



City of **Perth**

Agenda

Electors General Meeting

27 January 2026

Michelle Reynolds
Chief Executive Officer
23 January 2026

Electors' General Meeting Procedure

In accordance with clause 5.30 of the *Local Government Act 1995*, the Lord Mayor is to preside at an Electors' General Meeting

Regulation 18 of the *Local Government (Administration) Regulations 1996* states that the procedure to be followed at an Electors' General Meeting is to be determined by the person presiding at the meeting.

The following procedure is provided for guidance only and the final procedure will be determined by the Lord Mayor at the meeting.

1. All present are required to sign the attendance register upon entry to the Council Chamber, including name and address.
2. Speakers must be electors of the City of Perth.
3. The proceedings will be recorded for the purpose of production of minutes, and speakers are requested to use the microphone when speaking.
4. No other audio-visual recordings are to be undertaken without permission from the Lord Mayor.
5. The order of proceedings will firstly be reference to these rules by the Lord Mayor followed by:
 - a. Declaration of opening and welcome
 - b. Acknowledgement of Elected Members in Attendance
 - c. Lord Mayor's message
 - d. 2024-25 Annual Report, Financial Statements and Auditor's Report
 - e. General business
 - f. Closure
6. During general business, questions and motions may only relate to the matters that affect the local government and will be accepted at the discretion of the Lord Mayor.
7. Deputations or statements will not be permitted.

Electors proposing motions or questions to the meeting

8. Proposed motions and questions must be submitted no later than 24 hours prior to the meeting. Forms are available on the City's website <https://perth.wa.gov.au/council/council-meetings>
9. Only motions and questions for which the City has received 24 hours' notice will be addressed at the meeting.
10. The Lord Mayor will call for a mover and seconder for a motion.
11. No motion is open to debate until it has been seconded. Only one motion will be received at a time.
12. Upon a motion being proposed, the Lord Mayor may call for speakers to address the meeting.
13. When addressing the meeting, a speaker is to:
 - a. Move to the lectern (unless otherwise instructed, or unable to do so due to sickness or a disability)
 - b. State their name and suburb
 - c. Address the meeting through the Lord Mayor
 - d. Limit any questions to fact, not opinion or supposition
14. The mover of a motion has the right of reply and closes the debate.

Voting at the meeting

15. Once a motion has been moved and seconded, the Lord Mayor will ask for a vote on the motion from the electors.
16. Each elector has one vote. An elector is not required to vote.
17. Voting is determined by a show of hands.
18. A simple majority carries the vote.

Decisions made at the meeting

19. The decisions of this meeting are not binding on the City of Perth Council. All decisions made at the meeting will be presented to Council for its consideration at its next practicable meeting.
20. Minutes of this meeting will be available on the City's website as soon as practicable after the meeting and before the next Ordinary Council meeting.

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1. Declaration of Opening, Acknowledgement of Country/Prayer and Welcome

2. Attendance

2.1 Acknowledgement of Elected Members in Attendance

3. Lord Mayor's Message

4. Annual Report, Financial Statement and Auditor's Report

4.1 2024/25 Annual Report, Financial Statements and Auditors Report

| | |
|---------------------|---|
| Voting Requirements | Simple Majority |
| Attachments | Attachment 4.1A – City of Perth Annual Report 2024-25 ↓ |

Recommendation

That the 2024/25 Annual Report, inclusive of Financial Statements and Auditors Report, for the City of Perth be ACCEPTED.

5. General Business

6. Closure



**CITY OF
PERTH**
City of Light

An aerial photograph of the Perth waterfront, showing a winding road along the water's edge, lush green trees, and the city skyline in the background under a clear sky.

20 25

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ANNUAL REPORT

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Acknowledgement

The City of Perth acknowledge the traditional custodians of the land we are situated on, the Whadjuk people of the Nyoongar nation and Aboriginal people from other lands. We celebrate the continuing traditions, living culture, and the spiritual connection to Boorloo and the Derbarl Yerrigan. We offer our respects to Elders past and present.

The City of Perth kaditj kalyakool moondangak kaaradj midi boodjar-ak ngala nyininy, Wadjuk Noongar yoongar wer bandany Aboriginal yoongar yooarme boodjar-ool Ngalang woola Boorloo wer Derbarl Yerrigan kalakoort, wongin kadadjiny wer, wirn-yoodan. Ngalang kaditj Birdiya koorra wer yeyi moondang-ak kaaradjiny



ABOUT THIS ANNUAL REPORT

This Annual Report meets the requirement under the *Local Government Act 1995* for local governments to adopt an annual report by 31 December or within two months of the Auditor General's report on the City's financial statements being made available.

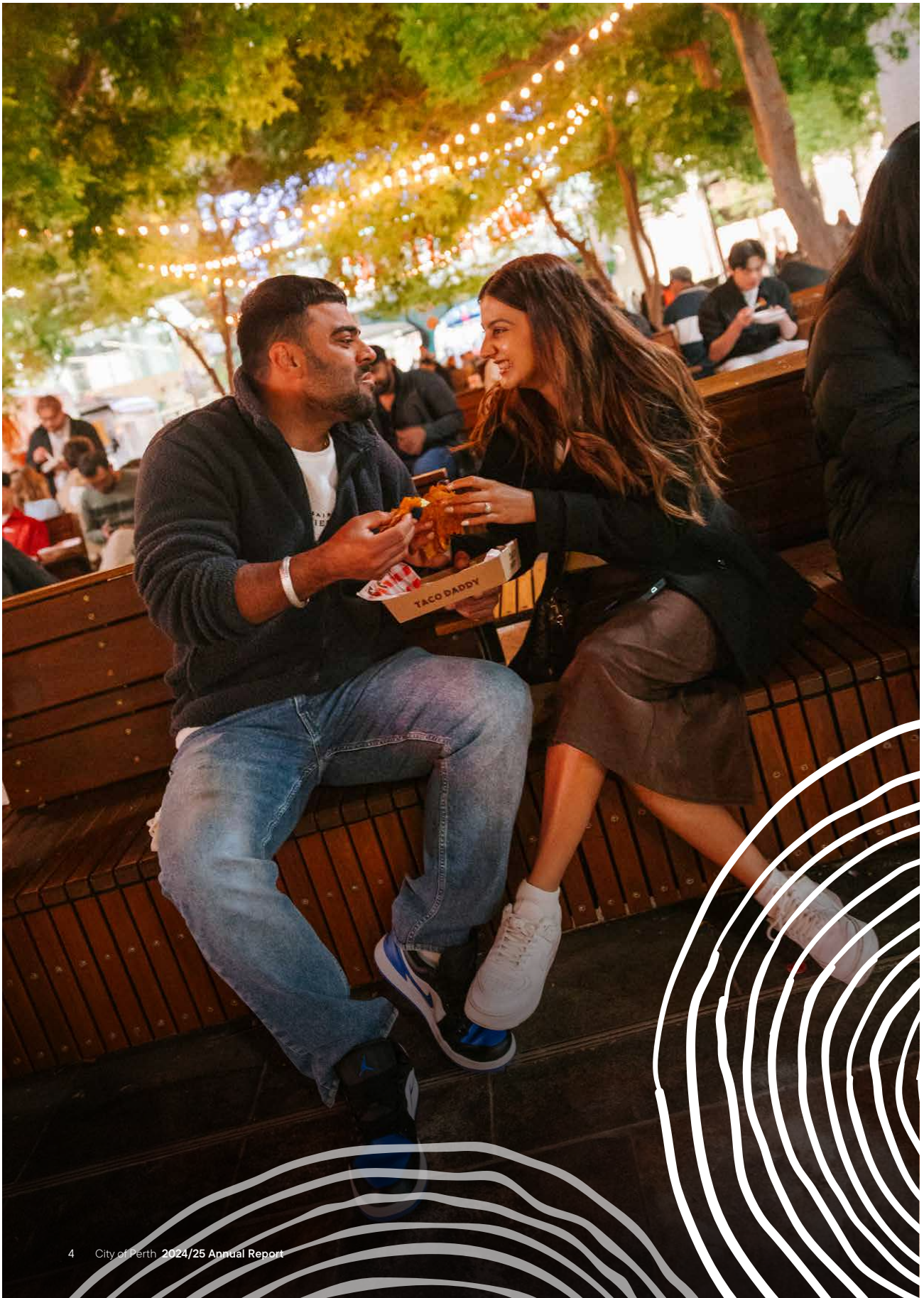
Delivering this detailed Annual Report is much more than a legislative requirement; it tells the story of what we have achieved on behalf of the community in the 2024/25 financial year.

Everything we do at the City of Perth is guided by our Strategic Community Plan 2022/32, which was developed in consultation with the community. The community's aspirations for our City of Light are represented in the three strategic pillars that guide our operations: Liveable, Sustainable and Prosperous. A fourth foundational pillar of 'A Well-Governed City' underpins how we operate, always striving for excellence and professionalism, with a workforce committed to accountability, integrity and respect.

In telling our story of the year that was, this Annual Report details our performance and provides insights into the City's bright future.

In line with our sustainability goals, limited numbers of this Annual Report were printed. The publication can be downloaded electronically at perth.wa.gov.au.

For enquiries, contact the City of Perth on (08) 9461 3333 or email info@cityofperth.wa.gov.au



LORD MAYOR'S MESSAGE

On behalf of Council, I am pleased to present the City of Perth's 2024/25 Annual Report.

Perth's performance as our capital city is among the strongest we have seen, and this year's results reflect a city moving forward with confidence, momentum and purpose.

Over the past twelve months, Perth has experienced record visitation and economic activity, alongside a pace of growth and development in our city centre not seen for decades. These outcomes are the product of sustained effort, strong partnerships and a shared commitment to Perth's future.

Partnership has been a defining theme of the year. Through the Perth City Deal, the \$1.75 billion collaboration between the Australian Government, the Western Australian Government and the City of Perth continue to reshape our capital. The opening of the ECU city campus in early 2026 will be transformational, bringing education, energy and opportunity into the heart of our city and redefining daily life in Perth.

