TOWN of CLAREMONT

2023 – 2026

Corporate Business Plan

Our vision and mission

OUR VISION

The Town is a progressive, respectful, sustainable local government supporting a connected, flourishing community.

OUR MISSION

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

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Chief Executive Officer's Foreword

Welcome to the Town of Claremont's Corporate Business Plan (CBP) 2023 to 2026. 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 2031'.

The administration has carefully considered the services and infrastructure it provides now and in the future in response to the community's aspirations and interests, and in line with available resources. This document is separated into the Town's five key areas of focus; Liveability, Prosperity; People, Environment and Leadership and integrates with the Town's key informing strategies; being the Workforce Plan, Asset Management Plan and the Long-Term Financial Plan.

The Town successfully provides a wide range of community facilities and assets such as our Aquatic centre Hub & Library, regional Museum, conservation category wetland, foreshore as well as infrastructure to support a thriving town centre and community. In the next four years our staff will continue to work hard to deliver these goals and provide exceptional customer service.

Photo: Chief Executive Officer, Liz Ledger

Our vision

The Town is a progressive, respectful, sustainable local government supporting a connected, flourishing community.

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 customers and 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 and on budget.

Key Goal Areas

Leadership and Governance
We are an open and accountable local government: a leader in community service standards

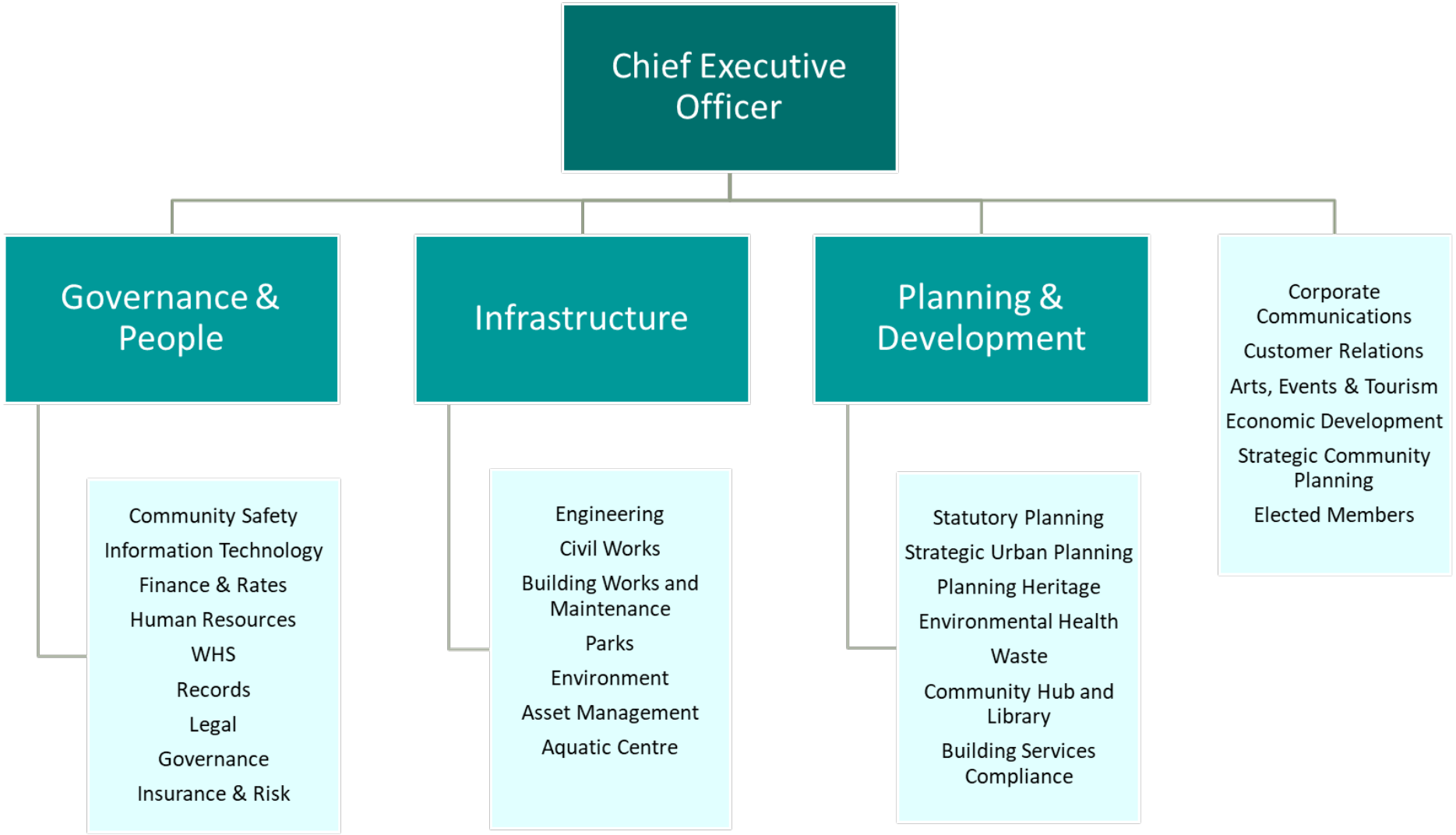
People
We live in an accessible and safe community that welcomes diversity, enjoys being active and has a strong sense of belonging

