Strategic outcome	S1 – A healthy community.							
		Timeframe						**Change**
Strategic initiative	**Action**	**17/18**	**18/19**	**19/20**	**20/21**	**21/22**	**Responsible area**	
S1.1 - Positively impact the social health and well-being of the community	**S1.1.1 -** Develop a Local Public Health Plan (Healthy Vic Park Plan)	◆					Healthy Community	Existing action. Change: Added verb 'Develop' and changed wording to include Local Public Health Plan.
	S1.1.2 - Conduct a review of the Local Public Health Plan (Healthy Vic Park Plan)					◆	Healthy Community	New action which segments the actions of the existing.
	S1.1.3 - Deliver the Local Public Health Plan (Healthy Vic Park Plan) Action Plan	**Ongoing**					Healthy Community	New action which segments the actions of the existing.
	S1.1.4 - Review the Community Grants Program		◆		◆		Community Development	Existing action. Change: Added verb 'Review'
S1.2 - Improve the attendance and quality of the Town's leisure centres	**S1.2.1 -** Develop a Strategic Marketing Plan for the Town's leisure centres				◆		Communications and Engagement	Existing action. Change: Added verb 'Develop' Changed responsible area from Leisure centres to Communications and Engagement.
	S1.2.2 - Participate in Leisure Facility benchmarking with other Local Governments	**Ongoing**					Leisure Centres	Existing action. Change: Wording updated to remove CERM benchmarking.
	S1.2.3 - Conduct a Leisure Facilities needs analysis			◆			Leisure Centres	New action
	S1.2.4 - Deliver the Leisure Facilities masterplan					◆	Leisure Centres	New action

Strategic outcome	S2 – An informed and knowledgeable community.							
Timeframe								**Change**
Strategic initiative	Action	17/18	18/19	19/20	20/21	21/22	Responsible area	
S2.1 - Improve digital literacy and learning	**S2.1.1** - Design a Digital Literacy program			◈			Digital Hub	New action that coincides with the operational review of the Digital Hub and appointment of a new Coordinator.
	S2.1.2 - Review the Digital Hub's Strategic Marketing Plan	◈				◈	Digital Hub/ Communications & Engagement	Existing action. Change: Added verb 'Review'
S2.2 - Increase positive literacy and learning opportunities within the Town	**S2.2.1** - Deliver the early literacy and outreach program	**Ongoing**					Library Services	Existing action. Change: Delivery dates changed to ongoing. Added verb 'Deliver'
	S2.2.2 - Develop a Literacy and Learning Strategy			◈			Library Services	Existing action. Change: Added verb 'Develop'

Strategic outcome	S3 – An empowered community with a sense of pride, safety and belonging.							
Timeframe								**Change**
Strategic initiative	Action	17/18	18/19	19/20	20/21	21/22	Responsible area	
S3.1 - Promote equal opportunity, social justice and inclusion within the community	**S3.1.1** - Review the Disability Access & Inclusion Plan					◈	Community Development	Existing action. Change: Added verb 'Review'
	S3.1.2 - Review the Reconciliation Action Plan			◈			Community Development	New action. Strategically significant item. Expires in June 2020 so a review will be required.
	S3.1.3 - Review the Town's Homelessness Policy			◈		◈	Community Development	New action. Item currently undergoing redrafting this financial year.
	S3.1.4 - Develop a Community Development Strategy			◈			Community Development	New action
	S.3.1.5 - Develop a Community Funding Policy			◈			Community Development	New action.

Strategic outcome	S4 – A place where all people have an awareness and appreciation of arts, culture, education and heritage.							Change
Timeframe								**Change**
Strategic initiative	Action	17/18	18/19	19/20	20/21	21/22	Responsible area	
S4.1 - Promote local art and culture within the community	**S4.1.1** - Review the Town's Public Art Policy	◆				◆	Community Development	New action from Council resolution
	S4.1.2 - Develop an Arts and Cultural Plan					◆	Community Development	New action from Council resolution
S4.2 - Preserve the tangible cultural heritage of the Town	**S4.2.1** - Review the Municipal Heritage Inventory				◆		Urban Planning	New action
	S4.2.2 - Prepare the Scheme Heritage List				◆		Urban Planning	New action
S4.3 - Improve knowledge and accessibility of the Town's history	**S4.3.1** - Develop a Local History Digitisation Strategy		◆				Library Services	Existing action. Change: Added verb 'Develop'
	S4.3.2 - Deliver the Local History Digitisation Strategy			◆			Library Services	New action. Segmenting of existing due to different delivery timeframes.

