

5.7 CITY OF VINCENT REBOUND PLAN - QUARTERLY UPDATE

- Attachments:**
1. **Vincent Rebound Plan - Implementation Framework**
 2. **Rebound Roundtable Forward Agenda**

RECOMMENDATION:

That Council **NOTES** the:

1. **Quarterly update on the City of Vincent Rebound Plan implementation included as Attachment 1, and the monthly reporting to the Rebound Roundtable; and**
2. **Rebound Roundtable Forward Agenda included as Attachment 2.**

PURPOSE OF REPORT:

To consider an update on the City of Vincent Rebound Plan implementation and the City's actions to manage, recover and rebound from the COVID-19 pandemic.

BACKGROUND:

On 15 September 2020 at its Ordinary Meeting, Council endorsed the [City of Vincent Rebound Plan](#) (Rebound Plan), as an addendum to the [COVID-19 Relief & Recovery Strategy](#) and noted that the implementation of the Rebound Plan would be reported monthly to the Rebound Roundtable and quarterly to Council.

On 15 December 2020, 23 March 2021 and 22 June 2021 at its Ordinary Meeting, Council noted the quarterly update on the implementation of the Rebound Plan.

The Rebound Roundtable was established 12 August 2020, as a collaborative partnership, and forum to share learning and ideas, between the City, local business representatives and the local Town Teams. The Rebound Roundtable evolved from the Town Team Roundtable which had been established in April 2020 as an online forum to obtain feedback regarding the City's Covid-19 relief and recovery measures.

With the exclusion of January and May 2021 due to attendee availability, the Rebound Roundtable has met monthly since August 2020 to guide the implementation of the Vincent Rebound Plan – Implementation Framework (Implementation Framework), included as **Attachment 1**. The Implementation Framework addresses the ongoing actions and deliverables for the rebound phase of recovery. To enable specific deliverables to be discussed in detail at the Rebound Roundtable, a Rebound Roundtable Forward Agenda has been prepared and is included as **Attachment 2**.

COVID-19 State of Emergency Directions

Since the 14 September 2021 quarterly update, Western Australia has not gone into lockdown and the State Government has not issued any 'Stay at Home and Closure Directions'.

Western Australia's current controlled border arrangement requires travellers from low, medium, high and extreme risk jurisdictions to be fully vaccinated with a recognised COVID-19 vaccine before they can enter Western Australia. This requirement came fully into effect from 12.01am Monday, 15 November 2021. Only those from very low risk jurisdictions are not required to quarantine for a period of 14 days upon arrival to Western Australia.

On 20 October 2021 the State Government announced a mandatory COVID-19 vaccination policy for a majority of occupations and workforces in WA which will be introduced in a phased approach. The date required for full vaccination to have occurred is dependent on which of the three groups the occupation fits in to. As of 7 November 2021, 64.4 percent of WA's population over the age of 12 had been fully vaccinated.

A new [Department of Health COVID-19 resource](#) has become available for business owners and operators. The resource addresses frequently asked questions should the business be identified as an exposure site.

DETAILS:

The Rebound Plan is a locally responsive action plan designed to support the City's community and businesses to return to strong economic performance by making it easier to do business in the City, further cutting red tape and supporting initiatives to encourage community connection. It is a living document, updated regularly, allowing for new opportunities and initiatives to be included as they arise. It is tracking the City's economic development and social reconnection initiatives over a 24 month period.

The fifth quarterly update to Council is outlined through the Implementation Framework included as **Attachment 1**. The highlights from this are summarised below:

- To make it easy to use town centre public spaces and simplify the process to host events and activations (Action 1.1), completed event approval process improvements were presented at the 27 October 2021 Rebound Roundtable and additional improvement opportunities were identified.
- To enhance the presentation of town centres and main streets (Action 1.3), the WA Police anti-graffiti project has now been completed with seven assets along William Street displaying artwork (including artwork by Aboriginal artists).
- To make it easy to get around Vincent and visit town centres and main streets (Action 1.4), a series of 'walkshops' have been undertaken in collaboration with town teams and has provided in depth understanding of the uniqueness of each town centre to inform the Wayfinding Plan Opportunities, Constraints and Gaps Analysis Report.
- To enhance the public realm through improved development outcomes and incorporation of cultural infrastructure and activation (Action 1.6), the Leederville Precinct Structure Plan has been adopted by Council and involved the rigorous review and recalibration of the development incentives for community benefit.
- To improve the customer experience for businesses (Action 2.6), the City has been accepted into the Small Business Development Corporation's Small Business Friendly Approvals Program.
- To celebrate community resilience and build awareness of local community groups, volunteers and sporting clubs to increase participation and membership (Action 3.1), a collaborative display of artwork by COVID arts relief recipient Jane Coffey from Future Shelter (Angove Street) is on display in the Local History Centre from October – December 2021. Ms Coffey has advised that after receiving the grant, she has gotten back into painting again and participating in the project has led to more commissioned artwork for the artist.
- To seek external funding to deliver rebound initiatives (Action 4.2), the City was successful in securing \$37,000 of RAC Reconnect WA funding to deliver the trial pedestrianisation of Grosvenor Road in Beaufort Street Town Centre to demonstrate the benefits of putting people first and creating places for people.
- To provide economic stimulus and sustainably manage resources and assets (Action 4.3), the indoor pool works at Beatty Park Leisure Centre are now complete and the pool was reopened on 22 August 2021.

CONSULTATION/ADVERTISING:

The Rebound Plan will continue to be implemented in consultation with the town team community and business representatives through the Rebound Roundtable.

LEGAL/POLICY:

Nil.

RISK MANAGEMENT IMPLICATIONS

Low: It is low risk for Council to note the implementation of the actions identified in the Rebound Plan.

STRATEGIC IMPLICATIONS:

This is in keeping with the City's *Strategic Community Plan 2018-2028*:

Connected Community

We have enhanced opportunities for our community to build relationships and connections with each other and the City.

Our community facilities and spaces are well known and well used.

Thriving Places

We are recognised as a City that supports local and small business.

Our town centres and gathering spaces are safe, easy to use and attractive places where pedestrians have priority.

We encourage innovation in business, social enterprise and imaginative uses of space, both public and private.

Innovative and Accountable

Our resources and assets are planned and managed in an efficient and sustainable manner.

