



Corporate Business Plan 2019-20 Actions

Quarter Four Reporting



Community

1.1 Our Heritage

Action	Status	Commentary	Responsible Officer
1.1.1 Recording, recognising and preserving our social, environmental and built heritage			
Deliver National Heritage Month activities	Not Commenced	Cancelled by National Trust due to COVID	Trudi Cornish
Restoration of Historic Mullewa Photographic Collection	Completed	Historic Mullewa photo collection is now fully completed and available online via the Library catalogue.	Trudi Cornish
1.1.2 Recognising and respecting Aboriginal heritage, history, traditions, languages and culture			
Develop and manage the Yamaji Yanda archival photographic collection	Completed	Ongoing into 2020/21	Trudi Cornish
Implement the Reconciliation Action Plan	Delayed	Review of RAP resumed and process to develop new RAP planned. Staff survey developed to measure outcome of current RAP and provide input into the next version.	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	Delayed	Planning for Festival to be held 1-4 October 2020	Trudi Cornish
Deliver an exhibition program of national and international art at the Geraldton Regional Art Gallery	Completed	Exhibition Schedule for 2019/20 fully completed (aside from Exhibitions cancelled due to COVID closure)	Trudi Cornish
Implement the Public Art Strategy	Delayed	Carried over into 2020/21 due to COVID limitations on staffing resources to finalise this	Trudi Cornish
1.1.4 Fostering and facilitating community and cultural events			
Attract events to the Greater Geraldton region	Delayed	Planning for resumption of events continued although COVID-19 restrictions have prevented delivery in the quarter. Liaison with external event organisers undertaken to attract major music events in 2021.	Fiona Norling
Attract sponsorship and grant funding for events and community and cultural development programs	Delayed	Over the course of the year: Sponsorship and grants attracted for WoW Fest of approx. \$80,000 in addition to in-kind promotional support, now deferred for future event. \$37,000 grant funding attracted for Australia Day and over \$150,000 for events at QPT. Red Dust \$10,000 WoW Fest sponsorship diverted at their request to provide essential food hampers to those in need in the community.	Fiona Norling
Deliver two signature events annually	Delayed	Due to COVID-19 Mullewa Muster & Rodeo cancelled. WoW Fest postponed until 2021.	Fiona Norling
Facilitate the delivery of community events and cultural initiatives in Mullewa	Completed	A range of alternative activities delivered, including shopping trips to Geraldton for elderly, story time and events in library. Planning commenced for projects to be held in 2021, including physical activity programs.	Fiona Norling

Finalise and implement the Queens Park Theatre Program Plan	Delayed	QPT remained closed for public shows and use, however stakeholders engaged and planning undertaken to deliver modified program compliant with restrictions and an annual program for next year.	Fiona Norling
Implement initiatives from across each of the eight (8) Creative Community Plan themes including the delivery of Sundays by the Sea	Delayed	Reduced and modified program of activities delivered, including via CGG-TV - e.g. streaming of Sunset Yoga, cultural activities and Anzac Day service.	Fiona Norling
Promote and operate the City of Greater Geraldton's facilities and venues for hire	Delayed	Some venues for hire re-opened, including Geraldton Multi-purpose Centre. COVID Safe Plans developed and implemented for re-opened facilities.	Fiona Norling
1.1.5 Providing public library services to meet the lifelong learning and leisure needs of the community			
Develop an annual Mid West Region Activity Plan	Not Commenced	This report is no longer required by the State Library WA	Trudi Cornish
Provide information services and programs that meet the needs of the community	Completed	Ongoing into 2020/21	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			
Implement outcomes of the Sporting Facilities Support Review	Meeting Requirement-Ongoing	The sporting facilities support review has been completed and implemented. Ongoing requirements of the review with Officers communicating to all ground management committees relating to grant opportunities, bookings and waiving of ground user fees and charges for summer bookings.	David Emery
Investigate development opportunities for sporting related infrastructure venues	Meeting Requirement-Ongoing	CSRFF submissions from the Geraldton Athletics Centre and Geraldton Yacht Club for new storage were reviewed. Further discussions with Basketball related to an annual CSRFF application to build a new stadium were conducted. Officers also had discussions with Hockey regarding an annual CSRFF application to replace their turf these are currently ongoing.	David Emery
Investigate Waterpark redevelopment	Completed	Capital cost estimate has been compiled and provided as a capital nomination for this project to be considered by Council in budget 2020/21.	David Emery
Seek funding to support the development of a CGG court sport strategy	Meeting Requirement-Ongoing	Due to COVID-19 the delivery of a sports review has been placed on hold. Discussions were conducted with the Midwest Sports Federation there review is intended to provide longer term planning of sporting infrastructure.	David Emery

