



Corporate Business Plan 2020-21 Actions

Quarter Four Reporting

1.1 Our Heritage

Action	Status	Commentary	Responsible Officer
1.1.1 Recording, recognising and preserving our social, environmental and built heritage			
Coordinate preservation activities at the City's historic cemeteries	Meeting Requirement-Ongoing	Tree planting at Greenough Pioneer Cemetery. Continue to liaise with Mullewa community members about Pioneer Cemetery.	Trudi Cornish
Facilitate the auditing and renewal of heritage signage and heritage walk/drive trails	Meeting Requirement-Ongoing	Faded Mullewa Wildflower trails signs completed. Replacement signage at Ellendale Pool and also Tenindewa Siding.	Trudi Cornish
Develop and promote activities at the City's three community museums	Meeting Requirement-Ongoing	Attended at Walkaway Station Museum to give guidance re conservation of old newspaper collection. Attended exhibition opening at Greenough Museum. Liaised with Geraldton Historical Society with regard to Maley Bequest.	Trudi Cornish
Collect, maintain and promote the City's local heritage and civic archive collections	Meeting Requirement-Ongoing	Donations continue to be received and catalogued. Heritage customer enquiries for quarter: 103. Assisted with recent RAAF Centenary Celebrations. Updates to Greenough Room. Year 3 Curriculum support package. Family History training morning held in Library.	Trudi Cornish
Seek funding to progress Point Moore Lighthouse project	Completed	Project now being pursued independently by the BCMHA. No further action from the City at this point.	Chris Lee
1.1.2 Recognising and respecting Aboriginal heritage, history, traditions, languages and culture			
Develop and manage the Yamaji Yanda archival photographic collection	Meeting Requirement-Ongoing	Ongoing collection and cataloguing of historical photos. Display mounted for NAIDOC Week.	Trudi Cornish
Review the Reconciliation Action Plan and develop a new four year plan	In Progress	RAP community engagement, previously delayed due to Covid restrictions, was conducted late June with peak Aboriginal organisations, non Aboriginal service providers and the broader community, including survey respondents. Internal cultural awareness training held with staff and Elected Members. Feedback from workshops now being collated to develop a draft plan for further consultation with community and stakeholders.	Fiona Norling
1.1.3 Facilitating engagement in the arts in all its forms			
Coordinate and deliver the annual Big Sky Readers and Writers Festival	Meeting Requirement-Ongoing	Guest list secured. Programme in development due for release late July. \$7,000 local sponsorship secured.	Trudi Cornish
Implement the Public Art Strategy	Meeting Requirement-Ongoing	Public Art Strategy fully endorsed. Review of Public Art Collection commenced plus review of processes for deaccessioning and accessioning.	Trudi Cornish
Innovatively manage the Geraldton Art Gallery in keeping with COVID-19 and budget constraints	Meeting Requirement-Ongoing	Attendance during quarter: 2,188. Phase 5 Covid Safety plan in place. 2 exhibitions shown during quarter. Plans underway for Mid West Art Prize. Plans underway for Indian Ocean Craft Triennial. Involved in GRAG Garden stakeholder group. Contributing to Chapman Rd Activation Implementation plans. Opening hours extended to match Visitor Centre hours.	Trudi Cornish

1.1.4 Fostering and facilitating community and cultural events

Attract sponsorship and grant funding for events and community and cultural development programs	Completed	Successfully negotiated LotteryWest and Raise the Roof variations for unspent funding for QPT. Application submitted to RISE, a federal arts grant program, for QPT programming support. Negotiated transfer of Infigen sponsorship to TC Seroja Thank a Volunteer event in planning for later this year.	Fiona Norling
Facilitate the delivery of community events and cultural initiatives in Mullewa	Completed	Successful Anzac Day Covid-compliant event conducted. Support provided to planning and volunteers involved in Outback Bloom, Mullewa Agricultural Show and Muster. Council chambers provided for delivery of workshop and launch of family and domestic violence video funded by Rio Tinto grant to CGG, as well as weekly older adult strengthening program.	Fiona Norling
Innovatively hold local events giving consideration to COVID-19 and budget constraints	Delayed	City's Australia Day and Anzac Day events delivered in modified Covid-compliant formats once restrictions allowed. 2021 Events Calendar planning completed taking into consideration Covid compliance. Planning underway for Christmas on the Terrace, HMAS Sydney II 80th Commemorative Service, TC Seroja Thank a Volunteer and Mayor's Mystery Bus Tour events later in 2021.	Fiona Norling
Creatively regenerate activity at the QPT Theatre under the restrictions imposed by COVID-19 and reduced funding	Completed	A range of shows successfully delivered, including very popular Bluey children's show, Morning Melodies, film nights, Australian Dance Extravaganza, John Butler and Yirra Yaakin's Iceland. WAM, Consentino and Cameo Rascale shows successfully rescheduled to next year due to ongoing Covid lockdown impacts.	Fiona Norling
Complete the required consultation and research required to develop new Events Strategy	Completed	Events Strategy in implementation stage, including review of website information and internal processes for event approval applications.	Fiona Norling