Our community is aware of what we are doing and how we are meeting our goals.

We are open and accountable to an engaged community.

SUSTAINABILITY IMPLICATIONS:

This does not contribute to any specific sustainability outcomes of the *City's Sustainable Environment Strategy 2019-2024*; however, the Rebound Plan has been considered against the Statement of Principles announced by the Mayors of the C40 Climate Leadership Group on 18 August 2020 and has been found to be in alignment. The goal of the Statement of Principles is to build a better, more sustainable, more resilient, and fairer society out of the recovery from the COVID-19.

PUBLIC HEALTH IMPLICATIONS:

This is in keeping with the following priority health outcomes of the City's *Public Health Plan 2020-2025*:

Increased mental health and wellbeing

Increased physical activity

Mitigate the impact of public health emergencies

FINANCIAL/BUDGET IMPLICATIONS:

The Rebound Plan highlights existing budgeted services, projects and programs.

The actions listed in the Rebound Plan have all been accounted for through the City's approved budget. The relevant funding allocations are referenced against each action in **Attachment 1**. These allocations have been updated following adoption of the City's 2021/22 budget.

Future initiatives and actions will be subject to Council consideration and/or external grant funding. External grant funding opportunities have and will continue to be sought as opportunities arise.

COMMENTS:

Ongoing engagement with community and business representatives to guide the implementation of the Rebound Plan will support community reconnection, working towards creating more agile and resilient places, and provide ongoing support for businesses to thrive, diversify and start up. This will promote community ownership of the Rebound Plan and ensure it meets the needs and expectations of the community and businesses.

VINCENT REBOUND PLAN – IMPLEMENTATION FRAMEWORK

Table 1. Our Places: Actions and initiatives to create safe, easy to use and attractive, places for people that support social interaction, creativity and vibrancy

Action - what we'll do	Deliverable - how we'll do it	Funding Allocation	Responsible Team(s)	Timing				Status – 5 August 2021	Quarterly Update – 15 November 2021	
				2020/21		2021/22				
				Jul-Dec	Jan-Jun	Jul-Dec	Jan-Jun			
1.1 Make it easy to use town centre public spaces and simplify the process to host events and activations	1. update SpacetoCo booking options and promote free hire of town centre public spaces	\$5,000	Marketing & Partnerships/ Policy & Place	•	•			Completed SpacetoCo booking options have been updated. Free spaces have been promoted and will continue to be promoted on the City's website and in the Use Public Space to Grow Your Business flipbook.	Completed	
	2. explore opportunities to create pre-approved event spaces					•	•	•	A pre-approved event space working group has been formed and met in April, which identified actions that the City can implement to provide pre-approved elements for selected event spaces.	Completed The opportunity to create pre-approved event spaces has been explored by the Event Working Group. It has been determined that it is infeasible due to the uniqueness of each event and the differing approval requirements to which this entails (e.g., emergency egress requirements, risk management, provision of sanitary facilities, COVID-19 requirements, liquor licencing, first aid, lighting requirements, electrics, noise management). Improvements to the events approval process in general will continue to be explored by the Events Working Group and will be reported on in the action below.
	3. streamline events approval processes in consultation with Town Teams to ensure processes are fit for purpose					•	•	•	In July 2021, Health Services coordinated an internal City wide 'events' working group meeting. Representatives attended from all service units involved in event assessment, management, and approval. The group discussed: roles, responsibilities, lodgements, improvements (front facing and internal), when to host event pre-post meetings, lead-in times, forecast and known events and website improvements. The priority actions to come out of the meeting were: <ul style="list-style-type: none"> • Improve lodgement methods for event applications, • Simplify event application form, • Update website, • Arrange pre and post event meetings for 'large/high risk' events, and to any event holder who would like this, and • Schedule quarterly working group meetings. These improvements are scheduled for completion in late 2021.	Work is continuing on the priority actions and another Events Working Group is scheduled in November 2021 to discuss progress and new actions. At the 27 October 2021 Rebound Roundtable, Health Services presented information on improvements to date, and those to come. In response to this Rebound Roundtable meeting, the City is committed to: <ul style="list-style-type: none"> - seek feedback from Town Teams on the Event Application form; - Progress improvements to the Event Guidelines to include common 'tips and tricks'; and - Advocate to Racing, Gaming and Liquor regarding town centre specific licence requirements.
1.2 Encourage and support events and activations	4. collaborate with Town Teams and community event providers to activate our spaces and places	\$30,000	Marketing & Partnerships				•	Through the special funding round, we've supported four community events. <ul style="list-style-type: none"> • RTRFM Neon Picnic • Hyde Park Fair • City of Vincent Football Match • Soundscapes at Beatty Park (postponed due to COVID). Major event sponsorship for 2021/22 was approved by Council on 27 July. Two town team event applications were approved and a further \$60,000 set aside for future Town Team events in 2021/22. Free hire of town squares is available	Special funding round now complete. On 27 July 2021 at its Ordinary Meeting, Council approved the 2021/22 Event and Festival Funding. Mount Hawthorn Hub was granted \$9,000 for Little Day Out, which was held 13 November 2021. The Beaufort Street Network was granted \$15,000 and an additional \$60,000 was set aside for Town Teams Town Centre Events. The Pickle District has since been granted \$15,000 for Pickle Lit and Leederville Connect has been granted \$5,000 for Kratorville and \$6,000 for the Arty Farty Christmas Party Free hire of town centre public spaces is ongoing.	

