

TOWN OF CLAREMONT
CORPORATE
BUSINESS PLAN
2017-18 TO 2020-21



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Chief Executive Officer's Foreword

Welcome to the Town of Claremont's Corporate Business Plan (CBP) 2018 to 2021. This four year Plan sets out the key priorities, projects, services and activities within the Town's resource capacity for the next four years. It forms part of the Town's integrated planning framework that activates the Town's Strategic Community Plan 'Claremont Ahead 2023'.

The administration has carefully considered the services, facilities and programs it provides now and in the future in response to the community's aspirations and interests, and in line with available resources. This process has identified five key areas of focus; Liveability, Prosperity; People, Environment and Leadership. This is outlined in this CBP, and integrates with the Town's key informing strategies; being the Workforce Plan, Asset Management Plan and the Financial Plan.

In the first year, this Plan identifies the commencement of a number of key projects for the Town, including:

- Undergrounding of power in the north precinct
- Freshwater Bay Museum redevelopment
- Implementation of a Parking Precinct Plan
- Structure Plan for Loch Street Station
- Activity Centre Plan for the Claremont Town Centre
- Development of a Sustainability Plan
- Creation of Outdoor Play Space
- Deliver a new Children's Literature & Arts Festival
- Develop a Swanbourne Railway Station Precinct Planning Study
- Develop a Local Safety Plan



Liz Ledger
Chief Executive Officer

As a smaller local government, the Town manages to successfully provide a wide range of community facilities and assets such as our Aquatic centre, Hub & Library, regional Museum, lake, foreshore, as well as infrastructure to support a thriving town centre and several schools. In the next four years our staff will continue to work hard to deliver these goals and provide exceptional customer service.

Vision, Mission & Values

OUR VISION

Claremont will develop as a harmonious cosmopolitan town creating opportunities for community wellbeing and business prosperity and sustainable living while respecting and celebrating the past.

OUR MISSION

We exist to deliver quality services for Claremont today and to build the foundation for the future.

OUR VALUES

| | |
|------------------------------|---|
| Respect | We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues |
| Integrity | We are open, accountable and honest |
| Quality Communication | We demonstrate our respect for our community and each other through timely, accurate and understandable communication |
| Customer Service | Every contact with a customer is important and an opportunity to demonstrate our commitment |
| Excellence | Our focus is quality outcomes achieved on time, on budget |

Key Focus Areas

The five key focus areas remain the same:

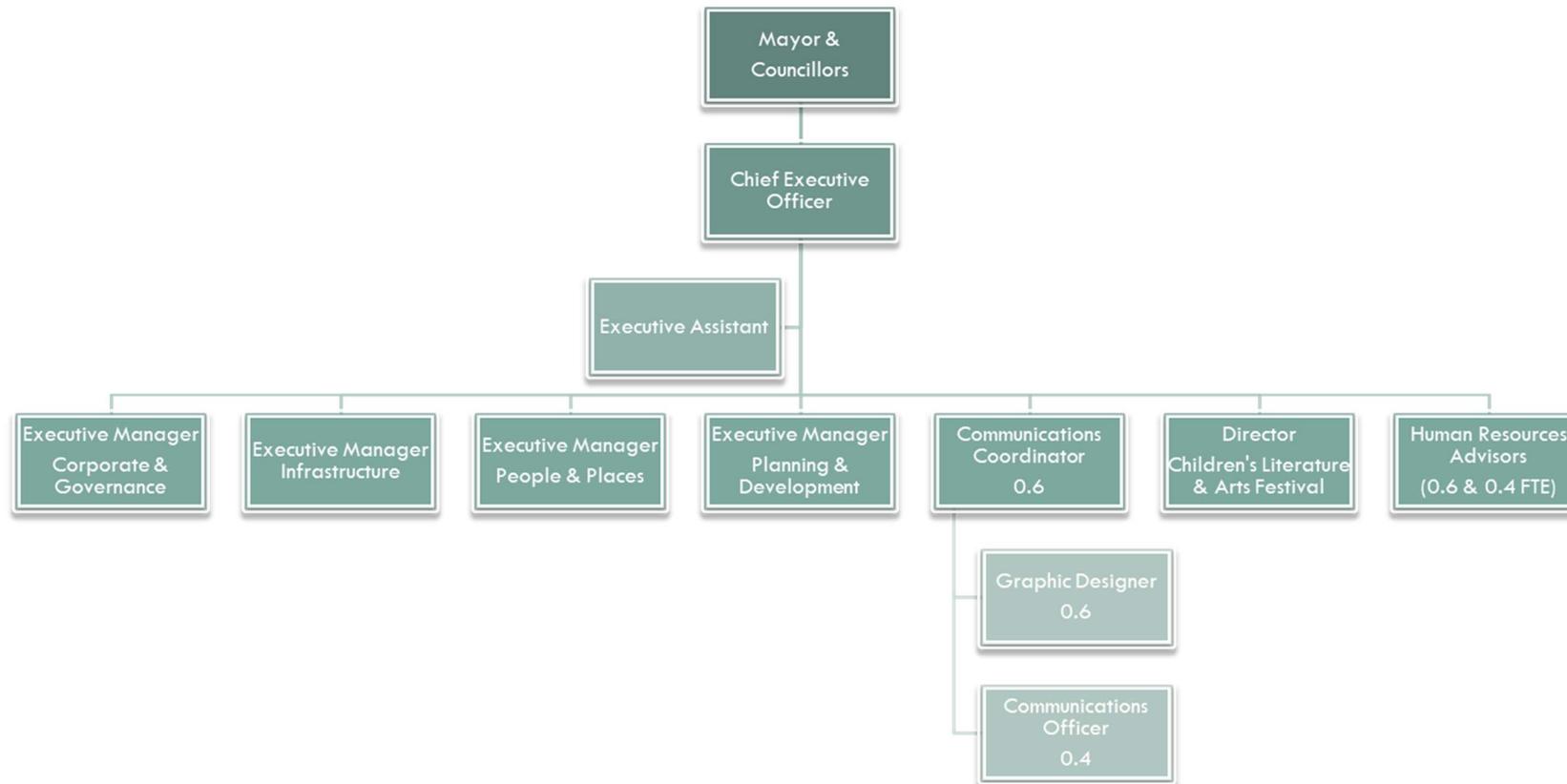
- Leadership & Governance
- Liveability
- People
- Environment & Sustainability
- Prosperity



