

# Corporate Business Plan

## 2020-21 Performance Report

### Quarter 2 - October to December



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## Introduction

What is the Corporate Business Plan?

The Corporate Business Plan 2020-24 is the Shire of Serpentine Jarrahdale's four-year delivery program, aligned to the Shire's Integrated Planning and Reporting Framework (i.e. Strategic Community Plan, Annual Budget, Long Term Financial Plan and other supporting strategies).

The purpose of the delivery program is to operationalise the Community's vision and the Shire's strategic objectives through the establishment of actions that address each strategy contained within the Strategic Community Plan:



### PEOPLE

Objective: a connected, thriving, active and safe community.



### PLACE

Objective: a protected and enhanced natural, rural and built environment.



### PROGRESSIVE

Objective: a resilient organisation demonstrating unified leadership and governance.



### PROSPERITY

Objective: an innovative, commercially diverse and prosperous economy.

The delivery program of the Corporate Business Plan is divided into the following five areas:

1. Advocacy Projects - the projects that the Shire will focus its advocacy efforts towards over the next four years.
2. Major Capital Projects - capital projects to be delivered over the next four years that are considered 'Major'. A Capital Project is considered 'Major' if:
  - it is a new construction;
  - it is a significant expansion, renovation or replacement project (i.e. upgrade) of existing infrastructure;
  - it is a renewal project with a value over \$50,000; or
  - the project increases the level of service provided to the community, is important to the community or significantly reduces environmental and legal risk.
3. Capital Works Program - planned capital expenditure on our assets over the next four years, excluding Major Capital Projects.

4. Strategic Operational Projects - projects funded from the operating budget considered 'Strategic' in nature because they demonstrate a strong link to the objectives, outcomes and strategies of the Strategic Community Plan.
5. Service Plan Summary - A summary of the Shire's day-to-day service levels and activities over the next four years that sit outside of the other abovementioned projects.

#### Performance Reporting

On a quarterly basis, the Shire completes this performance report against the Corporate Business Plan in order to plan and establish the following years Annual Budget and to inform the Annual Report where progress and significant revisions to the Corporate Business Plan are recorded.

This performance report also provides an important opportunity to update Council and the Community towards the achievement of the actions, such as the delivery of key projects and the successful implementation of service level changes.

#### Report Structure

This report includes an Overall Performance Snapshot where a summary of progress is provided and the key achievements and highlights for the reporting period are detailed. Following this is the narrative performance reporting for each action, sectioned into Strategic Community Plan objective areas (People, Place, Prosperity, Progressive) and grouped by respective delivery program areas.

To ensure consistency and to enable summary reporting, each action is also allocated a traffic light status in accordance with the following key:

Status	Selection Criteria
 On Track	On target or as expected.
 Needs Attention	<p>Some issues are present that <b>could</b> jeopardise achievement of the due date (or for ongoing actions, such as a service, may jeopardise providing the full level of service).</p> <p>The causes for this are/will be managed by routine procedures and the issues are likely to be resolved by the next reporting period.</p>

Status	Selection Criteria
 Critical	<p>Major issues are present that <b>will</b> jeopardise achievement of the due date (or for ongoing actions, such as a service, will jeopardise providing the full level of service).</p> <p>The causes for this do/will require significant action and the issues are likely to be ongoing into future reporting periods.</p>
 On hold	<p>Work is unable to commence due to a dependency (e.g. awaiting grant funding or completion of another project).</p> <p>This status must only be selected where the Corporate Business Plan has it contemplated. If the action was meant to be underway but is on hold for another reason (e.g. resourcing) then the 'Needs Attention' or 'Critical' status, as relevant, should be used.</p> <p>In extraordinary circumstances (for example, the deferral of grant funding, pending of approvals / direction from a third party or the project is not resourced), the 'on hold' status may be selected.</p>
 Complete	<p>Action is complete.</p>
 Deferred	<p>Action is no longer proceeding within its planned year of the Corporate Business Plan but will be occurring within a future year of the Corporate Business Plan.</p> <p>This status must only be selected after Council has been advised (which may be through a budget amendment, CBP review or a separate Council report).</p>
 Not Proceeding	<p>Action is no longer proceeding within the timeframe of the current Corporate Business Plan. This may be due to a change in direction caused by external factors (e.g. loss of grant funding / change of government) or a change of direction by Council.</p> <p>This status must only be selected after Council has been advised (which may be through a budget amendment, CBP review or a separate Council report).</p>

## Overall Performance Snapshot

### Summary of progress

The Report provides an update against 103 actions in the Corporate Business Plan. Statistics this period show:

- **76%** are on track (79/103);
- **8%** are complete (8/103);
- **8%** need attention (8/103);
- **1%** are critical (1/103);
- **6%** are on hold (6/103); and
- **1%** are not proceeding (1/103).

Refer to page nine onwards for full performance details of each action including progress percentages and narrative commentary.

### Key Achievements and Highlights

Key achievements and highlights this reporting period are as follows:



Opening of the **Waste Transfer Station**



Completion of the inaugural **OneComm Efficiencies** Report for Council



Adoption of the **COVID-19 Community Recovery Plan**



Completion of the **Byford TAFE Feasibility Study**



Adoption of the **Organisational Development Roadmap** and **Strategic Workforce Plan**



**Mundijong Rd/Kargotich Rd Roundabout** open to traffic and in final stages of completion

## Overall Progress Snapshot | 103\* Actions

**85%** On Track or Complete

**8%** Needs Attention or Critical

**6%** On Hold

**1%** Not Proceeding

**0%** Deferred

\*The Corporate Business Plan contains 108 actions for the 2020-21 financial year. Five of these were completed between July to September (refer to quarter 1 report for details).

## Key Achievements and Highlights continued...



Provision of awards for the Shire's inaugural **SJ Garden Competition**



The opening of a new **gazebo** at the **Serpentine Cemetery**



Delivery of round one of the **Major Events Grants**



Officer input and feedback into the place plan, road layout, civil designs, elevated rail preference and TOD support aspects for the **Byford Rail Extension**



4 new Cleanaway **waste and recycling collection vehicles** with designs reflecting the Shire's landmarks, such as Serpentine Falls



Australian Government approval of **\$673,030** grant funding for 13 Shire Projects through the **Local Roads and Community Infrastructure Program**



Launch of the Perth Hills Tourism Alliance '**Perth Hills Destination Marketing Plan**' between the Shire of Serpentine Jarrahdale, City of Armadale, City of Kalamunda, City of Swan and the Shire of Mundaring



Delivery of an **emergency preparedness exercise** for residents and emergency service workers in Millbrook Estate in partnership with, local Volunteer Bush Fire Brigades, our Bushfire Awareness Team and DFES



Progress towards the **Kiernan Park constructible masterplan** and execution of the **financial assistance agreement** with the Department of Local Government, Sport and Cultural Industries.



Awarded **Best Planning Idea – Small Project** for the online **Community Equestrian Education Module** at the 2020 Planning Institute of Australia WA Awards for Excellence



Refresh of the two Shire owned billboards located on Forrest Highway with new tourism signage showcasing '**Experience Perth Hills Jarrahdale**'



Announcement from the Minister for Transport and Premier that a price for an **elevated station** as well as an at grade station for the **Byford Rail Extension** would be obtained from contractors



Formal advertising of the **West Mundijong Local Structure Plan**



Completion of civil works on the **Nicholson Road Upgrade (South)**

## Key Achievements and Highlights continued...



Delivery of **nine Community Barbeque Events** associated with the community safety and crime prevention across the Shire



**Anti-corruption day event** to raise awareness internally of fraud prevention and roll-out of an online **Conflict of Interest staff training** module



Completion of key strategic planning documents: **Byford and Mundijong District Structure Plans** and **Development Contributions Plans** and the **Community Infrastructure Development Contribution Plan**



Adoption of the **Permissible Verge Treatments – Rural Policy and Guidelines**



Implementation and go-live of the **Corporate Business Plan Reporting Dashboard** for Council



Successful grant and Shire contribution for the **Soldiers Road Principal Shared Path** between Mundijong and Byford



## PEOPLE

**Objective: a connected, thriving, active and safe community.**

PEOPLE – A connected, thriving, active and safe community

### Community feedback

Residents enjoy a lifestyle that is peaceful and quiet, they would like the tranquillity of the Shire to be maintained as residential growth occurs. An element of this lifestyle is the neighbourly engagement that occurs and the sense of community.

Despite close proximity to the metropolitan area, residents feel a strong sense of community within the Shire. The community is close-knit, akin to a small country community where neighbours are friendly and tend to be family oriented.

Many believe the Shire encapsulates a 'family friendly lifestyle.' The relaxed country lifestyle is the most valued quality of the area.

### Aspirations and opportunities

The community wants to retain its strong sense of community and country lifestyle. Maintaining the level of safety and where possible increasing this aspect of the Shire is a desired outcome.

### Progress Snapshot | 37\* Actions

**95%** On Track or Complete

**5%** Needs Attention or Critical

**0%** On Hold

**0%** Not Proceeding

**0%** Deferred

\*The People Objective contains 39 actions for the 2020-21 financial year. Two of these were completed between July to September.





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### Major Capital Projects

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Keirnan Park Recreation Precinct</u></b> Creation of the Keirnan Park Sports Recreation Precinct.	Council officers are working with the consultant to develop a constructible Masterplan. Expected to be complete by March 2021. A consultant has also been procured to produce the Business Case. Work on this has commenced.	On Track <span style="color: green;">●</span>	
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Prepare the Keirnan Park Master plan for the entire site.	90	Council officers are working with the consultant to develop a constructible Master plan. Expected to be complete by March 2021. A consultant has been procured to develop a Business case. Work has commenced on this and will continue with the development of the masterplan.
	Commence detailed design and the Business case for 2021-22.	0	This will be undertaken in conjunction with development of the master plan.

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Oakford Bush Fire Brigade Station</u></b> Progress planning and delivery of the new Oakford Volunteer Bush Fire Brigade station building.	This Project, as contained with the CBP, remains on track. Officers have obtained a Council resolution on a new location; however, this is now subject to processes of State Government to consider if the land will be made available (WAPC process), and also processes of DFES to consider funding of the station infrastructure. To date, the Shire's 2020 LGGs application was declined. An appeal has been made; however, no decision is yet to be communicated.	Complete <span style="color: green;">●</span>	
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>



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Establish an Advisory Group and seek community feedback on four possible sites.	100	The Oakford Fire Station Working Group has been formed and community feedback was sought via an online survey conducted via the Shire's website and Facebook page.
Prepare and endorse a multi criteria framework.	100	The multi criteria framework was prepared as requested and adopted by Council at its meeting of 18 May 2020.
Prepare a report on recommendations for future consideration at Council.	100	Council Resolution OCM254/08/20

### Strategic Operating Projects

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Electrical, HVAC inspection and renewal report</b>  Review the electrical wiring and isolation boxes within Shire facilities for compliance.	The scoping for this project is now complete however resourcing to deliver the project is still being worked through.	Needs Attention <span style="color: yellow;">●</span>	The Shire is underway with recruitment for key roles and will consider if further resourcing is required at the quarterly Finance and Costings Review.
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Develop scope of works.	100	Scoping complete.
	Engage contractor.	0	
	Review report.	0	
	Present report and business case for future renewals.	0	



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Action	Overall Performance Comment	Action Status	Remedial Action
<b>Cemetery</b> Identify potential sites for a new shire Cemetery and prepare a feasibility study for Council consideration.	Officers identified additional space for burial within the existing cemetery. The Cemetery Master Plan is in progress. The plan will analyse the years of burial available in the existing cemeteries and the need for an additional site.	On Track <span style="color: green;">●</span>	
	Progress Towards Project Milestones	Progress %	Performance Comment
	Engage Consultant.	0	At this stage, no consultant is to be engaged. Work is progressing in house by officers.
	Investigate feasibility for a new Shire cemetery for Council consideration.	30	Meeting held with Cemeteries Board. The board suggested to utilise the existing cemetery space. Need further investigation. Officers identified additional spaces for burial on existing Cemeteries. Preparation of Cemetery Master Plan is in progress.

