



CORPORATE BUSINESS PLAN

2023 - 2024

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	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	Complete	Afterschool program Game On! delivered, with increasing participant numbers. Mullewa delivered a range of school holiday activities. Sunset Yoga moved to QE2. Term 2 school holiday program coordinated and completed.	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	Complete	# Visitors = 21,762 # Members = 22,088 # Items loaned = 20,055 (physical) 12,814 (e-resources) The Library hosted two community displays during the period - "Little Buddies" by the Geraldton Pottery Club and St Lawrence's Primary School, and a photographic display from the WA Women's Hall of Fame. School holiday activities and outreach to local schools continues. In this quarter Rhyme time/Storytime sessions attracted 731 children and 595 adults. The Library Meeting rooms were booked for 128 hours by community groups. The Library was successful in Children's Book Week funding for 2024.	Trudi Cornish
1.1.3	Support Progress Associations and community groups to maximize use of halls.	Community Development	Complete	Committees supported = 6 Queries actioned/resolved = 22 The Management Agreement for Waggrakine Hall was completed, with both the City and the Waggrakine-Glenfield Progress Association finalising and signing the agreement. Negotiation underway with Drummonds Progress Association for the installation of air conditioning in the John Batten Hall. An afternoon tea event with Progress Associations was held on 11 June 2024 to foster stronger relationships.	Peter Treharne
1.1.5	Deliver building refurbishments to establish a new youth hub at the Wonthella site and implement associated programs.	Youth Development	Needs attention	Growing The Regions grant application for the new Geraldton youth centre was advised as unsuccessful. Application to Lotterywest outcome was still pending. Works to ensure structural integrity of the building completed and more detailed architectural drawings have been sought.	Peter Treharne
1.2 We are a community accountable for our actions					
1.2.1	Ensure effective animal management within the community.	Ranger Services	Complete	265 dogs impounded. 104 returned to owner. 138 rehomed.	Andy Gaze
1.2.2	Provide Ranger Services to support the community by administering the City's legal obligations.	Ranger Services	Complete	919 CSDBs initiated. 748 completed.	Andy Gaze
1.3 Pride in place and a sense of belonging is commonplace					
1.3.1	Deliver collaborative community initiatives to increase engagement, pride in place and a sense of belonging in Mullewa.	Community Development Mullewa / Youth Development	Complete	This quarter saw delivery of the ANZAC Day Breakfast and Ceremony (100 participants), return of school visits to Mullewa library (16 participants), Adult Book Club reinstated (8-10 participants), Gentle Gym for Seniors (6 participants), Stephen Michael Foundation Youth basketball (20-30 weekly participants). Additionally, local provision of health initiatives by WACRH were promoted and the 2024 Mullewa Muster and Rodeo (3,500 participants) supported.	Darren Simmons
1.3.2	Implement and review the City's Heritage Strategy to record, recognise and preserve our social, environmental and built heritage.	Heritage Services	Complete	# Heritage enquiries = 66 enquiries # hours community research = 42.5 hours. Substantial works on the former Maley Homestead (Greenough Museum and Gardens) using funds from the Maley Bequest are ongoing. A bus trip to the three Community Museums was held in May during the Australian Heritage Festival. Heritage Advisory Committee Meeting held 6 June 2024 where new Committee members were appointed.	Trudi Cornish

	1.3.3	Coordinate preservation activities for the seven non-active historical cemeteries and burial grounds within Greater Geraldton.	Heritage Services	Complete	Site inspections of Walkaway, Bootenal and Greenough Pioneer Cemetery with remedial works undertaken due to address site damage by rabbits. Signage at Apex Park was repaired.	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	Complete	Skate Today successfully delivered skate program at the Wonthella Skate Park. Late Night Basketball ran in Q4 for a 6 week program at Geraldton Amateur Basketball Stadium. Mullewa Youth Service suspended for 6 weeks due to maintenance and security upgrade works. Dismantle Bike Rescue program delivered in Mullewa.	Peter Treharne
	1.4.3	Adhere to Department of Home Affairs requirements in screening passengers and baggage.	Geraldton Airport	Complete	Airport Security Screening applies to all outbound RPT (Regular Passenger Transport) Flights. Approximately 1404 flights are scheduled to depart Geraldton per annum. Department of Home Affairs conducts system tests randomly on screening services and systems. In Q4 Geraldton Airport Security Screening Team and Systems was tested twice with passes on both occurrences.	Andrew Freers
	1.4.4	Undertake mandatory pool inspections in accordance with legislation.	Building Surveying	Complete	A total of 302 inspections were carried out in the quarter consisting: 140 mandatory inspections and 255 follow up and compliance inspections. Total number of compliant pools for the quarter: 162.	Heath Martin
	1.4.5	Continue the Corella Management Program.	Ranger Services	Complete	The Corellas as expected left the City during this period and returned to their standard winter habitats inland.	Andy Gaze
	1.4.6	Investigate Development Compliance issues.	Development Integrity	Complete	100% of issues were investigated within 10 working days of receipt.	Andy Gaze
	1.4.7	Facilitate the delivery of Health Education and Promotion Programs.	Environmental Health	Complete	Delivered two programs. Hand washing week and food allergen awareness week.	Andy Gaze