Liveability
We are an accessible community with well-maintained and managed assets. Our heritage is preserved for the enjoyment of the community

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

Prosperity
Our businesses are thriving and integrated into the life of the Claremont community, and the town centre is known as a premier visitor destination

Organisational Structure



1. Leadership & Governance

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

	23	24	25	26	Measure	Responsibility
1.1.1 Consult on specific projects as per the Town's guidelines and policies					Consultation undertaken in timeframes and results provided	Chief Executive Office
1.1.2 Implement and adhere to the Town's Customer Experience Charter					Quarterly Report Data on Customer Response Biennial community survey results	Chief Executive Office
1.1.3 Provide relevant, accessible and clear information on all the Town's services and facilities					Claremont Ahead x 10 per annum Flourish produced x 4 per annum Social Media and website Analytics	Chief Executive Office
1.1.4 Communicate the Town's 'Claremont Ahead' Plan and outcomes					Annual report	Chief Executive Office
1.1.5 Implement the biennial Community Survey and Report					Survey results	Chief Executive Office
1.1.6 Maintain strong relations with media					Media monitoring and coverage	Chief Executive Office

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

channels and provide timely and accurate information						
1.1.7 Implement a digital marketing strategy that enhances the positive brand					Website Analytics Social Media analytics	Chief Executive Office
1.1.8 Support and administer our Community Advisory Committees to facilitate feedback and advice to the Town					Committee established with community representatives Annual Report Attendance and number of meetings Committee agendas and minutes published	Chief Executive Office

1.2 Demonstrate a high level of leadership, transparency, governance, management

	23	24	25	26	Measure	Responsibility
1.2.1 Facilitate the Biennial Local Government Elections					Elections conducted 2023 and 2025	Governance & People
1.2.2 Review and develop and implement a Strategic Community Plan in line with community expectations					Revised SCP approved by Council in 2025	Chief Executive Office
1.2.3 Facilitate induction for newly elected councillors					Town Induction provided and completed	Governance & People

1.2 Demonstrate a high level of leadership, transparency, governance, management						
					WALGA Program completed	
1.2.4 Support Elected Members with training and development opportunities					Workshops provided Training budget expended Courses attendance in Annual Report	Governance & People
1.2.5 Provide timely, relevant and accurate information to Elected Members					Weekly newsletter Forums and Workshops CEO Meetings	Governance & People
1.2.6 Complete the annual Compliance Audit Return					Return completed and lodged by 30 March	Governance & People
1.2.7 Complete Regulation 17 Review					Review completed	Governance & People
1.2.8 Review the Town's Risk Management Framework					Adoption by Council	Governance & People
1.2.9 Ensure effective risk management practices are in place					Regular risk register review by Executive Team Reduction in claims	Governance & People
1.2.10 Provide professional internal legal advice services to the Town's business units.					Legal risks reduced External legal spend reduced	Governance & People