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Byford TAFE</b> Develop a Business Case that identifies a location and a strategy to secure land and funding for the development of a TAFE in Byford.	The Byford TAFE Feasibility Study has been completed and endorsed by Council at the 14 December 2020 Ordinary Council Meeting. Council resolved to request the Chief Executive Officer engage with Byford Secondary College and South Metropolitan TAFE to determine how TAFE courses could be delivered in the short-term, and a meeting has been held with South Metropolitan TAFE, Byford Secondary College and Court Grammar School to commence this.	Complete <span style="color: green;">●</span>	
	Progress Towards Project Milestones	Progress %	Performance Comment
	Engage consultant.	100	Consultant Urbis engaged via Invitation to Quote.



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	Complete Business Case.	100	Feasibility Study completed and endorsed by Council at the 14 December 2020 Ordinary Council Meeting.
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Action	Overall Performance Comment	Action Status	Remedial Action
<b>Byford Health Hub</b> Develop a Business Case for the provision of a Health and Wellbeing Super Clinic in Byford.	The Byford Health Hub Feasibility Study is 70% completed, after engagement with South Metropolitan TAFE and Department of Training and Workforce Development. The project is on track to be presented to Council for consideration at the February 2021 Ordinary Council Meeting.	On Track <span style="color: green;">●</span>	
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Engage consultant.	100	Urbis have been engaged to commence the study.
	Complete Business Case.	70	The feasibility study report development is ongoing. The stakeholder engagement with key agencies, and the draft needs analysis has been completed.

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Strategic Trails Planning Stage 1</b> Develop a business case for Trails Development.	Business Case endorsed at 17 August 2020 Ordinary Council Meeting.	Complete <span style="color: green;">●</span>	
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>



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	Council endorsement of the Trails Development Business Case.	100	Completed and endorsed at August 2020 Ordinary Council Meeting.
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Action	Overall Performance Comment	Action Status	Remedial Action
<b>Strategic Trails Planning Stage 2</b>  Develop a Jarrahdale Trails Town Strategy and Implementation Plan.	The Business Case is 40% drafted and the recommendations are being populated. Council will be requested to consider the draft recommendations prior to proceeding. The project is experiencing resourcing issues which will be cleared in the coming quarter.	Needs Attention <span style="color: yellow;">●</span>	No proactive remedial action required as resourcing issues will be cleared automatically with other projects being completed.
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Stakeholder engagement.	100	Stakeholder engaged occurred in September with 51 attendees from community and key agencies. Feedback is currently being analysed.
	Complete Strategy. Council endorsement.	40	The draft recommendations have been completed and consultation with state agencies has commenced. The preparation of the business case document has not progressed as quickly as planned due to resource issues, which will be cleared in the coming quarter.

Action	Overall Performance Comment	Action Status	Remedial Action
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<b>Serpentine Heritage Precinct</b>  Develop a Business Plan for the Turner Cottage site and undertake community consultation.	The Building Condition Assessment and pest inspection were carried out and completed. Both reports have been included in the draft Business Plan which is 95% complete. The draft Plan will be presented to Council in February for consideration.		On Track	
	<b>Progress Towards Project Milestones</b>		<b>Progress %</b>	<b>Performance Comment</b>
	Develop business plan.		95	The draft Business Plan is 95% complete, with a Building Condition Assessment and pest inspection completed this quarter.
	Undertake community consultation.		0	

Action	Overall Performance Comment	Action Status	Remedial Action	
<b>Trails Master Planning</b>  Develop a Masterplan for Equine Trails and a Design and Implementation Plan for the Bibbulmun Track Loop.	Commonground has been appointed to undertake the development of the Bibbulmun Track Loop Design and Implementation Plan. Tredwell has been appointed to undertake the development of the Equine Master Plan.		On Track	
	<b>Progress Towards Project Milestones</b>		<b>Progress %</b>	<b>Performance Comment</b>
	Engage consultants and undertake community consultation.		50	Consultants have been appointed for both pieces of work and work is underway.
	Present documents for Council endorsement.		0	

Action	Overall Performance Comment	Action Status	Remedial Action
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<p><b><u>Supporting our Equine community and industry</u></b></p> <p>Establish the equine advisory group and present a report to Council on progress and priorities from the working group.</p>	Equine Advisory Group has been formed with the first meeting held on 21 October 2020. Since that time three meetings have been held to develop the equine priorities, due to be presented to Council at the March OCM. The group meetings are held bi-monthly.	On Track	
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Appoint members to the Advisory Group, meet to determine future priorities.	100	Committee members were appointed by Council at the September Ordinary Council Meeting.
Present report to Council in December 2020 outlining priorities.	80	A report will be to Council by March 2021 as resolved at the September Ordinary council meeting. Group have developed priorities and on track for presentation to Council in March 2021	

Action	Overall Performance Comment	Action Status	Remedial Action
<p><b><u>Volunteer Expansion</u></b></p> <p>Investigate the expansion of existing neighbouring volunteer services into the Shire.</p>	Desktop survey of neighbouring Shire's complete, partnerships identified and Officers have joined a Local Government network dedicated to volunteering. Officers will be attending a workshop and consultation session hosted by Peel Volunteer Resource Centre in January which will inform the organisational direction.	On Track	
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Desktop survey of neighbouring shires complete.	100	Desktop survey of neighbouring Shire's complete, partnerships identified and Officers have joined a Local Government network dedicated to volunteering. Officers will be attending a workshop and consultation session hosted by Peel Volunteer Resource Centre in January which will inform the organisational direction.



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	Organisational capacity and direction established.	50	Desktop survey of neighbouring Shire's complete, partnerships identified and Officers have joined a Local Government network dedicated to volunteering. Officers will be attending a workshop and consultation session hosted by Peel Volunteer Resource Centre in January which will inform the organisational direction.
	Where feasible, volunteer service partnerships developed.	50	Relationship with the Peel Volunteer Resource Centre has been formed.
	Review of efficacy and future direction.	0	

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Local Carers Support Network</b>  Establish a local carers support network.	A review of existing carers support, and benchmarking to other Local Governments has identified 5 agencies that provide support to carers. Officers suggest a survey be developed as a tool for community consultation to be distributed in Q3.	On Track <span style="color: green;">●</span>	
	Progress Towards Project Milestones	Progress %	Performance Comment
	Identify stakeholders.	50	Initial meeting of Access and Inclusion Advisory Group scheduled for 22 October 2020. Members of the Advisory Group to be consulted to identify any other relevant stakeholders for the Local Carers Support Network.
	Establish format for consultation with carers and service providers.	80	A review of existing carers support, and benchmarking to other Local Governments has identified 5 agencies that provide support to carers. Officers suggest a survey be developed as a tool for community consultation to be distributed in Q3.



# PEOPLE

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Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Byford Town Square</u></b>  Planning for the Byford Town Square to become the civic heart and focal point for the delivery of the Byford Town Centre and METRONET station precinct.	Officers have been involved in workshops and providing advice to MetroNet on the attributes of POS provision as part of the train station precinct. Once a decision is made on elevated or at grade station Officers expect that MetroNet will conduct broader community and stakeholder engagement.	On Track <span style="color: green;">●</span>	
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Secure site for the Byford Town Square.	5	MetroNet has advised that the Council could assume responsibility for the management of POS in the Station Precinct. A report will be presented to Council for consideration once a decision is made on if the station is at grade or elevated.

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Place Making Model</u></b>  Move towards a place making model for Byford and Jarrahdale town centres.	A report will be presented to Council at the February 2021 OCM with a request to engage an organisation called Town Team Movement to establish a Town Team for the Byford CBD. Town Teams are community driven organisations that provide an opportunity for community to actively drive and deliver place based outcomes. Given the growth in the Byford CBD and the impending development of the MetroNet station and the town square, a Town Team may bring many benefits through the activation of public space, business activation and contribution to the development of concepts and activation of new public space.	On Track <span style="color: green;">●</span>	
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Undertake research and consultation to determine Place Making model.	40	Initial investigations have been undertaken. An initial report is being presented to Council in February to consider the establishment of a Town



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			Team for the Byford Town Centre, to support place activation, economic development and provide input through the development and activation of the station and town square
	Provide a report for Council consideration.	0	not yet done
	Secure funds for implementation of a Place Making Model.	0	

Action	Overall Performance Comment	Action Status	Remedial Action
<b>ICT Workshops</b> Provide ICT workshops, or activities that promote ICT skills, for older people within the Shire.	Appy Hour conducted on 16 October 2020. Library staff also conducted a session at SJ Seniors on October 26 that offered the Nintendo, VR Goggles and Spheros. Staff also assisted with several questions related to phones and APPS. Library will offer a repeat session in 2021 as requested by the SJ Seniors group.	On Track <span style="color: green;">●</span>	
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Appy Hour. Family History Month – Intro to Trove session. E-Smart Week events.	100	One Appy hour session August 11 2020. Family History Month focused on promotion via social media of the new version of TROVE and availability Ancestry in the library. E-Smart week was acknowledged with a series of social media posts and an article in the e-newsletter. TROVE session not conducted due to staff availability and direction to provide community health employment support.
	Appy Hour. Offer STEAM sessions for adults.	100	The following activities were undertaken this quarter: Appy Hour on 16 October, Gadget night SJ Creators on 21 October and a session at SJ Seniors on 26 October. This session offered the Nintendo, VR Goggles and Spheros and staff also assisted with several questions related to phones



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			and APPS. A repeat session will be offered in 2021.
	Appy Hour. Safer Internet Day session.	0	
	Appy Hour. Partner with community groups to run ICT and E-resources workshops.	0	

Action	Overall Performance Comment	Action Status	Remedial Action
<p><b>Public Health Plan</b></p> <p>Implement the Health and Wellbeing Strategy (Public Health Plan).</p>	<p>Implementation of the Health and Wellbeing Strategy 2020-2024 is proceeded as planned. The focus of this quarter was to seek collaboration, funding, and also to provide education and materials and deliver programmes for the community.</p> <p>The Environmental Health team secured a collaborative approach toward funding opportunities with the following key agencies:</p> <ul style="list-style-type: none"> <li>- Progressed the Healthy Venues Grant application for submission. Partnership established with Healthway, East Metropolitan Health Services, YMCA, WASCA, Live Lighter.</li> <li>- Progressed the Pathway to Health Food Environments project/grant into the second stage, to draft a Local Food Action Plan for the community. Partnerships established with ECU, EMHS, Switch Your Thinking, SJ Food and Farm Alliance, Perth NRM and Earthwhile Australia.</li> </ul> <p>During Q2, the team provided the following educational materials through the applicable communication channels:</p> <ul style="list-style-type: none"> <li>- Share the Dignity - It's in the bag campaign</li> <li>- Healthier Holidays campaign</li> <li>- Alcohol and Health 'Spread' Campaign</li> <li>- Alcohol and Pregnancy 'One Drink' Campaign</li> </ul> <p>The team participated in the delivery of the following projects and programs:</p> <ul style="list-style-type: none"> <li>- COVID-19 community recovery working group and SJ Interagency Service Provision</li> </ul>	<p>On Track</p> <p style="text-align: center;">●</p>	



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<p>Network</p> <ul style="list-style-type: none"> <li>- Attended numerous to provide widespread information on local priority health areas.</li> <li>- Provided input to the Draft EMHS Multicultural Plan</li> <li>- Recreational Waters Microbiological Sampling Program</li> </ul> <p>The team will continue to identify grant opportunities and provide education material and programs, and reporting on these operational activities.</p>		
Progress Towards Project Milestones	Progress %	Performance Comment
Seek collaboration and funding opportunities with key agencies. Report on relevant operational activities.	90	The team collaborated with East Metro Health Services toward applying for Healthway's Healthy Venues Grant and continued to progress the Edith Cowan University Pathway to Health Food Environments grant project.
Seek collaboration and funding opportunities with key agencies. Provide education material and programmes. Report on relevant operational activities.	90	With two significant grants in place, the environmental health, it is considered that the team has secured the milestone for the target date of 31 December.  However the team will continue to identify grant opportunities and provide education and provide education material and programs, whilst reporting on all operational activities.
Provide education material and programmes related to health promotion. Report on relevant operational activities.	0	
Provide education material related to health promotion. Report on relevant operational activities.	0	