We also marked significant milestones on projects that speak to Perth's identity and liveability. From the revitalisation of the WACA Ground including a new aquatic centre backed by \$25 million in City funding to the commencement of the Perth Concert Hall redevelopment, these investments reflect our responsibility to both current and future generations.



Together, these city-shaping projects are catalysing renewed investment across Perth's core, including purpose-built student accommodation and major mixed-use developments such as the \$400 million redevelopment of Carillon City. This is a pivotal moment for Perth, a city confidently stepping into its next chapter.

As we look ahead, our focus is firmly on the long term. The development of the Perth Capital City Plan will help define the vision for Perth in 2036 and beyond, ensuring growth is matched with liveability, sustainability and opportunity for all who live, work and visit here.

Perth is a city on the move. With a clear sense of direction, strong partnerships and an engaged community, we are building a capital city that is vibrant, inclusive and prepared for the future.

A handwritten signature in black ink, appearing to read 'B. Reynolds'.

Bruce Reynolds
Lord Mayor



CEO'S MESSAGE

Reaching new heights in the City of Light!
On behalf of our capital city community, I'm proud to detail the year's accomplishments in our 2024/25 Annual Report.

Following the completion of all 300-plus City-assigned recommendations last year, it felt like we entered the year with clear air for the first time since I arrived in 2020. With the City's reputation for excellence restored, it was exciting to work with my Executive Leadership Team to define how we sustain excellence into the future.

We continued to deliver on our commitments in a resounding way. Despite ongoing inflationary and supply chain challenges, we delivered 96 per cent of our Corporate Business Plan deliverables on time and on budget, and the same again for our \$49 million capital works and asset renewal program. These are the projects, works and service improvements that make a real and clear difference on the street.

We also kickstarted our new era of self-defined excellence by cementing Perth as the events capital of WA. We kept our City's visitation and economic spend records rolling with year-round events and activations for all ages and tastes. We're so grateful for the partners that support this spectacular programming, from the award-winning Rio Tinto Christmas Lights Trail that drew more than 430,000 people to the City, to the fireworks of Roy Hill's New Years Eve, and the Lotterywest Festive Lights and Summer Night series, and Boorloo Heritage Festival, and much, much more—you name it, it happened right here in the City!

The liveability of our City is a big focus as we rapidly move towards hosting 55,000 residents by 2036. This year, we reengaged renowned global urban design gurus Gehl for a new study of Perth, with their previous studies in 1994 and 2009 having helped shape key City precincts such as Cathedral Square and Elizabeth Quay. This new study is informing the development of our Perth Capital City Plan—the delivery of which will need to be shared by our broader capital city community, stakeholders and government partners.



Caring for our community goes to the heart of what we do. From projects that make it easier to get around our city like the two-way conversion of Hay Street, to plans to improve Supreme Court Gardens, Russell Square and James Street, and efforts to sustainably care for, clean and green our streets and parks, we look back on another strong year of community services, programs and projects. Of course, being recognised along the way for accolades such as Parking Organisation of the Year and the 2025 Platinum Waterwise Council of the Year helps to reinforce that we're maintaining excellence in the things that matter today and tomorrow.

We also did the work to meet upcoming challenges and opportunities by progressing a number of key strategies for transport, community infrastructure and economic development. Our Economic Development Strategy was endorsed early in the 2025/26 financial year, setting us up to further drive local business growth, attract investment and diversify industries in Perth. We understand what it takes to do business in the heart of our city thanks to our track record of leasing, developing and managing more than 90 buildings and facilities, 91 commercial tenancies, and the biggest owner-operator parking business in WA.

Looking forward, I am more confident than ever that we have the right people, processes and passion in place to sustain the bright trajectory of our City of Light on behalf of our community.

Michelle Reynolds
Chief Executive Officer

A CITY & A CAPITAL

The City of Perth is the dynamic and diverse heart of Western Australia's capital city, Perth/Boorloo. Our local government area sits on Whadjuk Nyoongar land and includes the neighbourhoods of Crawley-Nedlands, East Perth, Claisebrook, Northbridge, Central Perth, and West Perth. One of the sunniest cities in the world, the City was also dubbed the 'City of Light' by American astronaut John Glenn when he spotted the sparkling city lights from space during his historic orbit of Earth in 1962.



Our city consistently ranks as one of the most liveable in the world.

We're home to almost 33,000 residents. And we expect up to 55,000 will live here by 2036. Our local government area also encompasses or interacts with key adjacent entertainment/event precincts and public spaces including Kings Park/Kaarta Koomba, the Swan River/Derbarl Yerrigan, and Elizabeth Quay/Gumap.

Our global partners

Sister Cities

| | |
|-----------------------|----------------------|
| Kagoshima | Japan (1974) |
| Houston | United States (1984) |
| Megisti, Kastellorizo | Greece (1984) |
| Rhodes | Greece (1984) |
| San Diego | United States (1987) |
| Vasto | Italy (1989) |
| Nanjing | China (1998) |
| Chengdu | China (2012) |

Charters of Mutual Friendship

| | |
|--------|--------------------------|
| Taipei | Taiwan (1999) |
| Perth | Scotland (2006) |
| Seocho | Republic of Korea (2008) |

Memorandum of Understanding

| | |
|----------|------------------|
| Denpasar | Indonesia (2020) |
|----------|------------------|

We celebrated some major milestones with our sister cities this year:



years with
Kagoshima, Japan



years with
Vasto, Italy



Today the City is a prosperous hub where business is done.

We represent the interests of almost 13,000 businesses, which in turn supports around 230,000 workers. Each day the City's daytime population swells further as people converge to live, work and play.



We're committed to being a sustainable City.

Our neighbourhoods are home to 43 spectacular parks and green spaces, that cover more than 116 hectares of land (excluding Kings Park). And our tree canopy is growing rapidly. That's just a snapshot. Read on to see everything we did behind the scenes to make our City more prosperous, liveable and sustainable this financial year.



City of Perth boundary



A CAPITAL COUNCIL

Vacant Lord Mayor

Lord Mayor Basil Zempilas vacated the role following his successful election to the WA State Parliament in March 2025. The role remained vacant through to 30 June 2025, with Deputy Lord Mayor Bruce Reynolds performing the duties of Lord Mayor for the remainder of the financial year.

Basil was first elected as the 18th Lord Mayor of the City of Perth in October 2020 and reelected in October 2023, entering Local Government after a successful and ongoing career in television, radio, and print journalism.

Basil is now Opposition Leader of the WA Liberal Party and Member for Churchlands.





Bruce Reynolds
Deputy Lord Mayor

Councillor Bruce Reynolds was elected to the City of Perth Council in October 2023.

Bruce is a respected business owner and passionate community advocate within the City. With 28 years of entrepreneurial experience, Bruce is deeply committed to the city's development and the welfare of its residents and stakeholders. As a long-term resident, community advocate and business owner, he brings invaluable insight into the community's needs and aspirations.

In 1996, Bruce founded a creative consultancy specializing in digital art, finished artwork, advertising, and graphic design. His expertise also extends to property marketing, administration, sales, and management. Also the owner of a specialty coffee house that serves as a community hub, Bruce fosters a welcoming space for local residents and helps keep a pulse on local issues.

Beyond his business ventures, Bruce is dedicated to community service, with extensive experience in non-profit work. He has held various volunteer, board, and chair roles, and currently serves as the President of Rotary City, where he leads community engagement and fundraising efforts alongside a team of like-minded members.

In his spare time, Bruce enjoys staying active. He loves his golf, you'll also find him on the tennis or squash court, at the gym, or indulging his passion as a devoted Fremantle Dockers and cricket fan. He also loves spending time in or on the water and taking long riverside walks to clear his mind.

City of Perth Committee Membership: CEO Performance Review Committee External Committee Membership: Metropolitan Regional Road Group WALGA Central Metropolitan Zone (Deputy Member) Perth Local Development Assessment Panel (Alternate Member).



Clyde Bevan
Councillor

Clyde Bevan was elected to the City of Perth Council in October 2020, bringing with him a wealth of experience in business, hospitality, and community service.

For over 30 years, Clyde owned and operated a series of successful restaurants with his wife, most notably the acclaimed Friends Restaurant, which they ran for more than two decades. Throughout his hospitality career, he earned seven national awards, including Best Restaurant with Entertainment in Australia (three times), Best Fine Dining Restaurant in Australia (twice), and Best New Restaurant in Australia. His outstanding contributions to the industry were recognised with his induction into the Restaurant and Catering Association Hall of Fame.

Clyde has been a frequent media commentator on food, wine, and entertainment and has served as a judge for numerous national wine and food awards.

In government, he has held the role of Senior Policy Advisor in the WA Office of the Premier and Cabinet, advising on key issues affecting the state.

Clyde's leadership roles have included serving as CEO and Board Member of the WA Restaurant and Catering Association, the State Supply Commission, and the Kalamunda and Districts Hospital Board. He was also President of the Swan Valley Tourism Council for four years, promoting one of WA's key tourism regions.

From 2004 to 2010, Clyde served as Chairman of the Board of Commissioners at Lotterywest, overseeing the governance of one of Australia's most significant community funding bodies.



Liam Gobbert
Councillor

Liam Gobbert was elected to the City of Perth Council in October 2020. He served as the inaugural Chair of the Policy Committee and as a member of the Audit and Risk Committee. He is the City's delegate to the Mindarie Regional Council, the WALGA Central Zone, the Local Development Assessment Panel, and has recently concluded as the Metropolitan (Deputy) Local Government Representative to the Western Australian Planning Commission.

Liam is an East Perth resident and is passionate about creating vibrant and liveable communities. He is focused on improving safety and security, lighting, cultural experiences, public amenities, and attracting residents and businesses into Perth.

Apart from Council, Liam works in rail infrastructure project management, is Vice-President of the Independent Theatre Association of WA, and is also a Justice of the Peace. He holds qualifications in urban planning, project management, music, and retail.