Strategic outcome	EC1 – A desirable place for commerce and tourism that supports equity, diverse local employment and entrepreneurship.							
Timeframe								**Change**
Strategic initiative	Action	17/18	18/19	19/20	20/21	21/22	Responsible area	
EC1.1 - Create a thriving and resilient local economy	**EC1.1.1 -** Review the Economic Development Strategy		◆				Place Planning	Existing action. Change: Added verb 'Review'
	EC1.1.2 - Implement the Economic Development Strategy	**Ongoing**					Place Planning	New action
	EC1.1.3 - Develop a Town of Victoria Park Investment Prospectus			◆			Place Planning	Existing action. Change: Added verb 'Develop' Added 'Investment'
	EC1.1.4 - Deliver the Perth Stadium and	◆					Place Planning	Existing action. Change:

Strategic initiative	Action	17/18	18/19	19/20	20/21	21/22	Responsible area	Change
	Burswood Peninsula Strategy							Added verb 'Deliver'
	EC1.1.5 - Develop the Activity Centres Strategy		✦				Place Planning	Existing action. Change: Added verb 'Develop'

Strategic outcome	EC2 – A clean, safe and accessible place to visit.							
		Timeframe						**Change**
Strategic initiative	**Action**	**17/18**	**18/19**	**19/20**	**20/21**	**21/22**	**Responsible area**	
EC2.1 - Effectively enforce laws pertaining to public health.	**EC2.1.1** - Implement the use of mobile computing for environmental health inspections				✦		Environmental Health	Existing action. Change: Added verb 'Deliver' Updated wording to clarify intent
	EC2.1.2 - Conduct statutory swimming pool and Spa Compliance inspections				✦		Building Services	Existing action
EC2.2 - Promote community safety and crime prevention	**EC2.2.1** - Deliver the Safer Neighbourhoods Plan	✦	✦	✦	✦	✦	Community Development	Existing action. Change: Added verb 'Deliver' Change delivery years to all.
EC2.3 - Improve equitable access to parking.	**EC2.3.1** - Review Parking Hotspot Zones 1 and 6		✦			✦	Parking	Existing action.
	EC2.3.2 - Review Parking Hotspot Zones 2 and 3			✦			Parking	Existing action.
	EC2.3.3 - Review Parking Hotspot Zones 4 and 5	✦			✦		Parking	Existing action.
	EC2.3.4 - Review the management of Hubert Street car park	✦	✦				Parking	Existing action
	EC2.3.5 - Undertake the Burswood Station East Parking Review				✦		Parking	New action. Complements existing actions related to Burswood Station East
	EC2.3.6 - Facilitate 'demand-based parking'			✦			Parking	New action. Action has come out of recent parking trial.

Strategic initiative	Action	17/18	18/19	19/20	20/21	21/22	Responsible area	Change
	EC2.3.7 - Review the Parking Permit policy			▽			Parking	New action.
	EC2.3.8 - Develop a Parking Benefits Strategy				▽		Parking	New action

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.							
	Timeframe							**Change**
Strategic initiative	**Action**	**17/18**	**18/19**	**19/20**	**20/21**	**21/22**	**Responsible area**	
EN1.1 - Ensure a strong sense of place that emphasises each suburbs' unique characteristics and sense of community	**EN1.1.1** - Prepare the new Local Planning Scheme No. 2					▽	Place Planning	Existing action. Change: Added verb 'Prepare' Changed wording.
	EN1.1.2 - Prepare the Local Planning Strategy		▽			▽	Place Planning	Existing action. Change: Added verb 'Prepare
	EN1.1.3 - Review the Streetscape Local Planning Policy	▽		▽			Urban Planning	Existing action. Change: Added verb 'Review'
	EN1.1.4 - Implement recommendations of the Residential Character Study Area to planning framework				▽		Urban Planning	New action
	EN1.1.5 - Prepare a Streetscape Improvement Plan for Archer Street and Mint Street			▽			Place Planning	New action.
	EN1.1.6 - Review the Burswood Lakes Structure Plan			▽			Urban Planning	Existing action. Change: Added verb 'Review' Changed wording to supersede previous.
	EN1.1.7 - Amend the Town Planning Scheme provisions related to					▽	Urban Planning	New action related to existing.

