



City of Kalamunda

Strategic Plan Progress Report (19/20)

Strategic Plan Progress Report

Goal: 1 Kalamunda Cares & Interacts

Outcome: 1.1 To be a community that advocates, facilitates and provides quality lifestyle choices

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 1.1.1 Facilitate the inclusion of the ageing population and people with disability to have access to information, facilities and services.						
1.1.1.1 Resource and implement the Age Friendly Strategy Action Plan (2017-2021).	None	In Progress	25%	City staff have commenced year three of a four year plan, delivering a variety of activities, workshops and events for seniors including: - 'Connecting Communities' Event was held at Hartfield Park Recreation Centre on 18 July with over 800 attendees - 'Strokesafe' information session held at Woodlupine on 1 August focusing on how to recognise the symptoms of stroke and reduce the likelihood of occurrence	Manager Community Development (DE00007)	30/06/2020
1.1.1.2 Resource and implement the Disability Access & Inclusion Plan (2017-2022).	None	In Progress	25%	The Disability and Inclusion Plan (DAIP) is a five year plan with established priorities and strategies to provide a framework for implementation of initiatives. Initiatives that have been undertaken include: - 'Inclusive Kalamunda' is a new initiative whereby the City has partnered with 'Inclusion Solutions' aimed at increasing opportunities for people with a disability to find a sense of belonging within the City of Kalamunda community. The project aims to increase knowledge and capacity of volunteers, increase social inclusion at clubs and groups and provide more opportunities for our community to belong. A series of workshops and focus group sessions have been held. - The City facilitates regular meetings with the Disability and Carers Advisory Committee. - Support of the 'Break the Boundary' new shed located at the Camel Farm. The new shed enables storage of adaptive cycles to be	Manager Community Development (DE00007)	30/06/2020



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				stored on site providing significant assistance to people living with a disability. - Coffee and cake vouchers have been provided to help celebrate Carers Week. - Yoga Gold (seniors Yoga) classes at Hartfield Park Recreation Centre - 20 participants attending weekly.		
Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 1.1.2 Empower, support and engage with young people, families and our culturally diverse community.						
1.1.2.1 Implement the Youth Plan (2017-2022) for current year.	None	In Progress	60%	City staff have commenced year three of a four year plan, delivering several projects to the City of Kalamunda community including: - Connecting Communities Event was held on 18 July - Meerilinga Youth Movie Night was held on 19 July - Principal's Lunch was held on 25 July - Protective Behaviours Workshop was held on 3 September - Dome Barista Workshop held 9 September - Youth Action Plan Kalamunda Parliament House visit held 17 September - Stirk Park Design by Enquiry Workshop held 18 September - Zig Zag Early Years Partnership 'Pop Up Play' held 20 September - Torchlight Youth Film Festival workshop #1 and #2 held 5 October and 10 October - Learn to Skateboard Workshop held 11 October	Manager Community Development (DE00007)	01/07/2020



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Strategy: 1.1.2 Empower, support and engage with young people, families and our culturally diverse community.						
1.1.2.2 Develop and implement the Reconciliation Action Plan.	None	In Progress	88%	In October 2018, Council adopted the 'Innovate' Reconciliation Action Plan (RAP) for the City of Kalamunda. An official launch of the RAP will occur in November.	Manager Community Development (DE00007)	31/12/2019
Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 1.1.3 Facilitate opportunities to pursue learning.						
1.1.3.1 Ensure maximum utilisation of the City's Libraries by providing high quality activities and support services.	None	In Progress	25%	The following programs have been conducted across each of the City's four libraries: - School holiday Pop up Library at Hawaiian's Shopping Centre Forrestfield on 12 July - 'Free Play Lego Fun' occurred on various dates during July school holidays - 'Naidoc Week Art' - program aimed at creating indigenous inspired art occurred on various dates during July school holidays - 'Sugar Free Baking' workshop at Forrestfield Library on 6 August - 'Lifelong Resilience' workshop at Zig Zag Seminar Room on 11 September - 'Permaculture' workshop occurred at Lesmurdie Library on 17 September	Manager Community Development (DE00007)	30/06/2020

Outcome: 1.2 To provide safe and healthy environments for the community to enjoy

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 1.2.1 Facilitate a safe community environment.						
1.2.1.1 Develop the Community Safety and Crime Prevention Plan (2019-2024) initiatives for the current year.	None	In Progress	36%	Community consultation has been completed with 530 household surveys and 35 business surveys completed. Undertook modifications to the plan and submitting to next Community	Coordinator Community Safety (AC00018)	30/06/2020



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Outcome: 1.2 To provide safe and healthy environments for the community to enjoy

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 1.2.1 Facilitate a safe community environment.						
1.2.1.2 Annual Community Bushfire Readiness Program for owners/occupiers is developed and executed, with input from key stakeholders, DFES and local volunteer services. Ensure community interactions are customer centric, staff are using discretion and working toward compliance before compliance is initiated.	None	In Progress	68%	<p>Safety and Crime Prevention Advisory Committee (possibly December).</p> <ul style="list-style-type: none"> - The City's engagement strategy is underway. Currently the staff have attended 1 shopping centre pop up, 2 street meets with Bush fire Ready Action Groups in Kalamunda and Lesmurdie as well as a presentation to Seniors at the Woodlupine Community Centre Forrestfield. Future engagement consist of more pop ups, a collaborative presentation and film night on Friday 11/10 at KPAC and a property walk through at Falls Farm, Lesmurdie on 13/10. - The Fire hazard assessment plan from last fire season has been reviewed and has informed this year plan. - There is sufficient staff to ensure a professional Fire Hazard Assessment Program. We have recruited three Fire Control Officer (Casuals). One which is a secondment from Parks. All Rangers and existing FCO's have had there authorisations under the Bush Fire Act renewed. - The Fire Hazard assessment program will commence on the 1st November. - The Fire Hazard Assessment Plan was presented to Councillors at 3/9 Strategy Session and presented to OCM for noting on the 24/9. - The Annual fire break notice will be reviewed after the season. 	Coordinator Community Safety (AC00018)	30/06/2020



