



CORPORATE BUSINESS PLAN

2024 - 2025

Q4 REPORT

COMMUNITY

Aspiration: Our culture and heritage is recognised and celebrated. We are creative and resilient. We can all reach our full potential.

OUR STRATEGY		PROGRAMS & SERVICES	KPI	STATUS	Definition	COMMENTS (4th Qtr.)	RESPONSIBLE
1.1 Enhanced lifestyle through spaces, places, programs and services that foster connection and inclusion							
1.1.1	Facilitate and deliver school holiday, afterschool programs and youth vibrancy initiatives (e.g. Sunset Yoga, Sundays by the Sea, Films on the Foreshore).	Youth Development	# Activities # Participants	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Autumn school holiday programs introduced a range of new activities, contributing to strong community engagement. Sunset Yoga continued to attract consistent attendance, maintaining its popularity at both locations of Stow Gardens and QEII Centre. Films on the Foreshore delivered a refreshed program, activating multiple foreshore locations and incorporating pre-show entertainment such as face painting, pony rides and acoustic performances, all of which were well received by the community that attended. Average attendance was 100 per screening.	Josephine Bianchi
1.1.2	Provide library services, community facilities and engagement programs to meet the lifelong learning and leisure needs of the community.	Libraries	# Visitors = # Members = # Items loaned = (physical) (e-resources)	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	# Visitors = 16,116 # New Members this month = 345 # Total members (including Mullewa) = 17,735 # Items loaned = 18,815 (physical) 13,432 (e-resources). The new Library Desk was fully installed in the week of Monday 5 May. MARATE (Managing Angry, Rude, Abusive, Threatening and Emotional People) training (fully funded by a PDConnect Grant of \$5,995) was attended by numerous LH&G staff on 19 May. The Library successfully secured a grant of \$3,630 from the Children's Book Council to support Children's Book Week 2025. Tech Tuesday sessions running as a trial period and proving successful via the bookings only approach. The Library hosted the WA Women's Hall of Fame 2025 Exhibition in June.	Trudi Cornish
1.2 We are a community accountable for our actions							
1.2.1	Ensure effective animal management within the community.	Ranger Services	85% of impounded dogs returned to owner or rehomed % returned to owner % rehomed	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	82% of impound dogs returned to owner or rehomed 38% Returned to owner 44% Rehomed Note that at the end of this period 24 animals remained in the pound	Andy Gaze
1.2.2	Provide Ranger Services to support the community by administering the City's legal obligations.	Ranger Services	90% of all incoming requests for service responded to within five business days. 85% of all incoming requests for service completed within 15 working days	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	90% of all requests responded to within 5 days with 74% being completed within 15 days.	Andy Gaze
1.3 Pride in place and a sense of belonging is commonplace							
1.3.1	Deliver collaborative community initiatives to increase engagement, pride in place and a sense of belonging in Mullewa.	Community Development Mullewa / Youth Development	# Initiatives delivered # participants	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Delivered ANZAC Day Breakfast and Ceremony (100 participants), Mullewa seniors excursion to QPT's Morning Melodies (10 attendees); Unveiling of Mullewa Cemetery commemorative plaque for William Henry (Harry) Stokes (1883-1953) donation of land for cemetery (30 attendees); Supported 2025 Mullewa Muster and Rodeo with a sellout crowd of 3,500 and opened by Mayor Clune.	Darren Simmons
1.3.2	Implement and review the City's Heritage Strategy to record, recognise and preserve our social, environmental and built heritage.	Heritage Services	# Heritage enquiries = # Hours community research =	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	# Heritage Enquiries = 53 # Hours community research = 30 Book talk with local author Bill Carr on Aboriginal History, held 17 May with some 30 attendees. Yamatji Drive Trail edits completed with revised edition going to print in early June. The Aboriginal History of Geraldton booklet, revised edition, was also reprinted in June. NAIDOC Week poems by Nola Gregory were exhibited at the Library.	Trudi Cornish
1.3.3	Coordinate preservation activities for the seven non-active historical cemeteries and burial grounds within Greater Geraldton.	Heritage Services	Ongoing attention to preservation of historical grave sites and the collection of community stories associated with those sites.	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Stokes Plaque Unveiling ceremony held 29 May at the Mullewa Cemetery in recognition of original donation of land in 1953 for Mullewa Cemetery, with some 50 people in attendance, held indoors at MDO due to bad weather.	Trudi Cornish

1.4 Community safety, health and well-being is paramount								
	1.4.1	Deliver a range of youth diversionary programs (e.g. Late Night Basketball, Safespace and Mullewa Youth Centre).	Youth Development	# Youth events/activities # Participants	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Late Night Basketball ran a successful program in June, attracting 300 participants. This term's workshops supported youth development through basketball skills training, healthy eating education, employment pathways, and boxing sessions. Mullewa Youth Centre continued to provide an engaging service for young people, introducing a Monday afternoon program in collaboration with the Stephen Michael Foundation and JK Foundation, alongside its regular opening hours with 72 walk-ins. A donation of second-hand bicycles from Bicycles for Humanities enabled the ongoing delivery of the Bikes4Rubbish program.	Josephine Bianchi
	1.4.3	Adhere to Department of Home Affairs requirements in screening passengers and baggage.	Geraldton Airport	# passengers screened	On Track	On target or as expected - in line with projected timeframes	Airport - CBS - Checked Baggage Screening Equipment Upgrade tender closes 09/07/25. This upgrade ensures airport maintains security screening equipment standards / compliance. Department of Home Affairs focus ensuring a robust airport perimeter security framework, including detection methods- Airport has implemented a number of actions / enhanced security measures to comply with the Departments expectations.	Andrew Freers
	1.4.4	Undertake mandatory pool inspections in accordance with legislation.	Building Surveying	25% of pools inspected every year with all pools inspected every four years	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	100 pools inspected (quarterly target 120).	Heath Martin
	1.4.5	Continue the Corella Management Program.	Ranger Services	One hour of patrolling per week during Corella season (November to June) and two meetings per year with the Corella Group	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Corellas commenced leaving the area during this quarter. Patrolling continued until the corellas had left.	Andy Gaze
	1.4.6	Investigate Development Compliance issues.	Development Compliance	90% of all incoming requests for service responded to within five business days.	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Responded to complaints within allocated timeframe.	Andy Gaze
	1.4.7	Facilitate the delivery of Health Education and Promotion Programs.	Environmental Health	Four active programs undertaken during the year for either business or the community	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Commencement of the PHP consultation program has raised awareness	Andy Gaze
	1.4.8	Undertake mandatory public health surveillance program.	Environmental Health	90% of all programmed inspections undertaken annually	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	148 Inspections undertaken in total including 82 Food inspections	Andy Gaze
	1.4.13	Active Bystander Training delivered as part of key services induction training for all new City staff.	Community Development	# Training programs # participants	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	# Training programs: 2 Staff induction programs delivered # participants: 36	Josephine Bianchi
	1.4.14	Deliver Game On! Year 2 program to increase participation in sports by young people.	Youth Development	# Sports delivered # Participants # New club members	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Game On! has continued to provide the community with an inclusive sports program, running a freestyle football clinic in collaboration with West Coast Eagles with 135 attendees, as well as providing another term of Aqua Splash classes linking in to the Holland St Physical Education program.	Josephine Bianchi
1.5 The opportunity for all to reach their potential exists								
	1.5.2	Provide outreach library services to frail and housebound community members, with assistance from volunteers.	Libraries	# Housebound patrons on delivery runs = # items delivered	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	# Housebound patrons on delivery runs = 55 # items delivered = 977 The Outreach Service continues to provide an invaluable support to the frail and housebound members of our community by providing them access to reading and audio resources.	Trudi Cornish
	1.5.3	Facilitate and deliver a range of programs, activities and presentations that promote healthy ageing.	Community Development (QEII)	# programs # participants	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	# QEII programs: 41 # QEII participants: 1720 registered members # QEII attendees: 9532 # Seniors enquiries: 959 # Seniors newsletters distributed : 1260 Number of enquiries QEII : 961 New activities No Fail, Fun Poetry Workshops and Live Now (Cancer Council) programs commenced in May. In addition to the regular program the following sessions were delivered: Dementia Australia – Strengthening Connections, Department of Health and Aged Care – Let's Talk About Aged Care, COTA WA Seniors Education and Clothes Swap.	Josephine Bianchi

