

# ATTACHMENTS

## Audit, Risk and Governance Committee Meeting

10 September 2024

# ATTACHMENTS TO AGENDA ITEMS

Audit, Risk and Governance Committee Meeting - 10 September  
2024

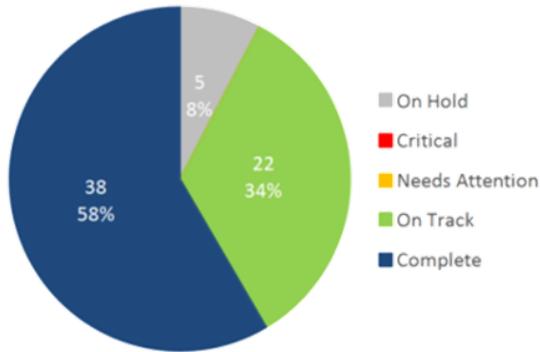
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# CORPORATE BUSINESS PLAN | COUNCIL REPORT

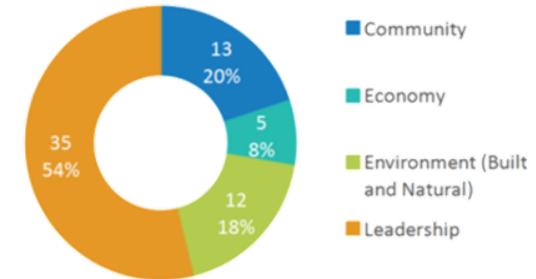
## Corporate Actions that we will deliver over 2023 / 2024 | Q4 Dashboard | Apr to Jun 2024

### STATUS SNAPSHOT

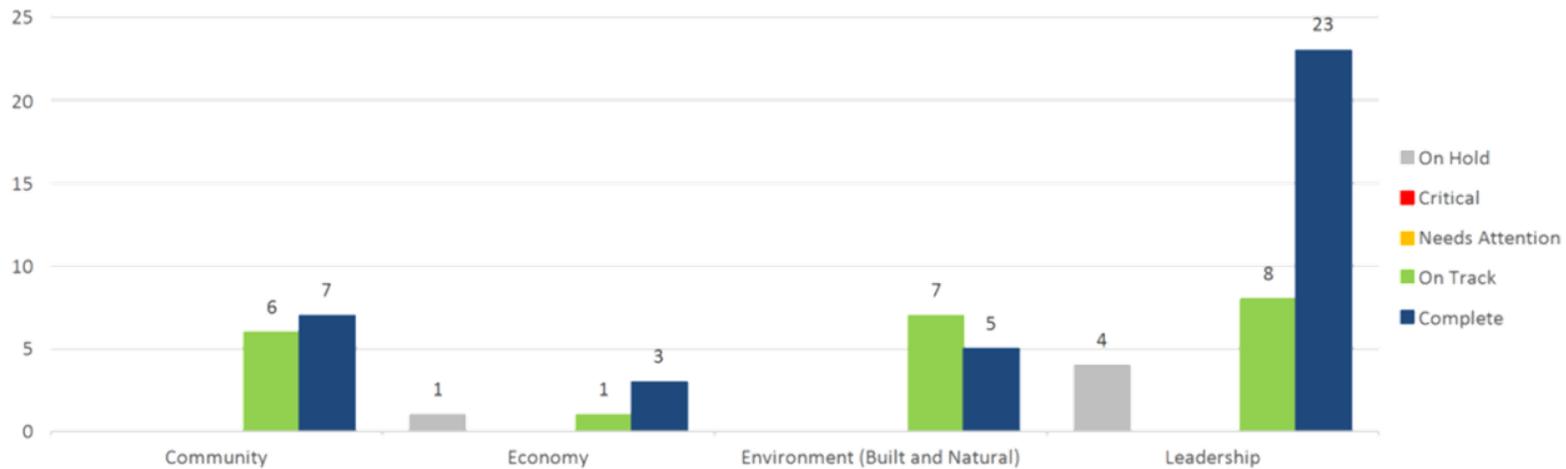


**65**  
**Corporate**  
**Project /**  
**Activities**  
**in Total**

### STRATEGIC DIRECTION SNAPSHOT



### STATUS TRACKING BY STRATEGIC DIRECTION



# CORPORATE BUSINESS PLAN | 2023 / 2024 | QUARTER FOUR REPORT

## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
1	Community	1.1 Culture and community	1.1.2 Facilitate and create opportunities for inclusive and cohesive social, cultural and healthy activity in the City	<b>Access and Inclusion Plan (AIP) 2022 - 2027 - Action Implementation</b>	Ongoing	Complete	100 %	Implement the actions as detailed in the City's Access and Inclusion Plan	<p><b>QTR 4   Apr to Jun 2024</b> The City hosted Perfectly Queer in South Perth 2024 in May/June after positive feedback from YACWA. The City ran a Seniors Exercise/balance program at the seniors exercise equipment at Neil McDougall Park. Grant offered by Injury Matters. Positive feedback received from all participants who are continuing the program with a private agreement with Outdoor Active. The City facilitated an Elder Abuse awareness event in partnership with Northern Suburbs Legal Rights, South Care and Knitter Knatters a local craft group run out of South Perth Library. The finished product was displayed at Parliament House for World Elder Abuse Awareness Day. Met with the City's Inclusive Community Advisory Group to discuss initiatives for 2024/2025.</p> <p><b>QTR 3   Jan to Mar 2024</b> The City events continue to have AUSLAN interpreters, track matting, ACROD and all genders toilets. The City is hosting Perfectly Queer in South Perth 2024 in May/June after positive feedback from YACWA. The City is running a Seniors Exercise/balance program at the Seniors Exercise Equipment at Neil McDougall Park. Grant offered by Injury Matters. The City is facilitating an Elder Abuse awareness event in partnership with Northern Suburbs Legal Rights.</p> <p><b>QTR 2   Oct to Dec 2023</b> The City hosted the Disability Assembly WA event. The City's lighting schedule for Mindeerup has been updated with relevant access and inclusion awareness days City events continue to have AUSLAN interpreters, track matting, ACROD and gender neutral toilets. City staff attended homelessness training to ensure all interactions with people identified as "homeless" are done in a dignified way. The City held two events for seniors Memory Bridge designed to help assist carers and professionals to learn a new way of thinking about dementia and Song story a live production of songs that hold a special place in our seniors' lives. The City has entered into a partnership agreement with Soroptimist South Perth working towards building affordable housing for women over 55 at risk of homelessness.</p> <p><b>QTR 1   Jul to Sep 2023</b> The City continued to implement, monitor and evaluate the actions within the Access and Inclusion Plan. The following actions occurred during the reporting period:  <ul style="list-style-type: none"> <li>• The City ensured the provision of ACROD parking, universal access toilets, and other accessibility initiatives at local community events and programs, such as Emerging Artist Award and NAIDOC Week.</li> <li>• The City's Inclusive Community Advisory Group met in August 2023 and provided feedback on optimising access and inclusion for City projects.</li> <li>• The City's recruitment information/job advertisements included a written statement to encourage applications from people with disability, First Nations people or people from diverse backgrounds.</li> <li>• The City supported the provision of programs and services that included opportunities for people with disability, disadvantaged people and people from diverse backgrounds e.g. modified sport and recreation programs held at GBLC, homelessness support, food relief program for vulnerable people, home reader service, multi-cultural playgroups in community facilities, and schemes to assist low-income earners to participate at local sporting and recreation facilities.</li> </ul> </p>	

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2	Community	1.1 Culture and community	1.1.2 Facilitate and create opportunities for inclusive and cohesive social, cultural and healthy activity in the City	Master Planning	Ongoing	On Track	70 %	Implementation of the master plans for Challenger Reserve, George Burnett Park and Hensman Street Recreation Precinct. Monitor and evaluate the implementation.	<p><b>QTR 4   Apr to Jun 2024</b></p> <p>George Burnett Recreation Precinct Masterplan is progressing. Manning Bike Track tender awarded to Three Chillies. A new dual-use pathway has been constructed through George Burnett Park, with the path situated at the rear of the Leisure Centre. The City also continued planning for the provision of new all-gender changerooms and additional sports lighting at the Park.</p> <p>Challenger Reserve Masterplan is progressing, with the City undertaking planning for the provision of new all-gender changerooms and additional sports lighting at the reserve. The proposed cricket training nets project is on hold pending further investigation regarding placement.</p> <p><b>QTR 3   Jan to Mar 2024</b></p> <p>George Burnett Recreation Precinct Masterplan is progressing. Bike Pump Track tender has been approved and the contract is being developed/awarded. A new dual-use pathway has been constructed through George Burnett Park, with the path situated at the rear of the Leisure Centre.</p> <p>Challenger Reserve Masterplan is progressing, with the City undertaking planning for the provision of new all-gender changerooms and additional sports lighting. The proposed cricket training nets project on hold pending further investigation regarding placement.</p> <p><b>QTR 2   Oct to Dec 2023</b></p> <p>George Burnett Recreation Precinct Masterplan is progressing. Bike Pump Track tender is currently open and closes on 31 January, OCM report planned for March 2024 meeting. Also, the project consultant has presented the cycling needs assessment report to the City.</p> <p>Challenger Reserve Masterplan is progressing, with the City undertaking planning for the provision of new all-gender changerooms and additional sports lighting. The proposed cricket training nets project on hold pending further investigation regarding placement.</p> <p><b>QTR 1   Jul to Sep 2023</b></p> <p>George Burnett Masterplan is progressing with procurement preparation for the Bike Pump Track, expected to go to tender in November 2023. Draft report of the cycling needs assessment has been received.</p> <p>Challenger Masterplan is progressing, with planning commenced for cricket training nets.</p>	

# CORPORATE BUSINESS PLAN | 2023 / 2024 | QUARTER FOUR REPORT

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No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
3	Community	1.1 Culture and community	1.1.2 Facilitate and create opportunities for inclusive and cohesive social, cultural and healthy activity in the City	<b>Youth Plan - Action Implementation</b>	Ongoing	Complete	100 %	Implement the actions as detailed in the City's Youth Plan	<p><b>QTR 4   Apr to Jun 2024</b></p> <p>The following was completed in this quarter:</p> <p>Youth Week - Neon Festival and Painting in the Dark.                      SPYN- five meetings, two new members recruited and two planting days with youth volunteers and Markers Markets at Sounds on Bunuru Events.                      Speak with Confidence Awards, two youth library events, School Tree Day and Arbor Day.</p> <p><b>QTR 3   Jan to Mar 2024</b></p> <p>Youth Maker's Markets were successfully held at Sounds of Bunuru Concert, with 15 young stallholders.                      Ted Maslen Awards were delivered. Spill the Beans program began with Headspace. Preparations for Neon Festival are almost complete. Regular meetings with the South Perth Youth Network, including the members meeting with our comms team to discuss future marketing methods to recruit new members. Ran Dungeons &amp; Dragons session at the libraries during the school holidays. This has now become a regular program for both South Perth &amp; Manning Libraries.</p> <p><b>QTR 2   Oct to Dec 2023</b></p> <p>The City continues to deliver an array of youth programs &amp; events, including the Youth Makers Markets at the City's Carols at Sunset event, Christmas crafts workshop at George Burnett Leisure Centre, and Halloween at Manning Hub. The City remains active in the Local Drug Action Group and our local Youth Sector Network. Meeting with the South Perth Youth Network are still occurring regularly with two new members joining this quarter.</p> <p><b>QTR 1   Jul to Sep 2023</b></p> <p>Youth Programs and Events - The City planned and facilitated school holiday events and volunteering opportunities for local young people.                      Youth Places and Facilities - The City programmed low-cost leisure activities for young people at the George Burnett Leisure Centre.                      Youth Communication - The City promoted positive stories of young people in the community.                      Youth Development - South Perth Youth Network meetings were held with 2 new members recruited through a new recruitment campaign. Additionally, the City engaged with the Australian School of Entrepreneurship to deliver YES (Young Entrepreneur Summit) Perth, which was a one-day interactive summit for primary and secondary students featuring keynote presentations, panel discussions, and interactive group workshops on leadership, public speaking, financial literacy, and ideation.</p>	

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No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
4	Community	1.2 Community infrastructure	1.2.1 Maintain current and plan, develop and facilitate community infrastructure to respond to community needs and priorities	<b>Community Recreation Facilities Plan 2019 - 2033 - Action Implementation</b>	Ongoing	On Track	90 %	Implement, monitor and evaluate the Community Recreation Facilities Plan	<p><b>QTR 4   Apr to Jun 2024</b> Completed projects - universal access toilet upgrades undertaken at Manning Bowling Club, Como Bowling Club, and South Perth Bridge Club. Additionally, the City has completed the development of Hensman Park Master Plan; and George Burnett Recreation Precinct Cycling Needs Assessment. A fees and charges review has also been undertaken for local sporting reserves. A review of the Community Recreation Facilities Plan was completed. The review of the Public Open Space Strategy has commenced.</p> <p><b>QTR 3   Jan to Mar 2024</b> Completed projects - universal access toilet upgrades undertaken at Manning Bowling Club, Como Bowling Club, and South Perth Bridge Club. Additionally, the City has completed the development of Hensman Park Master Plan; and George Burnett Recreation Precinct Cycling Needs Assessment. A fees and charges review has also been undertaken for local sporting reserves. The review of the Public Open Space Strategy and the Community Recreation Facilities Plan has commenced.</p> <p><b>QTR 2   Oct to Dec 2023</b> Completed projects - cricket facilities upgrade; toilet upgrades at Manning Bowling Club, Como Bowling Club, Hensman Park Master Plan, GBLC Cycling Needs Assessment, South Perth Bridge Club; and sports reserves fees and charges review are completed. Projects that have commenced and are on track - Public Open Space Strategy review</p> <p><b>QTR 1   Jul to Sep 2023</b> Completed projects - cricket facilities upgrade; toilet upgrades at Manning Bowling Club, Como Bowling Club, and South Perth Bridge Club; Hensman Park Master Plan and sports reserves fees and charges review is completed. Projects that have commenced and are on track - GBLC Cycling Needs Assessment, Public Open Space Strategy review</p>	
5	Community	1.2 Community infrastructure	1.2.1 Maintain current and plan, develop and facilitate community infrastructure to respond to community needs and priorities	<b>Underground Power Program</b>	01/06/2023 12:00:00 AM	On Track	75 %	Construction of the UGP program for South Perth & Hurlingham. Electrical design of Kensington (East & West), Waterford Triangle and Wesley Playing Fields	<p><b>QTR 4   Apr to Jun 2024</b> South Perth &amp; Hurlingham construction completion on track for November 2024. Western Power are currently finalising the detailed design for Kensington design.</p> <p><b>QTR 3   Jan to Mar 2024</b> South Perth &amp; Hurlingham construction completion on track for November 2024. Western Power are currently finalising the detailed design for Kensington design.</p> <p><b>QTR 2   Oct to Dec 2023</b> UGP program for South Perth &amp; Hurlingham is near completion. Electrical design of Kensington (East &amp; West), Waterford Triangle and Collins Oval/ Collier Reserve still to be finalised.</p> <p><b>QTR 1   Jul to Sep 2023</b> UGP program for South Perth &amp; Hurlingham is under construction. The design for Kensington (East &amp; West), Waterford Triangle and Wesley Playing Fields is in progress.</p>	

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6	Community	1.2 Community infrastructure	1.2.2 Effectively develop, manage and optimise the use of the City's properties, assets and facilities	10 Year Capital Program	Ongoing	Complete	100 %	Inclusion of developed projects into the Forward Works program. Development of an effective 5 + 5 Year Forward Works program for the City	<p><b>QTR 4   Apr to Jun 2024</b> Complete.</p> <p><b>QTR 3   Jan to Mar 2024</b> The 10 Year Capital Works program was provided to Finance to inform the development of the Long Term Financial Plan.</p> <p><b>QTR 2   Oct to Dec 2023</b> Met with internal business units in December to develop a 10 Year Capital Works program for long term planning.</p> <p><b>QTR 1   Jul to Sep 2023</b> The 10 Year Capital Program has been updated with information from relevant plans in preparation for updating the LTFP and preparing the 24/25 budget.</p>	
7	Community	1.2 Community infrastructure	1.2.2 Effectively develop, manage and optimise the use of the City's properties, assets and facilities	Asset Management Plans	Ongoing	On Track	90 %	Review and Develop Asset Management Plans for all major asset classes. Review the processes for evaluating Asset Management Plans, processes and asset sustainability	<p><b>QTR 4   Apr to Jun 2024</b> The final Draft Transport, Drainage and Fleet Asset Management Plans have been developed and are being reviewed by the relevant Managers.</p> <p><b>QTR 3   Jan to Mar 2024</b> The draft Transport Asset Management Plan has been reviewed, however further updates are required to ensure the most recent data is used to inform the plan.</p> <p><b>QTR 2   Oct to Dec 2023</b> The Draft Transport Asset Management Plan was being reviewed during this period.</p> <p><b>QTR 1   Jul to Sep 2023</b> The Transport Asset Management Plan is in draft and being internally reviewed.</p>	
8	Community	1.2 Community infrastructure	1.2.2 Effectively develop, manage and optimise the use of the City's properties, assets and facilities	Capital Projects Delivery - Engineering		On Track	95 %	Deliver the Capital Works Program in relation to the renewal and upgrade of City assets including roads, footpaths	<p><b>QTR 4   Apr to Jun 2024</b> 95% of the FY 23/24 Capital Projects has been completed, except for the final course of asphalt at Duckett Drive that was delayed due to weather (Rain).</p> <p><b>QTR 3   Jan to Mar 2024</b> 23 Capital Works Projects have been completed. These projects include: Pether Road (Davilak St to Goss Ave), Godwin Ave / Davilak St - Safe Active Street, Forward Street - Canavan Cr to Goss Ave, MRRG Manning Rd - Welwyn Ave to Canavan Cr, MRRG Douglas Ave - Shaftsbury St to Canning Hwy, MRRG Mill Point Rd - Mends St to Darley St, MRRG Angelo St Forrest St to Coode St, BlackSpot - Paterson St and Edgecumbe St, ROW 121 - Davilak St, Edgecumbe St, Clydesdale St, MRRG Talbot Avenue - Barker Ave to Saunders St, Ryrie Avenue - Murray St to Bland St, Black Spot - Canning Hwy and Ryrie Ave, Forrest St-York St Parking, Todd Avenue - Murray St to Bland St, Mill Point CI -Mill Pt Rd to Queen St, Cloister Ave -Welwyn Ave to Marsh Ave, Mill Point Rd - Scott St Intersection, Ley-Downey (DWG-4302), 52 Ryrie Ave Flooding Mitigation, Dick Parry Dr - Hayman Drainage Works, Path Link Kent St - Dick Perry to BS 27588 -Redmond St Reserve Footpath, Amery St - Baldwin St to BS11934 Talbot Ave</p> <p>Five (5) construction projects have commenced on multiple road projects, including: -Pether Road to Curtin Uni Cycle Link (Asphalt Cycle Path) -South Perth Esplanade (West) - Queen St to Mends St -Lansdowne Road - George St to Rathay St -Kennard Street - George St to Rathay St -South Perth Esplanade - Raised Priority Crossing Light</p>	

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									<p><b>QTR 2   Oct to Dec 2023</b></p> <p>10 Capital Projects have been completed on multiple roads, including:</p> <ul style="list-style-type: none"> <li>- Manning Rd - Welwyn Ave to Canavan Cr</li> <li>- Douglas Ave - Shaftsbury St to Canning Hwy</li> <li>- Angelo St - Forrest St to Coode St</li> <li>- Canning Hwy - Ryrie Ave</li> <li>- Forrest St - York St Street Parking Bays</li> <li>- Paterson St - Edgumbe St Mini roundabout</li> <li>- Cloister Ave - Welwyn Ave to Marsh Ave</li> <li>- Pether Rd Davilak Cr to Gross Ave</li> <li>- Forward St - Canavan Cr to Gross Ave</li> <li>- Redmond St Reserve Footpath</li> <li>- ROW 121 (Davilak Edgumbe Clydeside)</li> </ul> <p>Construction has commenced on multiple road projects, including:</p> <ul style="list-style-type: none"> <li>- Ryrie Ave - Murray St to Bland St</li> <li>- Talbot Ave - Barker to Saunders St</li> </ul> <p><b>QTR 1   Jul to Sep 2023</b></p> <p>Construction has commenced on multiple road projects, including Cloister Avenue, Manning Road, Pether Road, Godwin Avenue, Henley Street, Forrest Street, and York Street.</p> <p><b>QTR 4   Apr to Jun 2024</b></p> <p>Works completed for:</p> <ul style="list-style-type: none"> <li>- South Perth Seniors oven replacement</li> <li>- Manning Seniors Gas Heaters</li> <li>- Animal Care Facility Floor painting &amp; Veranda</li> <li>- Civic Centre Fencing</li> <li>- LED Upgrades</li> <li>- Electrical switchboard upgrades</li> <li>- Collier Golf Course Switchboard upgrades</li> <li>- Foreshore Changing places</li> <li>- HVAC Replacement programme</li> <li>- Rugby Club light heat replacement</li> <li>- Access Control Upgrade</li> <li>- Asbestos Replacement Programme</li> </ul> <p>Closeouts Outstanding (Awaiting handover documentation - ETA 3 weeks)</p> <ul style="list-style-type: none"> <li>- HVAC Replacement Programme</li> <li>- Access Control Upgrades</li> </ul>	
9	Community	1.2 Community infrastructure	1.2.2 Effectively develop, manage and optimise the use of the City's properties, assets and facilities	<b>Capital Projects Delivery - Facilities</b>		Complete	100 %	Deliver the Capital Works Program in relation to the renewal and upgrade of City facilities		

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									<p><b>QTR 3   Jan to Mar 2024</b></p> <p>Works completed for: South Perth Seniors oven replacement, Civic Centre Fencing, Manning Seniors gas heaters, Animal Care Facility Floor Painting &amp; Veranda works, LED Lighting Upgrade, Foreshore Changing places, Collier Golf Course Switchboard upgrades, Asbestos Replacement Program, Rugby Club Improvement works,</p> <p>In Progress: HVAC Replacement program, Access Control Upgrades, Electrical switchboard upgrades</p> <p><b>QTR 2   Oct to Dec 2023</b></p> <p>Works completed for: - South Perth Seniors oven replacement - Manning Seniors Gas Heaters</p> <p>Works in progress with completion within Q3: - Animal Care Facility Floor painting &amp; Veranda - Civic Centre Fencing - LED Upgrades - Electrical switchboard upgrades - Collier Golf Course Switchboard upgrades - Foreshore Changing places</p> <p>Procurement completed and ready to award/Schedule: - HVAC Replacement programme - Rugby Club light heat replacement</p> <p>Scope being finalised and ready for release: - Access Control Upgrade - Asbestos Replacement Programme</p> <p><b>QTR 1   Jul to Sep 2023</b></p> <p>Works completed: • South Perth Seniors oven replacement.</p> <p>Works awarded and construction planned for Q2 and Q3: • Civic Centre Fencing renewal, Manning Seniors gas heaters renewal, Animal Care Facility Floor Painting &amp; Veranda works, LED Lighting Upgrade – various sites, Electrical switchboard upgrades – various sites, Foreshore Changing places facility and Collier Park Golf Course Switchboard upgrades.</p> <p>Asbestos Replacement Programme: • Annual audit commenced and scoping in progress.</p> <p>Works Scheduled for Q2 and Q3: • Old Mill cabinet works and South Perth Library furniture</p> <p>Procurement work in progress: • HVAC Replacement program – various sites, Rugby Club lighting &amp; heating replacement, Access Control Upgrades – various sites and Parks Electrical switchboard upgrades – various sites.</p> <p>Request for Tender Release Scheduled for Q2 and Q3; • Comer St public toilet works and Operations Centre workstation upgrade works.</p> <p>Coode St public toilet proposal due to be presented to Executive in Q2.</p>	

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10	Community	1.2 Community infrastructure	1.2.2 Effectively develop, manage and optimise the use of the City's properties, assets and facilities	Capital Projects Delivery - Fleet		Complete	100 %	Deliver the Capital Works Program in relation to the renewal and upgrade of City fleet assets	<p><b>QTR 4   Apr to Jun 2024</b> All planned fleet purchases completed. All orders delivered and commissioned apart from 1 x Sand Spreader/ Top dresser for Collier Park Golf Course currently in route from supplier in Holland - expected August 2024.</p> <p><b>QTR 3   Jan to Mar 2024</b> All assets ordered and committed.</p> <p><b>QTR 2   Oct to Dec 2023</b> On track to procure and deliver vehicles and plant identified for replacement in 2023/2024 fleet replacement Plan</p> <p><b>QTR 1   Jul to Sep 2023</b> Procurement completed for Manager vehicles and carpenters' machinery. Quotes currently being sought for Engineering trucks. Request for quote documentation under development for Waste and Operations utility vehicles. Delivery delays on Mowers and Manager vehicles.</p>	
11	Community	1.2 Community infrastructure	1.2.2 Effectively develop, manage and optimise the use of the City's properties, assets and facilities	Capital Projects Delivery - Parks		On Track	95 %	Deliver the Capital Works Program in relation to the renewal and upgrade of parks infrastructure	<p><b>QTR 4   Apr to Jun 2024</b> Capital works projects are all invoiced and mostly completed. Minor finishing work is currently being carried out for replacement of Bill McGrath play equipment and Scented Gardens shelters at Sir James Mitchell Park.</p> <p><b>QTR 3   Jan to Mar 2024</b> Purchase Orders issued for two replacement scented garden shelters, Mindeerup to Millers pool mainline, Bill McGrath playground and Swanview playground. Bill Grayden playground almost complete. Bill Grayden oval irrigation is complete. Bill Grayden Stage 2 irrigation and tree planting is in progress.</p> <p><b>QTR 2   Oct to Dec 2023</b> POs issued for the two replacement scented garden shelters, the Mindeerup to Millers pool mainline, Bill Grayden playground, Swanview playground and Bill Grayden playground replacements. Bill Grayden oval irrigation is complete. Bill Grayden Stage 2 irrigation and tree planting to commence in March 2024. Bill McGrath playground is about to have PO issued.</p> <p><b>QTR 1   Jul to Sep 2023</b> Quotes are currently out for the replacement of two scented garden shelters and the Mindeerup to Millers pool mainline. Stakeholder consultation has been completed for the Bill Grayden, Bill McGrath and Swanview play areas. The Bill Grayden playground replacement has been designed and the contract is about to be awarded. Irrigation is 70% installed and the landscape tree planting area has been designed and 240 trees are growing in the City Nursery. The planning and investigation phase for the South Perth Foreshore river wall is underway.</p>	