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Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 1.2.1 Facilitate a safe community environment.						
1.2.1.3 Ensure the City's Emergency Management Arrangements, including the Local Recovery Plan, are in place and comply with the Emergency Management Act 2005.	None	In Progress	50%	A desktop exercise has been drafted for the 14/11 to test the City's LEMA, Crisis and Business Continuity Plan and IT Disaster Recovery Plan. The Scenario is a severe storm which has impacted critical infrastructure including the Kalamunda administration building.	Coordinator Community Safety (AC00018)	30/06/2020
1.2.1.4 Review Local Emergency Management Arrangements and compliance with State Emergency Management Policy 2.5.	None	In Progress	50%	The Local Emergency Management Arrangements (LEMA) has been reviewed with input from Local Emergency Management Committee (LEMC) and redrafted in line with the State Emergency Management Guidelines. The City has been liaising with the District Emergency Management Adviser (DEMA) who represents the District Emergency Management Committee and DFES. It is anticipated to present the LEMA to the next LEMC for endorsement.	Coordinator Community Safety (AC00018)	30/06/2020
1.2.1.5 Develop the City's Bushfire Risk Mitigation Plan in collaboration with key stakeholders.	None	In Progress	95%	Plan has been approved by State agency (OBRM). Council endorsement will be sought via the Audit and Risk Committee.	Manager Parks & Environmental Services (TO00019)	26/07/2020
Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 1.2.2 Advocate and promote healthy lifestyle choices by encouraging the community to become more physically active.						
1.2.2.1 Deliver the Community Health & Wellbeing Plan initiatives for the current year.	None	In Progress	45%	Actions taken this quarter include: - the City's Smoothie Bike to events, to promote healthy eating and physical activity, - facilitating Foodbank's Food Sensations cooking classes, - mental health awareness workshops	Coordinator Environmental Health Services (CS00006)	30/06/2020



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Strategy: 1.2.2 Advocate and promote healthy lifestyle choices by encouraging the community to become more physically active.						
				delivered within the community by supporting NGO's, - supporting state and federal health promotion campaigns concerning injury prevention, healthy eating and physical exercise and smoking cessation. The City has also continued its partnerships with the Cancer Council and Act Belong Commit.		
Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 1.2.3 Provide high quality and accessible recreational and social spaces and facilities.						
1.2.3.1 Implement the initiatives within the Kalamunda Bicycle Plan 2018.	None	In Progress	25%	Projects continue to be identified, scoped, budgeted and delivered as per the original program, subject to capital funding limits. In 2019/2020 the City is delivering the Welshpool Road East Shared Path connection, planning for the High Wycombe Local Routes, and has submitted funding proposals for the Hale to Dawson Local Cycling Route and the Dundas to Berkshire Shared Path.	Manager Asset Planning (TO00018)	30/06/2020
1.2.3.2 Masterplan - High Wycombe Recreation & Scott Reserve. Develop a Master Plan to guide future development of the reserve and consult with user groups.	None	In Progress	85%	The Draft Scott Reserve Master Plan has been revised following an extended community engagement process and will soon be work-shopped with Councillors. Pending support, it is proposed that the Draft Plan will be made available for public comment before final consideration of Council in early 2020.	Manager Community Development (DE00007)	30/06/2020



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Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 1.2.3 Provide high quality and accessible recreational and social spaces and facilities.						
1.2.3.3 Advocate to secure external funding to deliver Stage 1 of the Perth Hills Trails Loop Master Plan - Kalamunda to Pickering Brook. If achieved, progress design and approvals for stage 2.	None	In Progress	25%	The detailed design of Stage 1 of the Perth Trails Loop has been completed by the Kalamunda Mountain Bike Collective. An environmental study is currently being undertaken during the spring season.	Manager Community Development (DE00007)	30/06/2020
1.2.3.4 Implement the Maida Vale Reserve Masterplan subject to securing suitable funding.	None	In Progress	25%	Council adopted the Maida Vale Master Plan in December 2018. The key projects currently being progressed include: - City Officers facilitated an Advocacy Strategy Workshop with reserve stakeholders to clarify actions, roles and responsibilities. - The City has also engaged Focus Lighting to develop a detailed design for the upgrade of power to the reserve and a sports floodlighting design on the eastern oval (Soccer).	Manager Community Development (DE00007)	30/06/2020
1.2.3.5 Implement the Ray Owen Master Plan, subject to securing suitable funding.	None	In Progress	25%	In 2015 the Ray Owen Master Plan was developed with the City currently seeking external funding to implement the plan. The key projects currently being progressed by the City include: - Seeking external funding opportunities. The City is currently working with stakeholder groups to actively seek external funding opportunities including through the Growth Areas Perth and Peel (GAPP) business case to Infrastructure Australia and engagement with local State Members of Parliament in the lead up to the 2021 State Election. - Four court extension to the Ray Owen Sports Stadium. An architect has been appointed to consult with the Kalamunda & Districts Netball	Manager Community Development (DE00007)	30/06/2020



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Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 1.2.3 Provide high quality and accessible recreational and social spaces and facilities.						
				Association Inc. (KDNA) and Kalamunda & Districts Basketball Association Inc. (KDBA) to develop concept designs. - Revised carpark design. The City is currently progressing the appointment of a specialised consultant to develop detailed designs of the revised car park at the Reserve that address the concerns raised by the community during the public advertising period. - Investigation into water availability for future playing field space. The investigation into water availability is currently ongoing. - Power distribution. A power upgrade has occurred however it is yet to be distributed across the site .		
1.2.3.6 Aquatic Facility Study - Determine the future community needs and preferred location of aquatic facilities within the City.	None	In Progress	25%	In September 2019, CCS Strategic were appointed to develop a business case for a future aquatic facility within the City. Progress to date includes: - A project initiation meeting was held between Officers and CCS Strategic. - The development of a draft Community Engagement Plan including community consultation sessions and a survey to occur during November/December 2019. - The development of a preliminary analysis of suitable sites across the City, which will be further investigated by the project team and CCS Strategic.	Manager Community Development (DE00007)	31/12/2020