1.6 Community capacity, innovation and leadership is encouraged								
	1.6.3	Support local community groups and organisations to successfully plan and deliver events.	Events & Venues	# external events # participants	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	14 external events were supported by City Officers from Apr-Jun, including Caravan Clubs State Rally 2025, Shore Leave Festival, Pearls and Plates, Geraldton Do-Over Opening, Mullewa Muster & Rodeo and Geraldton Softball Association June Carnival. Attendee data is not available for external events.	Josephine Bianchi
	1.6.4	Deliver the City Community Grants Program.	Treasury & Finance	\$ distributed # rounds # recipients	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Funds provided through the Mayoral Discretionary Fund for Q4 was \$8,464 with the annual funds allocated being \$54,492. 2024/25 Community Project Support Program Round 2 was delivered this quarter with \$7,000 awarded to 6 (six) recipients. Support provided through the Event Support Program (in-kind requests) for Quarter 4 totalled 2025/26 Festival and Event Funding Program and 2025/26 Service Agreement Program allocations were endorsed as part of the 2025/26 Budget.	Nita Jane
1.7 Reconciliation between Indigenous and non-indigenous communities is supported.								
	1.7.1	Develop and commence implementation of the Reconciliation Action Plan.	Community Development	Reconciliation Action Plan endorsed by Council # activities delivered	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Continued collaboration with local stakeholders on the delivery of National Reconciliation Week and NAIDOC Week events. RAP Networking Group coordinated a joint event - Documentary Screening & Panel Discussion – Genocide in the Wildflower State with 140 attendees.	Josephine Bianchi
	1.7.2	Support NAIDOC Week and National Reconciliation Week.	Community Development	# activities # participants	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	The City supported local organisations in planning events for NRW and NAIDOC Week. A poetry display was delivered at the Geraldton Library for both NRW and NAIDOC, showcasing local voices and stories. NRW and NAIDOC calendars were created, highlighting City-led and community initiatives. The City also supported the Justice and Community Networking Committee to ensure the successful delivery of the NAIDOC Week event at Edith Cowan Square and collaborated with GRAMS on the delivery of the Flag Raising Ceremony at the GRAMS site.	Josephine Bianchi
1.8 Active living and recreation is encouraged.								
	1.8.1	Deliver initiatives identified in the City's Access and Inclusion Plan (AIP) in collaboration with service providers, including the Passport to Employment Program and International Day for People with Disability.	Community Development	# Disability employment clients linked to employers; # activities # participants	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Dance Days Disco for people with disabilities : #participants: 180 First internal AIP Working Group Meeting held, bringing together staff from various departments to collaboratively work towards achieving AIP outcomes. Annual AIP Progress Report 2024-2025 submitted to Department of Communities. New communication boards installed at Pages Park and Spalding Park. A new hoist and changing table have been installed at the Foreshore Changing Places facility.	Josephine Bianchi
	1.8.2	Facilitate and deliver key youth events (e.g. Revolve Skate Series, Frothin' Fools Surf Festival, and Battle of the Bands).	Youth Development	# events # participants	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Revolve Skate event ran extremely well with a high attendance from the community and families travelling from as far as Margaret River and Exmouth to enter the competition. Extra Virgin Olive Oil, winners from the last Battle of the Bands, performed throughout the event. A BMX expression session was introduced as well as youth markets, providing an extra layer to the event. Service providers including PCYC, Headspace and Fusion assisted in providing resources and activities whilst the skate competition was taking place.	Josephine Bianchi
	1.8.4	Manage the bookings for City sports grounds, venues and facilities, and foster large scale community sporting events.	Events & Venues	# bookings # events	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Large scale sporting events from Apr-Jun included the Frothin Fools Grom Fest, Geraldton Yacht Club Sailing Season and Geraldton Softball Association June Carnival. Additionally there were 985 bookings for the City's sports grounds that included training and games, with the winter season being the busiest.	Josephine Bianchi
	1.8.5	Celebrate National Seniors Week in collaboration with relevant seniors groups.	Community Development (QEII)	National Seniors Week event delivered # participants	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Planning underway for Seniors Week 2025, including feedback sought from seniors regarding format for the Mayors Mystery Bus Tour.	Josephine Bianchi
	1.8.6	Efficient and effective management of the QEII Seniors and Community Centre	Community Development (QEII)	Annual Senior's Satisfaction Survey	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	# attendees - QEII External bookings during the quarter: 3280 The QEII hosted various events including the International Yoga Day, Geraldton Senior High School Ball and Centacare Sundowner. Recent survey results were outstanding, with 97% respondents either satisfied or very satisfied with the services/programming the Centre provides. 91% said their experience with the services/programming at the Centre was better or much better than expected. 100% said they would recommend the services/programs at the Centre.	Josephine Bianchi