Strategic initiative	Action	17/18	18/19	19/20	20/21	21/22	Responsible area	Change
	the Burswood Lakes Structure Plan							
	EN1.1.8 - Update the Burswood Station East Planning Framework				▽		Place Planning	New action
	EN1.1.9 - Prepare Station Precinct Plans for Carlisle & Oats Street in partnership with METRONET				▽	▽	Place Planning	New action
	EN.1.1.10 - Review and update the Social Infrastructure Strategy			▽			Place Planning	New action.
	EN1.1.11 - Review and update the Albany Hwy Planning Framework				▽		Place Planning	New action.

Strategic outcome	EN2 – A safe, interconnected and well-maintained transport network that makes it easy for everyone to get around.							
	Timeframe							**Change**
Strategic initiative	Action	17/18	18/19	19/20	20/21	21/22	Responsible area	
EN2.1 - Create better and more accessible road networks within the Town	**EN2.1.1** - Review Local Area Traffic Management Plans - Various	**Ongoing**					Street Improvement	Existing action. Change: Added verb 'Review'
EN2.2 - Maintain quality of infrastructure for community use	**EN2.2.1** - Review the Asset Management Plan - Transport		▼		▽		Asset Planning	Existing action

Strategic outcome	EN3 – A place with sustainable, safe and convenient transport options for everyone.							
	Timeframe							**Change**
Strategic initiative	Action	17/18	18/19	19/20	20/21	21/22	Responsible area	
EN3.1 - Create better options for active transport	**EN3.1.1** - Develop a joint Bike Plan	▼					Street Improvement	Existing action. Added verb 'Develop'
	EN3.1.2 - Design Stage 2 & 3 of the Rutland Avenue Principal Shared Path Project.				▽		Street Improvement	New action

Strategic initiative	Action	17/18	18/19	19/20	20/21	21/22	Responsible area	Change
	EN3.1.3 - Evaluate existing traffic calming projects installed via the Lathlain Traffic Management Plan and report to Council			▽			Street Improvement	New action
	EN3.1.4 - Implement the Integrated Movement Network Strategy	**Ongoing**					Place Planning/ Street Improvement	Existing action. Change: Added verb 'Implement'
	EN3.1.5 - Review the Integrated Movement Network Strategy	▼		▽	▽		Place Planning	Existing action. Segmentation of action stages.
EN3.2 - Increase options for sustainable and public transport	**EN3.2.1** - Contribute to the Trackless Tram Investigation Consortium				▽	▽	Place Planning	New action.
	EN3.2.2 - Launch electric vehicle charging stations within the Town					▽	Street Improvement/ Street Operations/ Fleet Services	New action.

Strategic outcome	EN4 – A clean place where everyone knows the value of waste, water and energy.							
	Timeframe							**Change**
Strategic initiative	Action	17/18	18/19	19/20	20/21	21/22	Responsible area	
	EN4.1.1 - Develop the Climate Change Mitigation Action Plan				▽		Environment	New action from Council resolution.
EN4.1 - Take action to mitigate climate change	**EN4.1.2** - Develop an Environment Plan			▽			Environment	New action
	EN4.1.3 - Develop a strategy and implementation plan for zero emissions vehicles				▽		Fleet Services	New action
EN4.2 Reduce the amount of waste directed to landfill	**EN4.2.1** - Consider alternative landfill options in discussion with Mindarie Regional Council				▽		Waste Services	New action

Action	17/18	18/19	19/20	20/21	21/22	Responsible area	Change
EN4.2.2 - Review the Strategic Waste Minimisation Plan					◆	Waste Services	Existing action. Change: Added verb 'Review'
EN4.2.3 - Investigate the introduction of a multi-bin system				◆		Waste Services	New action
EN4.2.4 - Reconcile the Town's bin register		◆		◆	◆	Waste Services	Existing action. Extra delivery years added due to likely increase in requirement from additional bin system
EN4.2.5 - Investigate a refund or donation point to support the Container Deposit Scheme			◆			Waste Services	New action from Council resolution
EN4.2.6 - Implement the ban of single-use plastics and polystyrene within Town facilities, Town run events and market stalls on Town land			◆			Environment	New action from Council resolution
EN4.3.1 - Develop a Community Education Strategy for waste		◆				Waste Services	New action related to existing.
EN4.3.2 - Carry out a Waste Education Program	**Ongoing**					Waste Services	Existing action.

