

Corporate Business Plan Deliverable Status

Strategic Outcome: CL1 - Everyone receives appropriate information in the most efficient and effective way for them

Strategic Initiative: CL1.2 - Increase access to online self-services

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
CL1.2.2 - Enhance functionality of the website to better support e-business transactions	In Progress	Updated website design due to launch in mid Feb/March. Community Directory functionality now available. Yet to open to community for population. Subsite development for Arts Season 2020 underway. Mayor's profile landing and monthly blog post page complete. Supporting localise business directory with Place Leader Eco Development. Invest Vic Park website integration underway. Customer Service Journey Mapping to move identified manual interactions to fully digital in progress. Web Chat options being explored via Open Cities, IPFX, O365 or new supplier. Planning DA applications and approvals to move onto main Town website - with self-sufficiency given to the planning team web champions - delayed in March due to COVID-19.	Communications and Engagement	July-19	June-21	

Strategic Outcome: CL1 - Everyone receives appropriate information in the most efficient and effective way for them

Strategic Initiative: CL1.3 - Facilitate the development of a genuine identity for the Town

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
CL1.3.3 - Support the creation of a destination brand with the Inner Perth Assembly	In Progress	Attending and contributing to Inner Perth Assembly group under MOU of 5 councils for creation of Visit Perth Brand and platform for inner perth metro cross-promotion. Five proof of concept campaigns shared in the market to date. 2020 calendar of shared content opportunities complete. Official launch of logo / webpage due in March. Pitch to council for additional ToVP funding contribution done at the Dec Concept Forum. Meetings held in Jan and Feb to finalise annual calendar of campaigns and decide on plan for official launch of Visit Perth to the market de-coupling all City of Perth branding (remove logos), and issue press release. March meeting & launch delayed due to COVID-19 responses by all LGs.	Communications and Engagement	July-19	June-20	

Strategic Outcome: CL2 - A community that is authentically engaged and informed in a timely manner

Strategic Initiative: CL2.1 - Improve the way the Town communicates, engages and manages relationship with the community.

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
CL2.1.2 - Develop a Relationship Management Strategy	In Progress	IMPACTED BY COVID-19 Progress delayed with priority given to Advocacy Framework and Council Priorities adoption and strategy development for 2020 priorities. Started review of work progressed to date, with a view to delivery in quarter 3. Note: strategy delivery will be dependent on an easy to use system for assigned relationship managers. Discussion had in January with Community Development Manager to assist with identifying categories of key groups/relationships. Delayed due to total focus of Project Manager on Emergency management and communications of COVID-19. Can be delivered at a later date. No budget impact.	Communications and Engagement	July-19	June-20	
CL2.1.3 - Promote the Community Charter	In Progress	IMPACTED BY COVID-19 Community Charter adopted by Council in November. Promotional plan in development. Due to roll out from March 2020. Communications/promotion Plan complete - brief for collateral including video, in design and development - publish by end of March. No action taken since 13 March with total focus of Comms Advisor on COVID-19 responsibilities - can be delivered anytime at a later date. \$7K budget allocation for delivery of promotional plan.	Communications and Engagement	February-20	June-20	

Strategic Outcome: CL3 - Well thought out and managed projects that are delivered successfully

Strategic Initiative: CL3.2 - Ensure the Town's projects result in great place outcomes

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
CL3.2.1 - Prepare Place Plans for each of the Town's neighbourhoods	In Progress	IMPACT OF COVID-19 NEGATIVE IMPACT Delay in authoriing due to shift priorities due to Covid-19 POSITIVE IMPACT Provides an opportunity to focus on the authoring and (in collaboration with the recovery teams) use the place plans as a core driver of the recovery. This can be done by looking at all of the projects with a 'biggest impact on recovery' lens and prioritising accordingly. MITIGATION Authoring to conclude over coming 4 weeks. Place Leaders to work with CMG and Recovery Committees to prioritise projects that benefit recovery ON TRACK WITH SLIGHT DELAY	Place Planning	July-19	June-20	

Strategic Outcome: CL3 - Well thought out and managed projects that are delivered successfully

Strategic Initiative: CL3.3 - Improve local amenity to create inviting places for people