	1.8.7	Develop and deliver local active travel strategies and initiatives	Sport & Leisure	# Strategies and events	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Prepared and submitted a State Government grant to run an event in October to celebrate Bike Month. Promoted and participated in the National Walk To School Day program. Organised and attended welcome breakfast for Sri Chinmoy Peace Run. This group involved a multinational group of people running 15,500kms around Australia and was a good opportunity to support their program and promote active travel to the community. Attended Perth Active Travel Officer Network meeting where Main Roads presented on school crossings. Implemented a bike maintenance program at the Mullewa Youth Centre in partnership with The City's Youth Team, Bikes for Humanity and DADAA. The program provided local youths with hands-on skills and support to keep their bikes safe and functional. Reviewed the recently conducted Footpath Safety Audit and provided feedback to help prioritise works to enhance safety for all active travel users.	Mark Adams
1.9 A strong sports culture exists through well-planned facilities.								
	1.9.1	Support Ground Management Committees' (GMC) role in sporting recreation reserves, including review of policy and model.	Sport & Leisure	# GMCS supported; Review completed	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Officers provided ongoing support to the Ground Management Committees (GMC's) and continued the development of relationships with key stakeholders. Officers supported a GMC successfully lobbying for a \$3M election commitment for new changerooms at GBSC Park.	Mark Adams
	1.9.2	Deliver annual sporting tower lighting compliance audit.	Sport & Leisure	Annual audit completed	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	The annual lighting compliance audit report was completed in Q3.	Mark Adams
	1.9.3	Deliver aquatic services that include provision of swimming and water safety lessons, recreational, competitive and social swimming, hydrotherapy and aquatic aerobic classes.	Sport & Leisure	# activities # participants	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Aquarena attendance numbers for the quarter were 11394. During the April school holidays the Aquarena had BIFF, SMIFF, Slide and the 3 smaller inflatables available to the community for several hours each day. These items also had 68 bookings for the three months. Swim School Term 2 had 361 enrolments at 91% capacity. Group Fitness Classes had 17 regular weekly classes and an 8 week "Game On!" fitness program each Thursday for Holland Street students. Sails and Multicultural lessons by RLSWA had 16 participants attend their after-school programs. Several training sessions were held at the Aquarena including an Aquatic Technical Operator course in April (12 attendees) and a Lifeguard course in May. Baby and Me was hosted every Friday morning during the school term. The Geraldton Amateur Swimming Club hosted the short course classic on the WA Day long weekend with 250 competitors from all over state attending. During the April school holidays Aquarena supported PCYC running an Amazing Race event.	Mark Adams
	1.9.5	Engage and liaise with relevant community groups regarding submission for CSRFF and CNLP grants	Sport & Leisure	Stakeholder liaison # Grant funding applications	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Officers liaised and engaged with numerous sporting groups regarding potential State funding applications for the upcoming funding round.	Mark Adams
	1.9.6	Masterplan for Spalding Park Tennis Club premises to accommodate new users following the relocation and amalgamation with Geraldton Tennis Club in Wonthella	Sport & Leisure	Masterplan completed	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Concept design options to plan for the future of Spalding Park, along with cost estimates, were developed by an external consultant and, with consideration of the final report and endorsement yet to be undertaken.	Mark Adams
1.10 A place where people have access to, engage in and celebrate arts, culture, education and heritage.								
	1.10.1	Present a creative, dynamic and diverse QPT program that enriches, entertains and engages our community.	Events & Venues (QPT)	# shows/programs # audience	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	28 events were conducted at the QPT from Apr-June, including Quadrangle, You are a Doughnut, Melbourne International Comedy Festival, Morning Melodies, Starlight Festival of Dance and the Midwest Economic Summit. 5,455 audience members.	Josephine Bianchi
	1.10.3	Update the City's Heritage Inventory and review the way our heritage places are protected	Town Planning	A Heritage Review is commenced and progressed in accordance with the project plan	On Track	On target or as expected - in line with projected timeframes	The project commenced in May 2025. The first part of the review involves the inspection of all 694 properties on the heritage inventory. The inspection of 409 properties has been completed (all Geraldton based). Inspection of the remaining properties is continuing.	Heath Martin
	1.10.4	Implement the City's Public Art Strategy and coordinate public art opportunities, activities and repairs.	Geraldton Regional Art Gallery	Ongoing service delivery # activities	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Artist brief for art installation at the Aquarena conducted with local artist Cam Starceвич successful. Public Art Strategy 2020-2025 retired due to recent endorsement of the new Public Art Masterplan. Repairs to Mullewa Entry Wildflower Sculpture completed in June. On site meeting with contractor held with regard to quoting repairs on the City Status Sculpture, Queens Park. Uncertified plans for the footings for the Edith Cowan statue supplied by artists - now seeking further information. Statue still in very early stages of construction. Wonthella Toilet Block "Buggy" artwork by local school children installed.	Trudi Cornish
	1.10.5	Coordinate the Geraldton Regional Art Advisory Committee.	Geraldton Regional Art Gallery	Ongoing service delivery	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	No meeting held during this quarter.	Trudi Cornish

	1.10.6	Coordinate and deliver the annual Big Sky Readers and Writers Festival.	Libraries	# tickets booked	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Planning is fully underway for the Big Sky Festival 2025 which will be held 24 - 26 October. A call for Expressions of Interest was circulated inviting local artists to assist with the programme cover design (new initiative) with a successful design selected. Ongoing programming work is taking place however details will not be finalised until July (new FY budget). A small grant application to the LBW Trust of \$2,500 towards children's activities was submitted. Grant application to Lotterywest for \$22,000 submitted.	Trudi Cornish
	1.10.7	Deliver the biennial Mid West Art Prize	Geraldton Regional Art Gallery		Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Planning is well underway with regard to the opening night and subsequent exhibition. Entries open 4 July. A Media Release, website updates and other promotional items began circulation in early June.	Trudi Cornish
	1.10.9	Deliver a GRAG exhibition program of local, national and international art.	Geraldton Regional Art Gallery	# exhibitions = # attendances at Gallery =	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Door Count = 7,814 # of visitors to Gallery Exhibition Spaces = 2,179. Public Regional Galleries Improvement Fund grant application for replacement lighting and also a freestanding exhibition display wall - \$50,825. Two travelling exhibitions were opened on 23 May - Art in Conflict which is a touring exhibition of contemporary art from the collection of the Australian War Memorial. Stitched and Bound which is The West Australian Quilters Association Inc. (WAQA) Contemporary Exhibition. The Coordinator Gallery and Public Art attended the WA Tourism Conference, 26-28 May. Supplier panel for art installation works in process of being established.	Trudi Cornish
	1.10.10	Deliver the renewal program of heritage signs as prioritised by 'Heritage Signage Audit'.	Heritage Services	Ongoing service delivery	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	New signs were installed at the Old St John's Church. Replacement of some town trail signage in Mullewa was undertake.	Trudi Cornish

Aspiration: A healthy thriving and resilient economy that provides opportunities for all whilst protecting the environment and enhancing our social and cultural fabric.

