

- Completed
- On Target
- Below Target
- Not Commenced







Focus Area 01: Economic

- Objectives**
- 1.1 - Promote and foster investment aimed at stimulating sustainable economic growth
 - 1.2 - Facilitate and advocate for sustainable local job creation, and industry growth and diversification
 - 1.3 - Actively partner and engage with business and industry to support Mandurah's entrepreneurial capacity and capability
 - 1.4 - Advocate for and facilitate opportunities for improved education, training and skill development opportunities in Mandurah
 - 1.5 - Establish and leverage opportunities with key stakeholders to achieve sustainable economic outcomes with due consideration to environmental impacts

Action	Objective	Status	Comment	Internal Management Summary	Responsibility
Western Foreshore Redevelopment including finalise the Western Foreshore area (skatepark, play space, toilet facility, landscape and commercial opportunities upgrades)	1.1	●	Works completed.		Project Management
Eastern Foreshore South Redevelopment including finalise the Eastern Foreshore South area (Mandurah Estuary Pool, jetties, toilet facility and landscape upgrades)	1.1	●	The old ablution block has been demolished and new ablution construction has commenced.		Project Management
Eastern Foreshore North Redevelopment including design and construction of the Eastern Foreshore North and Central area (play space, landscape and car park upgrades)	1.1	●	Detailed design in progress. Construction works are to be tendered following completion of detailed design, expected to be late 2023.		Project Management
Smart Street Mall including finalisation of the Smart Street area and connection to the Eastern Foreshore	1.1	●	Design of final stage works being progressed and minor finishing works to be completed this year.		Project Management
Review the City Centre Parking Strategy and develop a new City Centre Parking Plan focused on timed parking options, signage and wayfinding and lighting with implementation to follow.	1.1	●	The City Centre Parking Plan is effectively completed and is now awaiting endorsement for advertising by Council in connection with the City Centre Master Plan. Expected to go to Council in December 2023		Development and Compliance
Develop and implement an Integrated Transport Strategy (ITS) and underpinning Transport Plans.	1.1	●	The Strategy is in the final stage of drafting, including a peer review by consultants, to ensure that it meets contemporary expectations.		Strategic Land Use Planning
Implement key actions of the City Centre Master Plan.	1.1	●	The draft Master Plan is in the final stages of drafting for Council consideration and public advertising. The Implementation and Action Plan will require refinement following public advertising and Long Term Financial Plan consideration.		Strategic Land Use Planning
Undertake a review of the Mandurah Central Precinct Structure Plan to support appropriate high / medium density redevelopment in and around the City Centre including design controls and incentives to encourage development outcomes.	1.1	●	A project plan is being prepared for approval as the first step in the development of this project.		Strategic Land Use Planning
Develop and commence implementation of the new Economic Strategy including the process to identify future projects to guide the growth and development of Mandurah's economy.	1.1	●	Transform Mandurah Economic Plan has now been rolled into a new, holistic Economic Development Strategy for the City. Strategy also seeks endorsement for the process whereby new projects can be assessed, prioritised and actioned in future. Final Strategy to be endorsed by Council in December 2023.		Transform Mandurah

