



City of
Greater Geraldton
a vibrant future



2022 - 2023

CORPORATE BUSINESS PLAN

Fourth Quarter 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 | 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 | On Track | On target or as expected - in line with projected timeframes | Comprehensive School holiday program delivered. Sundays by the Sea delivered. Films on the Foreshore Delivered. Sunset Yoga moved to QE2 Centre. A Day in the Lane Way Youth Market for National Youth Week | Peter Treharne |
| 1.1.2 | Provide library services, community facilities and engagement programs to meet the lifelong learning and leisure needs of the community. | Libraries | On Track | On target or as expected - in line with projected timeframes | # Visitors = 46,945 # Members = 21,398 # Items loaned = 36,358 (physical and e-resources) Planning for the Big Sky Readers and Writers Festival (The Art of Words) is well underway, as is planning for the Randolph Stow Young Writers Awards and Children's Book Week 2023. Changes were implemented to the Interlibrary Loan Procedure following Statewide changes by the State Library WA. Some of Western Australia's most inspiring women were represented in a photographic exhibition which was showcased at the Library from 2 – 22 June. The Exhibition travelled from the WA Women's Hall of fame and featured Geraldton's own Dr Charmaine Papertalk Green. | Trudi Cornish |
| 1.1.3 | Support Progress Associations and community groups to maximize use of halls. | Community Development | On Track | On target or as expected - in line with projected timeframes | Beachlands Community Inc - regular meetings have been conducted to draft an agreement to establish the partnership. Continued support for progress associations regarding ongoing maintenance, repairs and venue management advice. The final draft Management Agreement for City Halls has been completed, awaiting review from the Building and Maintenance team. | Peter Treharne |
| 1.1.5 | Establish and operate new youth hub and associated programs at the Wonthella site. | Youth Development | On Track | On target or as expected - in line with projected timeframes | TRCB Architectural drawings received for Stage 1 and 2. Probable Opinion of Cost completed. EOI submitted for Growing Regions funding and conversation started with Lotterywest. Funding secured from Dept. LGSC \$150,000 for Inclusive Participation sports program to activate space. | Peter Treharne |
| 1.2 We are a community accountable for our actions | | | | | | |
| 1.2.1 | Ensure effective animal management within the community. | Ranger Services | On Track | On target or as expected - in line with projected timeframes | A total of 72 dogs were rehomed during the fourth quarter. | Andrew Gaze |
| 1.2.2 | Provide Ranger Services to support the community by administering the City's legal obligations. | Ranger Services | On Track | On target or as expected - in line with projected timeframes | 867 CSDB's for the fourth quarter. | Andrew Gaze |
| 1.3 Pride in place and a sense of belonging is commonplace | | | | | | |
| 1.3.1 | Deliver initiatives in collaboration with the local community to increase pride in place and a sense of belonging in Mullewa. | Community Development Mullewa / Youth Development | 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. | Mullewa Youth Centre Mural delivered during school holiday period. Seniors Gentle Gym continues to be delivered by WACRH, Community Builders Program. Blue Light Discos and Movie Nights with WAPol. Youth Week BBQ. Mullewa Youth Week Banners. DADAA Dance Project. | Peter Treharne |
| 1.3.2 | Implement and review the City's Heritage Strategy to record, recognise and preserve our social, environmental and built heritage. | Heritage Services | On Track | On target or as expected - in line with projected timeframes | # Heritage enquiries = 59 # Hours community research = 37.5 Activities were held during the Australian Heritage Festival (10 April – 14 May). Full day State Heritage Workshop delivered by the Dept. Planning, Lands and Heritage on 8 May at the Library. Archival work at Mullewa District Office underway. Two book launches held. | Trudi Cornish |
| 1.3.3 | Coordinate preservation activities for the seven non-active historical cemeteries and burial grounds within Greater Geraldton. | Heritage Services | On Track | On target or as expected - in line with projected timeframes | Revised artwork for interpretive signage at Apex Pioneer Memorial Park completed. Ongoing research conducted to assist with family history records relating to Mullewa Pioneer Cemetery. | 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 | On Track | On target or as expected - in line with projected timeframes | Late Night Basketball Delivered in Term 2 2023 with 160 participants and multiple stakeholders. NAIDOC Camp and Nanga Camp delivered as part of Tomorrow Starts Today funding. Skate Today continues Wonthella Skate Park. | Peter Treharne | |
| 1.4.2 | Programs and services that improve community wellbeing are developed and promoted. | Community Development | On Track | On target or as expected - in line with projected timeframes | New Activity - Marching has been added to the QEII Program. All Ability Social was introduced in July to create a space for people with disabilities to meet new friends and try new activities. QEII Centre hosted various information sessions such as Seniors Card WA, World Elder Abuse Awareness Day and MyGov information session. | Peter Treharne | |
| 1.4.3 | Adhere to Department of Home Affairs requirements in screening passengers and baggage. | Geraldton Airport | On Track | On target or as expected - in line with projected timeframes | 41,225 Passengers screened in the 2022-23 FY. | Desmond Hill | |
| 1.4.4 | Undertake mandatory pool inspections in accordance with legislation. | Building Surveying | On Track | On target or as expected - in line with projected timeframes | A total of 284 pool inspections were carried out in the last quarter consisting: 169 mandatory pool inspections and 115 follow up and compliance inspections. | Dave Gibson | |
| 1.4.5 | Implement the Corella Management Program. | Ranger Services | On Track | On target or as expected - in line with projected timeframes | The Corellas had generally left the area by the start of the fourth quarter 2022-23. Planning for 2023-24 with first CMMT meeting planned for September 2023. | Andrew Gaze | |
| 1.4.6 | Investigate Development Compliance issues. | Development Compliance | On Track | On target or as expected - in line with projected timeframes | 100% of issues were investigated well within 10 working days of receipt. | Adam Searle | |
| 1.4.7 | Facilitate the delivery of Health Education and Promotion Programs. | Environmental Health | On Track | On target or as expected - in line with projected timeframes | The Environmental Health (EH) team has undertaken a visual assessment across the highly populated areas of the City to identify derelict properties that could be considered unfit for habitation. The identified properties are made up of State Housing, locally owned and non-locally owned. The EH team is presenting options to EMT to determine how best to manage the potential unfit housing stock within the area. The Environmental Health team is coordinating a pigeon control program in partnership with other large users of the Port and CBD area. | Andrew Gaze | |
| 1.4.8 | Undertake mandatory public health surveillance program. | Environmental Health | 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 Environmental Health team has undertaken 213 inspections since January 2023. Swimming pool sampling continues to be conducted during the winter months on the open to public swimming pools. The number of complaints submitted to the Environmental Health team has decreased compared to the previous quarter. Septic applications have been submitted at a steady and consistent rate in this quarter. There was a large influx of events in June with all being assessed within the allocated timeframe. | Andrew Gaze | |
| 1.4.9 | Delivery of Aquarena Safety and Security Upgrade - CCTV and Duress Button. Installation at the Aquarena of seven new CCTV cameras and one fixed duress alarm. | Sport & Leisure | On hold | Work is unable to commence due to a dependency - eg awaiting grant funding or completion of another project. | A fixed duress alarm has been installed at the Customer Service desk. Full coverage of the indoor facility has been achieved with the installation of three (3) additional CCTV cameras. Four (4) external CCTV cameras to be installed to align with the completion of the outdoor pool refurbishment which is due to be completed in September 2023. | Mark Adams | |
| 1.4.10 | Upgrade airport CCTV network. | Geraldton Airport | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Completed and operational as of January 2023 | Desmond Hill | |
| 1.4.11 | Develop airport traffic management plan to improve traffic flows and safety. | Geraldton Airport | On Track | On target or as expected - in line with projected timeframes | Survey completed and awaiting "For Construction" documents from contractor. | Desmond Hill | |