1.3 Community Health and Safety

Action	Status	Commentary	Responsible Officer
1.3.1 Encouraging the improvement of health services and facilities for the community			
Provide Food Safety and Health Services	Completed	Ongoing requirement.	Brian Robartson
1.3.2 Promoting healthy lifestyle initiatives and living standards			
Facilitate the delivery of Health Promotion Programs	Completed	Ongoing Health team commitment.	Brian Robartson

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	Mitchell Street Community Garden constructed and launched, with garden now productive. Formation of a volunteer governing group delayed due to COVID-19 impacts.	Fiona Norling
Develop the capacity of community groups and associations to deliver services and activities to the community in a sustainable way	Delayed	Draft Management Agreement with Hall committees of management yet to be finalised due to COVID-19 restrictions and closure of facilities. Community Development team focus diverted to initiatives in support of community in this quarter.	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	Modified program delivered for at-risk youth engagement, including "Driveway Dinners". Mullewa Youth Centre and other youth programs resumed in fourth quarter.	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	Battle of the Bands planned, including exploring a 'virtual' option. July School Holiday program planned.	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	Completed	Access and inclusion programs completed and planning undertaken with external stakeholders for upcoming programs, including DEMO.	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	Delayed	QEII re-opened with a modified program, COVID Safe Plan developed and implemented.	Fiona Norling
1.5.5 Enhance relationships and services between rural and urban areas			
Advocate for issues of relevance to the Mullewa community	Completed	Ongoing advocacy to Water Corporation and Western Power regarding local issues and input provided into planning for health service redevelopment.	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	Services continued to be delivered from MDO with majority of facilities re-opened. Caravan park amenities upgraded for re-opening and opened for bookings.	Fiona Norling



Environment

2.1 Revegetation - Rehabilitation - Preservation

Action	Status	Commentary	Responsible Officer
2.1.2 Sustainably maintaining public open spaces and recreation areas			
Develop a Masterplan for Public Open Space / Parks incorporating WSUD principles	Completed	Completed	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			
Develop Aquarena Energy Usage and Sustainability Business Case	Delayed	Data was collated from power, gas and water from the past 3 years. A review and analysis indicated a 65/35 percent split of power and gas. Further analysis of the types of energy technology that the Aquarena could utilise was conducted to inform an action plan for further development of recommendations.	David Emery
Implement Waste Strategy Review & development of the Strategic Waste Management Framework Report	In Progress	Submission deadline extended to 30/09/20 due to COVID-19.	Brian Robartson
Provide regional waste management services	Completed	New tender out for advertising for waste operation services at Meru for beyond 17/10/20.	Brian Robartson
Undertake a Mullewa Water & Waste Water Engineering Study	Completed	Completed	Jorge El-Khoury
Continue to collect and confirm asset data for drainage infrastructure to inform future catchment studies	In Progress	Further progress continues albeit slowed through COVID disruption. This programme will be ongoing for some years before 100% complete.	Kerry Smith
Develop a transition strategy towards alternative and clear energy fleet vehicles	Delayed	Due to staffing changes and COVID disruption this strategy has been substantially delayed. Further work will be undertaken in 2020/21 to develop a strategy with up to date technology information.	Kerry Smith

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

Review tower lighting and electrical usage charges of the City's Sporting facilities	Delayed	Due to COVID-19 these works were put on hold. With financial constraints to deliver outcomes through auditing Officers intend to develop an action plan to identify best method of capturing metered data to improve sports ground user transparency in 2020/21.	David Emery
Construction of Cell 5, materials processing area, bulk recyclables drop area, multi-tiered drop-off facility, education and administration area and liquid waste pond.	Completed	Completed	Brian Robartson
Develop Corporate Energy Strategy	Delayed	Deferred to 2020/21	Paul Radalj
Implement a Food Organic and Garden Organic (FOGO) kerbside collection trial	Completed	FOGO infrastructure complete and trial program up and running and subject to budget consideration to increase the number of participating households.	Brian Robartson