OUR STRATEGY		PROGRAMS & SERVICES	KPI	STATUS	Definition	COMMENTS (4th Qtr.)	RESPONSIBLE
2.1 Local business is empowered and supported							
2.1.1	Encourage local expenditure through the Greater Geraldton Buy Local Gift Card Program.	Economic Development	# Cards purchased # value of expenditure	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	387 cards purchased with a total load value of \$36,383. 651 redemptions to the value of \$34,992.	Susan McCaughey
2.1.2	Local Legends social media campaign.	Communications & Tourism	Engagement of Local Legends measured weekly and monthly through social media insights.	On Track	On target or as expected - in line with projected timeframes	The City had 11 Local Legends for the quarter, ranging from people who secured sports accolades, professional achievements, business milestones and more. Collectively they had a reach of 93,465 as well as close to 2,000 interactions.	Tully Gray
2.1.7	Implement Annual Corporate Contract Procurement Plan.	Corporate Compliance & Governance	Published Annual Corporate Contract Procurement Plan	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	2025 Annual Corporate Contract Procurement Plan developed and endorsed by EMT December 2024.	Larisa Maldea
2.2 Efficient and accessible intrastate and interstate connectivity							
2.2.1	Review, update and commence implementation of Geraldton Airport Master Plan.	Geraldton Airport	Complete Master Plan	On Track	On target or as expected - in line with projected timeframes	Airport Master Plan re-write 1st draft completed and currently undergoing peer review with further changes required to incorporate fast pace airport environment . This includes CGG Strategic Plan, Greenough Terminal future expansion, Concept design and 2nd RPT Apron Taxiway / RFDS Base Concept design	Andrew Freers
2.2.2	Pursue partnerships that encourage emerging aviation technologies.	Geraldton Airport	Incorporate into Airport Master Plan provision for infrastructure to support emerging technologies	On Track	On target or as expected - in line with projected timeframes	Airport Master Plan re-write 1st draft completed and includes provision for emerging technologies will be amended to include airport microgrid, aviation perimeter security, new security screening technologies, airport secure area - perimeter / breach detection technologies	Andrew Freers
2.3 The voice of the community is heard at regional, state and national forums							
2.3.1	Represent the community's interests to State and Federal Ministers and the private sector.	Council	# meetings	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	The fourth quarter involved the finalisation of the Strategic Community Plan engagement report showing the community's concerns associated with health, housing and safety. This information allowed further specific advocacy to occur on this topics.	Ross McKim
2.3.2	The City is represented on various community and industry working groups.	Economic Development	# of working groups with City representation	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	The City was represented at 4 engagement events and on 5 working groups.	Susan McCaughey
2.4 A desirable place to live, work, play, study, invest and visit							
2.4.3	Hold events within the City Centre	Economic Development	# Events hosted # Participants, attendance	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	9 events held with a total of 435 attendees. 785 hours engagement across all events.	Susan McCaughey
2.4.5	Provide GRAG retail area for local artists to promote and market their creative works.	Geraldton Regional Art Gallery	Sales value = \$	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Financial year-to-date sales income to local artists and suppliers = \$29, 413	Trudi Cornish
2.4.6	Coordinate Post Office Lane Gallery exhibitions.	Geraldton Regional Art Gallery	# Exhibitions and duration	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	"Turtles" by Tahira Kelly (Yamatji artist) was mounted for display until August	Trudi Cornish
2.4.9	Coordinate the Marine Terrace Mall Banner programme.	Libraries	# Banner installations, duration in days per installation	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	22 banners over 12 weeks, including the GVC Tourism banners	Trudi Cornish
2.5 Our competitive advantages are built upon and our business success is celebrated							
2.5.1	Develop and monitor the Investment Attraction Portal Project.	Economic Development	# CGG Economic Development website hits # Investment enquires received	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Project Midwest website retired. 13 investment enquiries addressed.	Susan McCaughey
2.6 A diverse and globally recognised regional capital							
2.6.1	Promote Greater Geraldton through the implementation of Greater Geraldton Destination Marketing Plan	Communications & Tourism	Review and update plan. Report on deliverables as part of the campaigns in the plan, including number of media releases and media liaison, bookings through Book Easy, social media statistics, website views/Google Analytics, and REMPLAN reports for visitors during targeted campaign timelines	On Track	On target or as expected - in line with projected timeframes	Stay and Play tourism marketing campaign continued to feature in the Northwest market predominantly via social media including Facebook, Instagram and YouTube along with Google AdWords, airport marketing in Broome and Karratha as well as radio. Some of the social media insights included Google AdWords displayed 3,342 times, YouTube Ad Campaign displayed 95,585 times, Facebook Ad Campaign 10 different adverts with a combined display of 344,923 times, Stay and Play webpage – 44,678 views; 17,772 first time users and campaign's overall reach: 488,528	Tully Gray

	2.6.7	Coordinate cruise ship welcome hub	Communications & Tourism	Report on deliverables as part of the welcome hub including cruise ships visited, passengers and crew ashore, inaugural visit, local business engaged in the welcome hub, economic impact as well as other key milestones.	Not Proceeding	Action is no longer proceeding within the timeframe of the current CBP 2021-2024. This may be due to a change in direction by Council.	There were no cruise ship visits this quarter.	Tully Gray
--	-------	------------------------------------	--------------------------	--	----------------	--	--	------------

Aspiration: Our natural environment has a voice at the table in all our decisions. We are a leader in environmental sustainability.