| 1.4 Community safety, health and well-being is paramount cont. | | | | | | | |
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| 1.4.12 | Mental health and suicide prevention initiatives delivered in community. | Community Development | On Track | On target or as expected - in line with projected timeframes | The development of a Suicide Postvention Plan has been completed and awaiting final approval. World Elder Abuse Awareness Day has been delivered at the QEII Centre. WAPHA suicide prevention funding continued to provide opportunities to support various Mental Health Projects in 2023 in Geraldton such as Geraldton Men's Table with now 14 members and Mental Health Radio Program run by GSPAC. To raise mental health awareness the QPT hosted Euphoria by Emily Steel, including stalls and mental health providers in the foyer. | Peter Treharne | |
| 1.4.13 | Deliver Active Bystander Training across the organisation and include as part of key services induction training for all new CGG staff. | Community Development | On Track | On target or as expected - in line with projected timeframes | Active Bystander Training has been delivered face to face across the organisation, including the DEPOT, Mullewa and Aquarena. It is a part of the City's Key Services Induction and it will now be delivered quarterly. | Peter Treharne | |
| 1.5 The opportunity for all to reach their potential exists | | | | | | | |
| 1.5.1 | Review the City's role and strategic direction in youth services in collaboration with external stakeholders. | Youth Development | On Track | On target or as expected - in line with projected timeframes | Funding application submitted to YACWA to support writing of CGG Youth Strategy. Strategic documents and draft strategy started. The Geraldton Youth Centre will allow for a central focus of future youth strategy . | Peter Treharne | |
| 1.5.2 | Provide outreach services to frail and housebound community members, with assistance from volunteers. | Libraries | On Track | On target or as expected - in line with projected timeframes | # Housebound patrons on delivery runs = 123 # items delivered = 855 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) | On Track | On target or as expected - in line with projected timeframes | New Activity - Marching has been added to the QEII Program. QEII Centre hosted various information sessions such as Seniors Card WA, World Elder Abuse Awareness Day and MyGov information session. Dying to Know Day information session will be delivered in August. Various Activities such as Balance Gym, Pilates, Pickle Ball and have a significant popularity. New activity Fit for Life will be introduced to the program in September 2023. Everlasting Agreement to provide in-kind support to the Geraldton Seniors Action Group has been completed. | Peter Treharne | |
| 1.6 Community capacity, innovation and leadership is encouraged | | | | | | | |
| 1.6.1 | Facilitate and support the development and delivery of projects and programs that build community capacity. (i.e. Mitchell Street Community Garden) | Community Development | 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. | Mitchell Street Community is currently hibernating due to the commencement of works as part of the AMC Park Revitalisation project. Everlasting Agreement to support Geraldton Yoga Club in delivering the International Yoga Day has been completed. | Peter Treharne | |
| 1.6.2 | Deliver programs focused on encouraging youth leadership and innovation (e.g. Leadership camps, environmental group GYRO) | Youth Development | On Track | On target or as expected - in line with projected timeframes | Day in the Lane Way Youth Market delivered as part of National Youth Week. The event promoted entrepreneurship with 30 stall holders and 100's of attendees. Nanga Bush Camp delivered. | Peter Treharne | |
| 1.6.3 | Support local community groups and organisations to successfully plan and deliver events. | Events & Venues | On Track | On target or as expected - in line with projected timeframes | Shore Leave and the many accompanying events kept the Events team busy for the quarter, ensuring each organiser followed the internal approval processes to allow for a safe and successful delivery, while creating vibrancy in the Mid West and showing off what the area has on offer for the many tourists that visited during this time. | Peter Treharne | |

| 1.6 Community capacity, innovation and leadership is encouraged cont. | | | | | | | |
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| 1.6.4 | Deliver the City Community Grants Program. | Treasury & Finance | On Track | On target or as expected - in line with projected timeframes | <p>Community Project Support Program - Round 2 opened 3 April 2023 and closed 17 May 2023. Seven applications were received, requesting funding of \$11,504 for projects worth \$275,468. \$5,000 was awarded.</p> <p>Mayoral Discretionary Fund - Six applications were received during the period. \$9,000 was awarded to four projects.</p> <p>Event Support (In-Kind) Program - Five applications were received during the period. \$1,602 in in-kind support (waiver of venue and equipment hire fees) was awarded to four events.</p> <p>Festival and Event Funding Program - \$135,000 in funding for 2023-24 across three applications was approved by Council on 27 June 2023.</p> <p>Service Agreement Funding Program - \$37,768 in funding for 2023-24 across one application was approved by Council on 27 June 2023.</p> | Jacqui McLean | |
| 1.7 Reconciliation between Indigenous and non-Indigenous communities is supported. | | | | | | | |
| 1.7.1 | Work with the community to facilitate the delivery of the Reconciliation Action Plan. | Community Development | On Track | On target or as expected - in line with projected timeframes | The RAP draft for the next submission has been in the final stage reflecting feedback provided by Reconciliation Australia. A short movie for the launch of the RAP is being developed. | Peter Treharne | |
| 1.7.2 | Support NAIDOC Week and National Reconciliation Week. | Community Development | On Track | On target or as expected - in line with projected timeframes | National Reconciliation Week 2023 - the City registered for the NRW Virtual Breakfast and raised awareness through an internal event. Flag Raising Event for the Community was held to celebrate NAIDOC week. The Aboriginal Engagement Officer is part of the Justice and Community Networking Committee to plan community events to celebrate NAIDOC and NRW. | Peter Treharne | |
| 1.8 Active living and recreation is encouraged. | | | | | | | |
| 1.8.1 | Deliver initiatives identified in the City's Disability Access and Inclusion Plan (DAIP) in collaboration with service providers including the Passport to Employment Program and celebrating International Day for People with Disability. | Community Development | On Track | On target or as expected - in line with projected timeframes | <p>DAIP Staff and Community Survey feedback was distributed to the community. The survey is now closed and the DAIP community workshop will be held in August.</p> <p>Weekly All Ability Social Club started in July and is providing space for people with disabilities to meet new people and try different activities. Access and Inclusion are being delivered to new CGG employees. Passport to Employment 2023 will start in September. A working group for All Ability Day has been formed. Dance Days Disco continues to be a successful monthly activity with an average of 80 participants.</p> | Peter Treharne | |
| 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 | On Track | On target or as expected - in line with projected timeframes | Skate Today Wonthella Skate Park, Planning for Battle of the Bands October 15 2023. Planning Revolve Skate Event 11 November 2023. | Peter Treharne | |
| 1.8.4 | Manage the bookings for City sports grounds, venues and facilities, and foster large scale community sporting events. | Events & Venues | On Track | On target or as expected - in line with projected timeframes | A Stargazing Event at the historic Greenough Hamlet delivered by the City in conjunction with Astro Tourism WA, as part of their Dark Sky Tour in the lead up to the Exmouth Solar Eclipse, proved to be a huge success. Patrons were treated to stellar views of the Milky Way, live music and elements of Aboriginal culture via a special dance performance, smoking ceremony and welcome to country. | Peter Treharne | |
| 1.8.5 | Celebrate National Senior's week in collaboration with relevant seniors groups. | Community Development (QEII) | On Track | On target or as expected - in line with projected timeframes | 2023 Seniors week is being developed in collaboration with Seniors Groups and Volunteers. This years Seniors week will include the popular Mayors Mystery Bus, Movie Night, Multicultural Concert, Pickle Ball, Singalong and many other activities to celebrate Seniors week. | Peter Treharne | |