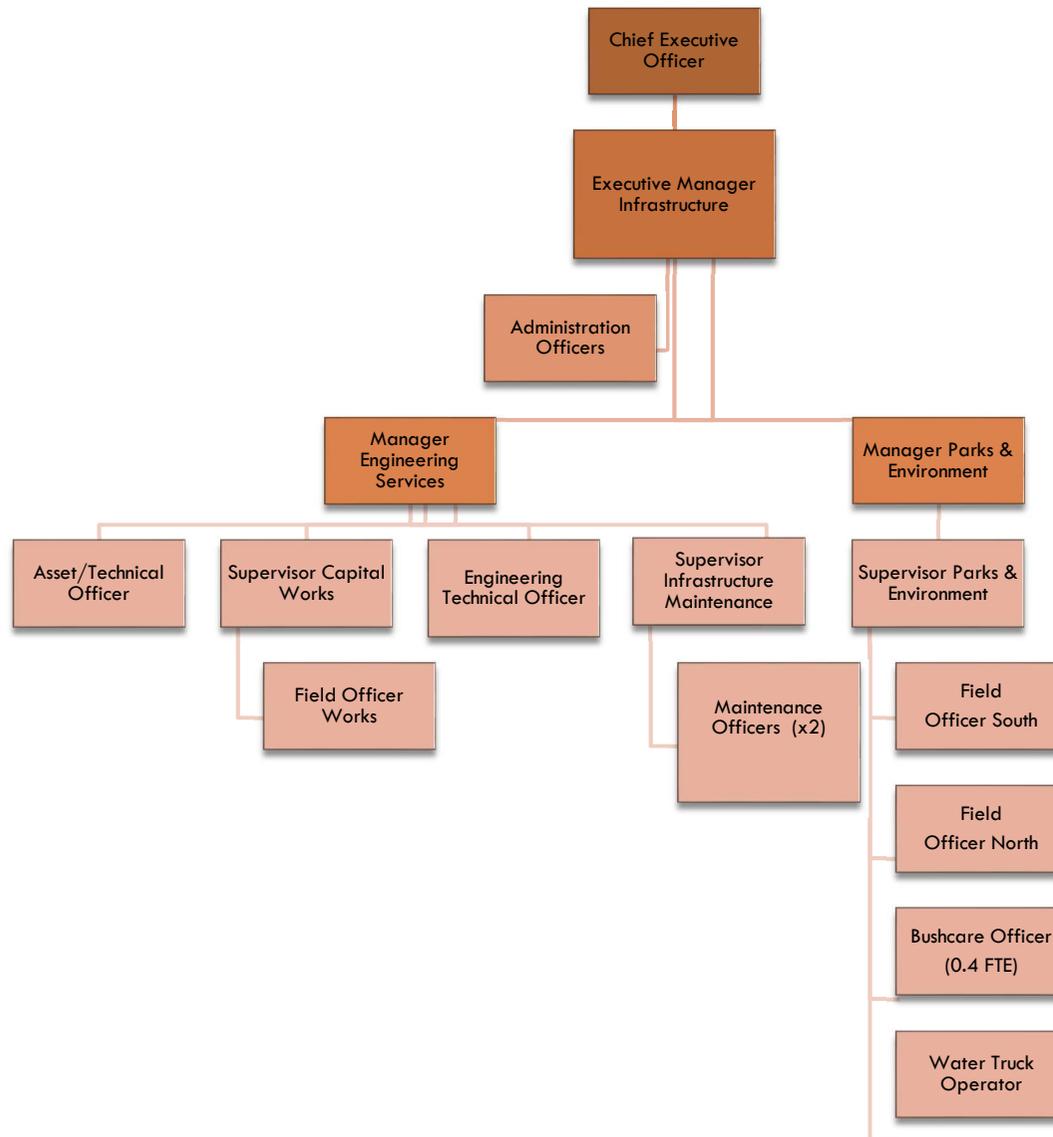
Organisational Structure

The Town of Claremont has four directorates and the Executive Office, each responsible for delivering a number of outcomes as identified through this document. The directorates are managed by a member of the Executive team, and have specialist areas with skilled staff to support the varied role of local government. The Town is able to deliver the outcomes of the CBP through this team of people, of which there are, 71.59 full time equivalents. Of these 47 are employed on a full-time basis, 27 on a part-time basis and 59 on a casual basis (the majority of which are employed at the Claremont Aquatic Centre.)