1.2 Demonstrate a high level of leadership, transparency, governance, management						
1.2.11 Annually review and obtain comprehensive insurance for Town assets					Updated Insurance Register Accurate costing annually	Governance & People
1.2.12 Ensure Governance requirements are in accordance with the Local Government Act and associated Regulations					A clean Compliance Audit Return Minutes and Agendas on website Registers on website	Governance & People
1.2.13 Implement the Integrated Planning Framework					CBP Reviewed and approved by Council	Chief Executive Office
1.2.14 Local Laws development and review					Local Laws reviewed in accordance with LGA and gazetted	Governance & People
1.2.15 Policy Manual Review					Annual review conducted Adoption by Council	Governance & People
1.2.16 Delegation Authority Register Review					Annual review conducted Adoption by Council Register up to date	Governance & People
1.2.17 Facilitate and support Records Management in accordance with Town's approved Record Keeping Plan					Employee Training Record Keeping Plan approved every 5 years	Governance & People

1.2 Demonstrate a high level of leadership, transparency, governance, management

					Retention of Records	
1.2.18 Process Freedom of Information applications and Public Interest Disclosures					Statutory timeframes meet	Governance & People
1.2.19 Review of and implementation of Business continuity and disaster recovery plans					Plans adopted	Governance & People

1.3 Manage our finances responsibly and improve financial sustainability

	23	24	25	26	Measure	Responsibility
1.3.1 Prepare the Annual budget in line with relevant plans, policies and procedures and in consultation with stakeholders					Annual Budget Adopted in line with Policy requirements	Chief Executive Office Governance & People
1.3.2 Implement the Annual Budget in line with relevant policies and legislation					Audit findings	Chief Executive Office Governance & People
1.3.3 Identify and leverage grant funding opportunities					Percentage of grant funding per annum increased	Executive Team

1.3 Manage our finances responsibly and improve financial sustainability

1.3.4 Source and secure alternative revenue streams					Percentage of alternative revenue per annum increased	Chief Executive Office Governance & People
1.3.5 Actively explore regional opportunities which reduce service delivery costs and/or improve service levels					Western Suburbs CEO Group	Chief Executive Office
1.3.6 Review Long Term Financial Plan					Adopted by Council	Chief Executive Office Governance & People
1.3.7 Compliance to changes to Australian Accounting Standards (AAS)					Annual Audit	Governance & People
1.3.8 Review audit findings and implement recommendations					Reporting to Audit & Risk Committee and Council Actioning of Audit Findings	Chief Executive Office Governance & People
1.3.9 Improve procurement activities and processes through guidelines, training and awareness					Employee Training Actioning of Audit Findings	Governance & People
1.3.10 Manage the Audit & Risk Management Committee					Quarterly meetings held Agendas and Minutes published	Governance & People

1.3 Manage our finances responsibly and improve financial sustainability

1.3.11 Develop and implement a Plan for the Town's assets including renewal, disposal and acquisition					Plan approved by Council	Chief Executive Office
1.3.12 Identify and secure partnerships that support the Town's asset renewal plan (1.3.11)					Number and triple bottom line value of partnerships assessed annually	Chief Executive Office
1.3.13 Review tenancies to ensure fairness, commerciality and equity					Valuations obtained prior to leasing Lease terms approved by Council	Governance & People

1.4 Create an environment to support and develop our staff

	23	24	25	26	Measure	Responsibility
1.4.1 Develop an annual training and development program for staff in line with Performance Assessment Cycle outcomes					Annual budget expended in line with Performance Assessment Cycle recommendations	Governance & People
1.4.2 Enterprise Agreement Negotiations					Completed every 3 years Agreement approved	Chief Executive Office

1.4.3 Transition from Fair Work Commission to State IR System						Governance & People
1.4.4 Implement and regularly review the Town's Induction process for new employees					Inductions for all staff Staff survey results– improvement in this indicator	Governance & People
1.4.5 Implement the recommendations from the Workforce Plan 2021- 2026					Recommendations implemented on time	Chief Executive Office
1.4.6 Undertake bi-annual employee engagement survey to assist with workforce planning and culture					Survey completed and reported	Chief Executive Office Governance & People
1.4.7 Develop and implement the Town's Health & Wellbeing program					Strategies implemented annually Staff survey results– improvement in this indicator	Governance & People
1.4.8 Maintain physical ICT assets					Lease renewal Staff Survey – improvement in this indicator	Governance & People
1.4.9 Establish and continuously review and update an WSH program					Quarterly WSH Committee Meetings held – minutes distributed	Governance & People