Strategic outcome	EN5 – Appropriate and sustainable facilities for everyone that are well built, well maintained and well managed.						
	Timeframe						**Change**
Strategic initiative	**Action**	**17/18**	**18/19**	**19/20**	**20/21**	**21/22**	**Responsible area**
EN5.1 - Ensure the long term asset and service provision sustainability of significant community buildings and other assets	**EN5.1.1** - Review the Asset Management Plan – Property		◆		◆		Asset Planning	New action
	EN5.1.2 - Finalise the Strategic Asset Plan for the Town's Leisure centres			◆			Asset Planning	Existing action. Change: Added verb 'Review'

Strategic initiative	Action	17/18	18/19	19/20	20/21	21/22	Responsible area	Change
	EN5.1.3 - Finalise the Strategic Asset Plan for the Victoria Park Library			◆			Asset Planning	Existing action. Change: Added verb 'Finalise'
	EN5.1.4 - Implement Strategic Asset Plan recommendations					◆	Asset Planning	Existing action. Change: Added verb 'Finalise'
	EN5.1.5 - Implement an Asset Management System				◆		Asset Planning	New action.
	EN5.1.6 - Implement Strategic Asset Plan recommendations					◆	Asset Planning	New action.
	EN5.1.7 - Develop an Asset Management Framework				◆		Asset Planning	New action
	EN5.1.8 - Implement upgrades to the Higgins Park Tennis Courts				◆		Parks and Reserves	New action
	EN5.1.9 - Deliver the 5-year Capital Works Program			**Ongoing**			Operations	New action
EN5.2 Ensure the sustainability and reliability of Town fleet and machinery	**EN5.2.1** - Create a Fleet Training Program				◆		Fleet Services	Existing action. Added verb 'Create'
	EN5.2.2 - Review existing Plant and Machinery Software					◆	Fleet Services	Existing action. Added verb 'Review'
	EN5.2.3 - Investigate the purchase of autonomous fleet vehicles					◆	Fleet Services	New action

Strategic outcome	EN6 - Appropriate, inviting and sustainable green spaces for everyone that are well maintained and well managed.							
		Timeframe						**Change**
Strategic initiative	**Action**	**17/18**	**18/19**	**19/20**	**20/21**	**21/22**	**Responsible area**	
EN6.1 - Better utilise and beautify existing parks	**EN6.1.1** - Review the Asset Management		◆		◆		Asset Planning	Existing action

		17/18	18/19	19/20	20/21	21/22	Responsible area	Change
and reserves for the benefit of the community	Plan – Parks & Recreation							
	EN6.1.2 - Implement the Public Open Space Strategy				◆	◆	Place Planning	Existing action. Change: Added verb 'Implement'
	EN6.1.3 - Develop the Kensington Bushland Management Plan		◆				Environment	Existing action Change: Added verb 'Develop'
	EN6.1.4 - Develop the Hillview Bushland Management Plan			◆			Environment/ Parks and Reserves	New action.
	EN6.1.5 - Deliver GO Edwards Reserve Stages 2 and 3			◆			Parks and Reserves	New action
	EN6.1.6 - Deliver GO Edwards Stage 4			◆			Parks and Reserves	New action
	EN6.1.7 - Deliver GO Edwards Stage 5				◆		Parks and Reserves	New action
EN6.2 - Design and provide public open spaces that are suitable for the current and future needs of the community	**EN6.2.1** - Develop a masterplan for McCallum Park	◆					Place Planning	Existing action.
	EN6.2.2 - Develop a masterplan for Higgins Park and Playfield Reserve			◆			Place Planning	Existing action. Change: Added verb 'Develop' Added Playfield Reserve as component
	EN6.2.3 - Prepare a masterplan for Edward Millen Park			◆			Place Planning	New action.

Strategic outcome	EN7 – Increased vegetation and tree canopy.							
		Timeframe						**Change**
Strategic initiative	**Action**	**17/18**	**18/19**	**19/20**	**20/21**	**21/22**	**Responsible area**	
EN7.1 - Increase in vegetation and tree canopy within the Town.	**EN7.1.1** - Implement the Urban Forest Strategy	**Ongoing**					Place Planning	New action.

