

City of Greater Geraldton Corporate Business Plan 2016 / 17						
Quarter 3 Review - July 2016 to March 2017						
Action Code	Description	Employee(s)	Measures	Target Date	Status	Comment
CULTURE						
1.1 - Our Heritage						
1.1.1	Planning WWII Hertiage Trail / Interpretive Signage	Susan Smith	Types of signage or way finders investigatged and costed by June 2017	30 June 2017	Complete	Reference Group reaches a consensus of opinion not to develop interpretive signage (cost, maintenance, number and location of sites etc.). Research for publication of a revised World War II Heritage Trail booklet and map continues
1.2 - Multiculturalism						
1.2.1	Develop a calendar of priority events and support clubs and associations (including the Midwest Multicultural Association and Aboriginal organisations) to celebrate key events including Harmony Day, NAIDOC Week and Reconcilliation Week	Fred Block	Key events are delivered including NAIDOC Week in July 2016, Diwali Festival in October 2016, Harmon Day in March 2017 and Reconciliation Week in May 2017	Ongoing	On Schedule	The City provided promotion, design and event coordination support for the NAIDOC Week events and supported and promoted the Diwali Festival held on the Foreshore. The City continued to support members of the multicultural community through the provision of a community venue for English as a Second Language classes delivered by volunteers at the QEII Centre. The City also delivered Film Fest at the QPT celebrating Harmony Week. The program for National Reconcilaiton Week due to be delivered from the 26 May 2016 has just been released and is on schedule.
1.2.2	Finalise the 2016-20 Reconciliation Action Plan (RAP) and commence implementation for actions outlined in the plan	Fred Block	Successful endorsement of the RAP by 30 August 2016 and ongoing implementation of actions throughout the year	30 August 2016	On Schedule	The Reconciliation Action Plan (RAP) has been finalised and approved by Council. It has been uploaded to the City's website. The actions on the RAP are in the process of being completed.
1.3 - The Arts						
1.3.1	Activate the City of Greater Geraldton facilities as venues for hire, including the Multi User Facility, Queens Park Theatre and the QEII Centre	Joanne Panter	Regular bookings made at each facility, with bookings increasing by 20% at each facility by June 2017 compared to the first and second quarter of the financial year	30 June 2017	On Schedule	The GMC has proved to be very popular as a venue for hire and has had an average of three (3) bookings per week since becoming available for hire. The grounds surrounding GMC have been further activated by Sundays by the Sea and school holiday activities. The QEII has seen a reduction in the total number of venue hire bookings however the Seniors programs have increased and therefore the halls are not available on the dates required as primary users (Seniors) are prioritised. The QPT was booked as a venue for a number of conferences in 2016 and 2017.
1.3.2	Big Sky Readers & Writers Festival 2017	Susan Smith	Funding secured, writers contracted, program planned and Festival held in May 2017. Acquittals completed	30 June 217	On Schedule	Printed program and posters distributed, contracts for artists finalised, travel and accommodation booked, promotion underway