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Strategy: 1.2.3 Provide high quality and accessible recreational and social spaces and facilities.						
1.2.3.8 Masterplan - Hartfield Park Stage 2 - Develop a Masterplan to guide future development of the Park and consult with user groups.	None	In Progress	25%	In September 2019, Dave Lanfear Consulting (DLC) were appointed to develop the Hartfield Park Master Plan 'Stage 2' Facilities Colocation Strategy. Progress to date includes: - A project initiation meeting being held between Officers and DLC. - The development of a draft Community Engagement Plan.	Manager Community Development (DE00007)	30/06/2020
1.2.3.9 Recreation Centres - Hartfield Park & High Wycombe - Ensure maximum utilisation of the City's facilities by providing high quality and affordable activities, programs and support services.	None	In Progress	25%	A diverse range of health and fitness options are provided through the City's Recreation Centres including fitness classes, lifestyle programs, junior programs, active seniors classes.	Manager Community Development (DE00007)	30/06/2020

Outcome: 1.3 To support the active participation of local communities

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 1.3.1 Support local communities to connect, grow and shape the future of Kalamunda.						
1.3.1.1 In consultation with the Strategic Sport and Recreation Committee (SSRC), facilitate the provision of the City's Capital Grants Program in accordance with set funding rounds.	None	In Progress	25%	The Strategic Sport and Recreation Committee (SSRC) considers Capital Grant requests from sport and recreation groups on an annual basis. Capital Grant applications closed on 30 September 2018 with the City receiving 4 applications. The City's technical officers are currently reviewing the applications received to ensure all essential information has been submitted. If required, feedback will be provided to the applicants to update their applications, prior to the SSRC meeting in February 2020 to assess, consider	Manager Community Development (DE00007)	30/07/2020



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Outcome: 1.3 To support the active participation of local communities

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 1.3.1 Support local communities to connect, grow and shape the future of Kalamunda.						
1.3.1.2 Implement the "Creating Active Citizens Plan" initiatives for empowering community to engage in activity that delivers measurable increases in local capacity and active citizenship.	None	In Progress	35%	<p>and prioritise projects for final consideration of Council as part of the annual budget deliberation process.</p> <p>Implementation of "Kalamunda Connected" included the recent delivery of the inaugural Community Builders Conference which took place on Friday 27 September from 10am to 4pm at the Kalamunda Performing Arts Centre. The Community Builders Conference showcased community builders - those who are dedicated to 'building' their community through volunteering and the sharing of their time, talent and passion.</p> <p>The City received a number of letters and emails from attendees, congratulating the City on its work.</p> <p>Another success has been the adopt a patch launch:</p> <p>Students from yr1 to yr11 have been learning about the six Noongar seasons, the impact of waste on the environment and which native animals live in their local bushland area. Over the next two years they will continue to learn about environmental topics including waste management, bird identification and the impact of Phytophthora Dieback on local bushland.</p>	Manager Customer & Public Relations (DE00008)	31/07/2020



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Strategy: 1.3.1 Support local communities to connect, grow and shape the future of Kalamunda.						
				<p>Adopt-a-Patch has strong curricular links and is designed to be extended into the local community, with students of all ages encouraged to work with local Friends Groups to volunteer their time working on local bushland reserves.</p> <p>Since the program inception in March, more than 250 native plants planted to improve local habitat and a large quantity of rubbish removed from local reserves and local school grounds. 16 school incursions have now been undertaken to improve student's environmental awareness – and this is just in the first half of the first year of the program!</p> <p>To further support student learning, each school is receiving a resource pack to support students learning, including Virtual Reality (VR) goggles, flora, fauna and fungi identification guides, posters explaining Noongar seasons and language, macro-lenses for photographing bugs, leaves and mosses and more!</p> <p>Strong partnerships with local Friends Groups and an inclusive approach to delivering the program has been highly effective in engaging with local schools. The City has collaborated with the Eastern Metropolitan Regional Council and Noongar Elder Uncle Neville Collard to deliver the program.</p>		



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Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 1.3.1 Support local communities to connect, grow and shape the future of Kalamunda.						
				Using this integrated community approach, Adopt-a-Patch supports the City of Kalamunda's Strategic Business Plan, Local Environment Strategy and Local Biodiversity Strategy, as well as the Kalamunda Connected - Active Citizens Strategy. The program is set to grow in 2020, with two more local schools set to join. ' We have also Established the Good Neighbour Program and continue with the Local Hero's program.		
Strategy: 1.3.2 Encourage and promote active participation in social and cultural events.						
1.3.2.1 Develop and implement the Community Events Program for the current year, delivering high quality community events.	None	In Progress	45%	- Perth Hills Spring Festival is underway. - Seniors Week program was launched to the public with a number of events sold out. - Thanks a Volunteer day will be held the first Friday in December. The event is our recognition of the vital services of people who volunteer for the vast range of activities taking place throughout the City of Kalamunda. Each year around 500 invitations are sent to groups ranging from the Men's Shed, to sporting clubs and everything in between. - Christmas Festival and Summer Series currently being finalized for 2020. The City of Kalamunda's Summer Series of outdoor movies has been designed to activate reserves and spaces not widely used and to encourage residents to meet their neighbours	Manager Customer & Public Relations (DE00008)	30/06/2020



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Strategy: 1.3.2 Encourage and promote active participation in social and cultural events.						
				or just maybe to catch up with friends. - Plans are also underway for the Corymbia Festival which will be held on 7 march 2020. Set in Hartfield Park Forrestfield, this annual one day event offers free entertainment and activities for all ages. The only dedicated festival event for the foothills is a significant date on the City's calendar. The addition of a water park section is in response to feedback asking to extend the range of activities for the growing audience.		
1.3.2.2 Develop and implement Building Asset Plans for KPAC to ensure ongoing maintenance and required renewal works are programmed and delivered.	None	Not Started	0%	Project not due to commence until January 2020.	Manager Asset Planning (TO00018)	30/06/2021
1.3.2.3 [A] Develop an Arts Strategy and Public Arts Policy and, subject to approval and funding, commence implementation. [B] Review and implement actions from the KPAC and Zig Zag Gallery review, subject to funding.	None	In Progress	25%	Arts Strategy adopted by Council 25 June 2019. Public Art Policy due to Council November OCM for adoption. Implementation of key areas of review for KPAC and Gallery underway.	Coordinator Economic & Tourism Development (AC00017)	30/06/2020
1.3.2.4 Promotion of the Kalamunda History Village.	None	In Progress	25%	- The Education Programme is fully booked to the end of 2019, and new promotion opportunities underway. - Recruitment of new casual staff is occurring to allow for continued promotion with schools and increasing the number of children attending. - Students are travelling from Beijing to attend the education programme. Television promotion was excellent.	Coordinator Economic & Tourism Development (AC00017)	30/06/2020