## PEOPLE

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### Services

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Arts, Culture and Heritage</b>	2 citizenship ceremonies were held welcoming 22 new citizens from 12 different countries.	On Track	
Provide local programs and opportunities for residents to participate and engage in arts, culture and heritage.			
	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Number of Citizenship Ceremonies Held		6
	Number of new Citizens who obtained their citizenship at Shire of SJ ceremonies		67

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Arts, Culture and Heritage</b>	1375 residents have attended a range of Shire run community events and activities as per the Council endorsed Events Plan during the period 1 October to 31 December 2020 in a variety of locations across the Shire. 18 Event applications have been processed, as delivered by a range of community groups and event facilitators.	On Track	
Provide local programs and opportunities for residents to participate and engage in arts, culture and heritage.			
	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Number of attendees at events.		1,791
	Number of event applications processed.		31



## PEOPLE

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Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Sport and Recreation</u></b>  Promote participation in sport and recreation to support a healthy lifestyle for residents.	6 week Nightfields Program delivered to 30 participants. 1 enquiry relevant to the establishment of a new sporting club. 20 Kidsport applications approved. 6 Shire trails inputted on QGIS. Byford Public Art Trail uploaded to Trails WA website, consistent with 100 year Byford Naming event.	On Track	
<b>Key Service Statistics</b>			<b>Result YTD</b>
Number of participants at programs and activities (including Try a Sport days)			112
Number of KidSport applications approved			34
Number of new clubs established			1
Surplus/Deficit of SJCRC			\$158,000
Percentage of KPI's met by SJCRC			74%

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Promote, support and recognise volunteers</u></b>  Promote, support and recognise volunteers.	Thank A Volunteer initiative (5 December 2020) recognised 275 volunteers with a \$20 voucher. Additionally, supported via a \$2,000 grant from DLGSC. A total of 16 nominations were received across 5 Australia Day award categories. Recipients scheduled to be announced 26 January 2020 (Q3) Auspire Community Citizen of the Year - 5 nominations Auspire Young Community Citizen of the Year - 3 nominations Auspire Senior Community Citizen of the Year - 3 nominations Auspire Active Citizenship Award (group or event) - 2 nominations Clem Kentish Community Service Award - 3 nominations Evaluation and selection complete at Panel Meeting on 19 November 2020	On Track	



## PEOPLE

**Objective: a connected, thriving, active and safe community.**

Key Service Statistics		Result YTD
Number of volunteers recognised by delivered Volunteer Recognition initiative		279
Number of applicants to Australia Day Award categories		16
Number of recipients to Australia Day Award categories		0

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Promote, support and recognise volunteers</u></b>	Some previous volunteers have not returned after reopening after COVID -19 Closure. One new volunteer commenced after the CREATE exhibition and has done some art related display tasks for the library, which is a different element of the library volunteer program.	On Track	
Promote, support and recognise volunteers.			
Key Service Statistics			Result YTD
Number of volunteer hours provided for Books on Wheels			37
Number of volunteer hours provided for Community History			41
Number of volunteer hours provided for General Tasks			31.5



## PEOPLE

**Objective: a connected, thriving, active and safe community.**

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Promote, support and recognise volunteers</u></b>	To ensure a senior Brigade member is always available for each fire appliance / incident, Officer in Charge training was undertaken across all Brigades. Approximately 30 officers were invited to attend.	On Track	
Promote, support and recognise volunteers.	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Number of volunteers trained per quarter		140

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Community Grants and Contributions</u></b>	\$39,110 in community grant and contributions across 11 groups and individuals approved Q3. Additional \$14,158 general grant funds (4 organisations) pending approval from October General Grant round.	On Track	
Provide community grants to support sporting and community groups and individuals.	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Amount of funds provided to community and sporting groups.		\$28,956
	Number of organisations in receipt of funding.		12
	Number of individuals in receipt of Youth Leadership and Training Grant		0
	Number of local athletes in receipt of Sporting Travel Grant		0



## PEOPLE

**Objective: a connected, thriving, active and safe community.**

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Access and Inclusion</b>  Ensure the community is accessible and inclusive for people with disabilities, their families and carers.	In accordance with the Council endorsed Community Event calendar, Officers presented a range of events between 1 October and 31 December in a variety of locations across the Shire. All events were accessible by those with prams and pushchairs as well as wheelchairs. First Shire of Serpentine Jarrahdale Access and Inclusion Advisory Group meeting hosted 12 November 2020.	On Track <div style="text-align: right;">●</div>	
<b>Key Service Statistics</b>			<b>Result YTD</b>
Number of events promoted as accessible			6
Number of projects informed regarding accessible design			1

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Library Services</b>  Provide library services that meet the needs of the community.	Highlights for the Library this reporting period include: - New interactive displays creating a welcoming space for library visitors. - New decodable readers to support families with children learning to read. This is a high quality collection supporting those with learning difficulties. - Court Grammar artwork from Book week displayed is now an annual event that encourages families to view their child's work. - The Library was utilised as a venue for Community Activation team sessions for the Mental Health event in October. - The school holiday program in September/October included Movie Night at the library, STEAM activity at One Tree (Mundijong PS) for their Out of School Care program and a STEAM Ahead come and try session. Aimed at children, though parents participated as well. This was a successful event with many favourable feedback comments held at Resource Centre. - Sustainability session (support of SYT program) with Robyn Brown from 'Waste is My Resource', in response to interest from participants from previous sessions.	On Track <div style="text-align: right;">●</div>	



## PEOPLE

**Objective: a connected, thriving, active and safe community.**

- Fermented Composting workshop held at the Mundijong Heritage Community Garden.
- CBCA Children's Book Week. Staff dressed up to visit and read stories at three Childcare centres in Byford, Eton Farm Education and Chitter Chatter playgroup.
- SJ Writers special guest for October editor, Theresa Charlton.
- SJ Creators – Knife and secateurs sharpening November 18
- Award winning Author visit by Holden Sheppard held at Resource Centre, a very successful event.

### Key Service Statistics

### Result YTD

Number of active library members	4,613
Number of new library members	179
Number of loans conducted via the self-serve machine	10,620
Number of e-resource loans	2,677
Number of adult programs and events delivered	18
Number of participants at adult programs and events delivered	169
Number of children programs and events delivered	58
Number of child participants at children programs and events delivered	694
Number of library resources borrowed.	26,500
Number of visits to community organisations / groups	22



## PEOPLE

**Objective: a connected, thriving, active and safe community.**

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Youth Services</b>  Provide youth development services to Young People between the ages of 12 and 18 to enhance their connections to the community.	During the reporting period, an average of 22 young people attended each youth drop in activity. Two meetings were held of the newly formed SJ Youth Resilience Network with positive feedback received from attendees. 446 residents participated in school holiday activities.	On Track	●
	<b>Key Service Statistics</b>		<b>Result</b>
	Number of drop-in sessions		116
	Average number of participants attending drop-in sessions		19
	Number of school holiday activities		18
	Number of participants at school holiday activities		933
	Number of SJ Youth – Community Resilience Network meetings		2

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Children and Families</b>  Explore the needs of children and families in the Shire and develop partnerships with key service providers to provide appropriate services.	During the reporting period, Officers have worked with nine service providers to facilitate delivery of relevant programs and activities within the Shire. Partnerships have been strengthened with Communicare and Anglicare and a connection made with the Serpentine Jarrahdale Recreation Centre to enable delivery of children and family workshops.	On Track	●
	<b>Key Service Statistics</b>		<b>Result</b>
Number of service providers and/or families participating in activities		246	



## PEOPLE

**Objective: a connected, thriving, active and safe community.**

Action	Overall Performance Comment	Action Status	Remedial Action
<p><b>Children and Families</b></p> <p>Explore the needs of children and families in the Shire and develop partnerships with key service providers to provide appropriate services.</p>	<p>Highlights for the Library in relation to children and families this reporting period include:</p> <ul style="list-style-type: none"> <li>- Rhyme Time and Story time increased in popularity at the Byford Hall.</li> <li>- Some special sessions with Super kids aquatic on water safety (after meeting them at the Shire's Early Years Fun Day) and Bushfire Ready Awareness Team.</li> <li>- An extra Rhyme time was held at the Recreation centre in term 4 with a focus on the babies rather than the toddlers Mondays.</li> <li>- Children's week activity with Rebecca Flanagan from Musical experiences. Good involvement, good promotion and distribution for the Better Beginnings' Sing with me Pack.</li> <li>- Attended five Kindy induction sessions including the four bigger schools in Byford. Good connections with the schools and families through these sessions.</li> <li>- Supporting Child Health Nurse with new parents talks. Held every second month, many participants attend rhyme time after these visits.</li> <li>- Story dogs event at the library in support of the national event Australia Reads,</li> <li>- Speechie talk for parents with Speech Pathologist held at the library.</li> <li>- Participated in the Christmas edition of Play in the Park</li> </ul>	<p>On Track</p> <p style="text-align: center;">●</p>	
	<p><b>Key Service Statistics</b></p>		<p><b>Result</b></p>
	<p>Number of service providers and/or families participating in activities</p>		<p>110</p>



## PEOPLE

**Objective: a connected, thriving, active and safe community.**

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Senior Support</b>  Deliver programs and activities responsive to the needs of Senior residents in the Shire.	Seniors week saw the delivery of a Garden Party at Serpentine Falls Park Village which was enjoyed by 75 residents from across the Shire. A workshop for mature aged job seekers was also hosted with 7 attendees. Officers are collaborating with agencies and not for profits in the Shire to ensure delivery of programs and activities for Seniors.	On Track	
	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Number of workshops /sessions		2
	Number of participants at sessions, programs, workshops		82

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Senior Support</b>  Deliver programs and activities responsive to the needs of Senior residents in the Shire.	Library team members conducted a session at SJ Seniors meeting on October 26 that offered the Nintendo, VR Goggles and Spheros. Staff also assisted with several questions related to phones and APPS. Library will offer a repeat session in 2021 as requested by the SJ Seniors group. SJ Writers , evening program, has good regular attendance from adults and seniors. We are considering a repeat session for during the day in the library for the seniors in that group for 2021. Library team member attended the Garden Party at Serpentine Park home and Lifestyle Village good interaction with community members. Library team members co- presented at the Armadale Hospital rehabilitation session November 12. The catchment is senior residents from Serpentine Jarrahdale, Armadale and Gosnells.	On Track	
	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Number of workshops /sessions		11



## PEOPLE

**Objective: a connected, thriving, active and safe community.**

	Number of participants at sessions, programs, workshops		99
Action	Overall Performance Comment	Action Status	Remedial Action
<u>Cemeteries</u> Maintain the Shire's cemeteries.	Scheduled maintenance is being undertaken at Serpentine Cemetery and Jarrahdale Cemetery.	On Track	●
	Key Service Statistics		Result YTD
	Amount of funds expended on maintaining the Shire's Cemeteries.		\$19,800

Action	Overall Performance Comment	Action Status	Remedial Action
<u>Community Infrastructure Provision</u> Plan, deliver, manage and activate current and future community infrastructure (Facility Leasing, Licencing and Hiring Management only)	The Shire has executed 3 new agreements since October. These agreements will provide an additional community benefit and financial security for both the Shire and tenant.	On Track	●
	All recurrent hirers are back in our facilities. We have lost 2 recurrent hirers as a result of not being able to maintain members numbers due to COVID.		
	The Summer sports season has kicked off. Between 3 Clubs, we have had 181 bookings for training and game days.		
	Key Service Statistics		Result YTD
	Number of leases completed		7
Number of times facilities hired (excluding seasonal sporting hire)		101	
Number of seasonal sporting hires		8	