1.5 Continually assess our performance and implement initiatives that drive continuous improvement

	23	24	25	26	Measure	Responsibility
1.5.1 Research and implement technology solutions that improve organisational efficiency					Software Upgrades	Governance & People
1.5.2 Develop ICT Framework and associated plans					Framework endorsed by Executive Management Team	Governance & People
1.5.3 Create an environment that supports continuous improvement					Evidenced in Position Descriptions Staff Connect Staff Meetings Staff surveys PAC	All
1.5.4 Review, & document current work processes to identify gaps and improvement opportunities.					Management Team – quarterly reporting	All
1.5.5 Improve the Town's geographical information and mapping services					GIS Resource Mapping available to external users (2024)	Infrastructure Services And Governance & People

1.6 Provide the best possible customer service throughout every interaction we have with our customers

	23	24	25	26	Measure	Responsibility
1.6.1 Review the Customer Experience Charter in line with customer feedback and best practice					Service levels exceed customer expectations	Chief Executive Office
1.6.2 Develop a culture of customer excellence					Evidenced in Position Descriptions Training and development plan Position descriptions PAC	All

2. People

2. 1 Effectively review and maintain the Town's Facilities in response to a growing community						
	23	**24**	**25**	**26**	**Measure**	**Responsibility**
2.1.1 Conduct the annual asset review of the Town's community facilities					Review complete	Infrastructure Service
2.1.2 Implement the annual Aquatic centre asset improvement plan					2023 First Aid Room 2023 Chemical Lift 23-34 BBQ Area 2024 Function room	
2.1.3 Review Library Services and Hub venue to ensure its appropriateness for a growing community						
2.1.4 Develop a Master Plan for Claremont Park East in response to the growing community					Acquisition of site Plan Endorsed by Council 2023	Chief Executive Office Planning & Development
2.1.5 Identify and facilitate land for community purposes					Business Case submitted	Chief Executive Office Planning and Development

2.2 Facilitate opportunities for social participation, health, learning and inclusion through programmed activities and events						
	23	**24**	**25**	**26**	**Measure**	**Responsibility**
2.2.1 Review and implement the Community Library & Hub's annual community development program					Budget expended Program KPI's met	Planning & Development
2.2.2 Review and implement the Claremont Museum's annual education and history program					Budget expended Program KPI's met	Chief Executive Office
2.2.3 Manage the competing interests of the pool to ensure a balance of individual and club use					Annual income and usage data	Chief Executive Office
2.2.4 Maintain and enhance the Town's Parks, playgrounds and footpaths for passive use					Footpath program completed annually Budget expended	Infrastructure Services
2.2.5 Review, enhance and implement the Town's annual calendar of community events					Review undertaken and adjustments made / approved	Chief executive Office
2.2.6 Prepare and implement a Reconciliation Action Plan					Reconciliation Plan Stage 1 adopted by Council	Chief Executive Office

2.2 Facilitate opportunities for social participation, health, learning and inclusion through programmed activities and events

					Stage 2 completed	
2.2.7 Develop Aboriginal Heritage Management Plans for Registered Sites					Obtain Informed Consent from the ACH Council for ACHP's	Infrastructure Services Governance & People
2.2.8 Prepare and implement a Community Health and wellbeing Plan					Consultation completed Community Health Plan adopted by Council 2023	Planning & Development

2.3 Support and facilitate opportunities to improve community safety

	23	**24**	**25**	**26**	**Measure**	**Responsibility**
2.3.1 Competently manage the enforcement of the Town's Local Laws					Warning or infringements issued as appropriate Community awareness and adherence of Local Laws	Governance & People
2.3.2 Implement the outcomes of the Community safety and crime prevention plan					Program KPI's met Survey feedback	Governance & People
2.3.3 Implement regular Food inspections of food premises					Number of Food inspections conducted per annum	Planning & Development

2.3 Support and facilitate opportunities to improve community safety

2.3.4 Undertake an audit of lighting in the Town Centre and implement upgrades					Audit completed Budget expended Audit items actioned	Infrastructure Services
2.3.5 Undertake an audit of street signs and line-marking and implement recommendations					Audit completed Audit items actioned	Governance & People Infrastructure Services
2.3.6 Coordinate the Towns emergency management prevention, preparedness, response and recovery functions.					LEMAC Meeting attendance	Governance & People
2.3.7 Manage and reduce the risk associated with bushfires at Lake Claremont					Bushfire mitigation activities completed annually	Governance & People