	1.4.8	Undertake mandatory public health surveillance program.	Environmental Health	Complete	Food Inspections – 92 Public Building Inspections – 10 Hair and Skin Penetration – 22 Swimming Pool – 0 Caravan Park and Lodging House – 0 Offensive Trade - 0 Septic Applications - 5 Planning DCUs – 23 Event Applications – 12	Andy Gaze
	1.4.11	Develop airport traffic management plan to improve traffic flows and safety.	Geraldton Airport	On hold	Awaiting outcomes from Airport Master Plan update.	Andrew Freers
	1.4.13	Active Bystander Training delivered as part of key services induction training for all new City staff.	Community Development	Complete	# total number of participants in this quarter: 16 Active Bystander training sessions continued to be delivered quarterly as part of the City's Key Services Induction program for new staff. The Active Bystander Training won the National Award for Local Government in the category of Addressing Violence against Women and their Children.	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	Complete	City of Greater Geraldton Community Safety and Crime Prevention Plan 2024-29 endorsed by Council and published. City of Greater Geraldton Youth Strategy endorsed by Council and published.	Peter Treharne
	1.5.2	Provide outreach library services to frail and housebound community members, with assistance from volunteers.	Libraries	Complete	# Housebound patrons serviced on delivery runs = 114 # items delivered = 760 The Outreach Service provided 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)	Complete	# programs: 40 programs # participants: 1550 registered members # attendees - QEII activities during the quarter: 9147 # attendees - QEII External bookings during the quarter: 3209 #enquiries: 1331 An additional Pickle Ball session and a Dementia WA Carers Support Group have been added to the regular program. The QEII Seniors and Community Centre secured a renewal of funding from the State Government's Department of Communities for five years.	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.	Community Development	Complete	"Energy Ahead Sessions" for seniors and the community were delivered, providing free energy-saving workshops. Additionally, "Cooking Healthy Food on a Budget" sessions were conducted in collaboration with Foodbank, and an "Online Safety & Wellbeing" workshop was held in collaboration with Centacare. The Community Builders Program funded through a DFES Cyclone Seroja grant is set to commence in August. This initiative aims to enhance community leadership capacity and upskill local volunteers. The QEII Seniors and Community Centre continued to support various community groups and organisations, assisting in the delivery of events, workshops, and wellness activities at the Centre.	Peter Treharne
	1.6.3	Support local community groups and organisations to successfully plan and deliver events.	Events & Venues	Complete	13 community events supported for approval (including Shore Leave, Mullewa Muster & Rodeo, WA Day Festival, and the READY! Expo.) Event application process being thoroughly updated with consultation from community event organisers.	Peter Treharne
	1.6.4	Deliver the City Community Grants Program.	Treasury & Finance	Complete	Round 2 of the Community Project Support Program resulted in the award of \$10,200 to eight different applicants supporting projects valued at \$237,986. Funds provided through the Mayoral Discretionary Fund for the year are \$47,260 to 19 different recipients.	Nita Jane
1.7 Reconciliation between Indigenous and non-indigenous communities is supported.						
	1.7.1	Develop and commence implementation of the Reconciliation Action Plan.	Community Development	Complete	The completed Reconciliation Action Plan 2024 - 2026 (RAP) was endorsed by Reconciliation Australia and Council. Iwarra Wilungga - Celebrating Urnura; Autumn by the Sea, was successfully delivered in April, recording up to 5,480 visitors and showcasing Aboriginal culture. The successful delivery of the Iwarra Wilungga Festival not only enhanced relationships with the community and stakeholders but also fostered a collaborative atmosphere, demonstrating the City's commitment to reconciliation.	Peter Treharne
	1.7.2	Support NAIDOC Week and National Reconciliation Week.	Community Development	Complete	The City celebrated National Reconciliation Week by hosting a 'Bring and Share Lunch' for City staff and an afternoon tea for external stakeholders, drawing a significant turnout that underscored our commitment to reconciliation. For NAIDOC Week, a flag-raising ceremony is planned in collaboration with GRAMS. Boomerang painting activities will also be delivered in Rock's Laneway to celebrate the week. Additionally, a NAIDOC Week calendar has been created and is promoted to highlight various activities.	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 International Day for People with Disability.	Community Development	Complete	The completed Access and Inclusion Plan (AIP) 2024-2029 was endorsed by Council and submitted to the Department of Communities, providing the City with a five-year action plan to continue its commitment to access and inclusion. Inclusive programs such as the Dance Days Disco Night and African Drumming sessions have been successfully delivered.	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	Complete	A Day in the Lane Way delivered as part of National Youth Week. Battle of the Bands planning underway for 1 September 2024.	Peter Treharne
	1.8.4	Manage the bookings for City sports grounds, venues and facilities, and foster large scale community sporting events.	Events & Venues	Complete	7 large sporting events held (including June Softball Carnival, Winter Classic Longboard Contest, Festival of Football, and Light My Fire Participation Ride. 52 GMC bookings processed.	Peter Treharne

1.8.5	Celebrate National Seniors Week in collaboration with relevant seniors groups.	Community Development (QEII)	Complete	Planning for Seniors Week 2024 has commenced, with a variety of events and activities scheduled from 9 to 17 November 2024.	Peter Treharne