Commence infrastructure planning to support and implement waste diversion and recycling initiatives	Meeting Requirement-Ongoing	New waste tender out for advertising. Tender includes Part B seeking innovation and sustainability solutions to be provided for City's waste streams.	Brian Robartson
Continued implementation of the Council's resolution in relation to CHRMAP	Completed	All actions directed under Council Item IS185 Geraldton Coastal Hazard Risk Management and Adaption Planning have been completed and work has commenced on development of the draft local coastal planning policy.	Michael Dufour

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			
Create City Precinct Strategy	Meeting Requirement-Ongoing	Finalised draft operational strategy that clearly defines the roles and responsibilities of the City Precinct.	David Emery
Deliver HMAS Sydney II toilet facilities and amenity consultation and development	In Progress	Agenda item awarding tender to July 2020 Council Meeting. Construction to commence August 2020.	Pierre Neethling
2.3.3 Providing a fit for purpose, safe and efficient infrastructure network			
Continued compliance enforcement ensuring all statutory requirements: Implementation of parking facility improvements, street parking signage	Meeting Requirement-Ongoing	With the impacts of COVID-19 focus has shifted to facilitate economic stimulus with extension of the free parking trial and compliance components focused on limiting overstays for long periods so bays accessible for shoppers.	Murray Connell
Deliver annual road and footpath renewal program	Completed	Program completed	Pierre Neethling
Replace People Scanner with new full body CT scanner to new Federal requirements	In Progress	Contractor to provide signed agreement and then supply and installation will be arranged. Closeout deferred to May 2021 due to risk of delay caused by COVID-19 effects.	Desmond Hill
Commence detailed design for Aquarena indoor pool renewal	In Progress	RFQ closes 30 July 2020, design work to commence August 2020.	Pierre Neethling

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 fleet items including a rolling ten year Capital Works Program with fair value and depreciation calculation	Completed	Completed	Kerry Smith
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	Delayed	Draft asset management plan has been completed previously but requires further review. 3 year replacement plan is in place but requires further work to get the full 10 year plan option.	Kerry Smith
Identify and evaluate frequently purchased stored items, and put in place appropriate procurement arrangements such as Period Contracts, or Panel Contracts, and consider maintenance of stock in Store	In Progress	Ongoing - however, progress made prioritised by purchase value and/or number of units required per annum.	Kerry Smith
Investigate efficiency gains through fleet utilisation	In Progress	Ongoing and continuous improvement process due to operational changes and/or changes to demand or change in technology. With no new purchases in the 2020/21 year a chance to review and assess plant usage.	Kerry Smith

2.4.2 Maintaining integrated asset management systems that eff actively maintain and replace community assets

Continue deployment of the Assetic Asset Management Software across parks and roads	In Progress	Additional momentum gained in recent weeks but will be ongoing for some years as skills improve and technology becomes more available.	Kerry Smith
Continue improvement of the branch's use of E-Quotes and General Procurement improvements	In Progress	Maintaining progress and continuous improvement.	Kerry Smith
Develop a Bridge Asset Management Plan	On Schedule	Final draft AM plan almost complete. Final completion by end July 2020.	Kerry Smith
Develop a footpath Asset Management Plan	Completed	Completed	Kerry Smith
Develop a Park Asset Management Plan	On Schedule	Initial draft AM plan almost complete. Final completion by end July 2020.	Kerry Smith
Develop a Road Asset Management Plan	On Schedule	Initial draft AM plan almost complete. Final completion by end July 2020.	Kerry Smith
Develop a Storm Water Asset Management Plan	Delayed	Unable to complete this plan due to higher priorities in other areas and reduced staffing in critical areas.	Kerry Smith
Finalise the development of a revised Asset Management Policy and Strategic Asset Management Plan	On Schedule	Strategic Asset Management Plan is updated. AM Policy remains under development and expected to be complete very soon	Kerry Smith



