthew Hall**  
Director Built and  
Natural Environment



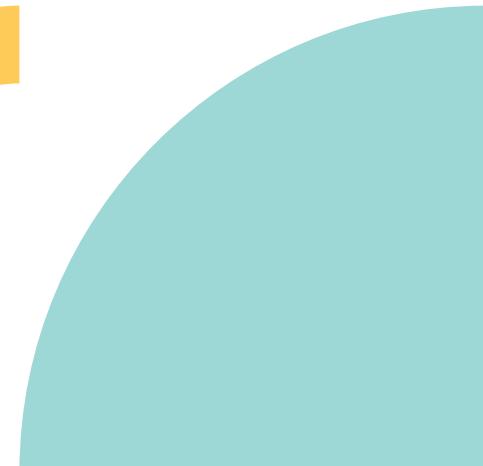
**James Campbell-Sloan**  
Director Strategy and  
Economic Development



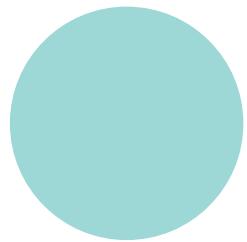
**Jude Thomas**  
Director Place and Community



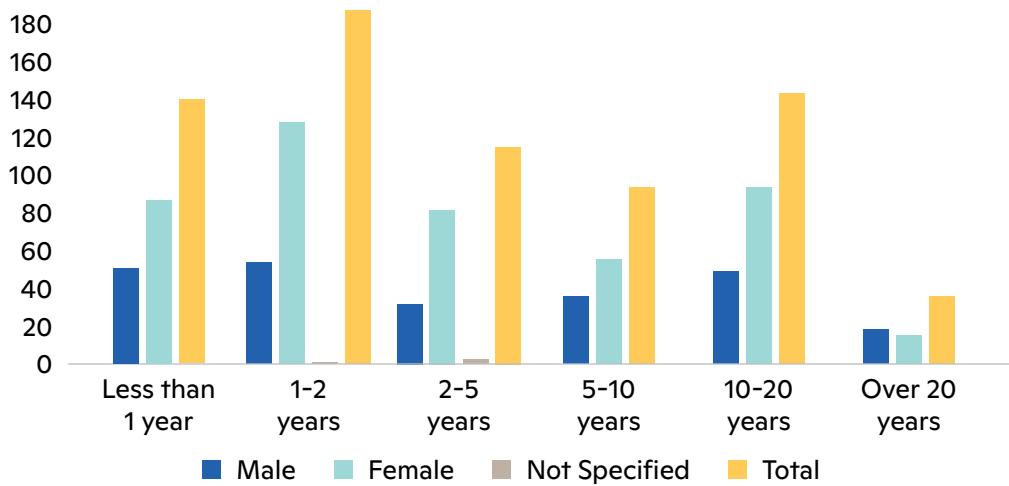
**Tahlia Jones**  
Director Business Services



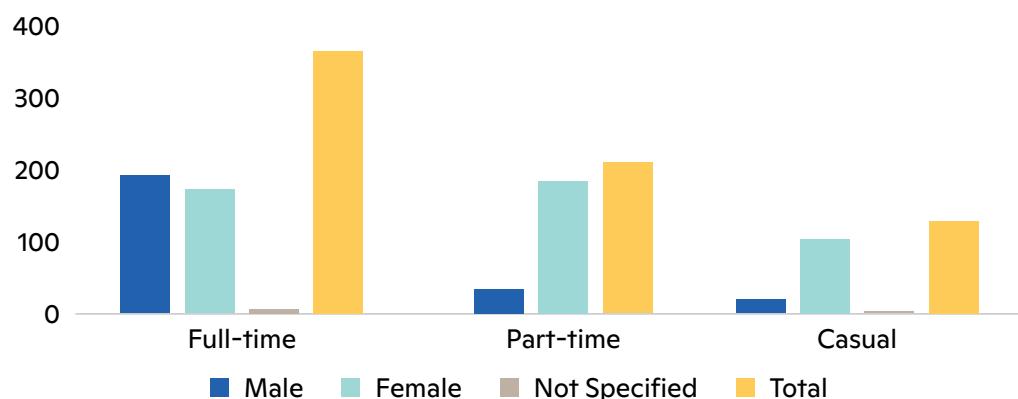
# City of Mandurah Employees (as at 30 June 2025)



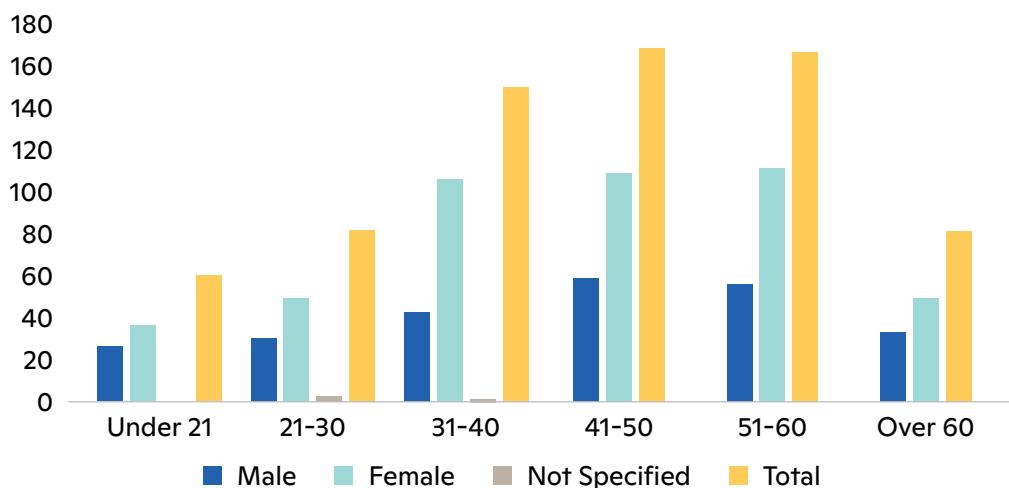
## Employees by Tenure



## Employees by Classification



## Employees by Age



## Employee Salaries over \$130,000

Salary Range	2024/25
\$130,000 - \$139,999	24
\$140,000 - \$149,999	2
\$150,000 - \$159,999	2
\$160,000 - \$169,999	4
\$170,000 - \$179,999	5
\$180,000 - \$189,999	1
\$200,000 - \$209,999	9
\$250,000 - \$259,999	4
\$320,000 - \$329,999	1

Note: The Chief Executive Officer's total remuneration was \$369,374 for the 2024/25 financial year.



# Child Safe Organisation



# Child Safe Organisation

The City of Mandurah is committed to promoting and protecting the rights and interests of children and young people. The City plays an important role in the lives of children and young people, including direct service provision as well as more broadly in fostering a safe community. The City has zero tolerance towards abuse, neglect and maltreatment of children and young people. The City is committed to the rights of all children and young people to feel safe and be safe when participating in the City's activities, services and programs or when interacting with the City for any reason.

**It is an aspiration of the City that every child in Mandurah will reach their fullest potential.**

**During 2024/25, the City implemented many actions, most significantly:**

- City endorsed its Mandurah Child Safe Organisation Plan 2024 – 2027, which won the Local Government Professionals WA Innovative Management Initiative Award in November 2024.
- Council endorsed the Statement of Commitment to Child Safety and Wellbeing.
- An existing Officer was designated the City's Child Safety Officer.
- Child Safe Working Group established and meets regularly.

- Child Safe was embedded into multiple documents, such as Code of Conduct, Customer Service Charter, Business Ethics Guide, Strategic Risk Register and Policy checklist.
- Children and young people were consulted on a range of City projects and programs to ensure their voices helped shape the future of Mandurah.
- Aboriginal children, young people and families visited City facilities such as MARC and libraries to provide suggestions about how these places could be more culturally welcoming.
- Child safeguarding was embedded into the recruitment process for new staff.
- General Staff training on child safeguarding.
- Hazard inspection checklist updated to include child safe hazards.
- Child safeguarding included in the booking conditions for community grants and facility hire.
- Responded to any child safety concerns expressed by staff or public.

Next year, the City will continue to action commitments in the Child Safe Organisation Plan, with a focus on Administrative Policy and mandatory staff training.





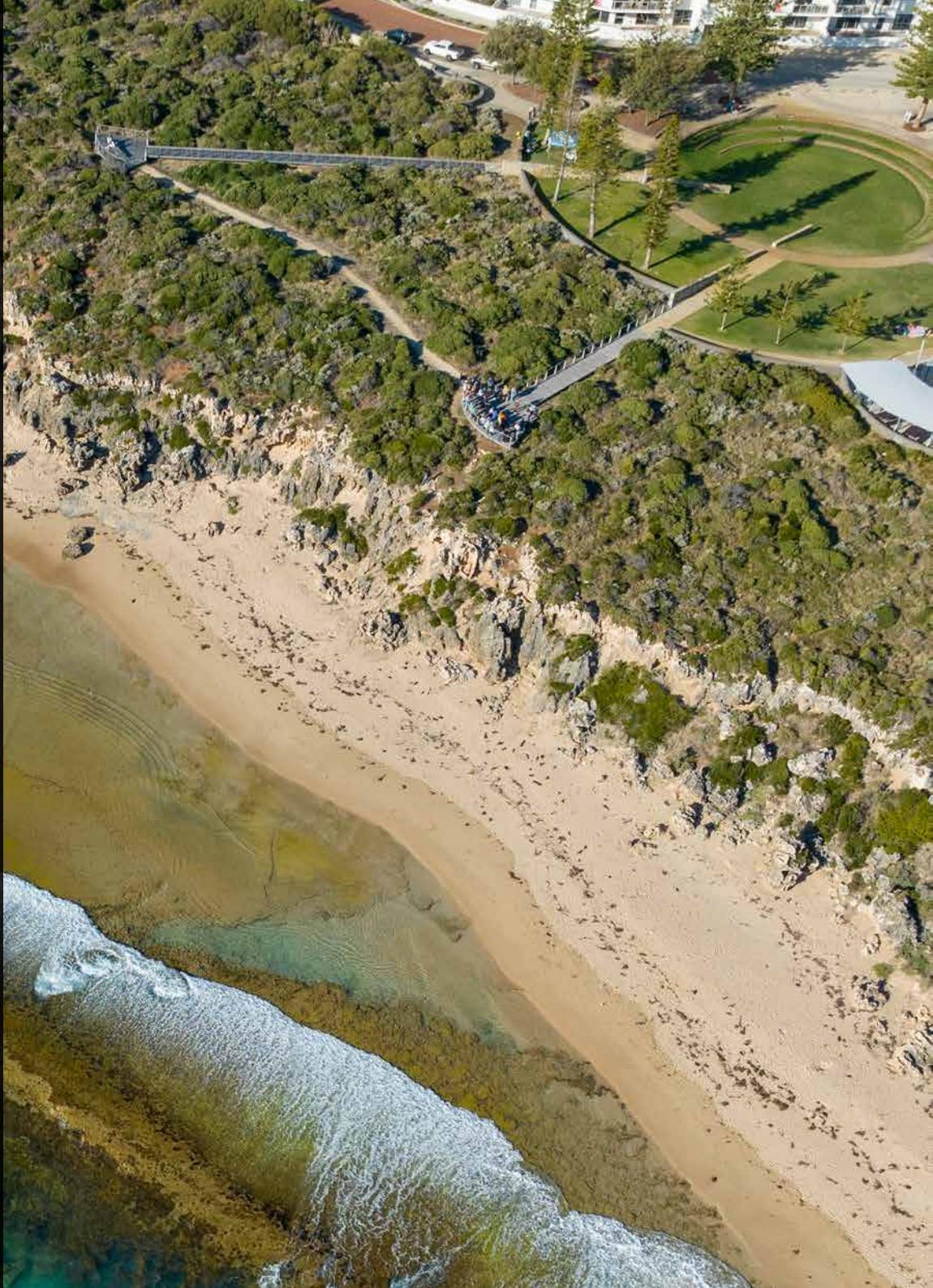
# Our Vision and Purpose

## Shared Community Vision

Woven by waterways; a city that is thriving and connected to its people and nature.

## City of Mandurah Purpose

Shaping a vibrant city, delivering possibility for everyone.



# Planning for the Future

In line with the requirements of the Western Australian Government's Integrated Planning and Reporting Framework (IPRF), the City periodically reviews its Strategic Community Plan (SCP) and Corporate Business Plan.

A major review of the Strategic Community Plan was undertaken during the 2023/24 financial year and is due for a minor review in the 2025/2026 financial year.

The Corporate Business Plan (CBP) was reviewed during the financial year resulting in the CBP 2025-2029. The Corporate Business Plan outlines the City's priority projects, budgeted programs and actions that will be undertaken over the next four years reflecting the needs and aspirations of our community. Progress and achievements against CBP priorities are shared in the Annual Report, ensuring transparency and accountability.

We look forward to continuing our exciting journey towards shaping a vibrant city, delivering possibility for everyone.



# Transform Mandurah

## Transform Mandurah

Transform Mandurah is a portfolio of projects that aim to have the most significant and transformative impacts for the City in achieving the vision and outcomes of the Strategic Community Plan. Transform Mandurah projects are designed to enhance Mandurah's economy, environment, community and infrastructure by maximising the benefit of this growth, while mitigating the risks of the adverse consequences.

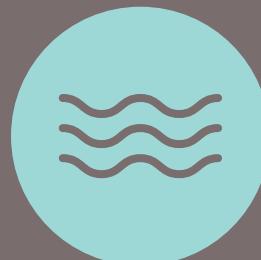
### Program Objectives

1. Reduction in structural unemployment in Mandurah
2. Increase in labour market participation toward the WA average
3. Improved early childhood development and education
4. Increased participation in secondary school pathways leading to university studies and other post-secondary education
5. Improved local access to essential health and social support services
6. Preservation of the natural environment

### State and Federal Funding Requests for 2025 Election

Project Alignment	Project Status
All objectives	Completed

## 2024/25 Projects

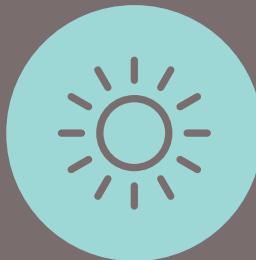


### Waterfront Redevelopment

Project Alignment	Project Status
<ul style="list-style-type: none"><li>1. Reduction in structural unemployment in Mandurah</li><li>2. Increase in labour market participation toward the WA average</li></ul>	Completed

### Western Foreshore Leisure Precinct

Project Alignment	Project Status
<ul style="list-style-type: none"><li>1. Reduction in structural unemployment in Mandurah</li><li>2. Increase in labour market participation toward the WA average</li></ul>	Progressing



### Yalgorup National Park

Project Alignment	Project Status
<ul style="list-style-type: none"><li>1. Reduction in structural unemployment in Mandurah</li><li>2. Increase in labour market participation toward the WA average</li><li>6. Preservation of the natural environment</li></ul>	Progressing



### Aged Care Centre of Innovation

Project Alignment	Project Status
4. Increased participation in secondary school pathways leading to university studies and other post-secondary education	In planning
5. Improved local access to essential health and social support services	



### Literacy Strategy

Project Alignment	Project Status
3. Improved early childhood development and education 4. Increased participation in secondary school pathways leading to university studies and other post-secondary education	In planning

### Mandurah Library and Learning Hub

Project Alignment	Project Status
3. Improved early childhood development and education	
4. Increased participation in secondary school pathways leading to university studies and other post-secondary education	In planning



### Mandurah Health Precinct Structure Plan

Project Alignment	Project Status
4. Increased participation in secondary school pathways leading to university studies and other post-secondary education	
5. Improved local access to essential health and social support services	Progressing



### Rushton Park Master Plan

Project Alignment	Project Status
1. Reduction in structural unemployment in Mandurah	
2. Increase in labour market participation toward the WA average	
3. Improved early childhood development and education	Progressing



### Restoration of the Peel Harvey Estuary and Waterways

Project Alignment	Project Status
6. Preservation of the natural environment	Progressing



# City Projects, Programs and Activities

Reporting against the 2024/25 Projects, Programs and Activities  
is aligned to the City's 2024-2044 Strategic Community Plan.