Liam previously served as a Councillor from 2009-2017 at the City of Joondalup with a term as Deputy Mayor. His previous volunteer involvement has included serving as the Secretary for urban think tank FuturePerth, as a committee member for the Cancer Council's Relay for Life, and as Musical and Orchestral Director for multiple community theatres. He has also volunteered with Open House Perth, Propel Youth Arts, and the YMCA's Youth Parliament.

Catherine Lezer
Councillor

Councillor Catherine Lezer, elected to the City of Perth Council in 2020 and re-elected in 2023, is a dedicated advocate for the city she was born and raised in. With extensive experience in finance and property, including various directorships in Perth and Sydney, Catherine brings a wealth of knowledge to her role.

She is a passionate proponent of strata living, with practical expertise in environmental sustainability, EV charging, and fostering strong communities. Known for her commitment to good governance and sound fiscal management, she currently chairs the City of Perth's Audit and Risk Committee. Catherine is also a respected council member of the Heritage Council of WA, where she serves on its Audit and Risk Committee.

A graduate of the Australian Institute of Company Directors, she holds a Bachelor of Business and a Master of Business Administration.

Catherine is deeply committed to ensuring the vibrancy and continued evolution of Perth's CBD through dynamic events, public art, and new technology, alongside strategic residential development.



Dr Viktor Ko
Councillor

Dr Viktor Andrew Ko, first elected to Council in October 2020, was born and raised in Australia as the eldest child to Cantonese parents. He is a former State Trauma Registrar at Royal Perth Hospital, and a dedicated advocate for accessible healthcare, culminating in his candidacy for the federal seat of Curtin for the Labor party.

Dr. Ko earned his Bachelor of Medicine and Bachelor of Surgery (MBBS) from the University of Notre Dame Fremantle (UNDF) and is an alumnus of UWA Rural Clinical School program (RCSWA). As a student, he was a passionate advocate for rural health through the National Rural Health Students Network (NRHSN) and was awarded the John Flynn Scholarship (JFPP), gaining firsthand experience in regional healthcare across Geraldton, Albany, and Kalgoorlie.

He began his medical career with a surgical residency at Sir Charles Gairdner Hospital (SCGH) before transitioning to Royal Perth Hospital (RPH) as a surgical registrar. During the height of COVID-19, he stepped away from the hospital system to protect his community by assisting with the state's vaccination rollout. He later joined 'Homeless Healthcare', providing frontline medical care at Tranby Uniting, RUAH, and St Bart's where he witnessed the harsh realities of homelessness. During this time, he obtained his Fellowship with the Royal Australian College of General Practitioners (FRACGP) before returning to Royal Perth Hospital (RPH) as a Trauma Registrar.

On council, he has overseen 5 budgets, supported a \$575,000 investment into a Safe Night Space for women, supported the creation of the City's LGBTIQ Advisory Group to facilitate respectfully and informed discussion. He has served on the development assessment panel and was the deputy member of Catalina Regional Council. He has also resided over a council that for the 2nd consecutive year has been recognised as the "Tree City of the World", an acknowledgement of Perth's urban forestry efforts.

Today, he serves as a trusted family doctor, continuing his lifelong dedication to patient care and community well-being.

Raj Doshi
Councillor

Raj Doshi was elected in October 2023 and serves on the Audit and Risk Committee and the CEO Performance Review Committee. She also represents the City of Perth on the Metropolitan Regional Road Group and the Perth Local Development Assessment Panel, and in September 2024 was appointed to the Catalina Regional Council. In this role she contributed to the delivery of the award-winning 10 Star Home at Catalina Estate, setting a new benchmark for sustainable development.

In 2025, Raj represented Perth at the World Energy Cities Partnership (WECP) Annual General Meeting in Calgary, strengthening international networks and promoting Perth's role in global energy transition discussions.

Originally from Leicester in the UK, Raj moved to East Perth with her young family in 2014. With more than 15 years' experience in finance and banking, she transitioned into community work on arriving in Perth. Her contributions include lighting the pedestrian bridge, initiating the annual Fairlanes Concert, leading charity fundraising events, and volunteering with Open House Perth, Heritage Perth, and Playgroup WA. She also helped establish the East Perth Community Choir.

Raj is a Director of the Blue Room Theatre and a strong advocate for initiatives that foster connection, community, arts and culture across Perth.



David Goncalves (He/they)

Councillor

David was elected to the City of Perth Council in October 2023. Born and raised in Perth, David has lived half of his life — 22 years — across the neighbourhoods of Perth, Northbridge, and East Perth.

With a background in science, engineering, and technology, David has worked for more than a decade within the academic organisation and conference sector, initially locally and now internationally.

With a keen focus internationally, David has developed a passion for advocating for Perth's increasing role as a strategically important city, a dynamic destination, and one where all are welcome and can live a great life.

Having served for four years as the inaugural and founding Chair of the City of Perth's LGBTQIA+ Advisory Group, as well as a former Marriage Equality WA Convenor, David's approach to community advocacy has been to utilise principles of co-design and co-delivery to create genuine collaboration, consensus, and cooperation for all.

While working in the health policy space, David has previously focused on enabling advocates and stakeholders to have meaningful access to the policy development process and thereby design actions and responses that genuinely deliver outcomes.

David has also volunteered and served at both Northbridge Common and the East Perth Community Group, with work on safety, urban renewal, liveability, and good governance.

He serves as a delegate to the WA Local Government Association, a member of the CEO Performance Review Committee, a member of the WA Government LGBTQIA+ Reference Group, and as the Ministerial appointment for the Central Perth Land Redevelopment Committee.

Steven Wellard

Councillor

Councillor Steven Wellard was elected to the City of Perth Council in October 2024. As a Marine Engineer and the APAC Regional Supply Chain Manager for Wabtec Corporation, Steven has a strong interest in the global energy transition and sustainable energy solutions.

Making Perth a greater place to live, work and visit is a long-standing priority. Steven has almost ten years' experience advocating for and improving community outcomes, experiences and amenity within the City.

Steven was Chairperson of West Perth Local and in 2021 was awarded the Australia Day Citizen Group Award in recognition of his work in developing West Perth as Australia's first urban Native Bee Scene suburb, as well as arranging supportive community events during the height of the Covid pandemic.

Steven was also a founding board member of LGBTQIA+ Running & Walking Club, Perth Frontrunners and prior to joining Council was Co-Chair of the City of Perth LGBTQIA+ Advisory Group, and member of the City of Perth's Neighbourhood Advisory Forum representing West Perth.

Elected Member attendance

| Member | Ordinary Council Meetings | Special Council Meetings | Agenda Briefing Sessions | Audit and Risk Committee | CEO Performance Review Committee | Electors' General Meeting | Elected Member Engagement Sessions |
|--|---------------------------|--------------------------|--------------------------|---------------------------|----------------------------------|---------------------------|------------------------------------|
| | 10 Held | 2 Held | 11 Held | 4 Held | 4 Held | 1 Held | 14 Held |
| Lord Mayor Basil Zempilas ¹ | 6 | 2 | 6 | 2 | 2 | 0 | 5 |
| Councillor Clyde Bevan ² | 9 | 2 | 10 | Non-member 1 [#] | 4 | 1 | 12 |
| Councillor Raj Doshi | 10 | 2 | 11 | 4 | 4 | 1 | 14 |
| Councillor Brent Fleeton ³ | 2 | 0 | 0 | Non-member | Non-member | Non-member | 0 |
| Councillor Liam Gobbert | 10 | 2 | 11 | 4 | Non-member 1 [#] | 1 | 14 |
| Councillor David Goncalves | 8 | 1 | 6 | Non-member | 1 | 1 | 8 |
| Councillor Catherine Lezer | 9 | 1 | 9 | 4 | Non-member | 1 | 13 |
| Councillor Viktor Ko | 9 | 2 | 8 | Non-member | Non-member | 0 | 10 |
| Councillor Bruce Reynolds ⁴ | 10 | 2 | 9 | Non-member 2 [#] | 3 | 1 | 14 |
| Councillor Steven Wellard ⁵ | 7 | 1 | 8 | Non-member 1 [#] | Non-member 1 [#] | 1 | 8 |

[#] Observer Only

¹ Disqualification as Lord Mayor on 20 March 2025

² Deputy Lord Mayor to 29 October 2024

³ Non-member following resignation on 31 August 2024

⁴ Deputy Lord Mayor from 29 October 2024

⁵ Elected following the October 2024 Extraordinary Election

Register of complaints

There were two (2) complaints added to the City of Perth's Register of Complaints, in accordance with Section 5.121 of the *Local Government Act 1995* (the Act) during the 2024/25 financial year.

In the first instance, the Panel, acting under section 5.110(6)(a) of the Act, found a Minor Breach of Regulation 18 of Division 4 of the *Local Government (Model Code of Conduct) Regulations 2021* and ordered that the elected member publicly apologise.

In the second instance, the Panel, also acting under Section 5.110(6)(a) of the Act, found a Minor Breach of the same Regulation but determined that no further sanction be imposed on the elected member.

A CITY **HARD AT WORK**

Our leaders

The Chief Executive Officer (CEO) is responsible for the management of the City of Perth's Administration. It is the CEO's role to provide overall strategic direction, leadership and coordination of the City's day-to-day operations. Along with the general managers and staff, the CEO acts on Council decisions by developing and putting into practice the Council's policies and resolutions.

Supporting the CEO is the Executive Leadership Team (ELT). An additional Alliance was formed during the financial year that brought together service units with a focus on engagement and activation of the City. With the City shifting into a new era of excellence following completion of all City-assigned recommendations stemming from the Perth Inquiry, this new Engagement and Activation Alliance has a strong outward-facing remit to build on recent successes through world-class events programming and impactful partnerships that activate Perth and attract ongoing investment in our capital city.