2.4 Provide opportunities for local community groups that supports their capacity and ongoing sustainability

	23	24	25	26	Measure	Responsibility
2.4.1 Provide support to identified not for profits groups for the betterment of the community.					Number of sustainable clubs in the Town Amount of external funds delivered to the community	Chief Executive Office
2.4.2 Promote and implement the Town's small grants program					Annual budget allocated Number of groups assisted per annum	Chief Executive Office
2.4.3 Provide promotional support to not for profit cultural, community and sporting groups					Number of articles per annum (Quarterly report)	Chief Executive Office
2.4.4 Provide support to local community recreation clubs through subsidies for grounds					Annual budget provision	Governance & People Infrastructure & Services

2.5 Develop and implement Seniors and Youth specific activities and engagement

	23	24	25	26	Measure	Responsibility
2.5.1 Implement specific senior focussed activities at the Claremont Library and Community Hub					Number of participants per annum Attendee feedback	Planning & Development
2.5.2 Implement the monthly senior focussed history talks					10 events held at the Museum annually	Chief Executive Office Planning & Development
2.5.3 Specific senior focussed activities run at the Aquatic Centre					Number of activities per annum	Chief Executive Office
2.5.4 Implementation of the Museum Education Program focussed at lower primary students in the Town					6-month program implemented Number of attendees Attendee feedback	Chief Executive Office
2.5.5 Support the provision of services for the elderly and people with a disability					Annual budget allocation SHINE Quarterly reports	Chief Executive Office
2.5.6 Review and implement the service provision of Meals on Wheels for residents in the Town					Number of meals registered per annum	Chief Executive Office

2.5 Develop and implement Seniors and Youth specific activities and engagement

2.5.7 Provide support to external service providers that care for vulnerable youth in our community					Annual budget allocation expended Outcomes report received	Chief Executive Office
2.5.8 Maintenance and provision of Claremont Park for leisure activities for students of Freshwater Bay Primary					Park maintained Schools events held	Infrastructure Services
2.5.9 Celebration of seniors in our community during Senior's Week					Senior week activation held	Executive Office
2.5.10 Celebrate the work of Volunteers through an annual awards and recognition event					Annual Awards held	Executive Office
2.5.11 Manage and implement the Library home delivery service					Number of deliveries conducted quarterly	Executive Office
2.5.12 Implement the Library's school holiday programs					2 school holiday programs held annually	Executive Office

2.6 Recognise and celebrate the Town's history and culture through arts and events

	23	24	25	26	Measure	Responsibility
2.6.1 Manage Public Art projects in line with Council Policy					Number of public art projects reflective of budget Lake Claremont Art Trail approved	Executive Office and Planning and Development
2.6.2 Implement the Town's annual Community Events program					Annual program of events implemented Survey feedback 90% rated good or excellent	Executive Office
2.6.3 Conduct the annual ANZAC Day ceremony					Ceremony implemented annually	Executive Office
2.6.4 Implement an annual visual art focussed major event to recognise and celebrate WA artists in our community					ART TRA Art Award	Executive Office
2.6.5 Implement the Claremont Museum's annual action plan						

3. Liveability

3.1 Promote and support initiatives that improve traffic flow

	23	24	25	26	Measure	Responsibility
3.1.1 Facilitate the development of School Traffic and Transport Management Plans in partnership with education institutions and businesses					New applications approved Traffic Monitoring Surveys completed annually	Planning & Development
3.1.2 Develop and implement a Town wide Parking Precinct Plan with associated Cash-In Lieu Public Parking Plan					Plan approved by Council 2022	Planning & Development
3.1.3 Review the space between the Town Centre and the railway to create better connections and development opportunities					Plan completed 2022 Budget provision 2023	Executive Office Planning & Development Infrastructure Services
3.1.4 Support Transit Oriented Developments in the Town					WAPC recognised LG	Infrastructure Services Planning & Development
3.1.5 Work strategically to guide future					Attendance at meetings	Planning & Development Executive Office