# 2024/25 Year in Review



## July

- Winter in Mandurah including Winter Maze, Twilight Markets, and Secret Sounds of the City
- Creative Symposium
- 2024 National Table Tennis Championships held at MARC
- Christmas in July at Seniors Centre
- Putt Putt Engines Exhibition at Mandurah Museum



## September

- Mandurah Arts Festival starts
- New murals created underneath Mandurah Bridge
- Peel Street upgrades completed, and road re-opened
- Economic Development Strategy adopted by Council

## October

- Music in the Burbs events held throughout Oct-Nov
- Mandurah hosted the Mandurah Boat, Caravan, 4WD & Camping Show, Mandurah Country Music Festival, MACA Cancer 200 and Peel Junior Pro (Surfing WA)
- Gnoonie Cup
- Spring Into Life – Mental Health Expo
- Disability Expo at the MARC



## November

- Community Safety Strategy 2024-2029 endorsed
- Mandurah Sports Awards gala ceremony
- Seniors Week
- Tiny Treasures Christmas Art Sale



## December

- Mandurah Christmas celebrations including Christmas Lights Trail, Christmas Pageant, Carols in the Park, and New Year's Eve fireworks
- International Day of People with Disability held at ManPAC
- 12 Books of Christmas Storytime
- Mandurah Shared Approach to End Homelessness Action Plan 2025-27 endorsed
- Transform Mandurah Framework adopted by Council
- Kwinana Energy Recovery Plant commenced receiving waste from Mandurah

## January

- Council meetings start to be livestreamed
- Australia Day celebrations including Citizenship Ceremony and Community Citizen of the Year awards
- Readers and Writers Festival
- Rhythms of Persia exhibition in Mandurah Museum



## February

- Customer Service Week
- Formal agreement with WALGA for supply of contestable energy project
- Start Up Smart and Marketing for Small Business workshops commenced
- Moonlight Movies in community suburbs
- World Languages Café
- Paint Mandjoogoordap REaD literacy program launched

## March

- Transformed central and northern areas of Mandurah's Eastern Foreshore completed
- AAMI Community Series match held at Rushton Park (Fremantle V Melbourne)
- Channel 7 Mandurah Crab Fest welcomes 100,000 visitors
- Grow It Local Long Table Dinner
- Country Swimming Pennants at the MARC

## April

- Community Canvas artwork, One Place, Many Voices, unveiled
- Community Infrastructure Plan adopted by Council
- Heritage Month



## May

- Peel Open Studios
- National Simultaneous Storytime
- Next stage of improvement works start at Coodanup Foreshore
- WA Trails Forum hosted in Mandurah
- Facility booking software – Bookable launched

## June

- Mandurah Junior Council celebrates 40 years
- Love to Read Local Month
- Long Term Financial Plan and 2025/2026 Budget adopted by Council

# 2024/25 Awards and Recognition

## Community and Place Recognition



Councillor Peter Rogers was awarded the **Troy Pickard Young Achievers Award** for his commitment, contributions and leadership in local government, and his continual self-development and professional learning.



Councillors Peter Jackson and Dave Schumacher received **Merit Awards** for their notable contributions and loyal service to local government, and distinguished service and commitment to the community.



Mandurah Aquatic and Recreation Centre lifeguards were recognised for their courage and service at the **Royal Life Saving Bravery Awards** (October 2024).



The City was a **finalist** in the category of "Outstanding Achievement by a Local Government" in the **Injury Prevention or Recovery Awards** for the **Move Your Body** program (June 2025).

## Economic Development, Tourism and Events



The **Giants of Mandurah**, created by Thomas Dambo, received national recognition, winning the **Economic Development through Partnerships and Collaboration Award** at the National Economic Development Awards for Excellence (October 2024).



Visit Mandurah was awarded **Silver** in the 'Visitor Information Services' category at the **Perth Airport WA Tourism Awards** (November 2024).



The City received **Bronze** in the 'Major Festivals and Events' category for the **Channel 7 Mandurah Crab Fest 2024** at the **Perth Airport WA Tourism Awards** (November 2024).



Mandurah was named **Western Australia's top town** and third nationally in the **Wotif 'Top Aussie Towns' of the Year Awards** (2025).

## Governance and Community Engagement



The City's Youth Advisory Group received Silver from the Institute of Public Administration Australia WA for Best Practice in Children's Consultation (December 2024).



The City was awarded the Innovative Management Initiative Award (November 2024) for the development and implementation of its Child Safe Plan.

## Customer Service and Innovation



Recognition received through Snap, Send, Solve for excellence in customer service and responsiveness.



Local Government Professionals Management Challenge Western Australian Winners.

## Environment, Water and Safety



Mandurah Aquatic and Recreation Centre was named the 2025 Platinum Waterwise Aquatic Centre of the Year by the Water Corporation (May 2025).



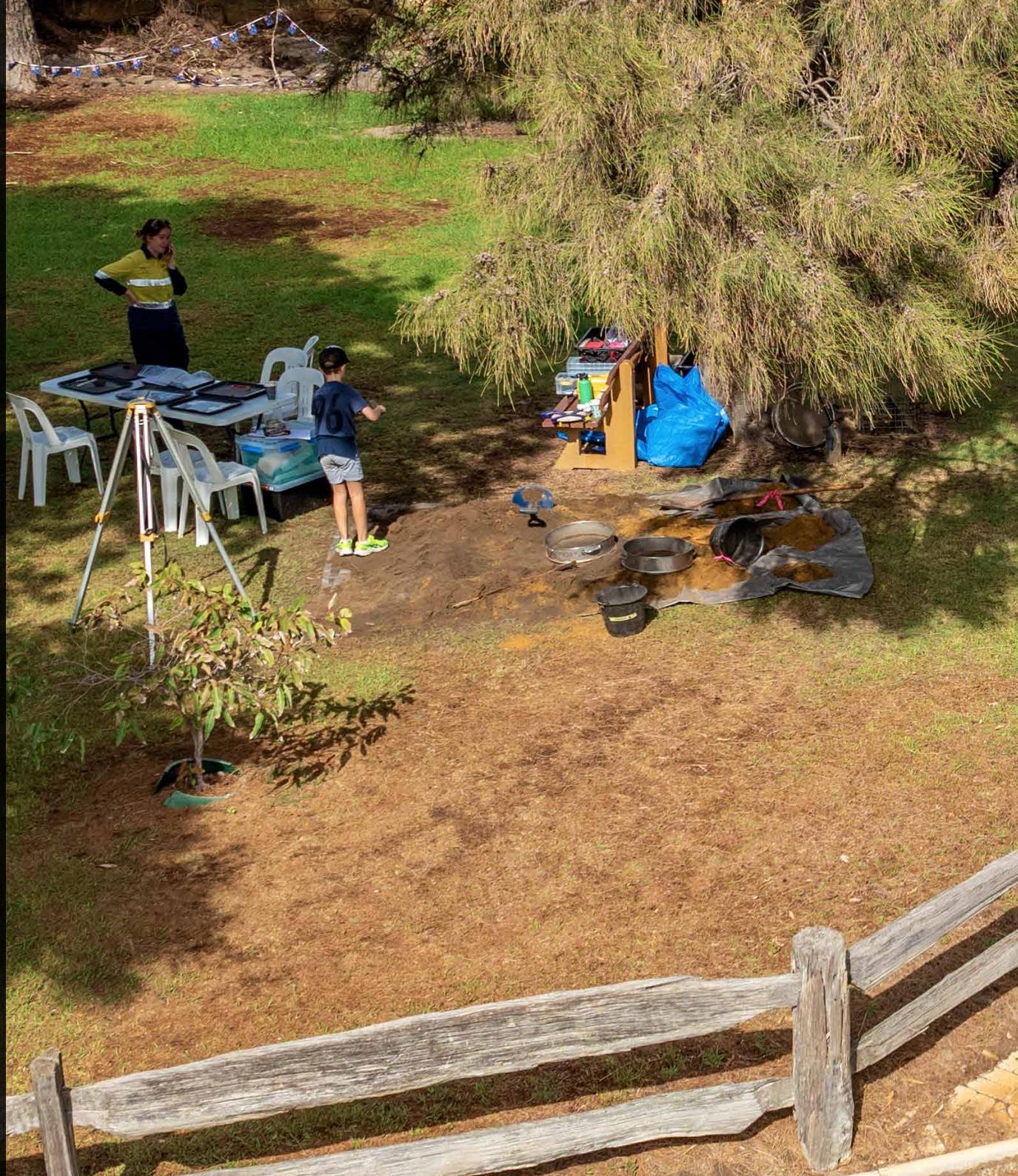
The City was re-endorsed as a Gold Waterwise Council for 2025 by the Water Corporation (April 2025).



The City received the Local Government Insurance Services Tier 3 Gold Certificate for diligence in safety practices.



# Overview of Current and Future Projects





# Focus area: Economy

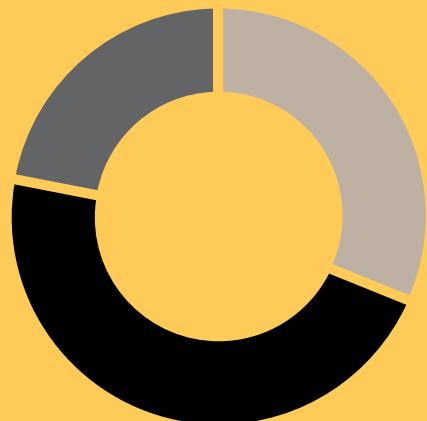
## Community Outcomes

- 1.1 Local jobs to retain our people and attract skilled workers
- 1.2 A diversified economy that supports growth sectors
- 1.3 Well-planned, sustainable urban development
- 1.4 A thriving city that residents are proud to call home and people want to visit
- 1.5 A supportive business environment where investment is encouraged, and entrepreneurship prospers
- 1.6 A highly skilled workforce supported by strong education and training opportunities

## Total number of projects

**32**

### Project status



- Completed (10)
- Commenced (15)
- In Planning (7)

## Key project in focus: Waterfront Redevelopment

### What has been achieved



Eastern Foreshore playspace



Eastern Foreshore Northern Plaza Area and Carpark



Eastern Foreshore Lighting and Picnic Upgrades



Eastern Foreshore Park and Landscape Upgrades

### Strategies and plans

#### Completed

Waterways Waterfront Master Plan

#### Progressing in 2024/25:

Active Transport Plans

Western Foreshore Leisure Precinct Master Plan

Mandurah Strategic Centre Structure Plan

Mandurah Library Site Master Plan

City Centre Signage Framework

City of Mandurah Events Strategy

### 2025/26 Future Project Achievement Highlights

Western Foreshore Leisure Precinct progressed

Western Foreshore Commercial Site continuation

Yalgorup National Park works commenced

Mandurah Strategic Centre Structure Plan progressed

Mandurah Crab Fest delivered

Mandurah Christmas Lights delivered

## Tourism Development

### Visitor Economy Impact



Day trips

**2,056,000**



Overnight stays

**1,874,000**



Visitor spend

**\$411 million**

### Visitor Growth & Servicing



Mandurah Visitor  
Centre visits

**108,000**



ReviewPro  
satisfaction score

**91.6%**



Google and  
TripAdvisor Rating

**4.5 stars**



Retail sales through  
the Visitor Centre

**\$192,000**



Operator  
bookings through  
the Visitor Centre

**\$221,000**



Mandurah Ocean  
Marina Chalets  
net revenue

**\$1.567m**

(12% increase YOY)



International  
website traffic

**31,268 users**

(19.2% increase YOY)



Total social media  
following

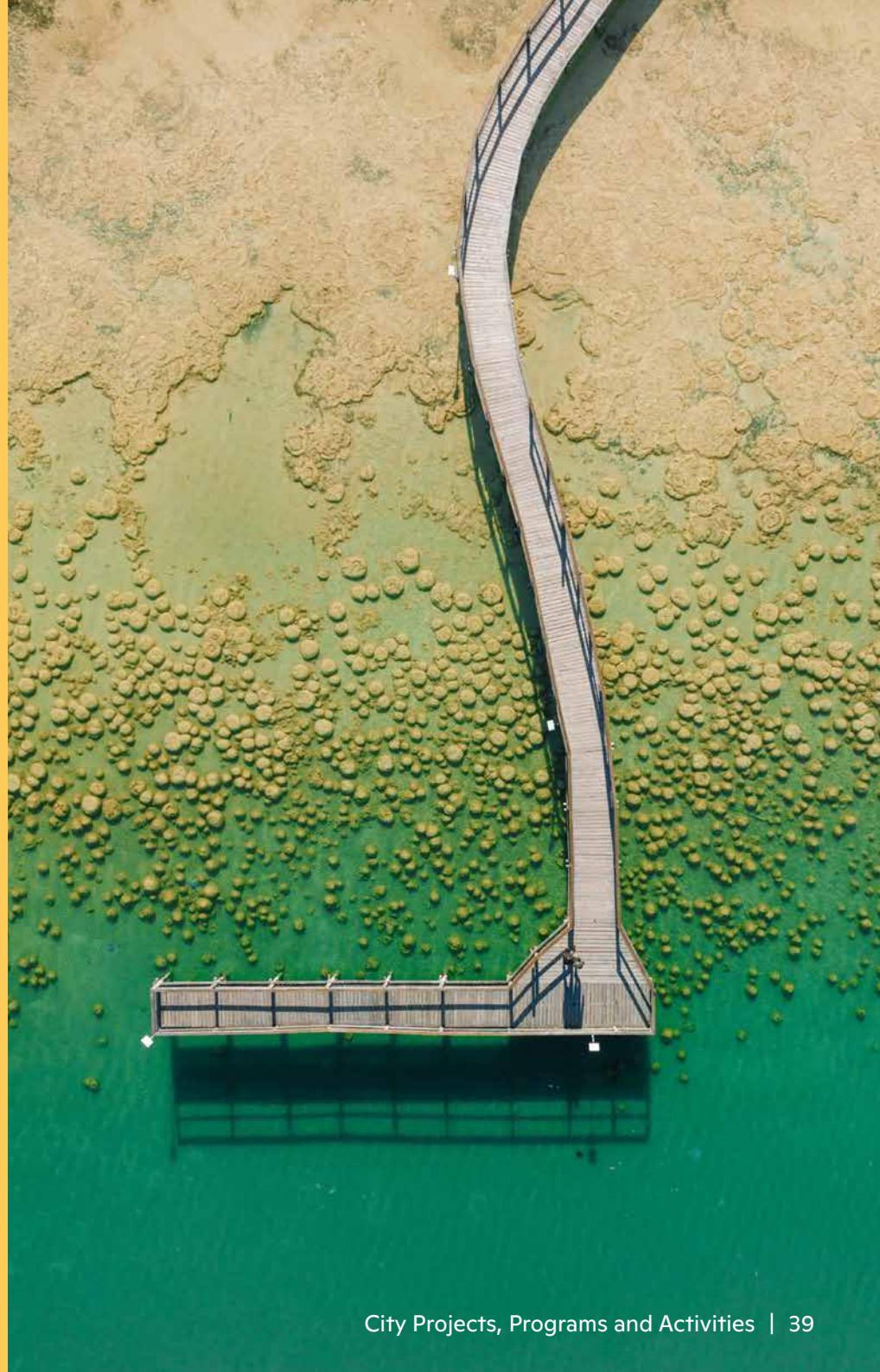
**50,000**

(10.2% increase YOY)



WOTIF's Top  
Aussie Town  
awards

**National #3 | WA #1**



# Projects Completed

## **Peel Street Extension**

Peel Street upgrade works completed, with the road opened to full traffic movement in September 2024.

## **Pinjarra Road Staged Upgrade**

Staged works for 2024/25 completed.

## **Waterfront Redevelopment**

Eastern Foreshore construction works were completed in March 2025.

## **Waterways Waterfront Master Plan**

The Waterways Waterfront Master Plan was adopted by Council in August 2024.

## **Car Parking Improvements**

Scheduled implementation actions complete.

## **Waterways Research and Protection**

Review of needs analysis undertaken with no feasibility for the project to progress at this time.

## **City of Mandurah Events Program**

The City successfully delivered the 2024 Mandurah Christmas program and the 2025 Channel 7 Mandurah Crab Fest.

The 2025 Winter in Mandurah program, including the anchor event (Skating in Mandurah), commenced in June and will run through until mid August.

## **External Event Support Program**

The City attracted a range of major events including Flame Fest, Mandurah Boat, Caravan, 4WD & Camping Show, MACA Cancer 200, Peel Pro Junior – Surfing WA, Mandurah Country Music Festival, AFL Pre-season Match, Action Sports Games, WA Trails Forum, Ten Golf Pro-Am, and Judo International Mandurah Open during the financial year.