## PEOPLE

**Objective: a connected, thriving, active and safe community.**





## PEOPLE

**Objective: a connected, thriving, active and safe community.**

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Building Services</u></b> Provide efficient and effective building compliance services.	In total there were 442 building permits issued during this reporting period valued at over \$35 million. In December alone, an average of 7 permits per day were issued. Due to this high volume of applications, the pool barrier inspector was redirected to assist in application assessments. For this reason the pool inspections were down to 74 for the quarter but ahead of schedule on the year as a whole.	On Track	
<b>Key Service Statistics</b>			<b>Result YTD</b>
Number of Certified Building Permit Applications/building approval certificate/occupancy permit			379
Number of Uncertified Building Permit Applications/demolition permit and average assessment time			244
Number of swimming pool barrier compliance inspections undertaken			333
Percentage of swimming pool barriers compliant on first inspection			77.15%

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Environmental Health</u></b> Provide efficient, effective, compliant environmental health services.	During this quarter, the Environmental Health team prioritised the significant increase reactive workload to meet the demand and volume of reactive environmental health needs, being: <ul style="list-style-type: none"> <li>- Event applications and risk assessments</li> <li>- Wastewater Treatment and Disposal applications and approvals</li> <li>- Service request investigations and compliance</li> <li>- Health risk assessment and reports reviewed for planning and development applications</li> </ul> Whilst continuing to deliver proactive public health and wellbeing initiatives as part of the Shire's Health and Wellbeing Strategy. Despite the departure of two Environmental Health Officers (EHO's) during this quarter, the team carried out the	On Track	



## PEOPLE

**Objective: a connected, thriving, active and safe community.**

	<p>following assessments during this quarter:</p> <ul style="list-style-type: none"> <li>- 31 Food safety assessments</li> <li>- 34 other health premises assessments</li> <li>- 141 health impact assessments for planning proposals</li> <li>- Determined 47 health applications</li> <li>- Achieved an average general response time of 1 day</li> <li>- Responded to 651 external customer inquiries regarding environmental health</li> </ul>	
	<b>Key Service Statistics</b>	<b>Result YTD</b>
	Number of Food Safety Assessments	143
	Number of Other Health Premises Assessments (including skin penetration premises, public buildings, lodging houses and offensive trade premises)	80
	Number of Health Application Assessments (including applications for effluent disposal systems, trading in public places, public building applications and applications for food premises)	73
	Number of event application assessments	21

Action	Overall Performance Comment	Action Status	Remedial Action
<p><b>Ranger Services</b></p> <p>Provide efficient, effective and compliant Ranger Services.</p>	<p>A lot has been achieved by the team during this period. 9 Community BBQ's completed and successful, COVID 19 taskings, Disability Parking engagement, the drafting of 2 local laws and the Shires Urban animal Management Strategy, and day to day operations.</p>	<p>On Track</p> <p>●</p>	
	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Number of dog infringements / cautions		36



## PEOPLE

**Objective: a connected, thriving, active and safe community.**

	Number of parking infringements / warnings	93
	Number of dust and building waste infringements / warnings	28
	Number of livestock infringements / warnings	2
	Number of litter infringements / cautions	0
	Number of dog registrations	941
	Number of cat registrations	116

Action	Overall Performance Comment	Action Status	Remedial Action	
<b><u>Bushfire and emergency management</u></b>	Firebreak inspection began 1 December 2020 with approximately 8,746 inspections within the first month.	On Track		
Develop and maintain effective emergency management arrangements for the local area and manage the risk of a bush fire incident through prevention, preparedness, response and recovery strategies.	Fire Management Plans were assessed for all subdivision applications lodged with the Shire.	●		
	Bushfire Attack Level Assessments were required for development applications where the property exceeds 1,100m <sup>2</sup>			
	No grants were applied for or acquitted during this period.			
	<b>Key Service Statistics</b>			<b>Result YTD</b>
	Number of firebreak inspections completed per quarter			8,746
Number of Bushfire Attack Level Assessments and Fire Management Plans received	66			
Value of grants received	\$493,500			
Value of grants acquitted	0			



## **PEOPLE**

**Objective: a connected, thriving, active and safe community.**





## PEOPLE

**Objective: a connected, thriving, active and safe community.**

Action	Overall Performance Comment	Action Status	Remedial Action
<u>Community safety and crime prevention</u>  Deliver crime prevention programs and policies in partnership with the local community and WA Police.	Community Safety through the WA Police Community Grant made application in October for a Youth Basketball Project, also attended 3 monthly working group meetings with the South East Metro Community Safety Officers from 7 Local Government Authorities to discuss various issues relating to Safety and Crime Prevention within Local Government.	On Track	
	<b>Key Service Statistics</b>		<b>Result</b>
	Number of school visits		2
	Number of neighbourhood watch meetings		3
	Number of e-watch newsletters distributed		5
Number of community barbecues		8	



## PLACE

### Objective: a protected and enhanced natural, rural and built environment.

PLACE – A protected and enhanced natural, rural and built environment

#### Community feedback

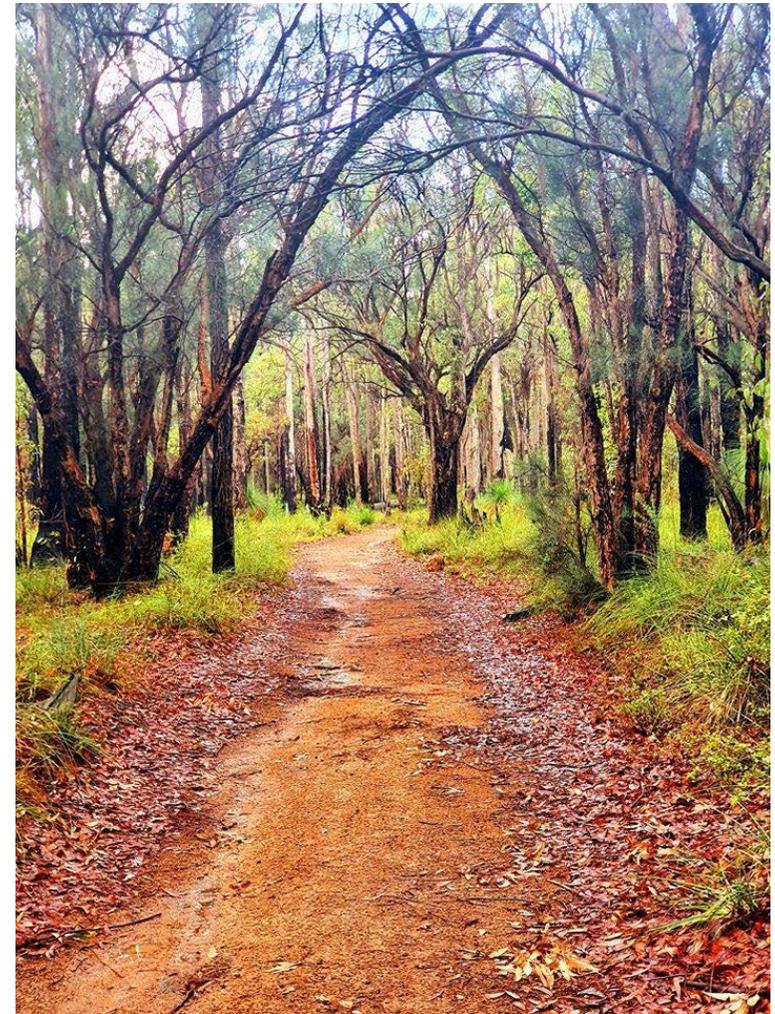
The community value the country lifestyle which is underpinned by housing, the natural environment, families and community.

The community recognise and identify the beautiful landscape as precious. As the population continues to grow, as a result of development of the district, integration of the environment and residential development will be essential to maintain the character of the district

#### Aspirations and opportunities

Survey respondents understand planning for the future is important for solving existing and future issues. They recognise the value of good design and hope future developments positively respond to the natural environment.

Conservation of natural vegetation is important as the landscape offers an opportunity to promote the Shire as a 'trails hub'.



#### Progress Snapshot | 24\* Actions

**80%** On Track or Complete

**4%** Needs Attention or Critical

**16%** On Hold

**0%** Not Proceeding

**0%** Deferred

\*The Place Objective contains 25 actions for the 2020-21 financial year. One was completed between July to September.



## PLACE

**Objective: a protected and enhanced natural, rural and built environment.**

### Major Capital Projects

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Waste Transfer Station</b>	The Transfer Station was opened on the 26th November 2020.	On Track <span style="color: green;">●</span>	
Reopen the Waste Transfer Station in Mundijong.			
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Obtain licence and develop a project plan that includes a communications plan.	100	License obtained from the Department of Water and Regulation.
	Undertake remedial works.	100	All works have been completed and the site has been operational as of the 26/11/20.
	Recruit 2 FTE.	50	One new employee is in place and a second person is to be recruited before the end of January 2021.
	Procure equipment.	75	All equipment is on order awaiting delivery.

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Drainage Material Disposal</b>	Investigations into equipment and performance expectations are ongoing.	On Track <span style="color: green;">●</span>	
Find a disposal solution for the drainage material produced from operations (as opposed to disposal at landfill).			
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Undertake procurement for Screener.	0	The Transfer Station opened on the 26/11/20 and the volumes are currently being assessed for this



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			projects viability. A trial screening machine will be organised in the coming months to determine product quality.
	Purchase Screener.	0	
	Implement and re-educate the operations team.	0	

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Tip Shop</b> Reopen the tip shop at the Waste Transfer Station in Mundijong.	Waste composition is being analysed and will be completed in Q4.	On Track <span style="color: green;">●</span>	
	Progress Towards Project Milestones	Progress %	Performance Comment
	Assessment of waste composition.	0	Assessment of Transfer Station inputs / materials will be conducted in Quarter 3. The results of the assessment will dictate the viability of the Tip Shop.
	Prepare financial modelling in consideration of the Transfer Station reopening.	0	



## PLACE

### Objective: a protected and enhanced natural, rural and built environment.

Action	Overall Performance Comment	Action Status	Remedial Action
<b>FOGO</b> Investigate and install FOGO options for the collection and disposal of shire waste.	Grant funding has been received for this project and tender has been finalised with FOGO option.	On Hold	
	Further progression of the project is now subject to approval of resources through business case submissions for the 2021/2022 financial year. Following this the implementation plan will be finalised and the initial roll out of FOGO bins in the Shire will commence in 2021/2022.		
	Progress Towards Project Milestones	Progress %	Performance Comment
	Apply for grant funding.	100	Application has been submitted and received.
	Develop an Implementation Plan.	0	Plan will be formulated in April 2021.
Add FOGO collection option into next waste collection tender and subsequent options for disposal.	100	A FOGO collection option was added to the 2020 waste collection tender.	
Commence roll out of first stage bin deliveries.	0	First stage roll out will be post July 2021.	



# PLACE

**Objective: a protected and enhanced natural, rural and built environment.**

## Strategic Operating Projects

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Agriculture and the Environment</u></b>	A policy statement has been drafted and is currently being refined internally by officers for submission to Council.	On Track	
Encourage innovative and sustainable agricultural practices and technology to reduce environmental impacts.	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Draft a position statement regarding innovative and sustainable agricultural practices and technology within the Shire.	0	The project has not started yet but will be still completed in the third quarter.
	Council to consider a policy statement regarding innovative and sustainable agricultural practices and technology within the Shire.	50	A policy statement has been drafted and is currently being refined internally by officers for submission to Council.

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Kingsbury Drive Quarry Gravel Pit</u></b>	This project is on hold pending the outcome of the Native Title Claim.	On Hold	
Investigate natural resource availability for potential gravel pit site at Kingsbury Drive Quarry.	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Obtain approvals and environmental licences.	5	Approval for preliminary investigations given only. One Geotechnical report has been completed. The Disturbance Assessment System approval expires on 31st October 2020, with Officer currently working on requirements for renewal of approval for DBCA. Meetings have been held with DBCA officers with regards to Native Title issues



## PLACE

### Objective: a protected and enhanced natural, rural and built environment.

			which puts the project on hold until this is resolved (approx. 4-5 months)
	Negotiate lease terms with the DBCA.	0	Meeting with DBCA has been conducted and no progression with lease until Native Title has been resolved (estimated time approximately 4-5 months).
	Undertake community consultation.	0	Project has not developed to this stage as yet.
	Undertake detailed project planning for the construction of access.	0	Project has not developed to this stage as yet.