Economy

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	On Schedule	Ongoing promotion of the initiatives implemented by the City in response to the impacts of COVID and promotion of the 2020/21 Budget. The initiatives included Economic Development programs such the Geraldton is Open for Business Register and Social Media Campaign. Advocacy for the City's key priorities was undertaken by issuing a letter and summary to each State Government Minister and also leaders of the Opposition in the lead up to the 2021 State Elections. Responses by Ministers have been received informing that City that the priorities have been noted and considered.	Trish Palmonari
Advocate the Greater Geraldton region to key industry stakeholders and visitor market segments	Meeting Requirement-Ongoing	The Team continued to advocate priorities for the region by developing and distributing the Progress Midwest Key Priorities. This document, which outlines agreed priorities of key stakeholders of the Geraldton Jobs and Growth Plan, and the City's priorities pitch document, were developed and sent to all State and Federal Ministers and Opposition. The Team represents the City on the Growth Engine Actions including working with the MWDC - Mid West Food Cluster and MWCCI on the development of a Manufacturing and Logistics Cluster. This project aims to position Geraldton as the service hub for the North West. Currently, repairs and maintenance work is being transported to Perth bypassing Geraldton, approach - MOU with Chamber of Mines and Energy and Central Tafe to develop and promote GG's capability. The City is represented on Australian Regional Tourism, Australia's Coral Coast Board and works with TCoWA and TWA. The Team is working with TWAs Familiarisation unit to promote the region.	Trish Palmonari
Development and implementation within City budget provisions of City region destination management and marketing plans	Completed	As previously mentioned, a comprehensive Destination marketing campaign was launched in May to encourage the Perth population to consider Chasing the Sun north to Geraldton and the greater region rather than heading to the South West of WA. The campaign registered high social media take up and was featured in a range of promotional editorials including The West Australia Travel section; Perth is OK website and picked up by ABC radio and GWN news.	Trish Palmonari
Development and maintenance/update of City Region Investment Prospectus	Meeting Requirement-Ongoing	The Progress Midwest website and investment prospectus were updated with the new list of Mid West Priorities and also a new major projects summary. COVID business information and regular updates and useful links have be incorporated into the site. Website hits 4,465 and total investment enquiries through site for the last quarter totalled 13.	Trish Palmonari

3.1.3 Developing and maintaining infrastructure that increases the potential for business and investment				
Creation of land development opportunities to add economic stimulus to the region	In Progress	A long standing project the Cape Burney Subdivision significantly progressed and now at stage where Water Corporation clearance received, pending clearance from CGG building compliance. Deposited Plan ready for lodgement at Landgate and WAPC subdivision approval pending CGG clearance to enable lodgement. Final phase will be the sale of lots to leaseholders completing this project. Other potential projects on hold until market conditions improve.	Brian Robartson	
Completion of Airport Project & Road Alignment	In Progress	Closeout inspection and regular inspections have identified several warranty issues so closeout has been extended to ensure time to remediate those up to June 2021.	Desmond Hill	
Airport Upgrade - Airport Eastern Freight Terminal development (in conjunction with private sector) - Planning Phase	In Progress	Planning on hold due to the constantly changing situation of COVID-19 impact.	Desmond Hill	
Airport Upgrade - Greenough Terminal Customs Hall and Quarantine Facilities - Planning Phase	Not Commenced	On Hold. Dependent on Freight Terminal Development.	Desmond Hill	

3.1.4 Supporting and facilitating implementation of the Growing Greater Geraldton plan

Support and facilitate Growing Greater Geraldton Plan initiatives	Meeting Requirement-Ongoing	As previously mentioned, the Economic Development Team is working on a number of the Geraldton Jobs and Growth Plan initiatives with a focus post COVID on initiatives that support the recovery of local business. Together with the City's Department of Community Services, the Economic Development Team has negotiated a funding arrangement with Rio Tinto to provide an incentive for locals to purchase locally. Listed under the Strong Heart Platform and focusing on reducing leakage, a program is being developed to be launched in July to provide incentives for locals to purchase goods locally known as Gero \$\$\$\$.	Trish Palmonari
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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	With the COVID Crisis in play the focus was on supporting existing businesses through the implementation of the Geraldton is Open for Business Register and follow up promotional campaign. There was one inquiry regarding Rates Concession from a local business looking to relocate from one part of the CBD to another. It was agreed that the focus should be on attracting new business to the CBD.	Trish Palmonari
Provide policy and strategy advices for economic development of the City region	Completed	The Progress Midwest Key Priorities have been distributed to all sides of State and Federal Government along with the Priorities for the City in the lead up to the 2021 State Election. Correspondence has been received from various departments acknowledging receipt of the documents.	Trish Palmonari
Undertake planning and design activities for City Centre revitalisation	In Progress	CBD planning and design activities deferred due to COVID-19, apart from Sanford/Cathedral Roundabout (Blackspot Funded). Concept Design Complete - Progressing to Detailed Design.	Michael Dufour



