



TOWN OF
VICTORIA PARK

Corporate Business Plan

2023-2027



WE'RE OPEN
VIC PARK

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Acknowledgement of Country

*Ngany kaaditj Noongar moort keny kaadak nidja Wadjak Noongar boodja.
Ngany kaaditj nidja Noongar birdiya – koora, ye-ye, boorda, baalapiny
moorditj Noongar kaadijtin, moort, wer boodja ye-ye.*

We acknowledge the traditional custodians of this land and respect past, present and emerging leaders, their continuing cultural heritage, beliefs and relationship with the land, which continues to be important today.



Acknowledgement of Diversity

The Town acknowledges that the diversity of our residents is what makes our community unique. Diversity can be reflected in several ways including:



Ethnicity and race



Sexual orientation



Disability



Age and generation



Language



Socioeconomic status



Gender



Religion, faith and other beliefs

This diversity means our business practices need an understanding of how social and cultural background can influence interpretation and participation in the community. We acknowledge these impacts, and we are striving to present all communications to be inclusive and available to everyone.

If you or someone you know needs this document in another format, please call 9311 8111.



Message from the CEO

Our Town is a dynamic and changing place and is home to a diverse community with a broad range of wants, needs and ideas for shaping our shared future. Addressing these community priorities in an innovative and progressive way and tying them into actionable projects is no small task. It requires a comprehensive plan.

I am pleased to present this plan to you which has been designed to fit hand-in-glove with our over-arching blueprint for the next decade – our Strategic Community Plan 2022 - 2032 – this document presents actions planned for the next four years that we feel will serve the community's best interests and align with Town objectives.

Of course, even the best-laid plans can be disrupted, as we have seen with the pandemic over the past few years; and so, a review process is in place to ensure our Corporate Business Plan evolves as it should and continues to serve our community in the best possible way, with projects remaining affordable and properly resourced.

Key components contained within the plan are:

Actions – The Town will deliver many actions to realise outcomes contained within the Strategic Community Plan. Aligned with the community priorities and Town objectives, each action helps the Town progress.

Services – The purpose of the Town includes serving the community. These services satisfy public needs and enable community wellbeing.

Structure – The Town will utilise 26 groupings to deliver the priorities within the Strategic Community Plan. Each area works together to deliver actions that work to achieve the community's vision and services aligned to the shared purpose.

Resources – This plan includes medium term actions which have been carefully selected to support the ongoing resourcing of Town services and projects.

Partnerships – The Town has several partnerships that help with achieving community priorities and Town objectives. These are listed along with their intended purpose.

Risk – The Town carefully monitors risk across all service areas to plan for the future. A recent review identified 17 strategic risks, which have been used to inform development of this plan.

Thank you to all involved in the preparation and finalisation of the Corporate Business Plan. I look forward to reporting on the Town's successes in the future.

Strategic direction

The Town's strategic direction is covered in detail in the Strategic Community Plan 2022-2032.

Our vision

The Town of Victoria Park:
A dynamic place for everyone.

Our purpose

Sustainably serve, empower and connect community.

Our values

Proactive – Anticipate, plan and act.

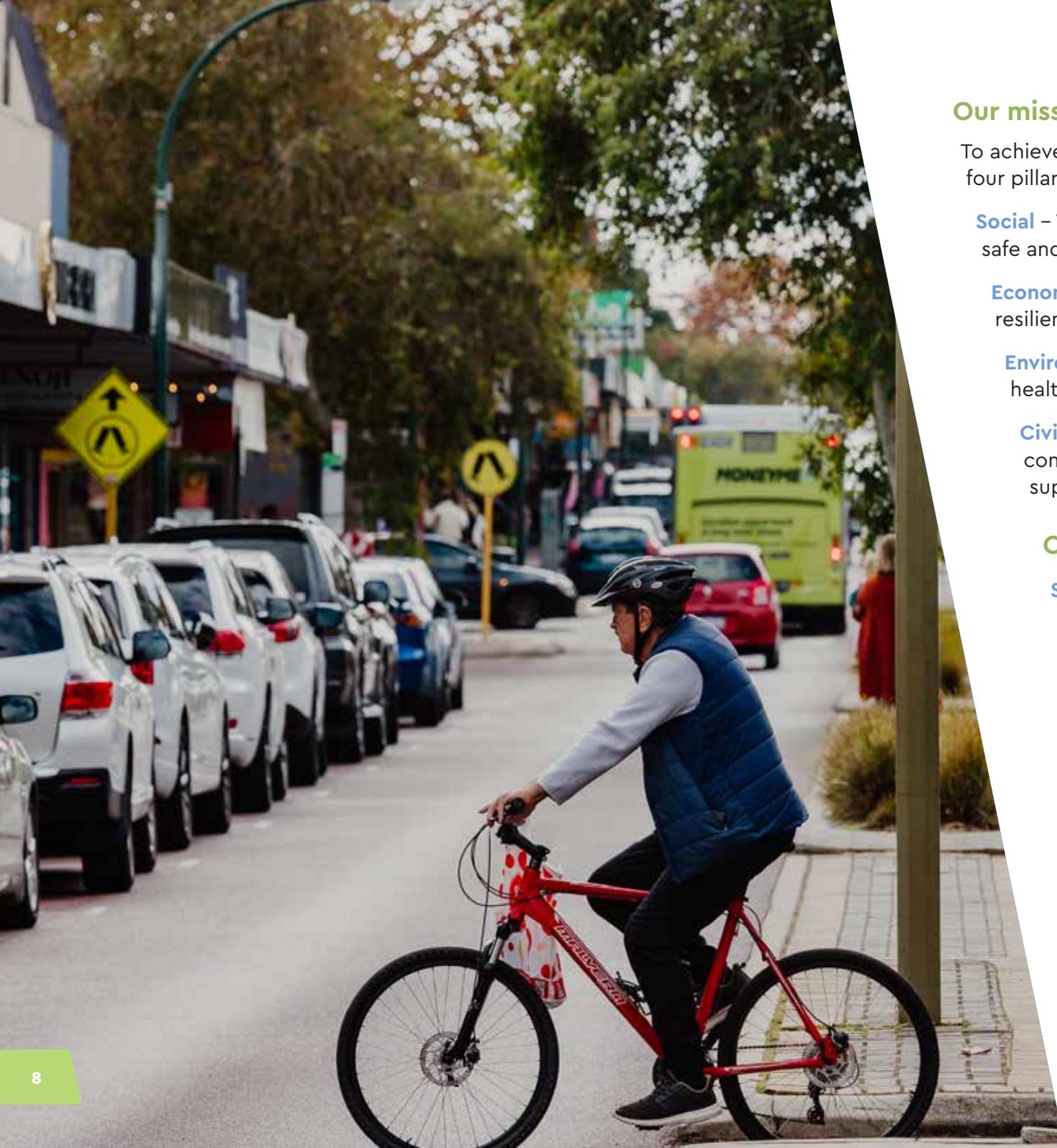
Inclusive – Embrace diversity.