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1.3 Enhance the presentation of town centres and main streets	5. implement and maintain streetscape enhancements including planter boxes, seating, greenery, tree planting, art, positive messaging and lighting	\$1.3mill	Policy & Place/ Engineering/ Parks	•	•			<p>Planter boxes outside Fibber McGee's have been anchored to the footpath in response to an incident of vandalism.</p> <p>Oxford Street, between Leederville Parade and Vincent Street, was resurfaced in August utilising grant funding from Main Roads. These road maintenance resurfacing works will not be required for another 15 to 20 years.</p> <p>Locations for nine new benches along Beaufort Street are being finalised in consultation with businesses.</p> <p>A Containers for Change external shelf bin attachment prototype has been tested on William Street. The Containers for Change prototype allows for refundable containers to be easily placed and safely retrieved by those who wish to recycle the containers. A Containers for Change trial is set to be undertaken along William Street and Beaufort Street in late 2021.</p>	<p>Planter boxes in Leederville have been audited for graffiti and vandalism. Graffiti has been removed where present.</p> <p>Locations for nine new benches along Beaufort Street are being finalised following street audit scoping and consultation with businesses.</p> <p>Quotes for festoon lighting at Mary Street Piazza have been received and installation is anticipated over Christmas/new year.</p> <p>The WA Police anti-graffiti project is now complete, where seven assets (combination of utility boxes and seating elements) along William Street have had artwork painted on them. It also includes artwork by Indigenous artist Kambarni which has been printed on vinyl and wraps 53 street sign poles (and backs of signs) along William Street and some side streets in Perth.</p> <p>Pride Mural by Sioux Tempestt has been completed on 4 View Street in North Perth, which is leased by PrideWA and the Rainbow Community House. Mural will be a part of the PrideFest celebrations which commences on 14 November 2021.</p>
	6. review town centre street cleaning services including street furniture and pavement cleaning, and graffiti maintenance	\$48,000	Waste & Recycling/ Parks	•	•			<p>Review completed</p> <p>All six precinct pavement "deep cleans" completed for the 2020/21 financial year, at a total cost of \$42k (\$48k budgeted for 2021/22).</p> <p>High pressure cleaning of the public litter bin frames completed monthly (Enviroblast) at all town centre/precincts.</p> <p>Current daily precinct cleaning schedules are inclusive of waste/litter removal, street sweeping (early morning before peak traffic) and graffiti removal at the main precincts and known 'hot spots'.</p> <p>Extra 0.5 FTE for graffiti removal approved for 2021/22 financial year.</p>	<p>Review completed</p> <p>Continued daily precinct cleaning schedules completed, inclusive of waste/litter removal, street sweeping (early morning before peak traffic) and graffiti removal at the main precincts and known 'hot spots'.</p> <p>Monthly pressure cleaning of the public litter bin frames at all town centre/precincts on-going.</p> <p>Annual "deep cleans" for the 2021/22 financial year will be scheduled from early 2022. All six previous cleans were completed between February and May 2021.</p>
1.4 Make it easy to get around Vincent and visit town centres and main streets	7. prioritise parking patrols to ensure the efficient use of available parking to support local businesses	Nil	Ranger Services	•	•	•	•	<p>Completed</p> <p>Rangers assigned to place based parking patrols, focusing on town centres and activity corridors.</p> <p>The parking sensors for the parking sensor pilot project have arrived and are ready to be installed in September at the trial location at the northern end of Oxford Street.</p>	<p>Completed</p> <p>Rangers assigned to place based parking patrols, focusing on town centres and activity corridors.</p> <p>The parking sensors for the parking sensor pilot project have been installed in the Oxford Street Car Park and will be installed at the northern end of Oxford Street next month.</p>
	8. prepare the Vincent Wayfinding Plan and implement cycle, signage and car parking improvements	\$208,000	Policy & Place/ Engineering	•	•	•		<p>Aspect Studios has been appointed as the preferred consultant to complete the Wayfinding Plan. The background analysis for the project is currently being undertaken. This will include a series of 'walk shops' with key stakeholders to gain a greater understanding of the local Vincent context and the unique character of each of the town centres.</p>	<p>A series of 'walkshops' were undertaken in collaboration with town teams in September 2021. These provided an in depth understanding of the uniqueness of each town centre to inform the Wayfinding Plan Opportunities, Constraints and Gaps Analysis Report.</p>

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Action - what we'll do	Deliverable - how we'll do it	Funding Allocation	Responsible Team(s)	Timing				Status – 5 August 2021	Quarterly Update – 15 November 2021
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				Jul-Dec	Jan-Jun	Jul-Dec	Jan-Jun		
1.5 Encourage and promote active transport to visit and shop local	9. launch active transport campaign and Learn to Ride, Social Riding and Cycle Training sessions	Nil	Engineering	•	•			<p>Launch completed</p> <p>The bi-annual Cycle Market to be held in October in conjunction with the charity Bicycles for Humanity.</p> <p>Principal Shared Path activation program 1: An original artwork will be created on the sound walls next to the PSP in Leederville. This will discourage graffiti tagging, provide path users with an enhanced sense of place and encourage people to visit the Leederville town centre by walking and cycling. This \$8,000 initiative is fully funded via a State Government grant.</p> <p>Principal Shared Path activation program 2: Additional street signs will be installed along the PSP at seven locations. This will improve wayfinding and remind path users of the multiple links into the Leederville area. This \$1,190 initiative is fully funded via a State Government grant.</p>	<p>Launch completed</p> <p>The Cycle Market was held on 30 October 2021.</p> <p>The Principal Share Path (PSP) activation program 1 (artwork) is in planning stage. Leederville Connect has a separate funded art project immediately south of our proposed area. We are now hoping to have the two art pieces work together to achieve a sum greater than the parts.</p> <p>PSP activation program 2 (signs) - site surveys have been completed. Waiting for Main Roads WA confirmation of installation positions.</p>
1.6 Enhance the public realm through improved development outcomes and incorporation of cultural infrastructure and activation	10. investigate opportunities to pursue development incentives for community benefit	Nil	Policy & Place	•	•	•		<p>Investigation completed</p> <p>Development incentives included in draft Leederville Precinct Structure Plan for advertising. Advertising commenced 12 May and concluded 5 July 2021.</p>	<p>Investigation completed</p> <p>On 14 September 2021 at its Ordinary Meeting, Council adopted the Leederville Precinct Structure Plan, including rigorous review and recalibration of development incentives. The Leederville Precinct Structure Plan is now awaiting WAPC approval.</p>
	11. complete phase 1 of the COVID-19 Arts Relief Grant funding	\$151,000	Marketing & Partnerships	•	•			<p>Eight projects complete, and eight projects still outstanding:</p> <ul style="list-style-type: none"> Tanya Schultz (Pip and Pop) installation in empty shop on Washing Lane (Northbridge) confirmed for August. Neon sign and performance by Jen Jamieson, Mary Street Piazza in August/September. Documentary by Nunzio Mondia currently filming, editing, and mixing music for 2021 delivery. Skender & Rae sculptures in fabrication, information bulletin to local residents in July. Install at Beatty Park Reserve mid-August followed by plaque install and artist talk. Paula Hart's parklet canopy delayed due to damaged parklet, parklet has been repaired but awaiting structural certification. Delivery October. Music and video by Leah Grant – final cut of video and organising artwork etc. for release. Delivery August. Football commentary workshops by Matt Aitken and Jen Jamieson and then two live broadcast events. Delivery September. Short dance film by Kaela Halatau and Stephanie Senior in final cut. Delivery August. 	<p>Eleven projects complete, five projects still outstanding:</p> <ul style="list-style-type: none"> Currently searching for an empty shop to house Tanya Schultz' (Pip and Pop) installation. Neon sign and performance by Jen Jamieson, planning installation in Mary Street Piazza. Timing TBC. Documentary by Nunzio Mondia currently filming, editing, and mixing music. Organising a launch for the documentary and Concert Club Jan/Feb 2022. Paula Hart's parklet canopy delayed due to damaged parklet, parklet has been repaired but awaiting structural certification. Delivery TBC. Short dance film by Kaela Halatau and Stephanie Senior in final cut. Delivery December.