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12	Community	1.2 Community infrastructure	1.2.2 Effectively develop, manage and optimise the use of the City's properties, assets and facilities	Capital Projects Delivery - Waste		Complete	100 %	Deliver the Capital Works Program in relation to the renewal and upgrade of City waste assets	<p><b>QTR 4   Apr to Jun 2024</b> Current capital projects completed. Scoping and preliminary designs for Recycle Centre improvements for 2024/25 FY budget commenced. Fire hydrant installation scoping undertaken.</p> <p><b>QTR 3   Jan to Mar 2024</b> Investigation and design currently in progress for Container Deposit Scheme and Recycle Shop road modifications and sewer connection.</p> <p><b>QTR 2   Oct to Dec 2023</b> Waste Operations Utility vehicle on order ETA May 2024</p> <p><b>QTR 1   Jul to Sep 2023</b> Request for quote documentation under development for Waste utility vehicle</p>	
13	Community	1.3 Community safety and health	1.3.1 Enhance community safety in conjunction with other agencies	Community Safety and Crime Prevention Plan 2022 - 2027 - Action Implementation	Ongoing	Complete	100 %	Implement, monitor and evaluate the Community Safety and Crime Prevention Plan	<p><b>QTR 4   Apr to Jun 2024</b> Several actions from the Community Safety and Crime Prevention Plan were undertaken including 121 Home Safety and Security Rebates being paid in the 23/24 Financial Year exhausting the \$30K Budget in early June 24. Provision of Constable Care education programs for the 0-7 year olds through our partnership took place during the school holidays.</p> <p><b>QTR 3   Jan to Mar 2024</b> The City's Community Safety Plan 2022-2027 implementation is designed to respond to priority areas as identified by the community. Home Safety - Home Safety and Security Rebate Program 82 rebates approved. Theft of possessions from motor vehicles - Community education continues Anti-social behaviour - CCTV trailer operational and deployed in identified crime hotspots - currently at Millers Pool until further notice. Data is being collected on weekends to monitor anti-social behaviour and number of vehicles. Eyes on the Street Campaign has been launched.</p> <p><b>QTR 2   Oct to Dec 2023</b> The City's Community Safety Plan 2022-2027 implementation is designed to respond to priority areas as identified by the community. Home Safety - Home Safety and Security Rebate Program 40 rebates approved. Theft of possessions from motor vehicles - Community education continues Anti-social behavior - CCTV trailer operational and deployed in identified crime hotspots Road safety - the City is now registered as a Roadwise Council</p> <p><b>QTR 1   Jul to Sep 2023</b> The City continued to implement, monitor and evaluate the actions within the Community Safety and Crime Prevention Plan. The following actions occurred during the reporting period:</p> <ul style="list-style-type: none"> <li>Facilitation of home safety and security equipment rebate program for the community.</li> <li>City purchased a new mobile CCTV trailer and it was registered/licensed.</li> <li>City liaised with Department of Communities (Housing) to request actions be undertaken to address long term community safety issues in Bunderra Close, Karawara. The outcome was new fencing was installed in the area and the Department had evicted some tenants who were causing repeated anti-social behaviour.</li> </ul>	

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## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
14	Economy	2.1 Local business	2.1.1 Ensure that the City is an attractive place for commercial activity	<b>Economic Development Plan - Implementation of Actions</b>	Ongoing	On Track	70 %	Bi-annual review of Plan. Undertake public consultation and recommendation to finalise review. Council endorse revised EDP.	<p><b>QTR 4   Apr to Jun 2024</b> Fees and charges reviewed to enhance local business success. Liaised with Development WA in respect to future planning and development of a Precinct Plan for technology park. Reviewed information from Small Business Development Corporation. Reviewed ongoing use of ID Profile</p> <p><b>QTR 3   Jan to Mar 2024</b> Tech Park - Supported advocacy via Tech Park Precinct Structure Plan Working Group &amp; innovation via Curtin University. Approached providers of collaborative workspaces to set up a co-working space for small businesses - demand will be market not City run. Investigated methods to collect data and statistics (such as number of visitors and busy periods) at key consumer centres via Spendmapp Data, and distributed reports to EMT. Supported the review of the City's Alfresco Dining Policy, and Alfresco Dining Trading Licence &amp; fees (March OCM). Development of guidelines for the implementation of parklets to be completed post-installation of City's trial parklet on Angelo. Created events for local businesses to increase engagement with businesses and provided networking, promotional and educational opportunities - with focus on Innovation. Investigated how City can support local businesses through CCR to embed local businesses in BAU processes for events. Developed business partnerships with local Aboriginal and Torres Strait Islander organisations such as Western Australian Indigenous Tourism Operators Council. Continued participating in the Small Business Friendly Local Government initiative through the Small Business Development Corporation (SBDC) and contributed to updated reporting requirements for SBFLG's. Ran 2023/24 the Buy Local, Shop Local marketing campaign</p> <p><b>QTR 2   Oct to Dec 2023</b> 70% completion rate of updated actions from mid-point review of EDP (August 2023 OCM). Buy Local Shop Local Campaign underway (Peninsula print and online content and planning for Q4 2023/Q1 2024). Participation in the Small Business Friendly Local Government initiative (report completed and working with SBDC on new reporting structure for LGA's). Review of the City's Alfresco Dining Policy, and Alfresco Dining Trading Licence and associated fees underway. Successful delivery of several events to foster a local business network group to increase engagement with businesses &amp; provide networking, promotional and educational opportunities.</p> <p><b>QTR 1   Jul to Sep 2023</b> 60% completion rate of updated actions from mid-point review of EDP (August 2023 OCM). Buy Local Shop Local Campaign underway (Peninsula print and online content and planning for Q4 2023/Q1 2024) - Participation in the Small Business Friendly Local Government initiative (report completed and working with SBDC on new reporting structure for LGA's) - Review of the City's Alfresco Dining Policy, and Alfresco Dining Trading Licence and associated fees underway - Successful delivery of several events to foster a local business network group to increase engagement with businesses &amp; provide networking, promotional and educational opportunities</p>	

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## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
15	Economy	2.1 Local business	2.1.2 Leverage learning, innovation and technology to benefit the community	Business Support Program	Ongoing	Complete	100 %	Build business capacity via a range of business development programs and activities for local businesses.	<p><b>QTR 4   Apr to Jun 2024</b> Social media advice provided to various businesses to promote their business activities.</p> <p><b>QTR 3   Jan to Mar 2024</b> Commenced Adapt by Design online Program with 10 businesses. Ran Business Over Coffee session and information sundowner/seminar at South Perth Library. Promoted in library services to support local businesses.</p> <p><b>QTR 2   Oct to Dec 2023</b> Ran capacity building workshop for small businesses on Social Media &amp; design for content creation, and worked on planning for 2024 activities.</p> <p><b>QTR 1   Jul to Sep 2023</b> Hosted 3 Business over Coffee events, sponsored 4 businesses to complete Curtin Ignition Program, attended 4 events to investigate and progress local innovation support, plus 6 eNewsletters with an average open rate of 45.6%, and various meetings to progress Business Support planning for Q4 2023 - Q2 2024.</p>	
16	Economy	2.1 Local business	2.1.3 Encourage and support local business and employment	Millers Pool Café Development	Ongoing	Complete	100 %	Construct and open café at Millers Pool South Perth (Subject to the approval and proponents delivery)	<p><b>QTR 4   Apr to Jun 2024</b> The Head Lease was executed on 27 February 2024. The City has been liaising with the proponents in regard to executing the sublease.</p> <p><b>QTR 3   Jan to Mar 2024</b> The Head Lease has received Minister for Lands consent and was executed on 27 February 2024. It was sent to the proponents for their information along with their sub lease for their review.</p> <p><b>QTR 2   Oct to Dec 2023</b> The Head Lease was sent to and reviewed by the City and sent back to the Department of Planning, Lands and Heritage with amendments for consideration and approval.</p> <p><b>QTR 1   Jul to Sep 2023</b> The Head Lease is currently with the Department of Planning, Lands and Heritage for consideration and approval.</p>	
17	Economy	2.2 Activated places	2.2.2 Enable the establishment of activities centres and neighbourhood hubs that offer diverse and viable mix of uses	Neighbourhood Precinct Plans (Local Development Plan)	Ongoing	On Hold	15 %	Present draft neighbourhood precinct plans to Council for consent to advertise. Present draft neighbourhood precinct plans to Council for endorsement. Implement and monitor endorsed neighbourhood precinct plans.	<p><b>QTR 4   Apr to Jun 2024</b> There is no requirement to progress as provisions to address built form outcomes are contained within LPS 7. The project is recommended for deletion in the next review of the Corporate Business Plan.</p> <p><b>QTR 3   Jan to Mar 2024</b> There is no requirement to progress as provisions to address built form outcomes are contained within LPS 7. The project is recommended for deletion in the next review of the Corporate Business Plan.</p> <p><b>QTR 2   Oct to Dec 2023</b> Investigations to commence following endorsement of draft LPS 7.</p> <p><b>QTR 1   Jul to Sep 2023</b> Investigations to commence following endorsement of draft LPS 7.</p>	

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## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
18	Economy	2.2 Activated places	2.2.2 Enable the establishment of activities centres and neighbourhood hubs that offer diverse and viable mix of uses	<b>Precinct Structure Plans (Activity Centre Plan)</b>	Ongoing	Complete	100 %	Implement, monitor all precinct structure plans. Major review of Canning Bridge Precinct Plan in consultation with the City of Melville. Undertake precinct planning within the Bentley Curtin Specialised Activity Centre in consultation with the Town of Victoria Park, DevelopmentWA, DPLH & Curtin Uni.	<p><b>QTR 4   Apr to Jun 2024</b> Implementation of Precinct Structure Plans ongoing.</p> <p><b>QTR 3   Jan to Mar 2024</b> City has met with City of Melville to discuss changes required to the plan by the Department of Planning, Lands and Heritage</p> <p><b>QTR 2   Oct to Dec 2023</b> Implementation of Precinct Structure Plans ongoing.</p> <p><b>QTR 1   Jul to Sep 2023</b> Implementation of Precinct Structure Plans ongoing.</p>	
19	Environment (Built and Natural)	3.1 Connected and accessible City	3.1.1 Facilitate a safe, efficient, accessible and reliable transport network that is pedestrian and cycle friendly	<b>Pathways and Joint Bike Plan - Implementation of Actions</b>	Ongoing	Complete	100 %	Implement recommendations identified in the Pathways and Bike Plans	<p><b>QTR 4   Apr to Jun 2024</b> Construction works on Godwin Avenue, Pether Road, Davilak Crescent now has been completed as part of the Joint Bike Plan</p> <p><b>QTR 3   Jan to Mar 2024</b> Construction completed, activation being prepare</p> <p><b>QTR 2   Oct to Dec 2023</b> Construction nearly completed on Godwin Avenue, Pether Road, Davilak Crescent and Henley Street.</p> <p><b>QTR 1   Jul to Sep 2023</b> Construction works commenced on Godwin Avenue, Pether Road, Davilak Crescent and Henley Street. Major construction on Godwin Avenue, Pether Road and Henley Street due for completion by end of October.</p>	
20	Environment (Built and Natural)	3.2 Sustainable built form	3.2.1 Develop and implement a sustainable local planning framework to meet current and future community needs	<b>Local Heritage Survey &amp; Heritage List</b>	Ongoing	On Track	50 %	Conduct the local heritage survey and heritage list review, in accordance with legislative requirements and Local Planning Scheme No. 7.	<p><b>QTR 4   Apr to Jun 2024</b> Review was deferred at May 2024 OCM to August OCM for approval to advertise.</p> <p><b>QTR 3   Jan to Mar 2024</b> Nomination period for Local Heritage Survey review has concluded and nominations are being assessed.</p> <p><b>QTR 2   Oct to Dec 2023</b> Call for Local Heritage Survey nominations scheduled 6-26 February 2024.</p> <p><b>QTR 1   Jul to Sep 2023</b> Review of thematic history and existing Local Heritage Inventory has commenced. Preparing consultation plan for call for nominations for places.</p>	

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No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
21	Environment (Built and Natural)	3.2 Sustainable built form	3.2.1 Develop and implement a sustainable local planning framework to meet current and future community needs	Local Planning Policy review and development	Ongoing	On Track	90 %	Maintain the local planning policy suite by reviewing and amending policies.	<p><b>QTR 4   Apr to Jun 2024</b> Prepared and advertised the Tree Retention Local Planning Policy (LPP)</p> <p><b>QTR 3   Jan to Mar 2024</b> 27 February 2024 Council resolved to revoke eight Local Planning Policies (LPPs) and adopt two new LPPs following the feedback period: Local Planning Policy – Heritage Conservation and Development Local Planning Policy – Building Height(External link) Local Planning Policy – Salter Point(External link) Advertise four new draft LPPs for a period of 21 days. These are to be considered for final approval at April/May 2024 OCM: Local Planning Policy – Non-Residential Development in the Residential Zone Local Planning Policy – Non-Residential and Mixed Use Development Local Planning Policy – Residential Development Local Planning Policy – Non-Residential Parking Final phase of LPP review to commence April/May 2024 (Trees, Waste, Short Term Rental Accommodation, ROW).</p> <p><b>QTR 2   Oct to Dec 2023</b> OCM February 2024 - four LPP's for advertising; 3 LPPs for final adoption; 8 LPPs for revocation. Remaining 6 LPPs are identified for amendment, revocation and development in 2024.</p> <p><b>QTR 1   Jul to Sep 2023</b> LPP review is staged across 2023/24. Estimated completion May 2024. The following Policies were drafted/ reviewed during this reporting period: • Local Planning Policy – Advertising Signage • Local Planning Policy – Design Review Panel • Local Planning Policy – Heritage and Conservation and Development • Local Planning Policy – Developer Contribution for Public Art &amp; Public Art Spaces • Local Planning Policy – Family Day Care and Child Day Care Centres</p>	
22	Environment (Built and Natural)	3.2 Sustainable built form	3.2.1 Develop and implement a sustainable local planning framework to meet current and future community needs	Local Planning Scheme No. 7	Ongoing	Complete	100 %	Implement, monitor and review LPS7.	<p><b>QTR 4   Apr to Jun 2024</b> Continued to implement LPS7. Delivered internal training on scheme provisions.</p> <p><b>QTR 3   Jan to Mar 2024</b> Minister for Planning approved LPS 7 on 11 March 2024. LPS 7 was published in the Government Gazette on 27 March 2024.</p> <p><b>QTR 2   Oct to Dec 2023</b> Awaiting final approval by Minister for Planning.</p> <p><b>QTR 1   Jul to Sep 2023</b> Western Australian Planning Commission considered draft Local Planning Scheme No. 7 on 24 October 2023. City presented a deputation at this meeting. Awaiting final approval by Minister for Planning.</p>	
23	Environment (Built and Natural)	3.2 Sustainable built form	3.2.1 Develop and implement a sustainable local planning framework to meet current and future community needs	Local Planning Strategy - Implementation Plan	Ongoing	Complete	100 %	Implement and monitor the Local Planning Strategy	<p><b>QTR 4   Apr to Jun 2024</b> Strategic Planning continues to monitor and implement LPS.</p> <p><b>QTR 3   Jan to Mar 2024</b> Strategic Planning continues to monitor and implement LPS.</p> <p><b>QTR 2   Oct to Dec 2023</b> Strategic Planning continues to monitor and implement LPS.</p> <p><b>QTR 1   Jul to Sep 2023</b> Strategic Planning continues to monitor and implement LPS.</p>	

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## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
24	Environment (Built and Natural)	3.3 Enhanced environment and open spaces	3.3.3 Improve the amenity value and sustainable uses of our streetscapes, public open spaces and foreshores	Collier Park Golf Course	01/06/2023 12:00:00 AM	On Track	60 %	Develop a long term operating arrangement for Collier Park Golf Course and in collaboration with the operator develop a plan for the future of the golf course.	<p><b>QTR 4   Apr to Jun 2024</b> Discussions with the operator are continuing, designers have been appointed, funding facility has been approved via the budget business plan ready for advertising.</p> <p><b>QTR 3   Jan to Mar 2024</b> Further details regarding the development are being worked through. There is a Deed of Variation to continue on the same agreement in the meantime.</p> <p><b>QTR 2   Oct to Dec 2023</b> At its meeting held 12 December 2023 Council approved facilities management company Clublinks Management Pty Ltd as the preferred operator of the Collier Park Golf Course. The Lease and agreements are to now be worked through.</p> <p><b>QTR 1   Jul to Sep 2023</b> The Tender for Collier Park Golf Course is currently advertised, closing 24 October 2023. Following closure of the Tender all submissions will be assessed with a report to Council expected in December 2023.</p>	
25	Environment (Built and Natural)	3.3 Enhanced environment and open spaces	3.3.3 Improve the amenity value and sustainable uses of our streetscapes, public open spaces and foreshores	Public Open Space Plan	Ongoing	On Track	50 %	Review the City's Public Open Space Strategy and develop into an informing document (Public Open Space Plan) that guides the future provision, design, development and management of the City's parks, reserves and other public open space. Quality public open space networks contribute to the health and wellbeing of communities	<p><b>QTR 4   Apr to Jun 2024</b> Background analysis – Complete Sporting facilities benchmarking against forecast population growth – 90% Complete Play Space Analysis (70% complete) Drainage sump audit and mapping underway (40% complete) Draft document 40% complete</p> <p><b>QTR 3   Jan to Mar 2024</b> The Public Open Space (POS) Strategy is on track with the following activities: Completed POS Register. Completed POS mapping. Completed POS audits. Draft document 25% complete. Internal working group commenced.</p> <p><b>QTR 2   Oct to Dec 2023</b> The City's Public Open Space Plan project is progressing. Mapping activities were undertaken during the quarter.</p> <p><b>QTR 1   Jul to Sep 2023</b> The POS Project is continuing to progress. An internal working group has been established comprised of staffing representatives from the City's recreation development, strategic planning and parks business units. Strategic Planning is the lead for the project</p>	
26	Environment (Built and Natural)	3.3 Enhanced environment and open spaces	3.3.4 Provide proactive enhancement of the environment, maintaining open space and effective management of the Swan and Canning River foreshores	South Perth Foreshore - Node 2 Coode Street Upgrade		On Track	95 %	Design playground, carpark and lighting upgrade at the South Perth Foreshore Coode Street	<p><b>QTR 4   Apr to Jun 2024</b> Preliminary design and planning is underway.</p> <p><b>QTR 3   Jan to Mar 2024</b> Preliminary design and planning is underway.</p> <p><b>QTR 2   Oct to Dec 2023</b> Preliminary design and planning is underway.</p> <p><b>QTR 1   Jul to Sep 2023</b> Preliminary design and planning is underway</p>	

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## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
27	Environment (Built and Natural)	3.3 Enhanced environment and open spaces	3.3.4 Provide proactive enhancement of the environment, maintaining open space and effective management of the Swan and Canning River foreshores	Swan and Canning River Foreshore Management	Ongoing	Complete	100 %	Review the management plan in partnership with relevant external stakeholders (Department of Biodiversity, Conservation and Attractions (DBCA) & Main Roads WA (MRWA)).	<p><b>QTR 4   Apr to Jun 2024</b> The City continues to work in partnership with Mainroads and DBCA.</p> <p><b>QTR 3   Jan to Mar 2024</b> The City continues to work in partnership with Mainroads and DBCA.</p> <p><b>QTR 2   Oct to Dec 2023</b> The City continues to work in partnership with Mainroads and DBCA.</p> <p><b>QTR 1   Jul to Sep 2023</b></p> <p>The City continues to work in partnership with MRWA and DBCA</p>	
28	Environment (Built and Natural)	3.4 Resource management and climate change	3.4.1 Actively manage and promote sustainable water, waste, land and energy practices	Greenhouse Gas Reduction Plan	Ongoing	Complete	100 %	Implement the recommendations in the Greenhouse Gas Reduction Plan	<p><b>QTR 4   Apr to Jun 2024</b> Registered and commissioned installed EV charging stations at the Operations and Civic Centres. Undertook ongoing monitoring of corporate energy, water and gas consumption and GHG emissions via online monitoring platform. Faulty issues related to the Solar PV systems at Manning Community Centre and Operation Centre have been rectified.</p> <p><b>QTR 3   Jan to Mar 2024</b> Completed installation of EV charging stations at the Operations and Civic Centres. Undertook ongoing monitoring of corporate energy, water and gas consumption and GHG emissions via online monitoring platform. Identified faulty Solar PV systems at Manning Community Centre and Operation Centre and requested building maintenance team to rectify issues.</p> <p><b>QTR 2   Oct to Dec 2023</b> Engaged a qualified contractor to install EV Charging stations at the Operations and Civic Centres. Undertook ongoing monitoring of corporate energy, water and gas consumption and GHG emissions via online monitoring platform.</p> <p><b>QTR 1   Jul to Sep 2023</b> Investigated opportunities for EV Charging stations installations. Secured funding from Department of Mines, Industry Regulation and Safety for installation of EV charges at Operations and Civic Centres. Undertook ongoing monitoring of corporate energy, water and gas consumption and GHG emissions via online monitoring platform.</p>	
29	Environment (Built and Natural)	3.4 Resource management and climate change	3.4.1 Actively manage and promote sustainable water, waste, land and energy practices	Integrated Drainage Catchment Management Plan		On Track	75 %	Review and renew the Integrated Drainage Catchment Management Plan	<p><b>QTR 4   Apr to Jun 2024</b> Request for quotes will start as part of the Drainage Catchment Management Plan</p> <p><b>QTR 3   Jan to Mar 2024</b> Drainage Catchment Management Plan review has started now, also a Scope statement has been prepared to seek quotes.</p> <p><b>QTR 2   Oct to Dec 2023</b> Drainage Catchment Management Plan review has started now, however is delayed due to staff availability.</p> <p><b>QTR 1   Jul to Sep 2023</b> Drainage Catchment Management Plan review is currently delayed due to staff availability.</p>	

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## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
30	Environment (Built and Natural)	3.4 Resource management and climate change	3.4.1 Actively manage and promote sustainable water, waste, land and energy practices	Waste Management Plan	Ongoing	On Track	80 %	Implement and report on Waste Management Plan	<p><b>QTR 4   Apr to Jun 2024</b> Review of plan progressing - key milestones for current actions updated. Preparing for Annual report submission to DWER October 2024</p> <p><b>QTR 3   Jan to Mar 2024</b> Continuing review of all actions and deliverables.</p> <p><b>QTR 2   Oct to Dec 2023</b> Key waste reduction/ recovery projects for delivery against milestones have been identified and are progressing. Waste Plan currently under review for Action points relevance to current strategic direction.</p> <p><b>QTR 1   Jul to Sep 2023</b> Annual report submitted to DWER</p>	
31	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	COVID-19 Stakeholder and Customer Relations response	Ongoing	Complete	100 %	Continue to respond to the implications of changes from COVID-19 on direct customer contact areas and community engagement practices	<p><b>QTR 4   Apr to Jun 2024</b> Follow organisational guidelines and protocol on reporting of team members with COVID or close contacts. No other higher actions required.</p> <p><b>QTR 3   Jan to Mar 2024</b> Follow organisational guidelines and protocol on reporting of team members with COVID or close contacts. No other higher actions required.</p> <p><b>QTR 2   Oct to Dec 2023</b> Ongoing with implementation of HR and organisational protocol</p> <p><b>QTR 1   Jul to Sep 2023</b> No further actions required this quarter - continued to implement organisational protocol for team members and community.</p>	
32	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	Customer Service Team customer satisfaction improvement	Ongoing	Complete	100 %	Deliver the Painted Dog Customer Satisfaction Survey and conduct the Voice of Customer surveys and implementation of identified improvements.	<p><b>QTR 4   Apr to Jun 2024</b> Overall, five Voice of the Customer (VoC) surveys have been completed for the 23/24 financial year. Lodgement satisfaction for the three surveys is at 100% and average satisfaction across the five areas sits at 78% (Parks 63%, Rangers 88%, Waste 95%, Planning 81% and Building 64%). The Painted Dog Customer Satisfaction Survey was completed in December 2023, with an overall satisfaction result of 76%.</p> <p><b>QTR 3   Jan to Mar 2024</b> Overall, three Voice of the Customer (VoC) surveys have been completed for the 23/24 financial year. Lodgement satisfaction for the three surveys is at 100% and average satisfaction across the three areas sits at 82% (Parks 63%, Rangers 88% and Waste 95%). The Painted Dog Customer Satisfaction Survey was completed in December 2023, with an overall satisfaction result of 76%.</p> <p><b>QTR 2   Oct to Dec 2023</b> On average, 97% of customers surveyed across three VoC's were satisfied with the lodgement experience. This includes the web experience. Rangers, Waste, Planning, Building and Parks have now all received feedback. Waste and Rangers have presented progress to the Leadership Team. Painted Dog research was completed in December with data currently being reviewed for delivery across the organisation. Dashboards have been developed for Statutory Planning to assist with applications and requests.</p> <p><b>QTR 1   Jul to Sep 2023</b> Planning and schedule for Painted Dog Research in action with survey scheduled for November 2023. Presentation to September 2023 Leadership Team meeting with results of the Waste VoC survey and outline of action plan for improvement.</p>	<input checked="" type="checkbox"/>

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## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
33	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	Develop Level of Services Agreements (Assets & Infrastructure Support)		On Track	90 %	Define service agreements with stakeholders, develop evaluation and monitoring process for delivery. Undertake a survey to resident/ratepayers to identify service levels	QTR 4   Apr to Jun 2024	
									The Final Draft Transport Asset Management Plan is currently being reviewed by the relevant Manager, which includes the formulation of Levels of Service for Roads.	
									QTR 3   Jan to Mar 2024	
									The Draft Transport Asset Management Plan is currently being developed, which includes the formulation of Levels of Service for Roads	
QTR 2   Oct to Dec 2023										
The Transport Asset Management Plan is currently being developed, which includes the formulation of Levels of Service for Roads										
QTR 1   Jul to Sep 2023										
During this quarter the technical Levels of Service for Parks has been documented.										
34	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	Memorandum of Understanding (MOU): Curtin, Canning and Victoria Park	30/06/2025	On Track	75 %	Deliver agreed initiatives in accordance with the MOU	QTR 4   Apr to Jun 2024	<input checked="" type="checkbox"/>
									Bi-annual meeting occurred in January - MoU responsibilities were discussed and current project updates provided by all meeting attendees. Currently scheduling next meeting within the next couple of months.	
									QTR 3   Jan to Mar 2024	
									Planned meeting occurred in January - MoU responsibilities were discussed and current project updates provided by all meeting attendees.	
QTR 2   Oct to Dec 2023										
Bi-annual meeting was scheduled for September; as this meeting was to include the Mayors, the meeting was postponed until after the upcoming Mayoral elections. This meeting is scheduled for January 2024										
QTR 1   Jul to Sep 2023										
A bi-annual meeting was scheduled for September; as this meeting was to include the Mayors, the meeting was postponed until after the upcoming Mayoral elections.										