Integrity – Be honest, accountable and transparent.

Caring – Show empathy, consideration and kindness.

Courage – Be bold and innovative.





Our mission

To achieve our vision, we will champion the four pillars of sustainability including:

Social – To promote sustainable, connected, safe and diverse places for everyone.

Economic – To promote sustainable, diverse, resilient and prosperous places for everyone.

Environment – To promote sustainable, liveable, healthy and green places for everyone.

Civic leadership – To show leadership by communicating with, empowering and supporting people in the community.

Community priorities

Social

S1 - Helping people feel safe

S2 - Collaborating to ensure everyone has a place to call home

S3 - Facilitating an inclusive community that celebrates diversity

S4 - Improving access to arts, history, culture and education

Economic

EC1 - Facilitating a strong local economy

EC2 - Connecting businesses and people to our local activity centres through place planning and activation

Environment

EN1 - Protecting and enhancing the natural environment

EN2 - Facilitating the reduction of waste

EN3 - Increasing and improving public open spaces

EN4 - Providing facilities that are well-built and well-maintained

EN5 - Enhancing and enabling liveability through planning, urban design and development

EN6 - Improving how people get around the Town

Civic leadership

CL1 - Effectively managing resources and performance

CL2 - Communication and engagement with community

CL3 - Accountability and good governance

Town objectives

- Innovative and empowered people
- Engaged and empowered community
- Streamlined, modern governance
- Integrated, fit-for-purpose systems
- Productive and agile operations
- Financial sustainability



What is a Corporate Business Plan?

The Corporate Business Plan is the planning document that outlines the projects and services that will be delivered over a four-year period to help achieve Town objectives and community priorities in the Town's strategic direction. It ensures that medium-term commitments are strategically aligned, resourced and affordable.

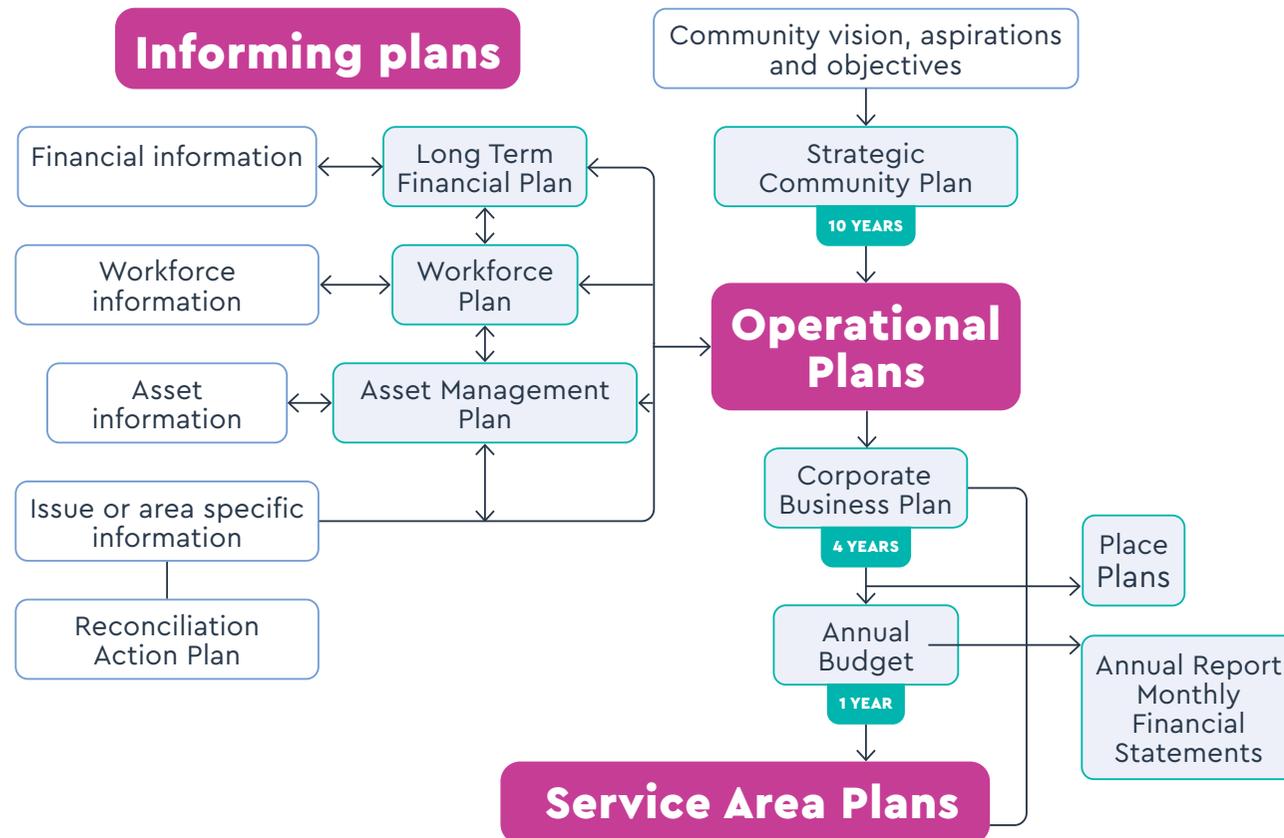
Where the plan fits into integrated planning and reporting

Integrated planning and reporting is a framework that guides the focus of operations, resourcing and decision-making, based on the community's vision and aspirations.

Acronym - IPRF

WHAT?