1.1.5 Providing public library services to meet the lifelong learning and leisure needs of the community

Adapt and innovate information services and programs as a result of COVID-19 restrictions and reduced fiscal capacity	Completed	Revised Library hours in operation. Phase 5 Safety Plans implemented at both Geraldton and Mullewa Libraries.	Trudi Cornish
Develop and maintain a physical and digital library collection based in Geraldton and Mullewa	Meeting Requirement-Ongoing	18,435 members. Door attendance this quarter 40,719 persons. Loans 23,226 items. Visits from Champion Bay Year 7's. National Simultaneous Storytime held at St Johns. Outreach to Housebound Patrons: 73 visits.	Trudi Cornish
Oversee the management of the Midwest Libraries Consortium	Meeting Requirement-Ongoing	Preliminary work towards renewal of Midwest Libraries Consortium MOU with 7 partner shires undertaken.	Trudi Cornish

1.2 Recreation and Sport

Action	Status	Commentary	Responsible Officer
1.2.1 Supporting the strong sporting culture that has shaped Greater Geraldton's identity and lifestyle			
Submit a CSRFF application for the Aquarena Outdoor Pool renewal and complete detailed design	Completed	Received DLGSC confirmation of successful CSRFF application for \$750,000. Design works completed. Project tendering process completed, with project awarded and approved by council in June. Officers currently in final negotiation with contractors with the project to commence in August and completion is estimated at Apr/May 2021-22.	David Emery
Complete Little Athletics sporting light towers replacement	In Progress	Works on foundations have commenced. Delay experienced in delivery of equipment due to the global pandemic delaying shipments.	Pierre Neethling

1.2.2 Encouraging informal recreation through well planned and developed public open space, cycle/walk paths and green streetscapes

Complete the Lotteries West funded GRAMS Reserve Upgrade	In Progress	Additional funding of \$95,000 to be included in the carry forward budget for 2021-22 due to the results from the tender.	Pierre Neethling
Complete the Department of Transport funded Railway Street Safe Active Street Project	In Progress	No tenders received for construction of the Railway Safe Active Street project and shared path from Green Street to Spalding Park. City considering building it in-house utilising City resources and Annual supply contracts. DoT has released second milestone payment of \$440,000 on 23 June 2021.	Pierre Neethling
Upgrade Olive Street Reserve - Irrigation and reticulation infrastructure	In Progress	Irrigation and turf completed. Further work yet to be completed with Off Lead Dog Exercise area and additional tree planting.	Kerry Smith

1.3 Community Health and Safety

Action	Status	Commentary	Responsible Officer
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1.3.1 Encouraging the improvement of health services and facilities for the community

Support and help educate food industry and sporting groups on Covid Safe Plans	Completed	An ongoing activity and being effectively implemented by City Health team.	Brian Robartson
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1.3.2 Promoting healthy lifestyle initiatives and living standards

Facilitate the delivery of Health Promotion Programs	Completed	Ongoing activity including food sampling, practical support for rubbish removal and assistance with housing issues. Programs are run in partnership with Bundiyarra Aboriginal Corporation, the Department of Community's housing team and SHINE. Educational campaigns this quarter include 'Asbestos Awareness', 'Mosquitos Control - Fight the Bite', 'Food Safety - Play it Safe'.	Brian Robartson
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1.3.3 Ensuring effective management of animals within the community

Continue to implement Corella Management Plan	Meeting Requirement-Ongoing	Corella management activities are ongoing. The total amount of Corellas culled in the 2020-2021 financial year were significantly higher compared to 298 the previous year. Activities are continuing and preparation is being conducted for when the Corellas return enmasse to Geraldton. The Corella Management committee continues to meet on a regular basis.	Mark Adams
Complete review of dog prohibited and dog designated exercise areas for council approval	Completed	Signage review completed and all signs installed. Community education program completed. This matter is completed and can be closed.	Mark Adams

1.3.4 Encouraging initiatives to improve community safety

Development of a Maitland Park School Precinct Micro Simulation Model & Car Parking Plan	On Schedule	Five recommendations to improve traffic movement and safety have been assessed using micro-simulation modelling. The traffic consultants have provided recommendations that will be considered by Council for progressing to design.	Michael Dufour
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1.4 Emergency Management