3.1 Promote and support initiatives that improve traffic flow						
development in the North East area of the Town to the benefit of the community						
3.1.6 Incorporate public parking and transport plans in the Local Planning Strategy for the Town					Local Planning Strategy approved WAPC 2022	Planning & Development
3.1.7 Prepare a ROW Strategy for the Town's ROWs					ROW strategy and policies completed 2023	Infrastructure Services Planning & Development
3.1.8 Implement the recommendations ROW Strategy for the Town's ROWs					23 ROW Review endorsed by Council	Infrastructure Services and Planning and Development
3.1.9 Undertake a review of road safety incidents and implement improvements where warranted					Annual review completed	Infrastructure Services
3.1.10 Advocate for improvements to Stirling Highway					Feedback from Main Roads Western Australia	Infrastructure Services and Planning and Development

3.2 Provide clean, usable, attractive and accessible streetscapes and public spaces

	23	24	25	26	Measure	Responsibility
3.2.1 Implement the Town's street sweeping and cleaning program					100% Budget expenditure	Infrastructure Services
3.2.2 Upgrade the Town's roads as per the Asset Management Plan					Annual Budget approved and expended Road Conditions Audit completed annually	Infrastructure Services
3.2.3 Replace the Town's slab footpath network to current standards and specifications					Budget approval and expenditure annually Minimum 6-year replacement program Community feedback	Infrastructure Services
3.2.4 Develop designs for the redevelopment of Gugeri Street providing a shared space linking Claremont Station and Bay View Tce					Council approval 2022	Infrastructure Services Planning & Development Executive Office
3.2.5 Manage graffiti in the Town promptly					Adhere to the Town's Graffiti Management policy	Infrastructure Services
3.2.6 Implement the annual drainage					Reduced instances of flooding	Infrastructure Services

3.2 Provide clean, usable, attractive and accessible streetscapes and public spaces

maintenance and upgrades program						
3.2.7 Consult and plan for an improved cycle network across the Town					Consultation completed Plan developed 2023	Infrastructure Services
3.2.8 Implement the annual Parks and Gardens maintenance program					Community Feedback Budget expended	Infrastructure Services
3.2.9 Manage and enhance the Town's street trees					Number and type of trees planted per annum in compliance with the Plan	Infrastructure Services
3.2.10 Engage the PTA to support the development of infrastructure that allows improved pedestrian and disabled access linkages between the bus interchange and the railway station					Plan supported and approved	

3.3 Balance the Town's historical character with complementary, well designed development and planning

	23	24	25	26	Measure	Responsibility
3.3.1 Review and implement the Town's					Reviewed conducted	Planning & Development

3.3 Balance the Town's historical character with complementary, well designed development and planning						
Heritage List in line with Statutory Requirements						
3.3.2 Conduct the biennial Civic Design Awards to recognise those that contribute to the Town's historical character					Awards conducted	Planning & Development
3.3.3 Implement the Mike Balfe Heritage Maintenance Program					Reports to Council Budget expended	Planning & Development
3.3.4 Complete a review of the Local Planning Scheme 3.					Report of Review of LPS 3 certified by WAPC	Planning & Development
3.3.5 Prepare and review Council's Planning Framework documents to ensure new development complies with the statutory and approved community expectations					Framework approved by Council 2022	Planning & Development
3.3.6 Prepare Local Planning Strategy in line with community and WA Planning Commission expectations					WAPC Approval	Planning & Development

3.3 Balance the Town's historical character with complementary, well designed development and planning						
3.3.7 Process Development Applications and subdivision proposals received in line with legislative requirements					Quarterly reporting	Planning & Development
3.3.8 Process Building Applications received in line with legislative requirements					Quarterly reporting	Planning & Development
3.3.9 Manage the compliance of private swimming pools					Contractor engaged Number of non-compliant pools decreasing annually	Planning & Development
3.3.10 Complete the Precinct Structure Plan for the Claremont Town Centre					WAPC approval	Planning & Development

