



CORPORATE BUSINESS PLAN

2024 - 2025

Q3 REPORT

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 (3rd 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	On Track	On target or as expected - in line with projected timeframes	Summer school holiday programs achieved a total of 210 attendances, with facilitators introducing new activities including stand-up paddle boarding, surfing and craft workshops. Sunset Yoga continued to be well-attended, maintaining strong participation numbers outdoors at Stow Gardens. Planning for Films on the Foreshore has been completed, with events scheduled to commence in May, activating different spaces along the foreshore.	Fiona Norling
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)	On Track	On target or as expected - in line with projected timeframes	# Visitors = 24,077 # New Members this month = 419 # Total members (including Mullewa) = 22,585 # Items loaned = 19,955 (physical) 13,454 (e-resources). Design for the replacement Library Reception Desk and Security Upgrade project finalised, with construction of the cabinetry expected to take 6-8 weeks. Cyclone Business Continuity Plan prepared for team. Holden Sheppard Book Launch held 28 February with all tickets sold out. Birdlife Midwest-Geraldton Exhibition mounted in Library 5 February to 5 March. Attended online RCAWA Library Service Plan Workshop 28 March.	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	On Track	On target or as expected - in line with projected timeframes	90% of impound dogs returned to owner or rehomed 55% Returned to owner 35% Rehomed	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	On Track	On target or as expected - in line with projected timeframes	90% of all requests responded to within 5 days with 79% 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	On Track	On target or as expected - in line with projected timeframes	Mullewa Australia Day breakfast event at Doc Docherty Pool (over 50 participants); Binmaga Dance Group 10 week program (20 participants); Mullewa library book club meetings (24 participants); Junior tennis program (20 participants); Aboriginal Justice Open Day (30 participants) March 2025 Council Agenda Forum held in Mullewa.	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 =	On Track	On target or as expected - in line with projected timeframes	# Heritage Enquiries = 78 # Hours community research = 46.5 Report on the history of St John's Ambulance in Geraldton prepared and sent to St John's Executive. Actioned correspondence from DPLH regarding the future of Wongoondy Hall, including meeting with MWAP Reps (19/3) seeking their input. Visit held at Bluff Point Lighthouse Keepers Cottage to discuss future interpretation of site. Reprinting of "The Old Stock Route Trail", popular drive trail booklet, organised due to demand. Transfer of ex-Victoria District Staffing Association Collection to Regional Hospital completed. RFQ for conservation planning works at Birdwood House evaluated and awarded.	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.	On Track	On target or as expected - in line with projected timeframes	In consultation with Stokes family, plaque in recognition of original donation of land in 1953 for Mullewa Cemetery in progress.	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	On Track	On target or as expected - in line with projected timeframes	Mullewa Youth Centre maintained strong engagement with WACRH and Headspace, collaborating on a successful weekly program delivering 3v3 Basketball, art workshops led by an Indigenous artist and meaningful yarns with local Police. The Bike4Rubbish initiative involved 16 young people actively participating in rubbish collection around town, earning a project bike which they are learning to service and repair. The average daily attendance for Mullewa Youth Centre was 29. Planning is underway for Late Night Basketball to be held in June, collaborating with service providers to create an engaging preventative program for the youth attending.	Fiona Norling
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	New Aviation Security Notices (ASN) came into effect 01/2/25 - support for screening authorities, and to make clear the Department of Home Affairs compliance approach. Geraldton Airport Security Screening team is working in accordance to the new ASN.	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	On Track	On target or as expected - in line with projected timeframes	106 pools inspected (quarterly target 120). 255 pools were inspected during the first half of the year, which exceeds the half year target of 240.	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	On Track	On target or as expected - in line with projected timeframes	Average of 4-5 hours of patrolling and relocation in the CBD per week. The contractor attended January, February and March.	Andy Gaze
	1.4.6	Investigate Development Compliance issues.	Development Compliance	90% of all incoming requests for service responded to within five business days.	On Track	On target or as expected - in line with projected timeframes	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	On Track	On target or as expected - in line with projected timeframes	Allergen program completed with results publicised. Cleaning processes within beauty premises has been completed. The Five Star food program is undergoing a review.	Andy Gaze