Action	Status	Commentary	Responsible Officer
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1.4.1 Building resilience and capacity to manage natural and man-made emergency events

Formalisation of the Batavia Local Emergency Management Committee (BLEMC) MoU by 1 September 2020	Completed	Complete.	Michael Dufour
Obtain Council endorsement of the Bush Fire Risk Management Plan 2020-2025 by 30 November 2020	Completed	The City's Bushfire Risk Management Plan was endorsed by the Office of Bushfire Risk Management in April 2021, and approved by Council in May 2021.	Michael Dufour

1.5 Recognise, value and support everyone

Action	Status	Commentary	Responsible Officer
1.5.1 Supporting and strengthening community groups, organisations and volunteer services			
Contribute to progressing positive social outcomes in the long term planning for the Spalding Project	Completed	Further work undertaken on Mitchell St Community Garden to reinvigorate local ownership with resultant positive outcomes in garden maintenance and growth. Fostered relationship with local residents that has seen a group of young Aboriginal people autonomously formed to support the garden.	Fiona Norling
Develop the capacity of community groups and associations to deliver services and activities to the community in a sustainable way	Completed	Support provided to halls throughout the year including advice to committees of management; hire arrangements for Walkaway Recreation Centre; regular liaison and assistance provided to Chat and Do group at Mitchell St Community Centre. Planning still underway with hall committees to finalise management agreements.	Fiona Norling
1.5.2 Supporting young people to develop the skills to make valuable contributions to their communities			
Deliver a range of youth diversionary programs including crime prevention initiatives and the Mullewa Youth Centre	Completed	Delivery of Mullewa Youth Centre program continued to be impacted by availability of youth staff. Crime prevention initiatives, including outreach program and Friday night programs in addition to support for PCYC Safespace delivered for at risk and disengaged youth. Hotspots program to provide funding for community groups to tackle areas of youth anti-social behaviour planned for commencement later this year.	Fiona Norling
1.5.3 Providing community services and programs that support people of all ages, abilities and backgrounds			
Deliver a range of youth vibrancy programs including the school holiday programs and activities that are based at the Foreshore to contribute to place activation	Completed	School holiday programs planned and conducted which proved popular and were well attended. Revolve Skate Series, a new youth event, planned and delivered successfully with high participation numbers. Successful completion in May of Sundays by the Sea and Films on the Foreshore.	Fiona Norling
Facilitate improved access and inclusion to City services, facilities, programs, infrastructure and events for people with a disability through the implementation of the Disability Access and Inclusion Plan	Meeting Requirement-Ongoing	Beach wheelchair in place following successful negotiations with Champion Bay SLSC, booking system and promotion ready to implement. Funding now confirmed for installation of accessible hoist at Aquarena - Rocky Bay has sourced equipment and installation is imminent. Accessible events approach was implemented at City delivered events Australia Day & Anzac Day, including provision of accessible matting. World Cafe conducted by National Disability Coordinators Office as a pilot in Geraldton.	Fiona Norling
Promote positive ageing in the Mid West through the facilitation of a comprehensive range of recreational, physical, social and cultural activities and relevant resources at the QEII Seniors and Community Centre	Completed	QEII Centre & programs were showcased through ABC broadcast from the venue. Planning underway for addition of new programs, including language classes. June statistics again revealed strong and increasing attendance in participation numbers to 3762, with 38 new centre registrations.	Fiona Norling
1.5.5 Enhance relationships and services between rural and urban areas			
Advocate for issues of relevance to the Mullewa community	Completed	MDO staff and Executive management continued to represent and advocate on behalf of community, including Mullewa Regional Health service redevelopment meetings; in regard to power & telecommunications supply, fire safety clearing on rail corridor and road upgrade needs including Geraldton Mt Magnet Rd; and with interagency stakeholder network members.	Fiona Norling
Ensure the delivery of key services to the Mullewa community including caravan park, airfield, cemetery, Mullewa District Office customer service, library and Department of Transport services	Completed	Caravan park bookings steadily increasing leading up to wildflower season, with 311 bookings taken, suggesting high visitor numbers in coming months. Promotional campaign by MDO staff to increase library usage implemented (Quarter 4 data showed 230 items borrowed/returned). Department of Transport transactions remained steady throughout the quarter at a total of 113.	Fiona Norling
Complete infrastructure and grant funded improvements to Mullewa Recreation precinct to support and enhance the delivery of the annual Mullewa Agricultural Show	Completed	Complete.	Pierre Neethling