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## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
35	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	<b>Memorandum of Understanding (MOU): Inner City Working Group</b>	Ongoing	On Track	75 %	Open dialogue and meetings with Cities of Perth, Subiaco, Vincent and Town of Victoria Park for the purposes of exploring objectives for possible collaboration opportunities on strategic issues impacting on local government	<p><b>QTR 4   Apr to Jun 2024</b> Participated in ICG Meetings of the CEO's and meetings of the CEO's and Mayors to discuss active topics. Executive Management Team attended various sub-committee meetings. CEO hosted the Business and Corporate Services Working Group meeting and meetings of the pool inspection sub-committee, IT sub-committee, and Finance sub-committee to discuss opportunities for collaboration and partnerships.</p> <p><b>QTR 3   Jan to Mar 2024</b> Participated in ICG Meetings of the CEO's and meetings of the CEO's and Mayors to discuss active topics. Executive Management Team attended various sub-committee meetings to identify opportunities for collaboration and partnerships. Business and Corporate Services Working Group has been re-activated and chaired by City of South Perth and has hosted a meeting to discuss priorities. HR working group has officially commenced the mentoring program which launched this year.</p> <p><b>QTR 2   Oct to Dec 2023</b> Participated in ICG Meetings of the CEO's and meetings of the CEO's and Mayors to discuss active topics. Executive Management Team attended various sub-committee meetings to identify opportunities for collaboration and partnerships. Business and Corporate Services Working Group is chaired by City of South Perth.</p> <p><b>QTR 1   Jul to Sep 2023</b> Participated in ICG Meetings of the CEO's and meetings of the CEO's and Mayors to discuss active topics. Executive Management Team attended various sub-committee meetings to identify opportunities for collaboration and partnerships. Business and Corporate Services Working Group has been re-activated and chaired by City of South Perth.</p>	<input checked="" type="checkbox"/>
36	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	<b>Partnership Agreement: RAC</b>	Ongoing	On Track	75 %	General sponsorship agreement with mutual cross promotional initiatives. Provide financial contribution as per the sponsorship agreement schedule	<p><b>QTR 4   Apr to Jun 2024</b> RAC Imagine Program and Intellibus trial have ended. The City continues to maintain a relationship with RAC to explore possible projects to collaborate on in the future.</p> <p><b>QTR 3   Jan to Mar 2024</b> RAC Imagine Program and Intellibus trial have ended. The City continues to maintain a relationship with RAC to explore possible projects to collaborate on in the future.</p> <p><b>QTR 2   Oct to Dec 2023</b> RAC Imagine Program and Intellibus trial have ended. The City continues to maintain a relationship with RAC to explore possible projects to collaborate on in the future.</p> <p><b>QTR 1   Jul to Sep 2023</b> RAC Imagine Program and Intellibus trial have ended. The City continues to maintain a relationship with RAC to explore possible projects to collaborate on in the future.</p>	<input checked="" type="checkbox"/>

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No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
37	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	<b>Partnership Framework: Perth Zoo</b>	Ongoing	On Hold	0 %	Develop Partnership Agreement	<b>QTR 4   Apr to Jun 2024</b>	✓
									The City no longer holds a partnership agreement with the Perth Zoo. Initiatives of mutual benefit will be progressed as they arise.	
									<b>QTR 3   Jan to Mar 2024</b>	
									The City no longer holds a partnership agreement with the Perth Zoo. Initiatives of mutual benefit will be progressed as they arise.	
									<b>QTR 2   Oct to Dec 2023</b>	
The City no longer holds a partnership agreement with the Perth Zoo. Initiatives of mutual benefit will be progressed as they arise.										
								<b>QTR 1   Jul to Sep 2023</b>		
								The City no longer holds a partnership agreement with the Perth Zoo. Initiatives of mutual benefit will be progressed as they arise.		
38	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	<b>Partnerships: Southcare, Moorditj Keila, Historical Society, Lion's Club, Food Relief Program, Befriend Inc etc.</b>	Ongoing	Complete	100 %	Monitor performance against Annual partnership agreement to deliver programs for disadvantaged people and groups in the local community	<b>QTR 4   Apr to Jun 2024</b>	✓
									All 2023-24 partnership agreements have been completed. Acquittal reminders sent and 2024-25 agreements are currently being developed.	
									<b>QTR 3   Jan to Mar 2024</b>	
									All City partnership agreements are on track to achieve agreed outcomes in the delivery of programs and services for target groups in the local community, including people with disabilities, seniors, youth, disadvantaged people and Aboriginal people,	
									<b>QTR 2   Oct to Dec 2023</b>	
All City partnership agreements are on track to achieve agreed outcomes in the delivery of programs and services for target groups in the local community, including people with disabilities, seniors, youth, disadvantaged people and Aboriginal people,										
								<b>QTR 1   Jul to Sep 2023</b>		
								Partnership Agreement acquittals have been received and updated partnerships are currently being developed.		

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## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
39	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	<b>Project Support - Communications and Marketing</b>	Ongoing	Complete	100 %	Prepare communication plans for major projects and support with the design and production of communication and marketing as required.	<p><b>QTR 4   Apr to Jun 2024</b> Completed communications and marketing for the following projects in the last quarter: 2024/25 Annual Budget &amp; Rates, Manning Bike Path engagement survey, Manning Shared Path, Charity Bin Drop-off day and Household Hazardous Waste day, Bill Grayden, Bill McGrath and Swanview Reserve, Green Verge Waste Collection, Waste and Recycling Newsletter, Annual Tree Pruning Program, National Tree Day, WA Tree Festival, July School Holidays, GBLC Term 2 &amp; 3 Programs, Evolve (comms ongoing), Emerging Artist (comms ongoing), Volunteering, NAIDOC Week, Reconciliation Week, Dog Exercise Areas, Advertising for Local Heritage Survey, Tree Retention Policy, CCTV installation roll-out. The team also produced the mySouthPerth magazine June edition and continues to develop and send the mySnapshot eNewsletter every fortnight and content for the City's social channels. We've also completed a communications plan for Libraries and will soon be developing comms plans for other departments.</p> <p><b>QTR 3   Jan to Mar 2024</b> Provided comms and marketing advice and support for major City initiatives including Australia Day, Southside Summer, Sounds in the Park, Sounds of Bunuru, Youth Week (Neon Festival), WA Tree Festival, Libraries events and projects. Produced and delivered Snapshot (fortnightly newsletter) to an audience of 14,000 subscribers over the quarter.</p> <p><b>QTR 2   Oct to Dec 2023</b> Launch of the first edition of MySouthPerth magazine in December 2023. Assisted on numerous projects including Southside Summer branding, Christmas carols, Volunteer of the Year, library events and launch of new enterprise system, waste calendar production and marketing, road rehab projects and other City projects and events.</p> <p><b>QTR 1   Jul to Sep 2023</b> In Q1, the business unit provided communication and marketing advice, support and collateral, for multiple projects across the organisation including the development and implementation of communication plans and marketing material for large scale projects including: - Local Government Elections - Local Planning Policy Review - Emerging Artist Award - Volunteer of the Year Awards, Citizenship of the Year Awards - Playground renewals (Swanview and Bill McGrath Reserve) - Corporate Business Plan - Library Management System Further design, production and implementation of communications and marketing support was provided using channels including print, the City website, social media, e-newsletters, Peninsula magazine, media releases and updates and a variety of marketing material for additional small and medium-scale City projects and programs.</p>	

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## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
40	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	<b>Reconciliation Action Plan (RAP) 2021 - 2023 - Action Implementation</b>	Ongoing	Complete	100 %	Implement, monitor and evaluate the Reconciliation Action Plan	<p><b>QTR 4   Apr to Jun 2024</b> The 2021-2023 RAP plan has expired. Following an internal review, a Reconciliation Plan 2024-2029 has been developed and is currently being designed by Marketing. This plan will continue to guide the City's reconciliation journey. Key achievements include the successful engagement of a local First Nations consultant to guide the first stage of the geo Interpretation Project.</p> <p><b>QTR 3   Jan to Mar 2024</b> The City continued to implement the Reconciliation Action Plan actions during the quarter. One of the highlights was facilitating the Sounds of Bunuru Concert in Como, which featured Aboriginal performers. Additionally, the City is undertaking an annual review of its Reconciliation Action Plan.</p> <p><b>QTR 2   Oct to Dec 2023</b> The City is currently conducting an internal review of its Reconciliation Action Plan (RAP). The revised RAP will be uploaded to the City's website in due course.</p> <p><b>QTR 1   Jul to Sep 2023</b> The City continued to implement, monitor and evaluate the actions within the Reconciliation Action Plan. The following actions occurred during the reporting period:</p> <ul style="list-style-type: none"> <li>• Welcome to Country or Acknowledgement of Country was carried out at City's community and civic events.</li> <li>• Facilitation of NAIDOC Week events for the community</li> <li>• City's Emerging Artist Award included an art category for First Nations artists.</li> <li>• City's recruitment processes included strategies to encourage Aboriginal and Torres Strait Islander employment opportunities.</li> <li>• City procured goods and services from Aboriginal business enterprises.</li> </ul>	
41	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	<b>Stakeholder Engagement Projects</b>	Ongoing	Complete	100 %	Provide engagement assistance in the development, implementation and evaluation of stakeholder engagement in City projects. Assist in the stakeholder engagement component of project management plans. Evaluate stakeholder engagement plans and oversee stakeholder	<p><b>QTR 4   Apr to Jun 2024</b> Stakeholder engagement took place in quarter four for the Employee Health and Wellbeing survey, Local Planning Policy – Tree Retention, and the South Perth Foreshore to Curtin University Bike Link. Engagement planning commenced for the Manning Bike Track and the Urban Greening Strategy. Stakeholder Engagement team members attended project team meetings (for example, meetings and discussions on the City's dog exercise areas review) and liaised with other business units regarding joint working, best practice and support.</p> <p><b>QTR 3   Jan to Mar 2024</b> Stakeholder engagement in quarter three included stage four of the Local Planning Policies Review, the Local Heritage Survey Review, the Water Management Plan and the Library Survey 2024. Engagement planning commenced for the South Perth Foreshore to Curtin University Bike Link, Karawara Pedestrian and Cycle Access Plan and Hurlingham Living Stream. Stakeholder Engagement training with external consultant Aha! Consulting conducted held for Elected Members and a separate training workshop with 22 employees conducted as part of the Engagement 2024 project. Regular meetings with other business units regarding joint working, best practice and support took place.</p>	

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No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
								engagement management with City officers.	<p><b>QTR 2   Oct to Dec 2023</b> Stakeholder engagement took place in quarter two for stages two and three of the Local Planning Policies Review, Local Sporting and Community Club Survey and Trial Parklet Proposal. Engagement planning commenced for stage four of the Local Planning Policies Review, SCP Minor Review and the Local Heritage Survey Review. Completed the review of the Stakeholder Engagement Guide and Toolkit documentation. Planning commenced for the Engagement 2024 project. Regular meetings with other business units regarding joint working, best practice and support took place.</p> <p><b>QTR 1   Jul to Sep 2023</b> Stakeholder engagement took place in quarter one for stage one of the Local Planning Policies Review, the Payment in Lieu of Parking Plan consultation, the Bill McGrath Reserve and Swanview Reserve playground replacements, and an internal bike and scooter parking survey. Engagement planning commenced for stage two of the Local Planning Policies Review. Work continued on the review of the Stakeholder Engagement Guide and Toolkit documentation. Held regular meetings with other business units regarding joint working, best practice and support.</p>	
42	Leadership	4.2 Advocacy	4.2.1 Advocate and plan for public infrastructure improvements including a new South Perth train station, Canning Bridge train-to-bus station transition terminus, upgrades to Canning Highway and additional ferry and bus services	Canning Bridge Train Station	Ongoing	On Track	50 %	Participate in the Canning Bridge Train Station development project working group to represent the City's interests	<p><b>QTR 4   Apr to Jun 2024</b> The City continues to maintain involvement in the project.</p> <p><b>QTR 3   Jan to Mar 2024</b> The City continues to maintain involvement in the project.</p> <p><b>QTR 2   Oct to Dec 2023</b> The City continues to maintain involvement in the project.</p> <p><b>QTR 1   Jul to Sep 2023</b> The City continues to maintain involvement in the project.</p>	<input checked="" type="checkbox"/>
43	Leadership	4.2 Advocacy	4.2.1 Advocate and plan for public infrastructure improvements including a new South Perth train station, Canning Bridge train-to-bus station transition terminus, upgrades to Canning Highway and additional ferry and bus services	Integrated Transport Strategy - Advocacy		Complete	100 %	Work with State Government and public transport providers to improve public transport frequency and connectivity to and within the City	<p><b>QTR 4   Apr to Jun 2024</b> The City continues to advocate in relation to public transport and connectivity where appropriate.</p> <p><b>QTR 3   Jan to Mar 2024</b> The City continues to advocate in relation to public transport and connectivity where appropriate.</p> <p><b>QTR 2   Oct to Dec 2023</b> The City continues to advocate in relation to public transport and connectivity where appropriate.</p> <p><b>QTR 1   Jul to Sep 2023</b> The City continues to advocate in relation to public transport and connectivity where appropriate</p>	

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## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
44	Leadership	4.2 Advocacy	4.2.1 Advocate and plan for public infrastructure improvements including a new South Perth train station, Canning Bridge train-to-bus station transition terminus, upgrades to Canning Highway and additional ferry and bus services	Mends Street Jetty	Ongoing	On Hold	0 %	Advocate for State Government funding to enhance and upgrade the precinct.	<p><b>QTR 4   Apr to Jun 2024</b> This action is on hold however some advocacy work has been undertaken to align with the State and Federal election campaigns.</p> <p><b>QTR 3   Jan to Mar 2024</b> This action is on hold however some advocacy work has been undertaken to align with the State and Federal election campaigns.</p> <p><b>QTR 2   Oct to Dec 2023</b> This project is currently in an on hold status until such time as there is an appropriate opportunity to progress.</p> <p><b>QTR 1   Jul to Sep 2023</b> This project is currently in an on hold status until such time as there is an appropriate opportunity to progress.</p>	<input checked="" type="checkbox"/>
45	Leadership	4.2 Advocacy	4.2.1 Advocate and plan for public infrastructure improvements including a new South Perth train station, Canning Bridge train-to-bus station transition terminus, upgrades to Canning Highway and additional ferry and bus services	South Perth Foreshore River Wall	Ongoing	On Track	40 %	Advocate for external (public and private) funding for river wall replacement on the South Perth foreshore.	<p><b>QTR 4   Apr to Jun 2024</b> Application to URCP Grant Program has been made for the section of the foreshore from "the Beaches" to Djirda Miya (which includes node 2). A concept design was provided as part of this submission. The successful applicants have yet to be announced.</p> <p><b>QTR 3   Jan to Mar 2024</b> Funding applications have been submitted for priority works along the foreshore and the concept design has been used to raise the profile for external funding from public and private partners.</p> <p><b>QTR 2   Oct to Dec 2023</b> Discussions with relevant stakeholders is well advanced on reaching agreement on suitable technical treatments for each section of the foreshore to replace the end-of-life assets. Identification of grant funding opportunities and development of applications are well progressed for some stages of the works.</p> <p><b>QTR 1   Jul to Sep 2023</b> Ongoing discussions with DBCA on the preferred solution for the river wall to enable better understanding of the costs to support lobbying for funding.</p>	<input checked="" type="checkbox"/>
46	Leadership	4.2 Advocacy	4.2.1 Advocate and plan for public infrastructure improvements including a new South Perth train station, Canning Bridge train-to-bus station transition terminus, upgrades to Canning Highway and additional ferry and bus services	South Perth Train Station	Ongoing	On Hold	0 %	Advocate for State Government funding for project	<p><b>QTR 4   Apr to Jun 2024</b> This action is on hold however some advocacy work has been undertaken to align with the State and Federal election campaigns.</p> <p><b>QTR 3   Jan to Mar 2024</b> This action is on hold however some advocacy work has been undertaken to align with the State and Federal election campaigns.</p> <p><b>QTR 2   Oct to Dec 2023</b> This project is currently in an on hold status until such time as there is an appropriate opportunity to progress.</p> <p><b>QTR 1   Jul to Sep 2023</b> This project is currently in an on hold status until such time as there is an appropriate opportunity to progress.</p>	<input checked="" type="checkbox"/>

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## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
47	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	1System	Ongoing	Complete	100 %	Implementation of the Rating and Health	<p><b>QTR 4   Apr to Jun 2024</b></p> <p>The 1System project has now officially been closed, two modules Rates and ECM have been handed over to the Information Systems Business Systems Team to be implemented.</p> <p>Rates is planned to go-Live July 1 2025, the 24/25 financial year will see a year long parallel run of the rates systems in both Authority and a test 1System environment so that we can validate the data migration requirements and test the product in full, as there have been fixes to issues identified last financial year that will be released in 2024B.</p> <p>We do need to keep RM8 until we can be confident that the 1System Minute System is functional as a replacement for InfoCouncil, so we don't see RM8 disappearing until late 2025.</p>	<input checked="" type="checkbox"/>
									<p><b>QTR 3   Jan to Mar 2024</b></p> <p>The City had a soft Go-Live of the final module in the 1System project (Rates) on the 8 December 2023 with the plan of raising the 2024/25 Rates inside 1System. We have encountered some data migration and product issues that are currently being investigated and worked on by the City's Business Systems Team in conjunction with Technology One.</p> <p>We have currently moved back to using Authority for Rates transactions and will have another attempt at a hard go-live for either the 24/25 or 25/26 Rates strikes.</p>	
									<p><b>QTR 2   Oct to Dec 2023</b></p> <p>We went live with the Rating module in 1System in December, we took the third instalment payments in 1System and 4th instalments are due to be issued in the first week of Feb 24. There are some data migration issues that require further work by the City and Technology One before the implementation can be finalised.</p>	
									<p><b>QTR 1   Jul to Sep 2023</b></p> <p>In this quarter we completed the configuration, commenced User Acceptance Testing (85% through) and data migration (75% though) for Rates. We have raised over 70 issues and now have that list under 30 with only one potential showstopper (Applying credit balances to rates and how interest is calculated). Discussions are currently taking place with Technology One regarding this issue. We still believe we can go live in December this year. We are on track to go live with Pools, Bonds, Animal Impound Register and the remainder of the Health Module in Q2.</p>	

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## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
48	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	<b>Australasian Local Government Performance Excellence Program</b>	Ongoing	Complete	100 %	Review contract for renewal. Manage data collection and result analysis for 2022 Program.	<p><b>QTR 4   Apr to Jun 2024</b> Complete.</p> <p><b>QTR 3   Jan to Mar 2024</b> The final report for the Local Government Performance Excellence Program was presented to the Executive Management Team in March. PWC have advised that the program has concluded and as such this is the final year of the program. The City has subscribed to an alternative benchmarking program being offered by Local Government Professionals WA, the Data Drives Decisions program.</p> <p><b>QTR 2   Oct to Dec 2023</b> The data collection was completed and submitted in November 2023. PricewaterhouseCoopers provided the final program report at the end of December 2023. The information provided within the report will be presented to the Executive Management Team for consideration in quarter 3 (2024)</p> <p><b>QTR 1   Jul to Sep 2023</b> Data for the annual benchmarking program has been uploaded into the PWC portal. All data submissions and sign off were completed at the end of September 2023.</p>	
49	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	<b>Corporate Business Plan</b>	Ongoing	Complete	100 %	Review and update the CBP annually according to the IPRF guidelines and the annual business planning process, extending the term to include 2027/28 actions. Report quarterly on progress to the ARGC and Council. Use progress for input to the Annual Report.	<p><b>QTR 4   Apr to Jun 2024</b> Information from the Business Unit planning process was utilised to develop the Corporate Business Plan 2024/25 to 2027/28. The draft content of the revised CBP was discussed at a Council workshop in June and the final draft CBP was endorsed at the June 2024 Ordinary Council Meeting.</p> <p><b>QTR 3   Jan to Mar 2024</b> The review of the City's Corporate Business Plan commenced in quarter 3 with the review of the Business Unit Plans. The information collected during this process will be collated and presented to the Executive Management Team and Elected Members in early quarter 4, prior to preparing and presenting the final draft of the Corporate Business Plan for 2024/25 to 2027/28 to Council in June 2024.</p> <p><b>QTR 2   Oct to Dec 2023</b> Planning for the development review of the 2024/25 Corporate Business Plan was completed during quarter 2. The Executive Management Team approved the review approach and implementation will commence in early 2024 in consultation with the Leadership Team.</p> <p><b>QTR 1   Jul to Sep 2023</b> The data from the approved Corporate Business Plan (CBP) 2023/24 - 2026/27 has been uploaded into 1System to facilitate quarterly reporting for Quarter 1. Information from the prior year CBP reporting has informed the content for the 2022/23 Annual Report. Planning for the next review of the CBP may commence in Q2 pending Local Government Act amendments to be announced.</p>	<input checked="" type="checkbox"/>

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## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
50	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	Develop Strategic Asset Management Plan	Ongoing	On Hold	30 %	Develop Strategic Asset Management Plan for consultant review. Council endorse Strategic Asset Management Plan Enable Asset Management Plans / Policies to be developed Commence Implementation	<p><b>QTR 4   Apr to Jun 2024</b> In this reporting quarter, the City's Asset Management maturity assessment against the ISO 55000 standard was completed. An action plan with prioritised asset management improvement actions and the resources required is being developed.</p> <p><b>QTR 3   Jan to Mar 2024</b> In this reporting quarter, the City's Asset Management maturity assessment against the ISO 55000 standard was being undertaken. This will inform the review of the draft SAMP. As the maturity audit is anticipated to be finalised in June, the SAMP cannot be completed this year.</p> <p><b>QTR 2   Oct to Dec 2023</b> This quarter a consultant was appointed to assess the City's Asset Management maturity against the ISO 55000 standard. This will inform the review of the draft SAMP.</p> <p><b>QTR 1   Jul to Sep 2023</b> Draft Strategic Asset Management Plan is currently going through internal review.</p>	
51	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	ICT Governance Framework	Ongoing	On Track	90 %	Review findings from November 2023 audit and implement processes and practices to move to maturity level 1	<p><b>QTR 4   Apr to Jun 2024</b> We have a draft ICT Governance Framework complete, it is currently being reviewed, the issue preventing it being presented to EMT is that we now have three frameworks that conflict with each other, we are currently reviewing the two IS frameworks, Project Management and IS Governance with the Infrastructure Services Project Management Framework before presenting to EMT in September 2024.</p> <p><b>QTR 3   Jan to Mar 2024</b> Works have recommenced on the development of an Information Systems Framework for 2024 -2027, expected to be completed and approved by EMT in June 24</p> <p><b>QTR 2   Oct to Dec 2023</b> This project has commenced, initial meetings with stakeholders have been booked for February.</p> <p><b>QTR 1   Jul to Sep 2023</b> This project will commence when the 1System project finishes in January 2024</p>	
52	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	Retirement Village - Auditing Program	Ongoing	Complete	100 %	Conduct internal audits and reviews to achieve compliance with requirements under retirement village legislation including but not limited to: Documentation Audit and Review: Accurate and truthful	<p><b>QTR 4   Apr to Jun 2024</b> Operational and Reserve fund financial statements for the quarter (Jan/Feb/Mar) were made available to residents in April 2024, inclusive of comments and meeting compliance requirements under the Fair trading (Retirement Villages Code) Regulations 2022. Review of nine (9) WA Government Gazette publications provided no new developments affecting Collier Park Village operations. Amana Living, with assistance from the City in the preparation of financials, conducted the Annual Budget Meeting with residents, 26 June 2024, meeting compliance. Still pending is the decision by the WA Government to introduce a Bill to implement recommendations in the Decision Regulatory Impact Statements undertaken over the course of 2021/2022. The official transfer of the Collier Park Village site and operations to Amana Living occurred on Thursday 27 June, 2024.</p>	

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No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
								promotional/sales material Current and accurate Leasing documentation Consultation: Conduct Annual Meeting Conduct Annual Budget Meeting Engage, consult and listen to residents to understand and deliver identified priorities Financial: Presentation of Financial Statements (Annual and Quarterly)	<p><b>QTR 3   Jan to Mar 2024</b></p> <p>Operational and Reserve fund financial statements for the quarter (Oct/Nov/Dec) were made available to residents in January 2024, inclusive of comments and meeting compliance requirements under the Fair Trading (Retirement Villages Code) Regulations 2022.</p> <p>Review of seven (7) WA Government Gazette publications provided no new developments for current operations to Collier Park Village.</p> <p>Clarification requested this quarter from DMIRS on the requirement to hold an annual budget meeting under Clause 17 of the Code, based on the pending transfer of operations to Amana Living mid-year, has been provided as necessary and the City will be undertaking the presentation of figures and a meeting of the residents in May 2024 to ensure compliance for the 2024-2025 financial year.</p> <p>Still pending is the decision by the WA Government to introduce a Bill to implement recommendations in the Decision Regulatory Impact Statements undertaken over the course of 2021/2022.</p> <p><b>QTR 2   Oct to Dec 2023</b></p> <p>Operational and Reserve fund financial statements for the quarter (July/Aug/Sept) were made available to residents in October, inclusive of comments and meeting compliance requirements under the Fair Trading (Retirement Villages Code) Regulations 2022.</p> <p>Review of 9 WA Legislation Government Gazettes provided no new developments to current operations for Collier Park Village.</p> <p>Still pending is the decision by the WA Government to introduce a Bill to implement recommendations in the Decision Regulatory Impact Statements undertaken over the course of 2021/2022.</p> <p>The Annual Meeting held under Retirement Village legislation to present the financial statements for the previous period 2022/2023 was conducted. Included in the process was the requirement to conduct a special resolution to enable residents to "opt out" of the need to have audited figures presented. This was achieved with a majority vote and the financial year 2023/2024 will not require the City to present independently audited financials to the residents of Collier Park Village. Residents were provided with the City's current rigorous financial auditing procedures for all of their operations to assist in their decision making.</p> <p>The due diligence process being conducted this quarter to provide Amana Living with information pertaining to operational matters, assets and financial information has been intensive and incorporated additional reviews and auditing of current Village operational and management practices.</p> <p><b>QTR 1   Jul to Sep 2023</b></p>	

