



CORPORATE BUSINESS PLAN **2021-2025**

2023/24 ADDENDUM



STRATEGIC DIRECTION 1. COMMUNITY

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

CBP#	WHAT WE WILL DO	PROGRAMS AND SERVICES	KPI	2023/24	2024/25
1.1 Enhanced lifestyle through spaces, places, programs and services that foster connection and inclusion					
1.1.1	Facilitate and deliver school holiday, after school programs and youth vibrancy initiatives (e.g. Sunset Yoga, Sundays by the Sea, Films on the Foreshore)	Youth Development	# Activities and # participants	✓	✓
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)	✓	✓
1.1.3	Support Progress Associations and community groups to maximise use of halls	Community Development	# Committees supported; # Queries actioned/resolved	✓	✓
1.1.5	Deliver building refurbishments to establish a new Youth Hub at the Wonthella site and implement associated programs	Youth Development	Refurbishment works completed # Programs and # Participants; # External service providers delivering programs from venue	✓	✓
1.2 We are a community accountable for our actions					
1.2.1	Ensure effective animal management within the community	Ranger Services	# Dogs rehomed	✓	✓
1.2.2	Provide Ranger services to support the community by administering the City's legal obligations	Ranger Services	# Customer complaints handled	✓	✓
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;	✓	✓
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 =	✓	✓
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	✓	✓
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 # of participants	✓	✓
1.4.3	Adhere to Department of Home Affairs requirements in screening passengers and baggage	Geraldton Airport	# Passengers screened	✓	✓
1.4.4	Undertake mandatory pool inspections in accordance with legislation	Building Surveying	# Inspections	✓	✓
1.4.5	Continue the Corella Management Program	Ranger Services	One hour of patrolling per week during Corella season (November to June); and two meetings per year with the Corella Group	✓	✓

STRATEGIC DIRECTION 1. COMMUNITY

CBP#	WHAT WE WILL DO	PROGRAMS AND SERVICES	KPI	2023/24	2024/25
1.4 Community safety, health and well-being is paramount [cont]					
1.4.6	Investigate Development Compliance issues	Development Compliance	80% issues investigated within 10 working days	✓	✓
1.4.7	Facilitate the delivery of Health Education and Promotion Programs	Environmental Health	# Programs, # Target audience (e.g. businesses)	✓	✓
1.4.8	Undertake mandatory public health surveillance program	Environmental Health	Regular surveillance record updates, #inspections/activities arising	✓	✓
1.4.10	Refresh Runway 14/32 surface to increase its service life	Geraldton Airport	Runway surface treatment applied		✓
1.4.11	Develop airport traffic management plan to improve traffic flows and safety	Geraldton Airport	Plan developed	✓	
1.4.13	Active Bystander Training delivered as part of key services induction training for all new and existing City staff	Community Development	# Training programs and # Participants	✓	✓
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	Planning and research completed; # Stakeholder meetings and collaborations	✓	✓
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	✓	✓
1.5.3	Facilitate and deliver a range of programs, activities and presentations that promote healthy ageing	Community Development QEII Seniors and Community Centre	# Programs # Participants	✓	✓
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	Community Development	# Programs # Participants	✓	✓
1.6.3	Support local community groups and organisations to successfully plan and deliver events	Events and Venues	# External events # Participant	✓	✓
1.6.4	Deliver the City's Community Grants Program	Treasury and Finance	\$ Distributed # Rounds # Recipients	✓	✓
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	✓	✓
1.7.2	Support NAIDOC Week and National Reconciliation Week	Community Development	# Activities # Participants	✓	✓
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 International Day for People with Disability	Community Development	# Disability employment clients linked to employers; # Activities # Participants	✓	✓