| 1.9 A strong sports culture exists through well-planned facilities. | | | | | | | |
|--|--|-----------------------|----------|--|--|----------------|--|
| 1.9.1 | Develop and implement Ground Management Committee (GMC) Operational Policy. | Sport & Leisure | On hold | Work is unable to commence due to a dependency - eg awaiting grant funding or completion of another project. | Currently reviewing the Ground Management Committee (GMC) process including the roles and responsibilities of the GMC and the City. This will enable a clear understanding of the direction and intent of a policy which can then be drafted. | Mark Adams | |
| 1.9.2 | Deliver annual sporting tower lighting compliance audit . | Sport & Leisure | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | The audit was completed in November 2022 and reviewed by the relevant City technical officer. | 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 | On Track | On target or as expected - in line with projected timeframes | <p>Term 2 swimming lessons had 308 enrolments and classes at 83% capacity. Group Fitness Autumn/Winter timetable saw strong attendance numbers in all classes. Hydro Chi, Splash- Inclusive Aqua and Deep Water classes proved most popular running at full capacity at times. The introduction of a new class on Monday mornings – SMILE (Slower Moves, Impact Lowered Exercises) had great numbers and positive feedback received and patrons requesting a second class. Staff are investigating the addition of another SMILE class for the Spring /Summer timetable.</p> <p>Baby & Me continues to be successful with its return with very positive feedback received. The program accommodates children under five to come and play in a roped off shallow water area with toys and music provide by the swim school hosted on a Friday morning 9am – 11am during school terms. The Aquarena Swim School Facilitator is presently providing advice and encouragement to parents and carers.</p> <p>The slide was made available to the public during the April school holidays, regularly after school and on weekends. The BIFF and SMIFF and two smaller inflatables (Ringo and George) were available during the school holidays and on weekends when pool space was available. The BIFF, SMIFF and the slide had 169 bookings from April to June, 101 bookings up on last quarter.</p> <p>The Geraldton Amateur Swimming Club hosted the short course classic on the WA Day long weekend with 170 swimmers competing.</p> | Mark Adams | |
| 1.9.4 | Commence design for sports tower lighting at the Geraldton Recreation Ground and deliver project. | Sport & Leisure | Deferred | Action is no longer proceeding within its planned year of the CBP but will be occurring within a future year of the CBP. | In this quarter the Sport and Leisure team prepared an application for a 2023-24 Club Nights Program grant. It will be heard at the August 2023 Council meeting. | 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 program that enriches, entertains and engages our community. | Events & Venues (QPT) | On Track | On target or as expected - in line with projected timeframes | QPT hosted ten hire shows in Q4, and presented five shows as part of the QPT Presents program. These included a seniors show Adam hall & the Velvet Playboys, the Melbourne International Comedy Festival, Koomba Kwobidak Moort featuring eight Yamatji songwriters alongside Gina Williams & Guy Ghouse, Black Sun Blood Moon inspiring children and young people to take up the climate activism and Sparrows of Kabul by Fred Smith. | Peter Treharne | |
| 1.10.2 | Develop Master Plan options to upgrade the Queens Park Theatre forecourt and gardens. | Events & Venues (QPT) | On Track | On target or as expected - in line with projected timeframes | The QPT Masterplan is now focusing on Access and Inclusion and the design and delivery of a compliant loading dock. Following an Access Audit report by UDLA, priority areas will be identified to enable capital works to proceed in the 2023-24 financial year. | Peter Treharne | |
| 1.10.3 | Implement Heritage Review Stage 1. | Town Planning | Deferred | Action is no longer proceeding within its planned year of the CBP but will be occurring within a future year of the CBP. | No change to status - The item is still deferred and will be actioned at a later date. | Karrie Elder | |