## **Peel Chamber of Commerce and Industry (Peel CCI)**

A new service agreement is in place with the Peel Chamber of Commerce and Industry. Annual membership and Gala Awards sponsorship payments have been made. The first partner event (Economic Development Breakfast) was held in February 2025.

## **Tourism Development**

Visit Mandurah has provided their Annual Report and Strategic and Operational Plans in line with the requirements of the MoU.

# Projects Commenced

## **Falcon Coastal Shared Path**

The City has received Federal Government funding to undertake upgrades to the Falcon Coastal Path. Detailed design to be completed, with construction to commence in mid 2026.

## **Lakes Road South Upgrades**

Transport and traffic consultants engaged to complete traffic modelling in conjunction with the Mandurah Health Precinct Structure Plan.

## **Western Foreshore Leisure Precinct Master Plan**

Implementation plans currently being developed with budget allocation for delivery being scheduled through the Long Term Financial Plan (Coast Hazard Mitigation, road and intersection modifications, carpark upgrades and public open space and landscaping improvements).

## **Western Foreshore Commercial Site**

Council support for the project reaffirmed with final documentation for the land excision to be submitted to DPLH.

## **Mandurah Strategic Centre Structure Plan**

Project planning completed. Procurement of specialist consultancy services and stakeholder engagement (including State Government consultation) underway. Stage 1 community engagement to commence in early 2025/26.

## **City Centre Signage**

The development of a draft Signage Framework has commenced. The process will pull together existing policy and signage manuals.

## **Yalgorup National Park**

Detailed design for Stage 1 activation elements completed. Land tenure arrangements to be finalised with delivery to commence in 2025/26.

## **City of Mandurah Events Strategy**

The draft Festival & Events Strategy has been finalised and will be presented to Council in July 2025 for consideration.

## **Aged Care Centre of Innovation**

Needs Analysis, Feasibility study and Business Case for an Aged Care Training and Workforce Centre of Innovation completed. Advocacy for government funding (State and Federal) is ongoing, however was not supported as either election commitments or through the State Government's 2025/26 budget.

## **Entrepreneurial Capacity Building Program**

The first round of Startup Smart Entrepreneurship and Capacity Building programs was held in February - April 2025. Registrations underway for the second round commencing July 2025.

### **Human Capital Development**

Job fairs facilitated by the City have supported employment outcomes.

Children's University Program continued and expanded in 2025 with a total of eight schools offering the program.

### **Investment Attraction**

Planning for actions to support Investment Attraction to the City are underway, including marketing campaign, collateral and investment support services.

### **City Centre Activation**

City Centre Business Incentive Grants supported new activities and activations, including a community-led place-making project (Town Boosters) undertaken in Smart Street Mall to support businesses and address issues of anti-social behaviour.

### **Business Conferences and Events Support Program**

The City sponsored key conferences including the WA Trails Forum, AI Conference, and Economic Development Breakfast, as well as enhanced long-standing business events such as the PCCI Gala Awards, Great Southern Hackathon, and Mandurah Tech Fest.

### **Giants of Mandurah**

The Giants of Mandurah exhibition remains popular with visitation continuing to be steady.



# Projects In Planning

## **Active Transport Plans**

The first of these plans is being prepared as part of the Mandurah Strategic Centre Structure Plan review project.

## **Mewburn Carpark and George Robinson Gardens**

Development of the draft concept plans for upgrades to the Mewburn Car Park, surrounding road network and George Robinson Gardens has commenced.

## **Mandurah Terrace South**

Project planning has commenced. Scope of work being defined.

## **Streetscape Upgrades**

Concept plans for priority upgrade areas are being progressed with designs to be finalised in 2025/26.

## **Yalgorup National Park Northern Access Road**

Quail Road design finalised. Environmental approvals being progressed. Construction to commence in early/mid 2026.

## **New Tourism Accommodation**

Tourism Western Australia has been engaged on potential sites for new tourism accommodation offerings in Mandurah. Discussions have also been held with potential developers who are exploring accommodation options on new and existing redevelopment sites.

## **Mandurah Library Site Master Plan**

The Library and Learning Hub needs analysis and business case is currently underway. This work needs to be completed prior to the Master Plan commencing.

# Focus area: Community

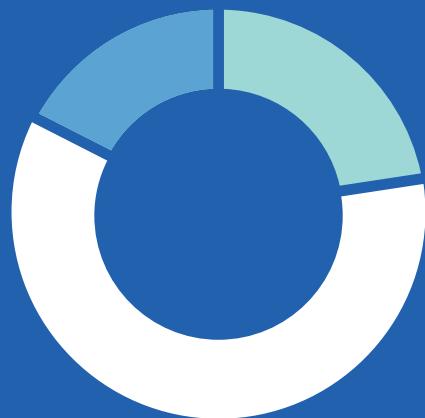
## Objectives

- 2.1** Access to support services that enhance opportunities for everyone
- 2.2** Safe and connected communities
- 2.3** Inclusive and welcoming places, spaces and neighbourhoods
- 2.4** An enriched, creative and empowered community that values culture, heritage and lifelong learning
- 2.5** A healthy lifestyle and healthy community, with an emphasis on prevention
- 2.6** Modern health facilities and services that are local, accessible, affordable, and fit for purpose

## Total number of projects

**40**

## Project status



■ Completed (9)

■ Commenced (22)

■ In Planning (9)

## Key project in focus: Dawesville Community Centre

### What has been achieved



Building construction completed



Landscaping finalised



Management model and booking process completed

### To be progressed in 2025/26



Play space installation



Official opening

## Strategies and plans

### Completed

Community Infrastructure Plan  
Community Safety Strategy  
Homelessness and Street  
Present Action Plan (Sector Led)

### Progressing in 2025/26:

Rushton Park Master Plan  
Age Friendly Strategy  
Public Health and Wellbeing  
Plan 2026-2030  
Literacy Strategy  
City Centre Heritage Trail Plan  
Mandurah Health Precinct  
Structure Plan  
Reconciliation Action Plan  
(Stretch RAP)  
Mandurah Aquatic and  
Recreation Centre (MARC)  
Master Plan  
Peelwood Reserve Master Plan

## 2025/26 Future Project Achievement Highlights

Central Mandurah Library and  
Learning Centre Needs Analysis  
completed

Mandurah Netball and  
Multi-purpose Hard Courts  
Complex planning commenced

Mandurah Health Precinct  
Structure Plan approved

Coodanup Foreshore stage 4  
works completed

Mandurah Arts Festival  
delivered



# Projects Completed

## **Community Infrastructure Plan**

The Community Infrastructure Plan was adopted by Council in April 2025.

## **Dawesville Community Centre Management Model**

The facility is scheduled to open in August 2025. Management model and booking process finalised.

## **Cinema Complex Upgrades**

Renewal of the Cinema HVAC system complete.

## **Southeast Dawesville Channel Foreshore Development (Dawesville)**

Stage 2 works completed with the official opening to be held in August 2025.

## **Warrungup Springs Reserve Boardwalk Replacement (Dawesville)**

Project completed with boardwalk to reopened in July 2025.

## **Club Development Program**

The third year of the State Government's Every Club Funding program has been finalised. The key focus for the program is to build sustainable, well-governed sports clubs in Mandurah.

## **Community Safety Strategy**

New Strategy developed and implementation commenced. Key actions included the official strategy launch in November 2024 at Music in the Burbs, soft launch of the upcoming rebate scheme, Eyes on the Street, and communication activities such as pole wraps promoting what to report and how.

## **Homelessness and Street Present Action Plan (Sector Led)**

The Shared Approach to Ending Homelessness Action Plan 2025-2027 was endorsed by Council in December 2024. Implementation underway.

## **Grants and Funding Program**

The City has continued to deliver its Community Grants Program with two Community Grant Rounds and one Partnership Grant round being administered during the year.

# Projects Commenced

## **Dawesville Community Centre**

The Dawesville Community Centre building construction is complete and is scheduled to open in August 2025.

## **Access and Inclusion Plan**

The City continues to advance accessibility and inclusion through the AIP, working with stakeholders and internal teams to achieve key outcomes. The annual report has been submitted to the State Government.

## **Local History and Heritage**

The City is exploring storage and display options for the historic Canopus boat. The Museum showcased the “Putt Putt Motors in Putt Putt Boats” exhibition, highlighting Mandurah’s maritime heritage, and continues to deliver diverse exhibitions including Rhythms of Persia, Crab Tales, and a Heritage Month archaeology feature.

## **Mandurah Library and Learning Hub**

Consultants appointed in February 2025. Expected to be completed by December 2025.

## **Rushton Park Master Plan**

Draft plan adopted for advertising by Council in June 2025.

## **Regional Netball and Shared Use Sports Facilities**

The project was granted \$20m through a State Government election commitment as part of the 2025 State Election. The City is working with the State Government to undertake due diligence to secure a preferred site for the development.

## **Peel Hockey Facilities**

External grant funding of \$288k secured through the State Government’s Community Sport and Recreation Facilities Fund (CSRFF). Project expected to be delivered in 2025/26.

## **Mandurah Performing Arts Centre Upgrades**

Concept plans detailing three upgrade options for the ManPAC have been completed by consultant architects to inform and assist with advocacy efforts. Critical renewal projects were completed in 2024/25 financial year. Full HVAC system renewal is currently in design for delivery in the 2025/26 financial year.

## **Literacy Strategy**

Draft Strategy development underway.

## **Mandurah Health Precinct Structure Plan**

The environmental assessment, local water management plan, bushfire management plan and traffic modelling have been completed. Development of draft Structure Plan underway.

### **Age Friendly Strategy**

Draft Strategy and associated Action Plan development underway.

### **Mandurah Road Pedestrian Bridge**

This is a Main Roads project, and the City continues to support advocacy efforts.

### **Sutton Farm Development (Halls Head)**

Private capital works have commenced. Draft legal agreement to secure public access finalised.

### **Coodanup Foreshore Staged Upgrade (Coodanup)**

Latest stage expected to be completed by August 2025.

### **Norwich Reserve (Greenfields)**

Final design completed.

### **Community Sport and Recreation Facility Fund (CSRFF)**

The City secured \$288,000 for the surface upgrade at Mandurah Hockey Stadium. Awaiting outcome of the Club Night Lights Program to install LED lights on existing towers at Rushton North Reserve (\$100K).

### **Arts and Culture Strategy**

The deliverables from the Arts and Culture Strategy are being met in a timely manner. CASM is delivering professional development, exhibitions and providing opportunities for artists such as the gift shop, library, workshop and residency program. The 2024 Mandurah Arts Festival was delivered.

### **Place Enrichment Strategy**

Programs and projects delivered successfully and well received by the community including Moonlight Movies, Music in the Burbs, Miami Plaza activation and workshops to build community capacity.

### **Reconciliation Action Plan (Stretch RAP)**

A new iteration of the policy on Welcome to Country, Acknowledgement of Country and Cultural Protocols was endorsed by Council in August 2024.

A consultant was appointed to undertake Aboriginal community engagement to inform the development of the new Reconciliation Action Plan.

### **Youth Development Strategy**

Continued delivery of core programming such as Youth Advisory Group activities at Billy Dower Youth Centre, school outreach and school holiday events.

### **Mandurah Performing Arts Centre Support**

The City continues to provide funding and support to the Mandurah Performing Arts Centre in line with the Funding Agreement.

## Public Health Plan

The draft Public Health and Wellbeing Plan 2026-2030 has been updated to reflect the State Health Plan Pillars. Internal engagement undertaken and expected to be finalised in 2025/2026.

# Projects In Planning

## **Men's Sheds**

The City continued to support advocacy efforts seeking election commitments towards Men's Shed projects.

## **City Centre Heritage Trail**

Project scope and community engagement approach being developed to ensure the Heritage Trail is established in partnership with key stakeholders, volunteers and community groups. Election commitment funding agreement currently being processed.

## **Parkridge Boat Ramp (Bouvard)**

Parkridge boat ramp upgrade/renewal has been postponed. Due to the asset condition at the Birchley Street boat ramp, this has now become the priority project. The City was successful in securing a grant of \$678,750 under the Recreational Boating Facilities Scheme (RBFS) for renewal of the Birchley Street facility, with the renewal to be conducted in 2025/26.

## **Bardoc Reserve (Greenfields)**

Design expected to commence in the 2025/26 financial year.

## **Dawesville Youth Park (Dawesville)**

Project deferred and replaced with the planned development of the Lakelands Youth Park.

## **Blue Bay Foreshore (Halls Head)**

Design expected to commence in the 2026/27 financial year, with construction expected in the 2027/28 and 2028/29 financial years.

## **Glencoe Reserve (Halls Head)**

Design expected to commence in the 2026/27 financial year, with construction expected in 2027/28.

## **Milgar Reserve (Mandurah)**

Design expected to commence in the 2026/27 financial year, with construction expected in the 2027/28 and 2028/29 financial years.

## **Mississippi Reserve (Greenfields)**

Concept design under review. Delivery expected to commence in early 2026.

# Focus area: Environment

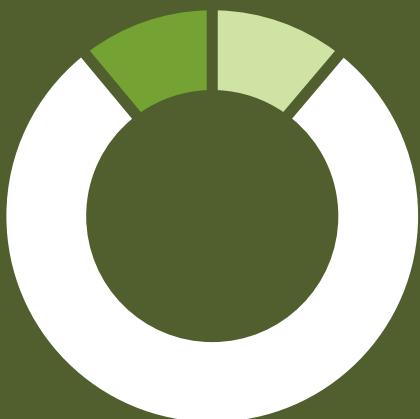
## Objectives

- 3.1** Nature has a voice in all decision making
- 3.2** A shared responsibility for our environment with a focus on engagement, education and respect
- 3.3** Our natural environment is celebrated, protected and restored for generations to come
- 3.4** Our built environment is clean, accessible and sustainable
- 3.5** Our coast and waterways are healthy and celebrated

## Total number of projects

18

### Project status



- Completed (2)
- Commenced (14)
- In Planning (2)

## Key project in focus: Coastal Management

### What has been achieved



Northern Beaches CHRMAP developed



Town Beach Seawall funding secured



Southern Beaches CHRMAP being developed

### To be progressed in 2025/26



Construction of the Town Beach Seawall



Finalise Southern Beaches CHRMAP



Commence Estuarine CHRMAP planning

## 2025/26 Future Project Achievement Highlights

Funding towards restoration of the Peel Harvey Estuary and Waterways

Permanent Sand Bypassing for Mandurah Estuary Mouth and Dawesville Channel

## Strategies and plans

### Completed

Mandurah Biodiversity Strategy

### Progressing in 2025/26:

Arterial Streetscape Master Plan

Urban Canopy Plan

Ecological Corridors Plan

Litter and Illegal Dumping Plan

Waste Management Centre Master Plan

Southern Beaches Coastal Hazard Risk

Management and Adaptation Plan (CHRMAP)

Estuarine Coastal Hazard Risk

Management and Adaptation Plan (CHRMAP)

Northern Beaches Access Plan

Fauna Conservation Management Plan

## 2025/26 Project Highlights

Advocacy for funding for restoration of the Peel Harvey Estuary and Waterways

Town Beach Seawall completed

Southern Beaches Coastal Hazard Risk Management Adaptation Plan (CHRMAP) completed

Estuarine Coastal Hazard Risk Management and Adaptation Plan (CHRMAP) grant application determined

Urban Canopy Plan



# Projects Completed

## Water Monitoring and Management

Lake water sampling and monitoring reports completed. Love our Lakes workshop held at Bruce Creswell Reserve.

## Waterwise Council Program

The City was re-endorsed as a Gold Waterwise Council for 2025, in recognition of its efforts in efficient and sustainable water use.

The Mandurah Aquatic and Recreation Centre was named Platinum Waterwise Aquatic Centre of the Year for 2025.

# Projects Commenced

## Tims Thicket Septage Facility

Tims Thicket Liquid Waste Decommissioning Plan was approved by Council in March 2025. Awaiting final approval from the Department of Water and Environmental Regulation.

## Waste to Energy Service

The City commenced delivering approximately 700 tonnes per week of municipal waste to the Kwinana Energy Recovery Plant in December 2024 and is currently delivering its full complement of waste (850 tonnes per week).

## Town Beach Seawall

Design work and costings completed. Grant application submitted under the Department of Transport's Hotspot Coastal Adaptation and Protection (H-CAP) program.