		17/18	18/19	19/20	20/21	21/22		
	EN7.1.2 - Develop a Memorial Commemorative tree planting program			◈			Parks and Reserves	New action from Council resolution.
	EN7.1.3 – Investigate the development of a plan for the Kent Street Sand Pit consistent with its zoning			◈			Environment	New action from Council resolution

Strategic outcome	CL1 – Everyone receives appropriate information in the most efficient and effective way for them.							
	Timeframe							**Change**
Strategic initiative	Action	17/18	18/19	19/20	20/21	21/22	Responsible area	
CL1.1 - Improve the flow of information between the Town and community through improving existing online resources and functionality.	**CL1.1.1** - Deliver the Town Intranet and Elected Member Portal			◈			Communications and Engagement	Existing action. Change: Added verb 'Deliver'
	CL1.1.2 - Enhance functionality of the Town Intranet and Elected Member Portal				◈		Communications and Engagement	New action.
	CL1.1.3 - Improve the Performance Scorecard on the Town's website				◈		Governance and Strategy	New action.
	CL1.1.4 - Implement live-voting for Council meetings		◈				Governance and Strategy	New action.
	CL1.1.5 - Develop a Digital Marketing Plan				◈		Communications and Engagement	New action.
	CL1.1.6 - Deliver the Library Radio Frequency Identification project				◈		Information Systems	New action.
CL1.2 - Increase access to online self-services	**CL1.2.1** - Implement live-streaming of Council meetings		◈				Governance and Strategy	New action.
	CL1.2.2 - Enhance functionality of the website to better support e-business transactions				◈		Communications and Engagement	New action.

Strategic initiative	Action	17/18	18/19	19/20	20/21	21/22	Responsible area	Change
	CL1.2.3 - Assess the introduction of a 'Community Portal' for existing systems to facilitate online e-business transactions			◈			Information Systems	New action.
CL1.3 - Facilitate the development of a genuine Town identity	**CL1.3.1** - Manage and support compliance to Town Style Guides and Branding			**Ongoing**			Communications and Engagement	New action
	CL1.3.2 - Update outcentre brands to align with the Town's brand refresh			◈			Communications and Engagement	New action to align with existing Strategic Marketing Plan actions
	CL1.3.3 - Support the creation of a destination brand with the Inner Perth Assembly			◈			Communications and Engagement	New action
	CL1.3.4 - Support delivery of the Town's 25-year anniversary campaign and events			◈			Communications and Engagement/ Community Development	New action.
	CL1.3.5 - Develop a Strategic Marketing Plan for the Town of Victoria Park		◈				Communications and Engagement	New action

Strategic outcome	CL2 – A community that is authentically engaged and informed in a timely manner.							
	Timeframe							**Change**
Strategic initiative	**Action**	**17/18**	**18/19**	**19/20**	**20/21**	**21/22**	**Responsible area**	
CL2.1 - Improve the way the Town communicates, engages and manages relationships with the Community.	**CL2.1.1** - Create an implementation plan to embed the Town's Communication and Engagement Policy			◈			Communications and Engagement	New action.
	CL2.1.2 - Develop a Relationship Management Strategy			◈			Communications and Engagement	Existing action. Change: Added verb 'Develop'
	CL2.1.3 - Promote the Community Charter			◈			Communications and Engagement, Community Development	New action.

Strategic initiative	Action	17/18	18/19	19/20	20/21	21/22	Responsible area	Change
	CL2.1.4 – Review the Public Participation Policy			◆			Communications and Engagement	New action

Strategic outcome	CL3 – Well thought out and managed projects that are delivered successfully.							
		Timeframe						**Change**
Strategic initiative	**Action**	**17/18**	**18/19**	**19/20**	**20/21**	**21/22**	**Responsible area**	
CL3.1 - Ensure the successful delivery of strategic and operational Town projects	**CL3.1.1** - Conduct internal training on Project Management and Delivery			◇			People and Culture	Existing action
CL3.2 - Ensure the Towns projects result in great place outcomes	**CL3.2.1** - Prepare Place Plans for each of the Town's neighbourhoods			◇			Place Planning	Existing action Change: Added verb 'Deliver'
CL3.3 - Improve local amenity to create inviting places for people	**CL3.3.1** - Deliver the Right-of-Way 52 upgrade (Old Spaces New Places Project No.1)			◆			Project Management	New action
Improve local amenity to create inviting places for people	**CL3.3.2** - Prepare the Etwell Street Local Centre Revitalisation Plan and detailed designs (Old Spaces New Places Project No.2)			◇			Place Planning, Project Management	New action.
	CL3.3.3 - Confirm location and prepare a Concept Design for Old Spaces New Places Project No.3			◇			Place Planning	New action.
	CL3.3.4 - Deliver the McCallum Hypecourts Initiative			◇			Project Management	New action
	CL3.3.5 - Deliver the John Mactivation Upgrade		◆				Project Management	New action.
	CL3.3.6 - Deliver the Lathlain Precinct Redevelopment Project	◆	◆	◆	◇	◇	Project Management	Existing action.