Governance

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	In Progress	ONGOING - Foreshore Master Planning - CE strategy developed, awaiting approval. Reconciliation Action Plan Review - Staff Survey developed, currently being conducted. Kempton Street Traffic Calming - Survey completed, report to July Council meeting. Railway Street Safe Active Street - Engagement completed on concept plan. Awaiting detailed designs. Community Strategic Plan Review. Community Engagement Policy Review. Tree Removal Survey - Drafted and under review. Durlacher/Maitland Streets and Cathedral/Sanford Roundabouts - Stakeholder info session held. FOGO Trial - six month review survey being drafted. GRAMS Reserve Upgrade -Reference Group formed. Community Voice 10 Yr Cap Work Plan. Waste Strategy Survey - completed and currently being conducted. ON HOLD - CHRMAP Coastal Policy. COMPLETED - Community Voice Project R&LS Review – Reported to Council in May. Being assessed by EMT for implementation.	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	The focus for the quarter was the dissemination of information with regards to City's response to the COVID Crisis in order to comply with State and Federal Governments' requirements. In addition, communication focused on the initiatives implemented by the City to support the local community and business. Positive media messaging with regards to the action taken by the City in finding efficiencies and damage control of its reputation as an organisation. 58 media releases; handling of 53 media enquiries; 37 Community Service Announcements issued; 157K website hits. Release of the 2020/21 Budget was rolled out successfully without too much resistance from the community. The lead up to the Budget Announcement had successfully brought the community along the journey of the budget deliberations.	Trish Palmonari
4.1.3 Providing innovative and accessible customer service and information systems			
Plan and deliver SirsiDynix Library Management System Consortia for Mid West Region	Completed	Ongoing into 2020/21	Trudi Cornish
Implement the Customer Service Strategy for the City	Completed	Draft finalised report for the CCS Plan 2017 -2020 is in progress	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			
Assist with the 'Spalding Urban Renewal' project	Meeting Requirement-Ongoing	Precinct planning process completed, next phases will be the implementation of the plan and its various on the ground components.	Murray Connell

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	Meeting Requirement-Ongoing	The Mayor and/or CEO are regularly attending and participating in RCAWA and RCA meetings. The Mayor is the Chair of the RCA. Meeting records are held in TRIM - GR/10/0024 and GR/10/0029.	Ross McKim
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	China Connect continues to communicate the opportunities for local businesses to promote themselves to the China Market. As a result of our Sister City Relationship, the City received a supply of face masks that were distributed to the appropriate departments within the City dealing with the most at risk segment of the community (QEII and Senior Citizen's activities).	Trish Palmonari

4.4 Financial Sustainability and Performance

Action	Status	Commentary	Responsible Officer
4.4.1 Preparing and implementing short to long term financial plans			
Implement annual reviews of the Long Term Financial Plan	Meeting Requirement-Ongoing	As a result of the unknown economic environment due to COVID-19 the City will undertake a major review of the current LTFP in 2020/21 to account for the significant impacts the City is experiencing with revenue and expenditure. This will be adopted as part of the 2021/22 budget process.	Renee Doughty
Implement the Annual Budget as derived from the Corporate Business Plan	Completed	2020/21 annual budget adopted by Council at the June 2020 meeting and Magiq and Synergy updated with budget figures.	Renee Doughty
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	Completed	2018/2019 Ratios completed as part of the Financial Statements audit. 2019/20 ratios will be confirmed after the EOFY audit scheduled for September 2020.	Renee Doughty
Facilitate the provision of Integrated Planning capabilities, capacity and services for the organisation	Meeting Requirement-Ongoing	In 2020/21 a Major Review of the City's Strategic Community Plan (SCP) and Corporate Business Plan will be undertaken. Feedback achieved through the range and level of services and capital works planning reviews will be used in conjunction with Councils strategic views to form the new SCP.	Renee Doughty
Deliberative Democracy - Engage with the community to review range and level of services and capital works planning	Meeting Requirement-Ongoing	The Community Workshops for the Range & Level of Services Review were held in February. A report went to Council in May with regards to the review panels recommendations, some of these recommendations were implemented as part of the 2020/21 budget. A Project team is in the process of planning the capital works workshops which are scheduled for later in 2020.	Renee Doughty
Major review of Community Strategic Plan	Not Commenced	To be commenced in 2020/21 Financial Year.	Renee Doughty
Major review of Corporate Business Plan aligned with the review of the Community Strategic Plan	Not Commenced	CBP Major Review to coincide with Strategic Community Plan review in 2020/21 and the 2021/22 Annual Budget and LTFP.	Renee Doughty