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
CL3.3.2 - Prepare the Etwell Street Local Centre Revitalisation Plan and detailed designs (Old Spaces New Places Project No.2)	In Progress	IMPACT OF COVID-19 POSITIVE IMPACT *Consultant has the capacity and availability to continue working on this project as originally forecast. MITIGATION: N/A ON TRACK	Place Planning	July-19	June-20	
CL3.3.3 - Confirm location and prepare a Concept Design for Old Spaces New Places Project No.3	In Progress	IMPACT OF COVID-19 POSITIVE IMPACT *Will feed into streetscape/intersection improvement works at key interesections on Albany Highway that will enhance the pedestrian environment and streetscape that businesses function within. * Could be a good recovery project - investing in a town centre, providing jobs. NEGATIVE IMPACT *Engagement approach will need to be reworked given inability to engage closely with community and businesses. *Without appropriate communication it may be perceived as inappropriate use of funds that could be better used elsewhere, in spite of project benefits or existing contractual commitments. MITIGATION: Capital works can support business recovery efforts provided they can be rolled out in a manner that does not further hinder business operations, exposure, etc. now or as part of future recovery efforts. Engagement should be repurposed to identify project as one that can be harnessed to support and improve the physical operating enviroment for recovering and new businesses ON TRACK: Project is on track with appointment of consultant to deliver engagement and concept design stages. Engagement is currently on hold, pending resolution of recovery actions/priorities. by C-Suite Project should proceed given significant progression and as funds have already been allocated and a contract awarded.. Requires careful narrative and comms around recovery and local economy support.	Place Planning	July-19	June-20	

Strategic Outcome: CL7 - People have positive exchanges with the Town that inspires confidence in the information and the timely service provided

Strategic Initiative: CL7.1 - Improve the standard of customer service provided to the community.

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
CL7.1.2 - Implement the Customer Service Delivery Policy Management Practice including Complaints Guidelines	In Progress	06/12/2019 The revised policy was adopted in the November OCM. 16/01/2020 Project plan in development for implementation /embedding the management practice. 14/02/2020 - Draft presentation for the SALT and SMT delivered to the CSN. 12.03.20 Presentation of MP endorsement by SMT. Project plan for implementation due for completion in April. Delivery timeline delayed by COVID-19. Can be delivered at anytime at a later date. No budget impact.	Customer Relations	July-20	June-21	
CL7.1.3 - Develop a Customer Service Strategy	In Progress	IMPACTED by COVID-19 2106/11/2019: 23 projects have been identified to be included in the strategy. They required having SMART goals created, budget set and delivery priority determined. 14/02/2020 Survey questions to engage the community are currently being developed for Your Thoughts. Results of the Community Perception survey will also help inform the strategy. 05/03/2020 Engagement plan will survey around both the Operational Review and CS Strategy. Project Plan for CS Strategy development and implementation due in April. March - Delayed due to COVID-19 and requirement for external consultation. Can be delivered at a later date. No budget impact.	Customer Relations	July-19	June-20	

Strategic Outcome: CL8 - Visionary civic leadership with sound and accountable governance that reflects objective decision making

Strategic Initiative: CL8.1 - Provide for sound corporate governance

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
CL8.1.4 - Review the Strategic and Operational risk registers	In Progress	IMPACTED BY COVID-19 (Delay in completion) This review will be conducted by the Governance Coordinator (Audit and Risk). Although that role has been appointed, the successful applicant is not due to commence until May 2020 due to disruptions from the current pandemic. As a result, the review of the Operational Risk Register will likely be delayed to the end of 2020.	Governance and Strategy	July-19	June-20	

Strategic Outcome: CL8 - Visionary civic leadership with sound and accountable governance that reflects objective decision making

Strategic Initiative: CL8.2 - Promote principles of good governance

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
CL8.2.4 – Implement an internal audit program	In Progress	IMPACTED BY COVID-19 (Minor delays in program implementation) An internal audit program will be presented to the Audit Committee for its consideration at its June 2020 meeting. There may be minor delays in program implementation due to service disruptions and refocusing of efforts resulting from the pandemic.	Governance and Strategy	July-20	June-21	