- ✓ Recognise planning for local government is driven by the community
- ✓ Build capability to meet those needs
- ✓ Optimise success by considering all the inputs
- ✓ Monitor the progress
- ✓ Adaptive and respond to changes



How to use the plan

Community

1. Understand what the Council and administration are working on to meet your priorities.
2. Understand what services the Town is responsible for delivering, service level commitments and how success is measured.
3. Understand how resources are distributed to meet your priorities.
4. Inform participation in Council processes such as meetings and community engagement.
5. Help promote the story for the future of the area.

Elected members

1. Monitor performance of the administration against service level commitments and project delivery.
2. Allow for a full picture of the Town's commitments, resource allocation and constraints.
3. Inform budget allocations.
4. Help communicate what the Town does to meet priorities and the vision for the area.

Administration

1. Understand what is planned and needs to be completed to achieve the vision and mission.
2. Understand how performance will be measured.
3. Understand the services provided to the community and the level at which they are provided.
4. Understand how the organisation is structured and resources are allocated to provide services.

Strategies and Plans

Many of the actions listed in the Corporate Business Plan have been collated from informing plans. This helps link what the Town is doing to our community's priorities for the future.

These actions also then link to the Long-Term Financial Plan to inform budgets for future years. Each annual budget is built with the listed actions being considered.

Actions are expanded in the Town's suite of place plans to show what is happening in each of the Town's neighbourhoods. This makes sure that everything planned in one area will contribute to an overall positive outcome for that area.

Programs

Strategic program areas have been established to coordinate delivery of the Town's strategies and plans through the various services delivered across the organisation, with sub-programs providing focused and consolidated areas of effort and outcomes.



Major projects

The Town's major projects are strategic, multi-year projects which will deliver transformation in key areas of the Town.

LAND AND BUILDINGS



- 1 Aqualife upgrades** – \$509,000 – Changeroom refurbishment, gym equipment upgrades, 25m pool filter replacement

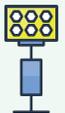


- 2 Harold Hawthorne Community Centre** –\$95,000 – Air-conditioning replacement, fire service upgrade

PARKS



- 3 Kent St Sand Pit** – \$55,000 – Progress detailed design process



- 4 Higgins Park upgrade** – \$650,000 – Floodlight upgrade



- 5 Edward Millen Park upgrades** – \$6.8 million – As part of the Edward Millen Heritage Redevelopment, works will commence to upgrade the parkland and community recreation zone at Edward Millen Park.



How to read action plans

Community priority: S1 - Helping people feel safe								
Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Innovative and empowered people	Action to help achieve community priority and Town objective.					Service area responsible for reporting progress. Action may require involvement from multiple service areas.	Link to adopted strategy or plan.	Estimated cost of action.
Engaged and empowered community								
Streamlined, modern governance								
Integrated, fit-for-purpose systems								
Productive and agile operations								
Financial sustainability								

Community priority.

Financial year that action will be completed.

Link to adopted strategy or plan.

Action to help achieve community priority and Town objective.

Service area responsible for reporting progress. Action may require involvement from multiple service areas.

Estimated cost of action.

Community priority: S1 - Helping people feel safe

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Innovative and empowered people	Deliver the organisational training program with a focus on fostering diversity and inclusion					People and Culture	Access & Inclusion, Reconciliation, Homelessness Action Plan	\$115,000
Engaged and empowered community	Implement the Public Health Plan					Community Development	Public Health Plan	\$12,000
Streamlined, modern governance	Deliver review of policies for Parking and Rangers in line with the Policy Review Schedule					Parking and Rangers	Policy Framework	\$0
	Deliver review of the Safer Neighbourhoods Plan					Community Development	Safer Neighbourhoods Plan	N/A
	Deliver review of the Public Health Plan					Community Development	Public Health Plan	N/A
Integrated, fit-for-purpose systems	Deliver a pest control and preventative mosquito borne disease program targeting areas of future population growth					Environmental Health	Public Health Plan	\$2,500
Productive and agile operations	Implement the Safer Neighbourhoods Plan					Community Development	Safer Neighbourhoods Plan	\$266,000
Financial sustainability	Implement the Public Lighting Plan and source grants for areas identified as having poor lighting					Street Improvement & Community Development	Place Plan Volume 1	\$135,000

Community priority: S2 - Collaborating to ensure everyone has a place to call home

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Innovative and empowered people	Nil.							
Engaged and empowered community	Nil.							
Streamlined, modern governance	Deliver the Vic Park Planning Program including review of the Local Planning Scheme					Place Planning & Urban Planning	Local Planning Strategy	\$502,500
	Deliver review of policies for Community Development in line with the Policy Review Schedule					Community Development	Policy Framework	\$0
Integrated, fit-for-purpose systems	Nil.							
Productive and agile operations	Deliver the Homelessness Action Plan					Community Development	Homelessness Action Plan	\$ 26,000
Financial sustainability	Nil.							

S3 – Facilitating an inclusive community that celebrates diversity

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Innovative and empowered people	Complete and implement the Diversity Action Plan to meet organisational targets.					People and Culture	Workforce Plan	\$40,000
Engaged and empowered community	Deliver the community funding program					Events, Arts and Funding & Place Planning	Community Funding Policy	\$548,000
	Deliver the Youth Action Plan					Community Development	Youth Action Plan	\$16,000
	Monitor delivery of the Community Benefits Strategy					Social Impact	Community Benefits Strategy	\$0
Streamlined, modern governance	Deliver review of the Access and Inclusion Plan					Community Development	Access and Inclusion Plan	N/A
	Deliver review of the Community Benefits Strategy					Social Impact	Community Benefits Strategy	\$10,000
	Deliver review of the Youth Action Plan					Community Development	Youth Action Plan	\$0
Integrated, fit-for-purpose systems	Deliver the Innovate Reconciliation Action Plan					Community Development	Reconciliation Action Plan	\$48,800
	Develop a Stretch Reconciliation Action Plan					Community Development	Reconciliation Action Plan	N/A
Productive and agile operations	Deliver the Access and Inclusion Plan					Community Development	Access and Inclusion Plan	\$20,300
Financial sustainability	Develop a social impact approach					Social Impact	Public Health and Wellbeing Strategy	\$0