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Action - what we'll do	Deliverable - how we'll do it	Funding Allocation	Responsible Team(s)	Timing				Status – 5 August 2021	Quarterly Update – 15 November 2021
				2020/21		2021/22			
				Jul-Dec	Jan-Jun	Jul-Dec	Jan-Jun		
	12. launch phase 2 (Medium Scale Town Centre Artworks) of the COVID-19 Arts Relief Grant Funding	\$280,000	Marketing & Partnerships	•	•			<p>Launch completed</p> <p>EOI released Wednesday 21 July, submissions were due Wednesday 1 September (6 weeks). We received 11 expressions of interest for the Leederville Town Centre public art opportunity and 14 expressions of interest for the William Street Town Centre public art opportunity. This is a strong number of submissions, all meeting minimum requirements and with a substantial amount of talent and experience in the mix. Many applicants are teams of artists and creatives, which was a desired outcome as one of the main aims of this commission was to support more creatives rather than less, being the second phase of the COVID Arts Relief initiative.</p> <p>Advertised on City of Vincent website and socials, RTRFM, NAVA and ArtsHub as well as relevant arts groups on Facebook.</p>	<p>Launch completed</p> <p>Three applicants for each of the two public art opportunities have been shortlisted and invited to develop their expression of interest further into a Concept Design Proposal (CDP). Site visits took place on 19 October 2021 with artists, Administration and representatives from the relevant town teams. The site visits were for applicants to gain a strong understanding of the area, how it is used, and its history, character and its context, as well as technical details related to engineering.</p> <p>CDPs are due for submission 16 November 2021 and will then be presented to the assessment panel in the same week. The panel will assess the submissions, and the recommendations will progress to the 14 December 2021 Ordinary Council Meeting.</p>

Note: Monthly updates included in pink. Draft actions and/or deliverables to be considered for inclusion in Rebound Plan referenced in grey.

Table 2. Our Businesses: Actions and initiatives to provide a business enabling environment that supports local and small business to innovate and rebound to sustainable economic performance

Action - what we'll do	Deliverable - how we'll do it	Funding Allocation	Responsible Team(s)	Timing				Status – 5 August 2021	Quarterly Update – 15 November 2021
				2020/21		2021/22			
				Jul-Dec	Jan-Jun	Jul-Dec	Jan-Jun		
2.1 Support businesses to innovatively use public space to grow, expand and diversify	13. implement a Parklet Fee Free 24-month Trial as part of the quarterly budget review			•				<p>Completed</p> <p>Five parklet enquiries received and two parklets installed since commencement of parklet fee free trial.</p>	<p>Completed</p> <p>Twelve parklet enquiries received and two parklets installed since commencement of parklet fee free trial.</p>
	14. create a 'Use Public Space to Grow Your Business' flipbook 15. transition COVID-19 Temporary Parklets to permanent Parklets	\$3,000	Policy & Place		•	•	•	<p>Final update and printing of the Flipbook to align with adoption of the Vibrant Public Spaces Policy prior to the end of the calendar year.</p> <p>Temporary parklets on Oxford Street remained temporary until the scheduled road maintenance period in August 2021, which required all parklets to be removed. The City is working with the parklet owners during this time to prepare for the transition to permanent parklets.</p>	<p>Final update and printing of the Flipbook to align with adoption of the Vibrant Public Spaces Policy.</p> <p>Permanent parklets on Oxford Street have been reinstalled since the road resurfacing/maintenance period was completed.</p> <p>The City continues to work with temporary parklet hosts to transition to permanent parklets.</p>
2.2 Make it easier for businesses to start-up, pivot and co-locate through policy and regulation change and advocacy	16. consider expanding change of use exemptions and land use definitions to provide greater flexibility and certainty for businesses seeking to alter operations or start-up	Nil	Policy & Place	•	•	•	•	<p>Following changes to the <i>Planning and Development (Local Planning Schemes) Regulations 2015</i>, the City is drafting amendments to the Minor Nature Development Policy for further exemptions to be considered.</p>	<p>Minor Nature Development Policy review is ongoing and intended to be presented to a Council Workshop in early 2022.</p>
	17. consider the necessity for additional car parking to be provided for a change of use in non-residential areas								<p>Completed</p> <p>Streamlining of the Extended Trading Permit requirements and application purpose has been completed by Racing, Gaming and Liquor.</p> <p>The WAPC has approved changes to the Planning and Development (Local Planning Scheme) Regulations 2015 which came into effect 15 February 2021. The City's website has been updated with guidance for individuals/businesses on Health and Building Approvals that are still necessary, where a Development Approval may now not be required. The City is undertaking a review of the Minor Nature Development Policy to</p>
	18. advocate to Racing, Gaming and Liquor to streamline the Extended Trading Permit requirements and application process 19. actively identify areas for improvement in the planning, building and health regulatory frameworks and advocate for change	Nil	Development & Design/ Built Environment & Wellbeing	•	•	•	•		