1.9 A strong sports culture exists through well-planned facilities.					
1.9.1	Support Ground Management Committees' (GMC) role in sporting recreation reserves, including review of policy and model.	Sport & Leisure	Complete	Support continued for the Ground Management Committees and development of relationships with key stakeholders, including ongoing communication and assisting with queries and funding requests. The report of the sport and recreation review of cricket, AFL and soccer activities at various sporting grounds is now subject to planning to consider implementation of associated recommendations through 2024/25.	Mark Adams
1.9.2	Deliver annual sporting tower lighting compliance audit.	Sport & Leisure	Complete	The annual sporting tower lighting compliance audit report was completed and received by the City in Q3. The report assists the City in ensuring appropriate maintenance is conducted and supports future strategic planning of replacement lighting within the capital works program.	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	Complete	Term 2 swimming lessons had 407 enrolments (100 students more than Term 2 in 2023). Classes reached 91% capacity. Group Fitness Autumn/Winter timetable saw strong attendance numbers in all classes. Hydro Chi, Splash-Inclusive Aqua and Smile classes proved most popular running at full capacity most classes. Baby & Me continued to be popular. The program accommodated children under 5 to come and play in the shallow water section of the Leisure Pool with toys and music provide by the swim school hosted on a Friday morning 9am – 11am during school terms. The Aquarena Swim School Facilitator was present providing advice and encouragement to parents and carers. The water slide was made available to the public during the April school holidays and regularly after school and on weekends. The BIFF and SMIFF and three smaller inflatables were available during the school holidays and on weekends when pool space was available. The BIFF, SMIFF and the slide had 172 bookings from April to June, slightly up on this time last year. The Geraldton Amateur Swimming Club hosted the short course classic on the WA Day long weekend with 170 swimmers competing.	Mark Adams
1.9.4	Apply for City of Greater Geraldton and CSRFF funding to construct sports tower lighting at the Geraldton Recreation Ground.	Sport & Leisure	Complete	In March 2024 the City was advised that its grant application was successful for the Club Night Lights Program and external stakeholders were advised. A tender process has now been completed with a contract awarded to supply and install the lighting infrastructure in 2024/25. This has included liaison with relevant stakeholders to assist in the effective delivery of the project.	Mark Adams
1.10 A place where people have access to, engage in and celebrate arts, culture, education and heritage.					
1.10.1	Present a creative, dynamic and diverse QPT program that enriches, entertains and engages our community.	Events & Venues (QPT)	Complete	15 shows were performed at QPT (including Iwarra Wilungga, Cirque Nouvelle, GUC Graduation Ceremony, The One who planted trees, and New Owner.)	Peter Treharne
1.10.3	Implement Heritage Review Stage 1.	Town Planning	Complete	Stage 1 is complete.	Heath Martin
1.10.4	Implement the City's Public Art Strategy and coordinate public art opportunities, activities and repairs.	Geraldton Regional Art Gallery	Complete	"Postcards from Geraldton" - a new mural was painted by locals, led by Fremantle artist, Imogen Palmer, on the rear of the Sail Inn. Three community art workshops were organised with all sessions fully booked out. A Tile Painting Activity was held in Mullewa. A contractor was secured to assist with repairs to the "Mahomet's Wind Sails" with support from Main Roads. Valuation of the City's public art collection was completed.	Trudi Cornish
1.10.5	Coordinate the Geraldton Regional Art Advisory Committee.	Geraldton Regional Art Gallery	Complete	A meeting of the GRAAC was held 10 June 2024 to determine the appointment of community representatives to the Committee.	Trudi Cornish
1.10.6	Coordinate and deliver the annual Big Sky Readers and Writers Festival.	Libraries	Complete	The City was the recipient of a DLGSC grant for \$27,500 towards Big Sky 2024. Programme development continued during this period, with the Key Note speaker and other guests confirmed.	Trudi Cornish
1.10.7	Deliver the biennial Mid West Art Prize	Geraldton Regional Art Gallery	Complete	The Mid West Art Prize is next due to be held in December 2025. Planning will commence in late 2024.	Trudi Cornish

	1.10.9	Deliver a GRAG exhibition program of local, national and international art.	Geraldton Regional Art Gallery	Complete	# exhibitions = 2 # attendances at Gallery for quarter = 2,351 (Exhibition Spaces closed 2 weeks in June during deinstall/install) # visitors to building = 7,468. Exhibitions on display were "Remotely Close" by Carolina Furque and Stephen Eastaugh and "Living Landscapes" curated by local artist, Ingrid Horn, showing from 27 April - 23 June 2024. The City was successful in grant funding from the DLGSC for both an increase in \$50k towards operating expenses and \$136,590 over 3 years towards a new initiative - the Mid West Arts Membership Program.	Trudi Cornish
	1.10.10	Deliver the renewal program of heritage signs as prioritised by 'Heritage Signage Audit'.	Heritage Services	Complete	Interpretive signage installed at the former Eradu townsite and replacement signage prepared for the former Globe Brewery site. Installation of replacement signage on the Mullewa Drive and Walk trails was completed.	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	COMMENTS (4th Qtr.)	RESPONSIBLE
2.1 Local business is empowered and supported					
2.1.1	Greater Geraldton Buy Local Gift Card Program.	Economic Development	Complete	328 cards sold to the value of \$23,672. 699 redemptions to the value of \$35,310	Heath Martin
2.1.2	Local Legends social media campaign.	Communications & Tourism	Complete	The Local Legends campaign continues to be an important part of the City's social media platforms. A total of eight Local Legends were featured on the City's social media in Q4, with a combined reach of 105,506.	Keely Grieve Aidan Salmon