3.4 Develop the public realm as gathering spaces for participation, prosperity and enjoyment

	23	24	25	26	Measure	Responsibility
3.4.1 Implement cosmetic and minor structural improvements to public throughfares in the town centre					Grant approval Gugeri Street Maude Jackson Lane St Quentin's Avenue	Infrastructure Services Executive Office
3.4.2 Implement Disability Access and Inclusion plan					Implement approved plan	All Executive
3.4.3 Review DAIP						Governance & People
3.4.4 Manage and implement all Town of Claremont Public Art % for Art Policy Projects					Budget provision Projects managed in line with Policy	Executive Office

4. Environmental Sustainability

4.1 Take an environmental leadership role in the community

	23	24	25	26	Measure	Responsibility
4.1.1 Review and update the Town's Sustainability Action Plan					Plan approved by Executive Outcomes achieved	Executive Office Executive Office
4.1.2 Apply sustainable, energy efficient principles to all Town new buildings and developments					Building compliance	Infrastructure Services and Planning and Development
4.1.3 Ensure businesses comply with health and safety requirements					Number of Food, skin and hair inspections	Planning & Development
4.1.4 Manage noise pollution					Regulation Approvals	Planning & Development
4.1.5 Promote the Town's sustainability initiatives through the Town's communication channels					Number of articles	Executive Office
4.1.6 Continue to work with the community (schools and businesses) to help reduce the traffic impact around the Town					Compliance with traffic management plans Education programs	Planning & Development Governance & People

4.1 Take an environmental leadership role in the community

4.1.7 Continued reduction of glyphosate weed control within public areas of the Town					Glyphosate usage reduced from all public interface areas by 2022 Alternative weeding methods increases	Infrastructure Services
4.1.8 Support and facilitate a 'Sustainability Shop' for textile reuse and waste minimisation					Sustainability shop operating in Claremont	Executive Office
4.1.9 Enhance and preserve our Street Tree assets					Tree canopy percentage maintained or increased	Infrastructure Services
4.1105 Review Fleet purchases with consideration for fuel and environmental efficiency					Number of fuel-efficient or hybrid cars in the Town's car fleet = 100% by 2024	Infrastructure Services

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

	23	24	25	26	Measure	Responsibility
4.2.1 Implement a high standard of maintenance to improve efficiency and					Gold ranking Water usage	Infrastructure

4.2 Aim for best practice in water usage and waste minimisation in line with community expectations						
water wastage of Town owned reticulation systems						
4.2.2 Implement the Town's Waste Management Plan					Plan KPI's met	Planning & Development
4.2.3 Water quality and health maintained in public pools, wetland, open drains and river					Regular testing and responses	Planning & Development
4.2.4 Support the reduction of Mosquito population					Data produced Reduced numbers	Planning & Development
4.2.5 Manage issues that can result in noise pollution					Regulations Approvals	Planning & Development
4.2.6 Promote water wise gardens and free mulch					Annual Native Plant subsidy uptake	Infrastructure Services
4.2.7 Reduce use of paper at the Town					Agendas, minutes all electronic Digitisation strategy in RKP Photocopying statistics	Governance & People

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

4.2.8 Plan for the transition of FOGO					Communication Strategy developed 2024 Project Plan and Budget approved by Exec in 2024 Roll out 2025	Planning & Development

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

	23	24	25	26	Measure	Responsibility
4.3.1 Review and implement the Lake Claremont Management Plan					Objectives in the Plan met	Infrastructure Services
4.3.2 Manage the Lake Claremont Advisory Committee					Quarterly meetings held Agendas and Minutes published	Infrastructure Services
4.3.3 Manage the Foreshore Advisory Committee					Quarterly meetings held Agendas and Minutes published	Infrastructure Services

4.3 Protect and conserve the natural flora and fauna of the River Foreshore and lake Claremont						
4.3.4 Protect the foreshore area within the Town's jurisdiction					Revegetation Foreshore Masterplan Sand Management Plan implemented ~~2022~~ Dinghy storage finalised	Infrastructure Services
4.3.5 Plan for outcomes of the Community Facility Need study relative to an educational environmental space					Funding secured Plans approved	Infrastructure Services
4.3.6 Continue to support local environmentally focussed community groups					Community grants administered Marketing support	Executive Office
4.3.7 Implement an annual event to promote the protection and enhancement of the Lake					Gold Star Ranking for waste minimisation at a community event Number of attendees	Executive Office
4.3.8 Implement an annual event to promote the protection and enhancement of the Foreshore					Gold Star Ranking for waste minimisation at a community event Number of attendees	Executive Office