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				Jul-Dec	Jan-Jun	Jul-Dec	Jan-Jun			
								determine whether further planning exemptions for small business and small projects could be provided.		
	20. explore the opportunity to create a 'Start-up Incubator and Community Hub' in response to the Vacancy Project outcomes	TBC	Policy & Place		•		•	<p>Completed</p> <p>The investigation into the Start-up Incubator and Community Hub project, in response to the Beaufort Street Vacancy Project, has concluded that the Hub is unlikely to be successful. The findings have been based on the lack of interest for a pop-up space by the business community demonstrated through the low uptake of responses to the Vacancy Project EOI process, the likely low return on investment and the significant resource allocation required to implement a start-up incubator and community hub.</p> <p>The project was considered at June 2021 Council Workshop and it was agreed not proceed.</p> <p>Small businesses will continue to be supported through Actions 2.1 – 2.6. The recommendations and learnings from the Vacancy Project will be considered during the development of the Economic Development Strategy.</p>	Completed	
2.3 Partner with government agencies, third party providers and inner city local governments to support small business and attract visitors and tourism	21. launch and promote Visit Perth Neighbourhood Map and Visit Perth Directory and increase local buy-in and use	\$20,000	Marketing & Partnerships		•		•	Neighbourhood video for Mt Hawthorn shared on Instagram & Facebook on 10 May 2021.	Partnered Visit Perth blog scheduled periodically.	
	22. determine opportunities to deliver small business support in collaboration with the Perth Inner City Working Group (Town of Victoria Park, City of Subiaco, City of Perth and City of South Perth)				•		•	<p>Visit Perth Neighbourhood map has been updated https://visitperth.com/see-and-do/neighbourhoods</p> <p>Partnered blog scheduled periodically including Easter blog and Winter blog.</p>		The Inner City Perth Working Group Economic Development Sub-Group are investigating the potential to present a speaker series to expose local small businesses to a range of topics and provide them a chance to network. Each of the five inner city local governments will host an event tailored to the businesses in the local area.
	23. determine a preferred platform to further develop the COVID-19 established Business Directory	Nil	Policy & Place		•		•	Preferred platform options including Streets of OurTowns and Visit Perth continuing to be explored.	OurTowns presented at the 25 August Rebound Roundtable. The creators of the app are currently seeking crowd funding and the City provided a letter of support to establish an information sharing relationship to promote local businesses and community events in Vincent.	
	24. continue to engage with the Small Business Development Corporation (SBDC) and promote SBDC initiatives as they arise				•		•	Streets of OurTowns scheduled to present at the 25 August Rebound Roundtable.		The City has been accepted into the SBDC's Small Business Friendly Approvals Program which represents the next step in the City's quest to improve the customer experience for businesses. The City is currently promoting SBDC events as and when they arise.
	25. Work with inner city local governments to identify incentives and support mechanisms to retain and establish creative spaces				•		•	Currently promoting SBDC events as and when they arise.		

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2.4 Improve engagement and communication with local and small business	26. distribute quarterly Business E-News and six-month Business Health Check surveys 27. expand the Business E-News database to increase reach	Nil	Policy & Place	•	•	•	•	<p>Business E-News database currently at 971 businesses.</p> <p>24 April 2021 E-news included promotion of Christmas 2020 Debrief Survey, Event & Festival Sponsorship, Visit Perth, and COVID-19 information.</p> <p>5 May 2021 E-news included promotion of COVID-19 information, free small business workshops, Visit Perth, small business development, City of Vincent consultations, and Roll up for WA.</p> <p>7 July 2021 E-news included COVID-19 updates and promotion of free small business workshops.</p>	<p>Business E-News database is currently at 1006 business email addresses.</p> <p>24 April 2021 E-news included promotion of Christmas 2020 Debrief Survey, Event & Festival Sponsorship, Visit Perth, and COVID-19 information.</p> <p>5 May 2021 E-news included promotion of COVID-19 information, free small business workshops, Visit Perth, small business development, City of Vincent consultations, and Roll up for WA.</p> <p>7 July 2021 E-news included COVID-19 updates and promotion of free small business workshops.</p> <p>A November edition of Business E-News is currently being drafted.</p>
2.5 Support local business and drive Support Local and Buy Local campaigns	28. continue to use and promote VendorPanel Marketplace to support local businesses and contractors	\$5,000 pa	Financial Services	•	•	•	•	<p>The Procurement Team continues to promote the VendorPanel Marketplace to staff and suppliers.</p> <p>The Procurement and Contracts Team is currently undertaking a procurement process to purchase VendorPanel Marketplace as the subscription to this service is no longer free for Councils.</p> <p>The Procurement and Contracts team is also collating information on City of Vincent suppliers with the intention to publish the supplier names, locations, contact details and services on the Vintranet so that staff can quickly access information on local suppliers when seeking quotes.</p> <p>On 9 November 2021, City staff participated in an Aboriginal Procurement Training Workshop facilitated by the Noongar Chamber of Commerce to identify Aboriginal procurement opportunities.</p>	
	29. consider Christmas shop local campaign, in consultation with Town Teams and in partnership with the City of Stirling and City of Perth	\$8,000	Marketing & Partnerships	•				<p>Christmas 2020 campaign delivered.</p> <p>Additional shop local messages promoted on an ongoing basis. Open for Business campaign and sharing of local business posts and stories relaunched during COVID lockdown in June 2021.</p> <p>Feedback sought at the July Rebound Roundtable meeting to develop the Christmas campaign for 2021.</p> <p>Christmas Support Local 2021 campaign in delivery.</p>	