Action	Objective	Status	Comment	Internal Management Summary	Responsibility
Finalise the review of the City's Property Strategy to guide future investment decisions.	1.1	●	The City's Property Strategy review has now been finalised in three parts. Stage 1 - Guiding Principles (endorsed by Council September 2022) Stage 2 - Strategic report and Freehold Land Portfolio (endorsed by Council November 2022) Stage 3 - Implementation Plan (endorsed by Council August 2023)		Transform Mandurah
Progress the implementation of the City Centre Master Plan and Parking Plan.	1.1	●	City Centre Master Plan and Parking Plan are due to be presented to Council in November 2023 for advertising. Implementation expected to begin Q4 23/24.		Transform Mandurah
Support and facilitate the development of the western foreshore commercial site.	1.1	●	Preferred proponent endorsed by Council in November 2022. Ongoing discussions underway with the proponent to inform the Heads of Agreement which will set out the terms of any City contributions to the project - to be presented to Council in early 2024 for endorsement. Business Case being developed for DPLH leasing process - due for completion by March 2024.		Transform Mandurah
Facilitate and promote creative industries (game development, video content development/animation, post production, audio and gaming) training and skills development in Mandurah.	1.1	●	Planning currently underway for the delivery of a small business video content creation workshop in November. Engagement with a local collective of arts and creative businesses in Mandurah is also progressing, with the planning underway for the Bunbury Creative and Tech Village to host a Regional Collaboration forum in Smart St Mall on 22nd November to explore the concept of an arts hub in the City Centre.		Transform Mandurah
Support the development of the Perth and Peel Hydrogen Cluster and advocate for opportunities for Mandurah.	1.1	●	The City continues to support the Perth and Peel Hydrogen Cluster, and has become a founding member of the newly incorporated cluster entity (no cost). WA Hydrogen Innovation Precinct (H2IP) Leverage Fund application to DPIRD has been submitted with City support for a business case to be undertaken - no outcome as yet. City Officers recently supported the Cluster with a submission to the WA Government's Hydrogen Strategy Refresh.		Transform Mandurah
Promote and support small business entrepreneurship in Mandurah.	1.3	●	Second Startup Smart (Entrepreneurship and Capacity Building program) delivered in August 2023 - 8 week course to support start up and early-stage small businesses in Mandurah. Next Startup Smart course delivery confirmed for February 2024. In response to feedback from businesses in the City's Biennial Business Survey earlier this year, the following activities are also underway: - Small business video content development technical workshop being delivered in November. - Project planning, content development and facilitator procurement currently underway to deliver a specialised 8-week marketing course for small businesses, also in February 2024.		Transform Mandurah

Action	Objective	Status	Comment	Internal Management Summary	Responsibility
Support City Centre Activation (including business-led activation) through the delivery of the City Centre Business Incentive Program (previously known as the Activate Now Grants program).	1.3	●	The City Centre Business Incentive Program is divided into two streams: City-lead Initiatives stream: - A grant round was opened in relation to the City's Winter season, however no applications were received (prior to the commencement of the new City Centre Place and Projects Officer). - A grant round was opened in relation to the City's Arts Festival, with one application received and approved. Proposal stream: - This stream was opened late in the quarter with two applications received. At the end of the quarter both applications were pending information prior to holding grants assessment panel meeting.		Transform Mandurah
Promote and support local education pathways and training and skill development programs and initiatives.	1.3	●	Support for training, education and skill development continuing. - Great Southern Hackathon event held in August. - Early Childhood Education and Care job ready program completed in September/ October. - Jobs Fair being planned for delivery in November 2023.		Transform Mandurah
Peel Street Upgrade including the construction of the completion of the upgrade of Peel Street between Anstruther Road and Sutton Street	1.5	●	Service relocation works complete. Civil construction works are expected to commence in late 2023 and be completed in mid-2024.		Operations Services
Falcon Coastal Shared Path including the planning, design and construction of the new coastal shared path between from Mercedes Avenue (Falcon) to Cesia Lane (Wannanup)	1.5	●	Stage 1 works are expected to commence in mid-2024.		Operations Services
White Hill Road Upgrade including design and construction	1.5	●	Detailed design completed and construction works are scheduled to commence in late 2023.		Operations Services
Pinjarra Road Upgrade including the planning, design and construction of the continued upgrade of Pinjarra Road between Dower Street and the City Centre	1.5	●	Next stage expected to commence in 2024-2025.		Operations Services
Partner with key stakeholders (including DBCA) to develop sustainable eco-tourism opportunities and product in Yalgorup National Park and adjacent areas.	1.5	●	The Concept Plan for the Yalgorup National Park is being prepared by DBCA. The Concept Plan was scheduled for completion by September 2023 with the Detailed Plan to follow. It is expected that the Detailed Plan will be completed and presented to Council in early 2024.		Operations Services
Plan and develop a network of new eco-tourism and recreational trails around Mandurah and the Peel-Harvey Estuary.	1.5	●	Riverside Gardens Paddle Launch Facility is nearing completion after variations following stakeholder feedback. Halls Head Coastal Shared Path construction is scheduled to be completed in late 2023. Trails Signage Guide completed. Island Trail Concept Plan (Plan and Design) completed. Novara and Dawesville minor paddle launch works completed.		Operations Services
Develop Mandjar Bay Masterplan for water infrastructure.	1.5	●	Project planning has commenced.	Background information compiled including previous work and site considerations/constraints. ELT Briefing to be drafted to provide context and endorsement for recommended approach	Marina & Waterways