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## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
									Operational and Reserve Fund Financial Statements for the quarter (Apr/May/June) were made available to residents in July, inclusive of comments and meeting compliance requirements under the Fair Trading (Retirement Villages Code) Regulations 2022. Review of 6 WA Legislation Government Gazettes provided no new developments to current operations for Collier Park Village. Decision by the WA Government to introduce a Bill and implement recommendations in the Decision Regulatory Impact Statements are still pending. Consultation with the community and industry in developing these amendments has been extensive, which was essential to ensure that the right balance in protecting the interests of both operators and residents is achieved. All internal Policies, Procedures and Guidelines were reviewed and amended as necessary as part of the annual auditing program. Detailed and informative meetings continue to be held with all new prospective lease holders prior to signing agreements. At this stage the changes to the Lease to incorporate Clause 9 dealing with the "Request for Proposal" have not deterred potential clients from entering the Village. The Annual General Meeting of the Residents' Committee held on 20 September 2023 provided an opportunity for the City to present to the residents of Collier Park Village their recommendation to Council, after rigorous evaluation, of Amana Living as the preferred proponent. A decision to be made at the 31 October Council Meeting.	
53	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	Strategic Community Plan		Complete	100 %	Complete Minor Review of SCP 2021-2031.	<p><b>QTR 4   Apr to Jun 2024</b> The minor review of the Strategic Community Plan was completed in March 2024. The amended SCP was endorsed at the Ordinary Council Meeting in April 2024. Communication regarding the amended SCP has been distributed to the community and revised copies of the SCP uploaded to the City's website and made available at the libraries.</p> <p><b>QTR 3   Jan to Mar 2024</b> The minor review of the Strategic Community Plan was undertaken in quarter 3. This involved the use of a PESTEL analysis by the Leadership Team to determine any relevant changes in the strategic and operating environment. Following this, recommended changes to the strategies and outcomes were workshopped with Elected Members in March. The final results have been incorporated into a final draft of the revised Strategic Community Plan to be presented to Council in April.</p> <p><b>QTR 2   Oct to Dec 2023</b> Early indications from the Department of Local Government regarding Council Plans are that a Council Plan will be required to be effective from 1 July 2026. Advice from the Department is that the existing legislation remains current until the new Regulations are endorsed (potentially in late 2024). To conform with existing requirements, a minor review of the Strategic Community Plan (SCP) has been planned and will commence with Leadership Team consultation in early 2024.</p> <p><b>QTR 1   Jul to Sep 2023</b> The minor review of the Strategic Community Plan has been put on hold pending receipt of details of the regulation changes resulting from changes to the Local Government Act. Further information is expected from the Department of Local Government before the end of 2023.</p>	<input checked="" type="checkbox"/>

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## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
54	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	Workforce Plan	Ongoing	Complete	100 %	Implement the Workforce Plan's year 2 actions.	<p><b>QTR 4   Apr to Jun 2024</b> During quarter 4, the following initiatives were concluded: EEO and Workplace behaviours training for all people leaders, Managing psychosocial hazards training for Leadership Team and People &amp; Performance. Customer Service training for all employees across the organisation as well as external training as identified throughout 2023/24 annual performance review process. Updating position advertisement template to better promote the benefits of working at the City and improve candidate attraction, the Accreditations module in 1System project nearing implementation, workforce meetings conducted to ascertain reasons for part time working and identifying barriers to returning to full time with data to be reviewed for any actionable outcomes.</p> <p><b>QTR 3   Jan to Mar 2024</b> The Workforce Plan year 2 action items are on track for completion. During the past quarter, the following items were undertaken: Advertisement templates remained being reviewed and tailored to attract candidates; managing probation online training was provided to new supervisors; managing workplace behaviour training was rolled out to all people leaders across the organisation; new starter values training as well as customer service training for employees has been scheduled.</p> <p><b>QTR 2   Oct to Dec 2023</b> The Workforce Plan year 2 action items are on track for completion. The City created and launched an onboarding survey and issued this to recent new starters to provide feedback on their onboarding experience. New starter values sessions and Leadership Team values sessions continue. An annual calendar was created for 2024 to continue to promote, embed and improve the Health &amp; Wellbeing program.</p> <p><b>QTR 1   Jul to Sep 2023</b> The Workforce Plan year 2 action items are on track for completion. The City implemented an in person EEO training in September 2023 for all employee participation. To commence implementation of a safety mindset across the workforce the City has rolled out the Take 5 initiative in toolbox meetings in August 2023. The City is continuing to review and improve various programs, initiatives and frameworks in line with the Workforce Plan action items.</p>	<input checked="" type="checkbox"/>
55	Leadership	4.3 Good governance	4.3.2 Diversify and optimise non-rate income	Collier Park Village Financial Model Project	Ongoing	Complete	100 %	Investigate a long term viable financial model for Collier Park Village	<p><b>QTR 4   Apr to Jun 2024</b> Collier Park Village was transferred to Amana Living on 27 June 2024, following required statutory processes and stakeholder engagement.</p> <p><b>QTR 3   Jan to Mar 2024</b> At its 26 March 2024 Meeting, Council endorsed the major land transaction business plan for advertising. Advertising has commenced. Non-binding heads of agreement has been executed to inform the future contract. City is preparing contract and will report to Council by mid 2024.</p> <p><b>QTR 2   Oct to Dec 2023</b> Council endorsed Amana Living Incorporated as the preferred proponent at its October Ordinary Meeting. The City has been preparing the non-binding heads of agreement, which will be used to inform the content of a future contract.</p>	<input checked="" type="checkbox"/>

# CORPORATE BUSINESS PLAN | 2023 / 2024 | QUARTER FOUR REPORT

## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
56	Leadership	4.3 Good governance	4.3.2 Diversify and optimise non-rate income	Grant funding	Ongoing	Complete	100 %	Support and capacity-build City employees in grant processes, from identifying funding opportunities to submitting grant applications and acquittals.	<b>QTR 1   Jul to Sep 2023</b> Evaluation of Request for Proposal respondents complete. Meeting between preferred respondent, village residents and staff occurred early October 2023. Briefing session with Elected Members and preferred respondent held mid October 2023. Council endorsed Amana Living Incorporated as preferred operator at its Ordinary Meeting 31 October 2023.	
									<b>QTR 4   Apr to Jun 2024</b> Between 1 April and 30 June 2024: - 6 grant applications were submitted with a value of \$8,168,074 - 8 grant application were successful with a value \$7,944,045 - 9 grant applications were still awaiting outcomes with a value of \$5,529,020 (including those applied for this quarter) - 0 grant applications were unsuccessful.	
									<b>QTR 3   Jan to Mar 2024</b> Between 1 January and 31 March 2024: - 6 grant applications were submitted with a value of \$3,180,746 - 10 grant application were successful with a value of \$704,128 - 3 grant applications were still awaiting outcome with a value of \$3,076,634 (including those applied for this quarter) - 2 grant applications were unsuccessful.	
									<b>QTR 2   Oct to Dec 2023</b> Between 1 October and 31 December 2023: - 5 grant applications were submitted with a value of \$125,750 - 9 grant application were successful with a value of \$1,012,847 - 8 grant applications were still awaiting outcome with a value of \$623,950 (including those applied for this quarter) - there were no unsuccessful grant applications. The City of Canning and City of South Perth submitted a joint application for the State Emergency Management Committee (SEMC)/DFES, All West Australians Reducing Emergencies (AWARE) funding to partner and conduct four emergency management training sessions in March 2024. The joint application was successful, with a total of \$11,500 awarded. The funding will be received by the City of Canning, who will organise the sessions. The grant amount has not been included as part of the 5 successful submissions listed above.	
								<b>QTR 1   Jul to Sep 2023</b> Between 1 July and 30 September 2023: - 8 grant applications were submitted with a value of \$550,708 - 1 grant application was unsuccessful with a value of \$8,300 - 12 grant applications were still awaiting outcome with a value of \$1,565,689 (including those applied for this quarter) - there were no successful grant applications.		

# CORPORATE BUSINESS PLAN | 2023 / 2024 | QUARTER FOUR REPORT

## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
57	Leadership	4.3 Good governance	4.3.2 Diversify and optimise non-rate income	Long Term Financial Plan (LTFP)	Ongoing	Complete	100 %	Review and update the Long-Term Financial Plan, ensuring integration and alignment with the Annual Budget, the Strategic Community Plan and Corporate Business Plan.	<p><b>QTR 4   Apr to Jun 2024</b> Council adopted the 2024/25 - 2033/34 Long Term Financial Plan along with the 2024/25 Budget at the Ordinary Council Meeting of 25 June 2024.</p> <p><b>QTR 3   Jan to Mar 2024</b> The 1st budget workshop held 5 March 2024 included a discussion on the long term financial forecasts. The 24/25 budget is currently being worked and the intention is to present a balanced LTFP to Council for adoption in June 2024 along with the budget.</p> <p><b>QTR 2   Oct to Dec 2023</b> On 27 November 2023 and LTFP and Integrated Planning and Reporting workshop was held with Council. The status of informing documents was discussed as well as the current challenges with balancing the LTFP. The Council agreed to review the inform 10 year asset plan LTFP and IRP suite of documents as part of the 2024/25 budget deliberations, commencing in the 1st quarter of the 2024 calendar year.</p> <p><b>QTR 1   Jul to Sep 2023</b> Due to Council elections an updated LTFP will be presented to Council in the latter part of this year.</p>	<input checked="" type="checkbox"/>
58	Leadership	4.3 Good governance	4.3.4 Maintain a culture of continuous improvement	External audit program	Ongoing	Complete	100 %	Manage the annual financial audit, interim and final, (audit execution, queries, reporting and finalisation) and the relationship with the external auditor.	<p><b>QTR 4   Apr to Jun 2024</b> The 2023/24 Interim External Audit commenced 17 June 2024. Prepared by client information was submitted on time and within schedule. The Interim Audit has been completed with no findings. The 2023/24 Final External Audit is scheduled to commence in the last week of September 2024.</p> <p><b>QTR 3   Jan to Mar 2024</b> The OAG are yet to confirm dates for the interim and final audit. A meeting to discuss planning and timing of the interim audit have been scheduled.</p> <p><b>QTR 2   Oct to Dec 2023</b> The interim and final annual financial audit for the 2022/23 financial year was successfully completed, albeit under extremely challenging circumstances as a result of unreasonably low materiality levels being applied to a revaluation year, all City assets subject to revaluation were revalued. The results were presented to the November 2023 ARGC meeting and an unqualified audit opinion was issued. The annual financial report including the audit opinion was endorsed by Council at the December 2023 OCM.</p> <p><b>QTR 1   Jul to Sep 2023</b> The interim 2022/23 audit has been finalised and results have been reported to the ARGC and Council. Council endorsed the interim report and findings at the 26 September 2023 OCM. The final audit is currently underway.</p>	<input checked="" type="checkbox"/>

# CORPORATE BUSINESS PLAN | 2023 / 2024 | QUARTER FOUR REPORT

## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
59	Leadership	4.3 Good governance	4.3.4 Maintain a culture of continuous improvement	Annual Budget	Ongoing	Complete	100 %	Review and amend 2023/24 budget mid-year. Prepare and finalise 2024/25 budget for endorsement	<p><b>QTR 4   Apr to Jun 2024</b> The 2024/25 budget was unanimously adopted at the OCM of 25 June 2024 and a copy of the budget including the minutes adopting the budget have been submitted to the Department.</p> <p><b>QTR 3   Jan to Mar 2024</b> The revised 23/24 budget was adopted at the OCM held 27/2/2024. A copy has been provided to the department. The 1st budget workshop with Council was held on 5/3/2024. Three more workshops are scheduled for the 2024/25 budget. Budget packs have been distributed, Managers and Directors are in the process of compiling their budgets.</p> <p><b>QTR 2   Oct to Dec 2023</b> The budget review packs for the 2023/24 budget review were issued early December 2023 the review is currently underway and on track. Planning for the 2024/25 budget have commenced.</p> <p><b>QTR 1   Jul to Sep 2023</b> The Capital Budget carry forwards from 2022/23 were adopted by Council at the OCM of 26 September 2023. Budget adjustments have been done.</p>	
60	Leadership	4.3 Good governance	4.3.4 Maintain a culture of continuous improvement	Annual Financial Report	Ongoing	Complete	100 %	Prepare and finalise 2022/23 financial report for endorsement	<p><b>QTR 4   Apr to Jun 2024</b> The 2022/23 Annual Financial Report received an unqualified audit opinion and was adopted by Council at the December 2023 OCM. The Electors General Meeting adopted the 2022/23 Annual Report including Annual Financial Report on 6 February 2024. The 2023/24 interim audit commenced in middle of June 2024, it has been completed with no findings to report.</p> <p><b>QTR 3   Jan to Mar 2024</b> The Annual Financial Report received an unqualified audit opinion and was adopted by Council at the December 2023 OCM. The OAG have not yet confirmed a date for the 2023/24 interim audit.</p> <p><b>QTR 2   Oct to Dec 2023</b> The Annual Financial Report received an unqualified audit opinion and was adopted by Council at the December 2023 OCM</p> <p><b>QTR 1   Jul to Sep 2023</b> A draft of the Annual Financial Report has been prepared and is currently being audited by the Office of the Auditor General. The draft was submitted before the 30 September 2023, in line with legislation.</p>	
61	Leadership	4.3 Good governance	4.3.4 Maintain a culture of continuous improvement	Annual Report	Ongoing	Complete	100 %	Prepare, complete and publish 2022/23 annual report	<p><b>QTR 4   Apr to Jun 2024</b> Complete.</p> <p><b>QTR 3   Jan to Mar 2024</b> Complete.</p> <p><b>QTR 2   Oct to Dec 2023</b> 2022/2023 Annual Report approved at the December 2023 OCM. Will be presented to the community at the Annual Electors Meeting in early February 2024.</p> <p><b>QTR 1   Jul to Sep 2023</b> Draft content for Annual Report 2023/24 has been developed. The report is currently in the design phase.</p>	

# CORPORATE BUSINESS PLAN | 2023 / 2024 | QUARTER FOUR REPORT

## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
62	Leadership	4.3 Good governance	4.3.4 Maintain a culture of continuous improvement	COVID-19 Human Resources and Work Health & Safety response	Ongoing	Complete	100 %	Continue to respond to the implications of changes from COVID-19 on Human Resources and Work Health & Safety	<b>QTR 4   Apr to Jun 2024</b> The organisation continues to monitor and/or respond to State and Federal Government directives with regards to COVID-19 where necessary, as well as continues to maintain a safe workplace for all.	
									<b>QTR 3   Jan to Mar 2024</b> Response to COVID-19 measures continue to be reviewed and monitored on a as needs basis in line with Federal and State Government advice and updates.	
									<b>QTR 2   Oct to Dec 2023</b> Response to COVID-19 measures continue to be reviewed and monitored on a as needs basis in line with Federal and State Government advice and updates. During this quarter, the City focused on communications to employees regarding vaccinations, encouraging of face masks when being a close contact, testing for COVID-19 when unwell, and general good hygiene practices. The City will continue to respond to Government directives as and when required.	
									<b>QTR 1   Jul to Sep 2023</b> Response to COVID-19 measures continues to be reviewed, monitored and implemented in line with Federal and State Government directions. Employee Work Health & Safety Alerts, weekly monitoring and reporting of employee COVID-19 absence and monitoring of workplace cleaning/hygiene remains ongoing. The City will continue to respond to Government directions as and when required.	
63	Leadership	4.3 Good governance	4.3.4 Maintain a culture of continuous improvement	Financial Hardship Policy	Ongoing	Complete	100 %	Ongoing management and assessment of applications received of the Financial Hardship Policy. Maintenance of the Register. Policy reviewed annually.	<b>QTR 4   Apr to Jun 2024</b> During the last 12 months 10 applications have been received, assessed and awarded financial hardship. Estimated total value below \$963.16.	
									<b>QTR 3   Jan to Mar 2024</b> During the last 9 months 9 applications have been received, assessed and awarded financial hardship. Estimated total value below \$1,000.	
									<b>QTR 2   Oct to Dec 2023</b> The City received and awarded 8 Financial Hardship applications year to date, all to individuals. Rates arrears interest charging has been put on hold. Financial impact below \$800 in total.	
									<b>QTR 1   Jul to Sep 2023</b> The City received and awarded 6 Financial Hardship applications this quarter, all to individuals. Rates arrears interest charging has been put on hold. Financial impact estimated at around \$800 in total.	

# CORPORATE BUSINESS PLAN | 2023 / 2024 | QUARTER FOUR REPORT

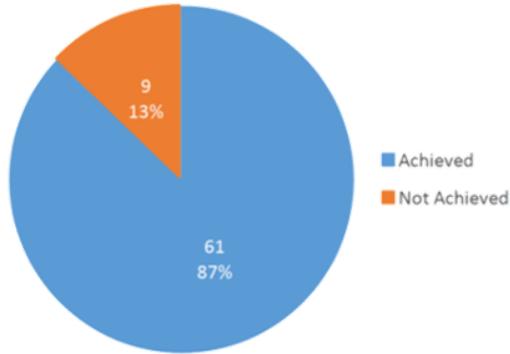
## Corporate actions that we will deliver over the financial year

No.	Strategic Direction	Outcome	Strategy	Project / Activity	Timeframe	Status	% Complete	Action 23/24	Quarterly Updates	CEO KPI
64	Leadership	4.3 Good governance	4.3.4 Maintain a culture of continuous improvement	Internal audit program	Ongoing	On Track	75 %	Manage and ensure completion of annual Internal Audit Program. Complete internal audits in accordance with the Strategic Internal Audit Plan (SIAP). Report quarterly to ARGC on audit register progress.	<p><b>QTR 4   Apr to Jun 2024</b> The Audit for Asset Management was considered by Council at its meeting held 25 June 2024 and has been added to 1System. The audits for Internal Audit Admin &amp; Committee Reporting will be considered by Council in September 2024. The audit for Project and Program Management is still progressing.</p> <p><b>QTR 3   Jan to Mar 2024</b> The audits for Procurement &amp; Contract Management &amp; Compliance Audit Return were considered by Council at its meeting held 26 March 2024 and have been added to 1System. The audit for Asset Management will be considered by Council in June 2024. The audits for Project and Program Management and Internal Audit Admin &amp; Committee reporting are still progressing.</p> <p><b>QTR 2   Oct to Dec 2023</b> The audit for Integrated Planning and Reporting Frameworks was considered by Council at its meeting held 12 December 2023 and has been added to 1System. Audits for Procurement &amp; Contract Management, Asset Management and Projects and Programs are continuing with reports due February/March 2024. The audits for Internal Audit Admin &amp; Committee reporting and Compliance Audit Return have commenced with reports due February 2024.</p> <p><b>QTR 1   Jul to Sep 2023</b> The City is awaiting the final reports for the Procurement &amp; Contract Management and Integrated Planning and Reporting Framework audits from Paxon. The audits for Asset Management and Projects and Programs have progressed with reports due in October/November 2023.</p>	
65	Leadership	4.3 Good governance	4.3.4 Maintain a culture of continuous improvement	Library Framework - Audit and Evaluation	Ongoing	Complete	100 %	Continue audit and evaluation, engage with stakeholders, review and recommend outcomes.	<p><b>QTR 4   Apr to Jun 2024</b> Complete.</p> <p><b>QTR 3   Jan to Mar 2024</b> Library internal survey completed and restructure proposal submitted in accordance with feedback. Discussed with CEO - no future audit to occur as external audit will occur in 25/26 as part of audit program.</p> <p><b>QTR 2   Oct to Dec 2023</b> Project on hold through Quarter 2 due to operational activities related to LMS project. Planning in progress for project restart in Quarter 3.</p> <p><b>QTR 1   Jul to Sep 2023</b> On hold pending Library Management System migration project completion. Will recommence in Quarter 3.</p>	

# CBP MEASURES OF SUCCESS | COUNCIL REPORT

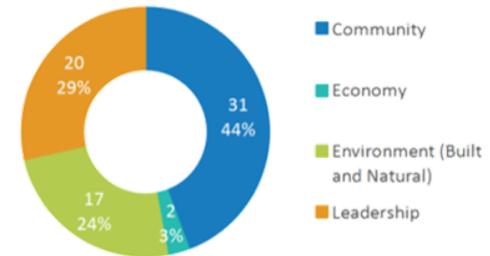
## Key Performance Indicator (KPI) Achievements 2023 / 2024 | Q4 Dashboard | Apr to Jun 2024

### KPI ACHIEVEMENT SNAPSHOT

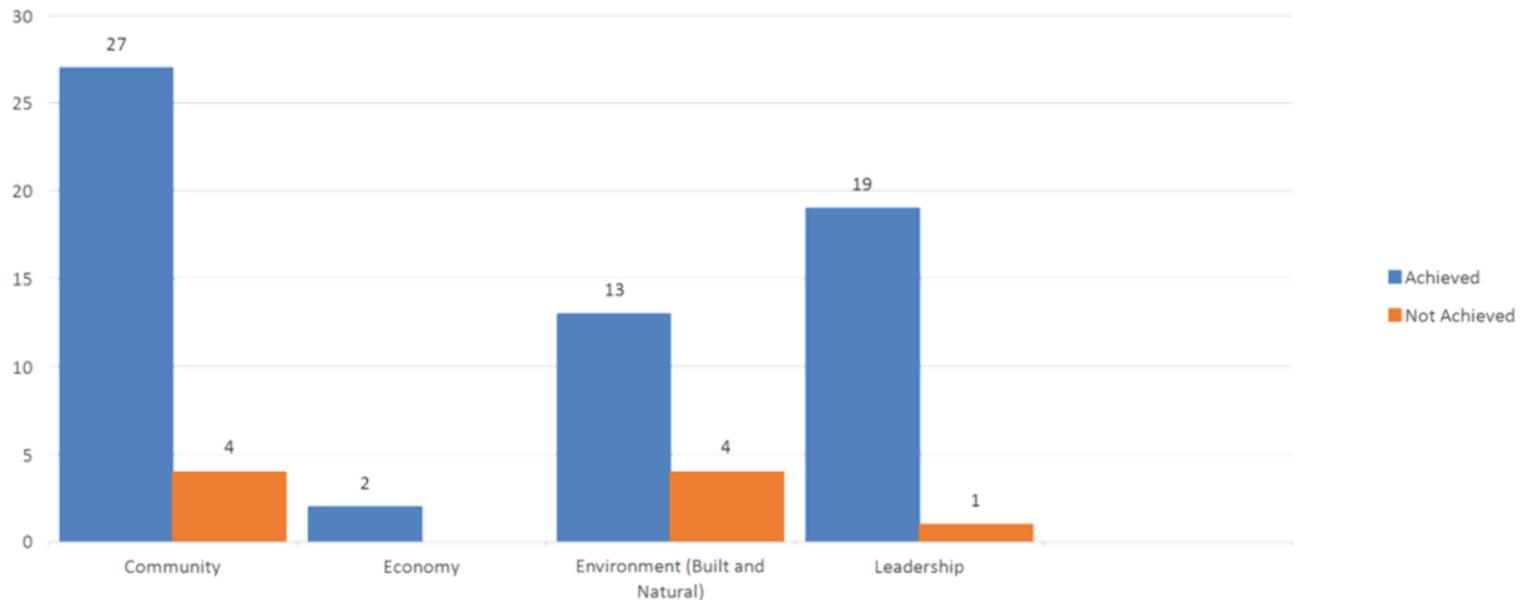


**70  
KPI  
results  
in total**

### STRATEGIC DIRECTION SNAPSHOT



### KPI ACHIEVEMENT TRACKING BY STRATEGIC DIRECTION



# CBP MEASURES OF SUCCESS | 2023 / 2024 | QUARTER FOUR REPORT

No.	Strategic Direction	Outcome	Strategy	Operational Key Performance Indicator	KPI Description	Performance Measure	2023 / 2024 Target	Result	Result Outcome	Result Comment
1	Community	1.1 Culture and community	1.1.1 Develop and facilitate events, services and programs to respond to community needs and priorities	Cultural Plan - Ratio of Implemented Actions	Cultural Plan - The ratio of the number of actions successfully implemented relative to the number of actions planned within the City's Cultural Plan (Completed/Planned)	Maintain ratio of 80% annual planned implementation action items	80.00	87.00	Achieved	
2	Community	1.1 Culture and community	1.1.1 Develop and facilitate events, services and programs to respond to community needs and priorities	Event Attendee Satisfaction	Event Attendee Satisfaction - The amount of people who respond that they are satisfied with the events held by the City	Maintain satisfaction rate above 80%	80.00	90.00	Achieved	
3	Community	1.1 Culture and community	1.1.1 Develop and facilitate events, services and programs to respond to community needs and priorities	Event Attendee Targets	Event Attendee Targets - The number of people attending the City's community events and partnership events	Obtain the targeted number of 15,000 people per annum at community events delivered by the City and partnering organisations	15000.00	13620.00	Not Achieved	Estimate of attendees at events in Q4 is 1,500 people (13,620 year to date). Attendance for Q4 events was as expected. Lower attendances at Q3 events due to inclement weather impacted YTD figure.
4	Community	1.1 Culture and community	1.1.1 Develop and facilitate events, services and programs to respond to community needs and priorities	Library Attendee Targets	Library Attendee Targets - The number of people visiting or attending the City's two Library branches (Manning and South Perth)	Obtain the targeted number of visitors at the City's two Library branches of 176,392 persons per annum	176392.00	178233.00	Achieved	
5	Community	1.1 Culture and community	1.1.1 Develop and facilitate events, services and programs to respond to community needs and priorities	Library Programs and Events Satisfaction Rate	Library Programs and Events Satisfaction Rate - The ratio of people who respond that they are satisfied with the Library's programs and events offered by the City	Maintain satisfaction rate above 80%	80.00	89.00	Achieved	
6	Community	1.1 Culture and community	1.1.1 Develop and facilitate events, services and programs to respond to community needs and priorities	Public Art Master Plan - Ratio of Impelemented Actions	Public Art Master Plan - Ratio of Implemented Actions	Maintain ratio of 80% annual planned implementation action items	80.00	85.00	Achieved	
7	Community	1.1 Culture and community	1.1.1 Develop and facilitate events, services and programs to respond to community needs and priorities	Public Health Plan - Ratio of Implemented Actions	Public Health Plan - Completion of relevant key actions as identified in the City's Public Health Plan	100% completion of key actions/outcomes as they relate to Environmental Health	100.00	75.00	Not Achieved	The inspection component of key actions was impacted by compliance/nuisance requests, increased health applications, enforcement action, administration of a new system and reduced staffing.