## Doddi's Beach Coastal Erosion Protection

Adaptation study including optioneering and concept design work completed. Grant application submitted under the Department of Transport's Coastal Adaptation and Protection (CAP) program to facilitate capital works project planning and detailed design.

## Waterways Infrastructure Review

Waterways Infrastructure Review completed. Actions from the review underway.

## Restoration of the Peel Harvey Estuary and Waterways

The City continues to support the Peel Harvey Catchment Council's advocacy efforts to secure State Government support.

\$8.5 million commitment made as part of the WA State Government Election to implement the Binjarab - Djilba Protection Plan.

## Southern Beaches Coastal Hazard Risk Management and Adaptation Plan (CHRMAP)

Draft CHRMAP to be developed by July 2025 with final CHRMAP to be completed by December 2025.

## **Estuarine Coastal Hazard Risk Management and Adaptation Plan (CHRMAP)**

Grant funding application lodged through the Department of Planning, Lands and Heritage (DPLH) Coastal Management Plan Assistance Program (CMPAP). Project expected to commence in 2025/26 subject to funding approval.

### **Waste Management and Education**

Waste Education Plan implementation actions for the financial year delivered.

### **Coastal Planning and Risk Management**

The City is collaborating with the Department of Transport to progress the Phase 1 Technical Studies from the Permanent Sand Bypassing Feasibility Investigation Implementation Plan. Year 2 Northern Beaches CHRMAP priority projects are underway, including detailed design for Doddi's Beach erosion protection, Town Beach seawall delivery, a Beach Access Master Plan, and drone-based coastal monitoring.

### **Environmental Planning**

Implementation of the Environment Strategy, and the Greening Mandurah Framework is progressing in accordance with implementation plans.

### **Mandurah Biodiversity Strategy**

The actions of the Biodiversity Strategy continue to be implemented with many Bushland Management Plans being updated, including Alder Court, Dawesville East, Dawesville West, Linville, Paraguay, Herron Foreshore, Island Point, Harry Perry and Elegant Reserves.

### **Bushland Conservation**

The Bushland Conservation Policy has been reviewed and amendments drafted. The updated policy will be presented to Council in July 2025.

### **Biosecurity Program**

The City actively supported regional biosecurity efforts through continued participation in Peel-Harvey Biosecurity Group Committee meetings and key on-ground management actions including continued feral animal control/management.

## **Projects in Planning**

### **Waste Management Centre Upgrade**

Planning for upgrades to the Waste Management Centre has commenced. Scope of works to be progressed in 2025/26.

### **Soldiers Cove Seawall**

Planning due to commence in 2026/27 using outputs from the Estuarine CHRMAP.

# Focus area: Leadership

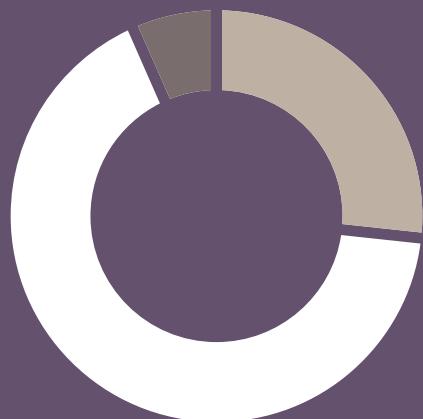
## Objectives

- 4.1** Demonstrate regional leadership and advocate for the needs of our community
- 4.2** Provide professional customer service, and engage our community in the decision making process
- 4.3** Build and retain a skilled, agile, motivated and healthy workforce
- 4.4** Ensure the City has the capacity and capability to deliver quality services and facilities through accountable and transparent business practices
- 4.5** Ensure that our actions maintain a sustainable balance between economic growth, the environment and social values

## Total number of projects

15

### Project status



- Completed (4)
- Commenced (10)
- In Planning (1)

## Key project in focus: State and Federal Funding Requests

### What has been achieved



\$20 million secured for the new Mandurah Netball and Multi-purpose Hard Court Complex



\$6 million State funding secured for new multi-use sports courts at the MARC



\$4 million Federal funding secured for new multi-use sports courts at the MARC



\$8.5 million to implement the Bindjarab Djilba Protection Plan for the Peel Harvey Estuary



\$9.7 million to commence the infill sewer project in Falcon



\$400,000 for upgrades at Merlin Street Reserve, Falcon



\$200,000 towards planning for a new secondary school in Dawesville



\$200,000 for upgrades at Peelwood Reserve, Halls Head

## Strategies and plans

### **Completed**

Child Safe Plan

Long Term Financial Plan

Corporate Business Plan

### **Progressing in 2025/26:**

Strategic Community Plan

Long Term Financial Plan

Local Planning Strategy

Customer Service and Community Engagement Strategy

Privacy and Responsible Information Sharing (PRIS) Plan

Community Engagement Framework

Workforce Plan

## 2025/26 Future Project Achievement Highlights

Customer Service and Community Engagement Strategy

Website Development completed

Community Sentiment and Perception Framework commenced

New Operations Centre planning underway



# Projects Completed

## **Corporate Business Plan**

The annual review of the Corporate Business Plan has been completed with the new 4-Year plan (2025-2029) adopted by Council in June 2025.

## **Long Term Financial Plan**

The Long Term Financial Plan was adopted by Council in June 2025.

## **Annual Budget and Fees and Charges**

The 2025/26 Annual Budget and schedule of Fees and Charges were adopted by Council in June 2025.

## **Corporate Business System**

Service Level Agreement target of 99.5% system availability met.

# Projects Commenced

## **Local Planning Strategy: Review and Update**

A desktop review and audit of existing Structure Plans has commenced, with a report to Council expected in November 2025.

## **State and Federal Funding Requests**

Advocacy efforts for State and Federal funding commitments are ongoing.

## **Customer Service Strategy**

The review of the City's Customer Service Strategy has commenced and will continue to be progressed in 2025/26.

## **Privacy and Responsible Information Sharing (PRIS) Plan**

Development of a plan to govern the City's accountabilities for the responsible sharing of information in line with the State Government's new PRIS legislation has commenced.

## **Community Engagement Framework**

The development of the Community Engagement Strategy has commenced and will be progressed in 2025/26.

## **Workforce Plan**

The City continues to actively implement its Workforce Plan.

### **New Operations Centre**

Procurement planning has commenced for the appointment of a consultant to progress preliminary planning for the new Operations Centre.

### **Marketing, Communications and Engagement**

Communications efforts continue across the four key focus areas, with the transition to a full strategic framework targeted for completion by end of 2025.

### **Civic Events and Citizenship Ceremonies**

The Civic events program was delivered, including recognition events, Elected Member community chats, Australia Day Citizenship Ceremony and Community Citizen of the Year awards, and Junior Council 40 year anniversary celebration.

### **Child Safe Organisation**

The Child Safe Plan, Child Safe Statement and Child Safe principles were included in the Contract Lifecycle Management Framework.

## **Projects In Planning**

### **Administration Building HVAC**

Planning and design to commence in 2027/28 as part of the Administration Building refurbishment. Construction expected to commence in 2028/29 and completed in 2029/30.



# 2024/25 Service Performance



## Transform Mandurah

Number of business-support engagements	1,141
Number of people participating in entrepreneurship programs	80



## Seniors

Mandurah Seniors and Community Centre members	2,173
Seniors and Community Centre visits	179,902



## Customer Services

Number of Customer Service counter visits	23,917
Telephone calls to Customer Services	76,494
Calls resolved at first point of contact (Contact Centre)	87%
Calls answered within 20 seconds	66%
Average call wait time	53 seconds
Post transaction customer satisfaction	75%
Number of customer requests logged	26,704
Number of payments received	7,272



## Contemporary Art Spaces Mandurah

Exhibition visitors	3,159
Community engagement attendees	470
Value of artwork sold	\$50,725



## Libraries

Items borrowed from Mandurah Libraries	248,473
New library members	4,011
Active library members	26,546
Number of Digital Hub training participants	1,925
Library visits	238,479
eBook, eAudio and eMagazine issues	114,223



## Waste Management

Household waste collected	32,950 Tonnes
Household recyclables collected	6,459 Tonnes
Green waste collected over two verge collections	2,709 Tonnes
Hard waste verge collection	2,321 Tonnes
Scrap metal recovery	519 Tonnes
Waste collected from street and park bins	1,328 Tonnes



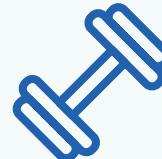
#### Procurement

No. of local businesses submitted for tenders	23
No. of tenders awarded to local businesses	5
No. of tenders awarded to businesses outside Mandurah with commitment to local content	8



#### Rangers

Reported dog wanders	1,738
Reported dog attacks	312



#### Recreation

Recreation Centre visits	1,042,292
Recreation Centre Health and Fitness Members	3,811
Swim School enrolments	4,735
Kidsport Applications approved	242 vouchers approved



#### Cemeteries

Number of burials	57
Ashes Interments	25



#### Environmental Health

Food premise inspections	1,176
Water sample collections (public swimming pools)	855

#### Building Compliance

Private swimming pool and spa inspections	3,625
Value of building work approved	\$687 million
Time taken to issue building permits (approx. average no. of working days)	
• Certified	7
• Uncertified	14
No. of building and compliance complaints received	953
No. of building and compliance complaints resolved	797
No. of building orders	7
No. of planning directions	2
No. of prosecutions	2



#### Planning Services

No. of structure plan applications determined within legislative timeframe	4 (100%)
No. of development applications determined within legislative timeframe	519 (70%)
No. of subdivision referrals determined within legislative timeframe	40 (64%)
No. of subdivision clearances determined within legislative timeframe	53 (100%)



#### Leases, licences and Trading Permits

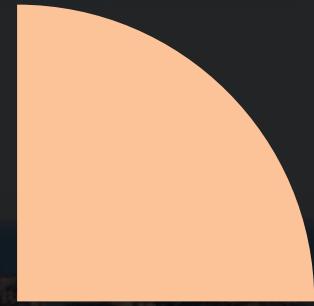
No. of issued Trading Permits	33
No. of Leases or Licences with community groups or not for profits	23
No. of Leases or Licences with recreational sporting groups	23
No. of Marina and Jetty Leases or Licences	19
No. of commercial Leases or Licences with business operators	23



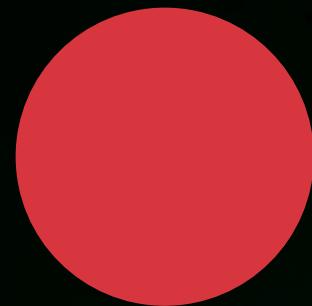
#### Citizenship Ceremonies

No. Citizenship Ceremonies conducted	5
No. new residents made citizens	603





# Statutory and Financial Performance



# Access and Inclusion

The City of Mandurah is committed to ensuring people with disability are valued, respected, and included as active members of the community. In line with the Disability Services Act 1993, all local governments are required to develop, implement, and report on an Access and Inclusion Plan (AIP). This plan identifies barriers and sets out strategies to improve access to services, facilities, and participation in community life.

Over the past year, the City has continued to make steady progress by working closely with community stakeholders and teams across the organisation. The AIP remains an important framework guiding these efforts and supporting an inclusive and accessible Mandurah for everyone.



## **Outcome One: People with disability have the same opportunities as other people to access the services of, and any events organised by, the City of Mandurah.**

- The City delivered Healthy Me Connected, a free five-week program supporting people with disability and their support workers to build healthy habits, try new activities, and connect with others.
- A four-week Fun Fit for Everyone trial was held at the MARC, offering inclusive activities such as tabloid games, chair fitness, and dance. Positive feedback led to the program continuing as an ongoing term-based initiative.
- Communication boards and Social Stories™ were updated and made available for events including Crab Fest, the Christmas Pageant, and New Year's Eve celebrations, helping people plan and participate with confidence.
- The Crab Fest Accessibility Guide, including the Sensory Access Map, was refined to make it easier for people with disability, families, and support workers to prepare for the event.
- For the first time, a sensory space was introduced at Crab Fest, staffed by WA All Abilities Football. Over 900 people visited the space across the weekend. A Chill Out Zone was also provided, supporting a calm and inclusive experience for all ages.
- Sensory Santa returned for a second year at CASM, offering a welcoming environment for children with sensory needs to experience Christmas.
- The Christmas Lights Trail featured audio descriptions for selected installations to improve access for people who are blind or have low vision.
- The City produced an Accessible Events Guide, including a video to help staff and community members plan events that are more inclusive for people with disability.



## **Outcome Two: People with disability have the same opportunities as other people to access the buildings and other facilities of the City of Mandurah.**

- The Eastern Foreshore Playground was upgraded to include a Sway Fun Glider, allowing people who use wheelchairs to roll directly onto the equipment and play alongside others. This inclusive feature has replaced the Liberty Swing, which only supported segregated play.
- The Eastern Foreshore North and Central precinct redevelopment introduced accessible picnic tables, shelters, pathways, and ACROD bays with rear parking access designed to accommodate wheelchair vans with lifts or ramps. The levels around TODS Café were also regraded, removing the narrow footpaths and steps to create a flat, accessible area that connects seamlessly with the surrounding space. New signage was installed to welcome people with assistance animals and guide visitors to accessible connections with the Mandurah Traffic Bridge.
- The City's Access and Inclusion Advisory Group worked collaboratively with the State Government contractor, Georgiou, to plan the Accessible Fishing Platform as part of the Mandurah Bridge Duplication project. The design includes a communication board, ramp access to the adjacent sand area, and ACROD parking with convenient access to the platform. Feedback from the group helped ensure the facility meets the needs of people with disability and supports inclusive use by the whole community.
- New ACROD bays were installed in high-use locations including Keith Holmes Reserve and Samphire Cove Nature Reserve.

## **Outcome Three: People with disability receive information from the City of Mandurah in a format that will enable them to access the information as readily as other people are able to access it.**

- Communication boards were installed at Dawesville Foreshore Reserve and Eastern Foreshore Reserve. These boards help people with communication difficulties express themselves by pointing to symbols, supporting inclusion in community spaces.
- My Community Morning Tea was introduced as a monthly event at the Mandurah Aquatic and Recreation Centre, designed specifically for people with disability and support workers. Sessions included guest speakers, morning tea, colouring activities, and information about local inclusive services and delivered in an accessible, welcoming format.
- An Inclusive Community Activities page was launched on the City's website and is updated monthly to share information about community activities that welcome people with disability. A magnet with a QR code linking directly to the page has been distributed to help people find this resource easily.
- Visual Stories and communication boards were introduced and updated at a range of City events to help people plan and support communication needs. They also signal that events are welcoming and inclusive.
- The City created My Community Chat Cards using images and plain language to spark conversations about getting involved in community life. These are available at events, online for free download, and shared with providers, schools, and groups.
- A video was developed to explain how to use a communication board, helping the community build confidence in supporting people who use them.

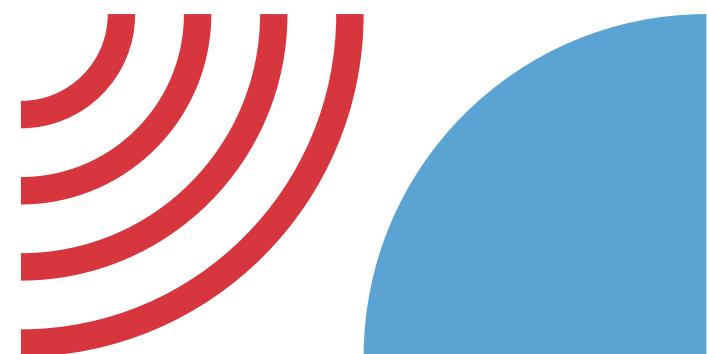
## **Outcome Four: People with disability receive the same level and quality of service from City officers as other people receive.**

- Autism awareness training was delivered to staff, with 40 participants from a range of business units building skills and confidence to support people with autism.
- Staff attended Key Word Sign training, increasing understanding of communication methods used by people with disability and supporting more inclusive interactions across the organisation.
- The Hidden Disabilities Sunflower video was provided as an online training resource to City staff who became Hidden Disability Supporters, wearing sunflower lanyards to signal that City facilities are welcoming and disability-positive environments.
- The City's website was updated to include an 'Accessibility' link on the homepage, making it easier for staff and community members to find information about accessible facilities, services, resources, and activities. Improving customer satisfaction and reducing response times.
- Resources were updated to provide more detailed information about popular topics, including beach access, accessible parks, peer support groups, inclusive sport and recreation activities, and Changing Places facilities. This helps people access information independently.
- The Customer Service Delivery Manual was updated to include information to help staff interact more confidently with people with disability, including guidance on the Hidden Disabilities Sunflower initiative and strategies for assisting a person experiencing dysregulation or challenging behaviours.