STRATEGIC DIRECTION 1. COMMUNITY

CBP#	WHAT WE WILL DO	PROGRAMS AND SERVICES	KPI	2023/24	2024/25
1.8 Active living and recreation is encouraged [cont]					
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	✓	✓
1.8.4	Manage the bookings for City sports grounds, venues and facilities, and foster large scale community sporting events	Events and Venues	# Bookings # events	✓	✓
1.8.5	Celebrate National Seniors Week in collaboration with relevant seniors groups	Community Development QEI Seniors and Community Centre	National Seniors Week event delivered # participants	✓	✓
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 and Leisure	# GMCS supported; Review completed	✓	
1.9.2	Deliver annual sporting tower lighting compliance audit	Sport and Leisure	Annual audit completed	✓	✓
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 and Leisure	# Activities # participants	✓	✓
1.9.4	Apply for City of Greater Geraldton and CSRFF funding to construct sports tower lighting at the Geraldton Recreation Ground	Sport and Leisure	Design completed and project delivered	✓	
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 and Venues (QPT)	# Shows/programs # audience	✓	✓
1.10.3	Implement Heritage Review Stage 1	Town Planning	Funds allocated to commence the Heritage review, prepare scope of works	✓	
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	✓	✓
1.10.5	Coordinate the Geraldton Regional Art Advisory Committee	Geraldton Regional Art Gallery	Ongoing service delivery	✓	✓
1.10.6	Coordinate and deliver the annual Big Sky Readers and Writers Festival	Libraries	# Tickets booked =	✓	✓
1.10.7	Deliver the biennial Mid West Art Prize	Geraldton Regional Art Gallery	# Entries received =	✓	
1.10.9	Deliver a GRAG exhibition program of local, national and international art	Geraldton Regional Art Gallery	# Exhibitions = # Attendances at Gallery = (closed 2 x 2 week periods for de-install/install)	✓	✓
1.10.10	Deliver the renewal program of heritage signs as prioritised by 'Heritage Signage Audit'	Heritage Services	Ongoing service delivery	✓	✓

STRATEGIC DIRECTION 2. ECONOMY

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

CBP#	WHAT WE WILL DO	PROGRAMS AND SERVICES	KPI	2023/24	2024/25
2.1 Local business is empowered and supported					
2.1.1	Greater Geraldton Buy Local Gift Card Program	Economic Development/ Communications & Tourism	Take up of cards; expenditure value	✔	✔
2.1.2	Local Legends social media campaign	Communications & Tourism	Engagement of Local Legends measured weekly and monthly through social media insights.	✔	✔
2.1.3	Tourism information bays	Economic Development	Planning completed in collaboration with stakeholders for TIB at Greenough Hamlet	✔	✔
2.1.7	Implement Annual Corporate Contract Procurement Plan	Corporate Compliance and Safety	Published Annual Corporate Contract Procurement Plan	✔	✔
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	✔	✔
2.2.2	Pursue partnerships that encourage emerging aviation technologies	Geraldton Airport	Incorporate into Airport Master Plan provision for infrastructure to support emerging technologies	✔	✔
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	Number of Meetings	✔	✔
2.3.2	Representation on various community and industry working groups	Economic Development	Representation	✔	✔
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	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	✔	✔
2.4.2	Chapman Road Activation Project Stage 2 - complete detailed analysis and report findings and recommendations to Council	Project Delivery & Engineering	Stage 2 completed and outcomes measured Report to Council. Geraldton City Centre Master Plan updated as required	✔	
2.4.3	CBD Space Activation	Economic Development	# Activation programs conducted # Events hosted # Participants, attendance	✔	✔

STRATEGIC DIRECTION 2. ECONOMY

CBP#	WHAT WE WILL DO	PROGRAMS AND SERVICES	KPI	2023/24	2024/25
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	Sales value = \$	✓	✓
2.4.6	Coordinate Post Office Lane Gallery exhibitions	Geraldton Regional Art Gallery	# Exhibitions and duration = exhibitions, weeks each in duration	✓	✓
2.4.7	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 businesses engaged in the welcome hub, economic impact as well as other key milestones	✓	
2.4.9	Coordinate the Marine Terrace Mall Banner program	Libraries	# Banner installations, duration in days per installation	✓	✓
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	Website hits and facilitation of concierge services investment attraction portal	✓	✓
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	Successful delivery of City events	✓	✓