2.1.3	Tourism information bays.	Economic Development	Deferred	Progression of this project deferred to 2024-25	Paul Radalj
2.1.7	Implement Annual Corporate Contract Procurement Plan.	Corporate Compliance & Safety	Complete	Tenders issued in line with Procurement Plan. During quarter 4, tenders were primarily in development phase in preparation for next financial year. 3 tenders proceeded to advertisement during this period. It was sub tender threshold where the majority of City procurement was conducted during quarter 4. with 79 formal quotation processes issued.	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	Geraldton Airport Infrastructure development feasibility design - final report has been received from consultant, but the review stage has been extended to a 2nd stage. This review will focus on Main Terminal conceptual efficiencies and expansion including - Security Screening, Check in, Baggage reclaim, Checked Baggage Screening, International Diversion Program, Ground Transport.	Andrew Freers
2.2.2	Pursue partnerships that encourage emerging aviation technologies.	Geraldton Airport	On Track	Updating Airport Master Plan document has commenced with provision for emerging technologies and resulting future opportunities to the airport. Recommendations from consultants, Infrastructure development feasibility design, and Main Terminal Upgrade review will form part of the considerations in updating the Airport Master Plan.	Andrew Freers
2.3 The voice of the community is heard at regional, state and national forums					
2.3.1	Represent the community's interests to State and Federal Ministers and the private sector.	Council	Complete	In this quarter, the Mayor and CEO continued to take every opportunity to meet with State and Federal representatives and business leaders. In addition to the regular activities, the Mayor met with Minister Carey regarding housing support and the CEO represented the Council at the ALGA conference seeking financial support for local governments who directly support General Practitioners. The Mayor and CEO also attended the MWCCI Economic Summit and the Mayor continued his involvement with the MWDC.	Ross McKim
2.3.2	Representation on various community and industry working groups.	Economic Development	Complete	The City's participation on various community and industry working groups has been limited this quarter due to the resignation of the Coordinator Economic Development. The Mayor and Director Development Services both made presentations at the Mid West Economic Development Summit.	Heath Martin

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	Complete	Visit Geraldton's Facebook and Instagram social media channels had a reach of over 80,560 for the quarter. Overall visitation to www.visitgeraldton.com.au was 15,552 users for the quarter, with the 'Events Calendar' being the most visited page, followed by 'Natural Wonders'. Online bookings through BookEasy show that 205 reservations were made in the 4th quarter 2024, sales at \$25,399.40, a notable decline (-34%) compared to the same quarter in 2023 (\$38,515.57). The main reason for the decline in sales is the lack of availability of accommodation, which is being taken up by workers and business travellers (BookEasy booking system is only allocated a certain number of rooms, dependant on availability).	Keely Grieve Aidan Salmon
2.4.2	Chapman Road Activation Project Stage 2 - complete detailed analysis and report findings and recommendations to Council.	Project Delivery & Engineering	On Track	The designer for the reconfiguration of Chapman Road from Cathedral Avenue to Forrest Street has been appointed. The initial project kick-off meeting has been held, and work has commenced with initial investigations such as survey, traffic counts, geotechnical etc.	Chris Edwards
2.4.3	CBD Space Activation.	Economic Development	Complete	14 events hosted 2,575 participants 2 programs conducted	Heath Martin
2.4.5	Provide GRAG retail area for local artists to promote and market their creative works.	Geraldton Regional Art Gallery	Complete	Financial year-to-date sales income to artists and suppliers = \$27,500	Trudi Cornish
2.4.6	Coordinate Post Office Lane Gallery exhibitions.	Geraldton Regional Art Gallery	Complete	The Post Office Lane Lightbox Gallery exhibited "Biophilia" - For the Love of Nature by Janeen Horne. Expressions of interest were sought for the next round through 2024-2025.	Trudi Cornish
2.4.7	Coordinate cruise ship welcome hub.	Communications & Tourism	Complete	Quarter 4 saw the last ship visit for the 2023/24 season. This visit was made by the Pacific Explorer on 1 May. A total of 57% of Pacific Explorer's passengers and crew came ashore, making it a total of 1,737 passengers and crew exploring Geraldton. According to Remplan estimates, this ship visit generated \$0.3 million in output to the local economy. The visit of the Pacific Explorer on 1st May was successful, notwithstanding several last-minute changes to the ship's schedule. Initially, additional visits were planned for 3rd and 4th May. However, these visits did not materialize. Another noteworthy adjustment to the cruise calendar for this quarter was the addition of an overnight visit by the Pacific Explorer during the weekend of 20th to 21st April. Unfortunately, this visit was cancelled on the day of arrival due to unfavourable weather conditions. Despite the unforeseen changes and cancellations, the overall visit of the Pacific Explorer to Geraldton in Quarter 4 was beneficial, both in terms of visitor engagement and economic impact. The City, in collaboration with Midwest Ports and Euphorium, managed the situation proactively and effectively.	Keely Grieve Aidan Salmon
2.4.9	Coordinate the Marine Terrace Mall Banner programme.	Libraries	Complete	22 banners displayed over 12 weeks - ANZAC Day, Centacare/Volunteer Week and Reconciliation Week.	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	Complete	Project Midwest website retired.	Heath Martin
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	Complete	Events delivered this quarter are A Day in the Laneway, Iwarra Wilungga, Stargazing in Greenough, Films on the Foreshore, and ANZAC Day commemorations.	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	COMMENTS (4th Qtr.)	RESPONSIBLE