2.1 Revegetation - Rehabilitation - Preservation

Action	Status	Commentary	Responsible Officer
2.1.2 Sustainably maintaining public open spaces and recreation areas			
Complete final implementation stage central irrigation control system for larger and designated parks	Completed	Completed	Kerry Smith
2.1.3 Ensuring natural areas and habitats are cared for and enhanced for the enjoyment of current and future generations			
Deliver 15,000 native vegetation seedlings to City and Community projects	Completed	The Community Nursery has produced 20,000 plants for City and Community projects. A community nursery sale is being prepared for July to provide the general public with the opportunity to purchase excess native plant stock.	Michael Dufour
Removal of 20,000 boxthorn plants from the City's Coastal and Natural Areas	Delayed	A new boxthorn control contract has been awarded putting the City in a good position to undertake boxthorn control over the next 2 - 3 years. However, Tropical Cyclone Seroja has resulted in the City's contractor being utilised in the post cyclone clear up and recovery work. Once this work subsides, boxthorn control works will resume.	Michael Dufour
Complete 90% Coastal & Natural Environment renewal program	In Progress	The staged resheeting of the Greenough River walk trail has been completed. Coastwest, Coastal Adaptation and Protection, Natural Resource Management, and Building Better Regions Fund grant applications have been submitted for a variety of coastal and natural area projects.	Michael Dufour

2.2 Sustainability

Action	Status	Commentary	Responsible Officer
2.2.1 Promoting, researching and implementing practices such as improved and innovative waste management, water reuse and renewable energy production			
Implement Waste Strategy Review & development of the Strategic Waste Management Framework Report	Completed	Completed. DWER waste plan adopted February meeting.	Brian Robartson
Continue to collect and confirm asset data for drainage infrastructure to inform future catchment studies	Completed	Completed for 2020/21.	Kerry Smith
Call and award works for Meru landfill and tip shop operations	Delayed	Works Carried over to 2021-22. Meru projects subject to further detailed design and completion of Meru masterplan. Tip shop operation now part of CGG and refurbishments underway.	Brian Robartson
Work cooperatively with Container Deposit Scheme provider to establish their facility at Meru site	Completed	CDS container relocated to Rigtors IGA Durlacher Street (used as a community container).	Brian Robartson
Continue with the implementation of a Food Organic and Garden Organic (FOGO) kerbside collection trial and prepare for future "roll-out" to across the community	Meeting Requirement-Ongoing	Phase 1 completed and constantly under review. Planning is now underway for phase 2 with planned roll out expected in February 2022. Community re-engagement and education planning for phase 1 and 2 to be implemented.	Brian Robartson
Development of a City Water Usage Reduction Strategy by June 2021	Delayed	Delayed due to staff shortage and competing priorities.	Kerry Smith
Develop a transition strategy towards alternative and clear energy fleet vehicles by June 2021	Delayed	Not completed due to competing priorities. Work is continuing as time allows.	Kerry Smith

2.2.2 Researching, promoting and providing sustainable infrastructure, services and utilities

Develop Corporate Energy Strategy	Delayed	Deferred awaiting completion Climate Change Report.	Paul Radalj
Continued implementation of the Council's resolution in relation to CHRMAP	In Progress	The CBD Flood modelling project has been completed. The flood modelling, stormwater infrastructure report, and emergency management report have been placed on the City's website. Construction of the a third groyne at Drummond Cove has commenced. Environmental investigations have been completed for the coastal adaptation project at Bluff Point to. Further assessment is required to assess the impact on the sand-bar of the proposed groyne.	Michael Dufour
Review and Audit of all City sporting facility utilities metering	Meeting Requirement-Ongoing	Utility service locating and surveying completed for Eadon Clarke, Recreation Ground, Woorree Park & Utakarra Park. Terrestrial and Aerial surveying has been completed on Woorree Park & Utakarra Park. Eadon Clarke and Geraldton Recreation Ground delayed (due to Western Power cyclone prioritisation) Due to be completed late July. All required changes on utilities will now be processed through leasing club agreements.	David Emery