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Local Planning Strategy</b>	This Corporate Business Plan Action is completed. A formal update will be provided to Council once the Western Australian Planning Commission make a determination in this regard to determine what, if any, further action is required.	On Track <span style="color: green;">●</span>	
Develop a new Local Planning Strategy.			
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Council approval and forward to WAPC for endorsement.	100	COMPLETED SCM189/06/20

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Local Planning Scheme</b>	This Corporate Business Plan Action is completed. A formal update will be provided to Council once the Western Australian Planning Commission make a determination in this regard to determine what, if any, further action is required.	On Track <span style="color: green;">●</span>	
Develop Local Planning Scheme No 3.			
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>



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## Objective: a protected and enhanced natural, rural and built environment.

	Council approval and forward to WAPC for Ministerial approval and gazettal.	100	COMPLETED SCM189/06/20
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Action	Overall Performance Comment	Action Status	Remedial Action
<b>Community Infrastructure Development Contribution Plan</b>	This Corporate Business Plan Action is completed. A formal update will be provided to Council once the Western Australian Planning Commission make a determination in this regard to determine what, if any, further action is required.	Complete <span style="color: green;">●</span>	
Develop the Community Infrastructure Development Contribution Plan.	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Council approval and forward to WAPC for Ministerial approval and gazettal.	100	COMPLETED OCM110/05/20

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Byford District Structure Plan</b>	Council, through OCM363/11/20, adopted the Byford District Structure Plan. The document is being used as the current district structure plan for Byford. This completes the Action required in the Corporate Business Plan.	Complete <span style="color: green;">●</span>	
Develop a Byford District Structure Plan.	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Complete formal advertising in terms of the Shire's Town Planning Scheme No.2.	100	Milestone 1, formal advertising of the Byford District structure plan, was achieved on schedule and on budget on 10 August 2020.
	Council approval of the District Structure Plan.	100	COMPLETED OCM363/11/20



## PLACE

### Objective: a protected and enhanced natural, rural and built environment.

Action	Overall Performance Comment	Action Status	Remedial Action	
<b>Byford DCP</b> Develop Development Contribution Plan No 5 for Byford.	This Corporate Business Plan Action is completed. Council adopted scheme amendment 208 Byford Traditional Infrastructure Development Contribution Plan and forwarded the documents to the Western Australian Planning Commission for approval and gazettal.		Complete <span style="color: green;">●</span>	
	Progress Towards Project Milestones	Progress %	Performance Comment	
	Complete formal advertising.	100	Byford Development contribution plan revision 5 has been completed. Formal advertising of the Byford development contributions plan Amendment 208 was completed on 10 August 2020.	
	Council approval and forward to WAPC for Ministerial approval and gazettal.	100	OCM365/11/20 Council pursuant to Section 75 of the Planning and Development Act 2005 and regulation35(1) of the Planning and Development (Local Planning Schemes) Regulations 2015, adopted Scheme Amendment No. 208 for Byford subject to modifications; 2. As part of Amendment 208, approved the accompanying Development Contribution Plan Revision 6 (DCP6), subject to modifications.	

Action	Overall Performance Comment	Action Status	Remedial Action
<b>West Mundijong Local Structure Plan</b> Develop West Mundijong	The West Mundijong Structure Plan is being formally advertised as per OCM176/08/19 from 10/12/2020 to 24/01/2021, available at the following URL: <a href="https://www.sjshire.wa.gov.au/consultations/open-for-comment/draft-west-mundijong-industrial-area-structure-plan-2020">https://www.sjshire.wa.gov.au/consultations/open-for-comment/draft-west-mundijong-industrial-area-structure-plan-2020</a> .	On Track <span style="color: green;">●</span>	



## PLACE

### Objective: a protected and enhanced natural, rural and built environment.

Industrial Area Local Structure Plan.	Progress Towards Project Milestones	Progress %	Performance Comment
	Prepare and advertise (in accordance with Shire of Serpentine Jarrahdale Town Planning Scheme No2) the structure plan for the West Mundijong Industrial Area, to enable Councils final consideration by March 2021.	50	The West Mundijong Structure Plan is being formally advertised as per OCM176/08/19 from 10/12/2020 to 24/01/2021.  <a href="https://www.sjshire.wa.gov.au/consultations/open-for-comment/draft-west-mundijong-industrial-area-structure-plan-2020">https://www.sjshire.wa.gov.au/consultations/open-for-comment/draft-west-mundijong-industrial-area-structure-plan-2020</a>

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Mundijong DCP</b>	This Corporate Business Plan Action is completed. Council adopted scheme amendment 209, the Mundijong Traditional Infrastructure Development Contribution Plan and forwarded the documents to the Western Australian Planning Commission for approval and gazettal.	Complete	
Develop a Development Contribution Plan for Mundijong-Whitby.			
	Progress Towards Project Milestones	Progress %	Performance Comment
	Complete formal advertising.	100	Amendment 209 to the town planning scheme is running in parallel with the Mundijong district structure plan. Milestone 1 has been achieved as the formal advertising of the Mundijong Development contribution plan was completed on 10 August 2020.
	Council approval and forward to WAPC for Ministerial approval and gazettal.	100	OCM365/11/20



# PLACE

## Objective: a protected and enhanced natural, rural and built environment.

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Serpentine Local Structure Plan</b>	All technical studies have now been completed either in-house or through consultants. Advertising will commence on 28 January 2021.	On Track	
Develop a Serpentine Local Structure Plan.	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Undertake technical studies required.	85	All studies have now been completed either in-house or through consultants. Advertising will commence on 28 January 2021.
	Council approval of Serpentine Local Structure Plan and forward to WAPC for approval.	0	

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Business development areas (Mundijong Townsite (AreaF))</b>	OCM147/06/20 Council adopted the Project Plan and the Engagement Strategy for the Mundijong Precinct F1 Local Structure Plan to progress further planning and development of the Mundijong townsite.	Complete	
Prepare a project plan (including outlining options for community engagement) for the development of the Mundijong Townsite (Area F) Structure Plan.	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Council endorse the Project Plan for the Mundijong Precinct F1 Local Structure Plan to progress further planning and development of the Mundijong townsite.	100	OCM147/06/20 Council: 1. Adopted the Project Plan for the Mundijong Precinct F1 Local Structure Plan to progress further planning and development of the Mundijong townsite; 2. Adopted the Engagement Strategy of the Mundijong Precinct F1 Local Structure Plan.



# PLACE

## Objective: a protected and enhanced natural, rural and built environment.

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Mundijong District Structure Plan</u></b>	Council, through OCM364/11/20, adopted the Mundijong District Structure Plan. This completes the Action required in the Corporate Business Plan. The document is being used as the current district structure plan for Mundijong.	Complete <span style="color: green;">●</span>	
Develop a Mundijong-Whitby District Structure Plan.	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Complete formal advertising.	100	Formal advertising of the Mundijong District structure plan was achieved on schedule and on budget on 10 August 2020.
	Council approval.	100	COMPLETED OCM364/11/20

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Conservation Zone Initiative Review</u></b>	The Conservation Zone Discussion Paper has been drafted which identified areas with suitable properties. The document is currently in an extended advertising period for two months from 17/12/2020 to 15/02/2020 to confirm which landowners are willing to participate. The website page is: <a href="https://www.sjshire.wa.gov.au/consultations/open-for-comment/conservation-zone-discussion-paper">https://www.sjshire.wa.gov.au/consultations/open-for-comment/conservation-zone-discussion-paper</a> .	On Track <span style="color: green;">●</span>	
Conduct formal review of the existing Conservation Zone initiative to enable its possible expansion to other natural areas of high significance.	Further consultation with willing landowners will be conducted once the initial responses are received.		
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Review Conservation Zone initiative process.	50	A review was conducted to assess the current state of the 'Conservation zone. This involved a review of the two rezonings, the info note related to this and the rate concessions regarding the Conservation zone. Whilst it was anticipated that



## PLACE

**Objective: a protected and enhanced natural, rural and built environment.**

			a discussion document was to have been drafted this has not happened due to additional work pressures. The project will still be completed on time.
	Identify suitable properties.	100	The Conservation Zone Discussion Paper has been drafted which identifies areas with suitable properties. The document is currently in an extended advertising period for two months from 17/12/2020 to 15/02/2020 to confirm which landowners are willing to participate. The website page is: <a href="https://www.sjshire.wa.gov.au/consultations/open-for-comment/conservation-zone-discussion-paper">https://www.sjshire.wa.gov.au/consultations/open-for-comment/conservation-zone-discussion-paper</a> .
	Communicate with the property owners.	0	
	Initiate the rezoning process.	0	

## Services

Action	Overall Performance Comment	Action Status	Remedial Action
<p><b>Planning Compliance</b></p> <p>Provide efficient and effective planning compliance services.</p>	<p>During this quarter, the Compliance Team invoiced extractive industry operators within the Shire as part of its Extractive Industry Audit fee program. By the end of the quarter, approximately \$100,000 was received by the Shire as part of this service.</p> <p>19 complaints were received within this quarter which is a slight decrease from the previous quarter. Officers consider that this is related to additional work undertaken by Officers to inform and work with the community on requirements of the Shire of Serpentine Jarrahdale Town Planning Scheme No.02.</p>	<p>On Track</p> <p>●</p>	



## PLACE

### Objective: a protected and enhanced natural, rural and built environment.

No further prosecutions have been initiated by Council, however, Officers have been working with Solicitors in preparing for the various prosecutions previously initiated by Council.

#### Key Service Statistics

#### Result YTD

Number of Form 2 Audits completed in the reporting period	0
Number formal complaints received	43
Number complaints investigated	214
Number unresolved complaints	83
Number site inspections undertaken (not including extractive industries)	162
Number of enquiries dealt with	999
Number of SAT matters	2
Number of prosecution matters	5
Number of site inspections (extractive industries)	14
Value of extractive industry licences	\$103,205
Value of fines/costs received from enforcement action	\$18,350
Value of development applications received as a result of compliance action	\$2,802



# PLACE

## Objective: a protected and enhanced natural, rural and built environment.

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Statutory Planning Services</b>  Provide efficient, effective and compliant land use planning services.	The Shire received 164 applications during this quarter. 205 applications were determined during this quarter which totalled a value of \$17,889,891.93. Development applications have been assessed within the statutory timeframe prescribed within the Planning and Development Regulations 2015.	On Track	
	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Number of received development applications		332
	Number of determined development applications		351
	Value of determined development applications		\$32,964,260
	Number of Joint Development Assessment Panel applications		0
	Number of active SAT cases		3
Number of SAT cases determined		0	

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Strategic Land Use Planning</b>  Strategic integration of economic growth, sustainable environmental practice, transportation and other bulk infrastructure, water management and the	The Strategic team performed well over this quarter with a significant number of applications being finalised. This included obtaining comments on the applications to the WAPC and having them approved by the WAPC by finalising conditions and negotiating outcomes.	On Track	
	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Number of applications processed		72



# PLACE

## Objective: a protected and enhanced natural, rural and built environment.

planning of urban form with participative community involvement.