3.1 A City that is planned, managed and maintained to provide for environmental and community wellbeing					
3.1.1	Deliver the annual Roads and Footpaths Renewal Programs	Maintenance Operations and Project Delivery & Engineering	Complete	All 21 rural road re-sheets completed prior to 30 June 2024. 7 footpaths were scheduled for completion in the year and 7 were completed. Similarly, all of the remaining chip seal and asphalt road renewal projects scheduled for the year were completed. 2 additional projects were also brought forward from next years renewal program in place of the 2 deferred projects to utilise available surplus budget.	Kerry Smith and Chris Edwards
3.1.6	Process planning applications within statutory timeframe.	Town Planning	Complete	68% (50 of 68) assessed within the 20 working days. Average assessment time for all applications 22 days.	Heath Martin
3.1.7	Respond to subdivision referrals within statutory timeframe.	Town Planning	Complete	100% (5 of 5) assessed within 30 working days. Average assessment time for all referrals 7 days.	Heath Martin
3.1.8	Process certified applications within statutory timeframe.	Building Surveying	Complete	88% of certified applications were assessed and issued within 8 working days. Average assessment time of 6 days.	Heath Martin
3.1.9	Process uncertified applications with statutory timeframe.	Building Surveying	Complete	93% of uncertified applications were assessed and issued within 20 working days. Average assessment time of 11 days.	Heath Martin
3.1.10	Review and update the 10 year Fleet asset renewal program to include transition to zero emission vehicles.	Fleet Services	On Track	The Mullewa Admin pool car and second last Civic pool car is scheduled to be renewed with Hybrid replacements in 24.25. The last Civic pool vehicle is scheduled to be replaced with a hybrid vehicle in the 25.26 financial year. Phase 2 of the transition to low emission vehicles will occur when the existing hybrid vehicles are due for renewal and will see Electric vehicle adoption with the introduction of charging infrastructure at the Civic building and out centres.	Brad McLean
3.1.11	Review and update the Fleet Asset Management Plan including transition considerations to zero emission vehicles.	Fleet Services	On Track	Watching industry closely for advancement in EV technology for viable replacement options for the City's commercial vehicles.	Brad McLean
3.1.12	HMAS Sydney II Memorial - garden bed renewal and replanting.	Sport and Leisure	Complete	The garden bed renewal project was completed in June 2023	Mark Adams
3.1.13	DoT Cycle Path - Chapman Road - design and construct shared pathway.	Project Delivery & Engineering	Complete	The project was completed in Q1 as scheduled.	Chris Edwards
3.2 Regional leader in adapting to climate change					
3.2.1	Continue implementation of the City's Climate Mitigation Plan.	Climate	On Track	Council approved a submission from LMS Energy for a build-own-operate gas management facility at the Meru Waste Management Facility. City officers are currently working with LMS Energy to negotiate an agreement for the long term management of greenhouse gas emissions from the Meru Waste Management Facility. The initial gas management project will focus on capturing gas from legacy cells 1-4 to be run in conjunction with capping of those cells	Michael Dufour
3.2.5	Micro-grid installation at Geraldton Airport Precinct.	Geraldton Airport	On Track	RFT 2324 24 tender submissions have been received and tender evaluation process is in final stage.	Andrew Freers

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	All 21 rural road re-sheets completed prior to 30 June 2024.	Kerry Smith
3.3.2	Continue renewal of stormwater assets.	Maintenance Operations	Complete	Stormwater renewal programme completed with additional work also completed through the renewal emergent fund.	Kerry Smith
3.3.3	Complete playground audits and associated renewal programmes.	Maintenance Operations	Complete	All facets of this programme completed including in-house playground audits, two X third party safety audits and repairs and renewals identified through the audits are completed. The skywalk on the foreshore has been difficult to keep in service due to failing components and difficulty in procuring replacement parts from overseas suppliers however out of service periods have been kept to a minimum.	Kerry Smith
3.3.4	Continue upgrades and renewal to irrigation systems and parks including furniture and landscaping.	Maintenance Operations	On Track	Irrigation upgrades completed in accordance with the renewal programme without issue. Park furniture renewals completed. Landscape upgrades including renewal planting delayed slightly and due to be completed by end of July 2024 due to a lack of local contract resources and delayed start to winter planting season.	Kerry Smith
3.3.5	Maintain approximately 830 kilometres of sealed road network.	Maintenance Operations	Complete	No issues identified with the road maintenance programme. Sealed road network maintained in good condition throughout the year.	Kerry Smith
3.3.6	Maintain approximately 1,220 kilometres of unsealed road network.	Maintenance Operations	Complete	Maintenance of unsealed roads has been completed with no issues through the 4th quarter. Increased rain fall through June resulted in minor scouring to small localised areas but these have been repaired quickly.	Kerry Smith
3.3.7	Maintain approximately 200 kilometres of stormwater infrastructure including 172 drainage sumps.	Maintenance Operations	Complete	Maintenance programmes completed by the end of the financial year with no issues. Proactive maintenance programme, assisted by improving asset data, has provided excellent results and above average service levels with SW network and retention sumps operating efficiently through the first winter rains.	Kerry Smith
3.3.8	Maintain approximately 200 parks and open space reserves including 54 playgrounds.	Maintenance Operations	Complete	Service levels for Parks, Open Space and Playgrounds remained at a high level through Q4. All parks including active reserves in very good condition with the exception of limited occurrences of vandalism that forced a few assets to be temporarily closed.	Kerry Smith