Strategic Outcome: CL8 - Visionary civic leadership with sound and accountable governance that reflects objective decision making

Strategic Initiative: CL8.3 - Advocate and represent the needs of the community

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
CL8.3.1 - Oversee development of the Town's Advocacy Strategy	In Progress	IMPACTED BY COVID -19 New advocacy priorities adopted at December council meeting. Brochure content template for publishing now with councillors for review and feedback. Due to publish at end of Feb. Agreement with the CEO to hold workshops internally in Feb to flesh out action plans for each priority. Project/workshops plan complete including template for brainstorming actions and evaluation to be shared with CEO and Project Owners this week. Info session and workshops with councilors and staff to be conducted through March. Delayed and likely undeliverable this financial year due to total focus of CEO and Project Manager on Emergency Management and communications responsibilities for COVID19 response. \$20K consultancy budget unspent.	Communications and Engagement	July-20	June-21	

Strategic Outcome: CL8 - Visionary civic leadership with sound and accountable governance that reflects objective decision making

Strategic Initiative: CL8.4 - Demonstrate strong future planning through the Integrated Planning and Reporting Framework, performance monitoring and evaluation

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
CL8.4.1 - Complete the major review of the Strategic Community Plan	Not Started	IMPACTED BY COVID-19 (Proposed delay start and change to approach) To date, the Town has undertaken research into the previous Strategic Community Plan review to determine lessons learned, use of resources and approach. This information will be used in developing the draft approach for the SCP major review. That said, due to issues that may arise from the current pandemic, it is proposed that the engagement for the SCP major review be delayed to early 2021 with delivery of the SCP in late 2022. It is also likely that limited funds will be available to conduct this review so that Town will need to conduct research into more cost-effective engagement methods.	Governance and Strategy	July-20	June-21	

Strategic Outcome: CL8 - Visionary civic leadership with sound and accountable governance that reflects objective decision making

Strategic Initiative: CL8.5 - Ensure the effective and efficient delivery of services while meeting community needs

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
CL8.5.5 - Conduct a review of Customer Relations' operations	In Progress	IMPACTED BY COVID-19 18.02.20 RFQ submissions released and due to be received this Friday. Three parties invited to submit. Project timeline proposes delivery of a report with key recommendations to be complete in April. 05.03.20 RFQ submissions received. Quotes all way over budget. 10.03.20 Off Track - Advice from C-Suite to re-scope/de-scope requirements, with some elements undertaken internally. No action taken since 13 March since project manager total focus has been on emergency response communications and customer service operations to COVID-19. Unlikely to deliver by June. Can be done at any time when operations return to normal. \$20K of allocated budget will be unspent as a result.	Customer Relations	July-19	June-20	
CL8.5.9 - Conduct a review of Financial Services' operations	In Progress	IMPACTED BY COVID-19 Supplier selected through formal procurement process. Currently evaluating options on how to conduct the review with limited access due to COVID-19.	Financial Services	July-19	June-20	

Strategic Outcome: EC1 - A desirable place for commerce and tourism that support equity, diverse local employment and entrepreneurship

Strategic Initiative: EC1.1 - Create a thriving and resilient local economy.

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
EC1.1.2 - Implement the Economic Development Strategy	Ongoing	COVID-19 IMPACT: Implementation will continue, however at a slower rate of project completion. Quarterly performance to be prepared for April OCM MITIGATION N/A On Track	Place Planning	July-17	June-22	
EC1.1.3 - Develop a Town of Victoria Park Investment Prospectus	In Progress	Project On track IMPACT BY COVID-19 Prospectus Brochure: No impact, already completed Prospectus Website: POSITIVE IMPACT *once completed, can be used as a recovery measure NEGATIVE IMPACT *may take longer to complete, however will be done by the EoFY MITIGATION: N/A Project On Track	Place Planning	July-19	June-20	

Strategic Outcome: EC2 - A clean, safe and accessible place to visit

Strategic Initiative: EC2.1 - Effectively enforce laws pertaining to public health.