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Goal: 2 Kalamunda Clean & Green

Outcome: 2.1 To protect and enhance the environmental values of the City

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 2.1.1 Enhance our bushland, natural areas, waterways and reserves.						
2.1.1.1 Significant Tree Protection - Develop and implement policy and practices to protect trees of significance across the City.	None	In Progress	33%	The Council considered a preliminary advertising process for the future Significant Tree Policy in October 2019. Community engagement will commence in late October 2019. Submissions will inform the preparation of a draft Local Planning Policy regarding significant trees, to be progressed in Q1 of 2020.	Principal Strategic Planner (TO00038)	30/06/2021
2.1.1.2 Implement actions and plans from the Local Environment Strategy.	None	In Progress	10%	Action plans are currently being finalised.	Manager Parks & Environmental Services (TO00019)	30/06/2023
Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 2.1.2 Support the conservation and enhancement of our biodiversity.						
2.1.2.1 Develop the 2020 Local Biodiversity Strategy	None	In Progress	20%	Initial market search for suitable consultant support was not successful, scope of works has been improved and new quotes currently being sought.	Manager Parks & Environmental Services (TO00019)	30/06/2020
Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 2.1.3 Community engagement and education in environmental management.						
2.1.3.1 Environmental Education Program [A] Deliver targeted environmental education events to improve community skills and awareness [B] Engage local schools in the Adopt-A-Spot program	None	In Progress	25%	See the update at 1.3.1.2 - "Creating Active Citizens Plan"	Manager Parks & Environmental Services (TO00019)	30/06/2020

Outcome: 2.2 To achieve environmental sustainability through effective natural resource management



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Goal: 2 Kalamunda Clean & Green

Outcome: 2.2 To achieve environmental sustainability through effective natural resource management

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 2.2.1 Facilitate the appropriate use of water and energy supplies for the City.						
2.2.1.1 Develop a potable water plan aimed at ensuring efficient and effective use of potable water within City operated facilities.	None	In Progress	25%	Work has commenced on identifying key sites and outcomes for a potable water plan. This action will follow 2.2.1.3 - Waterwise certification.	Manager Asset & Waste Operations (TO00017)	30/06/2020
2.2.1.2 Energy Management Plan - analyse energy consumption by type in City managed and owned facilities. Develop a plan to reduce consumption, including energy auditing and efficiency measures.	None	In Progress	10%	Plans in place for next solar PV installation to reduce consumption. Planning in place with some community groups to install further rounds of Solar PV	Manager Asset & Waste Operations (TO00017)	30/06/2021
2.2.1.3 Waterwise - The City is recognised as a Waterwise Council by the Water Corporation.	None	In Progress	75%	Final tasks underway to prepare submission to Water Corporation. No further risks to completion are envisaged.	Manager Parks & Environmental Services (TO00019)	31/12/2019
Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 2.2.2 Use technology to produce innovative solutions to reduce power and water usage.						
2.2.2.1 Water Resource Plan (Non-Potable) - Develop a non-potable water master plan for irrigation of parks, reserves and other POS to reduce use of potable supply including MAR.	None	In Progress	50%	Draft Strategy @ 50% complete.	Manager Asset Delivery (PD00004)	31/03/2020
2.2.2.2 Renewable Electricity Plan - Undertake a feasibility study into the potential for the City to facilitate a large-scale solar PV farm on City land to offset its carbon footprint from electricity usage.	None	In Progress	33%	The City has completed a pre-feasibility study for a solar photo voltaic farm which has the capability to offset 100% of the electricity carbon footprint of the City's owned & operated facilities. Continuation of this plan to fruition is subject to Council approval and community consultation on an appropriate site.	Director Asset Services (DE00002)	30/06/2020

Outcome: 2.3 To reduce the amount of waste produced and increase the amount of reuse and recycling of waste



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Outcome: 2.3 To reduce the amount of waste produced and increase the amount of reuse and recycling of waste

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 2.3.1 Identify and implement strategies to reduce waste.						
2.3.1.1 Develop the Kalamunda Waste Plan 2030	None	In Progress	40%	The City is progressing the project plan for Waste Plan 2030. Key actions completed last quarter include: - working with EMRC for their FOGO strategy which is consistent with the WARR; - receiving conditional approval for Better Bins application and scoping the relevant bin size / frequency discussions; - Community engagement plan is being prepared.	Manager Asset & Waste Operations (TO00017)	30/06/2020
2.3.1.2 Walliston Resource Recovery Facility review - Investigate and develop options for upgrading the Walliston Resource Recovery in accordance with licencing conditions.	None	In Progress	75%	This has been further delayed by DWER who are seeking further information and modelling that was not originally requested or identified when the licence application was submitted. The relevant information and modelling will be finalised by end Oct 19	Manager Asset & Waste Operations (TO00017)	30/06/2020

Outcome: 2.4 To ensure contaminated sites are safe and managed to ultimate use

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 2.4.1 Identify, examine and manage risk associated with contaminated sites.						
2.4.1.1 Contaminated Site Investigation and Management - appropriately investigate all City controlled contaminated sites and identify potential risks and issues that require mitigation in line with policy and legislative requirements.	None	In Progress	42%	- Brand Rd - Stage 2 DSI commencing November 2019, the majority of onsite investigations to be completed by end of February 2019. Private Bore Sampling is scheduled for February 2020 - Dawson Avenue/Pioneer Park - Currently preparing documentation to begin tender process to appoint a consultant and a auditor. Aim is to have appropriate professionals appointed by the end of the calendar year.	Coordinator Environmental Health Services (CS00006)	30/06/2020



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Goal: 2 Kalamunda Clean & Green

Outcome: 2.4 To ensure contaminated sites are safe and managed to ultimate use

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 2.4.1 Identify, examine and manage risk associated with contaminated sites.						
				- Ledger Rd - Biannual emu pick to remove asbestos has occurred.		