4.4.3 Delivering and ensuring business systems and services support cost effective Council operations and service delivery

Deliver e-Services Development	Meeting Requirement-Ongoing	Website Single Sign On completed. Electronic Forms and Workflow (internal and external) ongoing.	Dennis Duff
Develop and implement new corporate software	Delayed	Business Case and Project Plan developed. Working group to be formed and detailed business requirements confirmed in first half 2020/21.	Dennis Duff
Process Town Planning and Building applications within statutory timeframes	Meeting Requirement-Ongoing	Applications are being process within the timeframes set by legislation. Team works to process applications that are less than the set timeframes to assist industry and the community to commence projects in a timely manner.	Murray Connell

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			
In conjunction with the Western Australia Electoral Commission conduct orderly local government elections every two years	Completed	Completed in Quarter 2	Margot Adam
Provide and facilitate Councillors with training and development opportunities	In Progress	WALGA Training commenced via e-Learning from April 2020. As Per the Act s.5.127 the Report on Training will be made available on the Website 1 month after the end of the financial year. Council were advised via a BN and were reminded to be up to date with Essential Training.	Sheri Moulds
4.5.2 Ensuring finance and governance policies, procedures and activities align with legislative requirements and best practice			
Undertake "rolling" internal audits per endorsed 5yr Plan	Meeting Requirement-Ongoing	Ongoing project. New internal audit focus to be determined in 2020/21.	Renee Doughty
Undertake Penetration Testing and Remediation	Completed	Completed and report provided. Actions added to ICT strategic plan and budget requested for 2020/2021.	Dennis Duff
Develop and implement a comprehensive Workplace Safety Management System	On Schedule	Safety Management systems have been updated, with a rollout program underway to ensure effective implementation. Core safety management systems will be implemented by the end of August 2020.	Brodie Pearce
Provision of Governance related capabilities and services for the organisation	Meeting Requirement-Ongoing	Corporate Compliance actions monitored and completed effectively. Monthly compliance reporting to the Executive Management Team. Local Laws review on schedule.	Margot Adam
Administer Council's processes for Freedom of Information and related statutory access and reporting obligations	Meeting Requirement-Ongoing	One Freedom of Information application completed this quarter and two consultation requests from other government agencies. FOI application form reviewed and updated, through consultation with Office of the Information Commissioner.	Margot Adam
Provisions of Risk Management and Insurance capabilities and services for the organisation	Meeting Requirement-Ongoing	Operational risk registers current, strategic risk review to commence in August 2020. Insurance renewal confirmed for 2020/21	Brodie Pearce
Provision of centralised Tenders and Procurement capabilities, advice and process control services	Meeting Requirement-Ongoing	Procurement Policies and processes updated, to be finalised August 2020, procurement action plan developed to guide procurement activities for next 12 months.	Brodie Pearce

Local Government Act Review - Monitor and ensure any changes to the act are captured and implemented to policies and processes to ensure statutory compliance	Meeting Requirement-Ongoing	Amendments to Legislation (COVID-19) action plan implemented to ensure compliance with updated legislation.	Margot Adam
Administer Council's policy formulation and review process and maintain the Council Policy Manual	Meeting Requirement-Ongoing	Eight Policies were reviewed during this quarter and endorsed by the Council.	Margot Adam
4.5.4 Ensuring Human Resource planning, policies and procedures support effective and safe Council service delivery			
Provision of Human resources services including recruitment, induction, training, performance, industrial relations, organisational development, workplace health and safety services	In Progress	Ongoing process delivering HR services.	Natalie Hope
Conduct of an ongoing program of testing to implement City policy of zero tolerance for drug and alcohol in the workplace	Delayed	Testing was placed on hold due to COVID-19, scheduled to recommence in the 2020/21 financial year.	Natalie Hope
Finalise development of a Workforce Plan incorporating establishment management, people development, performance management and succession planning	Meeting Requirement-Ongoing	Workforce plan completed however due to COVID-19 - meeting the strategies was limited.	Natalie Hope