VINCENT REBOUND PLAN – IMPLEMENTATION FRAMEWORK

Action - what we'll do	Deliverable - how we'll do it	Funding Allocation	Responsible Team(s)	Timing				Status – 5 August 2021	Quarterly Update – 15 November 2021
				2020/21		2021/22			
				Jul-Dec	Jan-Jun	Jul-Dec	Jan-Jun		
2.6 Improve the customer experience for businesses	30. better integrate and connect approvals processes across service units (e.g., planning, building and health) 31. streamlined approvals processes, supported by information sheets/application requirements and clarity around assessment and process requirements	Nil	Development & Design/ Built Environment & Wellbeing	•	•	•	•	Improvements to business approval processes are continuing to be made with recent amendments to the assessment framework improving Officer consistency and processing timeframes. Processes are now documented in ProMapp. An Expressions of Interest submission to is being prepared to participate in Round Two of the Small Business Development Corporation Small Business Friendly Approvals Program (Approvals Program) which is due 30 September 2021. A report recommending Council endorse the City's participation in the Approvals Program is to be presented at the 14 September Ordinary Meeting of Council.	The City has been accepted into the Small Business Friendly Approvals Program. Memorandum of Understanding with Small Business Development Corporation currently being progressed, with the intention of the program commencing in February 2022.
	32. develop and distribute a 'Business Welcome Pack' including summary info sheets outlining requirements for various approvals, Public Space flipbook and Town Team welcome information	\$3,000	Policy & Place			•	•	The development of individual items to be included in the Business Welcome Pack, such as the Use Public Space to Grow Your Business flipbook and approvals process mapping have commenced. The preparation of the Business Welcome Pack has been delayed and is now scheduled to commence late 2021.	The development of individual items to be included in the Business Welcome Pack, such as the Use Public Space to Grow Your Business flipbook and approvals process mapping have commenced. The preparation of the Business Welcome Pack has been delayed and is now scheduled to commence late 2021.

Note: Monthly updates included in pink. Draft actions and/or deliverables to be considered for inclusion in Rebound Plan referenced in grey.

Table 3. Our Community: Actions and initiatives to support an inclusive, empowered, resilient and socially connected community

Action - what we'll do	Deliverable - how we'll do it	Funding Allocation	Responsible Team(s)	Timing				Status – 5 August 2021	Quarterly Update – 15 November 2021
				2020/21		2021/22			
				Jul-Dec	Jan-Jun	Jul-Dec	Jan-Jun		
3.1 Celebrate community resilience and build awareness of local community groups, volunteers and sporting clubs to increase participation and membership	33. promote inspirational COVID-19 community stories from sporting clubs, organisations and volunteers, and as part of the Local History Awards and People of North Perth project in collaboration with North Perth Local	\$1,500	Local History Centre/ Marketing & Partnerships	•	•			COVID Conversations Film Music Project – the City is still working with Nunzio to help transcribe the interviews – these are being deposited with the Local History Centre in slow progression but will not be made public until after his project is formally launched. Collaborative display of artwork and historic maps by COVID arts relief recipient Jane Coffey in Future Shelter (Angove Street) to follow in Local History Centre November-December 2021.	COVID Conversations Film Music Project – the City is still working with Nunzio to help transcribe the interviews – these are being deposited with the Local History Centre in slow progression but will not be made public until after his project is formally launched. Collaborative display of artwork and historic maps by COVID arts relief recipient Jane Coffey in Future Shelter (Angove Street) is on display in the Local History Centre from October – December 2021. Ms Coffey has provided feedback on the art grant she has received and advised that it has gotten her back in to painting again. Her painting for the project has led to more commissioned artwork for the artist and she is very pleased.
	34. facilitate club promotion and education, develop a new regular hirer events calendar and include sporting events and activities in events calendar 35. refocus and relaunch the Vincent Community Support Network	\$3,000	Marketing & Partnerships	•	•			The City's Club Development Coordinator has sent monthly emails, commencing April 2021, to all sporting clubs with updates on City activities and Club Development opportunities.	A review of the Vincent Community Support Network is currently being undertaken. Summer club bookings allocations completed, and marketing are now working with the facility bookings team to improve club promotion if needed (social media, website updates).
3.2 Support and promote healthy, active spaces, liveable neighbourhoods and social reconnection	36. engage the community to determine Pop Up Play locations 37. relaunch, promote and showcase Open Streets Events, street activation and Pop Up Play	\$20,000	Marketing & Partnerships	•	•			Consultation on Edinboro Street Reserve (Mount Hawthorn) Pop Up Play completed. The City has collated the feedback from the consultation and is currently considering options for pop up play opportunities in the	The Pop-Up Play community consultation at Edinboro Street Reserve had been completed and the most popular option was 'Obstacle Course'. Many of the respondents also requested that the large

VINCENT REBOUND PLAN – IMPLEMENTATION FRAMEWORK

Action - what we'll do	Deliverable - how we'll do it	Funding Allocation	Responsible Team(s)	Timing				Status – 5 August 2021	Quarterly Update – 15 November 2021
				2020/21		2021/22			
				Jul-Dec	Jan-Jun	Jul-Dec	Jan-Jun		
								<p>park in line with the feedback received and available budget.</p> <p>Open Streets promotion planned for warmer months.</p>	<p>grass space is not used for the Pop-Up Play installation, as this is heavily used by the community as a kickabout space.</p> <p>Administration is in the process of determining the layout along with the inclusion of an obstacle course.</p>
<p>3.3 Support community groups and sporting clubs to become more sustainable and community based initiatives that respond to community need</p>	<p>38. assist groups and clubs to develop attraction and retention strategies and seek funding and grant opportunities</p> <p>39. prepare and promote tools to aid club development and improve maintenance and lease management to assist club operation</p>	<p>\$30,000 expense</p> <p>\$15,000 income</p>	<p>Beatty Park Leisure Centre</p>				<p>•</p> <p>•</p>	<p>The City's Club Development Coordinator regularly communicates with all clubs and has provided access and information to assist them with their respective club development, operational and facility management responsibilities. Some City strategic documents that have been highlighted and will have an influence to Clubs include 'draft Asset Management & Sustainability Strategy' and 'Sport and Recreation Facilities Plan'. As part of the process and consultation, the Club's own Sport Strategic & Facilities Plans will be vitally important in regards input and feedback. In addition, the City has also provided essential sporting infrastructure and funding, such as floodlight upgrades and changeroom upgrades, to assist clubs in growing their memberships (especially women and girls) and to encourage an increase in participation and physical activity levels to a few designated sporting ovals. These include Leederville Oval (Subiaco Football Club & East Perth Football Club) unisex changerooms, Loftus Recreation Centre unisex changerooms, Forrest Park (Perth Soccer Club) LED Floodlight upgrades and Leederville Tennis Club LED Floodlight upgrades. Other planned upgrades include Forest Park Croquet Club LED Floodlight upgrades, North Perth Tennis Club LED Floodlight upgrades and Leederville Oval LED Floodlight upgrades. The City of Vincent supported and commitment to the KidSport program. This program is aimed at reducing barriers to get more children in the local community playing sport and growing local clubs. The City funded over \$14,000 for priority population groups to play a range of sports in different clubs.</p>	<p>The Community Development team are in regular contact with various groups and not-for-profit organisations to advise of the upcoming grant rounds. In addition to this, information is distributed about other organisation's funding opportunities.</p>
	<p>40. advocate for the continuance of community-based initiatives funded by the Leederville Gardens Trust</p>	<p>\$3,000</p>	<p>Marketing & Partnerships</p>				<p>•</p>	<p>Extensions for some initiatives were sought and granted at 15 June Ordinary Meeting of Council to facilitate ongoing support until December 2021.</p>	<p>This funding stream is nearing completion with one organisation having until December 2021 to acquit funds.</p>
<p>3.4 Foster wellness by ensuring the community has knowledge of, and access to, services that enhance wellbeing, sense of safety and belonging</p>	<p>41. build relationships with local community and wellbeing service providers and increase the visibility of mental health and wellbeing service providers through promotion</p> <p>42. identify vulnerable cohorts and support the delivery of targeted services and rebound activities that supports segments in need</p>	<p>Nil</p>	<p>Marketing & Partnerships</p>				<p>•</p> <p>•</p> <p>•</p> <p>•</p>	<p>Headspace have delivered a series of workshops at Aranmore College. Information delivered to secondary school students at Youth Engagement Summit and to over 50s at the LiveLighter Information Day.</p>	<p>The Community Development team is continuing to develop new initiatives to build relationships with the local community and service providers in the mental health space.</p>
<p>3.5 Provide opportunities to celebrate an inclusive and socially connected community</p>	<p>43. recognise key Days of Importance by supporting innovative delivery models that align with economic and social outcomes, including celebrating NAIDOC and Youth Week</p> <p>44. provide targeted funding opportunities, under the COVID-19 Arts Relief Grant, for artists including LGBTQI+, Youth, ATSI and CaLD</p>	<p>\$85,600</p>	<p>Marketing & Partnerships/ Built Environment & Wellbeing</p>				<p>•</p> <p>•</p> <p>•</p>	<p>Dates of significance are celebrated through social media channels on an ongoing basis.</p> <p>Youth Week heroes' campaign and Youth Week events held in April 2021.</p> <p>Reconciliation Week event and promotion during May.</p>	<p>Dates of significance are celebrated through social media channels on an ongoing basis.</p> <p>Pride Fairday and other Pride Celebrations are happening during November 2021.</p>