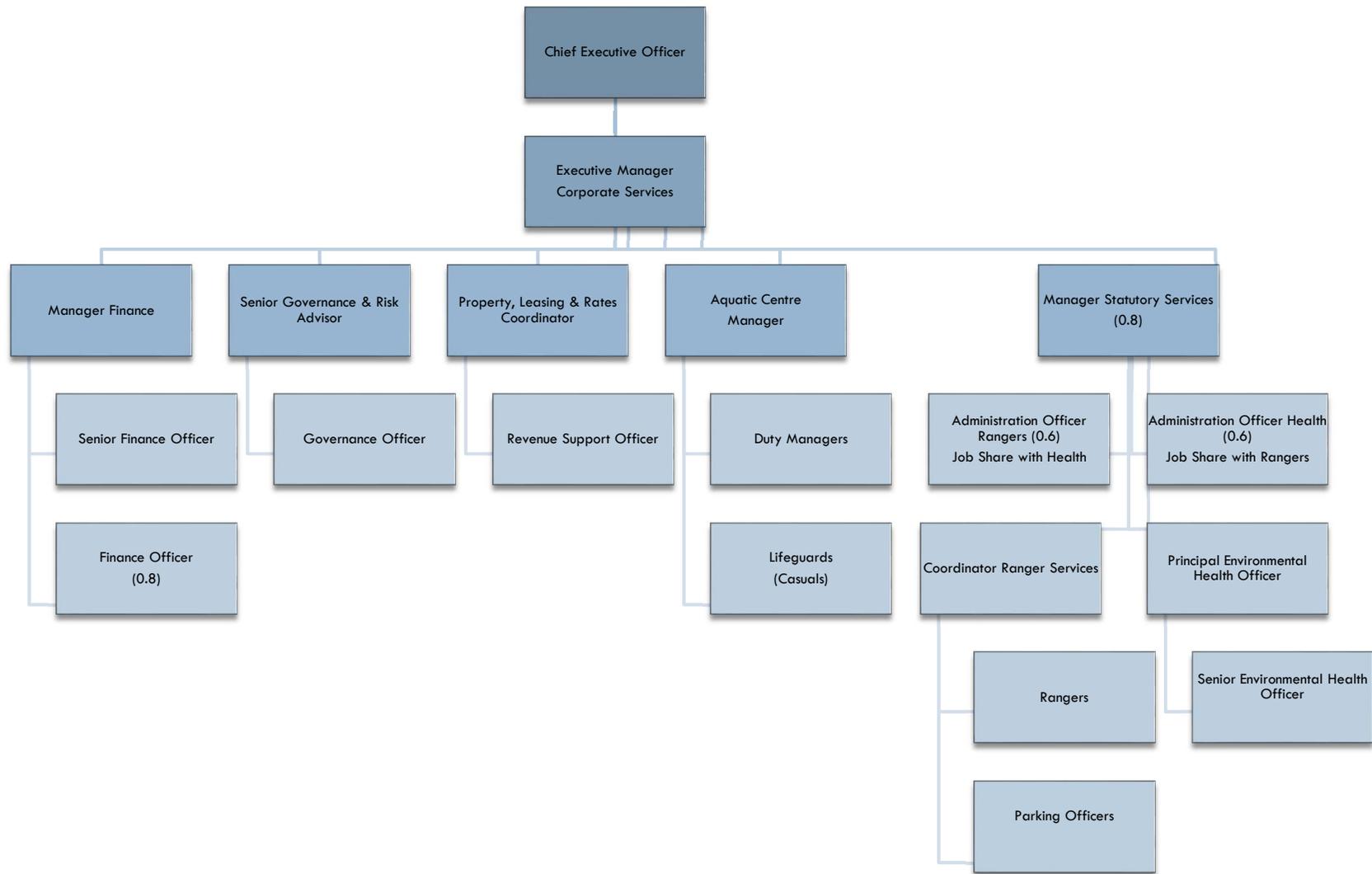
Chief Executive Office



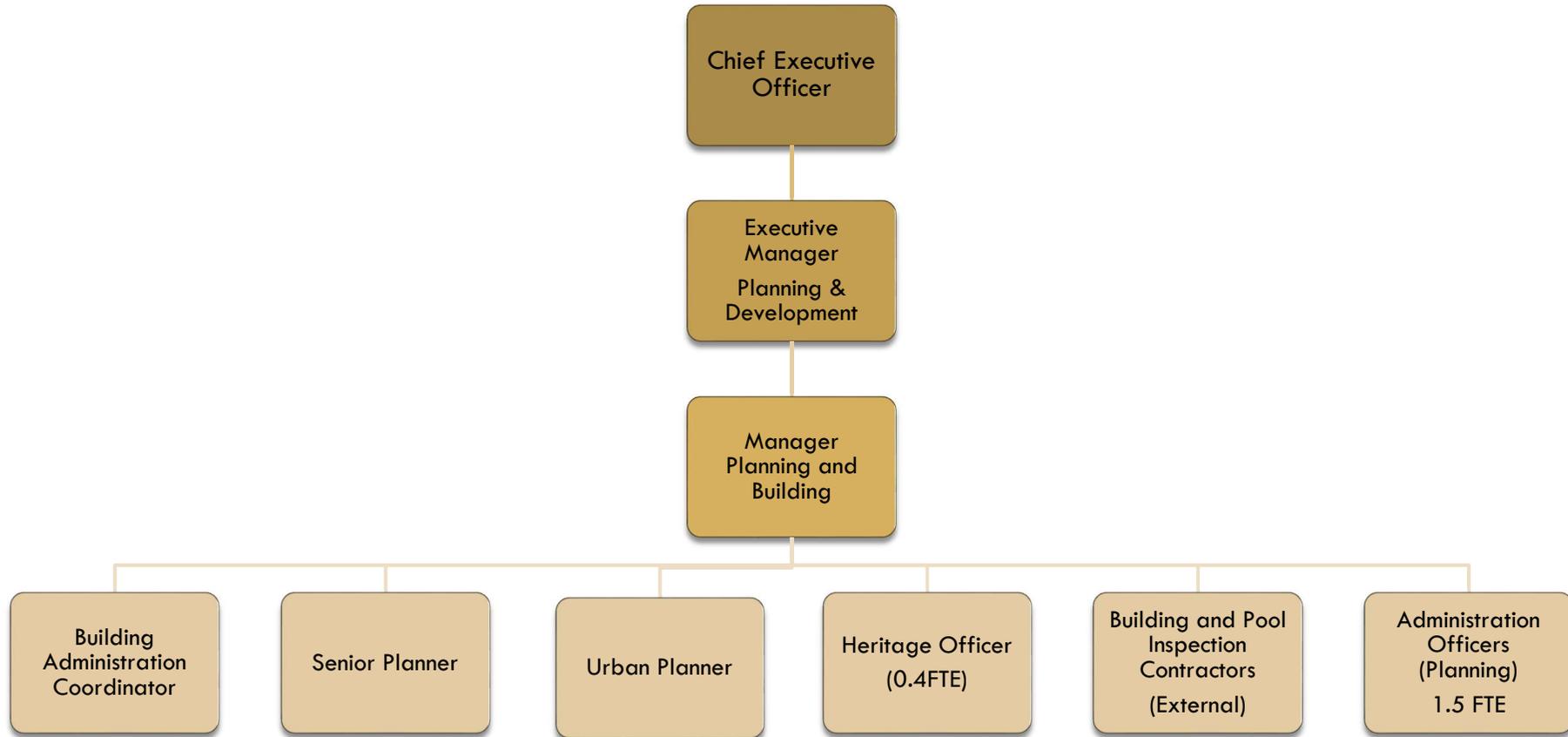
Infrastructure Services



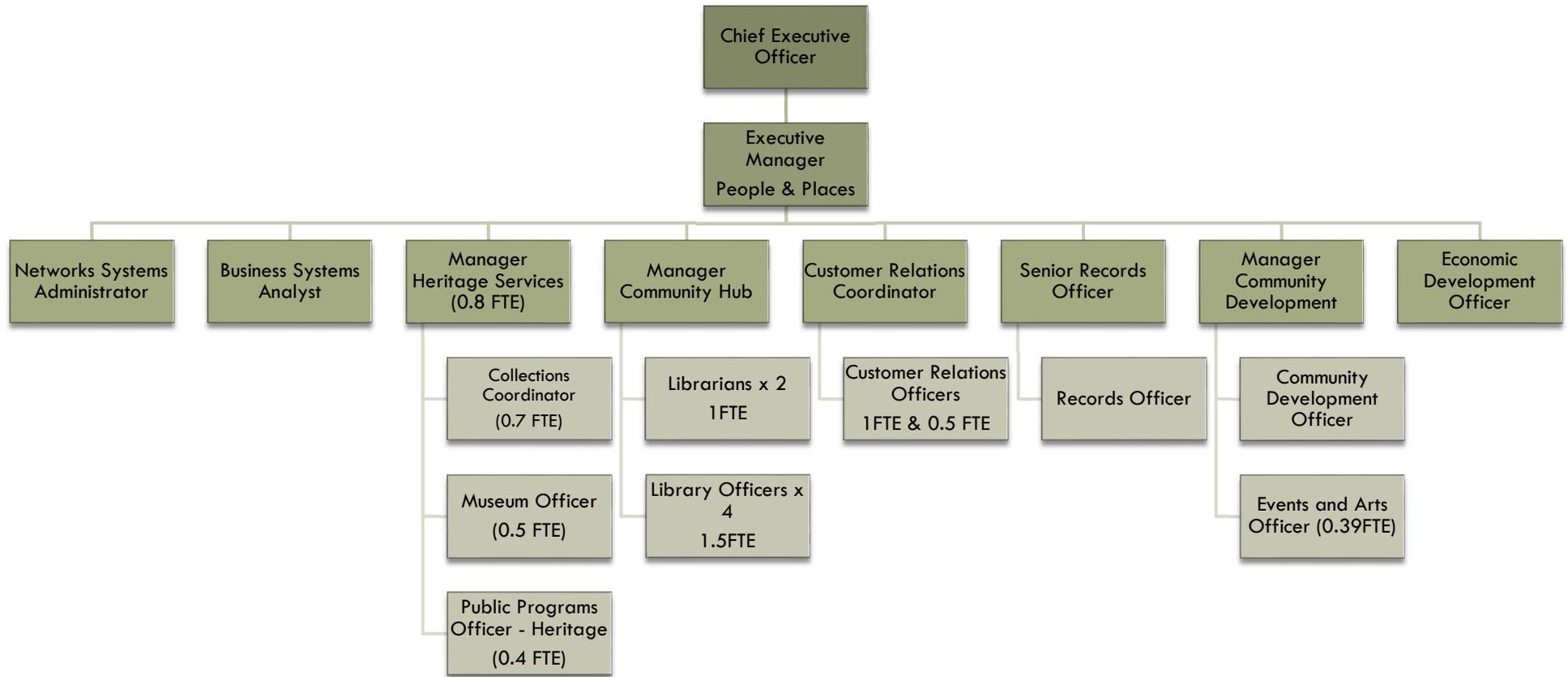
Corporate & Governance



Planning & Development



People & Places



1. Leadership & Governance



| OBJECTIVE 1.1: Our stakeholders are well informed and we provide opportunities for community engagement | | | | | | |
|---|------|----|----|----|-------------------------------------|------------------------------|
| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
| | 18 | 19 | 20 | 21 | | |
| 1.1.1 Ensure consultation on major projects as per the Towns guidelines | • | • | • | • | Scorecard results | Communication & Consultation |
| 1.1.2 Provide relevant accessible and clear information on all the Town's services and facilities | • | • | • | • | Website Town Newsletters Talk | Communication & Consultation |

OBJECTIVE 1.1: Our stakeholders are well informed and we provide opportunities for community engagement

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|---|------|----|----|----|-----------------------------------|--|
| | 18 | 19 | 20 | 21 | | |
| 1.1.3 Conceptualise and communicate the Town’s ‘Claremont Ahead’ Plan and outcomes | • | • | • | • | Annual Report | Executive Office |
| 1.1.4 Implement the biennial Community Perceptions Scorecard Survey and Report | | • | | • | Survey Completed | Communication & Consultation |
| 1.1.5 Maintain strong relations with media channels and provide Media coverage | • | • | • | • | Media monitoring | Executive Office Communication & Consultation |
| 1.1.6 Increase Social Media and e-newsletters usage | • | • | • | • | Media monitoring | Communication & Consultation |
| 1.1.7 Support and manage our Community Advisory Committees (i.e. Museum, Foreshore, Lake Claremont, Claremont Town Centre, Audit & Risk Management) | • | • | • | • | Number of meetings held per annum | Governance |