4.3 Protect and conserve the natural flora and fauna of the River Foreshore and lake Claremont						
4.3.9 Support native flora and fauna through the management and control of feral animals					Implement annual program	Infrastructure Services

5. Prosperity

5.1 Support new and existing local small businesses

	23	24	25	26	Measure	Responsibility
5.1.1 Review and develop a Claremont Town Centre Annual Action Plan					Plan endorsed by the CTC Advisory Committee Annual Budget expended	Executive Office
5.1.2 Manager the CTC Advisory Committee					Quarterly meetings held Agenda and Minutes published	Executive Office
5.1.3 Provide opportunities for business-to-business communication, and provide accessible and timely information to businesses					Number of networking sessions held annually	Executive Office
5.1.4 Continue to be a Small Business Friendly Local Government's initiative					Acknowledged as a Small Business Friendly LG by the SBDC	Executive Office
5.1.5 Positively promote well managed food and beverage businesses					Number of businesses engaged in the 'Scores on Doors' program	Planning & Development

5.1 Support new and existing local small businesses						
5.1.6 Provide Christmas lighting and decorations to business nodes with supporting infrastructure to encourage visitation					Decorations installed annually Budget expended	Infrastructure Services
5.1.7 Review and where possible simplify approvals processes and applications for businesses to hold events and activations					Removal of red tape Outcomes of business support group	Planning and Development
5.1.8 Provide opportunities for training and development local businesses					Attendance at training sessions and seminars	Executive Office
5.1.9 Continue to provide support to small business through reducing red tape where possible					Alfresco activity Number of applications waived	Executive Office
5.1.10 Promote local business through existing Town of					Number of articles	Executive Office

5.1 Support new and existing local small businesses

Claremont media channels						

5.2 Raise the profile of the Claremont Town Centre as a visitor destination

	23	24	25	26	Measure	Responsibility
5.2.1 Continue to promote the CTC businesses through planned and targeted digital media					Traffic measured quarterly through website analytics Number of Shares and Likes increased annually	Executive Office
5.2.2 Undertake Research to develop initiatives and programs to support CTC					CTC Action Plan approved annually	Executive Office
5.2.3 Implement the annual CTC Action Plan					KPI's met	Executive Office
5.2.4 Maintain and provide appropriate infrastructure to maintain the Town Centre appeal to visitors					Town Centre Cleaning program competed annually	Infrastructure Services Executive Office
5.2.5 Develop and implement a night-time					Number of night-time activations per annum	Executive Office

5.2 Raise the profile of the Claremont Town Centre as a visitor destination

economy stimulus program					Annual grant budget expended	
5.2.6 Deliver events that drive visitation to the Claremont Town Centre					Business participation in events Consumer attendance at events	Executive Office

5.3 Plan for the development of attractive and thriving activity nodes to support local economic activity

	23	24	25	26	Measure	Responsibility
5.3.1 Complete the Town Centre Activity Centre Plan					1.	Planning & Development
5.3.2 Research and plan for uses for Town owned land in the Town Centre					Council approved Plan	Executive Office Planning & Development
5.3.3 Complete the statutory guidelines for implementing the Swanbourne Village Local Development Plan					Council approved Plan	Planning & Development
5.3.4 Complete the Town's Loch Street Structure Plan to support the local activity node					Council approved Plan	Planning & Development

5.3.5 Engage with Development WA and M major developers to acknowledge the attributes of the Town in marketing material and co-branding of development and public spaces					Town promotion in new developments	Executive Office Planning & Development

ACKNOWLEDGEMENT OF PEOPLE AND COUNTRY

The Town of Claremont acknowledges the Traditional Custodians of the land and waterways of the Claremont and Swanbourne area. We respect the significance of their connection to the sacred sites, the Derbal Yerrigan and Galbamaanup wetland. We honour the ancestors of our community Elders who survived and cared for this Country.

TOWN OF CLAREMONT
Est 1898

308 Stirling Highway, Claremont WA 6010 | PO Box 54, Claremont WA 6910
(08) 9285 4300 | **www.claremont.wa.gov.au** | Email: **toc@claremont.wa.gov.au**