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1.3.3	Deliver one (1) City managed signature event and other smaller community events in Mullewa	Samantha Messina	Promote and measure non-Mullewa residents attendance to key events including Mullewa Muster & Rodeo	30 June 2017	On Schedule	Delivery of the ANZAC service and Mullewa Muster event is on schedule and support for the delivery of Mullewa Annual Agricultural Show and Wildflower Show occurred with attendance slightly down due to inclement weather for the Ag Show but slightly up for Wildflower Show due to the favourable wildflower season
1.3.4	Develop and implement an Event Strategy, including the delivery of two (2) signature events and a calendar of other City-supported events throughout the year	Joanne Panter	Successful delivery of two signature events and a minimum of six other City-supported events annually	30 June 2017	On Schedule	<p>The City has delivered two signature events being Festivals on the Foreshore and Mullewa Muster, along with a number of key events including the CEO Conference, HMAS Sydney 75th Commemorative Service and Christmas on the Terrace.</p> <p>The coordination and delivery of the Australia Day event was successful with 10,000 people attending. The City delivered a range of family friendly activities throughout the day with fireworks in the evening.</p>
1.3.5	Finalise and implement the QPT Program Policy by bringing a range of shows to the theatre across a number of genres	Polly Banks	Endorsement and implementation of QPT Program Policy	Ongoing	On Schedule	<p>There was a total of 19,261 patrons in February and March 2017. This is an increase from the previous two years.</p> <p>Shows at the QPT during this period include; The Searchers, Miss K is...wrong.com, Oh What a Night, The Belier Family, The Other Son, Paterson, Jackass Live, Sugar Blue Burlesque with Famous Sharon, Marty's Party, Little Men and God Willing.</p>
1.3.6	Implement the Public Art Strategy including at least three (3) public art projects identified in the strategy	Eve York	Implementation of a minimum of three public art projects by 30 June 2017	30 June 2017	On Schedule	<p>Four (4) public art initiatives have been delivered including the inaugural ArtDrive Project, the Bollards Project, the commissioned Youth Interactive Artwork on the Foreshore delivered by Roxanne Grant and the #whyilovegero and #whyilovemully Photography competition. ArtDrive and the Bollards Project in particular attracted significant positive feedback from across the region, particularly on social media.</p> <p>In February the winning photographs from the Banners in the Terrace art competition were installed for a period of four (4) weeks. A further two (2) public art projects are on schedule to commence in early May; Urban Art Mural and Sea Theme Meets Unexpected.</p>

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1.3.7	Implement initiatives from across each of the eight (8) Creative Community Plan themes	Eve York	Implementation of a minimum of one initiative from each of the identified themes in the Creative Community Plan	30 June 2017	On Schedule	<p>Sundays by the Sea was established and commenced during this period; this is an initiative guided by the Creative Community Plan which supports emerging musicians to perform on the stage at the GMC on a Sunday afternoon for three hours. The initiative has proven to be successful and is contributing to activating the area on weekends particularly for families with young children.</p> <p>The City delivered Film Fest from 23 to 26 March 2017. Films, entertainment and food was on offer over a series of nights to celebrate Harmony Week.</p>

1.4 - Education

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ENVIRONMENT						
2.1 - Revegetation-Rehabilitation-Preservation						
2.1.1	Beresford Foreshore Upgrade	Gerard Sherlock	Complete Beresford Foreshore upgrade (protection and stabilisation coastal works) by 30 June 2017	30 June 2017	In Progress	Works are progressing but are behind schedule. The coastal protection works are scheduled to be completed by the end of November 2017.
2.1.2	Develop long term coastal adaptation planning	Engineering Services Manager	Completion of CHRMAP (Coastal Hazard Risk Management and Adaptation Planning) process	30 June 2018	In Progress	The background studies have been completed and presented to Council and the community. The CHRMAP tender has closed and is currently being reviewed.
2.1.3	Olive St POS Development	Gerard Sherlock	Remediate and develop Olive St POS by 30 September 2017	30 June 2017	On Schedule	Works will commence on July 19th with a 12 week construction period. Works are expected to be completed by the end of September 2017.
2.1.4	St Georges Beach Foreshore Stabilisation	Gerard Sherlock	Complete stabilisation works (preserve the coastal environment) by 30 June 2016	30 June 2017	Complete	St Georges Beach Foreshore Stabilisation works completed
2.2 - Reduce-Reuse-Recycle						
2.2.1	Develop and implement recommendations of the Strategic Waste Management Options Framework Report	Brian Robartson	Implementation of stage one of the Strategic Waste Management Options Framework Report	30 June 2017	In Progress	Strategic Waste Management plan requires review. A Councillor workshop is being planned to provide guidance on the direction and scope of the new Waste Strategy to be developed.
2.2.2	Provide regional waste management services	Brian Robartson	Continued provision of regional waste management services	Ongoing	In Progress	Continued regional waste management services is being undertaken by City's Collection Contractor Toxfree. MEEDAC are continuing to operate the newly upgraded Tipshop facility. They have now initiated plastics recycling program.
2.3 - Sustainability						
2.3.1	Abraham Horwood Roundabout	Gerard Sherlock	Construct new roundabout	30 December 2016	Complete	Abraham Horwood Roundabout constructed
2.3.2	Flood damage works	Gerard Sherlock	Underake flood damage repair works	31 March 2017	Complete	Flood damage works have been completed
2.3.3	Review tower lighting and electrical usage charges of the City's Sporting facilities	David Emery	Report completed	30 June 2017	In Progress	Scoping and quotation documentation has been prepared.