STRATEGIC DIRECTION 3. ENVIRONMENT

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

CBP#	WHAT WE WILL DO	PROGRAMS AND SERVICES	KPI	2023/24	2024/25
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 approximately 60 kilometres of rural road renewals Complete road renewal programme in accordance with the 2023/24 Capital works programme Complete footpath and shared path renewal programme in accordance with the 2023/24 Capital Works Programme	✔	✔
3.1.6	Process planning applications within statutory timeframe	Town Planning	80% assessed within 20 working days	✔	✔
3.1.7	Respond to subdivision referrals within statutory timeframe	Town Planning	80% responded to within 30 working days	✔	✔
3.1.8	Process certified applications within statutory timeframe	Building Surveying	80% assessed in eight working days	✔	✔
3.1.9	Process uncertified applications with statutory timeframe	Building Surveying	80% assessed in 20 working days	✔	✔
3.1.10	Review and update the 10 year Fleet asset renewal program to include transition to zero emission vehicles	Fleet Services	Provide a well maintained, safe and fit for purpose fleet	✔	✔
3.1.11	Review and update the Fleet Asset Management Plan including transition considerations to zero emission vehicles	Fleet Services	Achieve optimum plant utilisation, reduce whole of life costs, improved workplace efficiencies and increased safety and sustainability outcomes	✔	✔
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	✔	✔
3.2.2	Design and delivery of coastal node master plans	Environment & Sustainability	Endorsement by Council of a Coastal Node Hierarchy and Level of Service		✔
3.2.5	Microgrid installation at Geraldton Airport Precinct	Geraldton Airport	Green energy output/Co2 reduction	✔	
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	Provide safe fit for purpose road network within available annual budget	✔	✔
3.3.2	Continue renewal of stormwater assets	Maintenance Operations	Complete program on time on budget	✔	✔

STRATEGIC DIRECTION 3. ENVIRONMENT

CBP#	WHAT WE WILL DO	PROGRAMS AND SERVICES	KPI	2023/24	2024/25
3.3 A well-maintained, SMART, sustainable, liveable City valued by the community [cont]					
3.3.3	Complete playground audits and associated renewal programs	Maintenance Operations	Complete audits and inspections in accordance with Australian Standard	✔	✔
3.3.4	Continue upgrades and renewal to irrigation systems and parks including furniture and landscaping	Maintenance Operations	Complete program on time on budget	✔	✔
3.3.5	Maintain approximately 830 kilometres of sealed road network	Maintenance Operations	Provide safe fit for purpose road network within available annual budget	✔	✔
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	✔	✔
3.3.7	Maintain approximately 200 kilometres of stormwater infrastructure including 172 drainage sumps	Maintenance Operations	Provide safe fit for purpose road network within available annual budget	✔	✔
3.3.8	Maintain approximately 200 parks and open space reserves including 54 playgrounds	Maintenance Operations	Complete audits and inspections in accordance with Australian Standard	✔	✔
3.3.9	Maintain approximately 300 trees under power lines	Maintenance Operations	Complete program on time on budget	✔	✔
3.3.10	Update the existing Conservation Management Plans (CMP) for Heritage Buildings and create CMP for the Mullewa Town Hall	Land and Property Services	100% completion and approval of plan by Heritage Council WA	✔	✔
3.3.11	Deliver 4 Regional Road Group funded road renewal projects	Project Delivery & Engineering	Projects delivered in terms of the agreed grant delivery milestones	✔	
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.		✔
3.4 A desirable and sustainable built and natural environment responsive to community aspiration					
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 HMAS <i>Sydney II</i> Memorial	✔	✔
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	✔	✔
3.4.3	Review and update the Cycling Strategy 2050	Project Delivery & Engineering	Strategy reviewed, updated and Council-endorsed	✔	✔