S4 - Improving access to arts, history, culture and education

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Innovative and empowered people	Progress opportunities throughout the Town's service areas for young people to gain job ready work experience					People and Culture	Youth Action Plan	\$0
Engaged and empowered community	Deliver the Arts and Culture Plan					Events, Arts and Funding	Arts and Culture Plan	\$148,300
	Deliver the sponsorship program					Communications and Engagement	Sponsorship Policy	\$120,000
Streamlined, modern governance	Deliver review of policies for Events, Art and Funding in line with the Policy Review Schedule					Events, Arts and Funding	Policy Framework	\$0
	Deliver review of the Local History Digitisation Strategy					Library Services	Local History Digitisation Strategy	N/A
	Deliver review of the Literacy and Lifelong Learning Strategy					Library Services	Literacy and Lifelong Learning Strategy	N/A
	Deliver review of the Arts and Culture Plan					Events, Arts and Funding	Arts and Culture Plan	N/A
	Deliver review of policies for Library Services in line with the Policy Review Schedule					Library Services	Policy Framework	\$0

S4 - continued								
Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Integrated, fit-for-purpose systems	Deliver the Local History Digitisation Strategy					Library Services	Local History Digitisation Strategy	\$15,000
Productive and agile operations	Deliver the Literacy and Lifelong Learning Strategy					Library Services	Literacy and Lifelong Learning Strategy	\$133,800
Financial sustainability	Nil.							



EC1 - Facilitating a strong local economy

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Innovative and empowered people	Nil.							
Engaged and empowered community	Deliver the Economic Development Program					Place Planning	Economic Development Strategy	\$282,450
Streamlined, modern governance	Deliver review of the Economic Development Strategy					Place Planning	Economic Development Strategy	\$0
	Deliver review of policies for Environmental Health in line with the Policy Review Schedule					Environmental Health Services	Policy Framework	\$0
Integrated, fit-for-purpose systems	Nil.							
Productive and agile operations	Deliver the Integrated Transport Program					Place Planning	Integrated Transport Strategy	\$10,566,940
Financial sustainability	Nil.							

EC2 - Connecting businesses and people to our local activity centres through place planning and activation

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Innovative and empowered people	Nil.							
Engaged and empowered community	Deliver place and business grants programs					Place Planning	Economic Development Strategy	\$80,000
Streamlined, modern governance	Deliver review of the Public Art Strategy					Events, Arts and Funding	Public Art Strategy	N/A
	Complete place plans review					Place plans	Local Planning Strategy	N/A
Integrated, fit-for-purpose systems	Deliver review of policies for Place Planning in line with the Policy Review Schedule					Place Planning	Policy Framework	\$0
Productive and agile operations	Deliver the Events Strategy and annual events program					Events, Arts and Funding	Events Strategy	\$382,000
Financial sustainability	Nil.							

EN1 - Protecting and enhancing the natural environment

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Innovative and empowered people	Nil.							
Engaged and empowered community	Deliver the Urban Forest Program					Place Planning	Urban Forest Strategy	\$730,000
Streamlined, modern governance	Implement the Waterwise Plan					Environment	Waterwise Plan	\$15,000
	Implement impact reporting on climate change					Environment	Climate Emergency Plan	\$35,400
	Deliver review of policies for Environment in line with the Policy Review Schedule					Environment	Policy Framework	\$0
Integrated, fit-for-purpose systems	Deliver review of the Urban Forest Strategy					Place Planning	Urban Forest	N/A
Productive and agile operations	Deliver the Climate Emergency Plan					Environment	Climate Emergency Plan	\$38,500
	Deliver the Environment Plan					Environment	Environment Plan	\$35,000
Financial sustainability	Complete investigation of potential mechanisms for funding local climate change action					Environment	Climate Emergency Plan	\$0

EN2 - Facilitating the reduction of waste

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Innovative and empowered people	Nil.							
Engaged and empowered community	Implement waste education programs					Waste Services	Strategic Waste Management Plan	\$25,000
	Deliver school waste education programs based on the new Strategic Waste Management Plan and new services offered by the bin collection contractor					Waste Services	Strategic Waste Management Plan	N/A
Streamlined, modern governance	Deliver review of the Strategic Waste Management Plan					Waste Services	Strategic Waste Management Plan	N/A
	Deliver review of policies for Waste Services in line with the Policy Review Schedule					Waste Services	Policy Framework	\$0
Integrated, fit-for-purpose systems	Nil.							
Productive and agile operations	Deliver the Strategic Waste Management Plan including targeted waste reduction programs					Waste Services	Strategic Waste Management Plan	\$25,000
Financial sustainability	Nil.							

EN3 - Increasing and improving public open spaces

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Innovative and empowered people	Nil							
Engaged and empowered community	Nil							
Streamlined, modern governance	Deliver review of policies for Parks and Reserves in line with the Policy Review Schedule					Parks and Reserves	Policy Framework	\$0
	Deliver review of the Public Open Space Strategy					Place Planning	Public Open Space Strategy	N/A
Integrated, fit-for-purpose systems	Deliver the Public Places program					Place Planning	Public Open Space Strategy	\$8,671,000
Productive and agile operations	Deliver the parks asset renewal program					Parks and Reserves	Asset Management Plan	\$244,000
Financial sustainability	Nil							

EN4 - Providing facilities that are well-built and well-maintained

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Innovative and empowered people	Nil							
Engaged and empowered community	Deliver a communication and engagement strategy that works with the community to set priorities and maintenance schedules					Communications and Engagement & Asset Planning	Communication and Engagement Strategy	\$40,000
Streamlined, modern governance	Deliver review of policies for Property Development and Leasing in line with the Policy Review Schedule					Property Development and Leasing	Policy Framework	\$0
Integrated, fit-for-purpose systems	Develop a strategic approach for leisure buildings asset renewal from the Plant Specialist Requirements filtration Study				Leisure Facilities, Asset Planning	Recreation Asset Renewal Program	\$42,000	
Productive and agile operations	Nil							
Financial sustainability	Deliver inclusion of capital works projects within the annual advocacy priority list					Communications and Engagement & Asset Planning	Capital Works Program	\$30,000

EN5 - Enhancing and enabling liveability through planning, urban design and development

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Innovative and empowered people	Nil							
Engaged and empowered community	Nil							
Streamlined, modern governance	Deliver review of policies for Urban Planning in line with the Policy Review Schedule and in alignment with Climate Emergency Plan					Urban Planning	Policy Framework	\$0
	Deliver review of policies for Street Operations in line with the Policy Review Schedule					Street Operations	Policy Framework	\$0
Integrated, fit-for-purpose systems	Deliver an Off-Street Parking Supply Business Case					Parking and Rangers	Parking Management Plan	N/A
	Deliver the drainage program of identified high risk areas of known flooding					Street Improvement	Transport Asset Management Plan	\$355,000
Productive and agile operations	Deliver the Social Infrastructure Program					Place Planning	Social Infrastructure Strategy	\$3,214,050
Financial sustainability	Nil.							