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SOCIAL						
3.1 - Recreation & Sport						
3.1.1	Assist the Geraldton Tennis Club to develop a Business Case for the Council's consideration	David Emery	Business Case completed	30 June 2017	Complete	Business Case for the Geraldton Tennis Club has been completed fro Council's consideration
3.1.2	Renewal of the City Precinct completed	David Emery	The defects are listed and prioritised and the highest priority actions are completed	30 June 2017	On Schedule	Significant improvements have been made and are being made to the existing Inner City infrastructure especially along the foreshore (paths, lawns, playgrounds). Shelter renewal to commence shortly
3.1.3	Work with clubs to implement the recently finished review of the Sporting Facilities Support Review	David Emery	Implementation of the Sporting Facilities Support Review	30 June 2017	Complete	Implementation of the Sporting Facilities Support Review has been completed
3.2 - Youth						
3.2.1	Activate the recently completed Mullewa Youth Centre Precint Upgrade Project (part of Mullewa Town Revitalisation Project)	Samantha Messina	Increased usage of the precinct including barbecue facilities and sporting amenities by families and youth	30 June 2017	In Progress	The recently completed Mullewa Youth Centre Precinct Upgrade project has been further activated with the Crime Prevention Officer running structured programs from this area weekly and the Youth Vibrancy Officer running weekly youth activities from these facilities also. This is on top of the ongoing delivery of youth activities by the Youth Centre Officer and casual Youth Officers

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3.2.2	Deliver a range of youth diversionary programs	Jesse Steele	Number of Midnight Basketball sessions held and number of attendees participating in the Midnight Basketball and U-Turn programs	Ongoing	On Schedule	<p>Friday night football was run in partnership with the Police over a period of 16 weeks with a total of 60 participants per night.</p> <p>The Indigenous Hip Hop project was run over two (2) weeks in Geraldton and Mullewa over the January school holidays. It was a huge success with 50 youths involved and 80,000 views of the video on Facebook.</p> <p>An Urban Art Project was successfully delivered in Geraldton in January with eight (8) Priority Prolific Offenders. An Urban Art workshop was later run in March with 18 youths involved in the design process.</p> <p>The Demolition Derby Car Build in Geraldton is currently underway in partnership with the WA Police. The project will conclude with the Mayor test driving one of the cars.</p> <p>A ten (10) week cooking program in Mullewa commenced in March, as part of a lifeskills project, with approximately 60 youths participating.</p> <p>Two (2) community crime prevention forums have been held, one in late February (Geraldton) and one mid-March (Mullewa). In total 30 key stakeholders were involved.</p> <p>Between January and March the City has delivered ongoing direct support case management to six (6) clients offering one to one mediation and support.</p>
3.2.3	Deliver a range of youth vibrancy and engagement programs including a school holiday program and a youth centre in Mullewa	Jesse Steele	Number of youth events delivered each school holidays and number of attendees remaining at least 30 attendees per session on average at the Mullewa Youth Centre	Ongoing	On Schedule	<p>A full schedule of school holiday programs were delivered at the Youth Precinct on the Foreshore, including the following activities; 5-side soccer, mixed volleyball, Films Under the Stars, drum beat workshop, stand up paddle boarding and Sunset Yoga. Sunset Yoga has continued in February and March with up to 60 attendees per session.</p>
3.3 - Family & Children						
3.3.1	Complete transition of Family Day Care Services to external provider	Paul Radalj	Successful transition of services per agreement with external provider	30 June 2017	Complete	Bright Starts Family Day Care Centre are now operational under Ngala
3.4 - Seniors						
3.4.1	Finalise the Positive Ageing Strategy and implement actions identified in the strategy (if adopted by Council)	Fred Block	Council endorsement of strategy by 30 September 2016 and through steady attendance at the QEII	30 September 2016	Delayed	The Positive Ageing Strategy is currently under review