3.3.9	Maintain approximately 300 trees under power lines.	Maintenance Operations	Complete	This programme completed prior to the 4th quarter in accordance with the intended timeframe.	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	Conservation plan updates have been incorporated into the operational plan for delivery in the 2024/25 financial year.	Gabrielle Wilkinson
3.3.11	Deliver 4 Regional Road Group funded road renewal projects	Project Delivery & Engineering	Complete	The fourth and final Regional Road Group project was completed in Q4	Chris Edwards
3.3.13	Deliver Local Roads Community Infrastructure Program (LRCIP) - Stage 4	Project Delivery & Engineering	Needs attention	The Nubberoo Culvert project commenced as planned in the quarter but progress had to be halted due to flooding of the job site. Works did not commence on the African Reef Footpath as planned in the quarter, but the RFQ for the earthworks portion of the footpath was advertised and the concreting contractor was procured. The Meru Weighbridge design was completed in the quarter, and the RFT will be advertised and awarded in Q1 of FY24/25.	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	Complete	In the last quarter City Precinct team serviced and maintained the City Precinct, foreshore and high profile areas. These services included mowing lawns, path sweeping, garden maintenance, high pressure cleaning, graffiti removal, and maintenance of the showers and drink fountains. Extensive footpath and limestone painting was also conducted along the foreshore. The team also organised the annual CBD tree pruning program. The team supported high profile events such as Shore Leave and the numerous cruise ship visits by ensuring the foreshore area was maintained to a high standard and presented well to the community. The team supported the maintenance and presentation of the HMAS Sydney Memorial II by mowing, pruning, graffiti removal and general upkeep to ensure the memorial is presented to the highest standard to the community. This included new limestone kerbing, lighting and cleaning of the Dome propellor.	Mark Adams	
3.4.2	Delivery of 25,000 to 30,000 native plants for City and community projects.	Climate Environment & Waste	On Track	The Community Nursery has managed to deliver the required plants to the City projects. Overall the total number of plants propagated is below the target. However, with a new community nursery officer in place and with some external advice, nursery process efficiencies and improvements have been put into place.	Michael Dufour	
3.4.3	Review and update the Cycling Strategy 2050	Project Delivery & Engineering	Needs attention	Liaison has continued with the Dept of Transport, who are responsible for the review of the Cycling Strategy. They have appointed the consultant to undertake the Strategy.	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	The works program is progressing generally as scheduled with all road renewal and footpath projects having been completed as planned. The Recreation Ground Sports Lighting Towers project, the African Reef Footpath project, and the Meru Weighbridge project will all be completed in FY24/25, having been delayed by late grant funding approvals. The Nubberoo Culvert renewal project will also be delayed due to inclement weather. There have been no reportable safety incidents in the quarter.	Chris Edwards	
3.4.5	Spalding Revitalisation Project - complete design and construction of grant funded works.	Project Delivery & Engineering	Complete	The project was completed in Q2 as scheduled.	Chris Edwards	
3.4.6	Design of the replacement Walkaway-Nangetty Bridge	Project Delivery & Engineering	Complete	The design of the bridge has been completed. Western Power has been scheduled to move the overhead powerline. Water Corporation's new water pipe will be installed by the head contractor during construction of the bridge. An Aboriginal Heritage Section 18 application approval has been obtained.	Chris Edwards	
3.4.7	Deliver the Aquarena 50m Outdoor Pool Upgrade	Project Delivery & Engineering	Complete	The pool was opened to the public in Q2 as planned.	Chris Edwards	
3.5 An integrated emergency and land management approach						
3.5.1	Completion of bushfire mitigation projects.	Emergency Management	Complete	QA has been completed by DFES - passed, awaiting on review of acquittal documents.	Andy Gaze	
3.5.2	Annual firebreak notice and inspections.	Emergency Management	Complete	Reviewed FB booklet, created new 2 page notice. Approved by EMT and now with CGG printing contractor. Gazettal and website update to occur in July.	Andy Gaze	
3.6 The natural environment is valued, protected and celebrated						
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	Construction work on the project was completed in Q2 and the facility opened to the public early in Q3.	Chris Edwards	
3.6.5	Coastal Asset Condition Assessment	Environment & Sustainability	On Track	The City's Marine Assets have been inspected. The City's consultant is currently completing the asset inspection report and asset management plan. City officers have applied for a Department of Transport Coastal Adaptation and Protection grant for ongoing monitoring of the Geraldton Coastal Erosion hotspots where the majority of the City's marine assets are located.	Michael Dufour	

	3.6.7	Drummonds Coastal Protection - investigation into management of coastal erosion and community recreation improvements.	Environment & Sustainability	Needs attention	The Department of Transport is in the final stages completing its studies to inform preferred designs. Boat launching (informal or formal) is not included in the design options. The current preferred option is to fund sand nourishment	Michael Dufour
3.7 Moving towards a circular economy						
	3.7.5	Develop an Emergency Waste Management Plan for the City (State Legislative Requirement).	Waste Management	Deferred	The Waste Services Team is working with the Emergency management team to work towards a draft plan in FY2024/25	Michael Dufour
	3.7.6	Implement Kerbside Residential Bin Audit	Waste Management	Complete	An interim bin-audit was completed with significant levels of contamination identified. A full bin-audit is planned to be undertaken in FY 2024/25.	Michael Dufour