Action	Objective	Status	Comment	Internal Management Summary	Responsibility
Undertake a review of the City of Mandurah Events Strategy.	1.5		The Festival & Events Team have commenced a review of the City of Mandurah Events Strategy. Actions to date include an Elected Member Strategy Initiation Workshop, City Events Strategy Review Survey and the development of a Consultant Brief for the City of Mandurah Events Strategy.	The project is slightly behind schedule with the addition of the Elected Member survey which has now also been circulated to internal stakeholders. This step will however allow officers to gather important feedback up front for inclusion in the Consultancy Brief.	Festivals & Events
Develop a Master Plan for the 'Round the Estuary' Trail.	1.5		Feasibility report, economic impact study and concept mapbook all finalised, and project acquittal submitted to funding partner. This project has been completed. The City will now consider the outcomes of the report and advocate for funding where possible.	Potential for some delivery of the Round the Estuary Trail to be actioned within the Island Trail and southern Coastal Trail sections.	Transform Mandurah
Develop and deliver a brand campaign for Transform Mandurah to promote investment (Government & Private), business and lifestyle opportunities.	1.5		Further work on a new investment attraction/ brand campaign is on hold pending the endorsement of the Economic Development Strategy by Council. This will inform the audiences, messages, calls to action and channels to be utilised in the campaign. In the meantime, a further investment awareness marketing opportunity has been executed, with the sponsorship of the Business News Aged Care Sector Briefing event to be held at Crown Perth on 20th October (750 people expected to attend from across the Aged Care sector). The City of Mandurah will receive extensive branding exposure through the event sponsorship, with an address to be given by Mayor Rhys Williams.		Transform Mandurah
Support the delivery and programming for the 'Giants of Mandurah' project.	1.5		The Festival & Events Team continue to support the Giants of Mandurah project. Visitation numbers remain high and has ultimately contributed towards Mandurah being named Australia's Top Tourism Town.	The City will soon make a public announcement that the Giants of Mandurah will remain in place, following the contract period with FORM. Impacts to nearby residents and environmental issues will continue to be closely monitored.	Festivals & Events
Deliver the City of Mandurah's Events Program including the Mandurah Christmas Pageant and Christmas Lights Trail, New Year's Eve Celebrations, Australia Day Celebrations and Crabfest.	1.5		The Festival & Events Team planned and delivered a number of smaller events and activations throughout the off-peak season (Quarter 1), with the Winter in Mandurah and Secret Sounds programs attracting people to the City Centre. Planning is now underway for the City's major event program commencing with the Mandurah Christmas Pageant and Christmas Lights Trail in December.	External Event Sponsorship also assists with filling the events calendar during the cooler months.	Festivals & Events
Attract and secure new major events to Mandurah.	1.5		The City has attracted a number of new major events in Quarter 1 (July - Sept) including Mandurah Flamefest, WA Teacher Games, Western Force Rugby Match and the 2023 Badminton WA - Para International.	Discussions are underway for a possible return of Western Force to Mandurah in the New Year. The City provided in-kind support along with a financial contribution for these major external events to proceed.	Festivals & Events

Focus Area 02: Social

Objectives

- 2.1 - Promote safety within the community through urban design
- 2.2 - Promote a positive identity and image of Mandurah based on its unique lifestyle offering
- 2.3 - Facilitate opportunities that promote community led initiatives by building resilience, local capacity and the contributions of young people
- 2.4 - Promote and encourage community connection to create social interaction and a strong sense of belonging
- 2.5 - Provide a range of social, recreational and cultural experiences for our residents and visitors to enjoy and take pride in
- 2.6 - Provide diverse and sustainable places and spaces that enable people to lead an active lifestyle