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3.5 - Community Health & Safety						
3.5.1	Construction of the proposed Animal Management Facility	Gerard Sherlock	New animal management facility to be constructed to meet new guidelines by 30 June 2016	30 June 2017	Delayed	The project has been delayed as a result of issues associated with the original preferred locations. A more appropriate site has now been identified and sourced. Works will commence in July 2017. The projected completion date is Decemeber 2017,
3.5.2	Ensure compliance with acts, regulations and local laws	Brian Robartson	Continuted compliance enforcement ensuring all statutory amendments are adhered to	Ongoing	In Progress	Food premises continued to be inspected for the year. An EHO contractor has been appointed over a 12 weeks period to help complete statutory routine inspections. All complaints have been addressed and actioned and follow ups completed within the set timeframes.
3.5.3	Food Safety and Health Service Reports (includes food safety stars program, industry conference and statutory delegated health service delivery)	Brian Robartson	Submission of Annual Food Safety and Health Service Report. Complete frequency of delegated surveillance as per Department of Health guidelines	30 August 2016	Complete	Submitted to Department of Health August 2016.
3.5.4	Health Promotion Programs (includes reviewing, developing plans, policies and project implementation)	Brian Robartson	Delivery of budgeted programs by end of financial year	30 June 2017	In Progress	Each year a financial contribution of \$10,000 is provided to Bundiyarra for their implemented health worker program, with funds going to equipment for their team to help clean up waste on residential premises. Currently Health Promotions programs have been put on hold due to staff resourcing as the teams focus has been to ensure the City's statutory obligations are met. Awaiting State Governments release of their Public Health plan in order for our City plan to be inline with the States. To occur sometime next finacial year.
3.5.5	Update and implement Parking Management Plan recommendations	Brian Robartson	Identify and implement areas for parking facility improvements and updated technology	Ongoing	In Progress	Council adoption February 2017 for on-street time restriction in Forrest street adjacent Jaffle Jack. 'No Standing' bays in Gregory street also implemented.
3.5.6	Consistently activate services to the Mullewa community including caravan park, airfield, cemetery, CGG shopfront and Department of Transport services	Samantha Messina	Ensure services remain better than 95% availability	Ongoing	On Schedule	Services including caravan park, air field, cemetery services and Department of Transport vehicle registration and licensing services were availble more than 95% of the time throughout the reporting period

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ECONOMY						
4.1 - Lifestyle & Vibrancy						
4.1.1	Land Development Program	Brian Robartson	Creation of land development opportunities to add economic stimulus to the region	Ongoing	In Progress	Eastward Road land purchase - settlement date extended to 13/04/17. Penalty interest being paid effective 13/10/16 - \$21,635 p/m. Early access granted effective 3/1/2017. Lot 122 Boyd Street is nearing final completion with Remediation Action Plan being signed off and recommended actions being cleared by contaminated sites auditor.
4.2 - Transportation						
4.2.1	Complete the implementation of the new fleet GPS system	Graham Morris	Impemetation of the fleet GPS System	30 June 2017	Complete	Fleet GPS System has been implemented
4.2.2	Runway 03/21 pavement overlay	Bob Urquhart	Complete pavement rehabilitation and asphalt overlay by 30 June 2018	30 June 2018	In Progress	Shovel ready - Subject to funding
4.2.3	RPT apron and taxiway	Bob Urquhart	Renewal/Upgrade to maintain pavement integrity	30 June 2017	In Progress	Timing to coincide with 4.2.2
4.2.4	Taxiway bravo	Bob Urquhart	Renewal/Upgrade to maintain pavement integrity	30 June 2017	Complete	Completed
4.3 - Employment						
4.3.1	Strengthen tourism profile	Bob Davis	Increase the number of tourists to the region through developing & promoting as a tourist destination	Ongoing	In Progress	New holiday planner issued. New Destination Management Plan to be prepared via Progress Midwest. RFQ undertaken during March 2017 to award contract.
4.4 - Research & Technology						
4.4.1	Develop eServices capability	Dennis Duff	Implement eServices through the City's website	30 June 2017	In Progress	Implementation has begun with the introduction of online registrations for dogs and cats. Due to go-live on 1 June. Other modules to follow.
4.4.2	Implement Learning Management System	Natalie Hope	Full implementation of the Learning Management System	30 September 2016	Complete	ELMO Learning Management launched in December 2016, ongoing process with HR team delivering training, and uploading new elearning courses as required. HR looking into how to upload all prior learning for individuals so that all training is captured.
4.4.3	Implement Performance Management System	Natalie Hope	Full implementation of the Performance Management System	31 December 2016	In Progress	HR are working currently with ELMO designing the performance rmodule to suit the Citys requirements.
4.4.4	Implement Phase 1 of Mobility Capability	Dennis Duff	Complete implementation of Phase 1 - Asset Management in the field	30 December 2016	In Progress	Implementation is in progress. Target completion date now May 2017.
4.4.5	Implementation of new Library Management System	Susan Smith	Successful implementation of new system at Geraldton and Mullewa. All data migrated, staff trained and system is fully operational	31 May 2017	On Schedule	System went live 6 April. Staff have received training, catalogue available online. Local Studies collection currently being migrated to new system