EN6 - Improving how people get around the Town

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Innovative and empowered people	Nil							
Engaged and empowered community	Nil							
Streamlined, modern governance	Deliver review of policies for Street Improvement in line with the Policy Review Schedule					Street Improvement	Policy Framework	\$0
Integrated, fit-for-purpose systems	Implement an integrated parking management software system					Parking and Rangers	Parking Management Plan	\$130,000
	Implement the strategic capital works program for right of ways					Project Management Office Street Improvement and Operations	Capital Works Program	\$390,000
Productive and agile operations	Deliver the roads asset renewal program					Street Improvement	Asset Management Plan	\$3.6 M+ (2.66 M grant funding)
	Deliver pathways asset renewal program					Street Improvement	Asset Management Plan	\$50,000

CL1 - Effectively managing resources and performance

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Innovative and empowered people	Complete the staff engagement survey					People and Culture	Workforce Plan	N/A
	Implement the Cultural Optimisation Strategy					People and Culture	Cultural Optimisation Strategy	\$30,000
	Deliver the Workforce Plan through annual review					People and Culture	Workforce Plan	\$0
Engaged and empowered community	Deliver review of Community Engagement tools to align with the Town's policy					Communications and Engagement	Policy Framework	\$20,000
	Develop a Mayor Communications Plan following each Election					Communications and Engagement	Community Engagement Policy	\$2,000

CL1 - continued

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Streamlined, modern governance	Deliver a minor review of the Strategic Community Plan					Governance and Strategy	Strategic Community Plan	\$0
	Deliver a minor review of the Corporate Business Plan					Governance and Strategy	Corporate Business Plan	\$0
	Deliver review of policies for People and Culture in line with the Policy Review Schedule					People and Culture	Policy Framework	\$0
	Deliver review of policies for Asset Planning in line with the Policy Review Schedule					Asset Planning	Policy Framework	\$0
	Deliver review of policies for Financial Services in line with the Policy Review Schedule					Financial Services	Policy Framework	\$0
Integrated, fit-for-purpose systems	Deliver review of the ICT Strategy					Technology and Digital Services	ICT Strategy	\$0
	Deliver assessment of the introduction of a 'Community Portal' for existing systems to facilitate online e-business transactions					Technology and Digital Services		\$10,000

CL1 - continued

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Productive and agile operations	Implement a Strategic Asset Management Framework					Asset Planning	Strategic Asset Management Framework	\$130,000 support services \$110,000 condition assessment for building
Financial sustainability	Deliver the annual budget with alignment to the Long-Term Financial Plan					Financial Services	Annual Budget	\$0
	Deliver the Long-Term Financial Plan centered on financial sustainability					Financial Services	Long-Term Financial Plan	\$0
	Deliver a programmed approach to advocacy and grant funding applications					Financial Services, Communications and Engagement	Long-Term Financial Plan	\$15,000

CL2 - Communication and engagement with community

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Innovative and empowered people	Deliver a Recruitment Strategy and Employee Value Proposition to market the Town to potential employees					People and Culture & Communications and Engagement	Refresh	\$5,000
Engaged and empowered community	Complete the community perception survey					Governance and Strategy		N/A
Streamlined, modern governance	Deliver review of policies for Communications and Engagement in line with the Policy Review Schedule					Communications and Engagement	Policy Framework	\$10,000
	Deliver a Corporate Communications Plan which includes risk tolerance					Communications and Engagement	Engagement Policy	\$40,000
Integrated, fit-for-purpose systems	Deliver the Soft Phone Project					Technology and Digital Services & Customer Relations	IT Strategy	\$16,000
	Deliver the Digital Marketing Strategy including schedule website upgrades					Communications and Engagement	Digital Marketing Strategy	\$40,000

CL2 - continued								
Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Financial sustainability	Deliver review of brand strategies for corporate, leisure, library, youth and destination marketing					Communication and Engagement	Strategic Communications Plan, Youth Strategy, Economic Development Plan, Leisure Marketing Plan	N/A

CL3 - Accountability and good governance								
Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Innovative and empowered people	Deliver integration of Work Health and Safety legislative changes into organisational practices					People and Culture	Workforce Plan	\$30,000
Engaged and empowered community	Deliver a major review of the Strategic Community Plan					Governance and Strategy	Strategic Community Plan	N/A
	Deliver a major review of the Corporate Business Plan					Governance and Strategy	Corporate Business Plan	N/A

CL3 - continued

Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Streamlined, modern governance	Deliver review of procedure for protection for whistleblowing/public interest disclosures					Governance and Strategy	Governance Framework	N/A
	Complete Regulation 17 review					Governance and Strategy	Governance Framework	N/A
	Deliver review of policies for Governance and Strategy in line with the Policy Review Schedule					Governance and Strategy	Policy Framework	N/A
	Deliver a Governance Framework					Governance and Strategy	Governance Framework	N/A
	Implement the Internal Audit Plan					Governance and Strategy	Internal Audit Plan	\$44,000
Integrated, fit-for-purpose systems	Implement centralised integrated audit and legislative compliance solution					Governance and Strategy		N/A
Productive and agile operations	Deliver creation and implementation of the information technology asset renewal program					Technology and Digital Services	Asset Management Plan	\$10,000
	Deliver internal audit guidelines					Governance and Strategy	Internal Audit Plan	\$0
	Implement changes as a result of the Local Government Act amendments					Governance and Strategy		\$0

CL3 - continued								
Town objective	Action	2023-24	2024-25	2025-26	2026-27	Responsible area	Strategy/Plan	23/24 Budget
Financial sustainability	Deliver a major review of the Asset Management Plan					Asset Planning	Asset Management Plan	\$10,000
	Deliver the Advocacy Strategy and annual Advocacy Priority Program					Communications and Engagement	Advocacy Strategy	\$40,000



Services

Services are what the community receives to satisfy public needs and enable community wellbeing.