OBJECTIVE1.2: Demonstrate a high level of leadership, governance, accountability, management and strategic planning

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|--|------|----|----|----|------------------------|-------------------|
| | 18 | 19 | 20 | 21 | | |
| 1.2.1 Facilitate the Biennial Local Government Elections | • | | • | | LG Elections conducted | Governance & Risk |

OBJECTIVE1.2: Demonstrate a high level of leadership, governance, accountability, management and strategic planning

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|---|------|----|----|----|--|------------------------------|
| | 18 | 19 | 20 | 21 | | |
| 1.2.2 Support Elected Members with training opportunities and access to information | • | • | • | • | Training completed | Governance & Risk |
| 1.2.3 Complete the annual Compliance Audit Return | • | • | • | • | CAR completed | Governance & Risk |
| 1.2.4 Review and implement the Town’s Risk Management Plan | • | • | • | • | Annual report to Council | Governance & Risk |
| 1.2.5 Governance and Risk review and recommendations | • | • | • | • | Quarterly report to the Audit and Risk committee | Governance & Risk |
| 1.2.6 Implement the Integrated Planning Framework as per the DLG requirements | • | • | • | • | Statutory requirements met | Executive Office |
| 1.2.7 Local Laws review | • | • | • | • | Reviewed annually Local Laws maintained within the statutory requirements | Governance & Risk |
| 1.2.8 Policy Manual Review | | • | | • | Adopted by Council | Governance & Risk |
| 1.2.9 Records Management to statutory requirements | • | • | • | • | State records act met | Customer Relations & Records |
| 1.2.10 Active in identification of key partners that support our vision | • | • | • | • | Managers Quarterly reporting | Management team |

OBJECTIVE1.3: Manage our finances responsibly and improve financial sustainability

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|---|------|----|----|----|---|---------------------------|
| | 18 | 19 | 20 | 21 | | |
| 1.3.1 Prepare the Annual budget in line with the 10 year Financial Plan and consultation with stakeholders | • | • | • | • | Review Annually as part of the budget process | Finance |
| 1.3.2 Implement the Annual Budget in line with relevant policies and legislation | • | • | • | • | Budget meets statutory requirements | Finance |
| 1.3.3 Identify and leverage grant funding opportunities | • | • | • | • | Percentage of grant funding compared to total revenue | All |
| 1.3.4 Research alternative revenue streams that can provide longer term financial sustainability | • | | | | Council report | Finance Executive team |
| 1.3.5 Actively explore regional opportunities which reduce service delivery costs and/or improve service levels | • | • | • | • | | Executive Team |
| 1.3.6 Implement the Rate Revenue Strategy | • | • | • | • | Council report | Finance |
| 1.3.7 Engage with the Audit & Risk Management Advisory Committee | • | • | • | • | Meetings per annum | Governance |

OBJECTIVE 1.4: Create an environment to support and develop our staff

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|---|------|----|----|----|------------------------------|------------------------------------|
| | 18 | 19 | 20 | 21 | | |
| 1.4.1 Support staff with training and development | • | • | • | • | Managers quarterly reporting | Human Resources |
| 1.4.2 Enterprise Agreement Negotiations | | | • | | EA approved by Fair work | Executive Office |
| 1.4.3 Recruitment and Induction in line with the Town's policies | • | • | • | • | Recruitment documentation | Human Resources & Executive Office |
| 1.4.4 Review and implement the recommendations from the Workforce Plan 2017 to 2020 | • | • | • | • | Recommendations implemented | Executive Office |
| 1.4.5 IT upgrade (desk top and software) | • | | | | Reduced Help desk requests | IT |
| 1.4.6 Occupational Health & Safety Conduct regular OHS meetings and audits Implement the Town's Health & Wellbeing Plan | • | • | • | • | Biennial Audit – LGIS | All Human Resources |
| 1.4.7 Develop and manage Special Project Teams across the organisation to provide internal training opportunities and talent building | • | • | • | • | Employee satisfaction survey | Executive Office |

OBJECTIVE 1.5: Provide the best possible customer experience throughout every interaction we have with our customers

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|--|------|----|----|----|------------------------------------|----------------|
| | 18 | 19 | 20 | 21 | | |
| 1.5.1 Adhere to the Customer Experience Charter | • | • | • | • | Managers quarterly Reporting | All |
| 1.5.2 Increase first point of contact resolution | • | • | • | • | Managers quarterly reporting | All |
| 1.5.3 Develop and support a Customer Centric Culture | • | • | • | • | Community and Staff survey results | All |

OBJECTIVE 1.6: Continually assess our performance and implement initiatives that drive continuous improvement

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|---|------|----|----|----|---------------------------|----------------|
| | 18 | 19 | 20 | 21 | | |
| 1.6.1 Develop and improve business systems Council First HPRM (TRIM) Intramaps Propertywise Notice IT TOC and Museum websites | • | • | • | • | Customer and Staff survey | Executive Team |

OBJECTIVE 1.6: Continually assess our performance and implement initiatives that drive continuous improvement

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|--|------|----|----|----|------------------------|-----------------|
| | 18 | 19 | 20 | 21 | | |
| Phoenix Spydus | | | | | | |
| 1.6.2 Promote a continuous improvement culture where learning is key | • | • | • | • | Staff survey | Management Team |
| 1.6.3 Develop and Improve business processes | • | • | • | • | Reporting from Promapp | Management Team |