STRATEGIC DIRECTION 3. ENVIRONMENT

CBP#	WHAT WE WILL DO	PROGRAMS AND SERVICES	KPI	2023/24	2024/25
3.4 A desirable and sustainable built and natural environment responsive to community aspiration [cont]					
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	✓	✓
3.4.5	Spalding Revitalisation Project - complete design and construction of grant funded works	Project Delivery & Engineering	Complete the design and construction of the Spalding Park Revitalisation Project in terms of the grant delivery milestones agreed	✓	
3.4.6	Design of the replacement Walkaway-Nangetty Bridge	Project Delivery & Engineering	Design delivered in terms of the grant delivery milestones agreed		✓
3.4.7	Delivery of the Aquarena 50m Outdoor Pool Upgrade	Project Delivery & Engineering	Project delivered	✓	
3.5 An integrated emergency and land management approach					
3.5.1	Completion of bushfire mitigation projects	Emergency Management	Submission of application for Mitigation Activity Fund grant; Receipt of grant; Undertaking of mitigation works as per funding agreement; Acquittal of grant	✓	✓
3.5.2	Annual firebreak notice and inspections	Emergency Management	Firebreak information in rates notice; # Inspections # Work orders and infringements	✓	✓
3.6 The natural environment is valued, protected and celebrated					
3.6.1	Develop and implement Litter and Illegal Dumping Strategy	Waste Management	Consultant engaged. Strategy developed. Strategy placed on corporate or intranet website		✓
3.6.3	Construction of a Waste Transfer Station and the upgrade to the site power at the Meru Waste Management Facility	Project Delivery & Engineering	Complete the design and construction of the facility by December 2023	✓	
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		✓
3.6.5	Coastal Asset Management Plan	Environment & Sustainability	Engagement of Consultant. Asset Condition Report Completed	✓	
3.6.7	Drummonds Coastal Protection - investigation into management of coastal erosion and community recreation improvements	Environment & Sustainability	Completion of Drummond Cove Coastal Recreation Facilities Survey. Receipt of coastal engineering and amenity concepts by DoT	✓	✓
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	✓	

STRATEGIC DIRECTION 3. ENVIRONMENT

CBP#	WHAT WE WILL DO	PROGRAMS AND SERVICES	KPI	2023/24	2024/25
3.7 Moving towards a circular economy [cont]					
3.7.6	Implement Kerbside Residential Bin Audit	Waste Management	Bin audit conducted	✓	
3.7.7	Develop and implement Meru Master Plan	Waste Management	Completion of the master plan. Staged implementation of master plan recommendations	✓	✓
3.7.8	Detailed Design Meru Recycling Shed & Weighbridge Office	Waste Management	Completion of design work for recycling shed and weighbridge office. Review of Weighbridge design in relation to final location of liquid waste ponds	✓	
3.7.9	Meru Fibre Optic & Power Upgrade Project	Project Delivery & Engineering	Western Power commissioning power upgrade. Installation of NBN at Meru	✓	

STRATEGIC DIRECTION 4. LEADERSHIP

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

CBP#	WHAT WE WILL DO	PROGRAMS AND SERVICES	KPI	2023/24	2024/25
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	✓	✓
4.1.2	Ensure Customer Charter objectives are achieved	Customer Experience	Time resolution rates	✓	✓
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 and Finance	Financial Health Indicator/CBP actions completed	✓	✓
4.3 Accountable leadership supported by a skilled and professional workforce					
4.3.2.	Undertake revaluation of assets - Land and Buildings	Treasury and Finance	Revaluation is completed and applied		✓
4.3.3	Prepare and adopt the Annual Budget prior to 30 June	Treasury and Finance	Council endorse Annual Budget	✓	✓
4.3.4	Prepare the Annual Financial Report and facilitate the Office of the Auditor General Audit	Treasury and Finance	The Annual Financial Report is completed in compliance with accounting standards and local government regulations	✓	✓
4.3.5	Develop and implement the Strategic Internal Audit Plan	Treasury and Finance	Strategic Internal Audit Plan is endorsed by the Audit Committee, and actions completed	✓	✓
4.3.6	Undertake Financial Management Systems Review (FM Reg 5)	Treasury and Finance	Review completed Actions implemented	✓	
4.3.7	Undertake Audit Regulation 17 Review	Treasury and Finance	Review completed Actions implemented	✓	
4.3.8	Manage the reporting and acquittals for grants received by the City	Treasury and Finance	Grant reports are prepared and acquittals completed on time	✓	✓
4.3.9	Develop new Workforce Plan 2023-2026	Human Resources	Plan developed	✓	
4.3.10	Implement the strategies in the 2023-2026 Workforce Plan	Human Resources	Actions implemented	✓	✓
4.3.11	Implement the strategies in the 2021-2025 EEO Management Plan	Human Resources	Strategies and actions are reported to Equal Opportunity Commission	✓	✓
4.3.12	Develop new EEO Plan	Human Resources	Plan developed		✓