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Subdivision Management</b> Oversee the construction of sub divisional infrastructure.	The subdivision Team faced difficulties this reporting period in meeting an increased work demand caused from additional subdivision applications and clearance assessments. The team processed 121 development applications, 15 clearance assessments, 45 crossover approvals and conducted 104 inspections.	Needs Attention	● As additional staff joined the team in November, no further remedial action is required and it is expected the processing of applications will be back on track next reporting period.
	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Number of Development application assessed		239
	Number of UWMP approved		3
	Number of Civil Drawing approved		13
	Number of Landscape Plan approved		3
	Number of Clearance assessed		27
	Number of crossover approved		83
	Number of inspections undertaken		191
Number of bonds released		10	



# PLACE

## Objective: a protected and enhanced natural, rural and built environment.

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Environment Services and Natural Assets</b>	Environmental works are progressing well.	On Track	
Enhance and maintain the Shire's reserves, parks, trails and provide environmental services.	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Number of Development application assessed		282
	Amount of funds expended on maintaining reserves		\$48,277
	Number of environment initiated projects		3

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Waste Management and Recycling</b>	The Shire has recently completed a reroute of all its waste collections and as a consequence, the statistics are under the benchmark. This is due to confusion / knowledge of the new bin collection days, despite a significant communications package being distributed prior to the changes. The reroute changes have now settled and the collection statistics have returned to an acceptable level.	On Track	
Provide waste management services to residents in a timely manner through reduce, reuse and recycle programs and initiatives.	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Percentage of missed bins recovered within 24 hours		95.75%
	Percentage of bins collected at the first pass (missed bins on the first pass can occur by resident failure to present the bin on time or the contractor driving past without servicing the bin)		89%



## PROSPERITY

**Objective: an innovative, commercially diverse and prosperous economy.**

PROSPERITY – an innovative, commercially diverse and prosperous economy

### Community feedback

Improved connectivity with the wider region is seen as an area for development as it expands access to employment and education opportunities for local residents, this in turn promotes personal and economic growth within the Shire.

The community recognises that the beautiful natural environment and local attractions create opportunities for increased economic activity including tourism.

### Aspirations and opportunities

The community has a desire for improved transport networks and linkage with both Perth and the Peel region. Improved connectivity with the wider region expands access to employment and education opportunities for local residents, this in turn promotes personal and economic growth within the Shire.

The community are open to new technologies and embracing innovation. The Shire has an opportunity to be progressive and embrace change by applying creative thinking.



### Progress Snapshot | 14\* Actions

**69%** On Track or Complete

**19%** Needs Attention or Critical

**13%** On Hold

**0%** Not Proceeding

**0%** Deferred

\*The Place Objective contains 16 actions for the 2020-21 financial year. Two were completed between July to September.



# PROSPERITY

**Objective: an innovative, commercially diverse and prosperous economy.**

## Major Capital Projects

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Mundijong Rd/Kargotich Rd - roundabout</u></b>  Construction of single lane roundabout at the intersection of Mundijong Road and Kargotich Road (Metropolitan Regional Road Group).	Majority of civil construction works are completed and the newly constructed roundabout is opened for traffic under temporary traffic management. This job awaiting for permanent line marking and signage installation by Mainroads, WA.	On Track <span style="color: green;">●</span>	
	Progress Towards Project Milestones	Progress %	Performance Comment
	Procurement.	100	Procurement is complete
	Construction.	95	Civil construction works are completed. Awaiting for line marking approval and installation

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Punrak Road Widening</u></b>  Pavement widening to 8.2m sealed carriageway between Karnup Road and Hopeland Road (Roads to Recovery).	As advised last reporting period, this project is on hold due to deferral of grant funding. Subject to receipt of grant funding, the project will be considered for 2021-22 financial year as part of the 2021-22 budget development and corporate business plan review process.	On Hold <span style="color: grey;">●</span>	
	Progress Towards Project Milestones	Progress %	Performance Comment
	Design and scope project.	100	Design completed.
	Undertake procurement.	0	
	Contract manage the works (construct).	0	
	Close Out Contract.	0	



## PROSPERITY

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Action	Overall Performance Comment	Action Status	Remedial Action
<b>Gossage Road Upgrade</b>	As advised last reporting period, this project is on hold due to deferral of grant funding. Subject to receipt of grant funding, the project will be considered for 2021-22 financial year as part of the 2021-22 budget development and corporate business plan review process.	On Hold	
Section between King Road and Kargotich Road will be upgraded to meet RAV 3 requirements (Roads to Recovery).			
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Design and scope project.	100	Design completed.
	Undertake procurement.	0	
	Contract manage the works (construct).	0	
	Close Out Contract.	0	

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Soldiers Road Rehabilitation</b>	Soldiers Road rehabilitation project is awarded to Wormall Civil in December 2020 OCM. Construction works scheduled to commence on site early February 2021.	On Track	
Pavement reconstruction between Tuner Road and Cardup Siding Road (Metropolitan Regional Road Group).			
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Design and scope project.	100	Civil design works are complete.
	Undertake procurement.	100	Soldiers Road rehabilitation works awarded to Wormall Civil in December OCM



## PROSPERITY

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	Contract manage the works (construct).	0	Construction works are scheduled to start early February 2021
	Close Out Contract.	0	

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Nicholson Road Upgrade (North)</b>  Resurfacing of the existing pavement with 40mm DGA14 Asphalt (Metropolitan Regional Road Group).	This project coincided with the proposed Nicholson Road and Thomas Road intersection upgrade works which will be carried out by Main Roads Western Australia (MRWA). MRWA Grant funding will be returned and the Shire will re-purpose the Council contribution of \$36,000 to other road projects as part of the quarterly financial and costings review.	Complete <span style="color: green;">●</span>	
	Progress Towards Project Milestones	Progress %	Performance Comment
	Design.	0	No design carried out as the project will be carried out by MRWA as part of the Kargotich/Nicholson Road intersection upgrade.
	Procurement.	0	
	Construction.	0	
Close Out Contract.	0		



## PROSPERITY

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Action	Overall Performance Comment	Action Status	Remedial Action
<b>Nicholson Road Upgrade (South)</b>  Existing gravel section of Nicholson Road south of Thomas Road will be upgraded and sealed (State Blackspot).	Nicholson Road civil works are completed within the allocated budget and awaiting for the practical completion with contractor. Overall works including line marking and signage expected to be completed by end of April 2021.	On Track <span style="color: green;">●</span>	
	Progress Towards Project Milestones	Progress %	Performance Comment
	Design and scope project.	100	Design works are completed
	Undertake procurement.	100	Tender awarded by council on October OCM
	Contract manage the works (construct).	90	Civil construction works are completed and awaiting for practical completion with contractor
Close Out Contract.	0		

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Kargotich Road Upgrade</b>  Pavement rehabilitation works to improve the strength of existing pavement with two coat chip seal (Metropolitan Regional Road Group).	Construction works will commence on 27th January and expected to be completed by end of March 2021.	On Track <span style="color: green;">●</span>	
	Progress Towards Project Milestones	Progress %	Performance Comment
	Design and scope project.	100	Design works are completed
	Undertake procurement.	100	Tender awarded to RCA Civil in October 2020 OCM
	Contract manage the works (construct).	0	Commencement date 27th January
Close Out Contract.	0		



## PROSPERITY

Objective: an innovative, commercially diverse and prosperous economy.

### Strategic Operating Projects

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Exploration of the Shire becoming a City</u></b>  Plan and undertake a feasibility review inclusive of economic, technical, legal and scheduling considerations to assess the practicality of the Shire becoming a City.	Feasibility not progressing as planned at this stage due to impacts of other workload.	Needs Attention <span style="color: yellow;">●</span>	Additional focus will need to be provided to complete this once other priorities are finalized.
	Progress Towards Project Milestones	Progress %	Performance Comment
	Prepare feasibility report for Council consideration.	10	Initial scoping of feasibility undertaken.

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Local Business Tender Sessions</u></b>  Facilitate free tender information sessions for businesses registered within the Shire of Serpentine Jarrahdale on an annual basis.	The Tender Workshop was held on the 9th July 2020 at the Shire Offices in conjunction with WALGA. There were approximately 20 people in attendance. The workshop was a great success and hopefully encouraged potential and existing suppliers to submit for Quotes and Tenders going forward.	Complete <span style="color: green;">●</span>	
	Progress Towards Project Milestones	Progress %	Performance Comment
	Preparation for Local Business Tender Session.	100	Completed
Action Local Business Tender Session.	100	Session held in conjunction with WALGA.	



## PROSPERITY

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Action	Overall Performance Comment	Action Status	Remedial Action
<b>Jarrahdale Road (Lot 814) Strategic Land Use Development</b>  Develop a business plan for the possible development on Lot 814 Jarrahdale Road Jarrahdale.	The preferred proponents are seeking direction from the Shire on the elements it would like included as part of the development of Lot 814. This can only realistically occur in a transparent manner post Council adoption of the Trails Town Business Case.	Needs Attention <span style="color: yellow;">●</span>	Officers are going to present a report to Council on this matter for consideration and direction moving forward.
	Progress Towards Project Milestones	Progress %	Performance Comment
	Council consideration.	20	Officers have met with the preferred proponents and determined a way forward. Now awaiting completion of the Trails Town Business Case to formally advise Council.
	Engage consultant.	0	

## Services

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Tourism</b>  Develop and implement tourism strategies, including the investigation, development and operation of tourism facilities, partnerships with private industry and attraction,	Work on implementing actions from the Shire of Serpentine Jarrahdale's Tourism Strategy continues, with emphasis on delivering on the Perth Hills Tourism Alliance and its actions to activate and promote Perth Hills as a prime tourism destination for Perth's population. A private sector tourism and development group are separately negotiating with the National Trust for a long term lease on the Jarrahdale Heritage Mill, with a view to quickly activating this asset as a major tourist attraction. Shire officers continue to work with Tourism WA and Destination Perth on promoting tourism training for local tourism owners and operators, with a view to lifting the standards of attractions and customer service across the local tourism industry.	On Track <span style="color: green;">●</span>	



## PROSPERITY

**Objective: an innovative, commercially diverse and prosperous economy.**

support and facilitation of tourism events.	Officers are also working with the community on the concept of a new Tourism and Arts Festival in Jarrahdale a report on which will come to Council in the new year.		
	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Number of external party meetings		98

Action	Overall Performance Comment	Action Status	Remedial Action
<u>Asset Lifecycle Management</u>	The Asset Management Technical Advisory Group (AM-TAG) was reformed in October to review the Actions and timelines in the Asset Management Strategy for 2020 to 2024. (Adopted July 2020)	On Track	●
Improve understanding and management of the lifecycle cost of an asset.	In the AM Strategy, 5 out of the 15 Tasks due for FY 2020/21 have been completed to date.		
<b>Key Service Statistics</b>			<b>Result YTD</b>
Number of AM Strategy Actions complete			5

Action	Overall Performance Comment	Action Status	Remedial Action
<u>Asset Management - Maintenance</u>	Schedules for day to day operations continue to be developed. Reactive maintenance continues as required with resources available.	On Track	●
Provide scheduled and			
<b>Key Service Statistics</b>			<b>Result YTD</b>



## PROSPERITY

**Objective: an innovative, commercially diverse and prosperous economy.**

reactive maintenance work to the Shire's assets	Report on reactionary maintenance through the action requesting system - Number actioned	3480
	Report on reactionary maintenance through the action requesting system - Number outstanding	309
	Amount of funds expended on asset maintenance including Building, Civils and parks and reserves	\$4,687,275

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Asset Management - Minor Capital Renewals</b>	This item remains critical due to resourcing issues. Minor capital works in Parks and Gardens has been recently been resourced and is now underway however a resource is still being sought to deliver building asset renewals.	Critical	Requirement for Facilities Maintenance Coordinator to deliver building asset renewals.
Undertake minor capital works as per the annual capital works program (Building Asset renewals & Park Asset renewals)			
	<b>Key Service Statistics</b>		<b>Result</b>
	Amount of funds expended on Building and Park Asset renewals		0

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Asset Management - Minor Capital Renewals</b>	Majority of the footpath expenditure for this quarter was spent on George and Shelley Street which have been identified on the SJ Perth Bicycle Network program.	On Track	
Undertake minor capital works as per the annual capital works program (Reseal projects and Minor footpath renewals)	The road reseal program has been postponed to next financial year due to weather conditions expected in May/ June, which is not favourable for resealing works.		
	<b>Key Service Statistics</b>		<b>Result</b>
	Amount of funds expended on minor capital renewals (Reseal projects and Minor footpath renewals)		\$54,383



## PROGRESSIVE

**Objective: a resilient organisation demonstrating unified leadership and governance.**

PROGRESSIVE – a resilient organisation demonstrating unified leadership and governance

### Community feedback

The community highly values the strong sense of community and lifestyle enjoyed in the district and as the Shire continues to grow, they seek future development to be strategically planned and controlled with appropriate policy setting. Maintaining the uniqueness of the Shire is a key community focus.