	3.7.7	Develop and implement Meru Master Plan.	Waste Management	On Track	A specialist waste consultant has been appointed to develop designs for new liquid waste ponds at Meru. Information gathering has been planned to ensure that the new ponds cater for the types and volumes of liquids waste expected to be received at Meru.	Michael Dufour
	3.7.8	Detailed Design Meru Recycling Shed & Weighbridge Office	Waste Management	On Track	Design is in progress and has reached 85% design stage. Completion of the design is expected in Q1 of FY24/25	Chris Edwards
	3.7.9	Meru Fibre Optic & Power Upgrade Project	Project Delivery & Engineering	Complete	The project was completed in Q3 as scheduled	Chris Edwards

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

OUR STRATEGY		PROGRAMS & SERVICES	STATUS	COMMENTS (4th Qtr.)	RESPONSIBLE
4.1 Meaningful customer experiences created for the people we serve					
4.1.1B	Implement the strategies in the Customer Experience Strategy.	Customer Experience	Complete	Actions from the Customer Experience Strategy are on track and continuously being implemented.	Natalie Hope
4.1.2	Ensure Customer Charter objectives are achieved.	Customer Experience	Complete	Customer Charter objectives are being achieved.	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	Complete	The LTFP was reviewed in conjunction with preparation of the 2023-24 budget and adopted by council at its meeting on 27 June 2023. The LTFP takes into account the current economic climate and seeks to maintain the City's financial sustainability into the future. The next review will be undertaken toward the end of 2024 calendar year.	Nita Jane
4.3 Accountable leadership supported by a skilled and professional workforce					
4.3.3	Prepare and adopt the Annual Budget prior to 30 June.	Treasury & Finance	Complete	The 2024-25 Annual Budget was adopted by Council at its meeting held 25 June 2024.	Nita Jane
4.3.4	Prepare the Annual Financial Report and facilitate the Office of the Auditor General Audit.	Treasury & Finance	Complete	The 2022-23 Annual Financial Report was presented to the Audit Committee and Council in January 2024. The interim audit for the 2023-24 year was conducted on site during May 2024 with the final audit scheduled for later in the year.	Nita Jane
4.3.5	Develop and implement the Strategic Internal Audit Plan.	Treasury & Finance	Complete	The endorsed Strategic Internal Audit Plan 2021-2025 is being implemented. A review of the plan and timing of actions was completed and endorsed by the Audit Committee in January 2024. Audit actions are in progress.	Nita Jane
4.3.6	Undertake Financial Management Systems Review (FM Reg 5)	Treasury & Finance	Complete	The Financial Management Systems Review has been completed and the report presented to the Audit Committee and Council in May 2024.	Nita Jane
4.3.7	Undertake Audit Regulation 17 Review	Treasury & Finance	Complete	The Audit Regulation Review has been completed and the report presented to the Audit Committee and Council in May 2024.	Nita Jane
4.3.8	Manage the reporting and acquittals for grants received by the City.	Treasury & Finance	Complete	Grant reporting and acquittals are completed in line with the timeframes set by each funding body.	Nita Jane
4.3.9	Develop new Workforce Plan 2023-2026.	Human Resources	Needs attention	The current Workforce Plan has been reviewed and extended 2019- 2024. The new plan will align with the new Strategic Community Plan 2025 - 2029.	Natalie Hope
4.3.10	Implement the strategies in the 2023-2026 Workforce Plan.	Human Resources	On hold	Strategies are being implemented as per the Workforce plan 2019-2024.	Natalie Hope
4.3.11	Implement the strategies in the 2021 - 2025 EEO Management Plan.	Human Resources	Complete	The City as far as possible works towards the strategies and actions in the EEO Management Strategy, these are reported annually to the Equal Opportunity Commission.	Natalie Hope
4.3.14	Implement the Strategies in the 2021 - 2024 City Wellness Plan.	Human Resources	Complete	The City's Wellness Strategies are ongoing and being delivered successfully.	Natalie Hope
4.3.16	Renegotiate Enterprise Agreement.	Human Resources	Critical	The WASU have rejected our requests for a flexible working clause that was proposed and drafted with legal review. As such we are preparing the final document for signing. The City has now successfully lodged our s.42G application to the Commission to determine the % increases in the 2nd and 3rd year as both the City and the WASU have been unable to reach a negotiated position.	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	Complete	Financial ratios are no longer required to be included in financial reporting or audited, however the LTFP 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	Complete	Rate collection efforts have continued with 96.94% of current rates and 52.03% of arrears collected for the 2023/24 financial year. Modelling has been completed and information prepared for the 2024/25 budget adopted on 25 June 2024. Billing for the new financial year will be done in July 2024.	Nita Jane	
4.4.5	Undertake CGG land asset disposal program.	Land & Property Services	Deferred	No bids met the reserve price for the land at auction, and it has now been listed with a sales agent. Additionally, a business case is being developed to optimize the marketing of Airport Tech Park before launching a sales program in the 2024/25 financial year.	Gabrielle Wilkinson	
4.4.6	Undertake annual new Capex & Renewal Program for City buildings.	Land & Property Services	Needs attention	A significant portion of City building projects were finalised in the fourth quarter with 11 of 15 completed.	Gabrielle Wilkinson	
4.4.7	Annual completion of Compliance Audit Return to DLGSC.	Corporate Compliance & Safety	Complete	All actions relating to Compliance Audit Return completed in Quarter 3. No further actions required.	Brodie Pearce	
4.4.8	Completion of annual Insurance renewal.	Corporate Compliance & Safety	Complete	Insurance renewal completed in quarter 4, LGIS WA provided updated Certificates of Currency verifying insurance coverage	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	Needs attention	This quarter saw a slow down on project delivery whilst the project team embarked on a journey to set themselves up for success. This involved the finalising of some project artefacts, improved document management, creation of over 30 system support and project delivery processes, some system management and support standards, a revised Phase 2 delivery schedule, and more frequent reporting to the executive management team to expedite decision making. As a result of this work, in progress modules have been delayed as they are reviewed for alignment to new delivery processes and ensure business value will be delivered. One module - HRP (Performance) went live. Supply Chain Management (Contracts) begun.	Dennis Duff	