Strategic initiative	Action						Responsible area	Change
	CL3.3.7 - Deliver the Macmillan Precinct Masterplan						Project Management	New action.

Strategic outcome	CL4 – Appropriate information management that's easily accessible, accurate and reliable							
	Timeframe							**Change**
Strategic initiative	**Action**	**17/18**	**18/19**	**19/20**	**20/21**	**21/22**	**Responsible area**	
CL4.1 - Improve the security, reliability and continuity of systems and hardware	**CL4.1.1** - Review the Asset Management Plan – ICT		◆		◆		Information Systems	New action.
	CL4.1.2 - Review the ICT Strategic Plan	◆			◆		Information Systems	Existing action. Change: Added verb 'Review'
	CL4.1.3 - Review the Disaster Recovery Plan	◆			◆		Information Systems	Existing action. Change: Added verb 'Review'
	CL4.1.4 - Review the ICT Security Plan	◆			◆		Information Systems	Existing action. Change: Added verb 'Review'
	CL4.1.5 - Prepare the Information Services Emergency Management and Recovery Plan			◆			Information Systems	New action.

Strategic outcome	CL5 – Innovative, empowered and responsible organisational culture with the right people in the right jobs.							
	Timeframe							**Change**
Strategic initiative	**Action**	**17/18**	**18/19**	**19/20**	**20/21**	**21/22**	**Responsible area**	
CL5.1 - Develop and sustain a highly skilled and effective workforce	**CL5.1.1** - Implement the South East Corridor Training and Apprenticeship Program					◆	People and Culture	New action.
	CL5.1.2 - Complete negotiations for the Enterprise Agreement			◆			People and Culture	Existing action Change: Added verb 'Complete'

Action	17/18	18/19	19/20	20/21	21/22	Responsible area	Change
CL5.1.3 - Review the Cultural Optimisation Strategy				◇		People and Culture	Existing action. Added verb 'Review'
CL5.1.4 - Implement the Leadership Competency Framework		◆	◇	◇		People and Culture	New action.
CL5.1.5 – Review the Volunteer Recruitment and Retention Strategy	◆				◇	People and Culture	Existing action. Added verb 'Review'

Strategic outcome	CL6 – Finances are managed appropriately, sustainable and transparently for the benefit of the community.							Change
	Timeframe							Change
Strategic initiative	**Action**	**17/18**	**18/19**	**19/20**	**20/21**	**21/22**	**Responsible area**	
CL6.1 - Optimise the use of Town land assets	**CL6.1.1** - Review the Land Optimisation Strategy	◆		◇		◇	Project Management	Existing action. Added verb 'Review'
CL6.2 - Promote sound and accountable fiscal management	**CL6.2.1** - Review the Investment Policy	◆		◇		◇	Financial Services	Existing action. Added verb 'Review'
	CL6.2.2 - Implement the Accounts Payable workflow system			◇			Information Systems	New action.

Strategic outcome	CL7 – People have positive exchanges with the Town that inspires confidence in the information and the timely service provided.							Change
	Timeframe							Change
Strategic initiative	**Action**	**17/18**	**18/19**	**19/20**	**20/21**	**21/22**	**Responsible area**	
CL7.1 - Improve the standard of customer service provided to the community	**CL7.1.1** - Review the Customer Service Delivery Policy			◆			Customer Relations	Existing action. Change: Added verb 'Review'
	CL7.1.2 - Implement the Customer Service Delivery Policy Management Practice including Complaints Guidelines				◇		Customer Relations	New action.
	CL7.1.3 - Develop a Customer Service Strategy			◇			Customer Relations	New action