### Aspirations and opportunities

The community would like the Shire to continue to service the needs of the district through the provision and delivery of a high level of governance and accountability.

The Council is committed to strategic forward thinking, strong representation and providing the community with leadership. This is aligned to the aspirations of the community.

Opportunities exist to leverage existing and future partnerships through greater collaboration.

A primary aim is to continually enhance community capacity and investment whilst maximising efforts to advocate and lobby for more funding, resources and better services.

### Progress Snapshot | 28 Actions

**86%** On Track or Complete

**11%** Needs Attention or Critical

**0%** On Hold

**4%** Not Proceeding

**0%** Deferred





## PROGRESSIVE

**Objective: a resilient organisation demonstrating unified leadership and governance.**

### Advocacy

Action	Overall Performance Comment	Action Status	Remedial Action
<p><b>Shire Stimulus Projects</b></p> <p>Seek State and Federal Government funding for the following Shire stimulus projects - 'Hyper-growth Road Upgrades \$25M' and 'Nature Play and Splash Park Byford \$2.8M'</p>	<p>The Shire has held numerous meetings with Ministers and Members of Parliament to discuss the Hyper Growth Road request in this period. Further information and details on the program have been provided upon request. The Shire also hosted a delegation from Main Roads and the Road Safety Commission to review the Hyper growth road project and requests.</p>	<p>On Track</p> <p>●</p>	

Action	Overall Performance Comment	Action Status	Remedial Action
<p><b>Byford Rail Extension</b></p> <p>Work alongside METRONET on the delivery of the Byford Rail Extension and development of the Byford Town Centre including a Byford Learning and Innovation Centre</p>	<p>Officers have worked closely with the MetroNet team and provided input and feedback upon the following items:</p> <ul style="list-style-type: none"> <li>- Place Plan</li> <li>- Road layout and civil designs</li> <li>- benefits over elevated rail over at grade crossing.</li> <li>- advocating for TOD support aspects including TAFE and Health Hub.</li> </ul> <p>The Shire President and CEO have attended a number of meetings with the Minister for Transport regarding this matter. The Minister for Transport and Premier announced that a price for an elevated station as well as an at grade station would be obtained from contractors. This is Council's preferred outcome.</p>	<p>On Track</p> <p>●</p>	



## PROGRESSIVE

**Objective: a resilient organisation demonstrating unified leadership and governance.**

Action	Overall Performance Comment	Action Status	Remedial Action
<p><b><u>Government Infrastructure Projects</u></b></p> <p>Consider new additional government infrastructure projects including the Realignment of the Freight Rail as part of the Tonkin Highway extension and the Dual Carriage Way of Thomas Road from South West Highway to Kwinana Freeway</p>	<p>The State Government has advised that further consultation is required with landowners affected as part of the Freight Rail Realignment and there are significant environmental issues to address. Therefore, while project planning and design will continue for the future potential freight rail realignment, this project has been separated from the Tonkin Highway extension that will now proceed independently.</p>	<p>On Track</p> <p>●</p>	

Action	Overall Performance Comment	Action Status	Remedial Action
<p><b><u>State Equestrian Centre Facility Relocation Advocacy</u></b></p> <p>Advocate for the relocation of the State Equestrian Centre Facility into the Shire of Serpentine Jarrahdale.</p>	<p>As advised last reporting period, the Minister for Sport and Recreation has advised the government is not considering relocation at this stage. Officer's will prepare a separate agenda report on this matter to enable Council to consider whether to continue to advocate for this project.</p>	<p>On Track</p> <p>●</p>	



## PROGRESSIVE

**Objective: a resilient organisation demonstrating unified leadership and governance.**

### Major Capital Projects

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Enterprise Resource Planning (ERP)</b> Implement an Enterprise Resource Planning system.	Phase 2.5 saw the following modules go live with PPLGS going live in October 2020, Assets going live in November 2020, Enterprise Budgeting going live in February 2021. The Works module will Go Live in March 2021 with the CRM module following suit in April 2021. The project is currently on schedule within the Council approved budget.	On Track <span style="color: green;">●</span>	
	Progress Towards Project Milestones	Progress %	Performance Comment
	Implement Work Order & Full Asset Lifecycle Management, Performance Planning Modules.	96	The Asset Lifecycle module is in production designed & configured, PPLGS was successfully implemented and received well by all Shire staff. The works system has been delayed due to resourcing issues and is expected to go live in March 2021
	Implement Customer Request Management, Enterprise Budgeting Modules.	80	The project team has been busy configuring the OneComm system and preparing the test environment for UAT.
	Business as Usual support for Q1 and Q2 modules.	0	
Planning phase Property & Rating, e-business and Electronic Content Management (Records Management).	0		
Action	Overall Performance Comment	Action Status	Remedial Action
Implement Customer Request Management (CRM)	The CRM module is on track for an April Go live, the project team has been busy attending training, gathering requirements and configuring OneComm to deliver an exceptional customer request management solution.	On Track <span style="color: green;">●</span>	



## PROGRESSIVE

**Objective: a resilient organisation demonstrating unified leadership and governance.**

Implement the CRM Module in OneComm.	Progress Towards Project Milestones	Progress %	Performance Comment
	Document existing customer service processes, prepare project plan and resource allocations.	100	The documentation of existing processes is complete, the project plan is ready, and the key user has been assigned and tasked.
	Implement project tasks and migrate any existing data into the Test environment.	100	Testing has commenced including integration with the Works System.
	Migrate data to Production environment, train staff, communicate to the community and all staff and go live.	40	Data migration and system configuration is well underway
	Review and document new CRM process.	85	The new CRM process has been documented in Promap, the process is still dynamic as requirements and business process change to adapt to the new technology

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Efficiencies (Dashboard reporting)</b>	The Corporate Business Plan Reporting Dashboard was issued to Councillor's 2 December by email and presented at a Councillor IT Training and Workshop session 9 December. Feedback from this session has been implemented and all Councillor access confirmed. This action is complete.	Complete <span style="color: green;">●</span>	
Provide an overview of SJ's operational status through the establishment of a 6-month dashboard reporting tool (process and format) for Council.	Progress Towards Project Milestones	Progress %	Performance Comment
	Scope requirements and present solution to Council for feedback.	100	The scoping and configuration for a Councillor Dashboard is complete. The Dashboard was issued to Councillor's on 2 December and presented at a Councillor IT Training and Workshop 9 December. Feedback from this session has been implemented.



## PROGRESSIVE

**Objective: a resilient organisation demonstrating unified leadership and governance.**

	Implement feedback and present final solution to Council and provide the 100 required access training.	100	The Dashboard was issued to Councillor's by email on 2 December and presented at a Councillor IT Training and Workshop 9 December. Feedback from this session has been implemented.
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Action	Overall Performance Comment	Action Status	Remedial Action
<u>Hardware/Devices to staff in the field</u>	Hardware for vehicles has been procured, OneComm mobile app has been installed and tested. Outside Work Force training will commence in March with the Go Live for the works system still being beginning of April 2021.	On Track <span style="color: green;">●</span>	
Implementation of laptops into operational crew vehicles.			
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Procure required ICT hardware.	100	Hardware has arrived and has been configured for user training.
	Implement ICT hardware into vehicles and train Operations staff.	95	Hardware for vehicles has been procured, including vehicle mounts. hardware will be docked in the vehicle upon completion of training.

Action	Overall Performance Comment	Action Status	Remedial Action
<u>Wide Area Network, Local Area Network &amp; WIFI Redesign</u>	New Internet Network, Firewall has been designed, procured and implemented. This project is complete	Complete <span style="color: green;">●</span>	
Upgrade internet connection			
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>



## PROGRESSIVE

**Objective: a resilient organisation demonstrating unified leadership and governance.**

and replace end of life network assets to enable staff working from any location to provide more efficient and reliable services.	Create high and low level network designs.	100	New Network designs have been reviewed and accepted, implementation by Telstra has commenced.
	Procure via an RFQ process all ICT network equipment and produce a project plan.	100	RFQ awarded to Telstra under WALGA CUA
	Implement a new Internet and local area network.	100	New internet network & firewall has been tested and is in production.

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Council Portal</b> Develop a Council Portal within the Shire's intranet.	A requirements gathering workshop was held in December 2020 with Councillors, the requirements document is currently in draft and prototype portal has been created. ICT and Council Support will meet to discuss the requirements and a final workshop will be held with Councillors in March 2021.	On Track <span style="color: green;">●</span>	
	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Gather Portal requirements from Councillors.	100	Requirement gathering exercises commenced in the first week of December 2020, these requirements will form part of the RFQ for a developer to create the portal.
	Implement a Councillor portal for User acceptance testing.	98	A prototype portal has been developed, a show and tell workshop will be held with Councillors in March 2021.
	Implement into production the Councillor Portal, Train Councillors on Portal use and features.	0	
Gather Portal requirements from Councillors.	0		



## PROGRESSIVE

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Action	Overall Performance Comment	Action Status	Remedial Action
<b>Administration Building</b> Upgrade the Shire's Administration Building.	Consultants have completed a needs analysis. A discussion paper on possible options for office accommodation, Civic Space and Depot is to be presented to Councillors in January 2021.	On Track <span style="color: green;">●</span>	
	Progress Towards Project Milestones	Progress %	Performance Comment
	Establish a working group and gather preliminary concepts.	100	Group was formed and provided general feedback. They comprised a mix of gender and age groups. Their feedback was considered when putting the scope for the feasibility together.
	Undertake a feasibility study.	90	Scope is out and RFQ closed with external contractor to be engaged.  Consultants have completed a needs analysis. A discussion paper on possible options for office accommodation, Civic Space and Depot is to be presented to Councillors in January 2021.
Develop the Project Plan.	0		



## PROGRESSIVE

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### Strategic Operating Projects

Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Maintenance Service Level Plan</u></b>  Detailed Service Level Plan for reactive and scheduled maintenance aligning with resource requirements.	This project has not yet commenced due to the vacancies of key roles. One role has been recruited to in November (Parks and Gardens Coordinator).	Needs Attention	Engage Facilities Maintenance Supervisor Bring Parks and Gardens Coordinator up to speed on current practice and future progress and planning. Confirm requirement for Facility Coordinator position
	The buildings component of the maintenance service level plan is unlikely to occur until the Facilities Coordinator resource is approved.		
	Progress Towards Project Milestones	Progress %	Performance Comment
	Locate contractor to undertake works.	0	
	Engage contractor and liaise with coordinator at operations depot. Building, Parks and Civils.	0	
Finalise LOS plans for EMG comment.	0		
Implement LOS plans with Coordinators and Supervision staff.	0		



## PROGRESSIVE

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Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Efficiencies (OneComm Implementation efficiencies)</u></b>	An efficiencies gained report was presented to Council at the November OCM 2020. The next report is due in May 2021, all efficiencies gained are collected and reviewed during the course of the OneComm project.	On Track <span style="color: green;">●</span>	
Following the OneComm implementation/roll-out, determine a systems efficiency baseline and provide 6 monthly assessments/reports on the efficiencies and improvements to Council gained over the 2020/2021FY.	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Gather Q2 efficiencies information.	100	The documenting of existing processes commenced in August and there is a dependency for the existing processes to be documented so a comparison can be made against the new improved OneComm process. Enough detail has been gathered to prepare for a report to EMG / Council.
	Provide efficiencies report to EMG on Work Orders, Performance Planning & Asset Lifecycle Management modules.	100	Works has been delayed to March however PPLGS and ALM is completed, the Works system is configured and ready for training
	Gather Q4 efficiencies information.	0	
	Provide efficiencies report to EMG on Customer Request Management, Enterprise Budgeting Modules.	0	



