

OUR CORE VALUES			
Respect	Integrity	Care	Honesty

STATEMENT OF EXPECTATIONS - VISION / PURPOSE

The duration, frequency and degree to which the Planning / Approvals Function has performed, or failed to perform, in accordance with the Council’s expectations and the 2024 Community MARKYT Scorecard. Council seeks toImprove Assessment performance to ensure average gross end to end statutory timeframes (10/25 building 60/90 days planning) are improved & ensure that the percentage of applications assessed within expected timeframes (50% or less of application assessed within this expectation).

OBJECTIVES – WHAT WE WANT TO ACHIEVE

Over the next 12-18 months - we will assist the City of Kalamunda to:

1. Make Approvals more consistent and efficient and streamlined. Seek to reduce unnecessary red tape to support development and critical infrastructure.
2. Make our Regulatory system easier to understand and navigate.
3. Improve transparency in decision making processes
4. Create better places for our diverse community and business in the City of Kalamunda.

DELIVERY STRATEGIES – TO MEET OUR OBJECTIVES

1. STREAMLINE POLICY & PROCESS

Take a long-term view that Council needs to facilitate timely delivery of approvals to meet customer expectations.
2. COUNCIL PRIORITIES

Play a key role in delivering outcomes on current Council’s strategic priorities.

SUPPORT STRATEGIES – TO MEET OUR OBJECTIVES

3. PARTNERSHIPS & RELATIONSHIPS

Expand and strengthen Business and Government partnerships and relationships to achieve results.
4. CAPACITY

Provide opportunities for communities to engage in and influence our activities by taking a Triple Bottom Line approach to our activities.
5. CUSTOMERS & MARKETING

Anticipate customer’s needs and actively communicate our role and contribution to Kalamunda and its surrounds.
6. Technological and Data Solutions

Achieve business performance by invest in our people and systems for optimal business performance.

KE PERFORMANCE INDICATORS

COUNCIL PRIORITIES	STRATEGIC PROJECT DELIVERY, PARTNERSHIPS & RELATIONSHIPS	BUSINESS PERFORMANCE, CUSTOMER & MARKETING
1. Increased response rate and positive shift in Customer Satisfaction Survey results. 2. Plan actions implemented.	1. Improved relationships. 2. Plan actions implemented.	1. Reduction in ‘total days’ for application processing. 2. Plan actions implemented.