| 1.10 A place where people have access to, engage in and celebrate arts, culture, education and heritage cont. | | | | | | | |
|---|--|--------------------------------|----------|---|--|---------------|--|
| 1.10.4 | Implement the City's Public Art Strategy and coordinate public art opportunities and activities. | Geraldton Regional Art Gallery | On Track | On target or as expected - in line with projected timeframes | Expressions of Interest were sought for three public art opportunities at AMC Park, Spalding (Log artwork classroom facilitation sessions, Multi-Use court artwork and Sandblast artwork). The bus shelter project at Walkaway Primary School proved very popular. The new CGG Public Art Map was completed and sent for printing. A banner display in Mullewa during Youth Week was created. | Trudi Cornish | |
| 1.10.5 | Coordinate the Geraldton Regional Art Advisory Committee. | Geraldton Regional Art Gallery | On Track | On target or as expected - in line with projected timeframes | Meeting held on 15 June 2023. Topics on the agenda included AOIP Grant Funding and Advocacy, GRAG Strategic Plan 2023-2027 (to go to Council in July) and Public Art Budget Requests. | Trudi Cornish | |
| 1.10.6 | Coordinate and deliver the annual Big Sky Readers and Writers Festival. | Libraries | On Track | On target or as expected - in line with projected timeframes | Big Sky special guest details were finalised, with 30 sessions on offer. Guests will include Rachael Treasure, Dean Alston, Charmaine Papertalk Green, Aśka, Anthea Hodgson, Chematui Glasheen, Bruce Mutard, Laurie Steed, Terri-ann White, Suzanne Ingelbrecht, Gemma Nisbet and George Criddle. | Trudi Cornish | |
| 1.10.8 | Complete the audit of Public Art Collection with view to priorities repairs. | Geraldton Regional Art Gallery | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | This action was completed in Quarter 4, 2021-2022 | Trudi Cornish | |
| 1.10.9 | Deliver an exhibition program of local, national and international art. | Geraldton Regional Art Gallery | On Track | On target or as expected - in line with projected timeframes | # exhibitions during Quarter = 4 (Faces and Places Revisited; He is Myself: the Art of William Garnder; Peregrinations of a Citizen Botanist and Stitched and Bound) # attendances at Gallery = 2,784 (closed 2 x 2 week periods for de-install/install). Notification was received from the DLGSC that the City was successful in the Arts Organisations Investment Program (4 yearly). Entries opened for the Mid West Art Prize 2023, Gala Opening Night 9 December. | Trudi Cornish | |
| 1.10.10 | Deliver the renewal program of heritage signs as prioritised by 'Heritage Signage Audit'. | Heritage Services | On Track | On target or as expected - in line with projected timeframes | Old Stock Route interpretive signage updated at the Mullewa tourist pull-off bay. Signage at Birdwood House updated to convey name of the formerly unknown sailor from HMAS Sydney II. Faded sign at Bootenal Spring replaced. New park sign at Edith Cowan Square installed. | 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 | STATUS | DEFINITION | COMMENTS (4th Qtr.) | RESPONSIBLE |
|--|--|---------------------------------------|----------|--|---|----------------|
| 2.1 Local business is empowered and supported | | | | | | |
| 2.1.1 | Greater Geraldton Buy Local Gift Card Program. | Economic Development / Communications | On Track | On target or as expected - in line with projected timeframes | Buy Local Greater Geraldton Gift Card Project Launched on 15 October 2021 and promoted through social media and GWN7 marketing campaigns. Number of redemption stores signed up: 82 businesses. Q4 Figures Number of cards sold: 187 Total value: \$ 13,755 Number of redemptions: 549 Redemption value: \$ 31,958 Overall figures Value of cards sold to date: 4,007 cards to the value of \$382,751 Redemption value: \$ 275,870 Value of cards not redeemed: \$ 106,881 (An ongoing social media campaign was launched to encourage the use of unspent cards) | Pieter Vorster |
| 2.1.2 | Local Legends social media campaign. | Communications & Tourism | On Track | On target or as expected - in line with projected timeframes | Local Legends continues to spread goodwill and positive communications throughout the City of Greater Geraldton. Each week, it is the Communications and Tourism team either top performing or second top performing post for the week and ranges from local sports people achieving excellence, good deeds being spread, businesses achieving new accolades plus lots more. This quarter saw a total of 16 Local Legends be promoted on the City's Facebook page with plenty more on the horizon. | Tully Gray |
| 2.1.3 | Tourism information bays. | Economic Development | On hold | Work is unable to commence due to a dependency - eg awaiting grant funding or completion of another project. | Further discussions with National Trust required before any further progression. | Paul Radalj |
| 2.1.4 | Australian Tourism Export Council (AETC) Program. | Communications & Tourism | Deferred | Action is no longer proceeding within its planned year of the CBP but will be occurring within a future year of the CBP. | N/A | Tully Gray |
| 2.1.7 | Implement Annual Corporate Contract Procurement Plan. | Corporate Compliance & Safety | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Completed in Quarter 3. | Brodie Pearce |
| 2.1.8 | Execute the CGG Procurement compliance expenditure audit program. | Corporate Compliance & Safety | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Monthly reports on procurement activities completed and provided to managers and EMT. Established City Supplier List with contracts, KPIs and insurance monitored. On going review of expenditure undertaken to ensure compliance with policy and LG Regulations. | Brodie Pearce |
| 2.2 Efficient and accessible intrastate and interstate connectivity | | | | | | |
| 2.2.1 | Review, update and commence implementation of Geraldton Airport Master Plan. | Geraldton Airport | On Track | On target or as expected - in line with projected timeframes | Consultant has been actively seeking data and information for the support documentation. | Desmond Hill |
| 2.2.2 | Pursue partnerships that encourage emerging aviation technologies. | Geraldton Airport | On Track | On target or as expected - in line with projected timeframes | Emerging technologies are being incorporated into the Economic Development plan being developed by consultants in support of the Master Plan. | Desmond Hill |

| 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 | On Track | On target or as expected - in line with projected timeframes | Recent examples include, meetings and communications in relation to the new Aboriginal Cultural Heritage Act, changes to the Local Government Act (number of Councillors and voting methodology), launch of new airline (Nexus), MWCCI Economic Summit, Oakajee and Arrowsmith proposals etc. | Ross McKim | |
| 2.3.2 | Representation on various community and industry working groups. | Economic Development | On Track | On target or as expected - in line with projected timeframes | Economic Development team liaises with Community and Business inquiries as they arise. During this period we engaged as follows: <ul style="list-style-type: none"> • Meeting with City Centre stakeholders on a number of issues that arise during regular meetings such as cleaning, tree pruning and other issues. • Meeting with other CGG departments, and inquiries from the general public regarding Rocks Laneway activation events. • Dealing with trading hours inquiries. • Dealing with E-Scooter complaints and inquiries. • Dealing with issues regarding Foreign Trade arrangements. | Pieter Vorster | |
| 2.4 A desirable place to live, work, play, study, invest and visit | | | | | | | |
| 2.4.1 | Promote Greater Geraldton through the implementation of Greater Geraldton Destination Marketing Plan. | Communications & Tourism | On Track | On target or as expected - in line with projected timeframes | This quarter the Communications and Tourism team produced close to 10 blog posts promoting the region, which were featured on the Visit Geraldton website and social media channels. A huge focal point for the quarter was the launch of Nexus Airlines Inter-regional Flight Network along with Shore Leave Festival. <p>Visit Geraldton's Facebook and Instagram social media channels had a reach of 89,470 which sees a slight decrease in reach from the previous quarter. Visitation to the Visit Geraldton website remained similar with 33,897 users and "Abrolhos Islands" as well as "Wildflowers" being key searches.</p> <p>Average occupancy locally for the period also remained at an average of 83% which is similar to last year's figures.</p> | Tully Gray | |
| 2.4.2 | Chapman Road Activation Pilot Project - complete detailed analysis and report findings and recommendations to Council | Infrastructure Services | On Track | On target or as expected - in line with projected timeframes | Stage 2 monitoring has been completed. Final feedback and survey results being compiled to finalise Stage 2 evaluation report to feed into the detailed design of the final solution. | Chris Lee | |
| 2.4.3 | CBD Space Activation. | Economic Development | On Track | On target or as expected - in line with projected timeframes | Rocks Laneway Activation <ul style="list-style-type: none"> • Events for this period: 46 regular and one-off activations with approximately 5441 attendees. • Over 4000 social media impressions and engagements over Euphorium, CGG and Visit Geraldton Facebook accounts. • City Centre Happenings app listings for listing City Centre Events (www.citycentrehappenings.com.au) • Three catch up sessions with City Centre retailers has taken place with a view to establish a Town Team for Geraldton City Centre. <p>Review of the Building classification to allow flexibility of use of space. Development of a new concept for the garden to make use of native plants and remove highly invasive species currently in the space. The root systems of the Ficus plants will eventually destroy the planter boxes.</p> | Pieter Vorster | |
| 2.4.4 | Collaborate with the Tourism WA Familiarisation Program. | Communications & Tourism | On Track | On target or as expected - in line with projected timeframes | There were no famils during this quarter, however, the City remains committed to collaborative opportunities with Tourism Western Australia as well as Australia's Coral Coast. | Tully Gray | |