Strategic Plan Progress Report

Goal: 3 Kalamunda Develops

Outcome: 3.1 To plan for sustainable population growth

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.1.1 Plan for diverse and sustainable housing, community facilities and industrial development to meet changing social and economic needs.						
3.1.1.1 Local Planning Strategy and Scheme Review - Review the Local Planning Strategy, ensuring sustainable development and preservation of environmental values are recognised.	None	In Progress	70%	<p>Public Open Space Strategy: - Public Open Space Strategy adopted by Council in July 2018 and is currently in implementation phase.</p> <p>Industrial Development Strategy: - Industrial Development Strategy adopted by Council in December 2018 and is currently in implementation phase.</p> <p>Environmental Land Use Planning Strategy: - Environmental Land Use Planning Strategy adopted by Council in July 2019 and is currently in implementation phase.</p> <p>Activity Centres Strategy: - Draft Activity Centre Strategy has been prepared. - Feedback from Councillor's Strategic Retreat in Feb 2019 has been assimilated into the document. - Scheduled to be presented to Council for public advertising at the same time as the Kalamunda Activity Centre Plan in Q1 of 2020.</p> <p>Housing Strategy: - The draft Housing Strategy has been prepared and preliminary community engagement is complete. - Scheduled to be presented to Council in Q4 of 2019 or Q1 of 2020 for public advertising.</p>	Principal Strategic Planner (TO00038)	30/06/2022



City of Kalamunda

Strategic Plan Progress Report (19/20)

Strategic Plan Progress Report

Goal: 3 Kalamunda Develops

Outcome: 3.1 To plan for sustainable population growth

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.1.1 Plan for diverse and sustainable housing, community facilities and industrial development to meet changing social and economic needs.						
				Rural Strategy: - Draft Rural Strategy has been scoped with parts progressed. - Considers preliminary outcomes from investigations undertaken by Department of Primary Industries and Regional Development and the Department of Water and Environment Regulation. - Further progress is pending outcomes from the State Government Pickering Brook and Surrounds Sustainability and Tourism Taskforce and Working Group. Infrastructure and Servicing Strategy: - the final sub-strategy to the above, to be assimilated into the future Local Planning Strategy in 2020.		
3.1.1.2 Develop activity centre plans for the City's district centres in Kalamunda and Forrestfield.	None	In Progress	75%	- The draft Kalamunda Activity Centre Plan (KACP) was adopted by the Council for advertising in May 2019; - Public advertising completed September 2019; - Currently considering submissions and preparing a detailed schedule of modifications to draft Kalamunda Activity Centre Plan and associated information. This is expected to be in a position to be presented to the Council by early 2020. WAPC endorsement of the KACP will subsequently be required.	Principal Strategic Planner (TO00038)	01/12/2020



City of Kalamunda

Strategic Plan Progress Report (19/20)

Strategic Plan Progress Report

Goal: 3 Kalamunda Develops

Outcome: 3.1 To plan for sustainable population growth

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.1.1 Plan for diverse and sustainable housing, community facilities and industrial development to meet changing social and economic needs.						
3.1.1.3 Forrestfield North Structure Plans: Plan for sustainable land use options around the future railway station. Manage consultant team to deliver structure plans to facilitate subdivision and development.	None	In Progress	60%	Residential Precinct Local Structure Plan: - Draft LSP adopted by Council and forwarded to WAPC in Dec 2018. - MRS Amendment initiation request also forwarded to WAPC. - WAPC's Statutory Planning Committee deferred consideration of the Residential Precinct LSP in May 2019 to address how environmental values would be retained and managed. - Council resolved to appeal the WAPC on the basis that no decision has been made. The City is currently working through SAT to resolve the environmental issues. Transit Oriented Development Precinct Local Structure Plan: - TOD Precinct LSP in the process of being prepared with key inputs required by State Government agencies. - Preliminary Draft TOD Precinct LSP presented to Council at Feb 2019 Strategic Retreat. - Preliminary Draft TOD Precinct LSP forwarded to METRONET for State Government Agency review March 2019. - Draft TOD expected to be presented to the Council by early 2020 for the purposes of initiating public advertising.	Principal Strategic Planner (TO00038)	30/06/2022
3.1.1.4 Planning investigation areas - progress the planning, community	None	In Progress	80%	Pickering Brook townsite investigations are being considered in the context of, and is	Principal Strategic Planner (TO00038)	30/06/2023



City of Kalamunda

Strategic Plan Progress Report (19/20)

Strategic Plan Progress Report

Goal: 3 Kalamunda Develops

Outcome: 3.1 To plan for sustainable population growth

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.1.1 Plan for diverse and sustainable housing, community facilities and industrial development to meet changing social and economic needs.						
engagement and technical investigations for [A] Pickering Brook townsite expansion, [B] Wattle Grove South, [C] Cambridge Reserve, [D] Heidelberg Park, [E] Maddington Kenwick Strategic Employment Area				<p>pending, the recommendations coming out of the Pickering Brook and Surrounds Sustainability and Tourism Taskforce.</p> <p>Wattle Grove South The City has appointed a planning consultant to progress comprehensive community engagement and land use concept plans for Wattle Grove South. The community engagement process will commence first with online/digital engagement in late 2019. Visioning workshops are expected to occur in early 2020. Flora and fauna surveys are also being undertaken in spring 2019.</p> <p>Cambridge reserve concept plan is currently being updated to address environmental and water management constraints, expected completion of concept by early 2020. An amendment will subsequently be required to commence the transfer process, to be progressed in 2020.</p> <p>Heidelberg Park - community consultation indicated significant support for aged care and public open space upgrades. The City will now request the State to consider these findings.</p> <p>Maddington Kenwick Strategic Employment Area</p>		



City of Kalamunda

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Strategic Plan Progress Report