On 30 June 2025, the ELT comprised the following:

Commercial Services

General Manager
Steve Holden

The Commercial Services Alliance brings property leasing, development, management and maintenance functions together with the City's parking business. This commercially focused area aims to maximise the City's valuable property assets and income-generating services.

Office of the Chief Executive

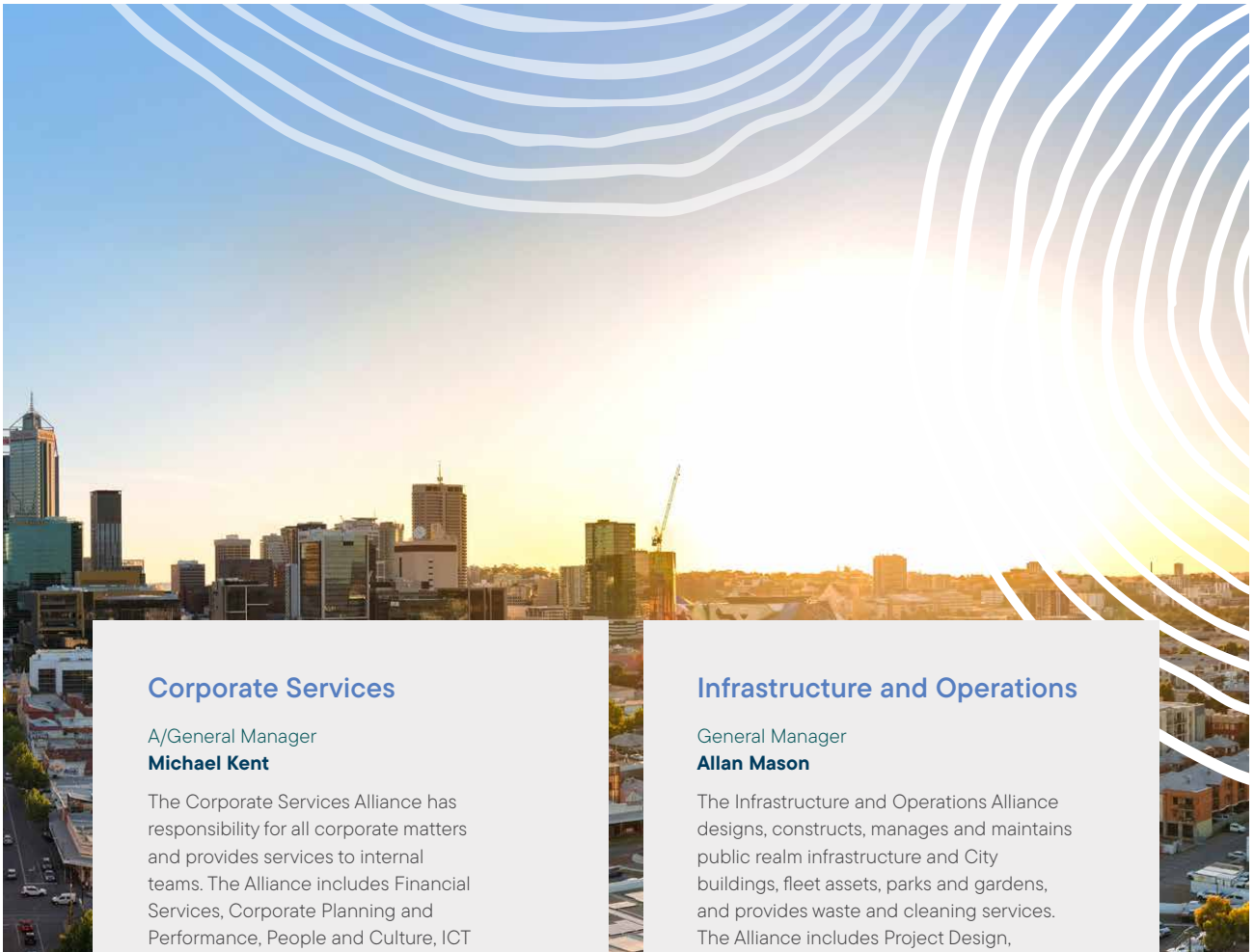
Chief Executive Officer
Michelle Reynolds

The Office of the Chief Executive develops and implements strategic plans that enable the City to deliver its vision. It is responsible for Elected Member liaison, establishing inter-governmental frameworks and facilitating partnerships with key stakeholders. The Office of the Chief Executive includes Audit and Risk, Executive Services, Council Governance and Policy, Strategy, Council and Civic Support, and International Engagement.

Community Development

General Manager
Wendy Attenborough

The Community Development Alliance works to ensure a community that is safe, socially cohesive, inclusive and supported. The Alliance comprises Arts and Culture, Community Safety and Amenity, and Community Services.



Corporate Services

A/General Manager
Michael Kent

The Corporate Services Alliance has responsibility for all corporate matters and provides services to internal teams. The Alliance includes Financial Services, Corporate Planning and Performance, People and Culture, ICT Services, Procurement and Information and Records Management.

Infrastructure and Operations

General Manager
Allan Mason

The Infrastructure and Operations Alliance designs, constructs, manages and maintains public realm infrastructure and City buildings, fleet assets, parks and gardens, and provides waste and cleaning services. The Alliance includes Project Design, Project Delivery, Civil Maintenance, Asset Management, Waste and Cleaning, Fleet and Depot, Container Deposit Services and Parks and Environment service units.

Planning and Sustainability

General Manager
Maria Cooke

The Planning and Sustainability Alliance strategically plans, designs and provides the necessary support and guidance for the growth and future development of the City. Teams within this Alliance include City Planning, Development Approvals, Transport and Urban Design, and Sustainability.

Engagement and Activation

General Manager
Andrew Lane

The Engagement and Activation Alliance is responsible for supporting growth in City visitation, economic spend and the overall vitality of our State's capital city. The Alliance includes collaborative, externally-focused functions that engage community and activate our City, including Communications and Marketing, Customer Experience, City Events and Economic Development.

Population Statistics



Median Age

33

Born overseas

54%

Population

34,624

Household size

1.74

Persons

Environmental Statistics



Public open space

43

River frontage

11km

Number of trees

20,000

New trees planted

606



Length of roads

115km

Parking bays

18,290

Bike and foot paths

0.58M m²

Economic Statistics



Businesses

13,187

Local jobs

241,630

Office floor space

1.83M m²

Gross product

\$94.6B

(Regional)

Top economic output sectors



Mining



Professional, Scientific & Technical Services



Financial & Insurance Services



Business Statistics

WORKFORCE



Female
Employees

44%

Managers

63%



Male
Employees

55%

Managers

37%



Non-Binary
Employees

0.4%

Managers

0%

Age range

18-80

Average age

46

Nationalities/cultures

58

Employees

654

Approved FTE

704

Average tenure

6.39

RATES



Rates revenue

\$107.9M

Commercial rateable properties

5,025

Residential rateable properties

16,174

SOCIAL MEDIA



Social media followers

849,500

Social platforms

6

CITY SERVICES



Waste recycled

3,494t

Library visits

295,323

Graffiti removed

20,188m²

Street cleaning

17,745km

Footpath cleaning

9,091km

Busker permits processed

247

Feature lighting bookings

184

Animal registrations

268

Visitors to concierge

7,583

Phone calls handled

36,264

Good Governance

Disclosure of annual salaries

Disclosure of Annual Base Salaries for Employees on Negotiated Salaries and the City's Enterprise Agreements:

| Salary Range | No of employees |
|-----------------------|-----------------|
| \$130,000 – \$139,999 | 16 |
| \$140,000 – \$149,999 | 33 |
| \$150,000 – \$159,999 | 7 |
| \$160,000 – \$169,999 | 10 |
| \$170,000 – \$179,999 | 9 |
| \$180,000 – \$189,999 | 2 |
| \$190,000 – \$199,999 | 4 |
| \$200,000 – \$209,999 | 3 |
| \$210,000 – \$219,999 | 2 |
| \$220,000 – \$229,999 | 1 |
| \$230,000 – \$239,999 | 0 |
| \$240,000 – \$249,999 | 3 |
| \$250,000 – \$259,999 | 0 |
| \$260,000 – \$269,999 | 2 |
| \$270,000 – \$279,999 | 2 |
| \$280,000 – \$289,999 | 0 |
| \$290,000 – \$299,999 | 1 |
| \$300,000 – \$309,999 | 0 |
| \$310,000 – \$319,999 | 0 |
| \$320,000 – \$329,999 | 0 |
| \$330,000 – \$339,999 | 0 |
| \$340,000 – \$349,999 | 0 |
| \$350,000 – \$359,999 | 0 |
| \$360,000 – \$369,999 | 0 |
| \$370,000 – \$379,999 | 0 |
| \$380,000 – \$389,999 | 0 |
| \$390,000 – \$399,999 | 0 |
| \$400,000 – \$409,999 | 1 |

Note: All salaries are shown as a full-time occupancy. Part-time employees are paid on a pro-rata basis.

The CEO remuneration package inclusive of super is \$439,682.00; excluding super it is \$404,658.00.

Recordkeeping Statement

The City of Perth is committed to the reliable and systematic management of government records in accordance with legislative requirements and best practice standards.

Evaluation of Recordkeeping System

The City's Recordkeeping Plan was approved by the State Records Commission in 2024, with the next scheduled review due in 2029.

The City has established a Records and Information Management (RIM) Project to undertake a comprehensive discovery and analysis of existing data holdings, as well as a review of associated policies and procedures. The project is progressing well, with key milestones being met in accordance with the project timeline. The RIM Project is on track to deliver improved records management capabilities, enhanced cross-departmental collaboration, and greater operational efficiency through cost reduction and resource optimisation. This ensures ongoing compliance with the *State Records Act 2000* and improved City records processes.

Evaluation of the Recordkeeping Training Program

The City's recordkeeping training materials are reviewed and updated annually, with feedback collected through staff surveys to support continuous improvement. Additional training initiatives will be identified and implemented as part of the RIM Project.