# CBP MEASURES OF SUCCESS | 2023 / 2024 | QUARTER FOUR REPORT

No.	Strategic Direction	Outcome	Strategy	Operational Key Performance Indicator	KPI Description	Performance Measure	2023 / 2024 Target	Result	Result Outcome	Result Comment
8	Community	1.1 Culture and community	1.1.1 Develop and facilitate events, services and programs to respond to community needs and priorities	Youth Plan - Ratio of Implemented Actions	Youth Plan - The ratio of the number of actions successfully implemented relative to the number of actions planned within the City's Youth plan (Completed/Planned)	Maintain ratio of 80% annual planned implementation action items	80.00	100.00	Achieved	
9	Community	1.1 Culture and community	1.1.2 Facilitate and create opportunities for inclusive and cohesive social, cultural and healthy activity in the City	Access & Inclusion Plan - Ratio of Implemented Actions	Access & Inclusion Plan - Ratio of Implemented Actions	Maintain ratio of 80% annual planned implementation action items	80.00	80.00	Achieved	
10	Community	1.1 Culture and community	1.1.2 Facilitate and create opportunities for inclusive and cohesive social, cultural and healthy activity in the City	Club Development Program	Club Development Program - The number of local clubs engaged by the City each year.	Maintain with a minimum of 80% local club participation per annum	80.00	124.80	Achieved	
11	Community	1.1 Culture and community	1.1.2 Facilitate and create opportunities for inclusive and cohesive social, cultural and healthy activity in the City	Club Development Program Satisfaction	Club Development Program Satisfaction - The number of local clubs who respond that they are satisfied with the Club Development programs and events offered by the City	Maintain satisfaction rate above 80%	80.00	72.80	Not Achieved	Club development program survey undertaken in January 2024. The City received club development satisfaction rating of 3.64 out of 5.00, which translates to 'satisfied' or 'very satisfied' from clubs.
12	Community	1.1 Culture and community	1.1.2 Facilitate and create opportunities for inclusive and cohesive social, cultural and healthy activity in the City	Collier Park Resident Satisfaction	Collier Park Resident Satisfaction - The number of residents that respond they are satisfied with the services provided at Collier Park Village through the annual resident satisfaction survey	Maintain annual satisfaction rate above 75%	75.00	100.00	Achieved	
13	Community	1.1 Culture and community	1.1.2 Facilitate and create opportunities for inclusive and cohesive social, cultural and healthy activity in the City	KidSport Funding	KidSport Funding - The number of funding vouchers and the amount of funding (\$) provided to eligible Western Australian children for club fees	Maintain funding provision of 100 KidSport vouchers, providing \$18,000 in funding per annum	100.00	153.00	Achieved	
14	Community	1.1 Culture and community	1.1.3 Celebrate, support and value heritage and culture within the City for present and future generations	Old Mill and Visitor Targets	Old Mill and Visitor Targets - The number of people visiting or attending the City's Old Mill Historical site	Obtain the targeted number of visitors at the Old Mill of 2,346 persons per annum	2346.00	2350.00	Achieved	

# CBP MEASURES OF SUCCESS | 2023 / 2024 | QUARTER FOUR REPORT

No.	Strategic Direction	Outcome	Strategy	Operational Key Performance Indicator	KPI Description	Performance Measure	2023 / 2024 Target	Result	Result Outcome	Result Comment
15	Community	1.1 Culture and community	1.1.3 Celebrate, support and value heritage and culture within the City for present and future generations	Sustainable Living Program Satisfaction Rate	Sustainable Living Program Satisfaction Rate - The number of people who respond that they are satisfied with the City's Sustainable Living Program	Maintain satisfaction rate above 95%	95.00	95.00	Achieved	
16	Community	1.1 Culture and community	1.1.4 Encourage volunteering that benefits our community	Community Volunteering	Community Volunteering - The number of City volunteers that provide assistance on Community, Culture and Recreation projects, services and programs	Maintain a minimum of 100 Community, Culture and Recreation volunteers	100.00	100.00	Achieved	
17	Community	1.1 Culture and community	1.1.4 Encourage volunteering that benefits our community	Community Volunteering – Libraries	Community Volunteering - Libraries - The number of hours the City volunteers provide assistance on Library and Heritage projects, services and programs	Maintain a minimum of 90 hours of volunteer support to library and heritage services	90.00	324.70	Achieved	
18	Community	1.2 Community infrastructure	1.2.1 Maintain current and plan, develop and facilitate community infrastructure to respond to community needs and priorities	Community Recreation Facilities Plan - Ratio of Implemented Actions	Community Recreation Facilities Plan - The ratio of the number of actions successfully implemented relative to the number of actions planned within the City's Community Recreation Facilities Plan (Completed/Planned)	Maintain ratio of 80% annual planned implementation action items	80.00	100.00	Achieved	
19	Community	1.2 Community infrastructure	1.2.1 Maintain current and plan, develop and facilitate community infrastructure to respond to community needs and priorities	Play Space Plan - Ratio of Implemented Actions	Play Space Plan - The ratio of the number of actions successfully implemented relative to the number of actions planned within the City's Play Space Plan (Completed/Planned)	Maintain ratio of 80% annual planned implementation action items	80.00	120.00	Achieved	
20	Community	1.2 Community infrastructure	1.2.1 Maintain current and plan, develop and facilitate community infrastructure to respond to community needs and priorities	Public Toilet Plan - Ratio of Implemented Actions	Public Toilet Plan - The ratio of the number of actions successfully implemented relative to the number of actions planned within the City's Public Toilet Plan (Completed/Planned)	Maintain ratio of 80% annual planned implementation action items	80.00	100.00	Achieved	

# CBP MEASURES OF SUCCESS | 2023 / 2024 | QUARTER FOUR REPORT

No.	Strategic Direction	Outcome	Strategy	Operational Key Performance Indicator	KPI Description	Performance Measure	2023 / 2024 Target	Result	Result Outcome	Result Comment
21	Community	1.2 Community infrastructure	1.2.2 Effectively develop, manage and optimise the use of the City's properties, assets and facilities	Asset Management Condition Survey & Assessment	Asset Management Condition Survey & Assessment - Conduct condition survey for public open space and review asset condition assessment needs for remainder of major asset classes	Complete a minimum of 1 condition survey for major asset classes annually	1.00	100.00	Achieved	
22	Community	1.2 Community infrastructure	1.2.2 Effectively develop, manage and optimise the use of the City's properties, assets and facilities	Asset Management Plan	Asset Management Plan - The progress on all remaining Asset Management Plans for all major asset classes.	Complete a minimum of 1 Asset Management Plan annually	1.00	90.00	Achieved	
23	Community	1.2 Community infrastructure	1.2.2 Effectively develop, manage and optimise the use of the City's properties, assets and facilities	Property / Building Maintenance	Property Maintenance - The number of maintenance requests that are assessed and/or actioned within 10 days of notification	Complete 90% of assessments and/or actions within 5 days (urgent) or within 10 days (remainder)	90.00	90.00	Achieved	
24	Community	1.3 Community safety and health	1.3.1 Enhance community safety in conjunction with other agencies	Community Safety and Crime Prevention Plan - Ratio of Implemented Actions	Community Safety and Crime Prevention Plan - The ratio of the number of actions successfully implemented relative to the number of actions planned within the City's Community Safety and Crime Prevention Plan (Completed/Planned)	Maintain ratio of 80% annual planned implementation action items	80.00	100.00	Achieved	
25	Community	1.3 Community safety and health	1.3.2 Facilitate and foster a healthy and connected community	Dog Attacks Investigated	Dog Attacks Investigated - Number of dog attack investigations completed within 14 days	Maintain an above 80% completion rate of dog attacks investigated within 14 days	80.00	88.00	Achieved	
26	Community	1.3 Community safety and health	1.3.2 Facilitate and foster a healthy and connected community	Parking Management - Abandoned Vehicles	Parking Management - Abandoned Vehicles - The percentage of abandoned vehicles removed within 14 days to ensure effective parking management within the City	80% of abandoned vehicles removed within 14 days.	80.00	88.00	Achieved	
27	Community	1.3 Community safety and health	1.3.2 Facilitate and foster a healthy and connected community	Parking Management - City Owned Carparks	Parking Management - City Owned Carparks - The number of parking patrols in City owned carparks to ensure effective parking management within the City	300 patrols of City owned carparks	300.00	437.00	Achieved	

# CBP MEASURES OF SUCCESS | 2023 / 2024 | QUARTER FOUR REPORT

No.	Strategic Direction	Outcome	Strategy	Operational Key Performance Indicator	KPI Description	Performance Measure	2023 / 2024 Target	Result	Result Outcome	Result Comment
28	Community	1.3 Community safety and health	1.3.2 Facilitate and foster a healthy and connected community	Parking Management - School Patrols	Parking Management - School Patrols - The number of school parking patrols conducted per year to ensure effective parking management within the City	500 school parking patrols per year	500.00	452.00	Not Achieved	Not achieved due to staff resigning, annual leave and long service leave factors.
29	Community	1.3 Community safety and health	1.3.2 Facilitate and foster a healthy and connected community	Return of Animals to Owners at Animal Care Facility	Return of Animals to Owners at Animal Care Facility - All owned animals are returned to their owner within the specified period required in the Animal Care Facility Procedure Module	All animals are returned to their owners within a minimum of 7 days	7.00	7.00	Achieved	
30	Community	1.3 Community safety and health	1.3.3 Implement effective Emergency Management arrangements	Bushfire Risk Management Plan	Bushfire Risk Management Plan	Maintain ratio of 80% annual planned implementation action items	80.00	80.00	Achieved	
31	Community	1.3 Community safety and health	1.3.3 Implement effective Emergency Management arrangements	Local Emergency Management Arrangements - Ratio of Implemented Actions	Local Emergency Management Arrangements Plan - The ratio of the number of actions successfully implemented relative to the number of actions planned within the City's Local Emergency Management Arrangements Plan Response and Recovery Plan (Completed/Plann	Maintain ratio of 80% annual planned implementation action items	80.00	100.00	Achieved	
32	Economy	2.1 Local business	2.1.3 Encourage and support local business and employment	Economic Development Plan-Implementation	Economic Development Plan- Implementation - The amount that the City has progressed towards the implementation of the City's Economic Development Plan	50% completion of the High priority / Short term actions in the Economic development implementation plan	50.00	100.00	Achieved	
33	Economy	2.2 Activated places	2.2.1 Facilitate events that support local business	Business Support Program	Business Support Program	At least 4 per year	4.00	35.25	Achieved	
34	Environment (Built and Natural)	3.1 Connected and accessible City	3.1.1 Facilitate a safe, efficient, accessible and reliable transport network that is pedestrian and cycle friendly	Footpath and Cycle Path community Response Rate	Footpath and Cycle Path community Response Rate - The number of community member requests to improve the City's footpaths and cycle network	Maintain requests for service below 100 per annum	100.00	81.00	Achieved	

# CBP MEASURES OF SUCCESS | 2023 / 2024 | QUARTER FOUR REPORT

No.	Strategic Direction	Outcome	Strategy	Operational Key Performance Indicator	KPI Description	Performance Measure	2023 / 2024 Target	Result	Result Outcome	Result Comment
35	Environment (Built and Natural)	3.1 Connected and accessible City	3.1.1 Facilitate a safe, efficient, accessible and reliable transport network that is pedestrian and cycle friendly	Traffic Management - Response Rate	Traffic Management - Response Rate - The percentage of transport network community requests that are responded to within 48 hours of reporting	Maintain response rate at 100%	100.00	100.00	Achieved	
36	Environment (Built and Natural)	3.1 Connected and accessible City	3.1.2 Develop and implement integrated transport and infrastructure plans that consider improved parking management systems and encourage alternative forms of transport	Integrated Transport Plan Project Deliverables	Integrated Transport Plan Project Deliverables - Compliance with the Integrated Transport, Access and Parking Plan project deliverables schedule	Maintain 70% schedule compliance of the project deliverables for the Integrated Transport, Access and Parking Plan	70.00	80.00	Achieved	
37	Environment (Built and Natural)	3.2 Sustainable built form	3.2.1 Develop and implement a sustainable local planning framework to meet current and future community needs	Building Permit Determination	Building Permit Determination - The number of building permits determined within 10 days for certified permits and 25 days for uncertified permits	Maintain ratio of 100% of building permits determined within statutory timeframes	100.00	100.00	Achieved	
38	Environment (Built and Natural)	3.2 Sustainable built form	3.2.1 Develop and implement a sustainable local planning framework to meet current and future community needs	Development Application Determination	Development Application Determination - The number of development (planning) applications determined within 60 days where no consultation is required and 90 days where consultation is required	Maintain a minimum of 85% of development applications determined within statutory timeframes	85.00	79.03	Not Achieved	The statutory planning team had one resignation in this period. There was a strong focus on improving customer service and this involved allowing customers additional time to work on applications.
39	Environment (Built and Natural)	3.2 Sustainable built form	3.2.1 Develop and implement a sustainable local planning framework to meet current and future community needs	Scheme Amendment Compliance	Scheme Amendment Compliance - The amount of scheme amendments submitted to the City that are processed in accordance with Town Planning Regulations	Achieve 100% compliance with the Town Planning Regulations	100.00	100.00	Achieved	
40	Environment (Built and Natural)	3.3 Enhanced environment and open spaces	3.3.1 Maintain and improve ecosystem biodiversity in the City	Natural Area Rehabilitation	Natural Area Rehabilitation - The amount of natural areas that are rehabilitated annually	Implement natural area revegetation at or above 0.5 hectares per annum	0.50	0.50	Achieved	
41	Environment (Built and Natural)	3.3 Enhanced environment and open spaces	3.3.1 Maintain and improve ecosystem biodiversity in the City	Weed Coverage Management - Public Open Space	Weed Coverage Management - The amount of weed coverage in public open space planted areas within site boundary	Manage weed coverage in planted areas at or below 10% within site boundary	10.00	7.00	Achieved	

# CBP MEASURES OF SUCCESS | 2023 / 2024 | QUARTER FOUR REPORT

No.	Strategic Direction	Outcome	Strategy	Operational Key Performance Indicator	KPI Description	Performance Measure	2023 / 2024 Target	Result	Result Outcome	Result Comment
42	Environment (Built and Natural)	3.3 Enhanced environment and open spaces	3.3.2 Enhance the City's urban forest	Canopy Cover	Canopy Cover - Maintaining and improving canopy cover in accordance with budget allocation	Achieve 20% canopy cover across the City	20.00	16.30	Not Achieved	New data is pending and will be reported on in the next quarter
43	Environment (Built and Natural)	3.3 Enhanced environment and open spaces	3.3.3 Improve the amenity value and sustainable uses of our streetscapes, public open spaces and foreshores	Graffiti Removal Response	Graffiti Removal Response - The percentage of graffiti incidents that are responded to in line with the Customer Service Charter	Complete 90% of assessments and actions in accordance with the Customer Service Charter	90.00	90.00	Achieved	
44	Environment (Built and Natural)	3.3 Enhanced environment and open spaces	3.3.3 Improve the amenity value and sustainable uses of our streetscapes, public open spaces and foreshores	Public Open Space Community Requests	Public Open Space Community Requests -The percentage of public open space community requests that are responded to in line with the Customer Service Charter	Complete 90% of assessments and actions in accordance with the Customer Service Charter	90.00	90.00	Achieved	
45	Environment (Built and Natural)	3.3 Enhanced environment and open spaces	3.3.3 Improve the amenity value and sustainable uses of our streetscapes, public open spaces and foreshores	Public Open Space Maintenance Management	Public Open Space Maintenance Management - The number of public open space areas that are maintained in compliance with the City's established service levels	Comply with 85% of scheduled maintenance	85.00	85.00	Achieved	
46	Environment (Built and Natural)	3.3 Enhanced environment and open spaces	3.3.4 Provide proactive enhancement of the environment, maintaining open space and effective management of the Swan and Canning River foreshores	Jetty and Boardwalk Maintenance Response	Jetty and Boardwalk Maintenance Response - The percentage of Jetty and Boardwalk maintenance requests that are responded to in line with Customer Service Charter	Complete 90% of assessments and actions in accordance with the Customer Service Charter	90.00	90.00	Achieved	
47	Environment (Built and Natural)	3.3 Enhanced environment and open spaces	3.3.4 Provide proactive enhancement of the environment, maintaining open space and effective management of the Swan and Canning River foreshores	Weed Coverage Management - Natural Areas	Weed Coverage management - Natural Areas	Manage weed coverage in planted areas at or below 10% within site boundary	10.00	20.00	Not Achieved	Winter rain has caused weed germination City wide. Spraying is conducted weather permitting.
48	Environment (Built and Natural)	3.4 Resource management and climate change	3.4.1 Actively manage and promote sustainable water, waste, land and energy practices	Reduction in Greenhouse Gas (GHG) Emissions	Reduction in Greenhouse Gas (GHG) Emissions - The number of renewable energy projects that the City has introduced to reduce GHG emissions	Identify a minimum of 2 priority locations for additional solar power projects to reduce GHG emissions	2.00	2.00	Achieved	

# CBP MEASURES OF SUCCESS | 2023 / 2024 | QUARTER FOUR REPORT

No.	Strategic Direction	Outcome	Strategy	Operational Key Performance Indicator	KPI Description	Performance Measure	2023 / 2024 Target	Result	Result Outcome	Result Comment
49	Environment (Built and Natural)	3.4 Resource management and climate change	3.4.1 Actively manage and promote sustainable water, waste, land and energy practices	Reduction in Greenhouse Gas (GHG) Emissions - Green Vehicles	Reduction in Greenhouse Gas (GHG) Emissions - Green Vehicles - The number of new light vehicle replacements that comply with the green vehicle guide of Carbon emissions CO2 not exceeding 185 grams per kilometre	Achieve 100% compliance with the Green Vehicle Guide for new light vehicle purchases	100.00	100.00	Achieved	
50	Environment (Built and Natural)	3.4 Resource management and climate change	3.4.1 Actively manage and promote sustainable water, waste, land and energy practices	Waste Management Plan Implementation Ratio	Waste Management Plan Implementation Ratio - Implement 100% of the actions specified in the Waste Management Plan	Achieve a ratio of 100% implementation of recommended actions	100.00	80.00	Not Achieved	Key milestones for current actions updated - ongoing review of plan continues by Waste Fleet & Facilities (WFF) Manager, WFF Coordinator and Environment Coordinator. Some milestones not achieved. Better Bins program not subscribed
51	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	Accessible Digital Services	Accessible Digital Services - The amount of time that the City has a fully operational and accessible customer contact centre, telephony services and online environment	Maintain uptime rate above 99.95%	99.95	99.95	Achieved	
52	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	Communications & Marketing planning assistance	Communications & Marketing Planning Assistance	The number of key projects that the Communications & Marketing Team provide messaging on	12.00	12.00	Achieved	
53	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	Customer Service Improvement Action Plan	Customer Service Improvement Action Plan - The implementation of the Voice of the Customer (VoC) surveys and programme for reporting on progress is established	Conduct a minimum of three surveys each year and introduce key improvements from each survey	3.00	11.00	Achieved	
54	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	Customer Service Team Customer Satisfaction Improvement	Customer Service Team Customer Satisfaction Improvement - The number of people who respond that they are satisfied with the customer service provided by the City's call centre	Maintain customer satisfaction rate above 75% by the City's Call Centre	75.00	100.00	Achieved	

# CBP MEASURES OF SUCCESS | 2023 / 2024 | QUARTER FOUR REPORT

No.	Strategic Direction	Outcome	Strategy	Operational Key Performance Indicator	KPI Description	Performance Measure	2023 / 2024 Target	Result	Result Outcome	Result Comment
55	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	Partnership Agreements - Ratio of Implemented Actions	Partnership Agreements - The ratio of the number of actions successfully completed relative to the number of actions planned within the City's Partnership Agreements (Completed/Planned)	Maintain ratio of 80% annual planned action items	80.00	80.00	Achieved	
56	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	Reconciliation Action Plan - Ratio of Implemented Actions	Reconciliation Action Plan - The ratio of the number of actions successfully implemented relative to the number of actions planned within the City's Reconciliation Action Plan (Completed/Planned)	Maintain ratio of 80% annual planned implementation action items	80.00	80.00	Achieved	
57	Leadership	4.1 Engaged community and leadership	4.1.1 Engage, consult and listen to our community to understand and deliver on identified priorities	Stakeholder Engagement Planning Assistance	Stakeholder Engagement Planning Assistance - The number of key projects that the Stakeholder Engagement team provide assistance and advice on	Provide assistance and advice on a minimum of 10 key projects per annum	10.00	19.00	Achieved	
58	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	Asset Renewal Funding Ratio	Asset Renewal Funding Ratio	Maintain benchmark standard of ratio between 75% and 95%	75.00	95.00	Achieved	Interim result subject to financial year end finalisation
59	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	Asset Sustainability Ratio	Asset Sustainability Ratio - The ratio of asset renewal expenditure relative to depreciation for the year	Maintain benchmark standard of ratio between 90% and 110%	90.00	75.10	Not Achieved	Interim result subject to financial year end finalisation
60	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	Compliance Audit Return Responses	Compliance Audit Return Responses - The number of responses provided to the requirements within the Compliance Audit Return	Achieve 100% response compliance with the Compliance Audit Return	100.00	100.00	Achieved	

# CBP MEASURES OF SUCCESS | 2023 / 2024 | QUARTER FOUR REPORT

No.	Strategic Direction	Outcome	Strategy	Operational Key Performance Indicator	KPI Description	Performance Measure	2023 / 2024 Target	Result	Result Outcome	Result Comment
61	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	Corporate Business Plan Quarterly Reporting	Corporate Business Plan Quarterly Reporting - The amount that progress on the Corporate Business Plan (CBP) is reported quarterly to the Audit, Risk and Governance Committee (ARGC) in accordance with the Integrated Planning and Reporting Framework (IPRF)	Achieve 100% compliance with the IPRF requirements for CBP quarterly reporting	100.00	100.00	Achieved	
62	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	Council Meeting Minutes Availability	Council Meeting Minutes Availability - The number of Council meeting minutes that are published on the City's website within 3 days from the meeting date	Achieve 100% compliance with Council meeting minute availability	100.00	100.00	Achieved	
63	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	Financial Health Indicator Annual Result	Financial Health Indicator Annual Result - The Financial Health Indicator (FHI) annual result is calculated from the seven financial ratios that are required by W.A. Local Government regulation	Maintain a Financial Health Indicator (FHI) result of 70 or above per annum	70.00	87.00	Achieved	Interim result subject to financial year end finalisation
64	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	Meeting Agenda Availability	Meeting Agenda Availability - The amount of meeting agendas that are available 72 hours prior to a meeting	Achieve 100% compliance with meeting agenda availability	100.00	100.00	Achieved	
65	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	Risk Management Committee Meetings	Risk Management Committee Meetings - Quarterly Risk Meetings held	Hold a minimum of four meetings annually	4.00	4.00	Achieved	
66	Leadership	4.3 Good governance	4.3.1 Foster effective governance with honesty and integrity and quality decision-making to deliver community priorities	Strategic Risks Reviewed	Strategic Risks Reviewed - All Strategic Risks are reviewed twice annually	Maintain 100% compliance with review process	100.00	100.00	Achieved	

# CBP MEASURES OF SUCCESS | 2023 / 2024 | QUARTER FOUR REPORT

No.	Strategic Direction	Outcome	Strategy	Operational Key Performance Indicator	KPI Description	Performance Measure	2023 / 2024 Target	Result	Result Outcome	Result Comment
67	Leadership	4.3 Good governance	4.3.2 Diversify and optimise non-rate income	Revenue other than Rates	Revenue other than Rates - The amount of revenue obtained from grants, fees charges and other revenue relative to the amount of revenue generated from Rates (Revenue other than rates/Total Revenue)	Maintain annual revenue other than rates greater than 25% of total annual revenue	25.00	40.33	Achieved	
68	Leadership	4.3 Good governance	4.3.4 Maintain a culture of continuous improvement	Annual Employee Performance Review Completion	Annual Employee Performance Review Completion - The number of employees who have completed their annual performance review	Maintain completion rate of above 75%	75.00	80.00	Achieved	
69	Leadership	4.3 Good governance	4.3.4 Maintain a culture of continuous improvement	Current Ratio	Current Ratio - The ratio of current assets minus restricted assets relative to current liabilities minus liabilities associated with restricted assets (Current Assets/Current Liabilities)	Maintain benchmark standard of ratio greater than 1.0	1.00	2.15	Achieved	Interim result subject to financial year end finalisation
70	Leadership	4.3 Good governance	4.3.4 Maintain a culture of continuous improvement	Internal Audit Completion	Internal Audit Completion - The number of internal audits completed relative to the number of audits planned in the strategic internal audit plan (SIAP). (Complete/Planned)	Maintain completion rate above 75%	75.00	75.00	Achieved	

## Strategic Direction *Community*

### Policy P102 Community Funding Program

<b>Responsible Business Unit/s</b>	<b>Community, Culture and Recreation</b>
<b>Responsible Officer</b>	<b>Manager Community Culture and Recreation</b>
<b>Affected Business Unit/s</b>	<b>Community, Culture and Recreation</b>

#### Policy Objectives

This policy provides a framework for the City to equitably distribute funding to community groups, organisations involved in community partnership projects and individuals to encourage community and personal development, and foster community services and projects.