## **Outcome Five: People with disability have the same opportunities as other people to make complaints to the City of Mandurah.**

- The Mandurah Disability Network held quarterly meetings, creating a space for people with disability, families, advocates, and service providers to connect, share feedback, and learn how to raise concerns.
- The City supported the Disability Expo, led by John Tonkin College, which brought together over 100 stallholders and hundreds of visitors to showcase services and resources. The event provided clear pathways for people with disability, families, and carers to access information, ask questions, raise concerns, and make complaints if needed, ensuring everyone has the same opportunities to be heard and supported.

**The City of Mandurah is committed to ensuring people with disability are valued, respected, and included as active members of the community.**



## **Outcome Six: People with disability have the same opportunities as other people to participate in any public consultation by the City of Mandurah.**

- People with disability and support workers attending the My Community Morning Tea have contributed to projects like the Community Infrastructure Plan and co-designed the Fun Fit for Everyone trial program.
- The City hosted two autism awareness workshops during National Autism Awareness Month in April 2025. Two local autistic people shaped the content and participated as panellists, bringing lived experience to both sessions. Workshops were delivered for City staff and community members to build autism awareness and confidence.
- The Access and Inclusion Advisory Group continues to play an important role in helping the City engage with people with disability and the disability sector. Over the past year, the group provided feedback on a range of projects and plans, including the
  - Western Foreshore Leisure Precinct,
  - Mandurah Library and Learning Hub,
  - Customer Service Delivery Standards,
  - Mewburn Car Park Plan,
  - Community Infrastructure Plan,
  - Accessible Fishing Platform as part of the Mandurah Duplication Bridge project,
  - Southern Beaches Coastal Hazard Risk Management and Adaptation Plans,
  - Local Government Property and Public Places Local Law,
  - Eastern Foreshore North and Central Precinct.





## **Outcome Seven: People with disability have the same opportunities as other people to obtain and maintain employment with the City of Mandurah.**

- A volunteering workshop was delivered specifically for people with disability and their support workers, providing information about how to get involved in volunteering roles with the City. The session acknowledged that volunteering can be an important step toward employment for some people.
- A Mini Open Day was held at the MARC for six people with disability to explore a general hand position, meet staff, and try out some of the tasks involved. The City used the customised employment process in collaboration with the Mandurah Rockingham Customised Employment Network, with members submitting Job Discovery Records to identify interested candidates. This approach gave local people with disability the opportunity to see whether they might like to work in a facility like the MARC, while also allowing the City to gain experience in using a customised employment process.
- The City's Community Grants Program funded a project aimed at increasing awareness among local employers about how to use a customised employment approach to create meaningful job opportunities for people with disability in Mandurah.

The City's progress in implementing the Access and Inclusion Plan over the past year demonstrates a strong and ongoing commitment to building a community where everyone feels welcome and included. Through new initiatives, continuous improvements, and close collaboration with community members and stakeholders, the City remains focused on creating a more accessible and inclusive Mandurah.



# Information Management

The City's Information Management Unit is comprised of qualified information professionals who take responsibility for providing records management services in accordance with the *State Records Act 2000* and administering the *Freedom of Information Act 1992*.

## Services provide include:

- Recordkeeping policy management and practices
- Records lifecycle management including capture and registration, filing and archiving, retention and disposal
- OneCouncil Enterprise Content Management (ECM) administration
- Training City employees in recordkeeping and use of OneCouncil ECM
- Processing Freedom of Information (FOI) access requests
- Privacy and Responsible Information Sharing (PRIS) readiness tasks
- Processing Copy of Plans requests to facilitate property owners' access to building documents

## Key Achievements 2024/25

- Completed migration of records from WeConnect to OneCouncil (project collaboration with Business Systems and Working Smarter Team)
- Hosted the Local Government Records Management Group meeting (current secretary)
- Information Statement reviewed and published
- Processed 32,881 council@mandurah incoming emails (31.8% increase from previous financial year)
- Processed 9,057 items of incoming physical correspondence (21.6% increase from previous financial year)
- Compliant destruction of 42 boxes (43 boxes previous year)
- Processed 985 Copy of Plans applications (981 previous year)
- Processed 1,575 internal requests for electronic document and records management system administration tasks to be completed

- Continued progression of PRIS awareness and readiness for the organisation

To comply with the *State Records Act 2000 (WA)* and Principle 6 of State Records Commission Standard 2, the City is required to report annually on key components of compliance with the approved Recordkeeping Plan including recordkeeping systems, training programs and the recordkeeping induction program.

## Evaluation of Recordkeeping Systems

The City's Record Keeping Plan was last submitted for review in October 2022 and was approved at the State Records Commission meeting on 28 November 2022. The current Record Keeping Plan is still an accurate reflection of the City's recordkeeping program, including information regarding the City's recordkeeping system(s), disposal arrangements, policies, practices, and processes. In accordance with section 28 of the *State Records Act 2000*, which requires a review of the Plan to take place every five years, a subsequent review of the Record Keeping Plan is due for completion by 28 November 2027.

## Recordkeeping Training Program

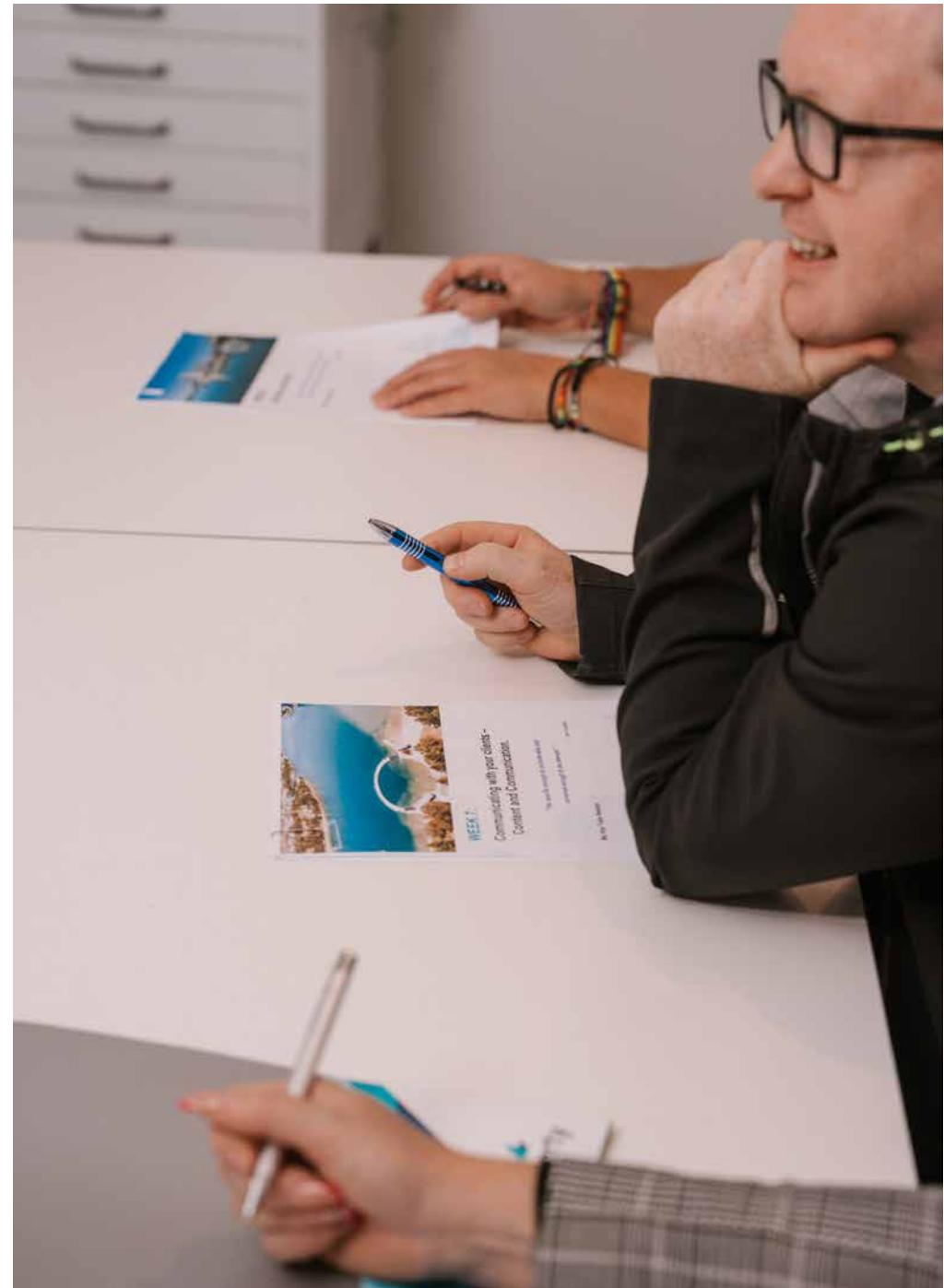
The City's recordkeeping training program is comprised of a combination of formal classroom style learning, a curated collection of 'self-help' resources available online to all employees of the City, a ticketing system for responding to recordkeeping support requests, and a responsive phone and in person support service.

New employees of the City with administrative obligations are scheduled to attend a mandatory training session that includes information regarding recordkeeping responsibilities and processes, as well as a comprehensive introduction to navigation and use of the City's Electronic Document and Records Management System (EDRMS). Existing staff are also encouraged to attend this session if they require refresher training, along with the option to attend an ECM OneCouncil 'Next Level' session which is designed for users interested in learning some of the more advanced functions of the EDRMS.

Throughout the 2024/2025 year, 91 staff attended the New Starter training, and 49 staff attended the Next Level. Recordkeeping training tailored for specific business units is scheduled on demand, or to coincide with changes to a team's recordkeeping processes, with 12 staff attending these sessions throughout the year.

### **Recordkeeping Induction Program**

Employees new to the City are required to complete a mandatory online induction that outlines recordkeeping responsibilities aligned to the City's approved Recordkeeping Plan, and relevant legislation including the *State Records Act 2000* and *Freedom of Information Act 1992*. The online module includes interactive elements and links to additional information to increase employee engagement and improve retention of key information.



# Freedom of Information

Freedom of Information provides members of the public the right to access government documents, subject to some limitations including documents publicly available, or made available from the current fees and charges schedule.

Pursuant to Part 5 of the *Freedom of Information Act 1992 (WA)*, the City must prepare and publish an annual Information Statement which outlines information about the City and its functions, the Freedom of Information process, and information that can be readily accessed outside the Act. The current Information Statement is accessible via the City's website.

	2024/25	2023/24	2022/23	2021/22	2020/21
FOI Applications Received	22	13	17	8	10
Average processing time (days)	39	38	30	32	29
Access in Full	2	0	0	1	2
Access with Editing	17	7	13	6	6
Applications Withdrawn	0	1	0	1	0
Refused Access (Section 26)	1	1	1	0	1
Access refused to all requested documents	2	3	1	1	0

## Access to documents outside the formal process

According to the Office of the Information Commissioner, one of the most effective measures agencies can take to achieve the objects of the *Freedom of Information Act* is to disclose information outside the formal process, unless there is a good reason not to do so. This can be achieved by adhering to the principles of 'open by design' where information is proactively published, or by providing requested information without the requirement for a formal FOI application.

In 39 cases during the 2024/25 financial year, engagement with a Freedom of Information Coordinator resulted in requested information being supplied outside the formal application process, or in the customer deciding not to proceed with an application.



# Grants, Subsidies and Contributions

## Asset Management Grants

The table below details the value of all capital grants, subsidies and contributions for replacing and renewing assets, that were received by the City during the last three years.

2024/25	2023/24	2022/23
\$26,448,208	\$25,981,030	\$13,239,954

## Community Grants

Council adopted a revised Council Grants and Funding Policy in August 2024. All recipients complied with the criteria of all grant programs at the time of award.

Total value of grants allocated in 2024/25 across both the Community Funding and Community Partnership Grants was \$242,266.

### Community Funding

Total Grant Pool Available: \$120,000 split over two rounds

Total Grants Awarded: \$87,066

Group/Event	Value of Funding	Program Description
<b>Round 1 – September 2024</b>		
Peel Volunteer Resource Centre Inc.	\$5,000	Training to enhance volunteer management capacity for community organisations
Regional Businesswomen's Collective Inc.	\$980	Audio equipment to facilitate meetings
Mandurah Bonsai Club Inc	\$2,588	Equipment to improve accessibility
Eastlake Church Inc.	\$3,795	Light it Up Community Christmas Party
Cockburn GP Super Clinic Limited	\$5,000	Free Mandurah ear health clinic for Aboriginal children
Australian Blind Bowlers Association Inc.	\$1,500	Promotion of National Blind Bowling Championships hosted in Mandurah
Meadow Springs Residents Group Inc.	\$1,728	Christmas community event with entertainment, activities and Santa visit at Quarry Park.

Group/Event	Value of Funding	Program Description
Mandurah Early Years Action Group	\$4,100	Family event promoting early childhood development and professional development workshop
Coastal Waste Warriors Inc	\$4,183	Electronic sign-in system and educational materials for beach clean-up events
Fishability Inc.	\$2,670	Self-inflating life jackets for disability fishing boat program
Bridge Builder Inc.	\$4,010	Annual Christmas hamper distribution and community celebration for struggling families
Estuary Guardians	\$5,000	Junior Estuary Guardians Activity Book
<b>Round Total</b>	<b>\$40,554</b>	
<b>Round 2 – February 2025</b>		
Uniting Outreach Mandurah	\$2,174	Fortnightly morning tea gatherings for people with mental health conditions
Calvary Youth Services Mandurah Inc	\$5,000	Free trauma and addiction training for local community service workers and volunteers
Scribblers Mandurah Murray Writers Group Incorporated	\$729	Annual anthology publication celebrating local writers' creativity
Chorus Australia	\$5,000	Inclusive Community Art Program for people of all abilities and backgrounds
Peel ADHD Parent Support	\$3,960	Free drop-in support sessions for parents raising children with ADHD
Dress for Success Western Australia	\$3,996	Mandurah Outreach - Styling and career support for women entering the workforce
Midway Community Care	\$1,500	Customised employment workshop for local employers supporting people with disability
Peel Community Legal Services	\$5,000	Free legal education sessions covering rights and planning for people with disabilities
Lotus Support & Counselling Services Incorporated	\$4,283	Technology upgrades and resources to improve volunteer services for people experiencing homelessness
Para and Ability Dance WA Inc (PADWA)	\$2,167	Free inclusive dance and bingo sessions for people with disabilities
Mandurah Filipino-Australian Multicultural Community Incorporated	\$5,000	Weekly communication skills training for multicultural community members
Foodbank WA	\$4,952	Industrial weighing scales to improve food distribution efficiency
Spectrum Space	\$2,751	Workshop event to improve autism understanding and support in Mandurah
<b>Round Total</b>	<b>\$46,512</b>	
<b>2024/25 TOTAL</b>	<b>\$87,066</b>	

# Community Partnership Grants

Total Grants Pool Available: \$220,000

Total Grant Pool Awarded: \$155,200

Recipients in their respective year of Partnership Funding, 2024/25:

Group/Event	Year 1 Allocation	Year 2 Allocation	Year 3 Allocation	Program Description
Mature Adults Learning Association (MALA)	\$5,000			Public lectures delivering accessible lifelong learning opportunities
The Makers Community Development Inc (YOH)	\$6,000			Health education through student performance and storytelling
Peel Says No To Violence	\$4,000			Community education and awareness to prevent family violence
Surfing Western Australia	\$5,280			Aboriginal youth surfing program with cultural mentorship
Peel Wellness Wednesday Incorporated	\$10,000			Community mental health literacy and stigma reduction event
Zonta Club of Peel Inc	\$2,700			Support services and recognition programs for women and children
Meadow Springs Residents Group Inc	\$2,500			Community movie screening events in Meadow Springs
Peel Community Kitchen	\$7,800			Meals and assistance for people experiencing homelessness and hardship
Neurological Council	\$19,280			Peer support groups for people with neurological conditions
Black Swan Health	\$16,238			Free mobile medical service for vulnerable community members
Mandurah Men's Shed Inc	\$5,000			Volunteer skilled services for community projects and needs
Rise Walk and Shine	\$5,000			Multicultural community activities promoting harmony and wellbeing
FishAbility	\$9,500			Fishing activities for people with disabilities
Peel Multicultural Association Inc	\$1,802			Cultural celebration and migrant support services
Lotus Support and Counselling Services		\$5,000		Resourcing the outreach team to support people experiencing homelessness
People Who Care Inc		\$10,300		First Aid and CPR Training for team inclusive of volunteers
Finucare Trading as Money Mentors		\$5,800		Locally targeted education for community to build financial literacy