VINCENT REBOUND PLAN – IMPLEMENTATION FRAMEWORK

Action - what we'll do	Deliverable - how we'll do it	Funding Allocation	Responsible Team(s)	Timing				Status – 5 August 2021	Quarterly Update – 15 November 2021
				2020/21		2021/22			
				Jul-Dec	Jan-Jun	Jul-Dec	Jan-Jun		
								NAIDOC Week events held in July 2021 with some events rescheduled between August – September 2021 due to COVID-19 lockdown restrictions.	
3.6 Build community capacity to support a resilient community	45. provide upskilling workshops for organisations, students and youths 46. progress towards asset-based community development 47. participation in cross-agency collaborations, networks and working groups to find opportunities for local organisations to partner	TBC (\$20,000)	Marketing & Partnerships	•	•	•	•	Events for young people held during Youth Week and included Youth Forum and financial management workshops, and a first aid workshop for young people in July 2021.	Administration is investigating potential upskilling workshops for youth for next year. A First Aid Course and a Coding workshop have been held. The Young Makers Christmas Markets will be held 12 December 2021.

Note: Monthly updates included in pink. Draft actions and/or deliverables to be considered for inclusion in Rebound Plan referenced in grey.

Table 4. Our Organisation: Actions and initiatives to create an open, accountable, agile organisation that efficiently and sustainably manages resources and assets

Action - what we'll do	Deliverable - how we'll do it	Funding Allocation	Responsible Team(s)	Timing				Status – 5 August 2021	Quarterly Update – 15 November 2021
				2020/21		2021/22			
				Jul-Dec	Jan-Jun	Jul-Dec	Jan-Jun		
4.1 Improve community engagement and support open and transparent communication	48. monthly Rebound Roundtables with local Town Team and business representatives to identify initiatives to support community reconnection and business rebound	Nil	Policy & Place	•	•	•	•	Rebound Roundtable held 24 February, 24 March, 28 April, 26 May 2021, 30 June 2021 and 28 July 2021. The next scheduled Rebound Roundtable is 25 August 2021. Forward agenda items include: OurTowns App presentation, Business Directory, Small Business Development Corporation, and Making Space for Culture in August, and the Vincent Wayfinding Plan in September.	Rebound Roundtable held 24 February, 24 March, 28 April, 26 May 2021, 30 June 2021, 28 July 2021, 25 August 2021, 22 September 2021 and 27 October 2021. The next scheduled Rebound Roundtable is 24 November 2021. Forward agenda items include the Small Business Friendly Approvals Program, Small Business Speaker Series in November 2021 and the Flipbook and Business Welcome Pack in December 2021.
	49. update website, COVID-19 portal and conduct six-month community surveys to determine overall levels of success with implemented rebound projects and initiatives	\$3,000	Marketing & Partnerships	•	•	•	•	Website and COVID-19 Portal revived for April 2021 lockdown period and for June 2021 lockdown period.	Website and COVID-19 Portal revived for April 2021 lockdown period and for June 2021 lockdown period.
4.2 Seek external funding to deliver shovel ready projects and rebound initiatives	50. develop and implement an advocacy agenda to attract Federal and State Government and private sector funding or investment in the local economy – including delivery of the East Perth Power Station development	Nil	Policy & Place	•	•	•	•	Advocacy Agenda provided to Council members in March 2021. Progressing items as opportunities arise. The City will receive an additional funding allocation of \$541,114 under Phase 3 of the Local Roads and Community Infrastructure (LRCI) Program. This funding will be available from 1 January 2022, with construction due to be completed by 30 June 2023. The City also received \$17,320 for tree planting within the median strip of Beaufort Street to reduce heat for commuters under Round 1 of the 2021/22 Urban Canopy Grant Program.	Advocacy Agenda update presented to Council members in August 2021. Focus on large sports infrastructure. The City was successful in securing \$37,000 of RAC Reconnect WA funding to deliver the trial pedestrianisation of Grosvenor Road in Beaufort Street Town Centre to demonstrate the benefits of putting people first and creating places for people. The trial is anticipated to commence in the first quarter of 2022 and will be further scoped with adjacent businesses and the Beaufort Street Network.
4.3 Provide economic stimulus and sustainably manage resources and assets	51. complete critical works at Beatty Park Leisure Centre including retiling the indoor pool, modernising the change rooms and upgrading electrical and filtration systems 52. expand Beatty Park Leisure Centre operating hours and services as attendance levels and demand increases	\$2.9mill	Engineering/ Beatty Park Leisure Centre	•	•			Tiling of indoor pool and installation of water features complete. Plantroom 90% complete. Aboriginal artworks installed on pool floor. Tiling around pools commenced 23 July 2021 (due for completion 9 August). Opening date of 22 August scheduled, pending Health Department approvals.	Indoor pool works complete, and pool reopened on 22 August. Slides due for delivery late November for installation in December 2021. Additional classes added to fitness program from October to cater for increased demand. Opening hours extended by 1 hour on Fridays to cater for growing numbers in water polo club.