Action	Objective	Status	Comment	Internal Management Summary	Responsibility
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Action	Objective	Status	Comment	Internal Management Summary	Responsibility
Refurbish the Billy Dower Youth Centre to accommodate a growing youth population – deliver a concept plan for potential work	2.1	●	Presented paper to ELT. ELT requested facility infrastructure report which has been considered. Any further requirements will be included in the Rushton Park Master Plan.		Youth Development
Implement the Men's Shed Strategic Report and develop and support Men's Sheds in the northern, southern and central corridors of Mandurah.	2.1	●	The City has appointed an electrical engineer to provide advice regarding how to resolve the power supply issues at Falcon Community Menshed. Communication has continued regarding a Central Menshed, with one or more sites to be recommended to Council in Q2 for further investigation.		Community Development
Review, develop, implement and report on the Access and Inclusion Plan.	2.1	●	Actions identified under the Access and Inclusion Plan have been undertaken throughout the period. Presentation made to EM/ELT in September. This includes meeting regularly with the Access and Inclusion Advisory Group, the Accessibility audit of City buildings, along with progressing customised employment (ELT support via discussion paper) and the Sunflowers Program which supports people with invisible illness.		Community Development
Review, develop, implement and report on the Community Safety Strategy.	2.1	●	The Strategy has been presented to Council at 10%. Strategy due to be presented to Council at 80% to Finance Committee in December and this is on track.		Community Development
Review, develop, implement and report on the Youth Development Strategy.	2.2	●	Year two progress and outcomes presented to Council at EM/ELT briefing in September 2023. All key areas on track.		Youth Development
Review and update the Mandurah Active Recreation Strategy and Social Infrastructure Plan to develop a consolidated "Community Infrastructure Plan" for Mandurah.	2.3	●	The draft Plan is nearing completion for internal review with the aim to workshop with Council in February 2024 and progress to community engagement in March 2024.		Strategic Land Use Planning
Review and update the Rushton Park Master Plan.	2.3	●	Request for Quotations are being sought from consultants with the aim to progress to broad values engagement early in 2024 followed by preparation of draft plans and Council workshops in April/May 2024.		Strategic Land Use Planning
Review, develop, implement and report on the Age Friendly Strategy.	2.3	●	Research and considerations for developing an Age Friendly Strategy have were presented to ELT in September 2023. Development of an Age Friendly Strategy supported for 2024/25 .		Seniors
Review, develop, implement and report on the Arts and Culture Strategy.	2.3	●	Arts and culture Strategy has been endorsed by Council (August 2023) Planned outcomes are on target.		Arts & Culture
Review, develop, implement and report on the Libraries and Heritage Operational Plan.	2.3	●	KPI set for Coordinator Library & Heritage for 2023/24 to deliver.		Library & Heritage Services
Review, develop, implement and report on the Literacy Strategy.	2.3	●	Background research and development of the Consultancy Brief has commenced. Funds secured from Peel Development Commission to help fund development of the Strategy.		Place and Community
Review, develop, implement and report on the Homelessness and Street Present Strategy.	2.3	●	Review undertaken of Homelessness and Street Present Strategy 2020-2023 achievements and directions. Presentation planned for November EM/ELT meeting.		Community Development

Action	Objective	Status	Comment	Internal Management Summary	Responsibility
Review, develop, implement and report on the Place Enrichment Strategy.	2.3	●	Place Enrichment Strategy has been launched. Strategy is being delivered and is on track.		Community Development
Review, develop, implement and report on the Reconciliation Action Plan.	2.3	●	Current Stretch RAP has concluded with a review undertaken of all actions achieved. Planning is underway to begin to develop the next RAP, which should commence in February 2024.		Community Development
Planning, design and construction of the new Community Centre in Dawesville	2.4	●	Design complete and construction tender expected to be advertised in late 2023.		Project Management
Develop a Management model for the Dawesville Community Centre that takes a community activation and place approach	2.4	●	ELT paper presented October 2023 with options. ELT sought officers to further investigate the option for the facility having a lease/hire model, activated by community.		Community Development
Mandurah Performing Arts Centre Fly Tower Roof and Cladding Replacement	2.5	●	Design nearly complete and construction to be completed in line with Long Term Financial Plan.		Project Management
Cinema Heating, Ventilation and Air-Conditioning (HVAC) renewal	2.5	●	Detailed design underway and construction works expected to be tendered in early 2024.		Project Management