Recordkeeping Induction Program

All new City staff are required to complete training on the City's recordkeeping systems as part of their induction. Refresher training is available to staff, with self-help resources accessible on the City's Intranet.

Information Statement

The City's Information Statement is published on our website in accordance with the requirements of Section 96(1) of the *Freedom of Information Act 1992*, and is available on request.

Freedom of Information and Public Interest Disclosures

The City processed 52 Freedom of Information requests in 2024/25, with 96 per cent processed within the legislated timeframe.

No public interest disclosures were made in 2024/25.

Complaints handling

The City monitors trends in complaints handling and grievances for the purposes of improving our services, processes and workplace experience.

The following data and analysis relates to ongoing reporting requirements stemming from Recommendation 322 of the Perth Inquiry.

City employees

| | 2023/24 | 2024/25 |
|--|---------|---------|
| Discipline matters finalised: | 35 | 30 |
| Discipline cases finalised with substantiated allegations: | 20 | 24 |
| Grievances finalised: | 15 | 15 |

For City employees, the City's primary focus was on providing additional guidance and support to managers including developing a suite of practical resources that complement existing procedures and support best practice in the management of workplace conduct issues.

Compared with the last financial year, the 2024/25 trend data indicates a slight decrease in the total number of matters finalised, and an increase in the percentage of disciplinary processes with substantiated allegations. This may be attributed to improved management capability that enable lower level issues to be dealt with informally by line managers, whereas more serious issues are escalated and resolved through formal processes.

The average time taken to finalise complaints and grievances remains under three months, consistent with the previous year.

Elected Members

| | 2023/24 | 2024/25 |
|----------------------|---------|---------|
| Complaints recorded: | 2 | 2 |

Details of the complaints related to Elected Members are recorded under 'Register of complaints' in the 'Our Councillors' section of this Report.

Customers

| | 2023/24 | 2024/25 |
|----------------------|---------|---------|
| Complaints recorded: | 176 | 369 |

The increase in customer complaints can be attributed to several factors, primarily improved processes and the appointment of a dedicated Complaints Officer. Residents are now better informed about how to lodge formal complaints, leading to an increase in volume and quality of feedback received by the City. Our upgraded CRM platform also enabled more consistent and detailed logging of complaints, capturing a broader range of issues with an improved categorisation system. Several new or different categories became more prominent this year, including community safety, busking, building and construction, and transport and urban design.

In addition, the 2024/25 period saw engagement levels and community activations comparable or higher than pre-COVID times, with more events, services and public interactions. Combined with a heightened media focus on the City, these factors likely contributed to greater public awareness and responsiveness, generating more feedback from the community.

Code of Conduct training

Code of Conduct training completed this year:

- 94% of new employees completed the 'Code of Conduct: new starter module'
- 80% of employees completed 'Code of Conduct: Annual refresher' training
- 90% of executive completed the training
- CEO completed the training
- 67% of Elected Members completed relevant Code training.

This data relates to ongoing reporting requirements stemming from Recommendation 33 and 37 of the Perth Inquiry.

National Competition Policy

In 1995, the Council of Australian Governments entered into a number of agreements, collectively known as the National Competition Policy. Local government is affected mainly where it operates significant business activities which compete, or could compete, with private sector businesses, or where local laws unnecessarily affect competition. The City adheres to the National Competition Policy

The City's business activities include leasing and licensing of premises and parking facilities, for which competitive neutrality principles apply. In determining fees, charges and rents, the City is mindful of market rates and conditions, impact on ratepayers, residents and visitors, local government regulatory obligations and policies, allocation of City resources and possible impact on competitors (current and potential) for the City of Perth, including as a capital city.

REPORT ON **OPERATIONS**

The work we have completed this year on behalf of our community is grouped against our strategic pillars of 'liveable', 'sustainable', 'prosperous', and 'a well-governed City'.



A LIVEABLE CITY

Supporting a
community that
is safe, socially
cohesive, inclusive
and activated.



Rio Tinto Christmas Lights Trail 2024

A vibrant City of Light

The City delivered a bumper year of events and activations, bringing record crowds which contributed to record economic outcomes across the year. There were 646 activations in total within the City during the year. One of the keys to this success has been the establishment of an 'always on' year-round event schedule that extends the success of the summer period across every season. Some of the biggest highlights and outcomes are included below.

Christmas lives here

The City recorded its biggest festive season on record, according to independent spend and foot traffic data, with December 2024 proving to be the highest monthly spend on record ever for the City accounting for inflation at \$345 million, up 6.5 per cent on the equivalent month last year. Of particular note, the dining and entertainment spend data recorded \$65.5 million in spend, which was up 3.8 per cent year on year.

The Christmas Lives Here marketing campaign ran again, delivering an impressive 278 per cent return on investment, equivalent to \$1.7 million in paid and earned media value. The social media component also returned 2.3 million impressions, with 27,000 landing page views. This supported a positive perception of spending time in the city, with 61 per cent of those surveyed agreeing there was a lot to do in the City at Christmas. 55 per cent also agreed that the City was the home of Christmas in WA, and 61 per cent agreed they were more likely to visit during this time.

Along with a full calendar of Christmas events which included returning favourites like the Christmas Nativity and the Alinta Christmas Pageant, the following free community events drew significant crowds and delivered outstanding economic impacts for our City.

Rio Tinto Christmas Lights Trail

Our marquee Christmas offering received plaudits this year, with the Rio Tinto Christmas Lights Trail winning Community Event of the Year at the 2024 National Event Awards, as well as a Silver Award at the Perth Airport 2024 WA Tourism Awards.

Running for 41 nights from 22 November to 1 January, the Christmas Lights Trail spread sparkle and joy through Central Perth all the way to Elizabeth Quay with 20 joyful installations backed by Rio Tinto, Lotterywest and several Precinct Partners. Promotions and uptake of the Trail were supported by a free map created by the City, as well as a dedicated marketing campaign, roving performers, and more.

This year's event drew in 430,700 people across the period. Despite a shorter running time than the previous year, this saw a bigger daily visitor average at 10,757 per day compared with 9,891 per day in 2023/24.

Santa comes to Council House

On several nights between 6 December and 24 December, including nightly from 13 December, the City hosted Santa Claus in the Council House foyer for free photos and Christmas wish lists. In an inclusive initiative, Sensitive Santa sessions were also held on 17 and 18 December during quieter hours.

Elizabeth Quay Fun Fair

Forming part of the festive atmosphere in the city, the Elizabeth Quay Fun Fair again helped to bring the precinct to life, offering activities and fun for visitors and families. Not counting the nights where City-led events coincided, the Fun Fair attracted more than 70,000 people across the season, slightly down on last year due to a shorter trading period.

Light shows and floating stages

Lotterywest Festive Light Shows

Thanks to major sponsor Lotterywest, a full weekend of Festive Light Shows helped ring in the Christmas cheer, attracting more than 14,000 people to Elizabeth Quay to be wowed by a festive 500-drone light show.

Fireworks every Saturday night through summer

Christmas and summer came with a bang this year, as the City hosted fireworks every Saturday night across the December and January months, adding to the spectacle and experience of the festive and summer season in the city.

Elizabeth Quay Summer Nights series

Elizabeth Quay came to life like never before across eight consecutive nights in January for the Lotterywest Summer Nights series, wowing crowds with spectacular live entertainment on a floating stage in the Quay, as well as a delicious collection of food trucks, and nightly fireworks. Across the series, more than 20,000 people flocked to the Quay to enjoy the diverse range of events and experiences, with the series also supported by Network 10, DevelopmentWA and Lux Events.

Australia Day City of Light Show and Birak Concert

An estimated 140,000 people revelled in the Australian community spirit as the skies above the Derbarl Yerrigan / Swan River lit up on Australia Day, thanks to our partnership with Hancock Prospecting. Around 70,000 watched on from Langley Park and Supreme Court Gardens, including those enjoying the homegrown music and celebration of Aboriginal and Torres Strait Islander culture at the Birak Concert. The City facilitated road closures and movement of crowds on the day.



Australia Day City of Light Show



New Year's Eve Celebrations 2024

New Year's Eve Celebrations

New Year's Eve couldn't have been more packed this year, with up to 115,000 people gathering in and around the City to enjoy two spectacular fireworks shows at Elizabeth Quay, courtesy of principal partner, Roy Hill. The City again held fireworks at the family-friendly time of 8.30pm, enabling revellers of all ages to ring in the new year with a bang. For the first time, a midnight show was also staged at Elizabeth Quay, coinciding with the usual midnight fireworks display over Northbridge, ensuring the skies lit up wherever visitors and residents were in the city.



Djeran Fair at Wellington Square

Boorloo Heritage Festival

This was the biggest Lotterywest Boorloo Heritage Festival yet, hosting around 130,000 attendees across the month of April, at over 100 activities and events. Key event partners included North Metropolitan TAFE, the Perth Mint, Theatre 180, the Art Deco and Modernist Society of WA, and Development WA. Importantly, 96 per cent of attendees said they had a positive experience, and 74 per cent of survey respondents also would not have visited the city without the Festival encouraging them to do so. In celebrating our city's unique histories and heritage, the Festival also does so much for our businesses, delivering a \$18 million multiplied economic impact overall and a 96 per cent return on investment in terms of paid media value.

Twilight Food Market

The Twilight Food Markets once again made Forrest Place the place for delicious food and Friday night fun from October through to March. Open every Friday night, the Food Markets, drew in crowds of up to 5,000 people every event. More than 35 stallholders participated across the season, with seating, stage activation, and sustainable waste initiatives also playing a part in delivering another successful season. Marketing support from the TFM also saw a 3 per cent uplift in return on investment, delivering \$25,069 in media value overall, including 1.09 million impressions across GumGum, Weibo, and Little Red Book.