#### Policy Scope

This Policy applies to all officers working in the Directorate of Development and Community Services, external organisations working in the City of South Perth community and individuals living in the City of South Perth community.

#### Policy Statement

The City of South Perth supports community development by providing a range of funding opportunities to community groups, organisations involved in community partnership projects and individuals through the Community Funding Program. Each year during the annual budget process, consideration is given to setting aside funds to distribute to community groups, organisations and individuals in the coming year.

The goals of the funding assistance policy are to:

1. Support and partner with community organisations and groups toward achieving the objectives of the City's Strategic Community Plan 2021-2031;
2. Enable community groups, partnering organisations and individuals to maximise their development opportunities;
3. Provide an equitable and accessible means by which community groups, partnering organisations and individuals can access funding;
4. Provide a process for distributing funds to meet defined outcomes; and
5. Involve stakeholders in a shared approach to the development of projects and services in the City.

The City will manage the Community Funding Program through M102: Community Funding Program Management Practice.



Types of funding available are as follows:

Level 1: Community partnerships – The City may enter into partnerships with organisations that intend to deliver programs and services that will contribute and assist in meeting the objectives of the City’s Strategic Plan and associated plans.

Level 2: Community grants – These grants provide assistance for minor community projects that provide benefits for people in the local community, such as enhanced community wellbeing, social connectedness, physical activity, economic development and community development. The City will assess these opportunities as they arise.

Level 3: Individual Development Grants – These grants are open to residents of the City of South Perth who have been selected to represent the state or nation in interstate or international championships, competitions or significant cultural, academic or community service programs. The grant is for travel and/or accommodation costs only, ~~and is set at a maximum of \$200 for interstate travel and \$300 for international travel.~~

### Legislation/ Local Law Requirements

Not Applicable

### Other Relevant Policies/ Key Documents

Policy P110 Support of Community and Sporting Groups  
City of South Perth Strategic Community Plan 2021-2031  
Management Practice M102 Community Funding Program

## Strategic Direction *Community*

### Policy P104 Community Awards

Responsible Business Unit/s	Community, Culture and Recreation
Responsible Officer	Manager Community, Culture and Recreation <a href="#">Manager Community Learning and Libraries</a> <a href="#">Manager Library Services</a>
Affected Business Unit/s	Community, Culture and Recreation <a href="#">Community Learning and Libraries</a> <a href="#">Library Services</a>

#### Policy Objectives

This policy provides for relevant community awards which recognise the outstanding achievements of members of the local community and contribute towards fostering a strong sense of community.

#### Policy Scope

This Policy applies to the wider community to recognise individuals and community groups who make contributions to the community.

#### Policy Statement

The City recognises the important contributions made by individuals and community groups towards local community development, that an individual's achievements can make towards community development. The City has a number of annual community awards that acknowledge such achievements. They are the: During the development of the City's annual budget, consideration will be given to the facilitation of community awards for the following year. These may include (but are not limited to):

- Community Citizen of the Year Awards ([including volunteer recognition](#))
- ~~Volunteer of the Year Awards~~
- ~~Dr Ted Maslen Memorial University Exhibition Award~~
- Primary School Book Awards
- ~~High School Scholarship Awards~~
- Speak with Confidence Awards
- South Perth Young Writer Awards

The City may decide that any of these awards will not be presented in a year. Conditions for all the Awards are stated in the Management Practice.

#### COMMUNITY CITIZEN OF THE YEAR AWARDS

##### Award Focus



The City partners with Auspire (Australia Day Council of Western Australia) to present the Community Citizen of the Year Awards across four categories. These awards aim to recognise, reward and celebrate the achievements of residents.

#### **Selection**

A panel of officers from the City will choose the recommended award recipients from nominations received from the community. A report will be submitted to Council recommending that these people receive the awards.

#### **Prize**

Award recipients will receive a certificate and plaque.

### **CATEGORIES**

#### **Citizen of the Year**

This award is open to individuals (residents and/or ratepayers) of the City of South Perth who are aged 25 years or older (on 26 January on the year the event is being held), to recognise their notable contribution to the local community in the year immediately prior to receiving the award, as well as their past achievements and ongoing contribution to the local community.

#### **Citizen of the Year – Youth (under 25 years)**

This award is open to individuals (residents and/or ratepayers) of the City of South Perth who are aged under 25 years (on 26 January on the year the event is being held), to recognise their notable contribution to the local community in the year immediately prior to receiving the award, as well as their past achievements and ongoing contribution to the local community.

#### **Citizen of the Year – Senior (65 years or over)**

This award is open to individuals (residents and/or ratepayers) of the City of South Perth who are aged 65 years or older (on 26 January on the year the event is being held), to recognise their notable contribution to the local community in the year immediately prior to receiving the award, as well as their past achievements and ongoing contribution to the local community.

#### **Active Citizenship Award (for a community group or event)**

This award is open to community groups/clubs based in the City of South Perth or events held in the City of South Perth to recognise active citizenship in the year immediately prior to receiving the award, as well as their past achievements and ongoing contribution to the local community.

### **VOLUNTEER OF THE YEAR AWARDS**

#### **Award Focus**

The Volunteer of the Year Awards aim to recognise, reward and celebrate the achievements of residents and others making a contribution to the local community.

#### **Selection**

A panel of officers from the City will choose the recommended award recipients from nominations received from the community. A report will be submitted to Council recommending that these people receive the awards.

#### **Prize**

Award recipients will receive a certificate and/or trophy.

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Policy Number: P104

Relevant Council Delegation: N/A

Council Adoption: N/A

Relevant Delegation: N/A

Reviewed/Modified: 03/05, 02/11, 03/12, 03/13, 03/14, 01/15, 06/16, 08/16, 08/17, 10/18, 03/20, 03/21, 09/22, 07/23, 12/23

Relevant Management Practice: M104

## CATEGORIES

### Adult Volunteer of the Year Award

This award is open to individuals who reside or volunteer within the City of South Perth and are aged 25 years and over.

### Young Volunteer of the Year Award

This award is open to individuals who reside or volunteer within the City of South Perth and are aged between 18 and 25 years.

### Junior Volunteer of the Year Award

This award is open to individuals who reside or volunteer within the City of South Perth and are aged less than 18 years.

## DR TED MASLEN MEMORIAL UNIVERSITY EXHIBITION AWARD

### Award Focus

The Dr Ted Maslen University Exhibition Award aims to recognise outstanding achievement in secondary study.

### Eligibility

This award is open to all residents of the City of South Perth who have completed secondary studies in that year.

### Selection

The award is presented to the student gaining the highest overall score assessed by the School Curriculum and Standards Authority in that year.

### Prizes

The award recipient will receive a cash contribution for the first three years of their tertiary studies.

## PRIMARY SCHOOL BOOK AWARDS

### Award Focus

The City sponsors two book awards for local primary schools' graduation and awards ceremonies.

### Eligibility

The primary school must be located within the City's boundaries.

### Selection

The award recipients will be chosen by the school.

### Prizes

The City provides a cash amount for the purchase of up to two books per primary school. The school is invited to purchase books considered the most appropriate for the award and for the students.

## HIGH SCHOOL SCHOLARSHIP AWARDS

### Award Focus

A scholarship is offered to each High School in the City of South Perth to provide to a nominated worthy Year 10 student who is progressing onto Year 11 the following year at the respective school.

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Policy Number: P104

Relevant Council Delegation: N/A

Council Adoption: N/A

Relevant Delegation: N/A

Reviewed/Modified: 03/05, 02/11, 03/12, 03/13, 03/14, 01/15, 06/16, 08/16, 08/17, 10/18, 03/20, 03/21, 09/22, 07/23, 12/23

Relevant Management Practice: M104

### Eligibility

The nominated student must be a resident in the City of South Perth.

### Selection

The student will be nominated by the School Principal for demonstrating sound personal character; and consistent achievement (such as academic, sporting, cultural achievement, etc).

### Prizes

A cash contribution will be paid to the School to keep in trust for the nominated student to purchase school books, pay school fees; or associated student costs.

## SPEAK WITH CONFIDENCE AWARDS

### Award Focus

The annual Speak with Confidence Awards are aimed at building the confidence, clarity of thought and expression of young people within the City of South Perth

### Eligibility

The primary school must be within the City's boundaries.

### Selection

Each school within the City may nominate two students from either year 5 or 6 to participate in the competition.

### Prizes

Award recipients will receive a certificate and/or trophy.

## SOUTH PERTH YOUNG WRITER AWARDS

### Award Focus

The South Perth Young Writers Award encourages excellence in creative writing.

### Eligibility

This award is open to all students from Year one through to Year 12 who live in or attend school within the City of South Perth.

### Selection

The entries are judged by a panel of librarians, writers and children's literature enthusiasts.

Entries will be judged in the following categories:

- Lower Primary Years 1-2
- Middle Primary Years 3-4
- Upper Primary Years 5-6
- Lower Secondary Years 7-9
- Upper Secondary Years 10-12

### Prizes

The Christobel Mattingley Bronze Medallion is awarded to the entry judged to be the most outstanding.

## Legislation / Local Law Requirements

Not Applicable

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Policy Number: P104

Relevant Council Delegation: N/A

Council Adoption: N/A

Relevant Delegation: N/A

Reviewed/Modified: 03/05, 02/11, 03/12, 03/13, 03/14, 01/15, 06/16, 08/16, 08/17, 10/18, 03/20, 03/21, 09/22, 07/23, 12/23

Relevant Management Practice: M104

### Other Relevant Policies / Key Documents

Not Applicable

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Policy Number: P104

Council Adoption: N/A

Reviewed/Modified: 03/05, 02/11, 03/12, 03/13, 03/14, 01/15,  
06/16, 08/16, 08/17, 10/18, 03/20, 03/21,  
09/22, 07/23, 12/23

Relevant Council Delegation: N/A

Relevant Delegation: N/A

Relevant Management Practice: M104

## Strategic Direction *Community*

### Policy P106 Use of City Reserves and Facilities

<b>Responsible Business Unit/s</b>	<b>Community, Culture and Recreation</b>
<b>Responsible Officer</b>	<b>Manager Community, Culture and Recreation</b>
<b>Affected Business Unit/s</b>	<b>Community, Culture and Recreation</b>

#### Policy Objectives

The City owns and/or maintains a number of ovals, parks, reserves and facilities which are available for use and this policy provides guidance on the use and/or hire of these reserves/and facilities.

This Policy aims to balance appropriate management and responsible use of the City's reserves and facilities for the benefit of the community.

#### Policy Scope

This Policy applies to those that wish to make organised use of reserves and facilities under City ownership or management for sporting and/or recreation purposes and events, such as individuals, personal trainers, sporting groups, social groups, informal and formal not-for-profit community groups and commercial organisations.

#### Policy Statement

Approval is required for the use of City of South Perth managed reserves and facilities. The City may hire, license or lease owned and managed reserves and facilities whereby:

- The City is satisfied that the use is consistent with the nature of the reserve or facility and the surrounding area;
- The City is satisfied that the applicant is capable of ensuring the safe and appropriate use of the reserve or facility.

The applicant may be required to undertake one or more of the following:

- Pay a use hire or lease or license fee;
- Lodge a bond;
- Apply for a liquor licence;
- Show proof of qualifications;
- Show proof of relevant current insurance;
- Apply for a permits and/or trading licences; and
- Show proof of event and risk management practices, such as risk management plan, noise management, traffic management and compliance to environmental health requirements.



Long term users of reserves and built facilities may enter into a lease or license agreement with the City; however the City determines whether a lease or license is appropriate. The cost of the hire is determined in accordance with the City’s Schedule of Fees and Charges. The Schedule is reviewed annually.

**Waterways and Crown Land**

The use and hire of waterways; and reserves or facilities on crown land is subject to two separate approvals. The first approval required is from the State Government (Minister for Lands) as the land owner. The second approval required is from the City of South Perth as manager of the land. Each application is to be made separately to the relevant authority. Additionally other government departments may have authority and require applications such as the Department of Biodiversity, Conservations and Attractions for land adjacent to the Swan River.

**Events on Reserves and in Facilities**

Approval is required for the use of City of South Perth managed reserves and facilities for events. The event will be assessed in relation to the impact it may have on the venue and surrounding area. Considerations may include the number of people attending the event, other activities taking place in the area, the availability of parking facilities and the possible impact of the event on the facility itself, facility users and local residents.

The overall intent is to maximise the positive impact to the community resulting from use of the City’s reserves and facilities (i.e. activation of public spaces; improve social connectedness; and promote participation in physical activity and events); and minimise negative impacts (i.e. damage to reserves or facilities; anti-social behaviour; and conflicts between reserve/facility users and the surrounding community through excessive noise, parking issues etc.).

**Large Scale Events on South Perth Foreshore**

A ‘Large Scale Event’ means any event/activity that has the capacity to accommodate more than ~~2,000~~500 people at any given time. As large scale events have greater potential impacts on the community, the following information shall be used to guide the approval process about large scale events planned to be held on the South Perth Foreshore.

**Evaluation Criteria for Assessing the Suitability of Large Scale Events Requests on the South Perth Foreshore**

The table below outlined the evaluation criteria that shall be used by the City to determine the type and number of large scale events suitable for the South Perth Foreshore.

Type of Large Scale Event/Activity	Large Scale Event Approval Process
1. Community Facilitated Large Scale Event/Activity	Event shall be determined by the City under its delegated authority.
2. City of South Perth Facilitated Large Scale Event/Activity	Event shall be determined by the City under its delegated authority.  <i>Note: Council will also be involved in the approval process for the City’s events as part of the annual budget submission process.</i>

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Policy Number:	P106	Relevant Council Delegation:	N/A
Council Adoption:	03/05	Relevant Delegation:	N/A
Reviewed/Modified:	03/08, 02/11, 03/12, 03/13, 03/14, 01/15, 06/16, 08/16, 08/17, 03/18, 10/18, 06/19, 03/21,09/22	Relevant Management Practice:	M106 Use of City Reserves and Facilities

3. Commercial Organisation Facilitated Large Scale Event/Activity	Event shall be referred to Council for its determination.
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**Regular Use of Reserves by Sporting Groups**

The City maintains a number of ovals that are designed to accommodate particular sports. The City may enter into agreements with sporting groups for the regular use of these ovals during the appropriate season for each sport. The City will determine the cost of the hire from the fees set out in the City’s Schedule of Fees and Charges.

**Sports Oval Floodlights**

The City maintains a number of ovals, parks, reserves and facilities which are made available to be used or hired by personal trainers, sporting clubs, social groups, informal groups or individuals.

[The provision and management of sports lighting shall be determined by Management Practice M106 ‘Use of City Reserves and Facilities’.](#)

[Unless otherwise approved by the City:](#)

- [Sports oval floodlighting will only be considered at designated sports ovals within the City.](#)
- [The Australian Standard recommendations for sports lighting will provide the standard requirements for sports lighting in the City.](#)
- [Floodlighting will provide for either training purposes or competition match play; or a combination of both, as determined by the level of play required at each sporting oval.](#)
- [The need and priority of sports floodlighting installation, provision, upgrade and replacement will be determined by the City.](#)
- [Priority of lighting will be higher for activities that are shared by multiple user groups.](#)
- [Consultation with local residents will be determined by the proposed level of change to the current floodlighting provision or where new provision is proposed and there is a potential impact to nearby residential amenity. If a need for community consultation is required and where not addressed through a Development Application process then a consultation process will be undertaken.](#)
- [Costs and usage of City managed floodlights will be in accordance with the City’s Annual Fees and Charges Schedule based on 100% cost recovery.](#)

**Fireworks**

[A fireworks event is an event or show that involves the use of firework outdoors to entertain one or more people, whether at a public or private event/show. The City’s function in assessing a Fireworks Event Notice is limited to community impacts associated with noise from fireworks display, proximity to residences and environmental impacts. The City’s assessment of fireworks applications shall be determined by the criteria prescribed in Management Practice M106 ‘Use of City Reserves and Facilities’. The Department of Mines, Industry Regulation and Safety \(DMIRS\) is responsible for the final approval of fireworks displays.](#)

**Busking**

[Busking is the act of performing/entertaining in a public place usually associated with collecting voluntary donations from members of the public. Busking can assist in creating a sense of vibrancy in public places through activation and attracting people to those spaces. The City’s assessment of busking applications shall be determined by the criteria prescribed in Management Practice M106 ‘Use of City Reserves and Facilities’.](#)

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Policy Number:	P106	Relevant Council Delegation:	N/A
Council Adoption:	03/05	Relevant Delegation:	N/A
Reviewed/Modified:	03/08, 02/11, 03/12, 03/13, 03/14, 01/15, 06/16, 08/16, 08/17, 03/18, 10/18, 06/19, 03/21,09/22	Relevant Management Practice:	M106 Use of City Reserves and Facilities

### Legislation/Local Law Requirements

- City of South Perth Public Places and Local Government Property Local Law 2011
- Environmental Protection (Noise) Regulations 1997
- Swan and Canning Rivers Management Regulations 2007
- Liquor Control Act 1988

### Other Relevant Policies/ Key Documents

- P609: Management of City Property
- Management Practice M106 Use of City Reserves and Facilities
- City of South Perth Schedule of Fees and Charges
- City of South Perth Permit Conditions
- City of South Perth Community Strategic Plan 2021-2031
- Personal Trainer Application Guidelines 2018
- Special Event Application Guidelines 2018
- City of South Perth Conditions of hire
- Department of Health Guidelines for Concerts, Events and Organised Gatherings

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Policy Number: P106

Council Adoption: 03/05

Reviewed/Modified: 03/08, 02/11, 03/12, 03/13, 03/14, 01/15,  
06/16, 08/16, 08/17, 03/18, 10/18, 06/19,  
03/21,09/22

Relevant Council Delegation: N/A

Relevant Delegation: N/A

Relevant Management Practice: M106 Use of City Reserves and Facilities

# Strategic Direction

## Community

### Policy P110 Financial Support of Community Organisations and Sporting Clubs

Responsible Business Unit/s	Community, Culture and Recreation
Responsible Officer	Manager Community, Culture and Recreation
Affected Business Unit/s	Community, Culture and Recreation

#### Policy Objectives

The City acknowledges the valuable role that local community organisations and sporting clubs play in ensuring that the local community has access to a wide range of leisure opportunities. This policy establishes the principles for the allocation of Council borrowings to support community organisations and sporting clubs for the purposes of capital improvements.

#### Policy Scope

This policy applies to all ~~not-for-profit~~ non-profit community organisations and sporting clubs occupying City owned or vested property that request financial support from the City for community recreation facility upgrades. Capital improvements to City owned or vested properties which are initiated by the City are excluded from this policy.

#### Policy Statement

The City will consider requests for capital funding for facility development from local community organisations and sporting clubs.

The City will prioritise requests for capital funding through its annual budget setting process. The City may consider capital funding requests for eligible groups outside of this process subject to exceptional circumstances (e.g. to take advantage of an external funding opportunity; or respond to an emergency situation etc).

#### Community Sport and Recreation Facilities Fund (CSRFF) and Club Night Lights Funding Programs

Groups may apply to the City with requests for capital funding through the Community Sport and Recreation Facilities Fund and Club Night Lights funding programs administered by the State Government. The City's preferred stance is that it will contribute a maximum of one third of the project cost. However, in exceptional circumstances, where the club / community organisation can clearly demonstrate additional benefit (above and beyond the normal expectation) to the broader community, Council may be prepared to consider and formally resolve a greater contribution.

#### City of South Perth Community Funding Program

Groups may apply to the City's Community Funding Program for minor capital upgrades. Applications will be considered in accordance with the eligibility and assessment criteria of the Community Funding Program as amended.



### Self-Supporting Loan

~~Non-profit~~Not-for-profit community organisations and sporting clubs may apply to the City with requests to support capital funding of City owned or vested properties, through a self supporting loan. The City will consider providing self supporting loans to ~~to~~ eligible applicants ~~as follows~~if the following criteria are met:

- To mitigate serious risk and/or meet urgent capital requirements that will deliver demonstrated substantial benefits to the community in alignment with with the City's Strategic Plan and priorities identified in the Corporate Business Plan
- The City's Long term Financial Plan is not ~~compromised~~compromised
- Regulated borrowing limits as determined by WA Treasury Corporation
- Where all other funding alternatives have been sourced and/or exhausted; or is part of a grant program (e.g CSRFF)
- All costs incurred by the City will be recouped from the community organisation/sporting club applying for the self supporting loan, including (but not limited to): advertising costs; loan application fee; preparation costs; stamp duties, taxes and/or other duties; Western Australian Treasury ~~Corporation~~Corporation (WARTC) fees etc
- An eligible community organisation/sporting club is only permitted to receive one active loan at any one time

### Assessment

~~The City may consider these requests only in circumstances where the group provides financial plans to the satisfaction of the City which demonstrate the ability of the group to repay the loan; without impost on ratepayers and where the borrowing does not have an adverse impact on the City's statutory Debt Service Ratios.~~ To assess this requirement, the following criteria must be met:

- The applicant community organisation/sporting club must provide evidence of incorporation
- The applicant community organisation/sporting club must demonstrate to the City's satisfaction the capacity to meet the loan repayments by the provision of forward financial plans covering the life of the loan. The financial plans are to be certified by an independent Certified Practising, ~~Chartered~~Chartered or similarly qualified and experienced Accountant.
- The applicant community organisation/sporting club provides a business plan in support of the acquisition or development proposal that demonstrates the project is a ~~priority~~priority for the club
- The applicant community organisation/sporting club can demonstrate a ~~satisfactory~~satisfactory payment history over a period of three consecutive financial years with at least three principal contractors/suppliers/entities (including the City of South Perth)
- The applicant community organisation/sporting club has no outstanding debt or default with the City of South Perth

~~The City may consider these requests only in circumstances where the group provides financial plans to the satisfaction of the City which demonstrate the ability of the group to repay the loan; without impost on ratepayers and where the borrowing does not have an adverse impact on the City's statutory Debt Service Ratios.~~

### Other Requests for Capital funding

Groups may apply to the City with requests for capital funding that are not to be funded through a self-supporting loan or the Community Sport and Recreation Facilities Fund. In general, the maximum contribution that the City will

make to these projects is one third of the ~~final project cost or the~~ approved maximum project cost. There may be occasions whereby the City will consider a higher project contribution subject to sufficient funds being allocated in the annual budget.

### Legislation/ Local Law Requirements

Not Applicable

### Other Relevant Policies/ Key Documents

City of South Perth Strategic Community Plan 2021-2031

[Management Practice M102 'Community Funding Program'](#)

[Policy P102 'Community Funding Program'](#)

[Management Practice M102A 'Community Sport and Recreation Facilities Fund and Club Night Lights'](#)

[Policy P102A 'Community Sport and Recreation Facilities Fund and Club Night Lights'](#)

[Management Practice M609 'Leases and Licences'](#)

[Policy P609 'Management and Sale of City Property'](#)

# Strategic Direction

## Community

### Policy P118 Library Collection Development

Responsible Business Unit/s	<a href="#">Community Learning and LibrariesLibrary Services</a>
Responsible Officer	<a href="#">Collection Development Librarian; and Coordinator Library Resources and HeritageManager Library Services</a>
Affected Business Unit/s	<a href="#">Community Learning and LibrariesLibrary Services</a>

#### Policy Objectives

To provide the City of South Perth (City) and the community with a framework for the selection, acquisition, evaluation and de-accession of materials for the library collection.

#### Definitions

Deaccessioned	The process upon which a library item or resource is removed from the collection, catalogue or database.
Digital Resources	Resources provided and stored in an electronic format including the internet, electronic databases, digital audio, images and film, eBooks, eAudio, eNewspapers and eMagazines.
Library Materials	Any item held in the library collection that includes but is not limited to books, CD's, DVD's, audio books, magazines, maps, plans, photographs and electronic resources.

#### Policy Scope

This policy extends to all library materials held within the City's libraries, and the digital resources that are available via the City's website.

#### Policy Statement

The City's library service aims to provide free access to a comprehensive and dynamic collection of print, non-print and digital resources which meets the current and future informational, recreational, educational and cultural needs of the community.

Purchase of library materials will maintain the collection at very a high standard and will supplement resources supplied by the State Library of Western Australia.

[The City's Collection Development Librarian will oversee the selection of resources and materials within the libraries with guidance from Coordinator Library Resources and Heritage.](#)



~~The City's Manager Library Services is responsible for the management and procurement of library collection materials.~~ Selection of materials will be based on the following criteria:

- Literary merit
- Relevance and community demand
- Potential level of use
- Authority of source
- Currency and accuracy of content
- Authority and reputation of author, publisher, producer or illustrator
- Suitability of subject and style
- Quality of presentation
- Suitability and durability of format for loan and storage
- Cost
- Language (materials in languages other than English may be acquired to meet community needs)

Additional selection criteria may be considered when selecting digital resources:

- Vendor support
- Technical considerations (in particular, authentication)
- Speed of downloading
- Ease of use and availability of usage statistics
- Content availability and coverage (Australian sources)
- Platform
- Contract provisions (limitations of subscriptions).

Items may be excluded for the following reasons:

- Subject matter provided in alternate resources
- Material is out of print and not readily available
- Content out of date
- Out-dated or unsuitable format
- Textbooks for formal course of study that are not of general interest or value to local community

The library collection and content shall be reviewed and updated with surplus stock deaccessioned based on the following criteria:

- Out of date or inaccurate content
- Low community relevance and interest in content
- New edition available
- Digital availability
- Poor physical condition

Surplus material may be sold at library book sales at a cost prescribed in the City's Fees and Charges Schedule or by other methods deemed effective and appropriate, including (but not limited to) donations to community or commercial agencies or sustainable paper recycling.

Donations will be accepted on the understanding that the material donated becomes the property of the City. ~~The City of South Perth Libraries Library Services~~ reserve the right to include or not to include donated materials in its collections or to dispose of such materials and will not be bound in any way whatsoever to account to donors for the manner of the disposal of donated materials.