The Town provides several services to the community:

1. Animal management
2. Arts
3. Asset management
4. Building approvals
5. Communications and engagement
6. Community development
7. Customer relations
8. Economic development
9. Emergency management
10. Environmental health
11. Environmental management
12. Events and civic ceremonies
13. Health promotion
14. Land and property management
15. Library
16. Parking management
17. Parks and gardens
18. Place planning

19. Planning approvals
20. Public safety
21. Recreation facilities
22. Social Impact
23. Stormwater management
24. Town planning
25. Transport and footpath infrastructure
26. Waste management

Organisational administrative services:

1. Compliance
2. Corporate planning and reporting
3. Council support
4. Financial management
5. Human resource management
6. Information technology
7. Records management
8. Strategic planning

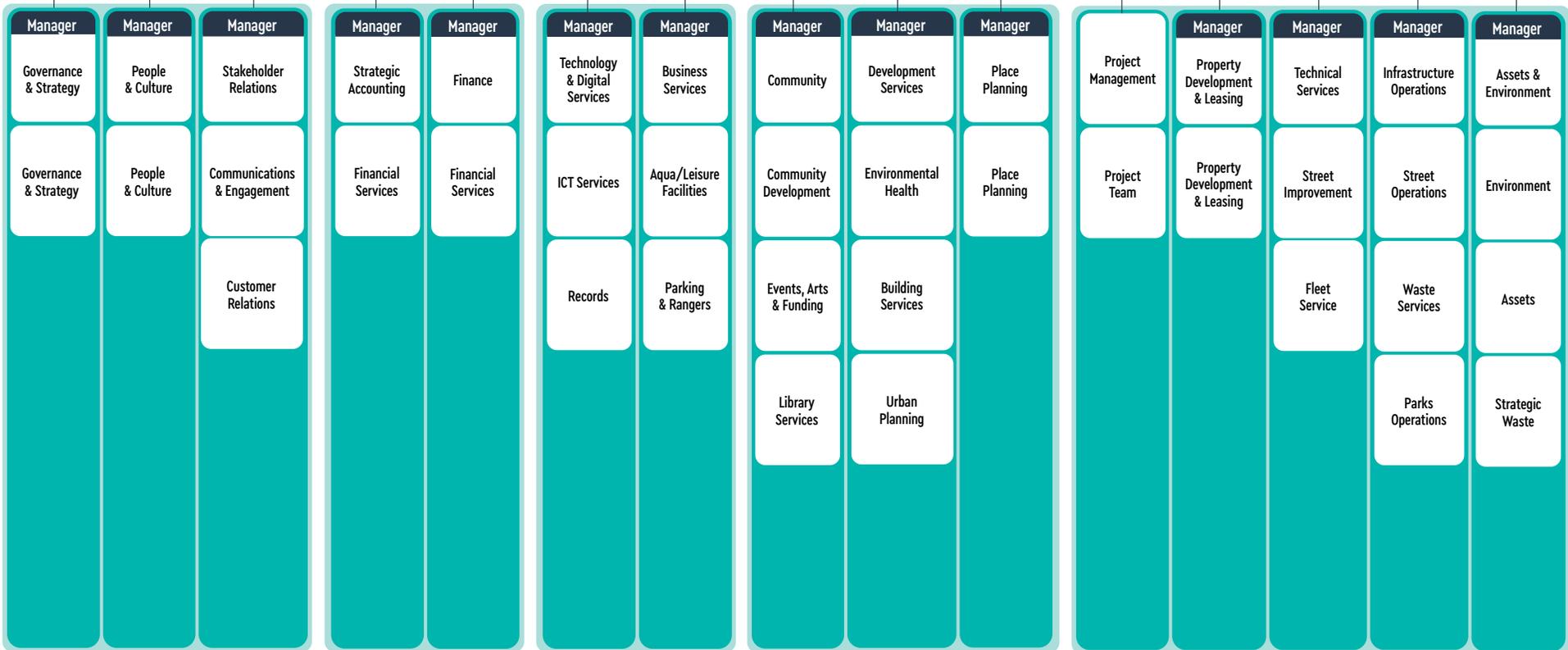


Chief Executive Officer

Chief Financial Officer

Chief Community Planner

Chief Operations Officer



Resources

The Town's Workforce Plan and Long-Term Financial Plan identify key resourcing strategies which have been integrated throughout this operational plan. This plan includes medium term actions which have been carefully selected to support the ongoing resourcing of Town services and projects.

Long Term Financial Plan 2021–2031

Purpose

This plan details the activities and initiatives the Town proposes to do over the next 10 years, ultimately demonstrating that the Council is moving towards financial sustainability.

Strategic focus

1. Practical integration of the Long-Term Financial Plan and the Town's Annual Budget, which is finalised and endorsed by Elected Members each year.
2. Development of targeted revenue strategies, through grants and other fundraising, to address future resource gaps and deliver sustained service levels

Workforce Plan 2020–2035

Purpose

This plan identifies and determines the workforce needs for the Town around the capacity and capability needs to deliver the outcomes of the Corporate Business Plan.

Strategic focus

1. Proactive employment of diverse people including people living with disability and people who identify as Aboriginal or Torres Strait Islander, to ensure a dynamic workforce and increased equity.
2. Development of a Recruitment Strategy to attract and retain critical workforce skills through career branding and value proposition.

The table on the following pages outlines the 2035 forecasted projections by service area.



Functional Area	Line of Business	Service Delivery Area	FTE 2020	Current 2023	2020-2025	2025-2035
CEO	People and Culture	HR & OD	5.3	5.3	6.3	7.3
	Stakeholder Relations	Communications and Engagement & Customer Relations	15.2	14	16.6	18.6
	CEO area		6	5.7	6	6
	Governance	Leadership and Governance	3	4	4	5
Financial Services	Corporate Support	Financial Services	11.6	14.6	14.6	14.6
		Information Systems	10	10	10	10
	Business Services	Leisurelife (excluding casuals)	13	12.8	12.8	12.8
		Aqualife (excluding casuals)	16.8	15.88	15.9	16.6
		Ranger Services (excluding casuals)	5.5	6	6	6
		Parking (excluding casuals)	11	10.5	10.5	10.5