Barrack Square Markets

New this year, the City trialed brunch and wellness markets at Barrack Square from 16 March to 20 April. The trial was extremely successful, recording over 20,500 attendees in only six weeks. Of the attendees surveyed, 60 per cent said they would recommend the event to friends and family, and were very likely to attend the Markets again in following seasons. 85 per cent of respondents also believed the event benefited the local economy and added to the culture of the CBD. The Barrack Square Markets have been endorsed to return next year as part of the City's Events Plan, with an extended 11-week run from 1 March to 10 May 2026, helping to bridge the summer and off-peak seasons and creating extra patronage for riverfront businesses.



Lightscape in King's Park

Lightscape

The City continued its support for Lightscape in its third year, joining the Botanic Gardens and Parks Authority, Sony and major partner Roy Hill in lighting up the stunning surrounds of Kings Park. The event commenced within the financial year, running from 13 June to 27 July, with the addition of a new shuttle bus service between Kings Park and Elizabeth Quay strengthening the connection with the city and our businesses, enabling patrons to dine before or after the event. Over its run, Lightscape sold 112,000 tickets despite a very rainy winter, helping to further entrench the City of Light as the events capital of WA.



Hoopsfest Fan Zone

A basketball culture and lifestyle festival was held in Forrest Place from 19-22 September coinciding with the inaugural HoopsFest which saw a first of its kind multi-day festival featuring all NBL and WNBL teams together in the same place at the same time. The Fan Zone included DJs, basketball demonstrations, merchandise sales, giveaways, and food and bar, plus a range of related infrastructure including bleachers, screens, basketball court and hoop, and a 360 dunk photo booth. Despite significant competition with other events, the Fan Zone saw approximately 18,000 attendees, equating to a 130 per cent increase in foot traffic compared to the previous year, and a 24 per cent increase for the same window the following week.

Fringe World

The City's strong support of the FRINGE WORLD Festival continued this year, forming the third year of an existing three-year sponsorship arrangement with ARTRAGE valued at \$400,000 annually. This year's Festival delivered significant benefits to the City, transforming Northbridge and Perth across January and February with a program of unique and surprising experiences. More than 500 shows were spread across almost 100 venues, showcasing the talents of almost 3,000 artists and performers, wowing audiences of all ages. The City remained the beating heart of the Festival with 45 city venues hosting some of the biggest events, and featuring entertainment 'hubs', including at the Perth Town Hall, State Theatre Centre, The Rechabite, Ice Cream Factory, and the iconic Pleasure Garden in Russell Square, Northbridge. The Festival welcomed almost 500,000 people, with 88.3 per cent of attendance recorded within the City of Perth.

Perth Festival

The City supported the activation of key city zones for the Perth Festival, contributing \$300,000 in sponsorship and \$55,600 in-kind. As part of the program, the Perth Town Hall was transformed into The Embassy, activating our beloved heritage building in a nod to its rich history. Across the course of the Festival, The Embassy attracted 4,351 patrons and featured 110 artists. Other key activations in the city included Perth Moves in Forrest Place, and the Karla Bidi light beacons. These temporary 4.5 metre sculptures were placed along the Derbarl Yerrigan / Swan River foreshore and shone light beams into the sky that were visible from more than one kilometre away. Each sculpture had an accompanying soundscape for that location. Almost 350,000 people attended Perth Festival, with almost 135,000 attending activations within the City of Perth.

Sporting spectacles

Olympic and Paralympic Welcome Home

A public ceremony was held in September at Forrest Place, colouring the area in green and gold to welcome home WA athletes who participated in the 2024 Paris Olympics and Paralympics. The event included speeches, autograph signing, and sporting activities, generating plenty of additional foot traffic and a fun atmosphere to support our central businesses.

AusCycle Road National Championships

In 2023, the City secured the rights to host the AusCycle Road National Championships for three years, with an annual contribution of \$250,000 provided through Major Events and Festival Sponsorship. Commencing in January this year, the first outing of the Championships in Perth was a major success, activating Northbridge, Kings Park, St George's Terrace, and Mounts Bay Road across different days, courses and events. With free attendance for spectators, an estimated 54,000 people attended across the three days of the event that took place in the City of Perth, including strong interstate visitation. The Criterium and Road Races were particularly well attended, and the community engaged in the Championship directly through the AusBike Family Zone, Northbridge Family Ride, and the Kings Park Gran Fondo. Local businesses also saw a direct boost, hosting fan viewing opportunities for the Northbridge Criterium.



Marketing the City

Marketing for the City plays a key role in driving attendance at various events across the year, as well as targeted campaigns that support key periods, projects or events. Here are some notable highlights from the year.

Shine bright in the City of Light

We continued to promote the City through additional bursts of our brand campaign, encouraging people from across greater Perth to make the city their destination of choice, whether dining out, catching up with friends, seeing a show or generally exploring the heart of the city. The bursts across a range of channels and mediums, including streaming platforms, achieved a 91 per cent return on investment, equivalent to \$1.89 million in paid media value.

Summer

The summer months remain integral to the vitality of our businesses, with Perth's renowned weather bringing thousands of visitors to our streets. The City supported this with dedicated summer marketing that delivered an astounding 402 per cent return on investment, equivalent to \$1.87 million in paid and earned media value. Of particular note, our out of home advertising reached 79 per cent of Perth residents, and our social component delivered 12.3 million impressions. This led to positive perceptions of the city in summer, with 86 per cent of surveyed event attendees agreeing that City events make Perth more vibrant, and the same again agreeing that events positively impact the community. 67 per cent reported that Perth is a great place to eat and drink.

Plateful Perth

Building on last year's success, the City ran a second serving of Plateful Perth during August, to shine a light on the city's world-class dining and hospitality scene and draw more people into the city in winter. This time a total of 66 businesses took part, including 29 returning and 37 new businesses, providing a total of 26 offers, 27 experiences and 18 events across the month. The dedicated marketing for the program recorded an impressive 348 per cent return on investment, equating to more than \$2 million in paid and earned media value. Overall, the program proved an outstanding success once again, with 78 per cent of event tickets sold, including eight completely sold-out events, and 11 sold-out experiences. Feedback from businesses was extremely positive, with 80 per cent reporting increased sales and foot traffic, and 95 per cent reporting they would participate again.

In a fantastic acknowledgement, Plateful Perth also took out a Silver Award for Tourism Marketing and Campaigns at the Perth Airport 2024 WA Tourism Awards!



Marketing for the City plays a key role in driving attendance at various events across the year.

Partnering to build the events capital of WA

Key sponsorships secured

Securing major sponsorships significantly reduces operational event expenditure and helps to deliver an immersive and memorable event schedule that benefits our visitors and residents, while ensuring our ratepayers don't foot the bill.

Across the year, 13 event partners were secured, including four major and nine minor sponsors, equating to \$2,646,154 in funding. This equated to an almost 10 per cent increase on the previous year.

The City has also supported numerous activities through our leveraging and activation fund, including both major events and smaller initiatives that activate the City, and provide positive economic impacts to CBD businesses. This included the Telethon Forrest Place Fun Zone, NAIDOC Markets, Routes Asia, and the State of Origin Captain's Call in Forrest Place.

Activating the City through sponsorships and grants

Acknowledging the need to build the events program beyond City-led events, the City optimised its sponsorships and grants program to further activate our streets, parks and riverfront with community-building events. This year, more than \$5.6 million was committed in sponsorship and grants, with key highlights including:

- 13 programs delivered
- 190 successful applications processed
- Major sponsorship approved for the 2027 World Police and Fire Games, totaling \$1 million
- First year of three-year AusCycling Road National Championship hosted in January 2025, transforming Northbridge and Kings Park into a crowd-drawing cycling showcase.

Celebrating our wins

In a wonderful acknowledgement of our efforts to build our annual events program, in partnership with key partners, the City won the following national and State awards this year:

National Event Awards



2024 Australian Event Awards

Community Event of the Year for the 2023 Rio Tinto Christmas Lights Trail



2024 Australian Event Awards

Venue of the Year
Perth Town Hall

Perth Airport 2024 WA Tourism Awards



City of Perth – Silver

(Category 27 – Excellence in Local Government Award for Tourism)



Lotterywest Boorloo Heritage Festival – Bronze

(Category 4 – Festivals & Events)



Plateful Perth – Silver

(Category 14 – Tourism Marketing & Campaigns)



13

programs delivered



\$5.6M

in funding committed

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Perth Town Hall team



A City to explore and enjoy

iCity Kiosk

The City of Perth's iCity Kiosk, established in 2001, has become a premier tourism service, welcoming and educating the growing number of visitors to our capital city. Staffed by 70 dedicated volunteers, the kiosk proudly holds the prestigious Golden 'i' Accreditation, a top-tier tourism accreditation for Visitor Centres. We have 66 active volunteers, with more than 9,000 hours devoted during the year at an average of 136.5 hours per volunteer. This year, our volunteer team answered more than 54,000 questions or requests at the iCity kiosk counter, and our volunteer tour guides provided engaging and educational tours to a total of 1,402 customers.

Love for our Library

We successfully navigated some considerable challenges stemming from the noisy façade remediation project at the Library, by continuing to provide exceptional services and programming to our community across the full year. Whilst overall visitation was impacted, decreasing 11 per cent across the year, our meeting room bookings increased by 29 per cent in 2024/25, ensuring overall revenue increased an impressive 36 per cent. Memberships were also steady, reaching 7,020 library members, with 69% being active members.

Library merchandise options continue to grow in quantity and popularity, with the most popular items proving to be a notebook and stationery set.

We also fostered partnerships with 12 organisations, including new partners Lane Bookshop, Luma and SHE Speaks, whilst displays in the ground floor cabinets also showcased interesting organisations and activities including Northbridge's St Vinnies Retro, winning entries from the inaugural Haiku on Hay competition, Fremantle Press' 'Sharing WA stories', and an informative black swan display linked to the Boorloo Heritage Festival.