2. Liveability



| OBJECTIVE 2.1: Promote and support initiatives that improve traffic flow | | | | | | |
|--|-------|-------|-------|-------|---|---------------|
| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILTY |
| | 17-18 | 18-19 | 19-20 | 20-21 | | |
| 2.1.1 Support the development of School Traffic Management Plans in partnership with education institutions and businesses | • | • | • | • | TMP developed for educational institutions. | Town Planning |
| 2.1.2 Develop and implement a Town wide Parking Precinct Plan | • | • | • | • | Parking Plan implemented and reviewed | Rangers |

| | | | | | | |
|---|---|---|---|---|--|---------------|
| 2.1.3 Advocate for the Claremont Train Station as a key station in the metropolitan rail network | • | • | | | Claremont train station redeveloped | Town Planning |
| 2.1.4 Support Transit Oriented Developments in the ToC | • | • | • | • | Town Centre Activity Plan Sustainability Plan Completed | Town Planning |
| 2.1.5 Work strategically to guide future development in the North East area of the Town to the benefit of the Community | • | • | • | • | Community perception survey | Town Planning |
| 2.1.6 Review the TPS3 in relation to the Stirling Highway Amendment | • | • | • | • | Amendments made | Town Planning |

OBJECTIVE 2.2 Provide clean, usable, attractive and accessible streetscapes and public spaces

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILTY |
|---|------|----|----|----|------------------------------------|---------------|
| | 18 | 19 | 20 | 21 | | |
| 2.2.1 Implement the Town's street sweeping and cleaning program | • | • | • | • | Managers quarterly report | Engineering |
| 2.2.2 Upgrade the Town's footpaths as per the Asset Management Plan | • | • | • | • | Managers quarterly report | Engineering |
| 2.2.3 Adhere to the Town's Graffiti Management policy | • | • | • | • | Introduction of Graffiti reporting | Rangers |

| | | | | | | |
|--|---|---|---|---|------------------------------------|-------------------|
| 2.2.4 Plan, develop and implement a Town wide Bicycle Plan | • | • | • | • | Plan endorsed by Council June 2018 | Engineering |
| 2.2.5 Implement the annual Parks and Gardens maintenance program | • | • | • | • | Managers quarterly report | Parks and Gardens |

OBJECTIVE 2.3: Balance the Town's historical character with complementary, well designed development

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|--|------|----|----|----|----------------------------|----------------------------|
| | 18 | 19 | 20 | 21 | | |
| 2.3.1 Review and implement the Town's Heritage List in line with Statutory Requirements | • | • | • | • | Municipal inventory review | Heritage and Town Planning |
| 2.3.2 Conduct the biennial Civic Design Awards to recognise those that contribute to the Town's historical character | | • | | • | Awards held | Heritage |
| 2.3.3 Implement the Mike Balfe Heritage Maintenance Program | • | • | • | • | Funding Administered | Heritage |
| 2.3.4 Process Building Permits received in line with legislative requirements | • | • | • | • | Managers quarterly reports | Town Planning |
| 2.3.5 Process Development Applications received in line with legislative requirements | • | • | • | • | Managers quarterly report | Town Planning |

OBJECTIVE 2.4: Maintain and upgrade the Town's assets for seamless day to day usage

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|--|------|----|-------|-------|------------------------------|----------------|
| | 18 | 19 | 19-20 | 20-21 | | |
| 2.4.1 Implement the Underground power Project in the Town's north precinct | • | • | | | Program completed | Engineering |
| 2.4.2 Review and Implement the ToC Asset Management Plan | • | • | • | • | Managers quarterly reporting | Engineering |
| 2.4.3 Renewal of Road Infrastructure as per the Asset Management Plan | • | • | • | • | Managers quarterly reporting | Engineering |

OBJECTIVE 2.5: Develop the public realm as gathering spaces for participation, prosperity and enjoyment

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|--|------|----|----|----|--|----------------|
| | 18 | 19 | 20 | 21 | | |
| 2.5.1 Swanbourne Station Precinct Planning Study | • | | | | Study Completed and submitted to council | Town Planning |
| 2.5.2 Activity Centre Plan for the Claremont Town Centre | • | | | | Plan completed and submitted to council | Town Planning |

| | | | | | | |
|---|--------|---|---|---|---|-----------------------|
| 2.5.3 Develop a Loch Street Station Structure Plan | • | | | | Plan completed and submitted to council | Town Planning |
| 2.5.4 Review and implement Disability Access and Inclusion plan | • | • | • | • | Plan completed Plan Implemented | Community Development |
| 2.5.6 Manage and implement all Town of Claremont Public Art % for Art Policy Projects | • • | • | • | • | Number of public art projects completed relative to % funding | Executive office |

3. People

PEOPLE

ASPIRATIONAL OUTCOME

We live in an accessible and safe community that welcomes diversity, enjoys being active and has a strong sense of belonging.

OBJECTIVE 3.1: Effectively manage and enhance the Town's community facilities in response to a growing community

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|--|--------|----|----|----|---------------------------------------|-----------------------|
| | 18 | 19 | 20 | 21 | | |
| 3.1.1 Freshwater Bay Museum Facility Development Plan Stage 1 Implemented | • | • | | | Facility Development stage 1 complete | Museum |
| 3.1.2 Aquatic Centre Redevelopment review | • | | | | Council report | Aquatic Centre |
| 3.1.3 Lake Claremont Golf Course and Community Hub Development | • | • | | | Lease Renewal | Executive Office |
| 3.1.4 Outdoor Play Spaces <ul style="list-style-type: none"> • Lake Claremont Golf Course • Lake Claremont • Claremont Park | • • | • | | | Managers quarterly report | Community Development |

| | | | | | | |
|--|---|---|---|---|--------------------|-------------------|
| | | | | | | |
| 3.1.5 Manage the Club and Community Group leases | • | • | • | • | | Property & Leases |
| 3.1.6 Engage with the Museum Advisory Committee | • | • | • | • | Meetings per annum | Museum |

OBJECTIVE 3.2: Facilitate opportunities for social participation, health, learning and inclusion through programmed activities and events

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|---|------|----|----|----|-------------------------------|-----------------------|
| | 18 | 19 | 20 | 21 | | |
| 3.2.1 Review, enhance and implement the Town's annual calendar of community events | • | • | • | • | Rating on Community Scorecard | Community development |
| 3.2.2 Provision of the Claremont Community Hub and Library as a centre for local learning and engagement | • | • | • | • | Rating on Community Scorecard | CCH & Library |
| 3.2.3 Opening of the redeveloped Freshwater Bay Museum as a centre for local heritage, culture and engagement | | • | • | • | Rating on Community Scorecard | Museum |
| 3.2.4 Provision of the Aquatic Centre as a centre for regional recreation, leisure and community engagement | • | • | • | • | Rating on Community Scorecard | Aquatic centre |