## PROGRESSIVE

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Action	Overall Performance Comment	Action Status	Remedial Action
<b>ICT Governance Framework</b>  Develop ICT Governance Framework.	Meetings have been arranged with Managers on Data Governance, the first meeting will be held on the 19th January, the aim of this meeting is to provide an overview and create a data responsibility register.	On Track <span style="color: green;">●</span>	
	Progress Towards Project Milestones	Progress %	Performance Comment
	Review all ICT business decision processes.	10	Gathering of key ICT decision points has been completed and meetings will now be arranged with relevant stakeholders to ascertain what involvement ICT will have within the Shire in a supportive or direct decision-making capacity. Unfortunately, due to COVID-19 and other pressing operational work this milestone has fallen behind schedule.
	Hold a series of workshops with managers and EMG.	10	This task was deliberately held whilst discussion were had with the internal auditor and a data responsibility template was created
	Develop an ICT Governance framework and draft Business Operating Procedure.	0	
Implement required processes for ICT Governance.	0		



## PROGRESSIVE

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Action	Overall Performance Comment	Action Status	Remedial Action
<b>Rates Review</b> Undertake a rating equity review.	The Rating Equity Project is not proceeding in accordance with Council's decision at the Special Council Meeting 14 December 2020.	Not Proceeding <span style="color: red;">●</span>	
	Progress Towards Project Milestones	Progress %	Performance Comment
	Implement a more equitable model of determining rates that is compliant and capable of withstanding challenges by September 2020.	100	Mail of Land Declaration Forms & supporting letter.
	Engagement.	90	The remaining submissions are due to close 31 January 2021. All other submissions have been responded to.
	Engagement and review submissions received and preparing findings.	50	Submissions received to date have been responded to and collated. Preparation of findings will no longer occur In line with resolution at Special Council Meeting on 14.12.2020 where Council resolved that the rate equity project cease. All residents will receive a letter to notify them of this decision.
Preparation of findings and consideration by Council.	0	In line with resolution at Special Council Meeting on 14.12.2020 Council resolved that the rate equity project cease. No council item will be prepared as a result.	



## PROGRESSIVE

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Action	Overall Performance Comment	Action Status	Remedial Action
<b><u>Community Perceptions Survey</u></b>	Community survey undertaken and results presented to Councillors in November. Council report scheduled for February 2021.	On Track <span style="color: green;">●</span>	
Conduct the Community Perceptions Survey.	<b>Progress Towards Project Milestones</b>	<b>Progress %</b>	<b>Performance Comment</b>
	Engage Consultant.	100	Catalyse have been engaged as the consultant to assist with the Community Survey. The survey will be going live on October 12.
	Undertake Survey.	100	Survey has been undertaken with 1025 responses. Survey report was presented to Councillors at a PCF in November 2020, with an agenda report to be presented to Council in February 2021 for formal consideration of the survey report and findings.
	Present results to Council.	0	
	Release results to community.	0	



## PROGRESSIVE

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### Services

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Strategic Projects</b>	The Byford TAFE Feasibility Study was completed and endorsed at the December 2020 Ordinary Council Meeting. Progress was made with the Serpentine Heritage Precinct Business Plan and the Health Hub Feasibility Study, which are expected to be completed in the coming quarter. The Trails Town Business Case stalled slightly due to resourcing issues which are expected to clear this quarter and enable the project to progress.	On Track	
Project planning for strategic developments.			
	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Number of council approvals of projects		3
	Number of grants applied for		0

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Customer service</b>	Number of customer interactions has returned to stable numbers since COVID-19. Customer Service Team is working with OneComm project team on development of Customer Request Management module.	On Track	
Provide a welcoming and efficient customer service to the community and other external stakeholders.			
	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Number of fully resolved enquiries by Customer Service Staff at Front Counter		2,683
	Number of fully resolved enquiries by Customer Service Staff by Phone		7,279
	Number of outstanding customer service enquiries		331



## PROGRESSIVE

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	Number of after hour enquiries	1,534
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Action	Overall Performance Comment	Action Status	Remedial Action
<b>Community Engagement</b>	Following the adoption of the Shire's Community Engagement Policy and Strategy, the Shire has engaged the Bang the Table platform and the new online engagement website is scheduled to go live in January 2021.	●	
Undertake effective community engagement.			
	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Number of Engagement Plans developed and implemented		19
	Number of people engaging on projects or initiatives		525
	Number of people visiting Have Your Say webpage		6,433
	Average satisfaction rating of participants to the Shire's engagement processes for projects or initiatives		0

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Communications, marketing and media</b>	Management of the Shire's communication activities (media, website, social media, video and Newsletters) are all on track.	On Track	●
Implement consistent, innovative and targeted communications.			
	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Percentage of subscribers who open eNewsletters		35.25%
	Number of website sessions		122,361
	Number of website users		81,668



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Number of website page views	284,666
Number of social media likes	1,361
Number of users reached through social media	918,751
Number of media enquiries	22
Number of media releases	21
Number of videos produced	12
Number of users reached through videos	5,829
Number of design projects delivered	73
Number of communication plans developed and implemented	15

Action	Overall Performance Comment	Action Status	Remedial Action
<p><b>Internal Audit</b></p> <p>Ensure an independent, objective assurance and advisory designed to add value and improve the operations of the Shire.</p>	<p>Internal Audit Services has continued work in accordance with the Interim Internal Audit Plan 2020 (January 20 - Feb 21).</p> <p>Planned Internal Audit Activities were ongoing for the reported period:</p> <ul style="list-style-type: none"> <li>- Contract Management - Internal Audit; draft pending management comments</li> <li>- Supplier Management - Internal Audit; draft pending management comments</li> <li>- Grants Management - Internal Audit; draft pending management comments</li> <li>- Lease and License Management - Internal Audit' drafting report</li> <li>- IT General Controls - Controls Workshopping; ongoing</li> </ul> <p>The period saw ARG approve timing extensions through to June 2021 in relation to Internal Audit activity to allow completion of the Interim Internal Audit Plan 2020.</p> <p>The position of Internal Audit fieldwork at December 2020 was in accordance with the revised timeframes.</p>	<p>On Track</p> <p>●</p>	



## PROGRESSIVE

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Key Service Statistics	Result YTD
Number of completed internal audits	4
Number of recommendations agreed with management	0
Number of internal audit recommendations followed-up	40
Number of strategic risks over which assurance has been provided	0

Action	Overall Performance Comment	Action Status	Remedial Action
<p><b>Human Resources</b></p> <p>Attract, develop and retain the best people to work in the Shire while ensuring an efficient and innovative workforce.</p>	<p>The HR team managed recruitment of 21 vacancies, general HR issues and regulatory OSH related changes. The team is under resourced but is continuing to work through the high number of vacancies as quickly as possible, however this is creating delays in recruitment and filling of roles. The team are also in the process of implementing the OneComm e-recruitment system which is redirecting 70% of the time of a Human Resource Officer, away from core human resource duties. During this reporting period there was also reduced OSH availability due to illness, which has also increased work pressures in this area. The Manager Human Resources position also became vacant during this period, further reducing the resources available.</p>	Needs Attention	<p>● Recruit the vacant Manager Human Resource and Organisational Development position. Increase the Human Resources Support Officer position from .20FTE to 1FTE to provide administrative support to the team. Secure casual Human Resource Officer support to assist with additional workload until a more permanent solution to staffing can be found. Request additional resourcing in the Human Resources team to enable delivery of recruitment services, human resource support services, delivery of the human resources OneComm</p>



## PROGRESSIVE

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		modules and the Organisational Development Roadmap. Additional Resources to be requested are Human Resources Officers and Human Resources OneComm Officer.
	<b>Key Service Statistics</b>	<b>Result YTD</b>
	Average number of weeks it took to fill the vacancies recruited to in the reporting period	7.62
	Turnover Rate (in percentage) at the end of reporting period	17.64%
	Number of training sessions completed in the reporting period	198
	Number of EAP contacts/sessions used in the reporting period	21

Action	Overall Performance Comment	Action Status	Remedial Action
<p><b><u>Health, Safety and Wellbeing</u></b></p> <p>Provide and maintain a safe and healthy workplace environment.</p>	<p>Additional attention to the Health, Safety and Wellbeing service area is occurring at the moment as Officers work to implement changes to systems and processes in line with recent regulatory changes. Day to day services (actions plans, audits, inspections, policy reviews, system upgrades) did fall behind slightly this reporting period due to unforeseen staff illness however service did continue and will be back on track next reporting period.</p>	Needs Attention	<p>Engage managers and supervisors in contributing to the review and update of systems, procedures and practices to support WHS across the Shire. Increase Human Resources Support Officer position from .20 FTE to 1FTE to provide administrative support to the Health and Safety function.</p>



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Key Service Statistics		Result YTD
Number of Safety actions completed		63
Number of Management safety observations		9
Number of Workplace inspections		11
Number of Positive Performance Indicators		25
Number of Hazard reports		19
Number of Incident reports		28
Number of Safety Assessments		10
Number of Safety Training sessions completed		14

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Financial Services</b>	The finance team is continuing to expand and evolve its service offerings through embracing technology and staff recruitment and retention to enable provision of high-quality financial reporting and support to the organisation.	On Track	
Provide high quality financial support services to the organisation.			
	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Percentage of outstanding rates debtors.		24.86%



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Action	Overall Performance Comment	Action Status	Remedial Action
<p><b><u>Governance and Compliance</u></b></p> <p>Ensure high standard of governance and compliance, consistent and accountable Council and Administrative decisions.</p>	<p>Significant activities completed this quarter include:</p> <ul style="list-style-type: none"> <li>- Delivery of the first quarterly report against the Shire's new Corporate Business Plan</li> <li>- Delivery of Strategic Risk Register Review Workshop with the ARG Committee and Councillors</li> <li>- Implementation of new Risk Management page for staff on the intranet including refreshed templates and guidance material</li> <li>- Delivery of Standing Orders Refresher Session</li> <li>- Delivery of Managing Interests Refresher Session</li> <li>- Delivery of Demystifying Council Session</li> <li>- Roll out of Corporate Business Plan Reporting Dashboard for Council including Council presentation</li> <li>- Anti-corruption day event</li> <li>- Revised Conflict of Interest Business Operating Procedure and roll-out of online training module</li> <li>- Processed over 80 Councillor requests</li> <li>- Reviewed and actioned legislation amendments regarding online publication of Annual and Primary Return information</li> <li>- Reviewed and actioned legislation amendments to public notices</li> <li>- Reviewed and actioned legislation amendments regarding Authorised Persons</li> <li>- Assisted in the preparation of agenda reports and provision of professional advice to Council, Executive and Officers</li> <li>- Prepared Council response to WALGA regarding Local Government Act 1995 review</li> <li>- Held 2 citizenship ceremonies.</li> </ul>	<p>On Track</p> <p style="text-align: center;">●</p>	
	<p><b>Key Service Statistics</b></p>		<p><b>Result YTD</b></p>
	<p>Number of inductions of Councillors</p>		<p>0</p>



## PROGRESSIVE

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	Number of inductions of Officers	64
	Number of governance queries	90
	Number of Council Meetings	7
	Number of Committee meetings	4
	Number of Special Council Meetings	3
	Number of processed Councillor Requests	156

Action	Overall Performance Comment	Action Status	Remedial Action
<b>Information and Communication Technology</b>	All ICT projects and processes factor in secure, reliable and integrated technologies. These projects span the entire fiscal year with none of this fiscal years projects being completed to date, however the projects are on track for completion by 30 June 2021.	On Track	
Provide fit for purpose, secure, reliable and integrated technology systems and networks.	<b>Key Service Statistics</b>		<b>Result YTD</b>
	Number of Service Request completed		3,765
	Number of Freedom of Information requests completed		10
	Number of Records entered		5,642