Goal: 3 Kalamunda Develops

Outcome: 3.1 To plan for sustainable population growth

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.1.1 Plan for diverse and sustainable housing, community facilities and industrial development to meet changing social and economic needs.						
				Area north-west of Coldwell Road requires finalisation of DCP in liaison with the City of Gosnells, this is underway. Flora and fauna surveys are being undertaken in spring 2019 for area between Coldwell and Brook Road. Hydrological investigations in this area are on hold pending a detailed brief being prepared by the City of Gosnells in liaison with the EPA. This is likely to take well into 2020 to finalise.		
3.1.1.5 Wattle Grove Cell 9 Project Management - Undertake an annual review of the Cell 9 Development Contribution Plan.	None	Completed	100%	DCP adopted by the Council in August 2019, changing the rate from \$26,588 per lot to \$24,187 per lot.	Principal Strategic Planner (TO00038)	30/06/2020
3.1.1.6 Operational Strategic Planning - [A] FF/HW stage 1 annual DCP review, FF/HW stage 1 project management. [B] Review planning design guidelines. [C] Incorporate review and response to Government policy at strategic level as required. Monitor and implement innovative strategic planning practice.	None	In Progress	60%	FF/HW Stage 1 annual DCP review commenced for 2018/19 & 2019/20. Currently finalising infrastructure cost analysis. Currently expected to be presented to the Council by early 2020 to commence public advertising. FF/HW Stage 1 design guidelines adopted by the Council in August 2019. Provided written submissions for: - Draft SPP3.6 Infrastructure Contributions in September 2019. - Draft Perth Airport Masterplan 2020 in October 2019. - Draft Perth Airport West (South) Major Development Plan in September 2019. - Design WA Precinct Design Planning Framework in October 2019.	Principal Strategic Planner (TO00038)	30/06/2020



City of Kalamunda

Strategic Plan Progress Report (19/20)

Strategic Plan Progress Report

Goal: 3 Kalamunda Develops

Outcome: 3.1 To plan for sustainable population growth

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.1.1 Plan for diverse and sustainable housing, community facilities and industrial development to meet changing social and economic needs.						
				- Action Plan for Planning Reform (August 2019) in September 2019		
3.1.1.7 Statutory Planning Processes - Biennial review of existing local planning policies and implement of new Local Planning Policies as required.	None	In Progress	25%	Process mapping has been undertaken for statutory planning and building processes. There is an ongoing review of existing processes and identification of new processes, which has identified improvements.	Manager Approval Services (TO00016)	30/06/2020
3.1.1.8 Planning Service Standards - Customer survey form is provided with all new planning applications.	None	In Progress	25%	Customer Survey responses are collated on a quarterly basis and provided to the CEO. For the July -September Quarter 25 responses were received, comprising 84% of respondents being either satisfied or very satisfied, with 11% being neutral.	Manager Approval Services (TO00016)	30/06/2020
3.1.1.9 Residential Development Design Policy - Policy is developed and endorsed by Council.	None	In Progress	70%	Local Planning Policy 21 - Residential Design is will be referred to Council in early 2020 for final approval.	Principal Statutory Planner (TO00026)	30/06/2020
3.1.1.10 Develop, monitor and report KPIs to ensure all approvals are processed within agreed timeframes and are advertised and communicated broadly and effectively. Approvals are communicated and processed within given timeframes.	None	In Progress	25%	<p>Planning statistics are reported for Basic (20 days), Standard (60 days) and Complex (90 days) on all development applications on a monthly basis. The statistics are reviewed and monitored to ensure compliance with the statutory time frames.</p> <p>Planning Applications processed July to September: 107 Development applications processed – 93% completed with agreed timeframes as follows: Basic development applications (20 days) 38</p>	Manager Approval Services (TO00016)	30/06/2020



City of Kalamunda

Strategic Plan Progress Report (19/20)

Strategic Plan Progress Report

Goal: 3 Kalamunda Develops

Outcome: 3.1 To plan for sustainable population growth

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.1.1 Plan for diverse and sustainable housing, community facilities and industrial development to meet changing social and economic needs.						
				applications 82% completed on time Standard development applications (60 days) 64 applications 100% completed on time Complex development applications (90 days) 5 applications 100% completed on time		

Outcome: 3.2 To connect the community to quality amenities

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.2.1 Optimal management of all assets.						
3.2.1.1 Civic Centre & High Wycombe Hub Investigation - Identify potential site locations, develop future concepts, as well as funding sources for new Civic Facilities and Community Digital Hub located within the Forrestfield North Station precinct.	None	In Progress	10%	Relates to planning for the TOD Precinct LSP in Forrestfield North. Pending formal discussions with the new Development WA regarding land opportunities in Forrestfield North TOD precinct.	Principal Strategic Planner (TO00038)	30/06/2020
3.2.1.2 Undertake a review of the 10 year priority actions outlined within the Community Facilities Plan.	None	In Progress	25%	Annual priorities will be work-shopped with Councillors during May and June as part of the Annual Budget Deliberation Process and Long Term Financial Plan.	Manager Community Development (DE00007)	30/06/2020
3.2.1.3 Implement Stirk Park Master Plan subject to securing external funding.	None	In Progress	25%	In July 2018, Council approved an amendment to the Stirk Park Master Plan to include a Skate park within the Youth Precinct area, in lieu of a pump track. Council also resolved to progress the detailed designs for the following stage one priorities: <ul style="list-style-type: none"> Playground upgrade. Youth precinct. Path network upgrade. Playground Progress - 'Design by Enquiry':	Manager Community Development (DE00007)	30/06/2020



City of Kalamunda

Strategic Plan Progress Report (19/20)

Strategic Plan Progress Report

Goal: 3 Kalamunda Develops

Outcome: 3.2 To connect the community to quality amenities

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.2.1 Optimal management of all assets.						
				The City recently held a Design by Enquiry workshop with local school students to help guide the concept design stage of the playground and youth precinct area. Once completed, the concept designs will be workshopped with Councillors. Other Projects: The City is currently progressing traffic analysis, geotechnical and drainage studies.		
3.2.1.4 Implement the actions from the adopted Asset Management Strategy to improve the Asset Management practices of the City.	None	In Progress	25%	All Asset Management Plans have been endorsed by Council. A series of workshops have been planned to inform the maintenance strategy associated with roads, drainage, buildings and pathways. Status of actions is being regularly reviewed.	Manager Asset Planning (TO00018)	30/06/2020
3.2.1.5 Capital Works Program - Prepare and issue the 10 year Capital Works Program aligned to the Long Term Financial Plan on an annual basis.	None	In Progress	40%	The 10 year capital works program is regularly updated as both renewal and new projects are identified, scoped and estimated. The current program includes renewals for the asset classes of roads, pathways, buildings, and parks. The program is currently being reviewed and updated with new projects to meet the deadline of 30 November, after which the results will be fed into the Long Term Financial Plan.	Manager Asset Planning (TO00018)	30/06/2020
3.2.1.6 Develop area specific verge landscaping guidelines.	None	In Progress	25%	Scoping underway, as is quotations for street tree surveys	Manager Parks & Environmental Services (TO00019)	30/06/2020
3.2.1.7 Implement the annual Capital Works Program	None	In Progress	26%	"Actual + Committed Expenditure" to 30-Sep-2019 is 25.6%, and "Actual	Manager Asset Delivery (PD00004)	30/06/2020