	1.4.8	Undertake mandatory public health surveillance program.	Environmental Health	90% of all programmed inspections undertaken annually	On Track	On target or as expected - in line with projected timeframes	86 of 144 inspections undertaken. 207 of 285 inspections undertaken for first two quarters of 2024/5. The EH unit are looking at potential options to ensure that the required inspections are undertaken by the end of the financial year.	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	On Track	On target or as expected - in line with projected timeframes	Active Bystander Training sessions were not delivered during this quarter. The next session is scheduled for April. The training presentation is currently being updated by WACRH to enhance its content and relevance.	Fiona Norling
	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	On Track	On target or as expected - in line with projected timeframes	Game On! successfully introduced new sports during the last two months of the quarter, boxing sessions held at the newly renovated PCYC boxing gym and inclusive aquatics classes hosted at the Aquarena had a total of 221 attendances. These additions complemented the previous basketball and beach volleyball programs providing a variety of sports. Six youth have registered into the regular boxing program held at PCYC.	Fiona Norling
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	On Track	On target or as expected - in line with projected timeframes	# Housebound patrons on delivery runs = 55 # items delivered = 389 The Outreach Service provides 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	On Track	On target or as expected - in line with projected timeframes	# QEII programs: 41 # QEII participants: 1673 registered members # QEII attendees: 8573 # Seniors enquiries: 959 # Seniors newsletters distributed : 1260 New activities introduced - All Abilities Pickleball and Creative Journaling workshop. The Centre hosted Australia Day Afternoon tea for seniors, Dementia Australia Public Forum and Boccia Championships.	Fiona Norling
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	On Track	On target or as expected - in line with projected timeframes	17 external events were delivered from Jan - Mar with CGG support, including Geraldton Night Markets, Big Ocean Swim, Harmony Festival and Tom Curtain Good Life Tour. Number of participants is not available for external events.	Fiona Norling
	1.6.4	Deliver the City Community Grants Program.	Treasury & Finance	\$ distributed # rounds # recipients	On Track	On target or as expected - in line with projected timeframes	Funds provided through the Mayoral Discretionary Fund for Q3 was \$3,000 , with the year to date allocation being \$46,028. 2024/25 Community Project Support Program Round 2 opened this quarter with assessment of applicants mid April. Support provided through the Event Support Program (In-kind requests) for Quarter 3 totalled \$2,094 2025/26 Festival and Event Funding Program and 2025/26 Service Agreement Program applications were assessed by the Grants Committee during the quarter and recommendations provided for inclusion in the 2025/26 budget. Round 32 of the Community Grants Program was delivered in this quarter with 14 applicants and \$61,102 awarded to 12 recipients.	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	On Track	On target or as expected - in line with projected timeframes	RAP Networking Meeting held in March. Collaborative efforts continued with CGG departments to implement the RAP 2024 - 2026.	Fiona Norling
	1.7.2	Support NAIDOC Week and National Reconciliation Week.	Community Development	# activities # participants	On Track	On target or as expected - in line with projected timeframes	The "Best Moments on Country" photo competition has concluded with a total of 94 submissions. Of these, 40 selected photographs will be showcased at the Museum of Geraldton from 9 May to 9 June to celebrate National Reconciliation Week. Planning is underway for a poetry display for NRW and NAIDOC at the Geraldton Library.	Fiona Norling
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	On Track	On target or as expected - in line with projected timeframes	Dance Days Disco for people with disabilities : #participants: 120 Disability Sports Boccia Championships: #participants: 20 # All Ability Pickleball: 38 The CD team delivered a presentation on the P2E program at WALGA's Access and Inclusion Forum in February. Collaborative efforts continued with CGG departments to implement the AIP 2024-2029. Key initiatives include maintaining beach access wheelchairs, upgrade to changing place facility and inclusive signage. A new hoist and changing table are to be installed at the changing place facility.	Fiona Norling

	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	On Track	On target or as expected - in line with projected timeframes	Plans for the Revolve Skate Series event scheduled for 10 May are progressing well, with local bands, Soggy Bones Demonstrators, Shah Arts and other local talents set to be showcased. Battle of the Bands has been booked for 14 September with further planning and arrangements underway. Frothin Fools Surf Festival will be holding their event in early April.	Fiona Norling
	1.8.4	Manage the bookings for City sports grounds, venues and facilities, and foster large scale community sporting events.	Events & Venues	# bookings # events	On Track	On target or as expected - in line with projected timeframes	3 large scale community sporting events held were the Big Ocean Community Swim, the Yacht Club Sailing Season and Rams Skins Softball Tournament. Additionally there were 864 bookings for the City's 14 sporting grounds including training and games.	Fiona Norling