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
EC2.1.2 - Conduct statutory swimming pool and spa compliance inspections	In Progress	IMPACTED BY COVID-19 25/03/20 – Due to the current COVID-19 restrictions we are currently experiencing some apprehension from pool owners. We are now reassessing our pool/spa inspection methods and will respect the wishes of our clients should they request us not to access their property. DMIRS & WALGA are currently reassessing this situation for all L.G. Permit Authorities. To date we have inspected approximately 12% of our target. Staff are now adhering to the Dept of Health's requirements for social distancing and hand hygiene (disposable vinyl gloves) during inspections. 3/02/2020 - Mail outs and pool inspections now in progress. We have created an action plan and will monitor throughout the project. 23/01/2020 - Final Draft letter to pool owners created. Currently all Building staff are working on our pool register to make sure its up to date.	Building Services	February-20	June-21	

Strategic Outcome: EN1 - Land use planning that puts people first in urban design, allows for different housing options for people with different housing needs and enhances the Town's character

Strategic Initiative: EN1.1 - Ensure a strong sense of place that emphasises each suburbs' unique characteristics and sense of community.

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
EN1.1.1 - Prepare the new Local Planning Scheme No. 2	In Progress	COVID-19 IMPACT POSITIVE IMPACT * potential for earlier start to project if urban planning staff have more time available with declining DAs NEGATIVE IMPACT * progress could be delayed if LPS is delayed for whatever reason (eg. DPLH take longer to progress their end) MITIGATION: M/A On Track	Place Planning	July-21	June-22	
EN1.1.10 - Review and update the Social Infrastructure Strategy	In Progress	COVID-19 IMPACT NEGATIVE IMPACT * Project approach must be reworked due to staff inability to work closely with community stakeholders at this time * SIP scope and principles should be reassessed once we have entered the recovery phase, to account for any major shifts in social and club activities and facility use MITIGATION: RFQ process for project consultant has been but on hold to preserve project budget until the overall approach is reviewed. Analysis of background data can be progressed in-house (rather than by consultant as originally intended) as a low-tier priority for project lead until project starts up again. RECOMMEND TO POSTPONE: Recommend placing project on hold for three months and reevaluating the SIP scope and principles at that time.	Place Planning	July-19	June-20	
EN1.1.11 - Review and update the Albany Hwy Planning Framework	In Progress	COVID-19 IMPACT POSITIVE IMPACT *Opportunity to focus efforts on measures that can support business growth and recovery, reduce red tape, incentivise active land uses, etc. NEGATIVE IMPACT *Significant measures like the planned Albany Precinct Plan will require comprehensive engagement with community and business that will be delayed or limited by online only engagement methods MITIGATION: Prioritise actions that can most immediately support business recovery and local employment outcomes - e.g. increase flexibility, reduce fees or administrative burden, etc. Develop implementation timeline and evaluation of actions for this project. Continue to prepare for the preparation of Albany Highway Precinct Plans including detailed briefings for Elected Members. POSTPONE PROJECT: Precinct Planning can be placed on hold with exception of those short to medium term actions (LPP updates) that support immediate and recovery efforts.	Place Planning	July-20	June-21	

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
EN1.1.2 - Prepare the Local Planning Strategy	In Progress	COVID-19 IMPACT NEGATIVE IMPACT * refused permission to advertise by WAPC as inability to meet Regulation need for physical copy available * WAPC delay permission to advertise given staff disruption * criticism from community for progressing digital engagement on such an important Strategy with Town-wide stakeholders engagement needed MITIGATION: 24/3 - Town emailed DPLH to clarify issues and seek confirmation of previously agreed time targets for Certification on 9 June or 23 June Stat Planning Committee meeting (WAPC) ON TRACK: Draft LPS to Council Briefing 7 April and OCM 21 April seeking permission to advertise. Must also get WAPC permission to advertise following OCM. Town is awaiting confirmation from DPLH that there is no or minimal disruption to their services and that previously agreed timeframes should be ok or thereabouts.	Place Planning	July-21	June-22	
EN1.1.5 - Prepare a Streetscape Improvement Plan for Archer Street and Mint Street	In Progress	COVID-19 IMPACT POSITIVE IMPACT * potential for more rapid public comment period. NEGATIVE IMPACT * Business information evening cancelled. * Public comment can only occur over Your Thoughts with no pop ups. Mitigation: Businesses on Archer and Mint Street will be emailed directly where possible to notify them of the public comment period and direct them to the Your Thoughts page. ON TRACK: Concept Planning continuing as scheduled. Communications plan will be adjusted to reflect new approach for the public comment period.	Place Planning	July-19	June-20	
EN1.1.8 - Update the Burswood Station East Planning Framework	In Progress	COVID-19 IMPACT NEGATIVE IMPACT * Can pursue public advertising in compliance with Regulations, but timing of releasing a user-pays funding model should be reconsidered * Work disruption and pressure at DPLH likely to impact processes for final approval after advertising * Implementation planning needs to be reworked to account for ToVP WFH arrangements and staff priorities MITIGATION: 24/3 - Town Received interim response from DPLH re public advertising position. Will continue to liaise with DPLH. DELAYED: Project lead has suspended implementation planning and public advertising at this point. The approach for both of these will be reworked with relevant service areas in the coming weeks.	Place Planning	July-20	June-21	