Focus Area 03: Health

Objectives

- 3.1 - Facilitate and partner with key service providers to ensure health outcomes are aligned with community needs and expectations
- 3.2 - Advocate for and facilitate the provision of a quality health care system in Mandurah
- 3.3 - Provide and facilitate quality community infrastructure that is accessible, and conducive to a healthy, active community
- 3.4 - Facilitate community health and wellbeing outcomes that target whole of life health from infants to seniors
- 3.5 - Promote the importance of healthy choices, an active lifestyle and the role the natural environment plays in achieving health outcomes

Action	Objective	Status	Comment	Internal Management Summary	Responsibility
Progress a review of the Mandurah East Structure Plan, including land uses and transport networks in and around the Peel Health Campus arising from the proposed redevelopment of the site.	3.2	●	This project is not yet commenced. A Project Plan will be prepared for approval in December 2023.		Strategic Land Use Planning

Action	Objective	Status	Comment	Internal Management Summary	Responsibility
Coodanup Foreshore (Coodanup) Upgrade including planning, design and construction of playground, landscape and foreshore protection upgrades over four stages	3.3	●	Construction progressing on target. Earthworks, concrete pads, paths and kerbing are underway. Construction is expected to be completed in early 2024.		Landscape Services
South East Dawesville Channel Foreshore (Dawesville) Upgrade including planning, design and construction of an extension to the Caddadup waste water reuse scheme and playground, landscape and car park upgrade over two stages	3.3	●	Design complete with construction of water supply to commence in early 2024.		Landscape Services
Wilderness Reserve (Dawesville) Upgrade including planning, design and construction of playground and landscape upgrades	3.3	●	Community engagement and design completed. Construction scheduled for early 2024.		Landscape Services
Blythwood Reserve (Dudley Park) Upgrade including planning, design and construction of playground and landscape upgrades	3.3	●	Construction is scheduled to commence in Q4.		Landscape Services
Warrungup Springs Reserve Boardwalk (Dawesville) Upgrade including planning, design and construction of boardwalk upgrade	3.3	●	Community engagement and concept design scheduled for Q4 .		Landscape Services
Mississippi Park (Greenfields) Upgrade including planning, design and construction of playground and landscape upgrades	3.3	●	Community engagement to commence in early 2024.		Landscape Services
Design and construction of the replacement roof structure over Pool Hall 1 and associated repairs	3.3	●	Construction works in Pool Hall 1 are on track for completion in early 2024.		Project Management
Install operable wall at the Seniors Kitchen/Dining Room	3.3	●	Not included in 2023-24 capital works budget.		Seniors
Lead the implementation of the feasibility study recommendations to accommodate the short, medium and longer term provision for netball in Mandurah.	3.3	●	Netball in Mandurah Needs Analysis completed and presented to Stakeholder group. Draft Feasibility study has now undergone a peer review by Department of Local Government, Sport, & Cultural Industries (DLGSC). Further justification on future court demand has been sought from Consultant. Stakeholder engagement with DLGSC, Department of Education and Department of Training, and Workforce in regards to potential sites. A regular fortnightly meeting was established with Mandurah Netball Association throughout the netball season to manage any court concerns and address any maintenance issues.		Recreation Services