STRATEGIC DIRECTION 4. LEADERSHIP

CBP#	WHAT WE WILL DO	PROGRAMS AND SERVICES	KPI	2023/24	2024/25
4.3 Accountable leadership supported by a skilled and professional workforce [cont]					
4.3.14	Implement the Strategies in the 2021-2024 City Wellness Plan	Human Resources	Strategies and actions are reported to EMT	✔	
4.3.16	Renegotiate Enterprise Agreement	Human Resources	New EA negotiated	✔	
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 and Finance	Month report to Council Annual Report	✔	✔
4.4.2	Levy and collection of rates in an efficient manner, providing excellent customer service	Treasury and Finance	Rates collection maintained above 95%	✔	✔
4.4.5	Undertake CGG land asset disposal program	Land and Property Services	# Land sales, income generated	✔	
4.4.6	Undertake annual new Capex and Renewal Program for City buildings	Land and Property Services	100% completion of program activity in budgeted year	✔	✔
4.4.7	Annual completion of Compliance Audit Return to DLGSC	Corporate Compliance and Safety	Annual submission of Compliance Audit Return to DLGSC	✔	✔
4.4.8	Completion of annual Insurance renewal	Corporate Compliance and Safety	Annual provision of Renewal Report from LGIS in June of each year	✔	✔
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 1 completed Phase 2 50% completed	✔	✔
4.5.2	Implement the City's Work Health & Safety Implementation plan	Corporate Compliance and Safety	Training Audits of safety systems LGIS and Worksafe audits Reporting systems	✔	✔
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	✔	✔
4.6.2	Implement the Community Engagement Framework	Community Engagement	Implementation of the Community Engagement Framework on all Council Major Projects	✔	✔
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	Corporate Compliance checklist	✔	✔
4.6.4	Conduct Annual Community Perceptions Survey	Strategic Planning	Annual survey successfully implemented and feedback interpreted	✔	✔

STRATEGIC DIRECTION 4. LEADERSHIP

CBP#	WHAT WE WILL DO	PROGRAMS AND SERVICES	KPI	2023/24	2024/25
4.7 Council understands its roles and responsibilities and leads by example					
4.7.1	Ordinary Elections of Council - Conduct effective and transparent local government elections in conjunction with the WA Electoral Commission	Governance	100% compliance	✓	
4.7.2	Process and undertake required reviews to ensure compliance with amendments to the Local Government Act 1995 and regulations	Governance	100% compliance	✓	
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	✓	✓
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	✓	✓
4.8.7	Review and improve ICT Business Continuity and Disaster Recovery capability	Information Communications Technology	Re-designed, implemented and tested by June 2024	✓	
4.8.8	Review, design and implement a revised network topology	Information Communications Technology	Re-designed and implemented by 30 June 2024	✓	
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	Collection of membership, loan (physical and digital), enquiry statistics	✓	✓
4.9.3	WALGA participation	Office of CEO	Attendance at meetings	✓	✓
4.9.4	Regional Capitals of Western Australia participation	Council	Attendance at meetings	✓	✓