Some other key stats include:

- 9,763 attendees, a 15 per cent increase, at programs for children and young adults
- 4,500 attendees, a 24 per cent increase, at programs for adults
- 27 per cent average of all collections on loan
- \$182,970 total Library revenue, up from \$117,500 last year
- 4.6 star Google rating
- 284,464 Facebook views, with 450 new followers
- 91,128 Instagram views, with 536 new followers
- 15,077 subscribers to our e-newsletter by the end of June



54,000

visitor questions answered



70

dedicated iCity volunteers



7,020

Library members



14,263

attendees at Library programs

Library upgrades

Following a significant project spanning several years, we unveiled a new digital wall this year! 40 LED panels and new software were installed on time and under budget, adding vibrancy to the ground floor. The screens are also visible outside the Library, encouraging patrons to book promoted events.

In other work, CCTV screens were updated, furniture was upgraded in the Auditorium and on Level 4 and 5, and the soft-fall flooring on Level 4 was replaced in the Tree Area. Duress tags that help to keep Library staff safe were also reviewed and ailing tags were replaced, with a new WA supplier was sourced to ensure better continuity and support.

Our membership database also underwent maintenance during the year, with a six-month project resulting in thousands of expired member records being cleaned from the system. Database maintenance will now be undertaken ongoing.

Improved App

Our Library App received a boost with a change in supplier providing a more dynamic and interactive experience for our members. The App now links to the Library's social media pages, and members can search directly on platforms such as Hoopla and Overdrive. Usage increased by 125 per cent, rising to 207,109 users by the end of June.

Our supporting 'Book of the Month' Facebook group also reached 781 members, with the 12 recommended titles this year attracting 932 loans at an average of 102 each month.

Supporting sustainability

We also hosted a Home Energy Audit Kit as part of a collaboration with Switch your Thinking, to support community members in undertaking sustainability upgrades on their residences. Since being made available in March, the kit has been consistently checked out, with holds placed for the next borrower. The kit will form the first collection item for our Library of Things, which is scheduled to be rolled out in the new financial year, alongside other items like jigsaw puzzles and board games.

Programs and initiatives

The Library continues to provide diverse, accessible and inclusive programs that support community needs, connection and wellbeing. This includes language classes, with 30 free English Language Classes and 32 English Conversation Classes attracting 651 attendees and 721 attendees respectively.

Regular children's programming included Baby Rhymetime, Toddler Rhymetime, Storytime and school holiday programs. Languages other than English storytimes covered Spanish, French and Japanese, whilst special cultural events included Bastille Day, and the Tanabata Festival. Overall programs for children and young adults saw almost 10,000 attendees across 389 events or sessions, an increase of 15 per cent on last year.

The Justice of the Peace service on Sunday afternoons continues to meet a need, with a team of eight volunteers meeting 655 people, and witnessing 2,513 documents across the year—an increase of 22 per cent and 36 per cent respectively.

Our team also contributed to City-wide programming for the Boorloo Heritage Festival and Tree Month, with highlights including the 'Human Library Café' and 'Swanning Around Perth' for the Festival, and Nature Life Drawing and Indoor Plants 101 topics during Tree Month.

Home delivery service

Our home delivery team serviced 18 recipients and three institutions every month, including St Barts, Archibishop Goody Hostel, and The Richardson, providing a mix of around 200 regular and large print books, audiobooks and DVDs.

Library Customer Survey

We ran the biennial Library Customer Survey during March, attracting 561 responses, including 20 per cent from City residents. Of the questions that related to the key focus areas of our Library Strategy, the City received exemplary feedback:

- 91.24 per cent agreed or strongly agreed with 'I feel safe and welcome when visiting the Library'.
- 75.1 per cent agreed or strongly agreed that 'The Library helps me to stay informed and improve my knowledge and skills'.
- 88.87 per cent agreed or strongly agreed with 'I receive a high standard of customer service when I visit the Library in person or online'.
- 65.95 per cent agreed or strongly agreed that 'The Library helps me to feel connected to my local community.'



City of Perth Library is an incredible library adapted with great facilities and a wide range of literature for public borrowing. I love the library as it's close to home and is open during hours where my university libraries are closed. The architecture is an admirable function of the library, the well-lit levels and adapted transport (elevators) for all persons makes it unique and useful for all. I find great use in the study areas where I am able to finish off work or have a study session with peers.

Anonymous comment from the 2025 Library Customer Survey.

Venues in demand

Perth Town Hall

In a huge tick of approval, our historic Perth Town Hall won Venue of the Year at the prestigious Australian Event Awards this year! This year, our Town Hall team hosted 389 events and shows for more than 50,000 attendees, generating \$374,710 in venue hire revenue. The venue was also improved during the year with an upgraded projector, screen and event lighting, as well as the addition of increased live streaming capabilities, portable staging, a haze machine, and a disco ball.

Highlights from the year include:

- Forming a venue hub for Fringe World 2025, and Perth Festival 2025
- 42 Tuesday Morning Shows delivered to an average of 150 people per show, including increased attendance from people living with a disability. The shows also raised \$1,612 in donations for cancer research.
- Town Hall Undercroft was incorporated into the Christmas Lights Trail for the first time, providing a rest stop with food and music, and displaying a light installation
- Hosting the Noongar Carols on 4 December, featuring 38 choirsts learning Christmas carols in Noongar with Gina Williams and Guy House. The choir sang to an audience of 200 people, with the event also forming part of the Christmas Lights Trail for the first time.

There was also a diversification of venue hire, with 68 per cent of events being in theatre style, 17 per cent in banquet format, 12 per cent being cocktail events, with the remainder being exhibitions and markets.

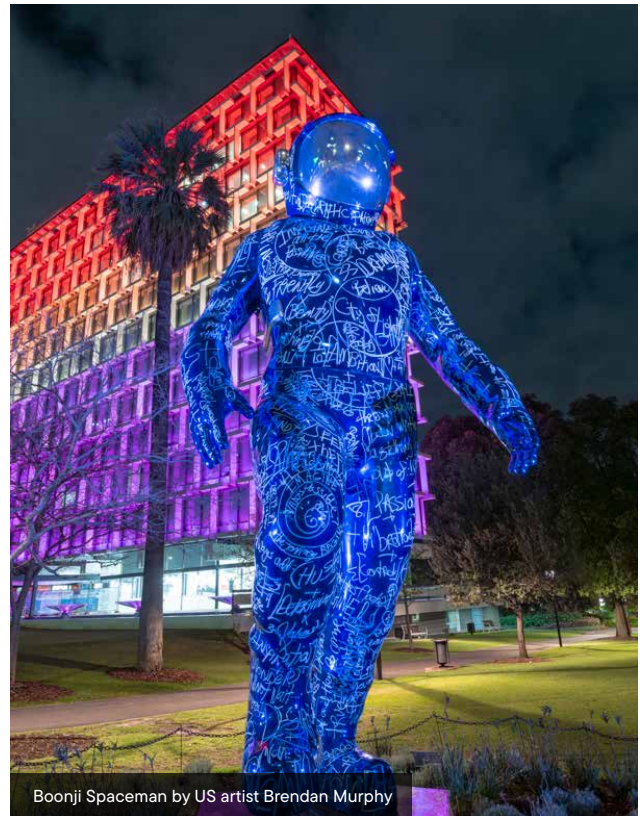
Library bookable spaces

Our Programs and Venues team also managed a total of 260 activities, supporting 4,500 attendees across 143 programmed events and around 5,000 attendees across 117 Library Auditorium venue bookings. Revenue for the Auditorium topped \$45,000, whilst 15 ticketed library events also raised more than \$7,000.

Reserves and green spaces

Our reserves continued to be popular for outdoor events, with Harold Boas Gardens proving most popular for park weddings with 50 booking during the year, followed by Queens Gardens and Council House Gardens, resulting in almost \$30,000 in revenue. During the year, the team also contributed to a City-wide 'Bookable Spaces' campaign, and streamlined bookings for food and alcohol, as well as offering a discounted rate for customers booking a park wedding ceremony and Perth Town Hall as a reception venue.

Cathedral Square was also activated through events such as the Scribblers Festival which ran over five days in October, attracting 391 students and increasing foot traffic by 24 per cent compared to the previous week.



Boonji Spaceman by US artist Brendan Murphy

Showcasing our culture and arts scene

The City support our City's culture and arts scene to the tune of \$725,000 in Arts and Culture Sponsorships, supporting a wide range of arts programs in the City.

Our ongoing program of exhibitions in the Council House Foyer Gallery continued, with seven new exhibitions featuring, including WA Portrait Artists 2025, and Celebrating PrideFEST 2024 which featured new photographic works by Western Australian artist Christophe Canato that were commissioned by the City. Another exhibition, TAFE to Fame, was developed for the Lotterywest Boorloo Heritage Festival in partnership with North Metropolitan TAFE as part of their 125-year celebrations.

Spaceman lands at Stirling Gardens

Perth's very own Boonji Spaceman was unveiled in Stirling Gardens in May, where it will remain for 12 months so locals and visitors can enjoy it. The 7-metre-tall sculpture was accepted by the City of Perth Council as a gift from US artist Brendan Murphy, courtesy of Gullotti Galleries. Murphy gifted the statue after learning of our City of Light origin story, attributed to American astronaut John Glenn's historic triple orbit of the Earth in 1962, during which Perth residents and businesses left their lights on to welcome Glenn as he reached the Western edge of Australia. The sculpture is a one-of-a-kind creation, and its carbon fibre and steel construction weighs in at 1,365kg.

Celebrating our diverse community

Welcoming new citizens and rewarding our residents

The City hosted seven citizenship ceremonies during the year, welcoming more than 300 new citizens to Australia, most commonly from India, the UK, Brazil, New Zealand, Pakistan, and the Philippines. Importantly, applications were processed in a timely way, with 98 per cent of candidates allocated a citizenship ceremony in less than six months of their date of approval.

Our civic support function also supported almost twenty events ranging from flag raising ceremonies to civic events. The Australia Day 2025 citizenship ceremony also included the Citizen of the Year Awards where four awardees received recognition for their outstanding contributions to our community.