City of Kalamunda

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Strategic Plan Progress Report

Goal: 3 Kalamunda Develops

Outcome: 3.2 To connect the community to quality amenities

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.2.1 Optimal management of all assets.						
				Expenditure" equates to 8.9% of the Capital Works Budget. This reflects the timing of projects and is on track.		
3.2.1.8 Prepare the Drainage Strategy, "Kalamunda Flowing: A Drainage and Waterways Strategy" as per the project plan.	None	In Progress	5%	A Terms of Reference document is being prepared to start the "Kalamunda Flowing" Reference Group. Contact has been made with Curtin University to initiate the student research projects for next year.	Manager Asset Planning (TO00018)	30/06/2022
Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.2.2 Provide and advocate for improved transport solutions and better connectivity through integrated transport planning.						
3.2.2.1 Prepare the Transport Strategy "Kalamunda Moving: A Transport and Road Safety Strategy", as per the project plan.	None	In Progress	5%	A Terms of Reference document is being prepared to start the "Kalamunda Moving" Reference Group. Contact has been made with iMove to initiate the student research projects for next year (via UWA and Edith Cowan University).	Manager Asset Planning (TO00018)	30/06/2022

Outcome: 3.3 To develop and enhance the City's economy

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.3.1 Facilitate and support the success and growth of industry and businesses.						
3.3.1.1 Deliver the initiatives and targets of the Economic Development Strategy (2017-2022) for the current year.	None	In Progress	25%	<ul style="list-style-type: none"> - Newly created economic development website now live. - Freight and Logistics Hub partnership with Canning, Belmont and Swan has been officially branded as Link WA with accompanying website and media launch in September. - A planning harmonisation study and stakeholder engagement plan are close to 	Economic Development Specialist (AC00047)	30/06/2020



City of Kalamunda

Strategic Plan Progress Report (19/20)

Strategic Plan Progress Report

Goal: 3 Kalamunda Develops

Outcome: 3.3 To develop and enhance the City's economy

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.3.1 Facilitate and support the success and growth of industry and businesses.						
				finalisation. - Draft Local Small Business Friendly Development Strategy prepared. - Developed Economic Prospectus Housing and Land snapshot published via the Councillor Information Bulletin. - Stakeholder meeting undertaken with business operators at Lesmurdie and Wattle Grove Shopping Centres to assess the current business environment and opportunities to enhance business practices. - Developed a Draft Shopfront Revitalisation Incentive Scheme Proposal.		
Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.3.2 Attract new investment opportunities and businesses with a focus on innovation.						
3.3.2.1 Smart Cities - Adopt and implement a Digital Strategy.	None	In Progress	26%	Collaborating with IT on moving the Strategy into the next phase of planning.	Economic Development Specialist (AC00047)	30/06/2020

Outcome: 3.4 To be recognised as a preferred tourism destination

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.4.1 Facilitate, support and promote activities and places to visit.						
3.4.1.1 Tourism Development Vision & Strategy.	None	In Progress	23%	Action plan completed and implementation has commenced.	Coordinator Economic & Tourism Development (AC00017)	30/06/2020
Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.4.2 Advocate and facilitate diversification options for rural properties to flourish.						



City of Kalamunda

Strategic Plan Progress Report (19/20)

Strategic Plan Progress Report

Goal: 3 Kalamunda Develops

Outcome: 3.4 To be recognised as a preferred tourism destination

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 3.4.2 Advocate and facilitate diversification options for rural properties to flourish.						
3.4.2.1 Develop an advocacy campaign to support rural land diversification and review annually.	None	In Progress	25%	The rural land diversification project is progressing through the Pickering Brook and Surrounds Taskforce (see also 3.1.1.1 and 3.1.1.4). Community consultation was undertaken during August 2019 and agreement was reached for a land capability assessment to be undertaken by DPIRD.	Chief Executive Officer (DE00001)	30/06/2020



City of Kalamunda

Strategic Plan Progress Report (19/20)

Strategic Plan Progress Report

Goal: 4 Kalamunda Leads

Outcome: 4.1 To provide leadership through transparent governance

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 4.1.1 Provide good governance.						
4.1.1.1 Corporate Business Plan (2019-2023) - CBP is reviewed annually and adopted by Council.	None	In Progress	25%	Managers have reviewed priority actions for the current financial year and underlying operating plans to support measurement of %complete. Managers have provided quarterly updates for Q1-2020 in this report. New managers have been provided with coaching and training.	Manager Strategy, People & Performance (DE00009)	30/06/2020
4.1.1.2 Develop and implement a Contract Management Framework.	None	In Progress	25%	The draft Contract Management Framework is under review by the Tender and Procurement Steering Committee (TPSC).	Manager Financial Services (FS00009)	30/06/2020
4.1.1.3 Develop and review the Long Term Financial Plan for the sustainability of the City. Monitor and report on key financial ratios.	None	In Progress	25%	Process underway to refine 10-year capital component of the LTFP.	Manager Financial Services (FS00009)	30/06/2020
4.1.1.4 Strategic Risk Management is reviewed annually, updated and reported quarterly, and risk profile is maintained.	None	In Progress	25%	Strategic Risk Register reviewed and endorsed by the Audit and Risk Committee. Quarterly report on progress for risk mitigation actions provided to the Audit and Risk Committee.	Director Corporate Services (DE00003)	30/06/2020
4.1.1.5 Ensure the Governance & Policy Framework is used to guide Councillors and the City.	None	In Progress	25%	The Governance and Policy Framework has been reviewed and updated in readiness for the Councillor Induction program. The Council Policy manual was adopted by Council in August 2019.	General Counsel & Executive Advisor (DE00005)	30/06/2020
Strategy: 4.1.2 Build an effective and efficient service based organisation.						
4.1.2.1 Altus Collaboration Consortium Project: Continue to work positively within	None	In Progress	25%	- Altus Fire Inspections module is being used this fire season	Manager Information Technology (IT00008)	30/06/2020