2.3 Built Environment

Action	Status	Commentary	Responsible Officer
2.3.1 Promoting a built environment that is well planned and meets the current and future needs of the community			
Deliver HMAS Sydney II toilet facilities and amenity consultation and development	Completed	Complete.	Pierre Neethling
Complete a first draft of the 2021-22 capital works program by 30 December 2020	Completed	Complete and adopted by Council as part of the June 2021 Council meeting budget deliberations.	Chris Lee
2.3.3 Providing a fit for purpose, safe and efficient infrastructure network			
Replace People Scanner with new full body CT scanner to new Federal requirements	Completed	Scanner operational from April.	Desmond Hill
Complete 90% or above of the pathway renewal program for 2020-21	In Progress	Resource limitations and pressures associated with existing projects and LRCIP footpaths. Remaining projects to be carry forward and completed in FY 21/22 commitments	Pierre Neethling
Complete 90% or above of the road and drainage renewal program for 2020-22	In Progress	Goulds Rd carry forward due to pavement failure encountered. Completion expected end of July 21.	Pierre Neethling
Complete Durlacher & Maitland Street roundabout	Completed	Project Completed.	Chris Lee
Complete Cathedral & Sanford roundabout	Completed	Project Completed.	Chris Lee

2.4 Asset Management

Action	Status	Commentary	Responsible Officer
2.4.1 Applying financial sustainability principles to ensure a coordinated and integrated approach to infrastructure planning, implementation, maintenance and renewal			
Develop a comprehensive Asset Management Plan for the replacement of all street lights including a rolling ten year Capital Works Program and fair value and depreciation calculation	Completed	Completed.	Kerry Smith
Review Asset Management Plan for the replacement of all fleet items including a rolling ten year Capital Works Program with fair value and depreciation calculation	In Progress	10 year plan update completed. Asset management plan review yet to be completed.	Kerry Smith
2.4.2 Maintaining integrated asset management systems that effectively maintain and replace community assets			
Update and obtain Council approval of the Asset Management Policy	Completed	Completed.	Kerry Smith
Engage qualified Asset Valuers to undertake a revaluation of all infrastructure assets (excluding airport)	On Schedule	Revaluation of Infrastructure Assets postponed to 2021/22 FY. Land & Buildings revaluation completed in 2020/21 with final report received. Valuations will be applied as at 30 June 2021 and reflected in the Annual Financial Report.	Nita Jane

3.1 Growth

Action	Status	Commentary	Responsible Officer
3.1.1 Promoting Greater Geraldton and its potential business opportunities to facilitate targeted economic development			
Advocate and promote the City's services, projects and initiatives through targeted marketing and advertising	Completed	Graphic Design jobs: 275 Media Enquiries: 53 Number of Facebook Posts: 250 Top Social Media posts: - Local legends – generator donations - 25.4k reach - RAAF Open Day announcement – 17.9k reach - Monday rubbish collection cancelled (Seroja) – 17.7k - Seroja skip bins announcement – 16.5k - HMAS Toilet complete – 16.4k	Trish Palmonari
Advocate the Greater Geraldton region to key industry stakeholders and visitor market segments	Meeting Requirement-Ongoing	Ongoing representation on the following: Australian Regional Tourism; Australia's Coral Coast; Tourism Geraldton Midwest; Wildflower Country Inc.; Tourism Council WA; Oakajee Stakeholder Working Group; Mid West Food Industry Group; Shore Leave Festival Committee; Midwest Ports Community Strategic Group; SKA Stakeholder working group.	Trish Palmonari
Development and implementation within City budget provisions of City region destination management and marketing plans	Completed	Thanks to the border restrictions, the region continues to experience high visitation figures. The City has scaled back any promotional activities however continues to leverage the marketing efforts of Australia's Coral Coast and Tourism WA campaigns.	Trish Palmonari
Development and update of City Region Investment Prospectus	Meeting Requirement-Ongoing	The prospectus continues to be updated on an ongoing basis. In particular, the addition of the Major Projects Summary.	Trish Palmonari
Complete Council approved relocation of the Geraldton Visitor Centre information services to the Art Gallery	Completed	Complete.	Trish Palmonari
3.1.3 Developing and maintaining infrastructure that increases the potential for business and investment			
Promote and advocate CGG's State Election Project list	Completed	Complete.	Trish Palmonari
Complete land transfers for Cape Burney subdivision development	Completed	23/23 properties settled. (One property is subject to CGG approved loan and caveat lodged over title pending sale by owner for payment to CGG).	Brian Robartson
3.1.4 Supporting and facilitating implementation of the Growing Greater Geraldton plan			
Support and facilitate Geraldton Jobs and Growth Plan 2020-2023 initiatives	Completed	The successful delivery of the 2021 WA Regional Tourism Conference saw 280 delegates attend the conference over three days. 80% of attendees were from outside the region. Greater Geraldton as a destination ranked highly as a holiday destination. The \$81,000 injection into the local economy by the City (through the use of local suppliers and service providers to deliver the conference) was a welcome relief to local businesses who had been heavily impacted by the cancellation of the Shore Leave Festival (due to take place May 6-9 2021) and the Perth COVID Lockdown the week prior. Overall outcomes for the destination were: <ul style="list-style-type: none"> • 781 visitor nights in the destination. • \$317,000 total expenditure in the destination. • Destination promotion of minimum \$108,500 value. • 88% of attendees intend to return in the next 3 years. 	Trish Palmonari