Strategic Outcome: EN3 - A place with sustainable, safe and convenient transport options for everyone

Strategic Initiative: EN3.1 - Create better options for active transport

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
EN3.1.5 - Review the Integrated Movement Network Strategy	In Progress	COVID-19 IMPACT: POSITIVE IMPACT * Potential for a project schedule to be condensed slightly. NEGATIVE IMPACT * Project Plan and Schedule will require modification * Less engagement as internal workshops will need to be modified and conducted with smaller groups. MITIGATION: Project Plan will be updated in CAMMS Project. Internal workshops will be conducted at a smaller scale with Microsoft Teams. More of the project tasks will be included in one RFQ to simplify contract management. ON TRACK (SUBJECT TO BUDGET): Project schedule will be rearranged to allow for more meaningful engagement later in the year.	Place Planning	July-20	June-22	

Strategic Outcome: EN3 - A place with sustainable, safe and convenient transport options for everyone

Strategic Initiative: EN3.2 - Increase options for sustainable and public transport

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
EN3.2.1 - Contribute to the Trackless Tram Investigation Consortium	In Progress	IMPACT of COVID-19 Group can still meet and plan remotely ON TRACK	Place Planning	July-20	June-22	

Strategic Outcome: EN4 - A clean place where everyone knows the value of waste, water and energy

Strategic Initiative: EN4.1 - Take action to mitigate climate change.

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
EN4.1.1 - Develop the Climate Change Mitigation Action Plan	In Progress	IMPACTED BY COVID-19 Climate Plan, consultants and Town have partnered to complete critical milestone of baseline emissions calculations for the Town. Future risk and climate adaptation and mitigation actions will be informed by this going forward. The next stage of consultation is now being discussed with Community Engagement Advisor and consultants. Originally respective staff and community risk and action planning workshops were planned for April/ May, however the future platform of engagement will change due to COVID-19. Engagement will likely be in early May, due to consultation backlog for other projects as a result of COVID-19.	Environment	July-20	June-21	
EN4.1.2 - Develop an Environment Plan	In Progress	IMPACTED BY COVID-19 Environment Plan, there has been a delay in completion of the Environment Plan during 2019/20 due to other priorities that have come up during the course of the year, such as Single-Use Plastic and Polystyrene Ban progression. However, first draft is near completion and should be released for internal consultation next month, depending on consultation backlog for other projects as a result of COVID-19. As the Environment Plan is being developed in house, there will be no carry over funds etc.	Environment	July-19	June-20	

Strategic Outcome: EN4 - A clean place where everyone knows the value of waste, water and energy

Strategic Initiative: EN4.3 - Increase community knowledge and awareness of effective waste management

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
EN4.3.2 - Carry out a Waste Education Program	In Progress	Ongoing deliverable. Victoria Park Primary (8 classes) and East Victoria Park Education Support Centre (2 classes) in Term 2. Term 4 2019 - School: Santa Clara Catholic School – St James Classes: 3 Years: 1, 3 and 4 Number of sessions: 6 Questionnaires returned: 54 School: East Victoria Park Primary School Classes: 5 Years: 1-3 Number of Sessions: 10 Questionnaires returned: 65 School: Perth Individual (Montessori) Classes: 3 Years: Pre-Primary - 6 Number of Sessions: 6 Questionnaires returned: 34 COVID-19 - 01/04 - Waste Education on hold due to COVID-19	Waste Services	July-17	June-22	