Action	Objective	Status	Comment	Internal Management Summary	Responsibility
Support the upgrade of reserve changerooms to make outstanding amenities unisex.	3.3	●	<p>Merlin Street Changerooms The cost estimate for the extension has come in significantly over budget. (\$1.5million against an allocation of \$370,000 in 23/24 capital works budget inclusive of Peel Development Commission funding component of \$150,000).</p> <p>The City now intends to carry out upgrades to the change room amenity that is within the current footprint and budget and will include making the internal UAT compliant and improvements to the existing changeroom areas to ensure these are unisex and female friendly. The City will develop a design and engage the resident club for further comment.</p> <p>Meadow Springs Sports Facility A site visit to the Meadow Springs Sports Facility has been carried out to assess what modifications can be made these amenities unisex to accommodate the growth in female participation.</p> <p>Bortolo Pavilion Changerooms The preliminary proposal to upgrade the Bortolo Reserve Changerooms to to working within the existing building footprint. A business case needs to be developed further to progress this project in more detail.</p>		Recreation Services
Install Acoustic Solution at MARC Leisure Pool	3.3	●	<p>MARC Leisure Pool Acoustic Work has been included in the Indoor 25m Pool Roof Replacement Project. Once the Indoor 25m Pool Roof Replacement Project is complete PCB Construction will proceed with the Leisure Pool Acoustic Work. Design and material specifications have been completed</p>		Recreation Centres
Administer the Community Sport and Recreation Facility Fund (CSRFF) Programme (small grants)	3.3	●	<p>On 31 July 2023 the Minister for Sport and Recreation announced the successful Community Sport and Recreation Facilities Fund (CSRFF) projects for the February 2023 Small Grants round. The following two (2) projects, supported by the City of Mandurah, were approved and are progressing:</p> <ul style="list-style-type: none"> • Mandurah Bowling and Recreation Club (MBRC) – Installation of 12 LED Floodlights to AS Standard of 200 lux (Club Night Lights) Total Project Cost - \$55,498.30 City Contribution - \$18,499.46 CSRFF contribution - \$12,052 (reduced amount) Club Contribution - \$23,746.92 and \$1,200 in-kind The MBRC has confirmed in writing that the Club has the financials to fund the shortfall (\$6,447.46) • Port Bouvard Sport and Recreation Club (PBSRC) – Upgrade and refurbishment of the male ablutions (Small Grants) Total Project - \$122,496 City Contribution - \$45,832 CSRFF contribution \$35,832 Club Contribution - \$40,832 		Recreation Services

Action	Objective	Status	Comment	Internal Management Summary	Responsibility
Develop, implement and review the Mandurah Recreation Centres 5 Year Operational Plan 2022-2026	3.3	●	Work continues on the implementation of the Mandurah Recreation Centres 5 Year Operational Plan 2022-2026		Recreation Centres
Implement new Operational Management System for MARC	3.3	●	The implementation of the new Operational Management System for MARC is proceeding with Tenders being sought and evaluations of Tenders currently being undertaken.		Recreation Centres
Investigate and implement new online booking system for Community Facility hire	3.3	●	First round internal stakeholder engagement has taken place to determine project scope and specifications for a new online Community Facility Booking System to replace the current Links software. Customer journey mapping and detailed specification to be approved in Quarter 2 to prepare for procurement.		Recreation Centres
Undertake maintenance to the playing surface at the Thomson Street Netball courts to keep them in service	3.3	●	Repair and resurfacing works on netball courts expected to commence in late 2023 with completion in early 2024.		Operations Services

Focus Area 04: Environment

Objectives

- 4.1 - Advocate for and partner with key stakeholders to ensure environmental impacts are considered in all planning, strategy development and decision making
- 4.2 - Protect and manage our local natural environment ensuring our actions don't adversely impact our waterways
- 4.3 - Create opportunities for the community to promote and preserve our local natural environment
- 4.4 - Educate and provide leadership on environmental and climate change related issues
- 4.5 - Partner and engage with our community to deliver environmental sustainability outcomes

Action	Objective	Status	Comment	Internal Management Summary	Responsibility
Development of a Coastal Hazard Risk Management and Adaptation Plan (CHRMAP) for the City's southern beaches	4.1	●	Grant funding approved from State Government. Project Steering Committee formed which includes Elected Member representation with initial meeting completed. Procurement of a consultant(s) being progressed with award anticipated in late 2023.		Marina & Waterways
Undertake construction of new Tims Thicket Weighbridge	4.2	●	Procurement expected to be commenced in late 2023.		Waste Management
Undertake construction of Waste Management Centre Roadway and Concrete Hardstand	4.2	●	This project will now be incorporated into the Master Plan for the future upgrade of the Waste Management Centre scheduled for completion in 2024/2025.		Waste Management
Town Beach Buried Seawall Upgrade	4.2	●	Grant funding approved in August 2023 and design expected to commence in late 2023.		Marina & Waterways
Transition from disposal of the City's waste from Landfill to Waste to Energy	4.2	●	Completion of the Waste to Energy plant in Kwinana is expected to be mid-2024.		Waste Management