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Policy Number: P118  
Council Adoption: 25 May 2021  
Reviewed/Modified: 09/22, 04/24

Relevant Council Delegation: N/A  
Relevant Delegation: N/A  
Relevant Management Practice: M118, M119

City of South Perth Libraries endorse the Statement on Free Access to Information (2007), the Statement on Libraries and Literacies (2006) and the Statement on Public library Services (2018) issued by the Australian Library and Information Association.

City of South Perth Libraries will not exercise censorship in the selection of materials by rejecting on moral, gender, individual lifestyle, political, racial or religious grounds alone. Material will not be rejected on the grounds that its content is controversial or likely to offend some section of the community. Such material may otherwise be relevant to the purpose of the Library and meet the standards, such as historical importance, intellectual integrity, effectiveness of expression or accuracy of information, which are required by the [Library Service City of South Perth Libraries](#). Library resources are available to all library users without restriction, except where legally required, or as set out in the Library's loan conditions. The library encourages parents/caregivers to set their own family rules in consultation with their child. It is the responsibility of parents/caregivers to monitor young people's selection and use of library resources.

### Legislation/ Local Law Requirements

*Library Board (Registered Public Libraries) Regulations 1985.*

*State and Local Government Agreement for the Provision of Public Library Services in Western Australia, 2020.*

*Local level agreement for the delivery of public library services, 2011*

*Funding Arrangement for the delivery of public library services, 2011*

*Western Australian Classification Publications, Film and Computer Games Enforcement Act 1996.*

*Censorship Act 1996.*

### Other Relevant Policies/ Key Documents

Management Practice M118 Library Collection Development

~~Policy P119 City of South Perth Local History Collection~~

Management Practice M119 South Perth Local History Collection

Statement on Free Access to Information (Australian Library and Information Association 2015)

Statement on Libraries and Literacies (Australian Library and Information Association, 2006).

Statement on Public Library Services (Australian Library and Information Association, 2018).

City of South Perth Libraries Collection Development Guidelines

## Strategic Direction *Leadership*

### Policy P603 Investment of Surplus Funds

Responsible Business Unit/s	Financial Services
Responsible Officer	Director Corporate Services and Manager Finance
Affected Business Unit/s	Financial Services

#### Policy Objectives

Local governments are required to ensure that they have effective and accountable systems in place to safeguard the City's financial resources. This includes the development of proper systems to authorise, verify and record the investment of monies in appropriate financial instruments.

#### Policy Scope

This Policy applies to the Financial Services Business Unit.

#### Policy Statement

Municipal, Trust and Reserve funds considered surplus to the immediate needs of the City (as determined by the Director Corporate Services and Manager Finance) may be invested with approved financial institutions in line with the following principles:

##### Primary Considerations

- Preservation of Capital
- Meeting Liquidity Requirements
- Meeting the 'Prudent Person' Standard
- Preventing Conflicts of Interest
- Transacting only in 'Approved' Financial Instruments
- Meeting the City's Risk Management Criteria relating to Credit Risk & Counterparty Diversity

##### Capital Preservation

- Preservation of capital is the principal objective of the investment portfolio.
- All investments are to be made in a manner that seeks to ensure security and safeguard the portfolio by effectively managing credit risk and interest rate risk within identified parameters.
- Investment for speculative purposes is not permitted under this policy.

### Liquidity

- Proper consideration is to be given to the present and likely future daily operational cash requirements of the City when selecting investments.
- The liquidity and marketability of the proposed investment during, and on determination, of the proposed financial instrument is to be taken into consideration.
- The term to maturity of an investment shall be in accordance with that specified in the Risk Maturity Framework - but should allow maximum seven (7) day access to Council funds.

### Prudent Person Standard

- Investments are to be managed with the care, diligence and skill that a prudent person would exercise.
- Officers are to manage the investment portfolio to safeguard it in accordance with spirit of this policy.

### Delegated Authority

- In accordance with Delegation DC603 & DM603 - Investment of Surplus Funds.

### Ethics & Conflict of Interest

- Officers authorised under the relevant delegations shall refrain from personal activities that may conflict with the proper execution of transactions and management of Council's investment portfolio.
- Authorised officers should advise the CEO of any conflict of interest.

### Approved Instruments

- Interest Bearing term deposits with Authorised Deposit Taking Institutions (ADIs, Australian banks, building societies and credit unions) for a maximum term of three years.
  - Authorised institution means
    - An authorised deposit-taking institution as defined in the Banking Act 1959 (Commonwealth) section 5; or
    - The Western Australian Treasury Corporation established by the *Western Australian Treasury Corporation Act 1986*.
- Bonds guaranteed by the Commonwealth and State or Territory Government with a maturity of less than three years.

### Prohibited Investments

This policy prohibits any investment not specified as an Approved Instrument in this Policy:

- The use of leveraging (borrowing for investment purposes) is prohibited.

### Risk Management

#### *Credit Quality*

- Credit quality on 70% of the portfolio is to be a minimum of Standard & Poor rating A-1 short term or A+ long term or better.
- Credit quality on a maximum of 30% of the portfolio may be a Standard & Poor rating A-2 short term or BBB+ long term or better.

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Policy Number: P603

Council Adoption: 22/10/02

Reviewed/Modified: 10/05, 03/07, 09/08, 03/10, 02/11, 03/12, 03/13, 03/14, 02/15, 03/16, 03/17, 06/18, 03/21, 09/22

Relevant Council Delegation: D603 Investment of Surplus Funds

Relevant Delegation: N/A

Relevant Management Practice: M603 Investment Procedures

#### *Counterparty Risk*

- Counterparty credit risk is to be managed through adequate level of diversification to spread risk.
- Not more than 25% of the total funds invested at any given time are to be placed with any one institution with a Standard & Poor rating A-2 short term or BBB+ long term.
- For institutions with a minimum Standard & Poor rating A-1 short term or A+ long term or better a maximum of 30% of the total funds invested placed with any one institution will apply.

#### *Maturity Term*

- Investment terms to maturity may range from 'at call' to a maximum of one (1) year for Municipal or Trust Fund Investments.
- At least 60% of Reserve Fund investments shall have terms to maturity of less than one (1) year.
- Investments which are downgraded below the ratings approved in this policy are to be liquidated within 7 days of notification of the rating downgrade.

#### **Supplementary Considerations**

- Corporate Social Responsibility
- Transaction Costs

#### **Corporate Social Responsibility**

- In making investment decisions, consideration may be given to the corporate social responsibility profile of the financial institutions with whom the City invests.
- It is emphasised that this is a subjective criteria and may only be taken into account when making investment decisions **after** all of the Primary Considerations listed in this policy have been met.
- Where this criteria is exercised, the justification for applying it should be recorded for future audit purposes.

#### **Transaction Costs & Administrative Matters**

- The administrative, banking and reporting costs that may be associated with the particular financial instrument are to be considered in selecting an appropriate financial instrument.
- Competitive quotations are to be obtained prior to investing Council funds with any institution.

#### **Reporting**

- A fully reconciled Investment Register is to be maintained by the City at all times.
- The Investment Register is to record all investments held and those that have matured during that year - including details of financial institution, investment type, interest rate applicable, term to maturity and interest revenues earned and accrued.
- A report summarising the composition of the investment portfolio including investment classes, amounts invested with each financial institution and details of the investment performance shall be provided to Council monthly.

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Policy Number: P603

Council Adoption: 22/10/02

Reviewed/Modified: 10/05, 03/07, 09/08, 03/10, 02/11, 03/12, 03/13, 03/14, 02/15, 03/16, 03/17, 06/18, 03/21, 09/22

Relevant Council Delegation: D603 Investment of Surplus Funds

Relevant Delegation: N/A

Relevant Management Practice: M603 Investment Procedures

### Legislation / Local Law Requirements

*Local Government Act 1995 - Section 6.14 and Section 5.41*

*The Trustees Act 1962 - Part III*

Local Government (Financial Management) Regulations 1996 - Regulation 19, 19C, 28 and 49

Australian Accounting Standards

### Other Relevant Policies / Key Documents

City of South Perth Strategic Community Plan 2021 - 2031

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Policy Number: P603

Council Adoption: 22/10/02

Reviewed/Modified: 10/05, 03/07, 09/08, 03/10, 02/11, 03/12,  
03/13, 03/14, 02/15, 03/16, 03/17, 06/18,  
03/21, 09/22

Relevant Council Delegation: D603 Investment of Surplus Funds

Relevant Delegation: N/A

Relevant Management Practice: M603 Investment Procedures

## Strategic Direction *Leadership*

### Policy P605 Purchasing

<b>Responsible Business Unit/s</b>	<b>Financial Services</b>
<b>Responsible Officer</b>	<b>Director Corporate Services</b>
<b>Affected Business Unit/s</b>	<b>All business units</b>

#### Policy Objectives

Local government buyers operate in an increasingly dynamic commercial environment. It is essential to have a structured and consistently applied approach to the purchase of goods and services that are both transparent and accountable. The process should deliver both legislative compliance and value for money outcomes by applying a best practice approach.

#### Policy Scope

This Policy affects all the business units within the City of South Perth.

#### Policy Statement

##### Statement of Purpose

The City is committed to creating and deploying efficient, effective, economic and sustainable procedures for all purchasing activities. The City's purchasing policies are designed to deliver:

- Compliance with the *Local Government Act 1995*, Local Government (Functions and General) Regulations 1996, as well as any relevant legislation, Codes of Practice, Standards and the City's Policies and procedures;
- Consistent, efficient and accountable processes and decision-making;
- Fair and equitable competitive processes that engage potential suppliers impartially, honestly and consistently;
- Probity and integrity, including the avoidance of bias and of perceived and actual conflicts of interest;
- Sustainable benefits, such as environmental, social and local economic factors, are considered in the overall value for money assessment;
- Risks identified are managed within the City's Risk Management Strategy; and
- Records created and maintained to evidence purchasing activities in accordance with the State Records Act and the City's Record Keeping Plan.



### **Ethics and Integrity**

All officers and employees of the City shall observe the highest standards of ethics and integrity in undertaking purchasing activity and act with honesty and professionalism supporting the standing of the City.

The following principles, standards and behaviours must be observed and enforced through all stages of the purchasing process to ensure the fair and equitable treatment of all parties:

- Full accountability shall be taken for all purchasing decisions and the efficient, effective and proper expenditure of public monies based on achieving value for money;
- All purchasing practices shall comply with relevant legislation, regulations, and requirements consistent with the City’s policies and Code of Conduct;
- Purchasing is to be undertaken on a competitive basis in which all potential suppliers are treated impartially, honestly and consistently;
- All processes, evaluations and decisions shall be transparent, free from bias and fully documented in accordance with applicable policies and audit requirements;
- Any actual or perceived conflicts of interest are to be identified, disclosed and appropriately managed; and
- Any information provided to the City by a supplier shall be treated as commercial-in-confidence and should not be released unless authorised by the supplier or relevant legislation.

### **Purchasing Assessment Criteria**

It is important that the purchase of goods or services deliver the best possible outcome for the City. In assessing the procurement of products and services, Officers should responsibly balance Value for Money, Environmental Sustainability & Social Responsibility considerations. A higher-priced conforming offer may be recommended should there be clear and demonstrable benefits over and above the lowest-priced conforming offer. The establishment of appropriately weighted selection criteria will assist in this regard.

Compliance with a comprehensive and thoughtfully prepared specification is considered more important than obtaining the lowest price, particularly considering user requirements, quality standards, service benchmarks, social impact, sustainability, and life cycle costs.

### **Value for Money Assessment**

Value for money is an over-arching principle governing the City’s purchasing. When officers are undertaking a purchasing action, they should consider goods services and processes that maximise value for money.

Considerations that may be taken into account include:

- All relevant whole-of-life costs and benefits (for goods) and whole-of-contract life costs (for services), including transaction costs associated with acquisition, delivery, distribution, as well as other costs such as but not limited to holding costs, consumables, deployment, maintenance and disposal;

Policy Number:	P605	Relevant Council Delegation:	N/A
Council Adoption:	22/10/2002	Relevant Delegation:	DM605 Purchasing & Invoice Approval
Reviewed/Modified:	03/12, 03/13, 03/14, 02/15, 03/16, 03/17, 11/18, 04/20, 03/21, 09/22, 06/23	Relevant Management Practice:	M605 Purchasing & Invoice Approval

- The technical merits of the goods or services being offered in terms of compliance with specifications, contractual terms and conditions and any relevant methods of assuring quality;
- Financial viability and capacity to supply without risk of default - including the competency of the prospective suppliers in terms of managerial and technical capabilities and compliance history; and
- A strong element of competition in the allocation of orders or the awarding of contracts. This is achieved by obtaining a sufficient number of competitive quotations wherever practicable.

### **Environmental Sustainability Assessment**

Where appropriate, in developing specifications, City officers should consider goods, services and processes that minimise negative environmental impacts or provide positive environmental impacts. Sustainability considerations that may be taken into account include consideration of:

- Products or services that demonstrate energy efficiency as demonstrated through suitable rating systems and eco-labelling;
- Products that demonstrate water efficiency;
- Products that are environmentally sound in their manufacture, use and disposal with a preference for products that use a minimal amount of raw materials from a non-sustainable resource and for those that are free of toxic or polluting materials;
- Products that may be re-used, recycled or reclaimed to minimise waste; and
- Fuel/energy efficiency.

### **Corporate Social Responsibility Assessment**

Where appropriate, in developing specifications, City officers should consider goods, services and processes that minimise negative social impacts or provide positive social impacts. This responsibility may be reflected in the supplier's demonstrated respect for people, communities and the environment around the world.

Considerations that may be taken into account include:

- The social impact of the good or service before, during or after its deployment;
- Whether the supplier follows international conventions and labour laws; and
- The suppliers demonstrated commitment to healthy and safe work practices

### **Legislative Requirements**

All purchases must be made in accordance with Section 6.8(1) of the *Local Government Act 1995* and Local Government (Functions & General) Regulations 1996.

### **Obtaining Quotations for Purchases**

The general principles for obtaining quotations from suppliers are:

- Ensure that the requirement /specification is clearly understood by the City employee seeking the quotations; and
- Ensure that the requirement is clearly, accurately and consistently communicated to each supplier being invited to quote.

Policy Number: P605

Council Adoption: 22/10/2002

Reviewed/Modified: 03/12, 03/13, 03/14, 02/15, 03/16, 03/17, 11/18, 04/20, 03/21, 09/22, 06/23

Relevant Council Delegation: N/A

Relevant Delegation: DM605 Purchasing & Invoice Approval

Relevant Management Practice: M605 Purchasing & Invoice Approval

As the purchasing becomes more complex and/or the purchasing thresholds increase, a more sophisticated written specification is required for the quotation to be sought.

**Purchasing Thresholds**

Category A – Up to \$4,000,500 (GST exclusive)
One Written Quotation Required

The value of goods or services is of a minimal amount, less than \$43,500 it is permissible to direct purchase based on a single written quote where the market is known, and the purchase is very low risk. This instance should only apply for a single, simple purchase where the cost of seeking competitive quotes would be unreasonable on a cost to benefit analysis basis (e.g., purchasing library books or minor catering supplies).

The rationale for the procurement decision should be documented and recorded within a 1System Purchase Requestion to comply with the City Records Management Policy.

Category B - \$43,500 up to \$10,000 (GST exclusive)
Two Written Quotations Required

Where the value of goods or services is of a minimal amount, between \$3,501 and \$10,000, it is permissible to direct purchase based on two written quotes where the market is known, and the purchase is very low risk. This instance should only apply for a single, simple purchase where the cost of seeking competitive quotes would be unreasonable on a cost to benefit analysis basis.

The rationale for the procurement decision should be documented and recorded within a 1System Purchase Requestion to comply with the City Records Management Policy.

Category C - \$10,001 up to \$50,000 (GST exclusive)
Three Written Quotations Required

Where the value of procurement of goods or services is between \$10,001 and \$50,000, it is permitted to purchase based on at least three written quotations. However, it is recommended to use professional discretion and occasionally test the market with a greater number or more formal forms of quotation to ensure the best value is maintained.

This purchasing method is suitable where the purchase is in a known market or is relatively small and low risk.

The rationale for the procurement decision should be documented and recorded within a 1System Purchase Requestion to comply with the City Records Management Policy.

Category D - \$50,001 up to \$250,000 (GST exclusive)
Formal Request for Quote with a Written Specification & Predetermined Evaluation Criteria

For the procurement of goods or services where the value exceeds \$50,001 but is not more than \$250,000, it is necessary to seek at least three written quotations containing price and sufficient information relating to the specification of goods and services being acquired.

Policy Number:	P605	Relevant Council Delegation:	N/A
Council Adoption:	22/10/2002	Relevant Delegation:	DM605 Purchasing & Invoice Approval
Reviewed/Modified:	03/12, 03/13, 03/14, 02/15, 03/16, 03/17, 11/18, 04/20, 03/21, 09/22, 06/23	Relevant Management Practice:	M605 Purchasing & Invoice Approval

For procurement of goods and services in this range, the selection should not be based on price alone. It is required to consider some of the qualitative factors such as quality, stock availability, accreditation, time for completion or delivery, warranty conditions, technology, maintenance requirements, the organisation's capability, previous relevant experience and any other relevant factors as part of the assessment of the quotes.

Formal Requests for Quote are to be undertaken in conjunction with Finance/Procurement.

The rationale for the procurement decision should be documented and recorded in accordance with the City Records Management Policy.

Category E – Purchases in Excess of \$250,000 (GST exclusive)
Tender Process Required

This Policy does not apply to the purchase of goods or services where the expected consideration is more than \$250,000 (excluding GST). Such transactions are the subject of the Tender Regulations and are to be progressed in accordance with Policy P607 - Tenders & Expressions of Interest.

### Sole Source of Supply

A sole source of supply arrangement may only be approved where the:

- Purchasing value is estimated to be over \$5,000; and
- The purchasing requirement has been documented in a detailed specification; and
- The specification has been extensively market tested, and only one potential supplier has been identified as being capable of meeting the specified purchase requirement; and
- The market testing process and outcomes of supplier assessments have been documented, including a rationale for why the supply is unique and cannot be sourced through more than one supplier.

Finance will only approve a sole source of supply arrangement for a period not exceeding one (1) year. The approval must be re-assessed before expiry to evidence that a Sole Source of Supply still genuinely exists for any continuing purchasing requirement. Sole Source of Supply is to be made in accordance with Local Government (Functions & General) Regulations 1996 11 (2)f.

### Purchasing from Disability Enterprises

An Australian Disability Enterprise may be contracted directly without the need to comply with the Threshold and Purchasing Practices requirements of this Policy, only where:

- the contract value is or is worth \$250,000 or less, and
- a value for money assessment demonstrates benefits for the City's achievement of its strategic and operational objectives.

A qualitative weighting may be used in the evaluation of quotes and Tenders to provide advantages to Australian Disability Enterprises in instances where not directly contracted.

Policy Number: P605  
Council Adoption: 22/10/2002  
Reviewed/Modified: 03/12, 03/13, 03/14, 02/15, 03/16, 03/17, 11/18, 04/20, 03/21, 09/22, 06/23

Relevant Council Delegation: N/A  
Relevant Delegation: DM605 Purchasing & Invoice Approval  
Relevant Management Practice: M605 Purchasing & Invoice Approval

### **Purchasing from Aboriginal Businesses**

A business registered in the current Aboriginal Business Directory WA (produced by the Small Business Development Corporation) may be contracted directly without the need to comply with the Threshold and Purchasing Practices requirements of this Policy, only where:

- the contract value is or is worth \$250,000 or less, and
- a best and sustainable value assessment demonstrates benefits for the City's achievement of its strategic and operational objectives.

A qualitative weighting will be used in the evaluation of quotes and tenders to provide advantages to businesses registered in the current Aboriginal Business Directory WA, in instances where not directly contracted.

### **State Government (Department of Treasury & Finance) Common Use Agreements (CUA)**

Officers are encouraged to make use of government supply contracts for goods and services where possible - as these items have been the subject of a competitive tendering process to pre-qualify them prior to their inclusion on the relevant government supply contract. They are likely to offer the City reliable quality, value for money outcomes and administrative cost savings.

Where a purchase is made from a listed CUA the purchasing instructions of the CUA agreement are to be followed in full. The relevant CUA Reference number should be recorded within a 1System Purchase Requestion to comply with the City Records Management Policy.

### **WALGA Preferred Supplier Panels**

A collective bargaining initiative has been established on behalf of local governments by WALGA through the WALGA Preferred Supplier Panels. The City may elect to use these panels for services including, but not limited to, insurance services, telephone and data services and software licencing.

Officers may utilise the WALGA E-Quotes process to obtain competitive quotations from a series of pre-qualified suppliers. The E-Quotes service is a secure web-based tool that covers a broad range of goods and services, it streamlines the quotation process, and meets all statutory reporting requirements in a transparent manner.

### **Written Quotations**

Should officers be seeking written quotations, the general principles relating to written quotations are:

- An appropriately detailed specification should communicate requirement(s) in a clear, concise and logical fashion.
- The request for written quotation should include as a minimum:
  - Written specification
  - Selection criteria to be applied
  - Price schedule
  - Conditions of responding
  - Terms and conditions of contract
  - How long the offer is valid for
- Invitations to quote should be issued simultaneously to ensure that all parties receive an equal opportunity to respond.

Policy Number: P605  
Council Adoption: 22/10/2002  
Reviewed/Modified: 03/12, 03/13, 03/14, 02/15, 03/16, 03/17, 11/18, 04/20, 03/21, 09/22, 06/23

Relevant Council Delegation: N/A  
Relevant Delegation: DM605 Purchasing & Invoice Approval  
Relevant Management Practice: M605 Purchasing & Invoice Approval

- Offer to all prospective suppliers at the same time any new information that is likely to change the requirements.
- Responses should be assessed for compliance, then against the selection criteria, and then value for money and all evaluations documented.
- Respondents should be advised in writing as soon as possible after the final determination is made.

### Local Economic Benefit

The City encourages the development of competitive local businesses within its boundary first and second within its broader region. As much as practicable, the City will:

- where appropriate, consider the capability of local businesses, buying practices, procedures and specifications that do not unfairly disadvantage local businesses; and
- consider indirect benefits that have flow-on benefits for local suppliers (i.e. servicing and support).

To this extent, a qualitative weighting is encouraged for inclusion in the evaluation criteria for quotes and Tenders where suppliers may be located within the boundaries of the City or substantially demonstrate a benefit or contribution to the local economy. This criterion will relate to local economic benefits that result from quote or Tender processes.

The City will also consider adopting KPIs for successful suppliers that encourage the placement of the local workforce.

### Exemptions

In the following instances, public tenders or quotation procedures are not required (regardless of the value of expenditure):

- An emergency situation as provided by the *Local Government Act 1995*;
- The purchase is acquired from an Australian Disability Enterprise, a person/organisation registered on the WA Aboriginal Business Directory, WALGA (Preferred Supplier Arrangements), Department of Treasury and Finance (Common Use Arrangements), or from a Regional Council, or another Local Government, or a State Government, or the Federal Government;
- The purchase contract is for petrol, oil, or other liquid or gas used for internal combustion engines;
- Any of the other exclusions under Regulation 11 of the Functions and General Regulations that apply.

### Emergency Purchases

Emergency purchases are defined as the supply of goods or services associated with:

- A local emergency and the expenditure is required to respond to an imminent risk to public safety, or to protect or make safe property or infrastructure assets in accordance with s.6.8 and F&G Reg. 11(2)(a); or
- A State of Emergency declared under the *Emergency Management Act 2005* and therefore, Functions and General Regulations 11(2)(aa), (ja) and (3) apply to vary the application of this Policy.

Policy Number: P605  
Council Adoption: 22/10/2002  
Reviewed/Modified: 03/12, 03/13, 03/14, 02/15, 03/16, 03/17, 11/18, 04/20, 03/21, 09/22, 06/23

Relevant Council Delegation: N/A  
Relevant Delegation: DM605 Purchasing & Invoice Approval  
Relevant Management Practice: M605 Purchasing & Invoice Approval

Time constraints, administrative omissions and errors do not qualify for definition as an emergency purchase. Every effort must be made to research and anticipate purchasing requirements in advance and to allow sufficient time for planning and scoping proposed purchases and to then obtain quotes or tenders, as applicable.

#### **Statutory Authorities & Uncontested Markets**

Where the City needs to acquire services from an uncontested market where there is only a single provider for a service such as Landgate Valuation Services, WA Electoral Commission, Fines Enforcement Registry or Water Authority; there is no requirement to seek quotations.

#### **Pre-Qualified Supplier Panels**

The City may wish to establish its own panel of pre-qualified suppliers (for purchases such as legal services, catering or project management). In these cases, the City must be satisfied that there is a continuing and ongoing requirement for the goods and services, and the purchasing must be low to medium risk.

The establishment of the panel, distribution of work and purchasing from the panel are in accordance with Policy P611 Pre-Qualified Supplier Panels.

#### **Repetitive Purchases**

In making regular or repetitive purchases for the same goods or services, officers should be conscious of the potential for the triannual (across a rolling three (3) year period) purchases to accumulate to an amount in excess of the tender threshold (currently more than \$250,000).

Where this repetitive purchasing issue is relevant and such occurrence is subsequently identified, officers should take appropriate actions to ensure that future purchases for these items are progressed according to Policy P607 - Tenders & Expressions of Interest requirements.

#### **Purchasing Policy Non-Compliance**

Purchasing Activities are subject to financial and performance audits, which review compliance with legislative requirements and also compliance with the City's policies and procedures.

Failure to comply with the requirements of this Policy will be subject to investigation, with findings to be considered in the context of the responsible person's training, experience, seniority and reasonable expectations for the performance of their role.

Where a breach is identified, it may be treated as:

- an opportunity for additional training to be provided;
- a disciplinary matter, which may or may not be subject to reporting requirements under the *Public Sector Management Act 1994*;
- misconduct in accordance with the *Corruption, Crime and Misconduct Act 2003*.

#### **Anti Avoidance**

When making purchases City officers are to ensure that actions taken are in accordance with the Anti Avoidance provisions of the Local Government (Functions & General) Regulations 1996 (Part 4) and Section 3.57 of the *Local Government Act 1995*.