| 2.4 A desirable place to live, work, play, study, invest and visit cont. | | | | | | | |
|--|---|---|----------|--|---|----------------|--|
| 2.4.5 | Provide GRAG retail area for local artists to promote and market their creative works. | Geraldton Regional Art Gallery | On Track | On target or as expected - in line with projected timeframes | Financial year-to-date sales income to local artists and other creatives = \$27,400 | Trudi Cornish | |
| 2.4.6 | Coordinate Post Office Lane Gallery exhibitions. | Geraldton Regional Art Gallery | On Track | On target or as expected - in line with projected timeframes | Post Office Lane Lightbox Gallery hosted two new exhibitions during the quarter. Aves by Sara Walker (21 January - 3 May) DADAA Print Group, Keep Mentally Healthy Through Art! (4 May - 31 July). | Trudi Cornish | |
| 2.4.8 | Ensure that tourism information for visitors and locals alike is readily available, up-to-date and accurate through the provision of face-to-face, print and online service delivery. | Geraldton Visitor Centre/Communications | On Track | On target or as expected - in line with projected timeframes | # Enquiries (face-to-face) = 9,856 # Enquiries (phone/email) = 851 | Trudi Cornish | |
| 2.4.9 | Coordinate the Marine Terrace Mall Banner programme. | Libraries | On Track | On target or as expected - in line with projected timeframes | 44 banners displayed, over 12 weeks - Volunteer Week, Tourism Banners, Reconciliation Week. | Trudi Cornish | |
| 2.4.10 | Offer online bookings services for local accommodation providers and tour operators. | Geraldton Visitor Centre | On Track | On target or as expected - in line with projected timeframes | Bookeasy Bookings value during this quarter = \$38,513 | 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 | On hold | Work is unable to commence due to a dependency - eg awaiting grant funding or completion of another project. | Economic Development (ED) is waiting for feedback and instructions from the new Progress Midwest Management (PMW) team on the way forward for the PMW website. The City's ED team has set up this website and the PMW team needs to decide if they want to take over the management of the site. ED continues to provide concierge services to incoming inquiries related to economic development. | Pieter Vorster | |
| 2.5.2 | Implement the CGG actions in the Geraldton Jobs and Growth Plan 2021-23. | Economic Development | On Track | On target or as expected - in line with projected timeframes | <p>E-Scooters Economic Development (ED) acts as liaison point for the program with Beam and also deals with community inquiries.</p> <p>2022-23 (Sept 2022 - June 2023) Statistics: Total Trips : 145,630 Km's travelled: 366,516</p> <p>Extended Trading Hours ED deals with extended trading hour inquiries and formal communication with retailers to seek for operating hour change requests for the period Dec 2023 to Nov 2024 to take place in September 2023.</p> <p>Growth Plan Review Per Council's budget deliberations the review was put on hold for a further year.</p> <p>Foreign Arrangement Scheme: The City received an inquiry whether we would like to exclude any of our registered foreign arrangements from the Public Register through the Australian Foreign Arrangements Scheme Portal. Since none of our foreign arrangement are commercially sensitive, the City did not require any exclusions.</p> | Pieter Vorster | |
| 2.6 A diverse and globally recognised regional capital | | | | | | | |
| 2.6.1 | Implement the City's Events Strategy, including planning and delivery of the City's calendar of events. | Events | On Track | On target or as expected - in line with projected timeframes | A Stargazing Event at the historic Greenough Hamlet delivered by the City in conjunction with Astro Tourism WA. ANZAC Day Dawn Service with Diplomat Fred Smith's. | Peter Treharne | |

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 | STATUS | DEFINITION | COMMENTS (4th Qtr.) | RESPONSIBLE |
|--|--|---|----------|--|---|----------------|
| 3.1 A City that is planned, managed and maintained to provide for environmental and community wellbeing | | | | | | |
| 3.1.4 | Develop and implement master plan of the Geraldton Foreshore dune landscaping and beach access points. | City Precinct | On Track | On target or as expected - in line with projected timeframes | Staff liaised with the City's Environmental team and worked on a draft RFQ for a master plan. However this matter has been removed as per CEO advice. | Mark Adams |
| 3.1.5 | Develop and implement 10 year renewal plan for bus stop locations and infrastructure in collaboration with Public Transport Authority. | Strategic Asset & Infrastructure Management | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | 10 year renewal plan completed in Q3. Implementation of renewals based on identified priorities ongoing with minor adjustment resulting from PTA input. | Kerry Smith |
| 3.1.6 | Process planning applications within statutory timeframe. | Town Planning | On Track | On target or as expected - in line with projected timeframes | 74% processed within 20 working days | Neraida Browne |
| 3.1.7 | Respond to subdivision referrals within statutory timeframe. | Town Planning | On Track | On target or as expected - in line with projected timeframes | 84% processed within 30 working days | Neraida Browne |
| 3.1.8 | Process certified applications within statutory timeframe. | Building Surveying | On Track | On target or as expected - in line with projected timeframes | 67% of certified applications were assessed and issued within 8 working days | Dave Gibson |
| 3.1.9 | Process uncertified applications with statutory timeframe. | Building Surveying | On Track | On target or as expected - in line with projected timeframes | 89% of uncertified applications were assessed and issued within 20 working days | Dave Gibson |
| 3.1.10 | Review and implement a 10 year Fleet asset renewal program. | Fleet Services | On Track | On target or as expected - in line with projected timeframes | Ongoing commitment | Brad McLean |
| 3.1.11 | Review the Fleet Asset Management Plan. | Fleet Services | On Track | On target or as expected - in line with projected timeframes | KPI's are maintained as an ongoing basis. Plant utilisation is maintained through monthly GPS reporting. Whole of life costs are part of procurement evaluation process, Improved workplace efficiencies, safety and sustainability outcomes are reviewed regularly. Light vehicle build specifications now include considerations for zero and low emission vehicles as part of evaluations. | Brad McLean |
| 3.1.12 | HMAS Sydney II Memorial - garden bed renewal and replanting. | Sport and Leisure | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Works completed in June 2023. The northern bank and parts of the eastern bank were mulched, with coir logs and 2000 plants installed. Reticulation was installed on the northern bank when the project was completed. | Mark Adams |
| 3.1.13 | DoT Cycle Path - Chapman Road - design and construct shared pathw | Project Delivery & Engineering | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Works on the footpath were almost completed in the quarter but slightly delayed by rainfall. They are expected to be completed and the footpath opened for use in July 2023. | Chris Edwards |
| 3.2 Regional leader in adapting to climate change | | | | | | |
| 3.2.1 | Develop and implement the City's Climate Adaptation Plan. | Climate | On Track | On target or as expected - in line with projected timeframes | The City has been successful in attracting \$2M funding through the Disaster Ready Fund for the construction of a microgrid at Geraldton Airport. The microgrid will serve as an uninterruptible power supply for emergency services in the area and bolster regional resilience – a key priority for the Midwest after Cyclone Seroja tore through two years ago. | Michael Dufour |
| 3.2.2 | Design and delivery of coastal node master plans. | Environment & Sustainability | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | The Geraldton Coastal Strategy and Foreshore Management Plan was endorsed by Council in June 2023. The updated Strategy and Plan has been published on the City's website and will guide the City over the next five years | Michael Dufour |
| 3.2.3 | Conduct an energy audit of City aquatic facilities and develop three year implementation plan of recommendations. | Sport and Leisure | On hold | Work is unable to commence due to a dependency - eg awaiting grant funding or completion of another project. | Quotes were received for this project but it has now been included as a scope item in the City's Asset Management Plan project. | Mark Adams |
| 3.2.4 | Develop a strategy and implementation plan for transition to zero emission vehicles. | Fleet Services | On Track | On target or as expected - in line with projected timeframes | Review and amendment to the 10 year renewal program will see four hybrid vehicles scheduled for purchase in 2023-24 to be placed into the pool vehicle fleet. | Brad McLean |