4.5.2	Implement the City's Work Health & Safety Implementation plan.	Corporate Compliance & Safety	Complete	Work Health & Safety Implementation plan is published to the City's Safety Hub Intranet page and has been incorporated into the Safety Committee agenda. WHS actions are reported to the Executive Management Team monthly. In the most recent Safety Committee Meeting the Plan was discussed in detail with recommendations on possible improvements that can support its implementation	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	Complete	Attended interagency and Mullewa community workshops regarding anti-social behaviour within Mullewa and assumed leadership of the interagency group. Streamlined and delivered onsite visitor servicing for Mullewa Caravan Park during Mullewa Muster. Advocated to Main Roads WA for RAV7 designation for Mingenew-Mullewa Road. Facilitated staff training with Department of Transport to provide local driver and vehicle licensing services.	Darren Simmons	
4.6.2	Implement the Community Engagement Framework.	Community Engagement	Complete	Activities Underway: Youth Precinct Redevelopment; QEII Annual Services Survey; QEII Facilities and Amenities Survey; Walkaway Hall Kitchen Renewal; Emergency Response Plan Review; Nangetty Walkaway Bridge Replacement; Deepdale Speed Limit Changes; Inclusive Participation Program Feedback; CHRMAP Operational Coastal Policy; Million Trees Project. Completed Activities: Bringoo Recreation Reserve Activation; FOGO Trial; Youth Strategy Development; Francis Street Boat Ramp Renewal; Staff Workplace Commute Survey.	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	All actions relating to online records were completed in prior quarters. No further actions required.	Brodie Pearce	
4.6.4	Conduct Annual Community Perceptions Survey.	Strategic Planning	On hold	Waiting on outcomes of Local Government Reform Tranche 2 Bill that will include a Community Engagement Charter.	Nita Jane	
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	Complete	All actions relating to prior years Election completed in Quarter 3. No further actions required.	Brodie Pearce	
4.7.2	Process and undertake required reviews to ensure compliance with amendments to the Local Government Act 1995 and regulations.	Governance	Complete	Monthly review of City Compliance Calendar/Plan to ensure currency. Monthly review of State Law Publisher, and Department of Local Government publications to verify possible amendments to legislation.	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	The CEO's office sends out invitations to Councillors when the WALGA training is available and arranges their bookings and travel. This quarter, the Mayor and Councillors are considering attendance at the annual WALGA conference and who should attend. Some Councillors are completing their mandatory training on-line.	Ross McKim	
4.8 Deliver secured technology that supports sustainability, the environment, service delivery and the community						
4.8.5	Establish Cyber Security Framework.	Information Communications Technology	On Track	Following a recent IT General Controls audit, some minor changes to current standards were made. One additional security standard and one change management standard were created for the IBIS ERP system. Monthly Information Security Risk Assessments have been taking place with actions assigned for mitigation. Work progressed towards finalising a specification for a Risk Based Vulnerability Management System - a project contained in the Cybersecurity Strategy. Development of an Information Security Operational Policy is still in progress. During the period, also met with the Australian Cyber Security Centre, completed training for Cyber and IT staff, and completed an Essential 8 maturity assessment. Cybersecurity has also been heavily involved in the IT Network redesign project.	Dennis Duff	
4.8.7	Review and improve ICT Business Continuity and Disaster Recovery capability.	Information Communications Technology	On Track	The IT Disaster recovery plan underwent a major test which identified shortcomings in responsibilities of 3rd parties that need to be addressed within contracts. No significant progress on the IT business continuity plan this quarter whilst the network redesign project is still being delivered.	Dennis Duff	
4.8.8	Review, design and implement a revised network topology.	Information Communications Technology	On Track	All hardware received. Design and implementation planning underway. First test sites scheduled for Q1 24/25.	Shane Bishop	

4.9 Collaboration and strategic alliances with Local Government partners delivers results for common aspirations

4.9.1	Oversee the management of the Midwest Libraries Consortium which includes seven partner Shires.	Library Services	Complete	The Midwest Libraries Consortium consists of the City of Greater Geraldton and the Shires of Northampton, Carnarvon, Chapman Valley, Dandaragan, Mingenew, Coorow, Cue, Irwin, Exmouth, Morawa, Useless Loop and Mount Magnet. # of Customer memberships in Consortium (not including CGG) = 1,762 # Consortium loans (Not including CGG) for quarter = 6,504 physical and 4,603 e-resources	Trudi Cornish
4.9.3	WALGA participation.	Office of CEO	Complete	This work continues. With Council endorsement, the City's Financial Sustainability submission to the Federal Government was supported by the NCZ of WALGA which the city greatly appreciated. The city also enabled the NCZ to hear the Owl Friendly Shire presentation from the Just Raptors Community Group.	Ross McKim
4.9.4	Regional Capitals of Western Australia participation.	Council	Complete	RCA and RCAWA meetings attended either in person or on-line. In this quarter, a RCA meeting was attended in person as well as in person attendance at the RCAWA annual meeting with the Director Generals in Perth.	Ross McKim