OUR STRATEGY		PROGRAMS & SERVICES	KPI	STATUS	Definition	COMMENTS (4th Qtr.)	RESPONSIBLE
3.1 A City that is planned, managed and maintained to provide for environmental and community wellbeing							
3.1.1	Deliver the annual Roads and Footpaths Renewal Programs	Maintenance Operations and Project Delivery & Engineering	Complete road renewal programme in accordance with the 2024/25 Capital works programme. Complete footpath and shared path renewal programme in accordance with the 2024/25 Capital Works Programme.	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	All roads earmarked for renewal were completed in the year as planned. Two additional roads were also completed as part of the LRCIP-4 grant funded program. All the footpaths included in the capital works program for construction were also completed as required, with the exception of the QPT footpath which was omitted from the project list as no longer required. An additional footpath was included as part of the LRCIP-4 program.	Kerry Smith and Chris Edwards
3.1.6	Process development applications within timeframes that facilitates timely development	Town Planning	100% of applications not requiring advertising or referral are assessed within 60 working days (statutory timeframe) 80% of applications not requiring advertising or referral are assessed within 20 working days (CGG target) 100% of applications requiring advertising or referral are assessed within 90 working days (statutory timeframe) 80% of applications requiring advertising or referral are assessed within 60 working days (CGG target)	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	100% of applications (42 of 42) not requiring advertising or referral were assessed within 60 working days. 62% of applications (26 of 42) not requiring advertising or referral were assessed within 20 working days. 100% of applications (9 of 9) requiring advertising or referral were assessed within 90 working days. 78% of applications (7 of 9) requiring advertising or referral were assessed within 20 working days.	Heath Martin
3.1.7	Respond to subdivision referrals within timeframes that facilitate timely development	Town Planning	100% of subdivision referrals responded to within 42 working days (statutory timeframe) 80% of subdivision referrals responded to within 30 working days (CGG target)	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	100% of subdivision referrals (5 of 5) were responded to within 42 working days. 60% of subdivision referrals (3 of 5) were responded to within 30 working days.	Heath Martin
3.1.8	Process certified building applications within timeframes that facilitate timely development	Building Surveying	100% of certified applications are assessed within 10 working days (statutory timeframe) 80% of certified applications assessed in 8 working days (CGG target)	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	95% of Certified Applications (128 of 128) were Assessed within 10 Working days 87% of certified applications (111 of 128) were assessed within 8 working days	Heath Martin
3.1.9	Process uncertified building applications within timeframes that facilitate timely development	Building Surveying	100% of uncertified applications are assessed within 25 working days (statutory timeframe) 80% of uncertified applications assessed in 20 working days (CGG target)	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	100% of uncertified applications (245 of 248) were assessed within 20 working days 75% of uncertified applications (184 of 245) were assessed within 20 working days	Heath Martin
3.1.10	Review and update the 10 year Fleet asset renewal program	Fleet Services	Provide a well maintained, safe and fit for purpose fleet.	On Track	On target or as expected - in line with projected timeframes	The 10 Year replacement program will be reviewed in the 3rd quarter of 2025 to start forward planning for the FY26-27 renewal program. Further review of the capital works program sees an opportunity in early FY25.26 to trial a reduced emissions hybrid 4x4 Utility in the City's fleet in place of a conventional diesel ute.	Brad McLean
3.1.11	Review and update the Fleet Asset Management Plan	Fleet Services	Achieve optimum plant utilisation, reduce whole of life costs, improved workplace efficiencies and increased safety and sustainability outcomes.	On Track	On target or as expected - in line with projected timeframes	The Fleet Asset Management Plan has been drafted for review and implementation in FY 25-26.	Brad McLean
3.2 Regional leader in adapting to climate change							
3.2.1	Continue implementation of the City's Climate Mitigation Plan.	Climate	Gas Flaring Agreement negotiated and endorsed with external party. DWER approval(s) granted.	On Track	On target or as expected - in line with projected timeframes	City officers have worked closely to prepare a submission to amend the DWER Meru environmental licence to include gas flaring in the licenced activities. The licence amendment application has been submitted to DWER for review. Enabling works have been undertaken at Meru to prepare a site to receive the gas flaring infrastructure. A pad has been constructed using recycled and processed Construction and Demolition materials. A contract has been awarded to install power to the gas flaring site.	Michael Dufour

3.3 A well-maintained, SMART, sustainable, liveable City valued by the community								
	3.3.1	Complete reconstruction of approximately 60 kilometres of unsealed roads.	Maintenance Operations	Complete rural road re-sheet program in accordance with the annual budget and the Strategic Asset Management Plan	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	The programme was completed later than anticipated due to resourcing constraints however all works completed by 10 July 2025.	Kerry Smith
	3.3.2	Continue renewal of stormwater assets.	Maintenance Operations	Complete storm water asset renewal program in accordance with the annual budget and the Strategic Asset Management Plan	On Track	On target or as expected - in line with projected timeframes	All scheduled storm water asset renewals completed by 30 June. Emergent budget for storm water renewal was focused on pump infrastructure renewal through Q4, including new pumps and new switchboards where required were installed to Coxswain Park, Clematis Park, Hemsly park and Vincent street sump.	Kerry Smith
	3.3.3	Complete playground audits and associated renewal programmes.	Maintenance Operations	Complete audits and inspections in accordance with Australian Standard	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	All scheduled audits completed on time including two third party independent audits and two in-house audits which is above the minimum required standard. Following each of the audits repairs and maintenance tasks are scheduled based on priority and risk rating.	Kerry Smith
	3.3.4	Continue upgrades and renewal to irrigation systems and parks including furniture and landscaping.	Maintenance Operations	Complete program on time on budget	On Track	On target or as expected - in line with projected timeframes	All capital projects completed by 30 June 2025 for irrigation upgrades, park furniture and play equipment.	Kerry Smith
	3.3.5	Maintain approximately 830 kilometres of sealed road network.	Maintenance Operations	Provide safe fit for purpose road network within available annual budget	On Track	On target or as expected - in line with projected timeframes	Maintenance of sealed road network continued through the 4th quarter without issues. Pot hole repairs and minor defects were addressed as reported and within customer charter.	Kerry Smith
	3.3.6	Maintain approximately 1,220 kilometres of unsealed road network.	Maintenance Operations	Provide safe fit for purpose road network within available annual budget	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Unsealed road network has remained in good condition through the 4th quarter. Detours to allow for replacement bridge construction Walkaway - Nangetty road saw additional traffic on some unsealed roads during Q 4 with subsequent complaints from residents due to dust and increased traffic, otherwise no issues.	Kerry Smith
	3.3.7	Maintain approximately 200 kilometres of stormwater infrastructure including 172 drainage sumps.	Maintenance Operations	Provide safe fit for purpose stormwater network within available annual budget	On Track	On target or as expected - in line with projected timeframes	During Q4 substantial asset condition inspections completed with repairs scheduled through the City's asset system (Assetic) works ongoing.	Kerry Smith
	3.3.8	Maintain approximately 200 parks and open space reserves including 54 playgrounds.	Maintenance Operations	Complete annual maintenance program for parks, reserves and playgrounds within available annual budget	On Track	On target or as expected - in line with projected timeframes	All maintenance completed without issue, open space reserves and playgrounds continue to be maintained in good condition.	Kerry Smith
	3.3.9	Maintain approximately 300 trees under power lines.	Maintenance Operations	Complete program on time on budget	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	All planned works complete. The contractor responding to 90 day notices as they are received from Western Power.	Kerry Smith
	3.3.10	Update the existing Conservation Management Plans (CMP) for Heritage Buildings	Land & Property Services	Update the existing Conservation Management Plans (CMP) for Heritage Buildings	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	The updated Conservation Management Plan for Birdwood House has been completed, with the final review conducted by the City's Heritage Advisor.	Gabrielle Wilkinson
	3.3.11	Deliver four (4) Regional Road Group funded road renewal projects	Project Delivery & Engineering	Projects delivered in terms of the agreed grant delivery milestones.	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	All four Regional Road Group projects were successfully completed in Q3	Chris Edwards
	3.3.13	Deliver Local Roads Community Infrastructure Program (LRCIP) - Stage 4	Project Delivery & Engineering	Projects delivered in terms of the agreed grant delivery milestones.	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	All LRCIP-4 funded projects were completed in Q4 as planned	Chris Edwards
3.4 A desirable and sustainable built and natural environment responsive to community aspirations								
	3.4.1	Ongoing provision of specialised team to service the City Precinct and high profile localities.	City Precinct	A dedicated team providing services including sweeping, mowing, graffiti removal, litter collection and horticulture works for the City precinct area including the HMAS Sydney II Memorial.	On Track	On target or as expected - in line with projected timeframes	The City Precinct team continued to service and maintain the City precinct, foreshore and high profile areas including the HMAS Sydney II Memorial. A large section of bollards and roping was replaced at the HMAS Sydney II Memorial with positive feedback received from the community, The Memorial Warden and Volunteer Tour Guides. Numerous planter boxes in the CBD were painted in vibrant appealing colours. The trees in and surrounding Marine Terrace were pruned as part of Stage One of the annual pruning program. The team assisted with foreshore preparations for the Shore Festival. The HMAS Sydney II Memorial roses were affected by Chilli Thrip, a destructive pest that poses a serious threat to rose health. After thorough research and the application of various treatments, the team successfully restored the roses, which look amazing.	Mark Adams
	3.4.2	Delivery of 25,000 to 30,000 native plants for City and community projects.	Climate Environment & Waste	Plant orders from City teams, contractors, and community; Successful delivery to clients of plant orders; Community planting days registered with National Tree Day.	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	The Community Nursery produced just under 23,000 native plants for City and community projects. A total of eight planting days were organised across a number of community groups and businesses.	Michael Dufour
	3.4.4	Delivery of the Annual Capital Works Program in accordance with the requirements of the Project Delivery Framework.	Project Delivery & Engineering	Delivery of the works program with least risk, safely, on time and on budget.	On Track	On target or as expected - in line with projected timeframes	The Capital Works Program was delivered in accordance with the Project Delivery Framework generally within budget and the required timeframes. Some multi-phase projects will bridge over to FY25/26 as anticipated such as Stow Gardens Youth Precinct, Maitland Park Green Connect project, the Foreshore Changerooms and the Culvert Design. The Meru Weighbridge, Greenough Football Club Ablutions and QPT Footpath projects were deferred or cancelled. The Wonthella Oval Access Road and Wonthella Oval Water Tank projects will be carried over due to contractor delays.	Chris Edwards
	3.4.6	Design and construction of the replacement Walkaway-Nangetty Bridge	Project Delivery & Engineering	Tender called, awarded and works underway	On Track	On target or as expected - in line with projected timeframes	Works have progressed well in Q4 with bridge concrete works having been completed as scheduled. Works are still on track and scheduled to be completed within Q1 of the 25/26 Financial Year as per the funding milestone.	Chris Edwards