Action	Objective	Status	Comment	Internal Management Summary	Responsibility
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Focus Area 05: Organisational Excellence

Objectives

- 5.1 - Demonstrate regional leadership and advocate for the needs of our community
- 5.2 - Provide professional customer service, and engage our community in the decision making process
- 5.3 - Build and retain a skilled, agile, motivated and healthy workforce
- 5.4 - Ensure the City has the capacity and capability to deliver quality services and facilities through accountable and transparent business practices
- 5.5 - Ensure that our actions maintain a sustainable balance between economic growth, the environment and social values

Action	Objective	Status	Comment	Internal Management Summary	Responsibility
Develop and implement Elected Member constituent enquiry management system	5.1	●	Implementation of the Elected Member Constituent Enquiry system is progressing well, with the Working Smarter Team currently anticipating the Elected Member portal, through which constituent enquiries can be submitted, tracked and reported on, will be launched by the end of the year.		Office of the Mayor and Councillors
Undertake a service review of the City's Corporate Communications function including the development of a new Corporate Communication Strategy.	5.2	●	Workshops to be held with stakeholders in November and discussed with Council and at the Strategic Community Plan workshop in December.		Corporate Communications
Undertake a review of the City of Mandurah Strategic Community Plan 2020-2040	5.2	●	The Mandurah Matters Big Check In was launched on 1 August 2023. Phase 1 engagement has now been completed, with over 2400 survey responses and 508 kids creative competition submissions received. It was estimated that about 900 people attended the pop up events and specific engagement activities undertaken during this period. Results of Phase 1 are currently being analysed and Phase 2 planning commenced.		Corp Planning & Performance
Undertake the Biennial Community Perceptions Survey and report on the results.	5.2	●	Planning for the Perceptions Survey is expected to commence in Q2 23/24, in preparation for delivery in Q3 23/24.		Corp Planning & Performance
Planning, designing and construction of the new Northern Operations Centre	5.4	●	Preliminary site investigations in progress to inform Operations Centre Business Case.		Project Management
Main Administration Centre Building Heating, Ventilation and Air-Conditioning (HVAC) renewal	5.4	●	Design is on track for completion in mid-2024, with works expected to commence in 2024/2025.		Project Management
Implementation of new Learning Management System and delivery of centralised City-wide training.	5.4	●	Learning Management System has been implemented and training is being delivered online and in person and is managed using this system being Litmos. Further work will be undertaken to increase offering and data being extracted and presented in a live dashboard from this system once a Business Analyst is recruited.		Performance & Culture

Action	Objective	Status	Comment	Internal Management Summary	Responsibility
Negotiate a new Enterprise Agreement and lodge with the Western Australia Industrial Relations Commission.	5.4	●	An employee Consultative Committee meeting was held on 18 September 2023. Attendees introduced themselves. Some union members attended. A second industrial bargaining meeting was held on 12 October 2023. The format for bargaining meetings moving forward was discussed along with the main differences between the State and Federal system. It was decided that bargaining meetings would occur fortnightly from then on through the bargaining period.		People Services
Progress the City as a 'Child safe Organisation' consistent with recommendations from State Government and Commissioner for Children and Young People.	5.4	●	Project Planning completed, 10% presentation provided to Elected Members and stakeholder engagement scheduled for November. Writing of draft 'Mandurah Child Safe Organisation Plan' commenced.		Community Development
Implement the City's new Enterprise Resource Planning system - Technology 1 (Release 3 examples Strategic Asset Management, Corporate Performance Management, Environmental Health, Enforcements, Cemeteries).	5.4	●	We have gone live with Corporate Performance Planning. Development activity is taking place on Health, Cemeteries, Project Lifecycle Management, and Enforcement. Strategic Asset Management to commence November 2023.		Working Smarter
Undertake a review of the Fees and Charges Schedule	5.4	●	Project ongoing and progressing		Financial Services
Review, develop and implement the City's Customer Services Strategy.	5.4	●	Project due to commence in Q3		Customer Services
Systems Replacement e.g. Telephony and recreation systems	5.4	●	Recreation systems replacement in procurement process. Microsoft licence configuration discussions being held with reseller to include telephony solution. Proposal for consideration as part of LTFP discussion.		Information and Communication Technology