Policy Number:	P605	Relevant Council Delegation:	N/A
Council Adoption:	22/10/2002	Relevant Delegation:	DM605 Purchasing & Invoice Approval
Reviewed/Modified:	03/12, 03/13, 03/14, 02/15, 03/16, 03/17, 11/18, 04/20, 03/21, 09/22, 06/23	Relevant Management Practice:	M605 Purchasing & Invoice Approval

### Record Keeping

All purchasing activity, communications and transactions must be evidenced and retained as local government records in accordance with the *State Records Act 2000* and the City's Record Keeping Plan.

### Legislation / Local Law Requirements

*Local Government Act 1995*

*Local Government (Functions & General) Regulations 1996*

*State Records Act 2000*

### Other Relevant Policies / Key Documents

P607: Tendering & Expressions of Interest

P611: Pre-Qualified Supplier Panels

P674: Management of Corporate Records

P695: Risk Management Policy

City of South Perth Strategic Community Plan 2021-2031

Policy Number: P605  
Council Adoption: 22/10/2002  
Reviewed/Modified: 03/12, 03/13, 03/14, 02/15, 03/16, 03/17,  
11/18, 04/20, 03/21, 09/22, 06/23

Relevant Council Delegation: N/A  
Relevant Delegation: DM605 Purchasing & Invoice Approval  
Relevant Management Practice: M605 Purchasing & Invoice Approval

## Strategic Direction *Leadership*

### Policy P677 State Administrative Tribunal

Responsible Business Unit/s	Governance Development Services
Responsible Officer	Manager Governance Development Services, Chief Executive Officer
Affected Business Unit/s	Governance Development Services

#### Policy Objectives

On occasions, there will be instances where the Council makes a decision that is inconsistent or contrary to an Officer recommendation. This policy provides guidance for ensuring that such Council decisions are appropriately defended in the event of an application for review being lodged with the State Administrative Tribunal.

#### Policy Scope

This Policy is relevant to the officers responsible for appointments of external consultants and lawyers to represent the City at the State Administrative Tribunal. The policy is also relevant to those officers and Elected Members attending matters.

[The appointment of legal representation in accordance with this Policy does not apply to Class 1 appeals \(development with a value less than \\$250,000\) where the applicant has elected that neither party be legally represented in accordance with s.239 of the Planning and Development Act 2005.](#)

#### Policy Statement

This policy provides guidance in responding to applications for the review of a decision made by the Council that are lodged with the State Administrative Tribunal.

##### *Appointment of Consultant / Lawyer*

Where an application is made for the review of a decision that is inconsistent or contrary to a recommendation made by an Officer, an independent consultant / lawyer will be engaged to represent the Council's best interests. The consultant / lawyer shall be selected and engaged by the City administration to represent the resolution of Council and its best interests. Council will be advised on a monthly basis of all associated consultant / legal expenses in the Councillor Bulletin publication.

##### *Elected Member Attendance*

The Elected Members that moved and seconded the Council decision may be requested to attend meetings with the engaged consultant / lawyer as well as attend mediation sessions and hearings as far as practicable, to defend the Council's decision. Elected Members are not able to lawfully give instructions to the engaged consultant / lawyer on behalf of the City.



*Officer Attendance*

The City will ensure an Officer is present at any meeting, mediation or hearing involving Elected Members, the engaged consultant / lawyer and the State Administration Tribunal. Officers may also wish to voluntarily attend to represent the City, as far as practicable. Officers are able to issue instructions on behalf of the City to the engaged consultant / lawyer at any meeting, mediation or hearing, which may take into consideration Councillors input.

*Officer Subpoena*

There may be instances where an Officer receives a subpoena requiring them to appear as a witness at the State Administrative Tribunal. The Council acknowledges that in these circumstances, an Officer's evidence to the State Administrative Tribunal may be contrary to Council's decision with respect to the decision that is the subject of review.

*Mediation*

Where a matter is referred to mediation, the Elected Member, Officer and engaged consultant / lawyer shall participate constructively in the mediation to attempt to reach a compromise solution. Any compromise solution at the mediation shall not be agreed to beyond the scope of the Officer's delegated power. Any compromise solution arising out of mediation shall be referred back to the Council for decision.

*State Administrative Tribunal*

The State Administrative Tribunal may refer a matter to the Council inviting the Council to reconsider a decision. In this instance, the Officer shall assess the proposal and refer it to Council to affirm the decision, vary the decision or set aside the decision and substitute a new decision.

*Appeals*

The City will not generally appeal a State Administrative Tribunal decision unless, the Council following legal advice, considers that the Tribunal has made an error of law and / or the issue has significant implications for the City and / or local government.

Costs

The City will generally not seek an order relating to costs against an applicant, unless they have behaved in a dishonest, frivolous or vexation manner in conducting the proceeding. The City may seek legal advice as to the reasonable chance of success prior to making a decision to seek an order relating to costs.

**Legislation / Local Law Requirements**

Not Applicable

**Other Relevant Policies / Key Documents**

City of South Perth Strategic Community Plan 2021-2031

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Policy Number:	P677	Relevant Council Delegation:	N/A
Council Adoption:	27/07/10	Relevant Delegation:	N/A
Reviewed/Modified:	02/11, 03/12, 03/13, 03/14, 01/15, 03/16, 03/17, 03/18, 09/22	Relevant Management Practice:	N/A

# Strategic Direction

## Community

### Policy P105 Cultural Services and Activities

Responsible Business Unit/s	Community, Culture and Recreation
Responsible Officer	Manager Community, Culture and Recreation
Affected Business Unit/s	Community, Culture and Recreation

#### Policy Objectives

To provide a policy framework that enables the City to develop and implement relevant cultural services and activities for its community members that contribute towards fostering a strong sense of community.

#### Policy Scope

This Policy applies to the Community, Culture and Recreation department to provide events and activities for the local community.

#### Policy Statement

The City recognises the importance of cultural services and activities and the contribution such programs and services make towards developing a sense of community. As such, the City will develop and implement a range of annual events, projects and services which aim to enrich lives and connect people through shared experiences that celebrate place, strengthen community identity and help build trust between people.

#### Community Events

The City will implement a range of community events including but not limited to; a summer program, small scale concerts/live entertainment and/or ticketed activities, Pioneers and Elders Luncheon, annual Art Award and associated workshop programme, exhibitions and other selected initiatives. Major events include the Australia Day Celebration Zone, South Perth Sounds Concert and Hello Manning Festival. The aims of these major events are to celebrate the community and the unique identity and features of the City of South Perth. This will be achieved by:

- Providing accessible and equitable entertainment for local residents and visitors of a standard comparable with other metropolitan major events and festivals;
- Increasing the profile and maintaining a positive image of the City of South Perth in line with the City's Vision;
- Assisting in the community and economic development of the City of South Perth;
- Building partnerships between external organisations and the City; and
- Maintaining the longevity and sustainability of the events through constant review, evaluation and development of event structure and entertainment.



### **Civic Events**

The City will deliver a range of high quality civic events, functions and ceremonies. These events will include but are not limited to; the Australia Day Citizenship and Flag Raising Ceremony, ANZAC Day Memorial Service, Remembrance Day Memorial Service, Citizenship ceremonies, Thank a Volunteer and Stakeholder Function, and NAIDOC Week Flag Raising Ceremony. The aims of these events are to celebrate these nationally commemorated occasions and/or to honour our contributing citizens.

### **Other Cultural Activities & Services**

The City may develop and implement other cultural activities and services in response to community needs.

### **Legislation/ Local Law Requirements**

Not Applicable

### **Other Relevant Policies/ Key Documents**

City of South Perth Strategic Community Plan 2021-2031

# Strategic Direction

## Community

### Policy P117 Library Services and Programs

<b>Responsible Business Unit/s</b>	<b>Library Services</b>
<b>Responsible Officer</b>	<b>Manager Library Services</b>
<b>Affected Business Unit/s</b>	<b>Library Services</b>

#### Policy Objectives

To provide the City of South Perth (City) and the community with a framework for access to the City's libraries, collections, digital resources, online services and programs.

#### Definitions

Child	Any individual under the age of twelve years.
Digital Resources	Resources provided and stored in an electronic format including but not limited to electronic databases, digital audio, images and film, eBooks, eAudio, eNewspapers and eMagazines.
Terms and Conditions of Use	The Terms and Conditions of Use that apply to the City's Libraries as determined and amended periodically by the City as required.
Membership Terms and Conditions	The Terms and Conditions that will apply upon acceptance of a library card by an individual as determined and amended periodically by the City as required.
Online Services	Any information that is accessed via the internet including but not limited to content on the World Wide Web, social media, email, downloadable files, messaging and chat services and streamed audio/video content.
Program or Service	A planned service, activity or event.
Public Computer, Internet and Online Services Conditions of Use	The terms and conditions that apply to the access and use of the public computer, online and internet facilities as outlined and amended periodically by the City as required.
Public Computers	Any fixed or mobile computing device made available for use by library members and fee paying non-members.

Temporary Resident	Any person who is unable to provide satisfactory proof of permanent residence in Western Australia (eg. hotel, motel, caravan park, visitor to Western Australia).
Unattended child	A child not supervised or looked after or who has been left unattended by a parent, guardian or caregiver.
Wi-Fi Terms and Conditions	The Terms and Conditions outlined and amended periodically by the City's approved Wi-Fi service provider.

## Policy Scope

This policy applies to all users of the City of South Perth Libraries and City employees who work within libraries.

## Policy Statement

The City recognises the importance of cultural and social services and activities and the contribution library programs and services make towards community literacy and lifelong learning.

City of South Perth Libraries will provide opportunities for our diverse communities to read, learn, recreate and connect, supported by equitable access to collections, technology, programs, services and welcoming and safe spaces.

### Terms and Conditions of use

Terms and Conditions of Use will apply to all library members and users of library facilities.

### Membership

Community members may apply for library membership by providing proof of identity and current residential address in accordance and agreement with Library Membership Terms and Conditions.

Persons under the age of 18 years of age must have their membership application authorised by their parent or legal guardian.

Persons who are Temporary Residents are permitted to apply for membership upon payment of a refundable fee determined by Council. Deposit refunds will be applicable upon return of all library items, payment of outstanding monies and closure of membership or if proof of permanent residency is provided.

Fees for overdue library items and debt collection will be applied in accordance with Regulation 14(1) of the *Library Board Act of WA 1951-1983*. Library fees and charges will be set as determined by Council's adopted Fees and Charges in the Annual Budget and are non-refundable. Application for cancellation of fees and charges must be made in writing and will be referred to Manager Library Services for approval.

Temporary suspension of library membership may be applied to any library member who retains library items, has an outstanding debt or who does not comply with Library Terms and Conditions. Terms of suspension will be authorised by Manager Library Services.

### Public Computer, Internet, Online Services and Wi-Fi Access

City of South Perth Libraries provide access to computer and Internet facilities and Wi Fi in accordance and agreement with the Public Computer, Internet and Online Services Conditions of Use.

To facilitate equitable access to computers, a member is required to use the booking system and will be limited to a specified amount of computer access per day as determined by Manager Library Services.

Free access to Wi-Fi will be provided subject to the user agreeing to the Wi-Fi Terms and Conditions of Use as determined by the City's Wi-Fi service provider.

Public computers, internet and online services will be available free of charge to library members. Some services and programs may attract nominal fees, which are prescribed in the City's Fees and Charges Schedule e.g. printing. Access may also be provided to persons who do not fulfil membership requirements for a fee that is prescribed in the Schedule and may be subject to restrictions e.g. a time limit will be applied for non-member access.

The City cannot guarantee continuous Internet access during the time booked.

All user's of the Internet must abide by the *Western Australian Classification Publications, Film and Computer Games Enforcement Act 1996*.

### Public Welfare

Children must be supervised by a responsible parent, legal guardian or caregiver while in the library. The following standards will be applied:

1. Children are not to be left unattended at any time.
2. The City takes no responsibility for the welfare of unattended children.
3. A child left unattended in the library may be classed as a child at risk of harm under section 28 (2) of the *Children and Community Services Act 2004* and may be reported to the police or Department of Child Protection. A parent who leaves an unattended child in a City of South Perth Library may be in breach of the *Community and Community Services Act 2004* (failing to protect a child from harm s.101).
4. Parents, legal guardians or caregivers are required to follow the Supervision of Children (0-12 years) Guidelines. A copy of these is available on request and via the City's website.
5. A Duty of Care Statement will be displayed in the City's libraries

### Copyright

City of South Perth Libraries support and uphold the rights of copyright owners as documented in the *Commonwealth Copyright Act 1968* and the *Commonwealth Copyright Act Legislation Amendment Act 2004*. The Act allows for certain library materials to be photographed, where exclusion applies to some library materials because of age, condition or copyright restrictions.

### Legislation/ Local Law Requirements

*Library Board Act of WA 1951-1983*

Library Board (Registered Public Libraries) Regulations 1985

State and Local Government Agreement for the Provision of Public Library Services in Western Australia, 2020

Local level Agreement for the delivery of public library services, 2011

*Western Australian Classification Publications, Film and Computer Games Enforcement Act 1996*

*Children and Community Services Act 2004*

*Censorship Act 1996*

*Commonwealth Copyright Act 1968*

*Commonwealth Copyright Act Legislation Amendment Act 2004*

### Other Relevant Policies/ Key Documents

P118 Library Collection Development Policy

M117 Library Membership Management Practice

M118 Library Collection Development

M120 Public Computers, Internet and Online Services Management Practice

Duty of Care Statement and Supervision of Children (0-12 years) in the Library Guidelines

Library Terms and Conditions

Library Membership Terms and Conditions

Public Computer, Internet and Online Services Terms and Conditions of Use

eSafety Behaviour Charter

Wireless Internet Service Terms and Conditions of Use

*Statement on Free Access to Information, Australian Library and Information Association, 2015*

*Statement on Libraries and Literacies, Australian Library and Information Association, 2006*

*Statement on Public Library Services. Australian Library and Information Association, 2018*

*WA Public Libraries Strategy 2022-2026*

## Strategic Direction *Community*

### P119 City of South Perth Local History Collection

<b>Responsible Business Unit/s</b>	<b>Library Services</b>
<b>Responsible Officer</b>	<b>Manager Library Services</b>
<b>Affected Business Unit/s</b>	<b>Library Services</b>

#### Policy Objective

This policy provides the City of South Perth (City) and the community with a framework for the acquisition, preservation and organisation of historical materials that represent the cultural heritage, past and present, of the South Perth community.

#### Definitions

Archives	A collection of documents and records that contain historical information, including the papers of individuals and organisations, letters and diaries.
Collections	Refers to the objects that represent the history and people of the City of South Perth.
Deaccession	The process of removing materials from the collection, catalogue or database including but not limited to sale, donation, disposal or destruction.
Disposal	The physical removal of an object from the Collection once deaccession has occurred.
Preservation	The processes of looking after materials in order to retain cultural significance or value.
Ephemera	Any printed material that was intended for short term use. Items that may have been printed for a day, event or promotional activity such as tickets, invitations, programs, posters and other various items.
Materials	Refers to any item held in the history collection, including (but not limited) to artefacts, books, images, ephemera, documents, audio and other similar items.
Oral History	Recorded historical information that is obtained by interview and concerns personal experiences and recollections.
Provenance	The full history and ownership of an item from the time of creation or discovery to the current day to determine authenticity and ownership.

## Policy Scope

This policy applies to all users, volunteers and City employees who work with, have access to, or involvement with the City of South Perth Local History Collection.

## Policy Statement

### General Principles

The City recognises the importance of celebrating and supporting heritage for present and future generations. As such, the City will develop and maintain its Local History Collection in order to preserve and promote local community identity.

The primary aim of the City's Local History Collection will be to collect and preserve historical material that relates to all suburbs within the City's designated local government area.

The City's Local History Collection will include retrospective and current materials in a range of formats.

The City will work cooperatively with groups, organisations and other complementary associations and agencies to ensure collection content is representative of community diversity and character.

### Inclusions

The collection will include:

- Memorabilia
- Newspapers
- Photographs
- Community History
- Oral History
- Artefacts, objects and records related to the Old Mill, Cottage and Surrounds

Memorabilia includes objects, trophies, plaques, awards, medals and badges, coins and certificates accepted by a City employee or Council representative in the course of conducting Council business. Memorabilia may also include such objects used by City staff or Councillors during the course of Council business that are deemed significant to retain for posterity including framed photographs of Councillors, past and present, promotional material and equipment.

Newspapers will comprise newspapers and articles relevant to the history of the City and the local South Perth community.

Photographs will include donations from private collections, in-house photography, copies made from originals in various formats including studio photographs, camera prints, CDs, negatives and slides. Photographs will be scanned and made available to the community via the City of South Perth Library catalogue in a digital format. Copies of photographs will be made available for a fee as determined by the City's adopted Fees and Charges Schedule.

Community History includes donated and purchased books, reports, CD's, video's, DVD's, biographies, oral histories and digital records. These items will include archives from businesses, schools, churches, community and sporting groups, events, places, buildings and people as appropriate to the City's local community.

The City will create materials in a variety of ways including photography of materials, oral history recordings and publications.

### **Acquisition**

Acquisition methods will include (but is not limited to) purchase, copying, donations, exchanges, gifting and deposit.

Donations are an important source of acquisition. Donated materials must be consistent with the principles of the City's Local History Collection. Donors must complete a donation form for legal purposes, and to ensure that information relevant to significance and provenance is provided. Donations that are lacking in physical integrity, cannot be preserved or are deemed inauthentic or are duplicate material may not be accepted. The City reserves the right, under special circumstances, to deaccession materials at a later date following approved criteria.

Acceptance of materials into the collection related to the Old Mill, Cottage and their surrounds is dependent on availability of storage capacity, resources, conservation and maintenance requirements and is considerate of acquisition priorities of other associated cultural historical institutions.

### **Archival Storage**

In consideration of the value and unique nature of collection materials, various items of historical significance will be housed in a manner conducive to long-term preservation. Stored materials may be made accessible upon request providing access does not compromise the condition or preservation of the item.

### **Deaccession**

Periodically, the City may be required to deaccession materials from the collection. Careful consideration of material deaccession will be undertaken before the process is commenced.

Deaccession criteria includes but is not limited to:

- damage beyond repair or preservation or requiring preservation disproportionate to its significance;
- repatriation of cultural material to another cultural institution, organisation or group if deemed appropriate
- no longer relating to the acquisition criteria;
- insufficient information to establish cultural significance;
- appropriate storage space no longer being available; and
- theft or loss.

Documentation of the history of deaccessioned materials in the Collection shall be retained.

### **Copyright**

City of South Perth Libraries support and uphold the rights of copyright owners as documented in the *Commonwealth Copyright Act 1968* and the *Commonwealth Copyright Act Legislation Amendment Act 2004*. The Act allows for certain library materials to be photographed, where exclusion applies to some library materials because of age, condition or copyright restrictions.

### **Legislation/ Local Law Requirements**

*Heritage Act 2018*  
*Heritage Regulations 2019*

*State Records Act 2000*  
*Aboriginal Heritage Bill 2020*  
*Australian Historic Themes Framework 2001*  
*Censorship Act 1996*  
*Commonwealth Copyright Act 1968*

### Other Relevant Policies/ Key Documents

*Museum Australia Inc. Code of Ethics 1999*  
National Standards for Australian Museums and Galleries  
Significance 2.0: a guide to assessing the significance of collections  
The Burra Charter 1999  
P118 Library Collection Development Policy  
Management Practice M118 Library Collection Development  
Management Practice M119 City of South Perth Local History Collection

## Strategic Direction *Environment (Built and Natural)*

### Policy P205 Tree Preservation

<b>Responsible Business Unit/s</b>	<b>Parks and Environment</b>
<b>Responsible Officer</b>	<b>Manager Parks and Environment</b>
<b>Affected Business Unit/s</b>	<b>Engineering Services, Waste, Fleet &amp; Facilities, Development Services</b>

#### Policy Objectives

As a result of concern about the loss of tree cover due to infill development throughout the City, the council has adopted provisions in the Town Planning Scheme which offers protection to trees considered to be of City-wide significance on public and private land.

#### Policy Scope

This Policy affects Engineering Services, Waste, Fleet & Facilities and Development Services Business Units who deal with the trees within the City and the impact of new development on trees.

#### Policy Statement

The City of South Perth values the environmental values; shade, habitat and amenity provided by trees on public and private land and commend practices which seek to preserve mature trees where possible.

Officers and residents of the City of South Perth are encouraged to recommend trees, considered to be of City-wide significance, for inclusion in the Register of Significant Trees. Officers will undertake an assessment of recommended trees utilising the criteria set in the associated management practice.

Groupings of trees and other vegetation will be considered, but Tree Preservation Orders will only be applied to the best quality trees rather than to every tree of a certain description.

#### Legislation / Local Law Requirements

City of South Perth Town Planning Scheme No.6

### Other Relevant Policies / Key Documents

City of South Perth Strategic Community Plan 2021-2031

P209: Shade Structures

P210: Street Verges

P692: Sustainability Policy

Street Tree Management Plan

City of South Perth Sustainability Strategy 2012-2015

City of South Perth Urban Forest Strategy 2018-2023

City of South Perth Climate Change Strategy 2011-2015

Street Verge Landscape Guidelines

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Policy Number: P205

Council Adoption: 26/11/02

Reviewed/Modified: 10/05, 02/11, 03/12, 03/13, 03/14, 01/15,

Relevant Council Delegation: N/A

Relevant Delegation: DC690 Town Planning Scheme 6

Relevant Management Practice: N/A

## Strategic Direction *Environment (Built and Natural)*

### Policy P208 Ecologically Sustainable Building Design

<b>Responsible Business Unit/s</b>	<b>City Environment</b>
<b>Responsible Officer</b>	<b>Buildings Coordinator</b>
<b>Affected Business Unit/s</b>	<b>City Environment, Development Services</b>

#### Policy Objectives

To provide a policy framework that enables the City to endorse and embrace the principles of Ecologically Sustainable Development (ESD) through building design guidelines for City buildings and related projects including greenfield and brownfield developments.

Buildings contribute significantly to the negative impact on our environment consuming 32% of the world's resources, including 12% of the world's fresh water and up to 40% of the world's energy. Buildings also produce 40% of waste going to landfill and 40% of air emissions<sup>1</sup>.

In Australia, commercial buildings produce 8.8% of the national greenhouse emissions and have a major part to play in meeting Australia's international greenhouse targets<sup>2</sup>.

This Policy is in keeping with the City's Sustainability Strategy 2012-2015 which defines sustainability as - "Enhancing the quality of life and prosperity of the community and preventing the harmful local and global effects of its action through careful planning and decision-making".

The City has developed a Climate Change Strategy 2010-2015 which supports this Policy, and in addition the City is committed to the voluntary campaign of the International Council for Local Environmental Initiatives (ICLEI) Water Campaign. These programs are a commitment to reduce greenhouse gas emissions and conserve energy and water use resulting from organisational (corporate) activities and the community.

The *Local Government Act 1995* was amended in 2004 to insert an additional directive in section 1.3 to local government to the effect that:

In carrying out its functions a local government is to use its best endeavours to meet the needs of current and future generations through an integration of environmental protection, social advancement and economic prosperity.

#### Policy Scope

This policy affects all employees, contractors and the wider community to embrace and encourage ecological sustainable development throughout the City.

<sup>1</sup> OECD (2003) Environmentally Sustainable Buildings: Challenges and Policies. A report by the OECD

<sup>2</sup> DEH (2001) Australia State of the Environment report. The Department of the Environment and Heritage: Canberra.

## Policy Statement

The City recognises the significance of ESD building design in contributing to community enrichment and sustainable development. As such, the City agrees to support sustainable development in its building design by:

- Utilising the ESD building design principles of the State and Federal governments;
- Contributing a percentage of the total infrastructure costs on ESD initiatives for non-base build in major building projects and refurbishments (For example, regional and district pavilions, libraries and public facilities such as leisure centres and community halls);
- Ensuring that an ESD checklist (based on available agency publications) is applied to minor building projects (eg. local sporting pavilions) on City owned facilities;
- Ensuring that savings of project costs due to ESD initiatives are reinvested into the project to facilitate further ESD initiatives; and
- Maximising the opportunities for external funding to contribute to identified ESD initiatives.

## Legislation / Local Law Requirements

Building Codes of Australia requirements  
State Government building regulations

## Other Relevant Policies/ Key Documents

P103: Communication and Consultation  
P201: Sustainable Procurement  
P202: Energy Conservation  
P692: Sustainability  
City of South Perth Sustainability Strategy 2012-2015  
City of South Perth Climate Change Strategy 2010-2015  
City of South Perth Strategic Community Plan 2021-2031  
City of South Perth State of Sustainability Report 2012 (in development)

## Policy P687 Development of Council Owned Land

Responsible Business Unit/s	Governance
Responsible Officer	Manager Governance, Chief Executive Officer
Affected Business Unit/s	Governance

### Policy Objectives

An application involving the rezoning or development of land owned or under the control of the City of South Perth, for commercial purposes, is to be assessed independently and in a manner that removes the potential for a perceived or real conflict of interest or bias.

This policy is intended to cover applications involving significant developments on Council owned or controlled land for commercial purposes. This policy is not intended to apply to applications involving non-profit services, community based services, education services or recreational pursuits or where the project is the subject of an existing lease, which has previously been publicly advertised and approved by Council. The policy also does not apply where the commercial use is ancillary to the predominant use or where State Government bodies are the final approving authority.

### Policy Scope

This Policy is relevant to all properties under the control of the City.

### Policy Statement

When dealing with a proposal relating to land under this policy, the City, through the Chief Executive Officer, will engage an independent, appropriately qualified professional to assess:

1. The risks associated with the proposal;
2. The proposal in relation to the City's Town Planning Scheme requirements;
3. Implications of the proposal in relation to the *Local Government Act 1995*;
4. Any submissions received from the community and interested parties;
5. Any other matter that may be relevant to a particular development.

As part of a rezoning, development assessment, major land transaction or trading undertaking, the independent consultant will provide a written report to the City, for consideration by the Council, detailing the assessment of the proposal in respect to the five items nominated above.

Where the Council holds a briefing or Workshop in relation to a project covered by this Policy, the City will maintain notes of these meetings on file and make these notes available to the consultant for consideration when preparing their reports.

### Legislation / Local Law Requirements

Not Applicable

### Other Relevant Policies / Key Documents

City of South Perth Strategic Community Plan 2021-2031

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Policy Number: P687

Council Adoption: N/A

Relevant Council Delegation: N/A

Relevant Delegation: N/A