3.2 Lifestyle and Vibrancy

Action	Status	Commentary	Responsible Officer
3.2.3 Revitalising the CBD through economic, social and cultural vibrancy			
Develop and administer Council approved concession and incentive programs for CBD revitalisation and attraction of industry investment in the City centre	Meeting Requirement-Ongoing	Ongoing facilitation in conjunction with Land and Leasing.	Trish Palmonari
Provide policy and strategy advices for economic development of the City region	Meeting Requirement-Ongoing	The City of Greater Geraldton submitted a letter to Australian SKA Office advising the City's disappointment to the opportunity lost for local business through Procurement Process launched in May.	Trish Palmonari
Planning and delivery of projects to support the CBD Revitalisation Plan	On Schedule	Ongoing. LRCIP 1&2 projects underway and will be completed with funding timeline requirements. LRCIP 3 project list to be developed prior to December 2021.	Chris Lee

4.1 Community Engagement

Action	Status	Commentary	Responsible Officer
4.1.1 Continuing to engage broadly and proactively with the community			
Facilitate community engagement initiatives on behalf of the organisation	Meeting Requirement-Ongoing	FOGO Trial ongoing. Railway Safe Active Street Project-ongoing. Foreshore Master Planning ongoing. GRAMS Reserve upgrade-ongoing. Strategic Community Plan-completed. Cathedral Ave Roundabout-completed. CHRMAP Coastal policy-ongoing. RAP Review Stakeholder engagement-ongoing. Community Engagement Policy Review-ongoing. Chapman Road Tactical Activation-ongoing Integrated Transport Strategy - ongoing. Shared Path Chapman Road @ Sunset Beach - completed. Outdoor Pool refurb - ongoing. Point Moore Survey - ongoing. Rural Roads Campaign - ongoing. Drummond Cove Hillview Drive Reserve management plan -ongoing. X-mas Event survey - ongoing. Bushfire ready suburban campaign- ongoing. Arthur Road Upgrade- ongoing. Million Trees Project: ongoing: 500,000 trees planted and registered, community planting day delivered. Social Media campaign underway.	Janell Kopplhuber
4.1.2 Promoting and celebrating the City's achievements			
Continue to promote the City through positive media coverage using a wide range of channels such as media releases, media liaison, website and social media.	Meeting Requirement-Ongoing	Media Releases: 36 Community Service Announcements: 61 Web tickets: 116 Graphic Design jobs: 275 Media Enquiries: 53 Number of Facebook Posts: 250	Trish Palmonari
4.1.3 Providing innovative and accessible customer service and information systems			
Implement the Customer Service Strategy for the City	In Progress	Draft still in progress - in-house development of the Strategy has resulted in unexpected delays due to system implementation issues combined with operational issues (planned and unplanned leave).	Natalie Hope

4.2 Planning and Policy

Action	Status	Commentary	Responsible Officer
4.2.2 Responding to community aspirations by providing planning and zoning for future development			
Review and update the Local Planning Strategy and Local Planning Scheme No. 1.	In Progress	This review has commenced. DPLH has advised the review can be received after June 2021 if required.	Mark Adams
Implement a retrospective program to have planning applications and approvals inputted into the TRIM Records Management system.	Not Commenced	Prior to TRIM (and dating back to 1989 when the City of Geraldton first started using separate planning files), there would be over 5,300 development applications to input into TRIM. This does not include subdivision/strata applications nor any applications from the former Shire of Greenough or Shire of Mullewa. Back capturing this information into TRIM is a colossal task and will require significant additional resources. It may be prudent to delay this back capture until the implementation of the ERP (Enterprise Resource Planning project). Director Phil Melling advised – he will liaise with EMT.	Mark Adams
Implement an E lodgement process for planning applications and approvals with the objective of it being a paperless process by June 2021	Completed	Completed.	Mark Adams
Update Policies and processes to reflect the changes being implemented by the WA State Governments planning reform initiative	Not Commenced	The State Government recently released Phase 2 with 1 further phase to be released. After they are all released CGG will review them and City Planning processes.	Mark Adams
Facilitate and action the recommendations (from a City perspective) of the Spalding Precinct Plan	In Progress	The City is continuing to seek funds for substantial works in Spalding to deliver on a number of the actions within the Precinct Plan. The City has supplied the Department of Communities with a number of key priority actions with high level costings in the range of \$4- 8 million. The City is awaiting further advice on the request as the State budget has allocated funds for housing improvements but no details as yet available (Actions 1, 7, 8 11, 15 & 18). The City is also upgrading roads and footpaths through the suburb (Action 13) and has also improved connectivity between Spalding, the sports fields and Chapman River Wildlife Corridor (Action 11). Community & Cultural Development team also continuing to work with key stakeholder groups and individuals in relation to the Spalding Community Garden and broader community interaction, (Action 20).	Mark Adams