Functional Area	Line of Business	Service Delivery Area	FTE 2020	Current 2023	2020-2025	2025-2035
Community Planning	Community Services Healthy Community Library Services Digital Hub	Community Development	25	23.5	25	26.2
	Community Office		5	5	5	5
	Development Services	Environmental Health	5	5	6.4	8
		Building Services	4.2	4.2	6	8
		Urban Planning	8	8	9	11
		General Compliance	1	1	1.5	3
		Place Planning	Place Planning Strategic planning, UFS, Economic Development, Transport Planning, Landscape Architecture	8.5	8.5	10.1
Operations		Waste	6	7.4	7.4	7.4
		Fleet	2	2	2	2
		Engineering	10	10	10	10
		Environment	1	1	2	2
		Parks	16	16	18	25
		Asset Planning	6	5	6	6
		Operations Office	4	6	6	6
		Project Management	4	5	5	5
		Property Development & Leasing	1	3	3	3
		Street Improvement	9	9	9	9

Functional Area	Line of Business	Service Delivery Area	FTE 2020	Current 2023	2020-2025	2025-2035
Proposed		Waste & Environment	0	0	1	1
Unallocated				0.42		
Total			213.1	218.8	235.1	256.1

* Estimated projections only, endorsement from Elected Members will be sought prior to any actual increase in FTE





Partnerships

The Town is involved in a number of partnerships to assist with drawing benefits to our community and the wider community that the Town exists within.

Curtin University of Technology and Local Government Strategic Steering Committee

This group consists of Curtin University of Technology, Cities of Canning and South Perth and the Town of Victoria Park.

Objective

Work collaboratively to enhance the brand, objectives and outcomes of each organisation as leading innovators in their respective industries.

Outcomes

Research projects, collaboration in the technology space, the development of a reconciliation project and information sharing.

Inner-City Councils Group

Perth Inner-City Councils Group (PICG) is a regional alliance comprised of the Cities of Perth, South Perth, Subiaco, Vincent and Town of Victoria Park.

A new Memorandum of Understanding was signed by the Mayor's in November 2022.

There are five (5) working groups:

1. Infrastructure & Transport
2. Planning, Economic Development & Culture
3. CEO Working group
4. Corporate & Business Services
5. Community & Social Services

Objective

The purpose of the group is to explore opportunities for possible collaboration on strategic issues impacting local government and to create appealing destinations for local community, industry, inter-state and international visitors and investment.

Outcomes

Addressing homelessness, joint strategy and infrastructure issues submissions, advocacy, arts and economic development projects, and a mentoring program for employees.

The PICG have developed an Advocacy Strategy with a goal to:

6. achieve increased action, partnership and/or funding from state and federal governments for key inner-city issues; and
7. influence policy decisions of the State and Federal governments which support the best possible outcomes for its own future development.

Shire of Morawa

This partnership is between the Shire of Morawa and the Town of Victoria Park.

Objective

The purpose of the partnership is to enable each party to seek assistance from the other to carry out statutory obligations pursuant to the various laws, acts and regulations, to provide excellent service delivery to the respective communities and enhance economic development and sustainability.

Outcomes

Staff secondments and information sharing

South East Corridor Councils Alliance

This group consists of the Cities of Armadale, Canning, Gosnells and Town of Victoria Park. The memorandum of understanding was signed in 2021 for a three (3) year term.

There are five (5) working groups:

1. Mayor's and CEO's group
2. Economic Development and Planning portfolio
3. Community portfolio
4. Corporate Services portfolio
5. Environment and Infrastructure portfolio

Objective

To collaborate on issues of mutual interest to enhance the outcomes of each organisation and transform the south-east corridor by advancing social, economic and environmental sustainability through collective action.

Outcomes

Simplified Trading Partnership Permits, coordinating joint responses to infrastructure projects and environmental issues, understanding communities across boundaries and a joint traineeship and apprenticeship program.

Burswood Peninsula Alliance

This group includes the following major stakeholders on the Burswood Peninsula

1. Town of Victoria Park
2. Venues West
3. Venues Live
4. Burswood Park Board
5. Crown Perth
6. Public Transport Authority
7. Golden River Development
8. Main Roads WA

This group meets regularly and is also supported by an Infrastructure Project Control Group and an Operations Project Group. The Alliance works collaboratively to deliver the vision for the Burswood Peninsula as outlined in the State's Burswood Peninsula District Structure Plan.

Risk

The Town needs to identify and manage risks likely to have a material impact on the ability to fulfil the vision, implement its mission and achieve community priorities.

The Town has adopted a Three Lines of Defence model for the management of risk to ensure responsibility and accountability for decision making. By operating within the approved risk appetite, Council, staff and community will have assurance that risks are being monitored and managed to support the delivery of the strategic, corporate and operational plans.

Current strategic risks		
Medium	Loss of ratepayer base and associated revenue.	Failure to meet the infrastructure needs of future growth requirements
High	Non-compliance with Council's governance obligations under the Local Government Act 1995	Failure to attract and retain a skilled workforce
	Failure to maintain a sustainable long-term financial position	Negative media exposure
	Failure to take action to reduce impact on climate change	Variation in economic activity impacting delivery of infrastructure
	Failure to detect and prevent occurrences of fraud and corruption	Increased community expectations on local government to address crime and anti-social behaviour
	Failure to plan and prepare for emergencies and recovery	Changes in working relationship with key community, government and/or commercial stakeholders
	Views of community unable to influence decision-making	Failure to maintain a constructive organisational culture
	State Government initiatives misaligned with community aspirations	Supply chain disruptions leading to project delays
Extreme	Failure to maintain and protect data and information technology systems	

Performance

Community priorities

The Strategic Community Plan sets out goals and measures for each of the 15 community priorities. These provide the indicators to measure how the Town is progressing to achieve community priorities. These measurements can be found in the Strategic Community Plan 2022-2032.

Town objectives

As part of the Strategic Community Plan, the Town has developed six objectives that allow every priority within the Strategic Community Plan to be considered with people, the community, governance, systems, operations, and finance in mind. In view of this, the following measures are taken into account by the Town to achieve these objectives:

Innovative and empowered people

1. Number of new initiatives adopted externally by other organisations.
2. Increase in staff engagement score.
3. Increase in people exceeding their performance development system goals.

Streamlined, modern governance

1. Increase in percentage of decisions made at the appropriate level.
2. Number of processes improved.
3. Increase in number of datasets that enable data-driven decisions.