	1.8.5	Celebrate National Seniors Week in collaboration with relevant seniors groups.	Community Development (QEII)	National Seniors Week event delivered # participants	On Track	On target or as expected - in line with projected timeframes	Planning underway for Seniors Week 2025.	Fiona Norling
	1.8.6	Efficient and effective management of the QEII Seniors and Community Centre	Community Development (QEII)	Annual Senior's Satisfaction Survey	On Track	On target or as expected - in line with projected timeframes	# attendees - QEII External bookings during the quarter: 2120 The QEII hosted various community and CGG events, including a sundowner for the Governor-General, Citizenship Ceremony, Nagle Ball and Friends of the Geraldton Library Book Sale. The kitchen replacement in the lounge room has been completed, including new chairs, thanks to funding through the DFES Cyclone Seroja Resilience Program.	Fiona Norling
	1.8.7	Develop and deliver local active travel strategies and initiatives	Sport & Leisure	# Strategies and events	On Track	On target or as expected - in line with projected timeframes	Maintained engagement with local schools, with four new schools joining the Your Move program this quarter. Delivered City cycling puzzles to local daycare, kindergarten centres and primary schools. Hosted the Women on Wheels Geraldton event on March 9, attracting 126 participants. Held discussions with local schools regarding traffic congestion issues and potential solutions. Participated in the Active Travel Officer Network meeting in Perth. Collaborated with several Perth Local Governments to explore active travel initiatives in their regions. Engaged with Main Roads Western Australia regarding the review of the City's Cycling Strategy.	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	On Track	On target or as expected - in line with projected timeframes	Officers continued to provide ongoing support to the Ground Management Committees (GMCs) and worked on strengthening relationships with key stakeholders. Regular ongoing communication maintained with the GMCs, assisting with inquiries and funding requests. Officers also supported various GMCs with the installation of sports lighting and fencing and supported local clubs in securing a \$3M election promise for new infrastructure at Eadon Clarke sports ground. Additionally, officers met with several GMCs to discuss the report commissioned by the City on sporting ground usage, future needs and potential options.	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 compliance audit report for the sporting tower lighting has been completed and received by the City. Officers have reviewed the report to ensure appropriate maintenance is carried out and to aid in the future strategic planning for lighting replacements within the capital works program. Repairs have occurred as a result of the recommendations of this report.	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	On Track	On target or as expected - in line with projected timeframes	The Aquarena was very busy, especially over the school holidays. The slide, Biff, SMIFF and other inflatables were made available to the public every day from 11 am to 3pm during the January school holidays along with other smaller inflatables. The Biff, SMIFF and slide also had 42 private bookings in the past 3 months. In February and March the Aquarena hosted 13 school swimming carnivals that involved several thousand participants and spectators. The City received positive feedback on the preparation and assistance provided by the Aquarena staff prior to each event. Numerous school schools used the Aquarena for Physical Education classes that featured snorkelling, water polo, and swim training. Term 1 swimming lessons had 471 enrolments, surpassing capacity with a 104% enrolment rate. In January, the Aquarena hosted the Education Department's VacSwim Lessons and the Aquarena's own Holiday Infant Swimming Program, while the popular Baby and Me program continued to thrive on Friday mornings, drawing in parents and grandparents alike. Group fitness classes experienced exceptional attendance during peak season, with the inclusive Splash-Aqua class very popular and often operating at full capacity. The Lite Pace, Hydro Chi, and Deep Water classes also enjoyed strong participation. In March, the Chapman Netball Club — individuals aged 12 and older with intellectual disabilities — conducted two group fitness sessions, with positive feedback and plans to return. Additionally, in collaboration with the Youth team, The Aquarena hosted the Holland Street group for weekly Game On! sessions. The Geraldton Water Polo season finished up in February with excellent spectator numbers for the 2 weeks of finals. The Geraldton Amateur Swimming Club and Aussie Masters continued their regular training sessions, making full use of the outdoor pool. Swimming WA travelled from Perth to deliver a well-received coaching clinic. As part of our commitment to supporting the community, the Aquarena participated in the Kidsport Regional Program, which concluded at the end of March and saw free entry for eligible children. As part of our commitment to supporting the community, the Aquarena proudly participated in the State funded Kidsport Regional Priority Pool Program, where nearly 200 eligible children received 3 months free entry to the Aquarena. Thanks to a corporate sponsor swimmers of all ages received free entry for the entire summer period to the Doc Docherty Pool in Mullewa. The pool hosted the Our Lady of Mt Carmel swimming carnival on March 21st, with 38 enthusiastic participants.	