4.3 Advocacy and Partnerships

Action	Status	Commentary	Responsible Officer
4.3.1 Active participation in regional, state and national alliances			
Participate in WA Regional Capitals Alliance and Regional Capitals Australia	Completed	At March meeting Council approved continuation of membership and received the Annual Reports for both organisations.	Paul Radalj
Via Progress Midwest continue collaborative advocacy and promotion of regional priorities	Meeting Requirement-Ongoing	A survey to all Progress Midwest members was conducted on 12 June 2021 to ascertain whether the entity still has a role in its current format or whether the constitution required revisions. 12 out of the 18 people invited to participate responded to the survey. Overall, many felt that the entity had a role with 50% agreeing it needed a formal structure. The results of the survey will be reviewed in July 2021.	Trish Palmonari
Develop and execute an update MOU with Mid West Port in relation to the Northern Beaches Stabilisation Programme	Delayed	The Midwest Ports Authority has identified that the Northern Beaches Stabilisation Program will be updated in the FY2021/22 financial year. City officers will work within the Port's timeframe to deliver a mutually beneficial outcome	Michael Dufour

4.3.2 Partnering with key international communities through Strategic Alliances

Develop and manage formal international relationships with foreign cities as approved by Council	Meeting Requirement-Ongoing	The Foreign Arrangement Taskforce just confirmed that "The Commonwealth does not have a role in either approving, or refusing to approve, the negotiation of or entry into non-core arrangements under the Scheme. Rather, there is a two-step notification process for these arrangements. The first step is to notify of a proposal to enter into an arrangement. Then, within 14 days after having entered into such an arrangement, local governments should also notify to advise that they have entered into that arrangement." The City is maintaining its existing partnerships and exploring the Japanese market for Tourism visitation, in line with Tourism WA's efforts, for once the international borders are reopened.	Trish Palmonari
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4.4 Financial Sustainability and Performance

Action	Status	Commentary	Responsible Officer
4.4.1 Preparing and implementing short to long term financial plans			
Implement post COVID-19 review and update of the City's Long Term Financial Plan	Completed	Long Term Financial Plan developed for 2021/22 -30/31 and adopted by Council at the June 2021 OCM. Year 1 of the plan is reflected in the budget adopted for 2021/22.	Nita Jane
Prepare and adopt Annual budget prior to 30 June 2021	Completed	The annual budget for 2021/22 was considered and adopted by Council at the 22 June 2021 OCM. The budget has been submitted to the Department and within the timeframe as required by regulation. The document has been uploaded to the CGG website and a series of media releases issued.	Nita Jane
4.4.2 Ensuring the City's long term financial planning delivers the community goals and aspirations in a sustainable and affordable manner			
Investigate, monitor and report on key financial ratios	Meeting Requirement-Ongoing	Key financial ratios were considered during the development of the new Long Term Financial Plan 2021/22-30/31. Reporting of ratios for the 2020/21 FY will be included in the annual financial report.	Nita Jane
Complete the capital works engagement component of the current Voice of the Community Project	Completed	Complete.	Janell Kopplhuber
Complete major review of the City's Integrated Planning Framework	Completed	The Strategic Community Plan and Corporate Business Plan were adopted by Council at the 22 June 2021 Ordinary Meeting of Council.	Trish Palmonari
4.4.3 Delivering and ensuring business systems and services support cost effective Council operations and service delivery			
Develop and implement new corporate software	In Progress	Procurement Plan endorsed, EOI issued (closing 19 July 2021). Manager sign off of detailed requirements requested in readiness for RFT.	Nita Jane
Establish a governance system for the selection of information systems and technology	Completed	Completed and in use for 2021 ICT Projects	Dennis Duff
Improve record management processes and systems - complete transition of documents from "O" Drive to centralised system	In Progress	Phase 3 on hold during MS Teams rollout. Will pick up again 2nd half of 2021.	Dennis Duff
Deliver a CyberSecurity Incident Response Plan	Completed	Completed last quarter.	Dennis Duff
Implement Multi-Factor Authentication for externally facing systems	Completed	Completed last quarter	Dennis Duff
Continue the digitisation of internal forms in automating workflows	In Progress	Slow but progressing. New person in position with allocated 0.4FTE to forms.	Dennis Duff