Strategic Outcome: EN6 - Appropriate, inviting and sustainable green spaces for everyone that are well maintained and well managed

Strategic Initiative: EN6.1 - Better utilise and beautify existing parks and reserves for the benefit of the community

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
EN6.1.2 - Implement the Public Open Space Strategy	Not Started	IMPACT of COVID-19 POS improvement works can support local employment, volunteering and community outcomes *The reduced use and availability of POS at this time may provide an opportunity to undertake major works/upgrades without impacting on POS users/sports clubs etc. that would otherwise use these spaces - completing now could save later conflict with users later in the post-recovery phase. NEGATIVE IMPACT *Progressing actions that may be perceived as use of funds that could be better spent elsewhere during this time if not accompanied with appropriate communication of beneficial outcomes MITIGATION: Develop implementation framework drawing out specific measures so progression can be planned and tracked over time. Draw out specific actions that could align with or support business recovery efforts, community, volunteer groups, etc. There may be alignment/coordination here with UFS actions also ON TRACK: Implementation Framework to be prepared	Place Planning	July-20	June-22	

Strategic Outcome: EN6 - Appropriate, inviting and sustainable green spaces for everyone that are well maintained and well managed

Strategic Initiative: EN6.2 - Design and provide public open spaces that are suitable for the current and future needs of the community

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
EN6.2.2 - Develop a masterplan for Higgins Park and Playfield Reserve	In Progress	IMPACT OF COVID-19 NEGATIVE IMPACT *The next two stages of the project are a collaborative design process centred on two more workshops; to develop and then refine masterplan options. This face-to-face workshop engagement is now not possible. *Without suitable alternatives to the planned workshop engagement, the project could be deemed as inappropriate to continue during COVID19, which could lead to potential reputational damage. *Stakeholder representatives from clubs are already stretched for time. COVID19 may significantly reduce their availability even more. It could potentially lead to the closure of some clubs. *Community members may also find their availability reduced due to their personal circumstances. POSITIVE IMPACT *The consultant has confirmed their capacity to continue to work on this project remotely. MITIGATION: *Digital engagement through a private Your Thoughts page with the Design Reference Group and consultant is achievable. While this digital platform cannot provide the flow and development of communication that a face-to-face workshop can, all efforts will be made to accommodate an open dialogue. *All stakeholders have been asked if they are still able to participate in the co-design process. Understand this may change with time. *All community members have also been asked if they are still able to participate in the co-design process. Understand this may change with time. PROJECT CAN BE COMPLETED BUT POSTPONEMENT IS AN OPTION: The first workshop with the Design Reference Group (DRG) took place on 12 March at the Administration building. This was attended by 23 stakeholder and community members, and observed by two Elected Members. The workshop investigated the aspirations and opportunities for the site. The next two workshops, previously intended for 16 April and 14 May will now be facilitated online. Admin are working with the consultant to ensure the online engagement still provides a collaborative design process.	Place Planning	July-19	June-20	

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
EN6.2.3 - Prepare a masterplan for Edward Millen Park	In Progress	<p>IMPACT of COVID-19 NEGATIVE IMPACT *Masterplan water feature options were intended to be discussed at the March Concept Forum. With this cancelled, the timeframe to move forward with this is unclear. The RFQ for Detailed Design was released on 25 March and it will take approximately one month to engage a consultant. Depending on when Elected Members are available for a rescheduled Concept Forum, or similar, this may impact the timeframe and scope for Detailed Design.</p> <p>MITIGATION Endeavour to present water feature options to Elected Members as soon as possible to provide clarity for consultant moving in to Detailed Design. ON TRACK WITH SLIGHT DELAY The Masterplan, with amendments, was approved by Council in the February OCM. Admin were to present water feature options at a Masterplan level to Elected Members in the March Concept Forum, however with this cancelled. This will occur when the Concept Forum is rescheduled. The RFQ for Detailed Design was released on 25 March and includes a flexible scope for the water feature.</p>	Place Planning	July-19	June-20	