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	On Track	On target or as expected - in line with projected timeframes	Officers collaborated with several sporting groups regarding the most recent round of CSRFF funding and received four applications - Geraldton Bowling Club, Geraldton Netball Association, Geraldton Surf Life Saving Club and the Mid West Go Kart Club. The four applications were approved at the March Ordinary Council meeting and submitted to the Department (DLGSC) for consideration, with outcomes expected mid to late 2025. Officers continued to work with groups regarding future grant rounds.	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	On Track	On target or as expected - in line with projected timeframes	Concept design options to plan for the future of Spalding Park, along with cost estimates, were developed by an external consultant and will be presented to Council on finalisation.	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	On Track	On target or as expected - in line with projected timeframes	10 shows were performed at QPT, including School holiday workshops hosted at QPT, as well as the Mid West Creative Ecology Arts Summit and performances by Ross Noble, Yuk Circus and Anh Do. 3,555 audience members.	Fiona Norling
	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	Project was scheduled to commence in February 2025 following recruitment of a strategic planner. Recruitment has been unsuccessful. This project has therefore been deferred until the necessary resources become available.	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	On Track	On target or as expected - in line with projected timeframes	Public consultation period for the draft Public Art Masterplan 2025-2030 ran from 26 February - 17 March. The City received 57 responses, all of these online, which resulted in finalisation of the Plan. Public Art Emergent funds allocated towards Wishing Well renewals. Quotes sought for renewal work to Mullewa Wildflower Entry Sculpture and Queens Park City Status sculpture.	Trudi Cornish
	1.10.5	Coordinate the Geraldton Regional Art Advisory Committee.	Geraldton Regional Art Gallery	Ongoing service delivery	On Track	On target or as expected - in line with projected timeframes	Meeting held 14 February 2025.	Trudi Cornish
	1.10.6	Coordinate and deliver the annual Big Sky Readers and Writers Festival.	Libraries	# tickets booked	On Track	On target or as expected - in line with projected timeframes	Planning is underway for the Big Sky Festival 2025 to be held 24 - 26 October. Entries for the Big Sky Short Story Prize have been moved online and open 18 April. Media release to be sent in early April announcing theme. Guest list for this year's event almost complete with 11 authors/illustrators confirming their availability.	Trudi Cornish
	1.10.7	Deliver the biennial Mid West Art Prize	Geraldton Regional Art Gallery		On Track	On target or as expected - in line with projected timeframes	Commenced seeking sponsorship opportunities for prize categories; design of 2025 logo underway; review of terms and conditions underway. Event planning timeline established for 2025. Entries open 4 July.	Trudi Cornish
	1.10.9	Deliver a GRAG exhibition program of local, national and international art.	Geraldton Regional Art Gallery	# exhibitions = # attendances at Gallery =	On Track	On target or as expected - in line with projected timeframes	February stats - Door Count = 1,654 # of visitors to Gallery Exhibition Spaces = 585. Mixed Media Workshop held 7/3 was fully booked out, Year 12 Media Perspective Film Night 13/3 held with 25 attendees. Exhibitions on display included Batavia Unravalled and Re-focussed (Geraldton Camera Club). A selection of City artworks were relocated to the Civic Centre for rotating display.	Trudi Cornish
	1.10.10	Deliver the renewal program of heritage signs as prioritised by 'Heritage Signage Audit'.	Heritage Services	Ongoing service delivery	On Track	On target or as expected - in line with projected timeframes	New signs in progress for installation before EOFY - Old St John's Church, Bluff Point Railway Crossing, Mullewa War Memorial. Replacements of existing signs at Mullewa Tourist Pull-Off Bay, Pindar Tourist Sign to be undertaken. Plaque in progress for Cape Burney Footpath (Jessie Cane Bequest).	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 (3rdQtr)	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	On Track	On target or as expected - in line with projected timeframes	533 cards purchased with a total credit value of \$38,156. 1026 redemptions to the value of \$62,361.	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	We had eight Local Legends this quarter with a collective reach of 140K. Local Legends social media campaign continues to be the City's most successful social media campaign, and promotes the good deeds and community members living in Greater Geraldton.	Tully Gray
2.1.7	Implement Annual Corporate Contract Procurement Plan.	Corporate Compliance & Safety	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.	Josephine Bianchi
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	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	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	On Track	On target or as expected - in line with projected timeframes	The opportunities to represent the communities interests have continued through the State election period. The region did see a number of strong commitments made from the State which is encouraging. We will continue this campaign through the Federal election period.	Ross McKim