3.5 An integrated emergency and land management approach								
	3.5.1	Completion of bushfire mitigation projects.	Emergency Management	Application for MAF grant submitted Fire mitigation work on Council controlled land completed by December 2024	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	The four treatments approved through the Round 2 of MAF were completed in March 2025	Andy Gaze
	3.5.2	Annual firebreak notice and inspections.	Emergency Management	Undertake awareness raising program first quarter 2024/25 90% of all initial inspections to have been completed 15 November 2024	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	All inspections undertaken and actions initiated in response to fire break compliance and mitigation works.	Andy Gaze
3.6 The natural environment is valued, protected and celebrated								
	3.6.4	Capping of Meru Landfill Cells 1-4	Waste Management	Capping Design and Technical Specification report developed. Contract Awarded for capping project. DWER Approvals granted	On Track	On target or as expected - in line with projected timeframes	Cells 1-4 capping designs continuing, but will be completed in FY 205/26. Cell 6 designs and costing have been completed. Procurement plan for the construction of Cell 6 has been approved by EMT. Request for Tender documentation has been developed for advertisement in early FY2025/26.	Michael Dufour
	3.6.5	Coastal Asset Condition Assessment	Environment & Sustainability	Engagement of Consultant. Asset Condition Report Completed	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Action completed	Michael Dufour
3.7 Moving towards a circular economy								
	3.7.5	Develop an Emergency Waste Management Plan for the City (State Legislative Requirement).	Waste Management	Completion of Emergency Waste Management Report.	On Track	On target or as expected - in line with projected timeframes	A draft Emergency Waste Plan has been completed and distributed to the Emergency Management Team and Waste Services Team for review. Based on feedback a final version of plan will be developed in early FY2025/26.	Michael Dufour
	3.7.6	Implement Kerbside Residential Bin Audit	Waste Management	Bin audit conducted	Deferred	Action is no longer proceeding within its planned year of the CBP but will be occurring within a future year of the CBP.	This project has been deferred	Michael Dufour
	3.7.10	Installation of new weighbridge including access control, CCTV and associated road works	Project Delivery & Engineering	New weighbridge commissioned	Not Proceeding	Action is no longer proceeding within the timeframe of the current CBP 2021-2024. This may be due to a change in direction by Council.	The project is no longer proceeding.	Chris Edwards
	3.7.11	Business Case and detailed design of new Liquid Waste Pond Facility	Waste Management	Business case and design completed	On Track	On target or as expected - in line with projected timeframes	Detailed design of the preferred location (Option 2D) is nearing completion. The designs have been developed to be implemented in stages according to demand for liquid waste disposal services. Phase 1 of processing of legacy Construction and Demolition stockpiles at the LWP location has been completed.	Michael Dufour

Aspiration: A strong local democracy with an engaged community, effective partnerships, visionary leadership and well informed decision-making.