| 3.2 Regional leader in adapting to climate change cont. | | | | | | | |
|--|--|--------------------------------|----------|--|---|----------------|--|
| 3.2.5 | Micro-grid installation at Geraldton Airport Precinct. | Airport | On hold | Work is unable to commence due to a dependency - e.g. awaiting grant funding or completion of another project. | The City has been successful in our application for \$2million of funding from the Disaster Ready Fund. | Paul Radalj | |
| 3.2.6 | Further investigate and negotiate staged implementation of the carbon zero initiatives for Meru. | Waste Management | On Track | On target or as expected - in line with projected timeframes | City officers have been working with environmental consultants ARUP. A technical memorandum has been prepared that identifies the steps needed to progress a gas-flaring opportunity at Meru. City officers are currently working with ARUP to deliver a pilot well to identify actual gas yield that will inform the larger gas-flaring project. | 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 | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Completed on time and within budget | Kerry Smith | |
| 3.3.2 | Continue renewal of stormwater assets. | Maintenance Operations | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Annual programme completed early in 4th Quarter. | Kerry Smith | |
| 3.3.3 | Complete playground audits and associated renewal programmes. | Maintenance Operations | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | All audits completed and data captured into the Asset Management system. | Kerry Smith | |
| 3.3.4 | Continue upgrades and renewal to irrigation systems and parks including furniture and landscaping. | Maintenance Operations | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Annual programme completed | Kerry Smith | |
| 3.3.5 | Maintain approximately 830 kilometres of sealed road network. | Maintenance Operations | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Annual programme completed | Kerry Smith | |
| 3.3.6 | Maintain approximately 1,220 kilometres of unsealed road network. | Maintenance Operations | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Annual programme completed | Kerry Smith | |
| 3.3.7 | Maintain approximately 200 kilometres of stormwater infrastructure including 172 drainage sumps. | Maintenance Operations | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Annual programme completed | Kerry Smith | |
| 3.3.8 | Maintain approximately 200 parks and open space reserves including 54 playgrounds. | Maintenance Operations | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Annual maintenance programme completed. Parks masterplan renewals delayed due to shortage of labour resourcing. | Kerry Smith | |
| 3.3.9 | Maintain approximately 300 trees under power lines. | Maintenance Operations | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Annual programme completed | Kerry Smith | |
| 3.3.10 | Update the existing Conservation Management Plans (CMP) for Heritage Buildings and create CMP for the Mullewa Town Hall. | Land & Property Services | Deferred | Action is no longer proceeding within its planned year of the CBP but will be occurring within a future year of the CBP. | In June 2023 the Conservation Management Plan was assessed and awarded. The execution of this project will occur in 2023-2024. | Elise Darsow | |
| 3.3.12 | Deliver Local Roads Community Infrastructure Program (LRCIP) - Stage 3 Culverts. | Project Delivery & Engineering | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | The final Local Roads Community Infrastructure Program - Stage 3 Culvert renewal on Chapman Valley Road has been successfully completed as scheduled and within the project budget. | 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 | On Track | On target or as expected - in line with projected timeframes | The City Precinct team continues to service and maintain the City Precinct foreshore and high profile areas. These services include mowing lawns, path sweeping, tree removal, high pressure cleaning and maintenance of the showers and drink fountains. Wooden bollards next to the Geraldton Yacht Club and "SGIO" Carpark were replaced with modern plastic bollards freshening up the look and feel of those areas. Extensive footpath painting has been completed including around the Rage Cage, footpaths, showers and planter boxes. The team has been conducting litter runs, graffiti removal, sweeping and mowing of Rocks Laneway, Post Office Lane and GRAG. The team continues to conduct ongoing maintenance at the HMAS Sydney II Memorial. | Mark Adams | |
| 3.4.2 | Delivery of 25,000 to 30,000 native plants for City and community projects. | Climate Environment & Waste | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | A four-day hot spell impacted some of the plant stock being grown at the Community Nursery. However, plants had also been sourced from other providers. Plants stock was prepared and delivered to a range of in-house, contractor and community projects. The 35L container stock has been very successful with the Community Nursery Enhancement project increasing future capacity to 180 trees. | Michael Dufour | |
| 3.4.3 | Implementation of transport engineering strategies. | Project Delivery & Engineering | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | The Blackspot grant applications for the Bosley Street/Chapman Road roundabout and Abattoir Road were successful. The designs for RRG grant funding submissions for Flores Road, Walkaway Nangetty Road, Gould's Road and Chapman Valley Road were successfully completed as scheduled. All roads and traffic designs were completed within the year as required. | Chris Edwards | |
| 3.4.4 | Delivery of the Annual Capital Works Program in accordance with the requirements of the Project Delivery Framework. | Project Delivery & Engineering | On Track | On target or as expected - in line with projected timeframes | Of the 93 new and renewal projects, four projects were deferred to next year and 10 projects were in progress over the year end as scheduled. The footpath and road renewal programs were completed within the year as planned. | Chris Edwards | |
| 3.4.5 | Spalding Revitalisation Project - complete design and construction of grant funded works. | Project Delivery & Engineering | On Track | On target or as expected - in line with projected timeframes | Construction is continuing on both the AMC Park and roads projects in line with the project schedules. The award of a Lotterywest grant has permitted the full project scope to be delivered. | Chris Edwards | |
| 3.5 An integrated emergency and land management approach | | | | | | | |
| 3.5.1 | Completion of bushfire mitigation projects. | Emergency Management | On Track | On target or as expected - in line with projected timeframes | Mitigation grant fund submitted - awaiting results. | Andrew Gaze | |
| 3.5.2 | Annual firebreak notice and inspections. | Emergency Management | On Track | On target or as expected - in line with projected timeframes | Preparation works undertaken for the issue of the 2023-24 fire hazard notices. | Andrew Gaze | |
| 3.5.3 | Continue to assist in the Cyclone Seroja Recovery Program. | Community Development | On Track | On target or as expected - in line with projected timeframes | Meetings and liaison with Seroja Recovery Hub continued until wind up of this service in June. Final meeting of the network included a close out of activities, grants and support provided, as well as identification of any necessary actions by agencies into the future. Planning commenced for nomination of projects for impacted LGAs allocated Seroja grant funding. | Fiona Norling | |