2.3.2	The City is represented on various community and industry working groups.	Economic Development	# of working groups with City representation	On Track	On target or as expected - in line with projected timeframes	The City was represented at 11 engagement events and on 11 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	On Track	On target or as expected - in line with projected timeframes	22 events held with a total of 851 attendees. 1,088 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 = \$	On Track	On target or as expected - in line with projected timeframes	Financial year-to-date sales income to local artists and suppliers = \$19,844	Trudi Cornish
2.4.6	Coordinate Post Office Lane Gallery exhibitions.	Geraldton Regional Art Gallery	# Exhibitions and duration	On Track	On target or as expected - in line with projected timeframes	"Lily - Seashore Explorer" by local artist, Peta Riley was mounted for display 25 March - 25 May.	Trudi Cornish
2.4.9	Coordinate the Marine Terrace Mall Banner programme.	Libraries	# Banner installations, duration in days per installation	On Track	On target or as expected - in line with projected timeframes	22 banners displayed over 6 weeks.	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	On Track	On target or as expected - in line with projected timeframes	Project Midwest website retired. 18 investment enquiries acknowledged and 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	This quarter the Stay and Play tourism marketing campaign was launched to the Northwest and promotes the Nexus' Interregional Flight Network. The campaign aims to attract families and couples to the region and Nexus have supported the initiative by running a "kids fly free" promotion. The campaign primarily focuses on digital marketing efforts however we have also locked in placement at Karratha and Broome Airports along with radio advertising to get Geraldton top of mind for a long weekend getaway.	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 (3rd 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.	On Track	On target or as expected - in line with projected timeframes	Three roads remain to be completed of the 55 roads in the road renewal program. All these roads expect to be completed in Q4. There are four footpaths remaining the 13 footpaths in the program. Requests for quotation have been advertised in the market for three of these footpaths with one footpath potentially still in progress at the end of Q4.	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)	On Track	On target or as expected - in line with projected timeframes	100% of applications (58 of 58) not requiring advertising or referral were assessed within 60 working days. 90% of applications (52 of 58) not requiring advertising or referral were assessed within 20 working days. 100% of applications (15 of 15) requiring advertising or referral were assessed within 90 working days. 100% of applications (15 of 15) 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)	On Track	On target or as expected - in line with projected timeframes	100% of subdivision referrals (8 of 8) were responded to within 42 working days. 100% of subdivision referrals (8 of 8) 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)	On Track	On target or as expected - in line with projected timeframes	95% of Certified Applications (111 of 117) were Assessed within 10 Working days 81% of certified applications (94 of 117) 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)	On Track	On target or as expected - in line with projected timeframes	91% of uncertified applications (235 of 258) were assessed within 20 working days 75% of uncertified applications (192 of 258) 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 has been reviewed and updated in anticipation of the FY25-26 capital works program and in addition the newly proposed multi year capital works program. Review of the 10 year plan highlighted the opportunity to fast track the replacement at mid year review for the last remaining internal combustion Toyota Corolla Civic pool car. Once the newly ordered Hybrid Corolla arrives, the entire Civic pool car fleet will comprise of lower emissions hybrid vehicles.	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 is currently under review with plans for completion early into the new financial year. The review will focus on achieving optimum plant utilisation, reduction of asset whole of life costs, improving workplace efficiencies including increased safety and sustainability outcomes.	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	Council endorsed the lease of a portion of land at Meru to LMS in March 2025. Lease documentation is being finalised by the Land and Leasing team for signing by the City and LMS Energy. LMS Energy has successfully registered the gas flaring project with the Clean Energy Regulator. City and LMS officers are working on a DWER submission to amend the Meru environmental licence to include gas flaring in the licenced activities.	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	On Track	On target or as expected - in line with projected timeframes	Unsealed road renewal programme continues to remains on track for completion by end of May 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	Significant disruption to planned works has occurred during Q3 due to the City's civil works contractor encountering staffing shortages and long delays in scheduled planned Storm Water renewal works. The City has undertaken a number of the projects with in-house resources and through this change the programme remains on track for full delivery by 30 June. The emergent works programme is also on track for completion by 30 June. The emergent budget has been used to renew and repair storm water assets that failed during the above average rainfall winter of 2024.	Kerry Smith