Group/Event	Year 1 Allocation	Year 2 Allocation	Year 3 Allocation	Program Description
RecLink Australia		\$5,000		Support for Peel Street Games for Mandurah young people to increase self-esteem and confidence
Clontarf			\$5,000	Engaging teenage Aboriginal male students in education and employment in Mandurah
Cycling Without Age Australia			\$2,000	Mandurah Chapter Trishaw Pilot
Dawesville RSL			\$1,500	Anzac Day Dawn Service
Eastlake Church			\$4,000	Support for Love my Mandurah free events
Lakeland Lads			\$2,000	Lakelands Lads Movie in the Park
Mandurah Environmental and Heritage Group			\$5,000	Mandurah Nature Trails project – restoring, enhancing and linking Mandurah's nature and pathway reserves
Mandurah Filipino Australia Multicultural Community			\$4,000	MFAMCI Crafting and Cooking Project
Peel Volunteer Resource Centre			\$3,000	Sector support and promotion of volunteering
Seniors Recreation Advisory Council			\$1,500	SRCWA Peel branch - Mandurah Seniors Exercise Programs
South Mandurah Tennis Club			\$1,000	Tennis 4 All program aimed to increase participation for people with disabilities
<b>Total</b>	<b>\$100,100</b>	<b>\$26,100</b>	<b>\$29,000</b>	

## Youth Dream Big Fund

Total Grants Pool Available: \$9,000

Total Grant Pool Awarded: \$8,460

Categories	No. of Applications	Value of Funding
Learning and Career Readiness	10	\$2,466
Sport and Recreation	7	\$2,500
Entrepreneurship	5	\$1,744
Community Project	3	\$1,750
<b>Total</b>	<b>25</b>	<b>\$8,460</b>



## Outstanding Representation Grants

Total Grants Pool Available: \$17,500

Total Grant Pool Awarded: \$15,200

Outstanding Representatives	Number	Value of Funding
Interstate Travel - Women	8	\$4,900
Interstate Travel - Men	12	\$3,600
Intra State Travel – Women	2	\$200
Intra State Travel – Men	0	\$0
International Travel – Women	7	\$2,100
International Travel – Men	9	\$2,400
Interstate Travel - Clubs	2	\$2,000
Intra State Travel - Clubs	0	\$0
International Travel - Clubs	0	\$0
<b>Total</b>	<b>40</b>	<b>\$15,200</b>

## Community Event Support Grants

Total Grants Pool Available: \$30,000

Total Grant Pool Awarded: \$30,220

Group/ Event	Description	Value of Funding
Mandurah Ski & Kayak Club	Mandurah Cut Run	\$2,500
Lakelands Community Garden	A Day in the Garden open day	\$2,250
Lions Club of Falcon	Kids Fishing Competition	\$1,480
Peel Football Netball League	PNFL Grand Finals	\$2,000
Madora Bay Community	Madora Bay Christmas Carols	\$2,250
Mandurah Swimming club	Mandurah Long Course Challenge	\$2,250
South Mandurah Junior Football Club	Family Outdoor Movie	\$2,000
Mandurah Outrigger Canoe Club	Mandurah Duel	\$1,800
Mandurah Bowling & Recreational Club	The Everest of Bowls	\$2,500
Elevation Church	Community Carols Event	\$2,700
Mandurah Triathlon Club	Mandurah State Interclub	\$2,000
The Compassionate Friends	20th Memorial Walk	\$1,358
Peel Aquatic Club	Peel Aquatic Swim Meet	\$1,818
Mandurah Tennis Club	Blind & Low Tennis	\$586
Mandurah Offshore Fishing and Sailing Club	MOSFC Easter Regatta	\$1,364
Mandurah Volleyball	The Mandurah Cup	\$1,364
	<b>Total</b>	<b>\$30,220</b>

## Club Grants

Total Grants Pool Available: \$17,500

Total Grant Pool Awarded: \$15,458

Club	Initiative	Value of Funding
North Mandurah Football and Netball Club	Level 1 Sports Trainer Course for Club Volunteers – Ensures safe and qualified trainers are available at all club activities.	\$500
Mandurah Dragon Boat Club	Safety equipment for Community Event Volunteers – Improves event safety and volunteer readiness through essential equipment.	\$500
Mandurah Basketball Association	Basketball WA Beginner Referee Training Program – Develops referee pathways and supports junior basketball participation.	\$500
Falcon Seniors Recreation Club Inc.	Club Promotion through print advertising – Increases visibility and helps attract new members to grow the club.	\$700
Kotahitanga Mandurah Netball Club	Technology Upgrade – Laptop for Club administration – Improves efficiency and security of club communications and record keeping.	\$700
Mandurah Ski & Kayak Club Inc	Club Signage – Purchase of teardrop flags – Boosts club visibility and professionalism at events and competitions.	\$700
Mandurah Swimming Club	Technology Support – Laptop for Club Secretary – Supports efficient daily operations and communication management.	\$700
Mandurah Tennis Club Inc.	Printer and EFTPOS terminal for event and admin use – Enhances communication and streamlines payments for members.	\$700
Peel Diamond Sports	iPad for accessing game scoring App 'Game Changer' – Enables digital scoring compliance and supports volunteer roles.	\$700
Peel United Soccer Club	First Aid Kit replacements and new gazebos – Ensures safety at events and improves club branding and presence.	\$700
Silverette Netball Club	Square reader terminals to streamline payments – Modernises payment systems and reduces admin workload for volunteers.	\$658
South Mandurah Junior Football Club	Upgraded First Aid Kits for Junior football teams – Improves safety and readiness across all junior teams.	\$700
Fury Basketball Club	Laptop to support secretary's administrative duties – Ensures reliability and continuity in essential club operations.	\$700
Halls Head Cricket Club	RSA training and upskilling for volunteer managers – Equips volunteers to manage events responsibly and gain future employment skills.	\$700

Halls Head Pelicans Inc.	Coach and Sports Trainer Accreditation Courses – Builds coaching skills and supports athlete wellbeing and development.	\$700
Mandurah Over 55 Cycling Club Inc.	Portable laptop for Secretary and committee use – Provides flexible access to club documents and continuity in leadership.	\$700
Mandurah Water Polo Association Incorporated	Stroll O Polo equipment – Safety caps for inclusive program – Supports inclusive sport for older adults through safe and modified equipment.	\$700
Midcity Hockey Club	Specialised goalkeeper safety equipment purchase – Improves player safety and retains essential gear within the club.	\$700
North Mandurah Junior Football Club	First Aid Course for junior football team representatives – Ensures teams meet safety standards with a trained first aider.	\$700
Peel Aquatic Club	Flyers and marketing activities – Coaching and membership growth – Builds capacity, improves coaching quality, and increases engagement.	\$700
Port Bouvard Surf Lifesaving club	High-Power battery blower for facility maintenance – Keeps club facilities clean and safe, especially after events and bad weather.	\$700
Riding for the Disabled Association of WA Murray Mandurah Group Inc.	Free-standing club promotion banners – Enhances club visibility and professional appearance at events.	\$700
The Mandurah Volleyball Association Inc.	Digital Game Management and Volunteer First Aid Training – Improves game day operations and boosts volunteer confidence and skills.	\$700
	<b>Total</b>	<b>\$15,458</b>



# Economic Grants

City Centre Business Incentive Scheme:

Total Grants Pool Available: \$100,000

Total Grant Pool Awarded: \$96,761

Name of Business	Description	Value of Funding
Alfresco Indian Cuisine	Christmas Shopfront Activation	\$805
Baked 6210	2 small grants; • Halloween Activation in Smart Street • Christmas Shopfront Activation	\$1,772
Botanical H2O Pty Ltd	Christmas Shopfront Activation	\$883
Coastal Bliss Yoga and Wellness Pty Ltd	Summer Activation – Outdoor Yoga at Keith Holmes Reserve	\$799
Coffee Cove Mandurah	Christmas Shopfront Activation	\$1,000
Conscious Care Massage	2 small grants: • Halloween Activation in Smart Street • Crab Fest Activation	\$1,269
Cool Eats	2 small grants: • Crab Fest Activation • Christmas Shopfront Activation	\$1,834
Dazza's Plants and Gifts	2 small grants: • Activation of Shopfront • Crab Fest Activation	\$2,000
Respawn Point	Crab Fest Activation	\$865
Flame Tree 88	Christmas Shopfront Activation	\$598
Flics Kitchen	Crab Fest Activation	\$1,000
Florist At Your Door	Christmas Shopfront Activation	\$1,000
Freedom Studio	2 small grants: • Halloween Activation in Smart Street • Crab Fest Activation	\$2,000
Glo and Go	Crab Fest Activation	\$1,000

Name of Business	Description	Value of Funding
Hair Therapy by Chloe	Christmas Activation in Smart Street	\$773
Hollie Jade Studios	2 small grants: • Christmas Shopfront Activation • Crab Fest Activation	\$1,899
Jak Jak Clothing	Winter in Mandurah Activation	\$1,000
La Dee Da Boutique	2 small grants: • Halloween Activation in Smart Street • Crab Fest Activation	\$816
Lai Thai Massage	Crab Fest Activation	\$982
Let It Be Records	4 small grants: • Christmas Shopfront Activation • Crab Fest Activation • Halloween Activation in Smart Street • Summer Activation 2024/25	\$4,000
Little Stiller Distillery	Smart Street Mall Activation – Winter in Mandurah	\$1,000
LJ Hooker Mandurah	2 small grants: • Christmas Shopfront Activation (2023/24) • Christmas Shopfront Activation (2024/25)	\$1,192
Love at First Sip Coffee	Summer Activation 2024/25	\$1,000
Love To Be Mandurah	Crab Fest Activation	\$1,000
Lx Eyelash Studio	Christmas Shopfront Activation	\$900
Mandart Gallery and Gifts	3 small grants: • Crab Fest Activation • Christmas Shopfront Activation • Winter in Mandurah Activation	\$1,822
Mandjar Markets	Summer Activation 2024/25	\$1,000

Name of Business	Description	Value of Funding
Mandurah Central Pharmacy	2 small grants: <ul style="list-style-type: none"> <li>• Christmas Shopfront Activation</li> <li>• Crab Fest Activation</li> </ul>	\$1,648
Maneki Sushi Restaurant	Crab Fest Activation	\$981
Marriage Office Mandurah	Christmas Shopfront Activation	\$701
Mugs & Kisses	5 small grants: <ul style="list-style-type: none"> <li>• Christmas Activation 2023/24</li> <li>• Halloween Activation in Smart Street</li> <li>• Smart Street Mall – Ocean Mural</li> <li>• Christmas Shopfront Activation</li> <li>• Crab Fest Activation</li> </ul>	\$3,475
Murphys Irish Pub	Crab Fest Activation	\$1,000
Ocean Vibes	Smart Street Mall – Ocean Mural	\$1,000
Peel Produce Market	3 small grants: <ul style="list-style-type: none"> <li>• Halloween Activation in Smart Street – Twilight Market</li> <li>• Christmas Markets Activation in Smart Street</li> <li>• Smart Street Mall Activation</li> </ul>	\$3,000
Perch'd	Matching funding for installation of Alfresco area	\$5,000
Perhaps, a Theatre Company	Halloween Activation in Smart Street	\$1000
Pure Aesthetics	Christmas Shopfront Activation	\$607
Rustic Larder	Christmas Shopfront Activation	\$1,000
Salonz Hair and Beauty	Crab Fest Activation	\$1,000
San Churro Mandurah	2 small grants: <ul style="list-style-type: none"> <li>• Crab Fest Activation</li> <li>• Christmas Shopfront Activation</li> </ul>	\$1,349

Name of Business	Description	Value of Funding
Seawest – Mandurah Cruises	Christmas Lights Activation in Mandjar Square	\$5,000
Sebel – MF Hospitality Management	Christmas Shopfront Activation	\$918
Shop Local 6210	6 grants: <ul style="list-style-type: none"> <li>• Smart Street Mall Activation – Christmas in July</li> <li>• Mandurah Arts Festival Activation</li> <li>• Halloween Activation in Smart Street</li> <li>• Town Booster Program</li> <li>• Crab Fest Activation</li> <li>• Smart Street Mall Activation – Twilight Christmas Markets</li> </ul>	\$9,258
Simmos Mandurah	Crab Fest Activation	\$975
Steven Ellis	Crab Fest Activation	\$675
The Bike Kiosk	Crab Fest Activation	\$1,000
The Bridge Garden Bar	Event Activation Outdoor Concert	\$5,000
The Fairy Dell	3 small grants: <ul style="list-style-type: none"> <li>• Winter in Mandurah</li> <li>• Halloween Activation in Smart Street</li> <li>• Crab Fest Activation</li> </ul>	\$2,967
The Great Galah	Smart Street Mall – Ocean Mural	\$1,000
The Quirky Beetle	Christmas Shopfront Activation	\$844
The Whizz Pop Candy Shop	3 small grants: <ul style="list-style-type: none"> <li>• Halloween Shopfront Activation</li> <li>• Christmas Shopfront Activation</li> <li>• Crab Fest Activation</li> </ul>	\$2,590
Tis the Season	Smart Street Mall Activation – Twilight Christmas Markets	\$900

Name of Business	Description	Value of Funding
Top Floor Nightclub	2 small grants: <ul style="list-style-type: none"> <li>• Halloween Activation in Smart Street – Underage Disco</li> <li>• Christmas Shopfront Activation</li> </ul>	\$2,000
Turquoise Café	Christmas Shopfront Activation	\$909
Terraform Studio	Crab Fest Activation	\$1,000
Unique Fashions	Crab Fest Activation	\$1,000
Wedgetail Brewing	Crab Fest Activation	\$1,000
Wood and Stone Café	2 small grants: <ul style="list-style-type: none"> <li>• Crab Fest Activation 2024</li> <li>• Crab Fest Activation 2025</li> </ul>	\$2,000
World Rampage	Halloween Activation in Smart Street – Live music with dancing entertainment	\$755
Zoo Bridal Pty Ltd	Christmas Shopfront Activation	\$1,000
<b>Total</b>		<b>\$96,761</b>



## Major Trading Undertakings

There were no major trading undertakings during the 2024/25 financial year.

## Major Land Transactions

There were no major land transactions during the 2024/25 financial year.

# Financial Performance

The Annual Financial Report and Auditor's Report are available at [mandurah.wa.gov.au/council/governance/community-and-annual-reports](http://mandurah.wa.gov.au/council/governance/community-and-annual-reports)

## Summary

The City's balance sheet shows a strong financial position with \$81.5 million held in cash and investments on 30 June 2025. Debt levels, and the ability to service that debt sit well within guideline levels. Coupled with sound liquidity, the City is a financially stable organisation. Regular reports to Council on the City's financial performance demonstrates a good level of budgetary control.

Regular discussions are held with the Audit Risk and Improvement Committee, which oversees the critical areas of finance, governance, and risk. In considering its longer-term financial future, the City has identified the importance of financial sustainability and ensuring that value for money for the community is a key factor in decision making to maintain reasonable levels of rates increases, while recognising the needs of the community, in relation to their capacity to pay.

The City reviewed its Long Term Financial Plan in June 2025. This plan, which is to be reviewed at least annually not only identifies future capital and operating priorities and how they may be funded. It also sets out the City's path to financial sustainability into the future.