Productive and agile operations

1. Percentage of Corporate Business Plan actions completed.
2. Increase in net promoter score for the Town as a place to live.
3. Increase in rates value performance index score.

Engaged and empowered community

1. Increase in community satisfaction.
2. Increased participation in activities such as events, engagement opportunities and Council meetings.
3. Increase in self-service.

Integrated, fit-for-purpose systems

1. Increase in customer ease score.
2. Increase in system throughput.
3. Decrease in number of support requests.

Financial sustainability

1. Improvement in financial health index.
2. Increase in funds in reserves.
3. Increased percentage of revenue other than rates.



Operational Performance

How well the Town is performing operationally is directly aligned to the delivery of services and programs expected by the community and the projects listed in the Corporate Business Plan. The following matters are useful in determining operational performance:

Service area management

1. Employee satisfaction levels.
2. Employee leave balances.
3. Employee absenteeism levels.
4. Provision of training opportunities.
5. Lost time injuries.

Financial performance

1. Alignment of actual revenue to budget expectation.
2. Alignment of actual operating expense to budget expectation.
3. Alignment of capital expense to budget expectation.
4. Meeting procurement requirements.
5. Timely and accurate financial reporting.

Customer focus

1. Customer Ease Score.
2. Adherence to service standards.
3. Compliments and complaints

Relationships and engagement

1. Effectiveness of cross-functional teamwork.
2. Regular interaction with key external stakeholders.
3. Internal satisfaction.

Plan performance

This plan includes 113 actions for the 2023-2024 financial year. These actions have been developed to ensure progress against the Town's community priorities and town objectives. All actions are integrated with, or representative of, dedicated Town strategies, plans and programs.

The performance of the Corporate Business Plan is assessed by the number of actions marked on-track or completed each quarter.

Target: 80% - We are committed to completing at least 80% of the actions detailed in this document.

Stretch: 100% - All going to plan, our goal is to deliver the entirety of the actions detailed in this document.

Monitoring and reporting on the plan is achieved through the Corporate Business Plan Quarterly Reports, and the Annual Report. Quarterly action milestones are used to track plan progress and performance.



Financial summary

Town of Victoria Park statement of financial activity for the period 2023 to 2027.

Particulars	Year 1 2023/2024 Budget \$	Year 2 2024/2025 Financial Estimate \$	Year 3 2025/2026 Financial Estimate \$	Year 4 2026/2027 Financial Estimate \$
NET CURRENT ASSETS - At start of financial year - surplus/(deficit)	1,700,278	0	0	0
OPERATING ACTIVITIES - REVENUE FROM OPERATING ACTIVITIES				
Rates (Under adopted assumptions)	49,475,403	53,967,770	58,868,043	62,429,560
Operating grants, subsidies and contributions	1,819,930	1,856,329	1,893,455	1,931,324
Fees and charges	10,683,879	11,057,815	11,444,838	11,845,408
Service charges	949,805	0	0	3,300,000
Interest earnings	1,112,960	1,124,090	1,135,330	1,146,684
Other revenue	291,076	293,987	296,927	299,896
Profit on asset disposals	20,879	20,879	20,879	20,879
Share of net profit of associates and joint ventures accounted for using the equity method	900,000	0	0	0
Total	65,253,932	68,320,868	73,659,473	80,973,750
EXPENDITURE FROM OPERATING ACTIVITIES				
Employee costs	(28,053,746)	(29,316,165)	(30,049,069)	(30,800,295)
Materials and contracts	(24,211,176)	(22,234,978)	(23,149,837)	(23,552,870)
Utility charges	(1,624,420)	(1,705,641)	(1,765,338)	(1,827,125)
Depreciation	(10,570,356)	(10,887,467)	(11,214,091)	(11,550,513)

Particulars	Year 1 2023/2024 Budget \$	Year 2 2024/2025 Financial Estimate \$	Year 3 2025/2026 Financial Estimate \$	Year 4 2026/2027 Financial Estimate \$
Finance costs	(290,525)	(290,525)	(290,525)	(290,525)
Materials and contracts	(24,211,176)	(22,234,978)	(23,149,837)	(23,552,870)
Insurance	(635,582)	(667,361)	(700,729)	(735,766)
Other expenditure	(1,238,311)	(1,263,077)	(1,288,339)	(1,314,106)
Loss on asset disposals	0	0	0	0
Operating initiatives from Strategic Plans/CSP/CBP		(3,186,757)	(3,034,550)	(3,417,048)
Rollout of underground power (TUPP)		0	(3,300,000)	(3,300,000)
	(63,439,929)	(69,551,970)	(74,792,478)	(76,788,249)
Non-cash amounts excluded from operating activities	10,549,477	10,908,346	11,234,970	11,571,392
Amount attributable to operating activities	12,363,480	9,677,244	10,101,965	15,756,894
INVESTING ACTIVITIES				
Non-operating grants, subsidies and contributions	15,418,197	2,000,000	2,000,000	2,000,000
Proceeds from disposal of assets	255,100	260,202	265,406	270,714
Distributions from investments in associates	0	1,000,000	1,000,000	1,000,000
Purchase of property, plant and equipment (renewal and new)	(6,801,000)	(2,898,050)	(2,887,611)	(2,734,366)
Purchase and construction of infrastructure (renewal and new)	(28,137,559)	(8,196,661)	(8,133,217)	(9,021,175)
Amount attributable to investing activities	(19,265,262)	(7,834,509)	(7,755,422)	(8,484,827)

FINANCING ACTIVITIES				
Repayment of borrowings	(2,990,299)	(3,332,415)	(3,200,659)	(3,200,659)
Proceeds from borrowings	2,200,000	2,200,000	3,300,000	0
Transfers to reserves	(13,073,311)	(3,000,000)	(3,000,000)	(3,000,000)
Transfers from reserves	22,249,301	5,000,000	5,000,000	5,000,000
Amount attributable to financing activities	8,385,691	867,585	2,099,341	(1,200,659)
Closing Funds Surplus/(deficit)	0	2,710,319	4,445,884	6,071,408
Unfunded projects		15,787,260	19,010,000	17,582,000
Available funding for unfunded projects and additional asset renewal		2,710,319	4,445,884	6,071,408
Surplus/(deficit) after unfunded projects		(13,076,941)	(14,564,116)	(11,510,592)





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