OBJECTIVE 3.3: Support local safety and crime prevention

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|----------|------|----|----|----|-----------------------|----------------|
| | 18 | 19 | 20 | 21 | | |

| | | | | | | |
|--|---|---|---|---|---|---|
| 3.3.1 Research and develop a local safety plan | • | | | | Plan complete | Executive Team |
| 3.3.2 Implement the recommendations from the local safety plan | | • | • | • | Plan implemented Managers quarterly report | Rangers Health Community Development Communications & Consultation |
| 3.3.3 Facilitate the Licensed Premises Meetings to support local businesses and the Police | • | • | • | • | 4 meetings held annually | Health Rangers |
| 3.3.4 Implement regular Food inspections of food premises as per the requirements | • | • | • | • | Achieve full statutory compliance | Health |
| 3.3.5 Undertake an audit of Lighting in the Town Centre | • | | | | Audit completed | Engineering |
| 3.3.6 Maintain a coordinated approach to local emergency management | • | • | • | • | Meeting Legislative requirements (LEMC) | Rangers |

OBJECTIVE 3.4: Provide opportunities for local community groups that supports their capacity and ongoing sustainability

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|---|------|----|----|----|---|-----------------------|
| | 18 | 19 | 20 | 21 | | |
| 3.4.1 Support and advocate for NFP organisation SHINE for the provision of services for the elderly and people with a disability in the Claremont community | • | • | • | • | Funds provided as endorsed by Council SHINE services KPI's | Community Development |
| 3.4.2 Work with local community groups and clubs to identify and grow membership | • | • | • | • | Club Sustainability Indicator | Community Development |

| | | | | | | |
|--|---|---|---|---|--|-----------------------|
| 3.4.3 Provide small grants that assist community groups to become more sustainable (Vibrant Funding Program) | • | • | • | • | Managers quarterly report | Community Development |
| 3.4.4 Continued support to Clubs and sporting groups through subsidised grounds / facility maintenance | • | • | • | • | Financial subsidy provided as per Council Policy | Parks & Environment |

OBJECTIVE 3.5: Develop and implement a strategy that supports services for seniors and for youth

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|---|------|----|----|----|-------------------------|-----------------------|
| | 18 | 19 | 20 | 21 | | |
| 3.5.1 Develop and implement a Youth Services Plan | • | • | • | • | Plan adopted by Council | Community Development |
| 3.5.2 Develop and implement Seniors Services Plan | • | • | • | • | Plan adopted by Council | Community Development |

OBJECTIVE 3.6: Recognise and celebrate the Town's history and culture through arts and events

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|---|------|----|----|----|--|-----------------------|
| | 18 | 19 | 20 | 21 | | |
| 3.6.1 Continue to provide a community Anzac Day ceremony | • | • | • | • | Ceremony implemented annually | Community Development |
| 3.6.2 Support and facilitate, in partnership with FORM, a Claremont Children's Literature & Arts Festival | • | • | • | | Festival implemented annually and assessed | Executive Office |

| | | | | | | |
|---|---|---|---|---|--|-----------------------|
| | | | | | against and Evaluation Report | |
| 3.6.3 Implement the Museum’s History focussed Education and Public Programs | | • | • | • | Number of participants per Term | Museum |
| 3.6.4 Implement and develop the annual ART TRA arts festival | • | • | • | • | Funding secured Survey and attendance results | Community Development |

OBJECTIVE 3.7: Promote and encourage an active lifestyle through supporting local community clubs, groups and recreation / leisure facilities

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|--|------|----|----|----|-----------------------|-----------------------|
| | 18 | 19 | 20 | 21 | | |
| 3.7.1 Implement the annual Get into Health event | • | • | • | • | Survey Results | Community Development |
| 3.7.2 Maintain and improve public parks for passive and active leisure <ul style="list-style-type: none"> • Claremont Park Plan (Walkways) • Lake Claremont Management Plan | • | • | • | | Community survey | Parks & Environment |

4. Environment & Sustainability

ENVIRONMENTAL SUSTAINABILITY

ASPIRATIONAL OUTCOME

We are a leader in responsibly managing the built and natural environment for the enjoyment of the community and continue to demonstrate diligent environmental practices.

OBJECTIVE 4.1: Take leadership in the community in environmental sustainability

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|---|------|----|----|----|---------------------------------------|----------------|
| | 18 | 19 | 20 | 21 | | |
| 4.1.1 Support and advocate activities that support sustainability | • | • | • | • | Implementation of Sustainability plan | Executive Team |
| 4.1.2 Develop a Local Sustainability Action Plan Implement Action Plan | • | • | • | • | Plan developed by June 2018 | Executive team |
| 4.1.3 Review and implement the 3 bin recycling system | • | • | | | Implementation of Sustainability plan | Executive team |

| | | | | | | |
|--|---|---|---|---|---------------------------------------|----------------|
| 4.1.4 Maintain and promote the accessible recycling stations for batteries and fluorescent bins at the Town's community facilities | • | • | • | • | Implementation of Sustainability plan | Executive team |
| 4.1.5 Facilitate and support community education sessions on environmental sustainability | • | • | | | Implementation of Sustainability plan | Executive team |
| 4.1.6 Implement the requirements of the national 6 star energy rating in all new ToC buildings | • | • | • | • | Implementation of Sustainability plan | Executive team |
| 4.1.7 Implement the annual Celebrate lake Claremont event with Gold Ranking for waste minimisation | • | • | • | • | Implementation of Sustainability plan | Executive team |
| 4.1.8 Provide access to information about environmentally sustainability through the Town's communication channels | • | • | | | Implementation of Sustainability plan | Executive team |
| 4.1.9 Continue to work with the community (in particular schools and businesses) to help reduce the traffic impact around the Town | • | • | • | • | Implementation of Sustainability plan | Executive team |