| 3.6 The natural environment is valued, protected and celebrated | | | | | | | |
|---|--|------------------------------|-----------------|--|---|----------------|--|
| 3.6.3 | Construction of a best practice Regional Resource Recovery Facility at Meru including Transfer Station, Processing Shed, alterations to the Weighbridge and Bowerbird, a fibre optic connection and upgrade to the power supply. | Project Delivery | On Track | On target or as expected - in line with projected timeframes | Construction is continuing on the project in line with the project schedule for completion by end-December as planned. | Chris Edwards | |
| 3.6.5 | Development of Coastal Asset Management Plan. | Environment & Sustainability | 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. | A draft quote for the marine asset inspection is in development. The City was successful in securing grant funding to replace the Francis Street Jetty ramps and chafers. This was based on a specific asset inspection and management plan for this marine asset. | Michael Dufour | |
| 3.6.6 | Development of Bluff Point coastal adaptation pathway. | Environment & Sustainability | 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. | A steering group has been established comprising City officers, State planning and coastal representatives, and a community representative . The first steering group meeting was held in June 2023 with scope of the project confirmed and a steering group terms-of-reference agreed. | Michael Dufour | |
| 3.6.7 | Drummonds Coastal Protection - investigation into management of coastal erosion and community recreation improvements. | Environment & Sustainability | 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. | This Department of Transport (DOT) project has identified several schematic designs for coastal protection. The DOT and the Member of the Legislative Assembly (MLA) for Geraldton presented these at a community forum held in Drummond Cove. A full boating facility will need to be staged, with the intent for and upgraded informal beach launching facility to be implemented as part of the first stage. DOT are still completing all the required studies and investigations to inform the concept designs. | Michael Dufour | |
| 3.7 Moving towards a circular economy | | | | | | | |
| 3.7.1 | Continuation and period extension of Food Organics Garden Organics(FOGO) - 500 bin trial. | Waste Management | On Track | On target or as expected - in line with projected timeframes | A review of the FOGO trial has been completed by waste consultants Talis. The Organic Assessment Report provides three options to progress with organics recovery in Geraldton. These options are scheduled to be presented to Council in July 2023. | Michael Dufour | |
| 3.7.3 | Develop and implement Community Engagement & Waste Management Education Program. | Waste Management | 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 Resource Recovery & Engagement Officer position remains vacant. A Waste Engagement and Communication Plan for FY2023-24 is currently being developed. Cleanaway has been approached to provide a proposal to undertake Waste Education for the City. | Michael Dufour | |
| 3.7.4 | Implement the CGG Community Recycling Program and Bowerbird, including review and planning for future operating model. | Waste Management | On Track | On target or as expected - in line with projected timeframes | The transition of Bowerbird casual staffing to permanent positions has been completed. City officers are now currently working on the development of an long-term operating model for the Bowerbird. | Michael Dufour | |
| 3.7.5 | Develop an Emergency Waste Management Plan for the City (State Legislative Requirement). | Waste Management | On hold | Work is unable to commence due to a dependency - eg awaiting grant funding or completion of another project. | Currently on hold due to availability of resources. | Michael Dufour | |
| 3.7.7 | Develop and implement Meru Master Plan. | Waste Management | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | The Meru Master Plan was finalised in December 2022. | Michael Dufour | |

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

| OUR STRATEGY | | PROGRAMS & SERVICES | STATUS | DEFINITION | COMMENTS (4th Qtr.) | RESPONSIBLE |
|---|---|---------------------|-----------------|--|---|---------------|
| 4.1 Meaningful customer experiences created for the people we serve | | | | | | |
| 4.1.1B | Implement reviewed Customer Experience Strategy. | Customer Experience | On Track | On target or as expected - in line with projected timeframes | Actions from the City's Customer Experience Strategy are on track and being implemented. | Natalie Hope |
| 4.1.2 | Ensure Customer Charter objectives are achieved. | Customer Experience | On Track | On target or as expected - in line with projected timeframes | The City's Customer Charter time resolutions are being achieved as per the objective. | Natalie Hope |
| 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 | On Track | On target or as expected - in line with projected timeframes | New LTFP 2023-2033 adopted at June 2023 meeting. | Nita Jane |
| 4.3 Accountable leadership supported by a skilled and professional workforce | | | | | | |
| 4.3.1 | Undertake revaluation of assets - Infrastructure. | Treasury & Finance | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Revaluation has now been completed and final report received. | Nita Jane |
| 4.3.3 | Prepare and adopt the Annual Budget prior to 30 June. | Treasury & Finance | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Budget adopted at June 2023 meeting. | Nita Jane |
| 4.3.4 | Prepare the Annual Financial Report and facilitate the Office of the Auditor General Audit. | Treasury & Finance | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | The 2021-22 audited financial statements as part of the 2021-22 Annual Report was adopted by Council at the 20 December 2022 meeting. | Nita Jane |
| 4.3.5 | Develop and implement the Strategic Internal Audit Plan. | Treasury & Finance | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | A Strategic Internal Audit Plan for 2021-2025 has been prepared and endorsed by the Audit Committee. Regulated reviews (Audit Reg 17 and Financial Management Reg 5) have been completed and received by the Audit Committee. The 2021 Fraud and Control Plan audit was finalised in February and presented to the Audit & Risk Committee at the 22 February 2022 meeting. As per the Strategic Internal Audit Plan for 2022 the Information Technology - Cyber Risks and Controls audit was carried out by AMD in March 2022, this audit has been completed. The Fraud & Corruption Control Plan Audit Review was completed in June 2023. This review will be presented to the next scheduled Audit Committee meeting. | Nita Jane |
| 4.3.8 | Manage the reporting and acquittals for grants received by the City. | Treasury & Finance | 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 timeframes set by each funding body. | Jacqui Mclean |
| 4.3.9 | Develop new Workforce Plan 2022-2026. | Human Resources | 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 Workforce Plan will be the priority following the successful bargaining and negotiations of the new industrial agreement. Awaiting further outcomes from the State Industrial Commission before the Agreement can be finalised. | Natalie Hope |
| 4.3.10 | Implement the strategies in the 2022-2026 Workforce Plan. | Human Resources | On hold | Work is unable to commence due to a dependency - eg awaiting grant funding or completion of another project. | The Workforce Plan is still being developed, currently we are focused on recruitment and retention with the plan to be finalised following the successful bargaining of a new industrial agreement . | Natalie Hope |
| 4.3 Accountable leadership supported by a skilled and professional workforce cont. | | | | | | |