	3.3.3	Complete playground audits and associated renewal programmes.	Maintenance Operations	Complete audits and inspections in accordance with Australian Standard	On Track	On target or as expected - in line with projected timeframes	Third party independent playground audit completed in March 2025, this is the second of two scheduled audits for the year. Repairs and defects identified in the audit are in the process of being completed. In-house audits remain on schedule.	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 projects on schedule except for one that was deferred at MYBR.	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	No issues with the road maintenance programme through the third quarter. Defects or customer requests being actioned as they arise and within the corporate 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	On Track	On target or as expected - in line with projected timeframes	Unsealed road network remains at a high standard. Road detours associated with the closure/replacement of the Walkaway - Nangetty bridge have put pressure on some unsealed roads requiring additional maintenance work however the remainder of the network maintained as usual. Rural road resheet programme on schedule for completion of approximately 60 kilometres at 30 June 2025.	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	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.	Stormwater drainage assets maintained without any major issues. Jetting and cleaning programme on track with known hot spots programmed for servicing prior to the expected winter rain season. Renewal works have been delayed due to lack of contractor availability and contractor staffing constraints. Emergent drainage budget has been essential in renewing aged sump pump infrastructure.	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	Further delays to Alexander Park masterplan upgrade. General parks maintenance programmes on schedule with minor vandalism etc but otherwise clean tidy and well presented.	Kerry Smith
	3.3.9	Maintain approximately 300 trees under power lines.	Maintenance Operations	Complete program on time on budget	On Track	On target or as expected - in line with projected timeframes	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	On Track	On target or as expected - in line with projected timeframes	A request for quote process has been completed to update the Birdwood House conservation management plan. The successful contractor has been advised and a purchase order has been issued to commence the update.	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.	On Track	On target or as expected - in line with projected timeframes	Two asphalt resurfacing projects and one footpath project were nominated for the LRCIP program of works. These have been included in the program and will be completed in Q4	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 <i>Sydney</i> II Memorial.	On Track	On target or as expected - in line with projected timeframes	The City Precinct team serviced, maintained and provided a rapid response to the City Precinct foreshore and high profile areas including the HMAS Sydney II Memorial. These services included mowing lawns, path sweeping, garden maintenance, high pressure cleaning, graffiti removal and maintenance of the showers and drink fountains. The team supported the maintenance and presentation of the HMAS Sydney Memorial II to ensure the memorial is presented to the highest standard to the community, including for the visit of the Governor General. Rose bushes suffering effects of the long dry summer were recently replaced. The foreshore area was prepared for major events such as Australia Day and Sundays By The Sea, as well as completing the pruning of the popular "Love Heart Tree" for Valentine's Day.	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.	On Track	On target or as expected - in line with projected timeframes	Orders totalling 22,000 native plants have been received by City and community customers. On track to deliver this commitment with 25,000 seedlings being propagated. Planting days for community projects are being organised.	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 is currently being delivered in accordance with the Project Delivery Framework within budget and generally within timeframes. Some multi-phase projects will bridge over to FY25/26 as anticipated such as Stow Gardens Youth Precinct, Maitland Park Precinct, the Foreshore Changerooms and Greenough Football Club Ablutions.	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 Q3 with piling 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	Waste engineering consultant progressing capping designs and technical documentation for capping Cells 1-4. Due to utilisation of remain airspace in Cells 1-4 for waste disposal capping of Cells 1-4 can be pushed back to a future year. As part of the design works, the consultant is producing detailed designs and technical documentation for Cell 6.	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.	