OUR STRATEGY		PROGRAMS & SERVICES	KPI	STATUS	Definition	COMMENTS (4th Qtr.)	RESPONSIBLE
4.1 Meaningful customer experiences created for the people we serve							
4.1.1B	Implement the strategies in the Customer Experience Strategy.	Customer Experience	Actions from the strategy are implemented	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	We achieved a strong First Call Resolution (FCR) of 92%, reflecting our commitment to resolving customer enquiries efficiently and supporting back office operations across the City. In addition, we undertook scoping and project planning for post-interaction customer surveys, a project aimed at gathering meaningful customer feedback which will inform future service improvements.	Susan McCaughey
4.1.2	Ensure Customer Charter objectives are achieved.	Customer Experience	Time resolution rates	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Over the last quarter, 71% of phone calls and 95% of webchats were answered within 30 seconds. All customer complaints received were acknowledged within three working days.	Susan McCaughey
4.2 Decision making is ethical, informed and inclusive							
4.2.1	Conduct review of the Long Term Financial Plan which provides a long-term view of the City's funding needs to enable the Strategic Community Plan to be achieved.	Treasury & Finance	LTFP is reviewed annually	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	The LTFP 2025-2035 was reviewed and updated in conjunction with the development of the 2025/26 budget. It was adopted by Council at the June 2025 OCM. The plan is available on the City website.	Nita Jane
4.3 Accountable leadership supported by a skilled and professional workforce							
4.3.1	Undertake revaluation of assets - Airport Infrastructure	Treasury & Finance	Revaluation is completed and applied	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Final report received and values applied to the Asset Register.	Nita Jane
4.3.3	Prepare and adopt the Annual Budget prior to 30 June.	Treasury & Finance	Council endorse Annual Budget	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	The 2025-26 Annual Budget was adopted by Council at its meeting held 24 June 2025.	Nita Jane
4.3.4	Prepare the Annual Financial Report and facilitate the Office of the Auditor General Audit.	Treasury & Finance	The Annual Financial Report is completed in compliance with accounting standards and local government regulations	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	The 2023-24 Annual Financial Report has been completed with Audit signoff provided on 27 March 2025. Preparation of the 2024-25 Annual Financial Report will commence in July 2025.	Nita Jane
4.3.5	Implement the Strategic Internal Audit Plan.	Treasury & Finance	Strategic Internal Audit Plan is endorsed by the Audit Committee, and actions completed	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	The endorsed Strategic Internal Audit Plan 2021-2025 is being implemented. Two internal audit reports were received during the quarter.	Nita Jane
4.3.8	Manage the reporting and acquittals for grants received by the City.	Treasury & Finance	Grant reports are prepared and acquittals completed on time.	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Grant reporting and acquittals are completed in line with the timeframes set by each funding body. Applications submitted for the quarter = 14 Applications awarded for the quarter = 7 Applications acquitted for the quarter = 3	Nita Jane
4.3.9	Develop new Workforce Plan 2023-2026.	Human Resources	Plan developed	Needs attention	Some issues are present that could jeopardise achievement of the due date - or for ongoing actions, such as a service, may jeopardise providing the full level of service.	Consultation with the Consultants from the Strategic Community Plan has been initiated. Working with the consultants to better align any workforce plan with the requirements of both the finalised Strategic Community Plan and Corporate Business Plan 2025 - 2029, ensure we are all working towards the same goals.	Natalie Hope
4.3.12	Develop new EEO Plan 2025-2029	Human Resources	Plan developed	Needs attention	Some issues are present that could jeopardise achievement of the due date - or for ongoing actions, such as a service, may jeopardise	The City completing our reporting which is an annually requirement to the Equal Opportunity Commission. Once completed the team will work on developing the new plan, taking into account any feedback from the EEO.	Natalie Hope
4.3.14	Implement the Strategies in the 2021 - 2024 City Wellness Plan.	Human Resources	Strategies and actions are reported to EMT	Complete	Action is complete. Commentary to identify when it was completed and the achievements or	The City's wellness strategies were delivered and well received by employees.	Natalie Hope
4.3.16	Finalise Industrial Agreement	Human Resources	New IA negotiated.	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	The City's Industrial Agreement was formally registered by the WAIRC on 6 June 2025.	Natalie Hope
4.3.17	Develop new City Wellness Plan 2025-2029	Human Resources	Plan developed	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Draft City Wellness Plan 2025 - 2029 Completed	Natalie Hope

4.4 Healthy financial sustainability that provides capacity to respond to changes in economic conditions and community priorities								
	4.4.2	Levy and collection of rates in an efficient manner, providing excellent customer service.	Treasury & Finance	Rates collection maintained above 95%	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	As at 30th June, 97.11% of current rates have been paid. This compares with 96.94% at the same time last financial year.	Nita Jane
	4.4.5	Undertake CGG land asset disposal program.	Land & Property Services	List Airport Tech Park land parcels with a sales agent within three months of the Certificate of Titles being issued	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	One land parcel is currently in the sale process, while City officers are engaging with two parties expressing interest in four other lots.	Gabrielle Wilkinson
	4.4.6	Undertake annual Capital Renewal Program for City buildings.	Land & Property Services	100% completion of program activity in budgeted year	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	90% of projects were completed, with two delayed due to contractor availability. Both are expected to be finished by the end of August.	Gabrielle Wilkinson
	4.4.7	Annual completion of Compliance Audit Return to DLGSC.	Corporate Compliance	Annual submission of Compliance Audit Return to DLGSC	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	The Compliance Audit Return (CAR) was endorsed by the Audit Committee on 18 February 2025 and by Council on 25 February 2025. The CAR was subsequently signed by the Mayor and the CEO and submitted to the DLGSC prior to the statutory deadline of 31 March 2025.	Larisa Maldea
	4.4.8	Completion of annual Insurance renewal.	Corporate Compliance	Annual provision of Renewal Report from LGIS in June of each year	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Completed prior to end of June 2025 with a 3% increase from last year which is below budget.	Larisa Maldea
4.5 A culture of safety, innovation and embracing change								
	4.5.1	New Business System - procurement and implementation of replacement Enterprise Resource Planning system.	IBIS Project	Phase 2 50% completed.	On Track	On target or as expected - in line with projected timeframes	HRP - recruitment module went live which completed the implementation of the HR functions. Supply Chain - Contracts was released as a soft go-live with additional stages planned for release early in FY25/26. Internal project resourcing was completed with all positions now filled. Phase 3 of the project began as planned.	Dennis Duff
	4.5.2	Implement the City's Work Health & Safety Implementation plan.	People Safety & Wellbeing	Training Audits of safety systems LGIS and WorkSafe audits Reporting systems	On Track	On target or as expected - in line with projected timeframes	Safety Team now fully resourced, the Implementation Plan is being reviewed as well as implementing a Safety Management System in IBIS is priority.	Natalie Hope
4.6 A community that is genuinely engaged and informed in a timely and appropriate manner								
	4.6.1	Advocate for issues of relevance to the Mullewa community resulting from engagement with the local community.	Community Development	# Advocacy projects undertaken	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Ongoing Mullewa Hospital redevelopment advocacy leading to announcement by State Government of \$19.6 million hospital tender being awarded.	Darren Simmons
	4.6.2	Implement the Community Engagement Framework.	Community Engagement	Implementation of the Community Engagement Framework on all Council Major Projects	On Track	On target or as expected - in line with projected timeframes	This includes activities underway such as Bluff Point Coastal Adaption Planning, QEII Seniors and Community Centre Annual Customer Satisfaction Survey, the Nangetty-Walkaway Road Bridge Replacement Project, Inclusive Participation Program Feedback, Geraldton Public Health Plan, Community Grant Funding Application Process Feedback, Updated Youth Precinct Masterplan, Geraldton Green Connect Project and Million Trees Project. Engagement activities completed in Q4 include stakeholder feedback on the Mullewa Truck Stop Upgrade Concept Design, Recreation Ground Sport Lighting Towers Project and the Strategic Community Plan Review.	Chris Edwards
	4.6.3	Publish timely and accurate information on the City website in accordance with the public access provisions of the Local Government Act 1995 section 5.96A.	Corporate Compliance	Corporate compliance checklist	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	A review of the City's website on 3 April 2025 determined that all relevant information is saved on the City's website in accordance with s5.96A of the Local Government Act 1995.	Larisa Maldea
	4.6.4	Conduct Annual Community Perceptions Survey.	Strategic Planning	Annual survey successfully implemented and feedback interpreted	Needs attention	Some issues are present that could jeopardise achievement of the due date - or for ongoing actions, such as a service, may jeopardise providing the full level of service.	Extensive community consultation and engagement was undertaken in Q2 and Q3 as part of the Strategic Community Plan review process.	Nita Jane
	4.6.5	Develop Strategic Community Plan 2025-2035 and Corporate Business Plan 2025-2029	Strategic Planning	Community engaged SCP developed CBP developed SCP and CBP endorsed by council	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	The Your Voice Our Future project was launched on 11 November 2024 including a Community Survey, Community Workshops, Pop Ups and Drop In sessions. Approx 800 survey responses were received and approx. 500 one on one contacts made. The draft SCP was issued for public comment and feedback. The responses were considered during the finalisation of the Strategic Community Plan 2025-2035 and Corporate Business Plan 2025-2029. Council adopted the new plans at the OCM in June 2025.	Nita Jane
	4.6.6	Reinvigorate key stakeholder relationships in Mullewa to plan coordinated services and programs	Community Development	# Stakeholder Meetings	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Visit to Mullewa by Minister for the Midwest; Mullewa Wildflower Committee preparations for 2025 season; Facilitation of the involvement of the Australian Army's Pilbara Regiment exercise in Mullewa; Pre and post-event liaison with Mullewa Muster and Rodeo organisers, sponsors, suppliers and attendees.	Darren Simmons