| | | | | | | |
|--|--|-------------------------------|-----------------|--|---|---------------------|
| 4.3.11 | Implement the strategies in the 2021 - 2024 EEO Management Plan. | Human Resources | 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. | Current recruitment and retention issues are making anything proactive in the space difficult and the HR team are currently more reactive due to staff shortages. | Natalie Hope |
| 4.3.14 | Implement the Strategies in the 2021 - 2024 City Wellness Plan. | Human Resources | 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. | Current recruitment and retention issues are making anything proactive in the space difficult, the HR team are currently more reactive due to staff shortages, bargaining for a new Agreement taking priority and IBIS implementation impacting the team. | Natalie Hope |
| 4.3.16 | Renegotiate Enterprise Agreement. | Human Resources | On hold | Work is unable to commence due to a dependency - eg awaiting grant funding or completion of another project. | Awaiting the Full Bench State Industrial Commission decision on two clauses that the ASUWA wish all local governments to remove, following the Full Bench decision the City will lodge a Section 42G to make a determination on the % increases in years two and three. | Natalie Hope |
| 4.3.17 | Implement legislative requirements to enable transition from the Federal System (Fair Work) to the State system (WAIRC). | Human Resources | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | All WA Local Governments have successfully transitioned to the State Industrial Relations System. | Natalie Hope |
| 4.4 Healthy financial sustainability that provides capacity to respond to changes in economic conditions and community priorities | | | | | | |
| 4.4.1 | Monitor and report on key financial ratios. | Treasury & Finance | On Track | On target or as expected - in line with projected timeframes | Financial ratios are no longer an audit requirement. The City's LTFP still uses the historical ratios to guide the LTFP in achieving financial sustainability. | Nita Jane |
| 4.4.2 | Levy and collection of rates in an efficient manner, providing excellent customer service. | Treasury & Finance | On Track | On target or as expected - in line with projected timeframes | Rates collected to 30 June 2023 was 96.72% compared to 96.60% collected in the previous financial year. | Nita Jane |
| 4.4.3 | Complete Level 2 Building Assessments for 120 buildings. | Land & Property Services | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Building condition assessment data has informed a model that has been uploaded to Power BI. This will enable the data to be manipulated for building maintenance programming. The model was presented to the Executive Team in May. | Gabrielle Wilkinson |
| 4.4.5 | Undertake CGG land asset disposal program. | Land & Property Services | On Track | On target or as expected - in line with projected timeframes | The eight remaining land parcels were earmarked for listing July 2023. Procurement for property services provider has commenced to engaged real estate agent for the sales. Properties are not yet listed. | Gabrielle Wilkinson |
| 4.4.6 | Undertake annual new Capex & Renewal Program for City buildings. | Land & Property Services | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Giles Park ablutions completed and rebuilt. Back onto cleaning list and in use by community. Greenough offices demolished. | Elise Darsow |
| 4.4.7 | Annual completion of Compliance Audit Return to DLGSC. | Corporate Compliance & Safety | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Completed in Quarter 3. | Brodie Pearce |
| 4.4.8 | Completion of annual Insurance renewal. | Corporate Compliance & Safety | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Insurance renewal confirmed with updated insurance certificates of currency received and issued to required parties. | Brodie Pearce |
| 4.4.9 | Procurement contractor/supplier quality assurance program (Purchase Order's, currency of insurance, safety documentation and KPI's). | Corporate Compliance & Safety | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Monthly reports on procurement activities completed and provided to managers and EMT. Established City Supplier List with contracts, KPIs and insurance monitored. | Brodie Pearce |

| 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 | On Track | On target or as expected - in line with projected timeframes | Phase 1 of the IBIS Project has commenced and due to go live in July 2023. Phase 1 includes new HR & Employee Module and new Purchasing/Accounts Payable Module. | Nita Jane | |
| 4.5.2 | Implementation of Safety Management Plan and Systems across operations. | Corporate Compliance & Safety | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Monthly reports on WHS activities completed and provided to managers and EMT. 2023 - 2024 Work Health & Safety Implementation Plan implemented consolidating the overarching management of safety at the City. | Brodie Pearce | |
| 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 | 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. | Advocacy continued this month with Western Power regarding their program of works and minimising disruption to residents and local businesses. In order to minimise disruption to Mullewa Medical Centre due to power outages, installation of a generator was undertaken by the City. Further updates received from NBN and appointed contractor Ventia, providing advice on community engagement and promotion. Community Builders Program commenced with participation from Mullewa residents and support by MDO. | Peter Treharne | |
| 4.6.2 | Implement the Community Engagement Framework. | Community Engagement | On Track | On target or as expected - in line with projected timeframes | <p>Activities Underway: FOGO Trial; Spalding Revitalisation AMC Park Master Plan; CHRMAP Operational Coastal Policy; Aquarena Outdoor Pool Upgrade; Nangetty Walkaway Bridge Replacement; Chapman Road Shared Path Project; Brand Highway Shared Path Project; Maitland Park Transport Hub Masterplan; Chapman Road Activation Trial Stage Two; Disability Access and Inclusion Plan Review; QPT Community/Users surveys; Million Trees Project.</p> <p>Completed Activities: Coastal Strategy & Foreshore Management Plan; QEII Centre Services Feedback Survey; Walkaway Bus Shelters Questionnaire; Sunset Beach Groynes; Mullewa Waste Transfer Station Opening Hours.</p> | 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 & Safety | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | The City completed the WALGA Public Information Access internal review to ensure access to required information for the community was in place. | Brodie Pearce | |
| 4.6.4 | Conduct Annual Community Perceptions Survey. | Strategic Planning | Deferred | Action is no longer proceeding within its planned year of the CBP but will be occurring within a future year of the CBP. | Waiting outcomes of Local Government Reform Tranche 2 Bill anticipated to be introduced in November 2023 that will include a Community Engagement Charter. | Nita Jane | |
| 4.7 Council understands its roles and responsibilities and leads by example | | | | | | | |
| 4.7.2 | Role of the Council - Determine the local government's policies. | Governance | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Monthly reports to EMT detail the currency of policies. All Council determined policies are accessible via the website. | Brodie Pearce | |
| 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 | On Track | On target or as expected - in line with projected timeframes | The Councillors completed training records for the financial year have been published on the City website as per the new legislative requirements. | Ross McKim | |

| 4.8 Deliver secured technology that supports sustainability, the environment, service delivery and the community | | | | | | | |
|--|---|---------------------------------------|-----------------|--|---|---------------|--|
| 4.8.3 | Five year review of City's Recordkeeping Plan 2021-2026. | Information Communications Technology | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Self-evaluation determined no amendments required. SRO approved continuation of current plan for additional two years to June 2024. | Dennis Duff | |
| 4.8.5 | Establish Cyber Security Framework. | Information Communications Technology | On Track | On target or as expected - in line with projected timeframes | Cybersecurity Strategy 2023-2027 was completed this quarter and endorsed by EMT 12 July 2023. | Dennis Duff | |
| 4.8.7 | Review and improve ICT Business Continuity and Disaster Recovery capability. | Information Communications Technology | 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. | Stage 1 of network redesign was awarded and works undertaken during this quarter. RFT for Stage 2 on track for public tender in August 2023. | Dennis Duff | |
| 4.8.8 | Replace ICT Assets as per asset renewal program. | Information Communications Technology | Complete | Action is complete. Commentary to identify when it was completed and the achievements or outcomes | Primary UPS was replaced in June 2023. | Dennis Duff | |
| 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 seven partner Shires. | Library Services | On Track | On target or as expected - in line with projected timeframes | The Midwest Libraries Consortium consists of the City of Greater Geraldton and the Shires of Northampton, Carnarvon, Chapman Valley, Dandaragan, Mingenew, Coorow and Cue. # of Customer memberships Consortium (not including CGG) – 398 # Consortium loans (Not including CGG) Q4- 5,041 (physical and e-resources) | Trudi Cornish | |
| 4.9.3 | WALGA participation. | Office of CEO | On Track | On target or as expected - in line with projected timeframes | The CEO and Deputy Mayor represented the City's interests at the WALGA Northern Country Zone meetings, officers are actively engaging with WALGA on various matters and the Council selected their nominations to attend the annual WALGA conference. | Ross McKim | |
| 4.9.4 | Regional Capitals of Western Australia participation. | Council | On Track | On target or as expected - in line with projected timeframes | The CEO represented the City in person at the Port Hedland board meeting and the Mayor will represent the City at the RCAWA August meeting. The City has also actively provided information to RCAWA as required. | Ross McKim | |