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.	WALGA and DFES have developed an Emergency Waste Management Plan template. The City is part of the trial group of Local Governments to test this template to produce a draft emergency management plan. A draft plan will be developed in Quarter 4	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.	A draft Scope of Works will has been prepared. A waste diversion officer has just been appointed. However, whilst discussions will commence with the City's waste collection contractor, a bin audit is unlikely to be completed this year	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	A preferred location has been identified for the construction of a new Liquid Waste Pond Facility at Meru. Whilst the business case indicated that there was a possible need for a larger facility, there was not enough data to support this. Therefore detailed designs for a facility that can be expanded in stages is being progressed.	Michael Dufour

LEADERSHIP

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 (3rd 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	On Track	On target or as expected - in line with projected timeframes	Actions from the Customer Experience Strategy progressing positively. This quarter, we achieved a First Call Resolution (FCR) rate of 92%. We have also initiated planning and investigation for post-interaction surveys to gather valuable customer feedback. Additionally, we identified and implemented improvements in 16 processes, further enhancing our service delivery.	Susan McCaughey
4.1.2	Ensure Customer Charter objectives are achieved.	Customer Experience	Time resolution rates	On Track	On target or as expected - in line with projected timeframes	From January to March 2025, 84% of phone calls and 91% of webchats were answered within 30 seconds and all customer complaints 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	On Track	On target or as expected - in line with projected timeframes	Review of the LTFP is being done in conjunction with development of the 2025/26 budget. Review has commenced.	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	On Track	On target or as expected - in line with projected timeframes	Site inspections and draft report for review have been received. Final report due in April 2025.	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 2024-25 Annual Budget was adopted by Council at its meeting held 24 June 2024. Preparation of the 2025-26 Budget has commenced.	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.	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	On Track	On target or as expected - in line with projected timeframes	The endorsed Strategic Internal Audit Plan 2021-2025 is being implemented. The internal auditor conducted a site visit during 24-27 March 2025.	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.	On Track	On target or as expected - in line with projected timeframes	Grant reporting and acquittals are completed in line with the timeframes set by each funding body. Applications submitted for the quarter = 1 Applications awarded for the quarter = 3 Applications acquitted for the quarter = 8	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	On Track	On target or as expected - in line with projected timeframes	The City is currently in the process of 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	On Track	On target or as expected - in line with projected timeframes	All on track. Flu Vaccinations have now been arranged and will take place on site in May.	Natalie Hope
4.3.16	Finalise Industrial Agreement	Human Resources	New IA negotiated.	On Track	On target or as expected - in line with projected timeframes	Commissioners decision was handed down on Monday 7th April 2025. Draft IA needs to be updated to reflect these % increases and then an application can be lodged to the WAIRC to register the Agreement.	Natalie Hope
4.3.17	Develop new City Wellness Plan 2025-2029	Human Resources	Plan developed	On Track	On target or as expected - in line with projected timeframes	Draft plan complete and currently being reviewed to then proceed with publishing.	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%	On Track	On target or as expected - in line with projected timeframes	Annual rates notices were issued on 17 July 2024 with due date of 21 August 2024. Instalment 4 notices were issued 14 February and were due 14 March. Rates collection to end of Q3 is 94% current rates, and 48% rates arrears.	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	On Track	On target or as expected - in line with projected timeframes	Renewed prospectus is under review to support marketing and discussions underway with prospective buyers.	Gabrielle Wilkinson
4.4.6	Undertake annual Capital Renewal Program for City buildings.	Land & Property Services	100% completion of program activity in budgeted year	On Track	On target or as expected - in line with projected timeframes	Approximately 60% of projects are complete with the remaining 40% underway. One project (floor sanding at various facilities) is likely to carry over due to contractor scheduled to commence in June.	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.	Josephine Bianchi
4.4.8	Completion of annual Insurance renewal.	Corporate Compliance	Annual provision of Renewal Report from LGIS in June of each year	On Track	On target or as expected - in line with projected timeframes	Manager Corporate Compliance and Director Corporate Services met with LGIS representatives for a pre-renewal meeting on 20 February 2025. All questionnaires and relevant registers have been submitted to LGIS by 31 March 2025.	Josephine Bianchi