4.7 Council understands its roles and responsibilities and leads by example								
	4.7.2	Process and undertake required reviews to ensure compliance with amendments to the Local Government Act 1995 and regulations.	Corporate Compliance	100% compliance	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Monthly review of City Compliance Calendar/Plan to ensure currency. Monthly review of State Law Publisher, and Department of Local Government publications to verify possible amendments to legislation. Updates to Executive Management Team and Managers on updates provided. Additionally, an ongoing review of the Local Government Act Reforms is undertaken to ensure the City remains up to date and compliant.	Larisa Maldea
	4.7.3	Training for Council members - Inform and assist Council Members to participate in and complete mandatory Councillor training and additional training opportunities as requested.	Office of CEO	# councillors participated # training completed	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Training opportunities are provided to Councillors as they become available through WALGA and other means. The list of training attended by Councillors was sent to Councillors prior to posting on the city's website as per LG Act requirements.	Ross McKim
4.8 Deliver secured technology that supports sustainability, the environment, service delivery and the community								
	4.8.5	Establish Cyber Security Framework.	Information Communications Technology	Operational implementation by December 2024	On Track	On target or as expected - in line with projected timeframes	Operational information security policy is in progress. Routine activities aligned to the framework such as monthly risk assessments and reviews are ongoing. Firewall management security standard was developed and published, satisfying an audit recommendation. Cybersecurity Incident Response Plan (CIRP) tabletop exercise completed. External and Internal security testing were completed. Platform for measuring Essential 8 Maturity was implemented and actions prioritised to improve maturity is ongoing. Migrated endpoint security and email security to Microsoft products.	Dennis Duff
	4.8.7	Revise and update ICT Business Continuity Plan for the new network environment	Information Communications Technology	Revised and updated plan	On hold	Work is unable to commence due to a dependency - eg awaiting grant funding or completion of another project.	Dependant on the completion of new network environment (see 4.8.9)	Shane Bishop
	4.8.8	Replace ICT assets as per asset renewal program	Information Communications Technology	Assets renewed in line with the program	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	FY 24/25 ICT Asset Renewal complete	Shane Bishop
	4.8.9	Review, design and implement a revised network topology.	Information Communications Technology	Design and implemented by 30 June 2025	Needs attention	Some issues are present that could jeopardise achievement of the due date - or for ongoing actions, such as a service, may jeopardise providing the full level of service.	The final stages of the project have seen delays as the Consultant works through the complexities of introducing new redundancy paths for network traffic. All critical hardware replacements are complete.	Shane Bishop
	4.8.10	Review and test Disaster Recovery Plan	Information Communications Technology	Reviewed and tested	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Revised ICT Disaster Recovery Plan endorsed in March 2024 and tested in June 2024.	Shane Bishop
4.9 Collaboration and strategic alliances with Local Government partners delivers results for common aspirations								
	4.9.1	Oversee the management of the Midwest Libraries Consortium which includes twelve partner Shires.	Library Services	Collection of membership, loan (physical and digital), enquiry statistics	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	Mid West Libraries Training Day held 19 May focussing on MARATE Skills with attendance by staff from the Shires of Chapman Valley, Perenjori and Mount Magnet. Review of SirsiDynix contract commenced (expires August 2026) with a questionnaire for Consortium partners circulated. Director and Manager attended CAVAL Library - Spark 2025, 30 May.	Trudi Cornish
	4.9.3	WALGA participation.	Office of CEO	Attendance at meetings	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	In the fourth quarter, the City of Greater Geraldton hosted the WALGA Northern Country Zone meeting on short notice to allow Shire Presidents and CEO's to also attend the State Government's budget briefing presented by Minister Jarvis.	Ross McKim
	4.9.4	Regional Capitals of Western Australia participation.	Council	Attendance at meetings	Complete	Action is complete. Commentary to identify when it was completed and the achievements or outcomes	In the fourth quarter, the Mayor and CEO attended the RCA board meeting on-line and the CEO attended the RCA meeting in person in Perth. Always a benefit to hear what the challenges and opportunities are in other similar WA regional cities.	Ross McKim