Strategic initiative	Action	17/18	18/19	19/20	20/21	21/22	Responsible area	Change
	CL7.1.4 - Review Customer Service competencies, Charter and standards				▽		Customer Relations	Existing action. Change: Included Customer Service behaviours
	CL7.1.5 - Create an organisation-wide Customer Service training program				▽		Customer Relations/ People & Culture	New action
	CL7.1.6 - Investigate the upgrade of the Customer Request Management System					▽	Information Systems	New action

Strategic outcome	CL8 - Visionary civic leadership with sound and accountable governance that reflects objective decision-making.							
Timeframe								**Change**
Strategic initiative	**Action**	**17/18**	**18/19**	**19/20**	**20/21**	**21/22**	**Responsible area**	
CL8.1 - Provide for sound corporate governance	**CL8.1.1** - Conduct a review of Financial Management procedures				▽		Financial Services	Existing action. Refined to convey intent.
	CL8.1.2 - Update the Business Continuity Plan			▽			People and Culture	New action
	CL8.1.3 - Review the Risk Management Framework			▽			Governance and Strategy	New action
	CL8.1.4 - Review the Strategic and Operational risk registers			▽			Governance and Strategy	New action
	CL8.1.5 - Develop an internal Decision-Making Framework				▽		Governance and Strategy	New action
CL8.2 - Promote principles of good governance	**CL8.2.1** - Create an Accountability and Decision-Making Framework		▼				Governance and Strategy	New action
	CL8.2.2 - Develop an Integrated Complaints Management Framework			▽			Governance and Strategy/People and Culture	New action

	Action						Responsible Area	Notes
	CL8.2.3 – Assess the Town's integrity practices against the Integrity Strategy 2020-2023 for WA Public Authorities				◈		Governance and Strategy	New action
	CL8.2.4 – Implement an internal audit program				◈		Governance and Strategy	New action
CL8.3 - Advocate and represent the needs of the community	**CL8.3.1** – Oversee development of the Town's Advocacy Strategy				◈		Communications & Engagement	New action
	CL8.3.2 – Build relationships and collaborate with the Federal and State Governments for funding for major strategic projects	**Ongoing**					Executive	New action
	CL8.3.3 - Maintain and foster key partnerships and stakeholder relationships such as Crown Perth, Optus Stadium, West Coast Eagles, Perth Football Club and Curtin University	**Ongoing**					Executive	New action
CL8.4 - Demonstrate strong future planning through the Integrated Planning and Reporting Framework, performance monitoring and evaluation.	**CL8.4.1** - Complete the major review of the Strategic Community Plan				◈		Governance & Strategy	Existing action. Change: Reworded to convey intent.
	CL8.4.2 - Complete the minor review of the Strategic Community Plan		◈				Governance & Strategy	Existing action. Change: Reworded to convey intent.
	CL8.4.3 - Review the Workforce Plan			◈			People and Culture	Existing action. Change: Added verb 'Review'
	CL8.4.4 - Review the Long Term Financial Plan			◈			Finance Office	Existing action. Added verb 'Review'

	Action						Responsible	Status
	CL8.4.5 - Coordinate the Local Government Performance Excellence Benchmarking Program	**Ongoing**					Financial Office	New action
	CL8.4.6 – Improve corporate performance monitoring and reporting				▽		Governance & Strategy	New action
CL8.5 Ensure the effective and efficient delivery of services while meeting community needs.	**CL8.5.1 -** Conduct a review of Asset Planning's operations				▽		Asset Planning	Existing action.
	CL8.5.2 - Conduct a review of Building Services' operations		▽				Building Services	Existing action.
	CL8.5.3 - Conduct a review of Communications and Engagement's operations				▽		Communications and Engagement	Existing action.
	CL8.5.4 - Conduct a review of Community Development's operations			▽			Community Development	Existing action.
	CL8.5.5 - Conduct a review of Customer Relations' operations			▽			Customer Relations	Existing action.
	CL8.5.6 - Conduct a review of Digital Hub's operations		◈				Digital Hub	Existing action.
	CL8.5.7 - Conduct a review of Environment's operations					▽	Environment	Existing action.
	CL8.5.8 - Conduct a review of Environmental Health's operations		◈				Environmental Health	Existing action.
	CL8.5.9 - Conduct a review of Financial Services' operations			▽			Financial Services	Existing action.
	CL8.5.10 - Conduct a review of Fleet Services' operations	◈					Fleet Services	Existing action.