OBJECTIVE 4.2: Aim for best practice in water usage and waste minimisation in line with community expectations

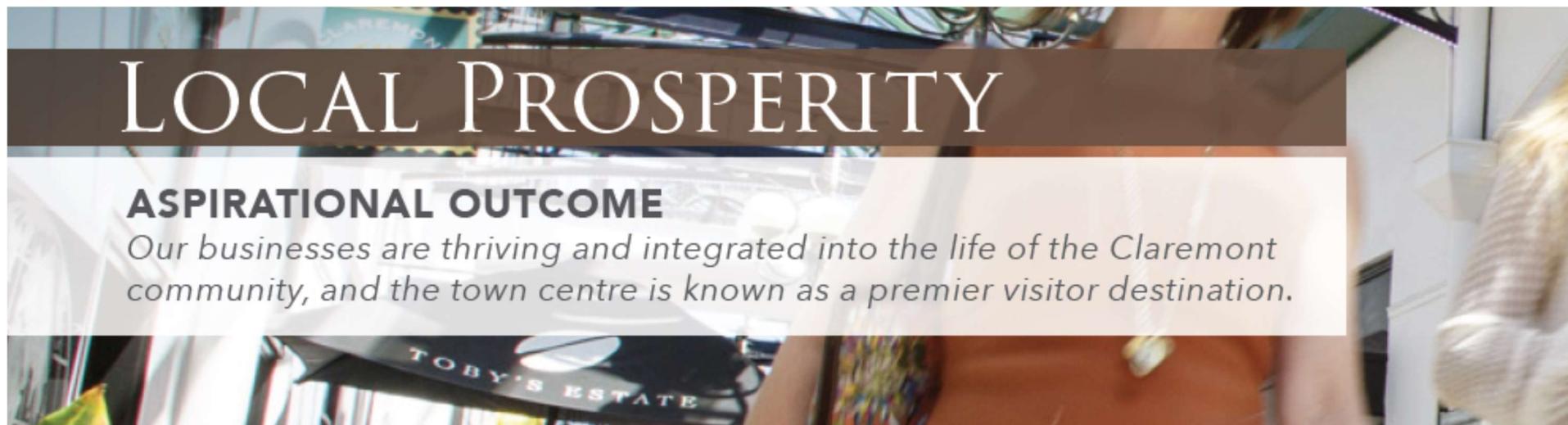
| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|---|------|----|----|----|---------------------------------------|----------------|
| | 18 | 19 | 20 | 21 | | |
| 4.2.1 Implement a high standard of maintenance to improve efficiency and water wastage of Town owned reticulation systems through the Asset management plan | | • | • | • | Implementation of Sustainability plan | Executive Team |

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|--|---|--|--|--|---------------------------------------|----------------|
| 4.2.2 Undertake consultation with the community to determine their expectations when it comes to the Town's water use for public areas | • | | | | Implementation of Sustainability plan | Executive Team |
|--|---|--|--|--|---------------------------------------|----------------|

OBJECTIVE 4.3: Protect and conserve the natural flora and fauna of the River Foreshore and lake Claremont

| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
|--|------|----|----|----|---------------------------------------|---------------------|
| | 18 | 19 | 20 | 21 | | |
| 4.3.1 Implement the Lake Claremont Management Plan | • | • | • | • | Annual Plan adopted and implemented | Parks & Environment |
| 4.3.2 Implement the Foreshore Management Plan | • | • | • | • | Annual Plan adopted and implemented | Parks & Environment |
| 4.3.3 To create a community hub where the community can learn about, celebrate and support local Indigenous culture and the natural environment. | • | • | • | • | Implementation of Sustainability plan | Executive Office |
| 4.3.4 Engage with the Lake Claremont and Foreshore Advisory Committees | • | • | • | • | Meetings per annum | Parks & Environment |

5. Local Prosperity



| OBJECTIVE 5.1: Support new and existing local small business and entrepreneurial activity | | | | | | |
|---|------|----|----|----|---|----------------------|
| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
| | 18 | 19 | 20 | 21 | | |
| 5.1.1 Implement the Claremont Town Centre Annual Action Plan and Advisory Committee Meetings | • | • | • | • | Quarterly management report | Economic Development |
| 5.1.2 Provide opportunities for business to business communication, and provide accessible and timely information to businesses | • | • | • | • | Quarterly management report | Economic Development |
| 5.1.3 Continue to be a Small Business Friendly Local Governments initiative | • | • | • | • | Register on the Small Business Development Commission's website | Economic Development |

| | | | | | | |
|--|---|---|---|---|--|--------|
| 5.1.4 Promotion of 'Score on Doors' Program to food businesses | • | • | • | • | Increase participation and maintain standard | Health |
|--|---|---|---|---|--|--------|

| OBJECTIVE 5.2: Raise the profile of the Claremont Town Centre as a visitor destination | | | | | | |
|---|-------------|-----------|-----------|-----------|---|-----------------------|
| STRATEGY | YEAR | | | | PERFORMANCE INDICATOR | RESPONSIBILITY |
| | 18 | 19 | 20 | 21 | | |
| 5.2.1 Continue to develop and enhance the CTC website and social media platforms as a key communication tool | • | • | • | • | CTC Website and Social Media platform analytics | Economic Development |
| 5.2.2 Undertake Research to develop initiatives and programs to support CTC | • | • | • | • | Survey Results | Economic Development |
| 5.2.3 Maintain and provide appropriate infrastructure (free Wi-Fi, seating, cleanliness, amenities, parking) to maintain the Town Centre appeal to visitors | • | • | • | • | Visitor Feedback Survey | Economic Development |
| 5.2.4 Engage with the Claremont Town Centre Advisory Committee | • | • | • | • | Meetings per annum | Economic Development |