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GOVERNANCE						
5.1 - Community Engagement						
5.1.1	Develop & implement new Customer Service Model	Jeff Graham	Implement new service delivery model by 30 June 2017	30 June 2017	In Progress	Three (3) year Customer Service Strategy is being developed for the City. There will be consultation with internal stakeholders and also with an external reference group. The creation of a Customer Service Centre will be a key output during year one (1) of the strategy
5.1.2	Facilitate community engagement initiatives on behalf of the organisation		Implement community engagement events and activities as required	Ongoing	In Progress	Ongoing activity
5.2 - Planning & Policy						
5.2.1	Bridge / Floodway Audit completed and prioritised actions included into the capital works list and program	Engineering Services Manager	Completion of statutory bridge assessment	30 June 2017	Complete	Statutory bridge assessment completed
5.2.2	Organisation Effectiveness Profile (OEP) survey and action planning	Natalie Hope	Completion of the 2015/16 OEP Survey and Action Plans	31 December 2016	Complete	OEP 2016/17 survey completed and action plan meetings have all been scheduled.
5.2.3	Conduct Mayoral & Council Elections	Jeff Graham	Conduct Council Elections	Every 2 years	Not Commenced	Due October 2017
5.2.4	Create an Asset Management Working Group with representatives from all relevant branches	Senior Asset Advisor	Asset Management Working Group formed	30 June 2017	Not Commenced	Attempts to recruit a suitably qualified Senior Asset Management Officer have been unsuccessful to date. Further attempts to be made
5.2.5	Deployment of the MyData Asset Management System for Parks and associated infrastructure		Implementation completed and all maintenance work activity is driven out of MyData	30 June 2017	Complete	Implementation of MyData Asset Management System for Parks and associated infrastructure completed
5.2.6	Deployment of the MyData Asset Management System for Roads and associated Infrastructure		Implementation completed and all maintenance work activity is driven out of MyData	30 June 2017	On Schedule	The background research has been completed and the roads level of service document drafted.
5.2.7	Develop a comprehensive asset management plan for the replacement of all fleet items including ten year capital works program with fair value and depreciation calculation	Graham Morris	Implementation of Asset Management Plan for fleet items	30 June 2017	On Schedule	The New Fleet Manager has commenced work on this project. A ten year plan matching the City's Long Term Financial Plan has been finalised.
5.2.8	Develop a comprehensive asset management plan for the replacement of all footpaths including ten year capital works program and fair value and depreciation calculation		Implementation of Asset Management Plan for footpaths	30 June 2017	Delayed	The data has been collected. The plan just needs to be compiled.
5.2.9	Develop a comprehensive asset management plan for the replacement of all street lights including ten year capital works program and fair value and depreciation calculation		Implementation of Asset Management Plan for street lights	30 June 2017	On Schedule	The data has been collected. The plan just needs to be compiled.
5.2.10	Develop ICT Disaster Recovery and Business Continuity Plan	Dennis Duff	Completion of an approved ICT DR/BC Plan	31 October 2016	Delayed	Two scenarios ready for testing. Development of the remaining scenarios is still in progress. Target completion date now July 2017
5.2.11	Develop ICT Strategy	Dennis Duff	Completion of an approved ICT Strategy	31 December 2016	In Progress	Strategic decision taken to migrate systems and data to the Cloud, under an Infrastructure as a Service (IaaS) contract with GDC. Focus of strategy no longer includes hardware and the operating environment, with emphasis now on mobility, application and data systems planning. In progress, with completion target July 2017