Operating surplus of  
**\$893,700**



Operating expenses  
increased by \$4.7 million to  
**\$168.6 million**



Capital projects expenditure  
increased by \$7.1 million to  
**\$36.0 million**



Cash and investments  
increased by \$0.5 million to  
**\$81.5 million**



Operating revenues  
increased by \$9.4 million to  
**\$148.6 million**

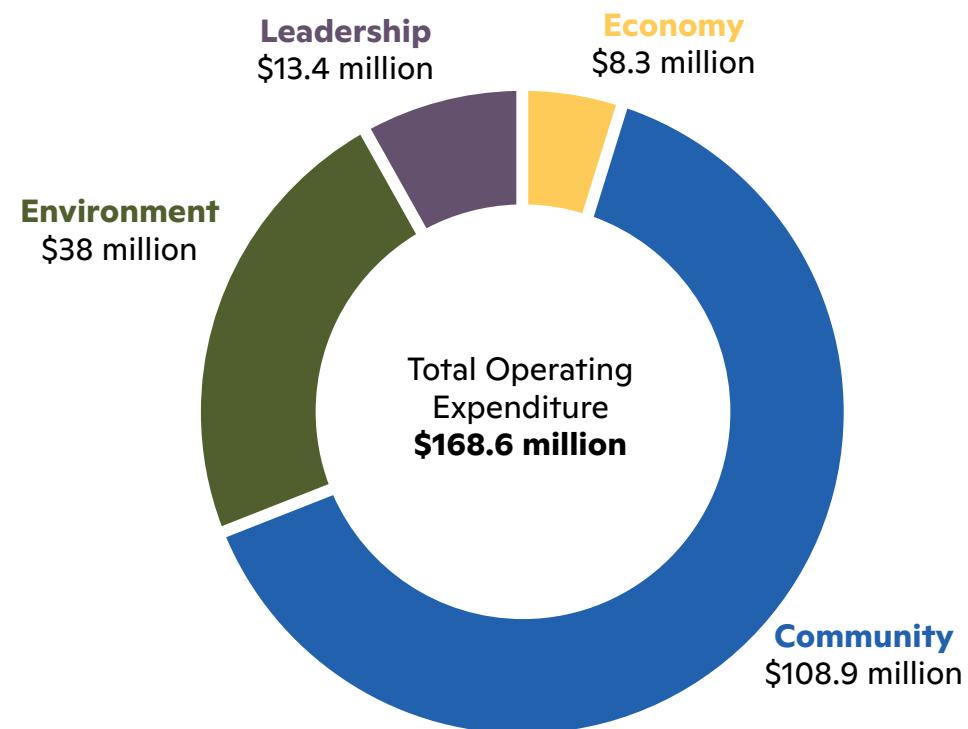


Rateable properties  
increased by 606 to  
**48,563**

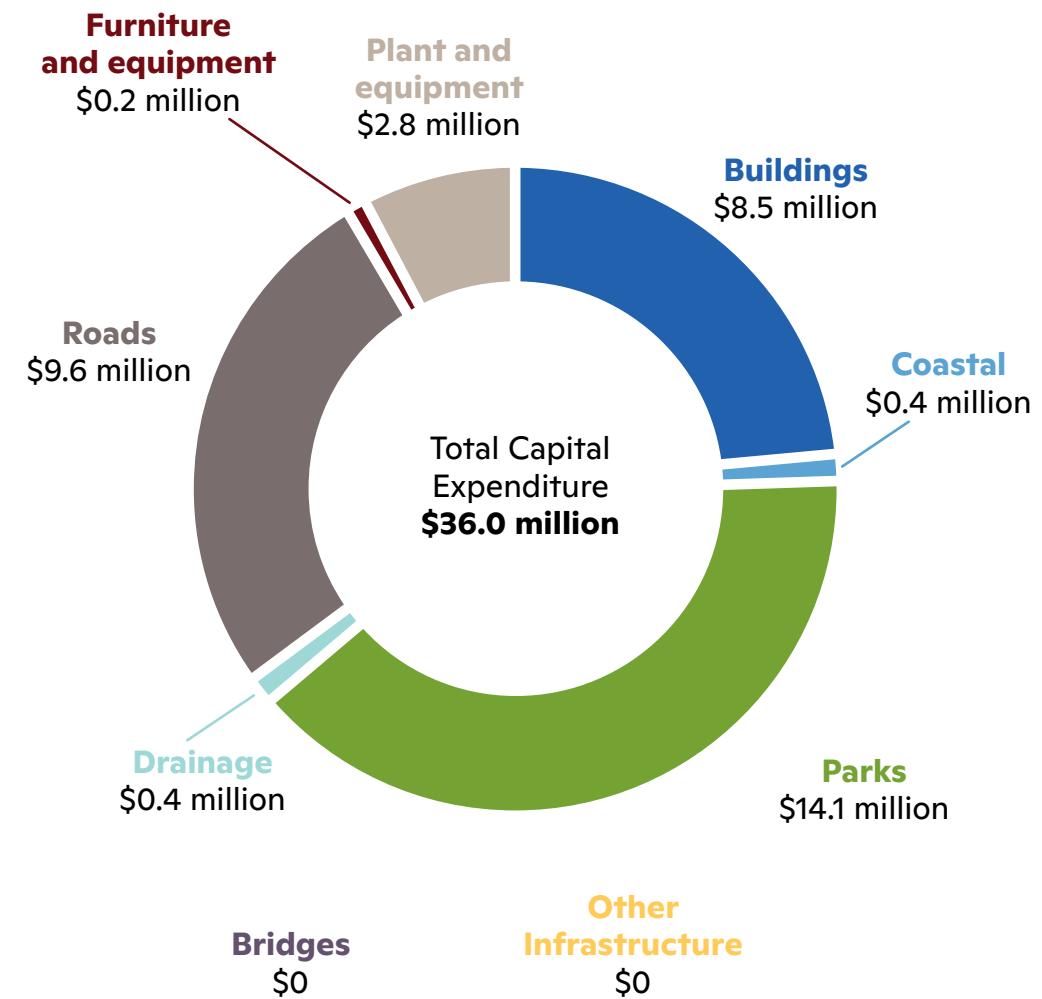


Rates (65.97% of operating  
revenues) increased  
by \$4.9 million to  
**\$98.1 million**

## Operating Expenditure by Aspiration

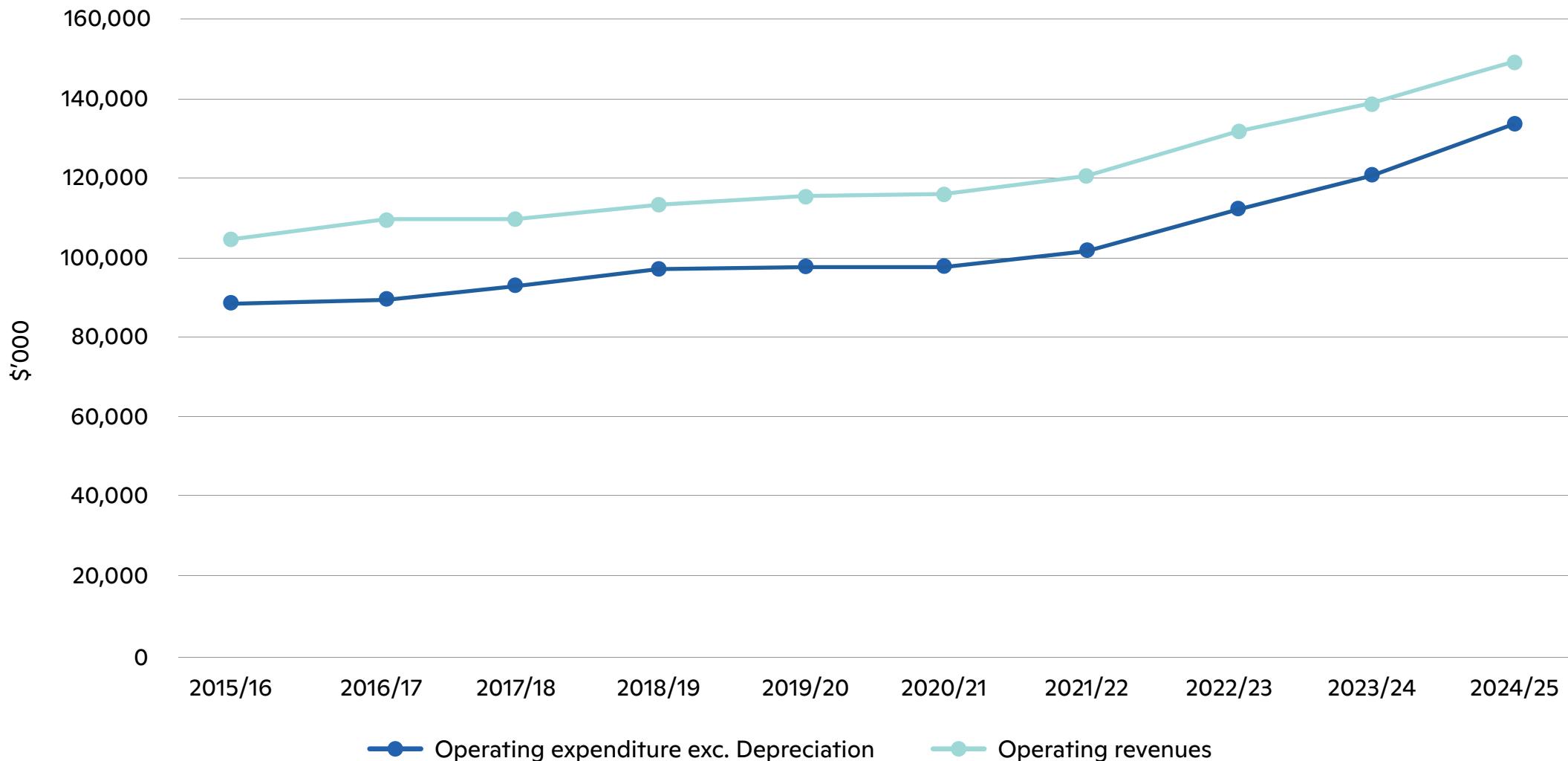


## Capital Expenditure



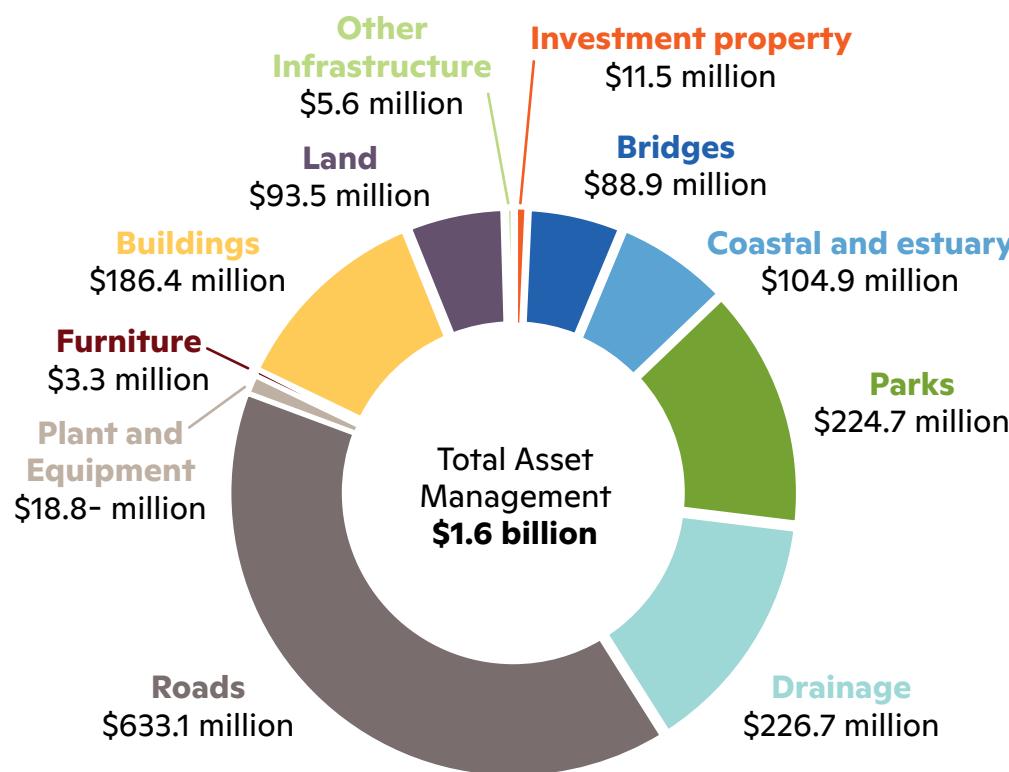
## Operating Surplus

The City's Long Term Financial Plan works on widening the gap between Operating Revenue and Operating Expenditure to ensure there are sufficient funds to invest in the City's \$1.6 billion asset portfolio, pay down debt and meet the targets for the City's reserve funds.



# Infrastructure Asset Management Strategy

The Infrastructure Asset Management Strategy provides a financial overview on the various infrastructure assets under the City's jurisdiction and a review on systems/resources supporting the management of assets. The Infrastructure Asset Management Strategy includes an improvement plan. The improvement plan actions identified in the strategy prioritise infrastructure assets in the City's asset portfolio and the Strategy establishes a level of service framework for use in the associated Asset Management Plans (by infrastructure asset class). The Infrastructure Asset Management Strategy will be reviewed on a regular basis.



## Infrastructure Asset Management Practice

The City's asset management activities include:

- Regular cycles of condition inspections of all infrastructure assets
- Collecting information on assets and maintaining asset registers in a centralised corporate enterprise system
- Updating asset registers for assets created, renewed, or disposed as part of capital or operational works
- Updating asset registers for assets created as part of sub-divisional developments such as new roads, parks, waterways, footpaths, and drainage systems
- Mapping asset locations and providing information to the organisation to help service the community more effectively
- Supporting the completion of valuations for financial and legislative reporting
- Preparing forward programs for the renewal of assets as required to meet service needs
- Preparing Asset Management Plans for the City's six Infrastructure Asset Classes and reviewing them on a regular basis



# Annexures

## 1. City Services



# Economy

- Above Target
- On Target
- Below Target

Services (Business as Usual Functions)	KPI	Target	Actual	Status
<b>Business Support</b> Provide support and help to build capacity for local Mandurah businesses.	No. of business engagements	500	1,141	●
<b>Apprenticeship Program</b> Continue to implement the City's apprenticeship program.	% successful completing apprenticeship	90	80	●
	% occupancy in available traineeship roles	90	65	●
	Number of apprentices retained upon successful completion	1	0	●
<b>Aboriginal Traineeship Program</b> Continue to implement the City's Aboriginal Traineeship program.	No. traineeships offered	6	6	●
<b>Management of Boat Pens - Mandurah Ocean Marina (MOM) and Mary Street Lagoon</b> Manage bookings and maintenance for the Mandurah Ocean Marina and Mary Street Lagoon Boat Pens.	Mandurah Ocean Marina and Mary Street Lagoon occupancy rate (%)	70	82	●
<b>Statutory Planning and Land</b> Management Services Undertake statutory planning and land management services in accordance with relevant legislation.	Development Applications, Subdivision and Structure Plan proposals assessed within legislative timeframes (%)	100	67	●
	% Subdivision Referrals processed within 42 days	100	64	●
<b>Activation of City Land</b> Promote business opportunities and administer the trading permit guidelines to ensure consistency with objectives.	% occupancy of City land eligible for Trading Permits	70	95	●

# Community

- Above Target
- On Target
- Below Target

Services (Business as Usual Functions)	KPI	Target	Actual	Status
<b>Contemporary Art Spaces Mandurah (CASM)</b> Coordinate CASM as a key visual arts and creative learning space for the City, delivering a range of activities and professional learning opportunities for the community.	Event participation rate (% of annual foot traffic)	80	75	●
<b>Library Services</b> Deliver an optimal range of literacy and learning services through the City's Libraries to meet the expectations of the community.	Number of Active Library Members	25,000	25,769	●
	Library Footfall	300,000	244,200	●
	Number of physical loans	256,000	255,239	●
	Number of items issued per capita	6	1.86	●
<b>Museum</b> Deliver heritage projects and create connections with community.	% of education programs delivered that attract > 70% capacity	90	97.5	●
	Number of exhibitions held at museum	4	5	●
<b>Billy Dower Youth Centre</b> Deliver an optimal range of services for youth through the Billy Dower Youth Centre, and provide strategic youth connections and engagement across the City.	Billy Dower Youth Centre Occupancy rate	80	92	●
	Youth Advisory Group consultations held per year	10	12	●
	Junior Council participation rate (%)	80	100	●
	Participants report increased confidence from attending programs (%)	90	85.7	●
	Participants report feeling safe in youth programs (%)	90	97.4	●
	Participants report a sense of belonging from attending programs (%)	90	99.8	●
<b>Seniors Centre</b> Deliver an optimal range of services at the Seniors Centre to meet the expectations of the community.	Average attendance at the centre	120,000	179,902	●
	Annual membership	2,000	2,173.5	●
<b>Community Facilities</b> Manage the City's hired Community Facilities (including Halls and Pavilions, Parks and Reserves, Beaches and Foreshores and Outdoor Sports Facilities) - Usage and Stakeholder Management.	Coordinate regular and casual hire bookings for all community facilities (% processed with 3 days)	100	67.5	●
	Administer and coordinate the Community Initiated Infrastructure Plan (CIIP) process to maximise community facility improvements and usage (% requests processed).	100	70	●
	% of casual community facility bookings processed online	65	100	●