Action	C1	C2	C3	C4	C5	Responsible	Notes
CL8.5.11 - Conduct a review of General Compliance's operations		◆				General Compliance	Existing action.
CL8.5.12 - Conduct a review of Governance and Strategy's operations		◆				Governance and Strategy	Existing action.
CL8.5.13 - Conduct a review of Healthy Community's operations			◇			Healthy Community	Existing action.
CL8.5.14 - Conduct a review of Information Systems' operations			◆			Information Systems	Existing action.
CL8.5.15 - Conduct a review of Leisure centres operations					◇	Leisure centres	Existing action.
CL8.5.16 - Conduct a review of Library Services' operations	◆					Library Services	Existing action.
CL8.5.17 - Conduct a review of Parking's operations					◇	Parking	Existing action.
CL8.5.18 - Conduct a review of Parks and Reserves' operations		◆				Parks and Reserves	Existing action.
CL8.5.19 - Conduct a review of People and Culture's operations					◇	People and Culture	Existing action.
CL8.5.20 - Conduct a review of Place Planning's operations					◇	Place Planning	Existing action.
CL8.5.21 - Conduct a review of Project Management's operations				◇		Project Management	Existing action.
CL8.5.22 - Conduct a review of Ranger Services' operations			◇			Ranger Services	Existing action.

		17/18	18/19	19/20	20/21	21/22	Responsible area	
	CL8.5.23 - Conduct a review of Street Improvement's operations				▽		Street Improvement	Existing action.
	CL8.5.24 - Conduct a review of Street Operations' operations			▽			Street Operations	Existing action.
	CL8.5.25 - Conduct a review of Urban Planning's operations		▽				Urban Planning	Existing action.
	CL8.5.26 - Conduct a review of Waste Services' operations			▽			Waste Services	Existing action.

Strategic outcome	CL9 – Appropriate devolution of decision-making and service provision to an empowered community.							Change
		Timeframe						Change
Strategic initiative	**Action**	**17/18**	**18/19**	**19/20**	**20/21**	**21/22**	**Responsible area**	
CL9.1 - Build capacity of the community through better partnerships	**CL9.1.1** - Conduct a pilot for participatory budgeting			▽			Financial Services/ Communications & Engagement	New action
	CL9.1.2 - Design a 'Community Governance' Framework				▽		Governance and Strategy	New action

Strategic outcome	CL10 – Legislative responsibilities are resourced and managed appropriately, diligently and equitably							Change
		Timeframe						Change
Strategic initiative	**Action**	**17/18**	**18/19**	**19/20**	**20/21**	**21/22**	**Responsible area**	
CL10.1 - Comply with legislation and standards to ensure consistent, transparent and ethical governance	**CL10.1.1** - Maintain the City of Belmont and Town of Victoria Park Local Emergency Management Arrangements	▽	▽	▽	▽	▽	People and Culture	New action.
	CL10.1.2 - Implement changes to the Local Government Act			▽			Governance and Strategy	New action
	CL10.1.3 - Review the Health Local Law					▽	Environmental Health	Existing action

	CL10.1.4 - Review the Local Law – Activities on Thoroughfares					▽	Place Planning	Existing action.
	CL10.1.5 - Review the Local Law - Fencing		◆				Building Services	Existing action
	CL10.1.6 - Review the Local Law – Property					▽	Governance and Strategy	Existing action
	CL10.1.7 – Review the Local Law – Standing Orders		◆				Governance and Strategy	Existing action
Improve the way the Town keeps corporate records	**CL10.1.8** - Review the Records Keeping Plan					▽	Information Systems	Existing action Change: Added verb 'Review' Changed wording to align with name of plan

Removed deliverables

Action	17/18	18/19	19/20	20/21	21/22	Responsible area	
Community Health and Wellbeing Program	**Review**		**Review**		**Review**	Healthy Community	Ongoing operational deliverable.
Internal Staff Wellness Program		**Review**		**Review**		Healthy Community	Ongoing operational deliverable.
Burswood Peninsula Noise Monitoring	**Review**			**Review**		Environmental Health	Ongoing operational deliverable.
You-Me-Community Program		**Review**		**Review**		Customer Relations	This action was a project that was completed in 17/18