City of Kalamunda

Strategic Plan Progress Report (19/20)

Strategic Plan Progress Report

Goal: 4 Kalamunda Leads

Outcome: 4.1 To provide leadership through transparent governance

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 4.1.2 Build an effective and efficient service based organisation.						
the collaboration to upgrade all key corporate systems.				<ul style="list-style-type: none"> - Work continues to progress on Altus Core Financials with a large portion of this module almost complete - Work has commenced on Altus Extended Financials with process mapping started for this module - Altus Customer Experience is currently being scoped 		
4.1.2.2 Workforce Plan Review - Review and implement the Workforce Plan initiatives for the current year.	None	In Progress	25%	Workforce plan has been reviewed and updated. Quarterly review of labour force data has also been completed.	Manager Strategy, People & Performance (DE00009)	30/06/2022
4.1.2.3 Organisational Culture Plan "GROW"	None	In Progress	25%	<ul style="list-style-type: none"> - Safety leadership programs have continued this quarter, including how to have 'safety conversations' and the teams discussing 'non-negotiables'. - In our leadership development program a group of senior leaders participated in a 360 degree survey to receive constructive feedback on their leadership from their supervisor, peers and subordinates. - Our systems underwent improvements this quarter and the online learning programs are now connected to an employee's HR training records, creating a consolidated view of learning received. Also, it is now automated that during onboarding new employees will complete a review of the City's code of conduct, induction handbook and safety policy prior to commencing work. - Risk management training programs for managers have been identified and are being 	Organisational Development Coordinator (AC00084)	30/06/2020



City of Kalamunda

Strategic Plan Progress Report (19/20)

Strategic Plan Progress Report

Goal: 4 Kalamunda Leads

Outcome: 4.1 To provide leadership through transparent governance

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 4.1.2 Build an effective and efficient service based organisation.						
				reviewed. This will form part of a mandatory manager learning package. - Performance reviews for all staff were conducted in July and August, ensuring compliance with the LG Act.		
4.1.2.5 Implement the current year initiatives in the Information Communication Technology Strategy.	None	In Progress	25%	- Process mapping of business units prior to developing Altus modules for them is continuing. - Participated in three audits which have demonstrated the transparency and accountability of ICT. - Change management process and policies developed to ensure the City's IT changeover of systems happens in a structured manner	Manager Information Technology (IT00008)	30/06/2020

Outcome: 4.2 To proactively engage and partner for the benefit of the community

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 4.2.1 Actively engage with the community in innovative ways.						
4.2.1.1 Deliver initiatives contained within the Community Engagement Strategy. Identify opportunities to encourage community involvement in Council operations through appropriate engagement methods.	None	In Progress	46%	ADVISORY COMMITTEES: - The City published a full page advertisement in The Echo newspaper 31 August 2019, issued a media release, promoted the call for nominations via our social media channels, listed details on our website and opened nominations via our Engage portal. - The City distributed flyers detailing each of the advisory committees and nomination forms to all City locations to ensure maximum exposure to the community. - Nominations closed for six of the seven	Manager Customer & Public Relations (DE00008)	30/06/2020



City of Kalamunda

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Strategic Plan Progress Report

Goal: 4 Kalamunda Leads

Outcome: 4.2 To proactively engage and partner for the benefit of the community

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 4.2.1 Actively engage with the community in innovative ways.						
				committees on 18 September and an extension to 1 October was advertised for the Community Safety and Crime Prevention Advisory Committee. - Nominations have been assessed by an internal working group with recommendations tabled for endorsement by Council at the 15 October OCM. - The City continues to promote all Public Agenda Briefings and Council Meetings, encouraging community participation. ENROL TO VOTE: The City also ran a campaign over the quarter encouraging residents to ensure they were enrolled to vote and to participate in Council elections		
4.2.1.2 Deliver the Customer Service Strategy Implementation Plan outlining key annual activities and projects.	None	In Progress	46%	The key objectives of the Strategy are: Strive to achieve a new customer service ethos and deliver on the customer service promise and principles Culturally optimise the organisation to achieve best practice customer service outcomes Support and train staff to feel empowered, be proactive and work collaboratively toward business objectives and customer service excellence Effectively communicate with our customers, internally and externally The implementation plan is on track with a quarterly report to Council on the Customer	Manager Customer & Public Relations (DE00008)	30/06/2020



City of Kalamunda

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Strategic Plan Progress Report

Goal: 4 Kalamunda Leads

Outcome: 4.2 To proactively engage and partner for the benefit of the community

Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 4.2.1 Actively engage with the community in innovative ways.						
4.2.1.3 Implement and report quarterly on customer experience across the City. Use results to identify areas of strength and opportunities for improvement.	None	In Progress	90%	Service results of the organization. Report to go to Council In November 2019.	Manager Customer & Public Relations (DE00008)	30/06/2020
Actions	RISK	STATUS	% COMP	PROGRESS COMMENTS	RESP. OFFICER	COMP DATE
Strategy: 4.2.2 Increase advocacy activities and develop partnerships to support growth and reputation.						
4.2.2.1 Advocacy Strategy. Prioritise advocacy initiatives and projects for the current year. Identify advocacy opportunities throughout the year.	None	In Progress	25%	- The focus for advocacy during the quarter has been on the Forresterfield North Structure Plan seeking the State to progress the plan to next stages (see also 3.1.1.3). - Also, a focus on the development of an Infrastructure Australia submission through collaboration with Growth Alliance Perth and Peel Group was lodged seeking the Federal government to create a specified funding source for development of recreational facilities in outer growth metropolitan areas. - A community based advocacy project to develop a targeted campaign for the Maida Vale reserve master plan was launched with user clubs.	Chief Executive Officer (DE00001)	30/06/2020