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5.2.12	Develop revised Asset Management Policy and Strategic Asset Management Plan	Senior Asset Advisor	Complete review and implementation of recommendations by 30 June 2017	30 June 2017	Not Commenced	Attempts to recruit a suitably qualified Senior Asset Management Officer have been unsuccessful to date. Further attempts to be made
5.2.13	Develop road heirarchy and levels of service for the sealed road network	Engineering Services Manager	Road heirarchy and levels of service for the sealed road network developed	30 June 2017	In Progress	Draft documentation prepared
5.2.14	Develop three (3) year asset renewal program for all asset classes the Branch is responsible for		Implementation completed with prioritisation theory	30 June 2017	Complete	Three (3) year asset renewal program for all asset classes has been developed and implemented
5.2.15	Develop three (3) year 'NEW' capital works program for all asset classes	Engineering Services Manager	Implementation completed with prioritisation theory	30 June 2017	Complete	Three (3) year 'NEW' capital works program for all classes developed and implemented with prioritisation theory
5.2.16	Develop Workplace Safety Risk Management System	Matthew Davies	Implementation of approved OSH / Risk Management System	31 December 2016	In Progress	OSH system element specifications, tools, and implementation continuing; FFW - AOS programme launching shortly, H&W programme budget, targets and scheduling ongoing; two new staff also required induction and coaching this period. Significant work with ToxFree - Meru, Meedac recycling and other major projects undertaken.
5.2.17	Identify and evaluate frequently purchased stores items, and put in place appropriate procurement arrangements such as Period Contracts, or Panel Contracts, and consider maintenance of stock in Store	Graham Morris	Implementation of procurement arrangements	30 June 2017	On Schedule	The procurement working group and specialist contract's officer are working with the stores team. Outcomes from these endeavours include the various annual supply contracts that have been coming to Council for endorsement for various maintenace acitivites.
5.2.18	Implement Phase 2 of TRIM integration	Dennis Duff	Complete implementation of Phase 2 of TRIM integration	31 September 2016	Delayed	In progress. Testing site being configured. Completion delayed to June 2017.
5.2.19	Major review of Community Strategic Plan	Paul Radalj	Review and implementation	31 March 2017	In Progress	Review has commenced with intial Councillor Workshop. Community engagement process underway which will include a workshop scheduled in May
5.2.20	Major review of Corporate Business Plan aligned with the major review of the Community Strategic Plan	Paul Radalj	Review and implementation	31 March 2017	In Progress	Review has comenced with internal staff to recognise planned and future projects / activities
5.2.21	Planning, development and operation of the Airport in accordance with Commonwealth statutory requirements	Bob Urquhart	Satisfactory inspection and compliance reports from Commonwealth agencies including CASA and OTS	Ongoing	In Progress	Ongoing - New Aviation Security Identification Program awaiting Delegate approval and New Transport Security Program being written. Both programs to address changes to Federal regulations effective 2017.
5.2.22	Provision of Corporate Services for the organisation, including governance, legal, FOI, risk management, tenders and contracts,corporate communications and media, and customer services	Jeff Graham	Cost effective and timely internal corporate services	Ongoing	In Progress	Ongoing
5.2.23	Provision of Human resources services including recruitment, induction, training, performance, industrial relations, workplace health and safety services.	Natalie Hope	Cost effective and timely HR services	Ongoing	On Schedule	On going

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