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	Phase 2 is on track and the Inventory and HRP-Training modules were live this quarter. Phase 3 schedule has been completed and approved.	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	Implementation Plan is being updated to reflect changes to the Directorates, with trying to recruit to the Safety Team has taken 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	On Track	On target or as expected - in line with projected timeframes	Continuing advocacy with Main Roads WA on poor state of Geraldton-Mt Magnet Road through Mullewa town centre; local Mullewa promotion of Public Art Master Plan; developed location of temporary waste transfer facility with the Waste Services team.	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	The Community Engagement Framework has been actively implemented on major initiatives where appropriate. This includes activities underway such as Strategic Community Plan Review, Bluff Point Coastal Adaption Planning, Nangetty-Walkaway Road Bridge Replacement Project, Walkaway Outdoor Recreation Facilities Review, Inclusive Participation Program Feedback, Geraldton Public Health Plan, CHRMAP Operational Coastal Policy and Million Trees Project. Engagement activities completed in Q3 include feedback on the Geraldton Coastal Strategy & Foreshore Management Plan Feedback and the Draft Public Art Masterplan.	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	On Track	On target or as expected - in line with projected timeframes	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.	Josephine Bianchi
	4.6.4	Conduct Annual Community Perceptions Survey.	Strategic Planning	Annual survey successfully implemented and feedback interpreted	On Track	On target or as expected - in line with projected timeframes	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	On Track	On target or as expected - in line with projected timeframes	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 has been issued for public comment and feedback and drafting of the CBP is underway.	Nita Jane
	4.6.6	Reinvigorate key stakeholder relationships in Mullewa to plan coordinated services and programs	Community Development	# Stakeholder Meetings	On Track	On target or as expected - in line with projected timeframes	Hosted launch of NBNCo's Fibre-to-the-Premises internet provision to Mullewa townsite; met with MEEDAC to discuss community development initiatives; 3 meetings with Holyoake on establishment of an alcohol and other drugs community response committee for Mullewa; hosted Mullewa Community Farm Trust meeting; met with Department of Communities case manager for Mullewa Youth Centre; initiated contact and liaison with new officers at Mullewa Police station; met with Mullewa Nursing Manager on staff housing options.	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	On Track	On target or as expected - in line with projected timeframes	Monthly review of State Law Publisher, and Department of Local Government publications to verify possible amendments to legislation.	Josephine Bianchi
	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	On Track	On target or as expected - in line with projected timeframes	Training opportunities are provided to Councillors as they become available through WALGA and other means. Councillors have completed their first year training 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 and other activities are scheduled for Q3. Activities to improve security posture, as outlined in the Cybersecurity Strategy, have been scheduled for the new year.	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 Track	On target or as expected - in line with projected timeframes	To be completed post implementation 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	On Track	On target or as expected - in line with projected timeframes	2024/2025 ICT Asset renewal programs are on track and scheduled to be complete before 30 June 2025	Shane Bishop
	4.8.9	Review, design and implement a revised network topology.	Information Communications Technology	Design and implemented by 30 June 2025	On Track	On target or as expected - in line with projected timeframes	Currently in implementation stage. Hardware refresh completed with logical design & testing started December 2024. On track for completion before June 2025.	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	On Track	On target or as expected - in line with projected timeframes	PD Support grant application to State Library WA was successful for \$5,995. Mid West Libraries Training Day to be held 19 May focussing on MARATE Skills for staff. Advance notification of proposed 2025-26 subscription and fees sent out to all Consortium partners.	Trudi Cornish
	4.9.3	WALGA participation.	Office of CEO	Attendance at meetings	On Track	On target or as expected - in line with projected timeframes	The CEO and Mayor are attending WALGA Northern Country Zone Meetings and participating through voting and responding to flying minutes and requests for information on a variety of issues.	Ross McKim
	4.9.4	Regional Capitals of Western Australia participation.	Council	Attendance at meetings	On Track	On target or as expected - in line with projected timeframes	The Mayor and CEO did represent CGG in Canberra as part of the RCA delegation just prior to the end of the sitting period prior to the federal election being called.	Ross McKim