Strategic Outcome: S1 - A healthy community

Strategic Initiative: S1.2 - Improve the attendance and quality of the Town's leisure centres

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
S1.2.1 - Develop a Strategic Marketing Plan for the Town's leisure centres	In Progress	IMPACTED BY COVID-19 Discussions between Comms and Business Services manager around objectives begun. Need to secure a full written brief from Leisure Team by Feb. March - service / staffing interruptions by COVID-19 at Leisure Centres and total focus of Communications Advisor on supporting the service area and membership communications for COVID-19.	Communications and Engagement	July-20	June-21	

Strategic Outcome: S2 - An informed and knowledgeable community

Strategic Initiative: S2.1 - Improve digital literacy and learning

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
S2.1.1 - Design a Digital Literacy program	In Progress	IMPACTED BY COVID-19' Current impact on this deliverable: Coordinator is currently managing the Digital Hub service through the massive change brought about by COVID and the physical closing of the centre. Therefore no work is being performed on this corporate deliverable at the present time. Future impact on this deliverable: This deliverable can be done easily remotely, because it will consist of research and the design of a service model. Interviews and interactions with volunteers and clients to inform the digital literacy program can be done via phone and online. This deliverable can be still be completed by the End Date of 30/06/2020. Mitigation strategies: - Due date can stay the same. - Will be using internet technologies to complete aspects of the deliverable that would've previously be done in person.	Digital Hub	July-19	June-20	

Strategic Outcome: S2 - An informed and knowledgeable community

Strategic Initiative: S2.2 - Increase positive literacy and learning opportunities within the Town

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
S2.2.2 - Develop a Literacy and Learning Strategy	In Progress	IMPACTED BY COVID-19 Delivery of strategy may be delayed due to disruption for COVID 19. ETA October 2020 Developing new stakeholder relationships Collaborated with external groups for collaboration for program delivery Collaborating with Digital Hub Developing literacy and learning opportunities for the community	Library Services	July-19	June-20	

Strategic Outcome: S3 - An empowered community with a sense of pride, safety and belonging

Strategic Initiative: S3.1 - Promote equal opportunity, social justice and inclusion within the community.

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
S3.1.1 - Review the Disability Access & Inclusion Plan	In Progress	IMPACTED BY COVID-19 24/03/2020 - DAIP continues to inform Town projects and processes. ACCESS and Inclusion Advisory Group postponed until COVID clearance is received. Group continues to be engaged via email. Most Coordinator to complete second DAIP review during month of April and develop a more detailed project plan to complete and meet DAIP targets. 10/03/2020 - The Town continues to monitor the DAIP. The role of Access, Inclusion and Seniors Officer is due to be advertised, it is anticipated when this Officer commences with the Town the DAIP will gain movement again. Although the DAIP is not due for formal and full review until July 2021, the Coordinator Community Development will be completing a mid DAIP review by March 2020. It is intended that this review will provide an overview of the progress of each outcome identified in the DAIP and will provide an opportunity for the CD team to strategically plan how they will meet the remaining outcomes and targets by June 2022. The first Access and Inclusion Advisory Group meeting for 2020 was held in January. The Chair, Coordinator Community Development, advised the group of the above mentioned review and suggested that this review form the basis of the groups work for 2020. The group agreed to this and the mid cycle review will be presented to them in February. The mid cycle review has been sent to all relevant Town Team members who have deliverables they need to meet, Coordinator Community Development is in the process of confirming deliverable progress. As report will additional be provided to the Manager and Chief of Community Development relating to progress and risks.	Community Development	July-21	June-22	