Chinese New Year celebrations

The Perth Chinese New Year Fair was a free cultural street carnival delivered in the heart of Northbridge by The Chung Wah Association. Supported by the City through an Event Sponsorship of \$90,000, the event attracted 38,000 visitors to the city to celebrate, enjoy, learn and participate in Chinese culture through stalls, performances and activities. The City also decorated Northbridge, and Murray and Hay Street Malls with red lanterns, and lion dancing took place every lunchtime for two weeks.

ANZAC Day

The City played host to most of the major annual commemorations including the Dawn Service, Gunfire Breakfast, ANZAC Day March, and the all-abilities Sunset Service, proudly supporting RSLWA in these events. New this year, a special Cathedral Service was also held as part of the commemorations, and the ANZAC Day Family and Matanship Event took place on Irwin Street, providing a space to socialize with a licensed area and a variety of food trucks. With around 50,000 people attending events across the City, we supported the community in attending by providing free parking all day in City of Perth parking bays, as well as facilitated road closures to support proceedings and community safety. The grounds of Government House were also transformed again by more than 40,000 craft poppies that were hand-knitted by the RSLWA Poppy Ladies.

Clontarf Cup

Supported by the City, the Clontarf Football Cup returned to Langley Park for a second year in April. The event featured a senior football carnival for Years 10-12 Clontarf students from 21 metropolitan and regional academies, bringing a total of 280 young Aboriginal and Torres Strait Islander students from across Western Australia for a day of Australian rules football in Boorloo.

Participation in the Clontarf Cup is a powerful way to encourage young First Nations men to strive at school, as proven by the Foundation's successful program of helping over 7,800 young Australian and Torres Strait Islander men complete Year 12 and find employment.

PrideFEST

The City's proud partnership with Pride WA and commitment to PrideFEST continued this year, with \$300,000 in sponsorship, and a further \$43,055 provided in-kind. This year's program saw the successful relocation of the iconic FairDay to Supreme Court Gardens, starting a new era for PrideFEST by bringing all the major Pride events into the City. Our staff hosted a stall at FairDay, providing information about the ways the City supports the LGBTQIA+ community. Our staff also marched proudly in the annual Pride Parade under the City banner, with the Parade taking part through multiple streets in Northbridge with satellite stages, viewing areas and roaming entertainment. Almost 89,000 people attended PrideFEST across the events in November, with the Festival providing significant opportunities for community participation, including 5,500 people taking part in the Pride Parade, and 150 stallholders supporting FairDay.





City's Arts Team in Wolf Lane

Improving street appeal and public amenity

Artful streets and laneways

We continued to reinvigorate our streets and laneways continued this year, under the Forgotten Spaces: Revitalising Perth's Laneways – Episode 2 strategy.

One of the priorities identified in the strategy was works for City-owned laneways like Wolf Lane. The Wolf Lane Refresh continued into a new phase this year, with completion of newly installed amenity and aesthetics, including:

- Additional overhead functional and decorative lighting
- Seating benches and planter boxes
- Wider irrigated garden beds and new plants
- A new mural and distinctive Wolf Lane signage.

Street murals can deliver a profound uplift to city streets and laneways. We continued to add to our City's growing public art scene with the addition of 11 new bright, vibrant and unique murals across the city center, including wonderful additions in Grand Lane and at an entrance to Claisebrook Cove.

Improved public toilets

Ease of access to quality public toilets remains a focus. During the year, the City completed a full refurbishment and refresh of the Supreme Court Gardens toilets. The improved facilities will add to both the day-to-day experience of the City, but also support the events hosted at the important riverside open-air venue. During the year, design and consultation on the new public toilet at Mardalup Park was also completed. Construction of the new toilet block is planned to commence in 2025/26.



76,878

customer calls and emails answered



247

busking permits issued



300

new citizens welcomed

A community-centered City

Customers to the front

Our Customer Experience team is often the first point of contact at the City. During the year, the team handled 36,264 calls and 40,614 emails for a wide range of matters. This was also the first year that digital communications channels overtook calls, with over 55 per cent of interactions taken via live web chat, email, use of the Snap Send Solve app, or webforms. In particular, usage of Snap Send Solve increased significantly, rising to 3,322 cases solved this year, compared to 1,275 from the previous year. Importantly, as of 30 June, our Snap Send Solve interactions also held a 4.5 out of 5 customer satisfaction rating, which is the highest in Western Australia!

Other key stats from our Customer Experience team include:

- 91,260 emails sent to stakeholders
- 75,073 visits to Engage Perth website
- 7,583 visitors to Council House greeted and processed at concierge
- 247 busking permits issued
- 184 feature lighting applications designed and displayed on Council House

Community Centres in demand

Our Citiplace Community and Rest Centres celebrated their 35th anniversary in March, marking more than three decades of providing essential space for invaluable community services, activities, connection and rest and recovery. The City also operates the Rod Evans Community Centre which recommenced community use last year, and new this year, the newly refurbished Langley Park Pavilion opened its community spaces in February 2025. Collectively, all of our facilities host approximately 750 hours of community activities and programming every month.

Groups and activities are very diverse, including craft groups, arts and theatre groups, dance and fitness classes, out-of-school tutoring, life-long learning opportunities, religious groups, and indoor social games such as scrabble, mahjong, and carpet bowls.

Support for homelessness

We continued to implement our Homelessness Action Plan this year which included support of the Moore Street Accreditation Site. This open-air area provides a space for people experiencing homelessness to access multiple services in the same location, as well as accredited mobile outreach services which provide in situ support for vulnerable people.

This year, we further supported the site by contracting security staff, as well as covering utilities such as electricity and water, and provided free parking to the roving outreach services at a total cost of more than \$600,000. This supported nearly 180 volunteers and staff from 22 social-purpose organisations in donating a range of items and services including clothing, sleeping items, haircuts, and health and hygiene facilities, as well as more than 23,000 meals and 1,000 laundry loads.

During August's Homelessness Week, the City also donated around 125kg of food and hygiene items to Foodbank, and the City also hosted a 'Shifting Perceptions' exhibition at the Perth Town Hall displaying artworks by artists who had current or former experience of homelessness. The exhibition provided visitors with the opportunity to see another side of this vulnerable cohort, with all proceeds of the 23 artworks sold, totalling \$2,186, going directly to the artists.

“The City proudly monitors some of the safest streets in Australia, working to ensure our community and our visitors feel at home when out and about in our City.”

Safe City streets

Well-lit streets and parks

Lighting in our streets and parks helps our residents and visitors feel safer and stay longer into the evening hours. A key program of works including the ongoing implementation of the public lighting enhancements, with upgraded street lighting completed along Murray Street, St Georges Terrace, Victoria Avenue, Wittenoorn Street, Adelaide Terrace, and at Totterdell Park. Our team also installed feature up-down halo lighting in Forrest Place and the Murray Street Mall that allows the City to light up our trees in new ways, and lighting bollards are in place on Roe Street Bridge, making the crossing brighter and safer.

Road safety measures for Terrace Road

Community consultation undertaken in 2023 identified a number of opportunities to improve road and pedestrian safety along Terrace Road. During the year, road safety improvements and traffic calming measures were installed between Plain Street and Hill Street, including 9 raised plateaus, a number of islands that support pedestrian crossings, and footpath extensions, including improved sight lines for driveways. The project was delivered with \$650,000 in funding through the Australian Government Black Spot Program.





Secure Mounts Bay motorcycle bays

Over the previous year, the motorcycle bays on Mounts Bay Road averaged two thefts per month, partly due to limited physical barriers that provided easy access. Implementing a Crime Prevention Through Environmental Design strategy, our team installed permanent barriers to restrict unauthorised access, redesigned the bay layout, enhanced signage and wayfinding, and improved the environmental design to support passive surveillance. Since completing the upgrades in February, the project has shown strong results with no motorcycle thefts reported since completion.

Eyes and boots on the street

The City proudly monitors some of the safest streets in Australia, working to ensure our community and our visitors feel at home when out and about in our City. Our Rangers completed more than 31,150 tasks at an average of 85 a day. Around 2,800 of these related to initial engagement activities such as welfare checks and referring individuals experiencing homelessness to partner agencies. Overall, the City made more than 220 referrals to the Department of Communities regarding homelessness. Among other tasks, our team also completed 13 dog investigations and 13 dog impoundments.

Supporting our Rangers and WA Police in their work, our CityWatch team were involved in 32,348 incidents or tasks during the year, averaging around 88 per day. The team supported monitoring of 305 protests or events, released over 1,900 pieces of footage to WA Police, and attended 44 court appearances.

Community safety and emergency management

As part of this year's community safety programming, our team completed 138 business engagements to provide Crime Prevention Through Environmental Design advice, supporting our businesses in their operations as well as understanding how they can contribute to a safe city.

Capability building and process improvements were a big focus this year, which included facilitating internal and multi-agency community safety exercises with over 40 participants, enhancing our response capability and interoperability. New 'zone' framework was developed for our team which focuses on location-based strategies, and we developed a 'One City Summer Care' strategy which focuses on four of our key parks, with a view to activating and enhancing safety services and initiatives at Wellington Square, Victoria Park, Russell Square and Harold Boas Gardens during next year's summer season.

We also undertook a trial of new CCTV Towers that are to be deployed near the Boat House and in Haig Park Circle in East Perth, and attended 70 properties over the year to ensure compliance with the Bush Fire Act.

In a fantastic outcome, our team has been asked to present at the WA Police Crowded Places Forum in October 2025, on our proactive approach to crowded places using the successful 2025 Australia Day event as a case study.

Health compliance and assessments

We worked hard to ensure the health and safety of our community and visitors across the year, with activities including:

- 1,283 businesses monitored for food safety, including 188 new food businesses
- 1,193 customer service enquiries and investigations completed, covering noise, odour, food safety and pests
- 530 food vendors approved to trade at events in the City
- 376 noise impact assessments conducted for construction work and similar activities
- 275 referrals from State Government agencies responded to regarding assessments for business applications
- 198 events assessed for public safety and noise impacts.