Services (Business as Usual Functions)	KPI	Target	Actual	Status
<b>Mandurah Aquatic and Recreation Centre</b> Manage the MARC and deliver an optimal range of services to meet the expectations of the community.	MARC Customer Satisfaction (%)	88	95.48	●
	MARC Subsidy per visit \$	3.6	2.86	●
	Maintain participation/ occupancy rate in MARC facilitated programs (%)	80	80	●
	Membership growth (cumulative %)	25	32.49	●
<b>Transport Planning</b> Integrated transport planning to ensure a safe, efficient and effective integrated local road and transport network.	% customer requests completed within Service Level Agreement timeframes	90	68.53	●
<b>Traffic Management</b> Traffic monitoring investigation and implementation programmes to enable appropriate planning of road safety improvements including blackspot projects.	Completed site traffic monitoring	40	60	●
	Installed electronic speed displays	8	15	●
	Completed Road Safety Audits	8	2	●
<b>Community Infrastructure</b> Design and Construction Plan, design and deliver the City's major and building and community infrastructure asset Capital Works projects.	% Capital Program delivered (% budget - actual)	80	80	●
	% Capital Program delivered (% projects completed)	80	80	●
<b>Landscape Design and Construction</b> of park and open space landscape infrastructure assets.	Deliver City Parks Capital Program (% Budget)	90	90	●
	Deliver City Parks Capital Program (% Projects)	90	85	●

# Environment

- Above Target
- On Target
- Below Target

Services (Business as Usual Functions)	KPI	Target	Actual	Status
<b>Parks, Open Space, Bushland and Foreshore Natural Assets</b> Maintain the City's parks, open space, bushland and foreshore natural assets to meet agreed performance targets.	Increase Urban Canopy in parks & reserves (Number planted in road reserves)	150	500	●
	Increase Urban Canopy in parks & reserves (Number planted in parks & reserves)	500	500	●
	Deliver Parks Maintenance Program (% Budget)	100	100	●
<b>Waste Management Centre and Tims Thicket Inert Landfill Facility</b> Manage and operate the Waste Management Centre and the Tims Thicket Inert Landfill facility.	% waste diversion from landfill	90	54.7	●
<b>Waste Collection</b> Manage household and community waste collection services including weekly waste collections, fortnightly recycling, verge collections, public bin collections, illegal dumping and dead animal collections.	% customer requests completed within Service Level Agreement timeframes	90	57.5	●
<b>Carbon Emissions</b> Plan and facilitate ongoing mitigation of carbon emissions.	% of clean energy used by the City of Mandurah	25	29.55	●
<b>Environmental Education and Volunteering</b> Deliver environmental education programmes and engage community in environmental volunteering such as the Kids Teaching Kids Conference, National Tree Day and Embrace a Space.	# of opportunities created for the community to increase awareness of environmental issues and participate in environmental activities	20	45	●
<b>Asset Management and Planning for Bushland, Foreshores and Natural Areas</b> Planning at strategic, tactical, and operational levels for managing the City's natural land assets, including asset condition monitoring, scheduling maintenance, and developing management plans for bushland, foreshore, and public spaces, to meet performance targets aligned with strategic objectives and the LTFP.	# of new Bushland Management Plans developed	1	2	●
	# of existing Bushland Management Plans updated	18	18	●
	# of existing Foreshore Management Plans updated	1	8	●

Services (Business as Usual Functions)	KPI	Target	Actual	Status
<b>Environmental Compliance</b> Ensure the City has appropriate approvals (e.g. clearing permits and licences) for all works undertaken.	Number of active investigations into breaches of environmental regulations	0	0	●
<b>Sustainable Water Use and Management</b> Facilitate sustainable water use across the City including through the verge makeover program, facility water audits and Waterwise Council Action Plan implementation.	Maintain compliance with Groundwater allocation licenses (%)	100	98	●
	Maintain Waterwise Council accreditation	100	100	●
<b>Bushfire Management</b> Undertake bushfire mitigation initiatives to reduce the risk of wildfire causing damage to life, property and/or the environment.	Local Emergency Management and Bushfire Advisory Committee meetings held every quarter (%)	100	100	●

## Leadership

- Above Target
- On Target
- Below Target

Services (Business as Usual Functions)	KPI	Target	Actual	Status
<b>Community acknowledgement and recognition</b> Deliver Civic Awards Programs to acknowledge and recognise community contributions and achievements.	Number of Local Legends Awards	11	11	●
	% increase in number of Citizen of the Year Nominations	10	48.48	●
<b>Integrated Planning and Reporting (Strategic /Corporate)</b> Coordinate the review and development of the Strategic Community Plan (SCP), Corporate Business Plan (CBP) and Annual Operational Plan.	IPRF Compliance (%)	100	100	●
	CBP adopted annually by 30 June	100	100	●
	Annual Operational Plan prepared by 31 July	100	100	●
<b>Culture and Values</b> Facilitate positive and constructive culture and values within the organisation.	Culture Score. Target - All 4 constructive styles above 50th percentile & all 8 defensive styles below 50th percentile (%)	100	66.66	●
<b>Workplace Safety</b> Ensure all staff think safe, lead safe, work safe and go home safe.	No. Loss Time Injuries recorded	10	14	●
<b>IT Tech Support</b> Advocate, manage, maintain and support technology and technological solutions for Council operations.	Compliance with cyber security framework (Maturity Level 1-3)	95	95	●
	Support requests responded to within SLA (%)	90	91.25	●

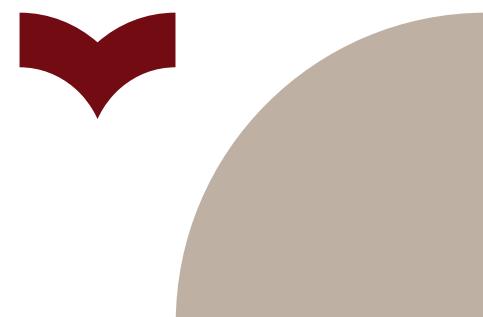
Services (Business as Usual Functions)	KPI	Target	Actual	Status
<b>Customer Service</b> Provide high quality customer service.	Post Transaction Customer Satisfaction (%)	90	75	<span style="color: yellow;">●</span>
	First point of contact resolution (FPOC %)	80	87.25	<span style="color: blue;">●</span>
	% Calls answered within 20 seconds	80	63.25	<span style="color: yellow;">●</span>
	Call Abandonment Rate (%)	5	8.5	<span style="color: yellow;">●</span>
	Management of the City's after hours emergency call flowchart (%)	100	100	<span style="color: green;">●</span>
	Action non-urgent calls to after hours call management provider (%) [next business day response]	100	100	<span style="color: green;">●</span>
<b>Cemeteries</b> Provide administration services for Mandurah Cemeteries.	Undertake burials within 48 hours (%)	100	100	<span style="color: green;">●</span>
	Provide acknowledgement/ response to complaints, within SLA (%)	100	100	<span style="color: green;">●</span>
	Provide advice on memorialisation (when enquired) within SLA (%)	100	100	<span style="color: green;">●</span>
<b>Records Management</b> Ensure compliant storage, retrieval, disposal and scanning/preservation of records. Ensure ongoing digitisation of physical records. Coordinate the retention, disposal and archiving program (including digital records).	Compliance with Recordkeeping Plan (%)	100	100	<span style="color: green;">●</span>
	% of documents audited for compliance, post OneCouncil document migration	5	0.1	<span style="color: yellow;">●</span>
<b>Freedom of Information (FOI)</b> Manage Freedom of Information processes and reporting.	FOI enquiries responded to within regulatory timeframes (%)	100	97.5	<span style="color: green;">●</span>
	Maintain up to date Information Statement (%)	100	100	<span style="color: green;">●</span>
<b>Tactical Planning for Roads and Transport, Building and Community</b> Tactical planning for the City's road, transport, building, and stormwater drainage assets involves asset condition monitoring and programming for replacement, renewal, and upgrades. This includes developing 10-year outline and 3-year detailed capital works plans, aligned with performance targets, strategic asset management, and the Long-Term Financial Plan (LTFP).	Complete development of the City Works and City Build 10 year Capital Programmes by end of Q2 *review*	100	100	<span style="color: green;">●</span>

Services (Business as Usual Functions)	KPI	Target	Actual	Status
<b>Civil Infrastructure Design</b> Civil infrastructure design includes surveying and designing local roads, car parks, traffic management, paths, public lighting, and stormwater drainage. It also manages private works in subdivisions and road reserves, aligning with performance targets, asset management, water-sensitive urban design, and the Long-Term Financial Plan (LTFP).	Design City Works annual Capital Program (% Projects)	100	100	<span style="color: green;">●</span>
<b>Strategic Asset Management and Planning</b> Strategic planning ensures the City's infrastructure assets are sustainably managed and maintained for future generations. This involves developing and regularly reviewing the Asset Management Strategy, Plans, and working with the Asset Management Working Group.	Review of Asset Management Strategy (% Complete)	100	100	<span style="color: green;">●</span>
	Number of bi-monthly Strategic Asset Management Working Group meetings held during the year	6	5	<span style="color: yellow;">●</span>
<b>Infrastructure Asset Design Principles</b> Ensure infrastructure capital works follow holistic design principles, including Crime Prevention Through Environmental Design (CPTED), Access and Inclusion, Ecological Sustainability (ESD), Place Enrichment, and Arts and Culture, to meet built form expectations.	% Projects incorporating CPTED principles	100	100	<span style="color: green;">●</span>
	% Projects incorporating A&I principles	100	100	<span style="color: green;">●</span>
	% Projects incorporating ESD principles	100	100	<span style="color: green;">●</span>
<b>Planning and construction for roads, transport, buildings, community assets, parks, open spaces, stormwater drainage, and bridge infrastructure</b> Planning the maintenance of the City's roads, transport, buildings, community assets, parks, open spaces, stormwater drainage, and bridges through asset condition monitoring and scheduling, aligned with strategic asset management and the Long-Term Financial Plan (LTFP).	Deliver City Works Capital Program (% Budget)	90	80	<span style="color: yellow;">●</span>
	Deliver City Works Capital Program (% Projects)	90	90	<span style="color: green;">●</span>
<b>Maintain Roads, Transport, and Drainage Infrastructure Assets</b> Maintain the City's road, transport, and drainage infrastructure assets to meet agreed performance targets.	Deliver City Maintenance and City Works Maintenance Program (% Budget)	100	95	<span style="color: green;">●</span>
<b>Maintain Buildings and Community Facilities</b> Maintain the City's buildings and community facilities to meet agreed performance targets.	Deliver City Maintenance and City Works Maintenance Program (% Budget)	100	100	<span style="color: green;">●</span>

Services (Business as Usual Functions)	KPI	Target	Actual	Status
<b>Fleet Management</b>  Management of the City's fleet of vehicles, plant and equipment including acquisition and disposal (new and replacement capital program) and repair and maintenance activities.	Review of Asset Management Plan (AMP to be reviewed biennially)	100	100	●
	Rolling 10 year Fleet Replacement Plan completed (% Complete)	100	100	●
	Deliver Capital Program (% Budget)	90	100	●
	Deliver Maintenance Program (% Budget)	90	85	●
<b>Tactical and operational planning for the management and maintenance of coastal and marine infrastructure assets</b>  Tactical and operational planning for managing and maintaining the City's coastal, marine, and waterway assets involves condition monitoring, scheduling maintenance, and planning for asset replacement, renewal, and upgrades. This includes developing 10-year outline and 3-year detailed capital works plans, aligned with performance targets, strategic asset management, and the Long-Term Financial Plan (LTFP).	Rolling 10 year Capital Works Programs completed (%)	100	100	●
	Development and review of Operational Plans for Coastal and Marine Infrastructure Assets	100	75	●
	Deliver Capital Program (% Budget)	100	90	●
	Deliver Capital Program (% Projects)	100	100	●
	Deliver Maintenance Program (% Budget)	100	85	●
<b>Tactical Asset Management and Planning for Parks and Open Space Infrastructure Assets</b>  Tactical planning for the City's parks and open space assets includes condition monitoring, scheduling for replacement, renewal, and upgrades, and developing 10-year outline and 3-year detailed capital works plans, aligned with performance targets, strategic asset management, and the Long-Term Financial Plan (LTFP).	Rolling 10 year Capital Works Programs completed (%)	100	100	●
<b>Animal Control / Management</b>  Apply legislation and educate the community on the importance of responsible animal ownership.	% decrease in annual dog wanders reported per registered dog	5	11.27	●
	Dangerous dog inspections completed within 30 days of Notification (% completed)	100	100	●
	High Priority jobs (e.g. dog attack in progress, wandering animals / livestock on road, major parking issues involving safety) responded to within 1 hour (% completed)	100	100	●
	% decrease in dog attacks with injury per registered dog	5	1.84	●
	"Animal offences (registrations, wandering, etc.) investigated and formal action taken within 14 days (% completed)"	100	94.4	●
	Shark Reports responded to within 1 hour (%)	100	100	●

Services (Business as Usual Functions)	KPI	Target	Actual	Status
<b>Building and Compliance</b> <p>Controlling the construction, occupation and demolition of buildings through the issuing of permits and certificates to deliver quality development outcomes.</p> <p>Investigate non compliance in accordance with the relevant legislation.</p>	Private swimming pools inspected within 4 years (%)	100	99	<span>●</span>
	% applications assessed within statutory time-frame (Certified Applications)	100	100	<span>●</span>
	% applications assessed within statutory time-frame (Uncertified Applications)	100	100	<span>●</span>
	% Demolition and Occupancy Permit Applications assessed within statutory time-frame	100	100	<span>●</span>
	Provision of Building Records within applicable specified timeframes – Requests for Building Records (%)	100	100	<span>●</span>
	Provision of Building Records within applicable specified timeframes – Orders & Requisitions (%)	100	75	<span>●</span>
	% applications assessed within 25 working days (Park Homes and Annexes within Caravan Parks)	100	100	<span>●</span>
<b>Manage the City's Rates Function</b> <p>Preparation of rate notices, pensioner management, street numbering, debtor management, property enquiries, new properties.</p>	Debt Recovery Percentage (%)	96	96.1	<span>●</span>
<b>Internal Audit</b> <p>Delivery of the 3-Year Strategic Internal Audit Plan and Annual Operational Internal Audit Plan.</p>	Recommendations implemented within 12 months of the Internal Audit Report being presented to Council (% processed)	100	83	<span>●</span>
<b>Risk Management Framework</b> <p>Ongoing review and implementation of the City's Risk Management Framework including Strategic and Operational Risk.</p>	Monitoring and maintenance of Strategic and Operational Risk Registers (% reviewed)	100	95	<span>●</span>

Services (Business as Usual Functions)	KPI	Target	Actual	Status
<b>Governance Framework</b> Ongoing improvement of the governance framework including resources, tools and education for Elected Members and Employees.	Employee participation rate (%) (mandatory training)	100	91.5	●
	Elected Member participation in mandatory training	100	100	●
	Implementation of the Council Policy Plan (# of policies)	20	50	●
	Implementation of the City of Mandurah Policy Plan (# of policies)	20	37	●
	Annual review of delegations (%)	100	100	●
	Annual review of Authorisations (%)	100	95	●
	# of Local Laws reviewed/developed	1	1	●
	Local Government Reform amendments implemented and imbedded (%)	100	100	●
<b>Procurement and Contract Management Framework</b> Ongoing improvement of the procurement and contract management framework including resource, tools and education for the organisation.	Participation rate in online procurement training (%) for Purchase Order Approvers	100	100	●
	Participation rate for in person procurement training (%) for Purchase Order Approvers	90	92.62	●
	Contract Management Training	50	50	●
	Compliance with Act and Regulations (Tenders) (%)	95	100	●
	Compliance with Regional Price Preference Policy (%)	100	100	●
	% of all local content and regional price preference claims for all Tenders	50	61.25	●
<b>City Property</b> Manage Leases and Licences portfolio.	Licences managed in line with expiration date (%)	100	100	●
	Leases managed in line with expiration date (%)	100	100	●



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**CITY OF  
MANDURAH**

**City of Mandurah**

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