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
S3.1.2 - Review the Reconciliation Action Plan	In Progress	<p>IMPACTED BY COVID-19 24/03/2020 - Coordinator CD has discussed the Towns RAP with Reconciliation WA who have advised this needs to be sent to Reconciliation Australia. Reconciliation WA recommend and agree that the Town should keep the existing RAP for a further year to two years to ensure the Town has every opportunity to meet the deliverable. Coordinator to liaise with Reconciliation Australia and seek recommendation, recommendation will be provided to C Suite and Council. Aboriginal Engagement Advisory Group has been postponed until COVID clearance is obtained. Town wide cultural engagement training has been purchased but roll out will be postponed to later in 2020. 10/3/2020 - The RAP is due to be presented at the March SALT meeting to ensure the organisation understands the current position of the RAP and to call for members of an internal working group that will champion and guide all RAP related activities across all portfolios within the organisation. Work has commenced to review the progress of outcomes in the Towns RAP. The Diversity Officer is currently seeking advice on the process required to formally review this plan within the Towns Governance structures. The Coordinator has contacted Reconciliation WA to seek support and guidance for the development of phase two of the Towns RAP. There has been little progress made on the review of the RAP since January 2020 with the Officer responsible for this resigning. The RAP will now sit with the Coordinator Community Development who will progress the review, consultation with Reconciliation WA as well as provision of a full progress report to the Manager and Chief of Community Development regarding progress, risk and future actions.</p>	Community Development	July-19	June-20	

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
S3.1.3 - Review the Town's Homelessness Policy	In Progress	<p>IMPACTED BY COVID-19 24/03/2020 - The Homelessness Policy consultation findings and direction were due to be presented to Council on 23/03/2020, due to COVID this meeting has been postponed (a new date and time yet to be confirmed). Additionally the final round of community consultation was scheduled for April, Comms have advised the use of Your Thoughts will be limited for the foreseeable future as it is being used for COVID feedback and consultation. Coordinator CD to seek advice from Manager CD regarding community consultation and potential new deadline. 10/03/2020 - community consultation via your thoughts and the community consultation has ceased. All feedback will be presented to Council and the March Concept Forum for guidance on the Policies structure and direction. The Towns Homelessness Policy is currently out for internal consultations with community consultations occurring in February. The Policy will be presented to Elected Members at the March Concept Forum. This Policy is on track to be completed, alongside the management practice, by June 2020. Community consultation has commenced via My Thoughts with a face to face session being held on the 26th of February, both of which have been advertised on the Towns website and social media channels. This feedback will be taken to the March concept forum for EM input and feedback.</p>	Community Development	July-19	June-20	

Strategic Outcome: S4 - A place where all people have an awareness and appreciation of arts, culture, education and heritage

Strategic Initiative: S4.1 - Promote local art and culture within the community.

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
S4.1.2 - Develop an Arts and Cultural Plan	In Progress	Initial internal and external consultation sessions have ceased. Consultants are now preparing a draft plan that will be presented to Elected Members at the February Concept Forum for comment. Awaiting presentation at the February Concept Forum. 10/3/2020 - concepts and direction were presented at the February Concept Forum, feedback from Council was positive. Policy will now be drafted and sent back to community for final consultation in March. MPACTED BY COVID - 24/03/2020 - The final round of community consultation was scheduled for April, Comms have advised the use of Your Thoughts will be limited for the foreseeable future as it is being used for COVID feedback and consultation. Coordinator CD to seek advice from Manager CD regarding community consultation and potential new deadline.	Community Development	July-19	June-20	

Strategic Outcome: S4 - A place where all people have an awareness and appreciation of arts, culture, education and heritage

Strategic Initiative: S4.3 - Improve knowledge and accessibility of the Town's history

Deliverable Name	Deliverable Status	Latest Comment	Responsible Area	Start Date	Due Date	Completed Date
S4.3.2 - Deliver the Local History Digitisation Strategy	Ongoing	Delivery of strategy may be delayed due to disruption for COVID 19. ETA October 2020 New resources available on the Local History section of the library webpage includes: Victoria Park Dictionary of Biography Updated catalogue of Reflections of the Past framed photographs Local Heritage Survey Additional historical photographs added to Historypin Introduction of Timewarp Tuesday facebook posts There has been a delay in progressing more ephemeral such as photographs and maps to the library catalogue due to difficulties importing data to the new Library Management System. Time Warp Tuesday post had record breaking number of 'people reach' in one day 5,038. Post highlight pre-launch of Prominent Women's consultation	Library Services	July-19	June-20	