4.5 Good Governance & Leadership

Action	Status	Commentary	Responsible Officer
4.5.1 Strengthening the governance role of Councillors by informing, resourcing, skilling and supporting their role			
Provide and facilitate Councillors with training and development opportunities	Completed	5 Council Members undertook Cultural Awareness Training on 28 June 2021. The City requested from WALGA a current Statement of Training [D-21-068575]. One Council Member is participating in the Essential Training modules, but studies not finished. The Report on training will be uploaded to the website before the end of July 2021.	Sheri Moulds
Implement post COVID-19 quarterly reviews with Council	Completed	Quarterly budget reviews/assessments were undertaken. The Q3 assessment was considered by Council at the May 2021 OCM and budget amendments made.	Nita Jane
4.5.2 Ensuring finance and governance policies, procedures and activities align with legislative requirements and best practice			
Provisions of Risk Management and Insurance capabilities and services for the organisation	Meeting Requirement-Ongoing	Insurance renewal completed and reported to LGIS. Current documented risks have captured risk treatments in place. Governance, Risk and Compliance review sessions planning in place with DCS and IS to be have review sessions by July 2021, CCS to have review sessions by September 2021.	Brodie Pearce
Administer Council's policy formulation and review process and maintain the Council Policy Manual	Completed	Two new policies approved, two policies reviewed.	Margot Adam
Review and update existing "rolling" 5 year internal audit	In Progress	Internal Auditor has been appointed and is finalising the Strategic Internal Audit Plan which should be received in July 2021.	Nita Jane
Complete update of Local Laws including repeal of redundant laws	In Progress	Request by Joint Standing Committee for amendment to Public Places and Local Government Property Local Law. Proposed Bush Fire Brigades Local Law updated and re issued for consultation until 16 July 2021.	Margot Adam
Review post Covid related organisational response planning and actions.	In Progress	Draft Pandemic Plan completed to be presented to EMT July 2021.	Paul Radalj
Undertake and complete annually two business continuity exercises	On Schedule	BCM plans again being reviewed to ensure currency in light of Perth/Peel COVID lockdown. BCM exercise still to be conducted first quarter 2021-22 with full testing to be aligned to prior testing program schedules.	Brodie Pearce
Review business model and processes to centralise tenders and procurement capabilities, advice and control services.	Meeting Requirement-Ongoing	Annual supply contracts renewal process meeting operational requirements. Procurement support service has commenced providing greater support to branches in the issuing to RFQ's. Monthly reviews of contractor KPI's, expenditure and PO/requisition compliance meeting operational requirements. Annual procurement planning process underway now Budget has been adopted confirming procurement activities for the coming year.	Brodie Pearce
Develop and implement a comprehensive and compliant Workplace Safety Management System & Processes	Meeting Requirement-Ongoing	Full documented safety management plan with policy, procedures, templates and tools developed and accessible to all staff via the Intranet Safety Hub on the intranet. Safety Management Plan developed and endorsed by Safety Committee. Safety leadership sessions rolled out to senior employees, with full induction program commencing of all staff.	Brodie Pearce
4.5.3 Providing leadership for the community in sustainability issues and local government reform matters			
Local Government Act Review - Monitor and ensure any changes to the act are captured and implemented into policies and processes to ensure statutory compliance	Completed	CEO standards for recruitment performance and termination adopted by Council 27 April 2021. Complaint Handling Policy and Procedure adopted by Council 25 May 2021	Margot Adam

4.5.4 Ensuring Human Resource planning, policies and procedures support effective and safe Council service delivery

Conduct of an ongoing program of testing to implement City policy of zero tolerance for drug and alcohol in the workplace	Meeting Requirement- Ongoing	Fitness for Work Policy, Procedure and Program in operation, employees are tested at commencement of employment and during ad hoc spot testing programs. The testing program has been expanded to contractors on City sites as per the City's Contractor Safety Manual.	Brodie Pearce
Commence negotiations on new EBA	In Progress	Final bargaining meeting held 18 June 2021 resulting in an in-principle agreement being reached with the ASU. Majority voted to approve. Lodged with Commission 13 July 2021. Awaiting outcome.	Natalie Hope
Implement the strategies in the 2019-2022 Workforce Plan	Meeting Requirement- Ongoing	Returning to a new normal post COVID has enabled the team to recommence implementing the strategies in the Plan and on review are tracking well to achieve these by the Plan's end.	Natalie Hope