Note: Monthly updates included in pink. Draft actions and/or deliverables to be considered for inclusion in Rebound Plan referenced in grey.



Rebound Roundtable Forward Agenda

City of Vincent, 244 Vincent Street Leederville + Zoom

January - December 2021

Date	Action/Agenda Item	Topic	Participation
January – March 2021 <i>Note: Via Email/ Survey</i>	<p>2.5 Support local business and drive Support Local and Buy Local campaigns</p> <ul style="list-style-type: none"> consider Christmas shop local campaign, in consultation with Town Teams and in partnership with the City of Stirling and City of Perth <p>3.5 Provide opportunities to celebrate an inclusive and socially connected community</p> <ul style="list-style-type: none"> recognise key Days of Importance 	Christmas Debrief	Town Team Business/Event/Activation Representative(s) CoV Council Members/ Marketing & Partnerships/ Policy & Place
24 February 2021	<p>2.1 Support businesses to innovatively use public space to grow, expand and diversify</p> <ul style="list-style-type: none"> create a 'Use Public Space to Grow Your Business' flipbook <p>1.6 Enhance the public realm through improved development outcomes and incorporation of cultural infrastructure and activation launch phase 2 (Medium Scale Town Centre Artworks) of the COVID-19 Arts Relief Grant Funding</p>	Draft Flipbook, Development on City Owned and Managed Land Policy, Draft EOI and Locations for Medium Scale Town Centre Artworks	Town Team Streetscape/Design Representative(s) CoV Council Members/ Marketing & Partnerships/ Policy & Place/
24 March 2021	<p>1.2 Encourage and support events and activations</p> <ul style="list-style-type: none"> collaborate with Town Teams and community event providers to activate our spaces and places <p>3.5 Provide opportunities to celebrate an inclusive and socially connected community</p> <ul style="list-style-type: none"> recognise key Days of Importance by supporting innovative delivery models that align with economic and social outcomes, including celebrating NAIDOC and Youth Week 	External Funding Opportunities and City of Vincent Grant Funding Overview	Town Team Movement/Town Team Business/ Streetscape/Design Representative(s) CoV Council Members/ Marketing & Partnerships/ Policy & Place
28 April 2021	<p>1.3 Enhance the presentation of town centres and main streets</p> <ul style="list-style-type: none"> implement and maintain streetscape enhancements including planter boxes, seating, greenery, tree planting, art, positive messaging and lighting review town centre street cleaning services including street furniture and pavement cleaning, and graffiti maintenance 	Streetscape Improvements and Maintenance	Town Team Business/ Streetscape/Design Representative(s) CoV Council Members/ Policy & Place/Engineering/ Waste/Parks
26 May 2021 <i>(Rescheduled)</i>	<p><i>(Rescheduled)</i></p> <p>1.4 Make it easy to get around Vincent and visit town centres and main streets</p> <ul style="list-style-type: none"> prioritise parking patrols to ensure the efficient use of available parking to support local businesses prepare the Vincent Wayfinding Strategy and implement cycle, signage and car parking improvements <p>1.5 Encourage and promote active transport to visit and shop local</p> <ul style="list-style-type: none"> launch active transport campaign 	<i>(Rescheduled)</i> Smoke-free Town Centres and Vincent Wayfinding Strategy and Accessibility	<i>(Rescheduled)</i> Town Team Business/ Streetscape/Design Representative(s) CoV Council Members/ Policy & Place/ Health Services/ Engineering (Active Transport)
30 June 2021	<p>1.4 Make it easy to get around Vincent and visit town centres and main streets</p> <ul style="list-style-type: none"> prioritise parking patrols to ensure the efficient use of available parking to support local businesses prepare the Vincent Wayfinding Strategy and implement cycle, signage and car parking improvements <p>1.5 Encourage and promote active transport to visit and shop local</p> <ul style="list-style-type: none"> launch active transport campaign 	Smoke-free Town Centres and Vincent Wayfinding Strategy and Accessibility	Town Team Business/ Streetscape/Design Representative(s) CoV Council Members/ Policy & Place/ Health Services/ Engineering (Active Transport)
28 July 2021	<p>2.5 Support local business and drive Support Local and Buy Local campaigns</p> <ul style="list-style-type: none"> consider Christmas shop local campaign, in consultation with Town Teams and in partnership with the City of Stirling and City of Perth <p>3.5 Provide opportunities to celebrate an inclusive and socially connected community</p> <ul style="list-style-type: none"> recognise key Days of Importance 	Christmas Planning	Town Team Business/Event/Activation Representative(s) CoV Council Members/ Marketing & Partnerships/ Policy & Place



Date	Action/Agenda Item	Topic	Participation
25 August 2021	<p>2.3 Partner with government agencies, third party providers and inner city local governments to support small business and attract visitors and tourism</p> <ul style="list-style-type: none"> determine a preferred platform to further develop the COVID-19 established Business Directory continue to engage with the Small Business Development Corporation (SBDC) and promote SBDC initiatives as they arise work with inner city local governments to identify incentives and support mechanisms to retain and establish creative spaces 	OurTowns App Presentation, Business Directory, Small Business Development Corporation and Making Space for Culture	Town Team Business/Event/Activation Representative(s) CoV Council Members/ Marketing & Partnerships/ Policy & Place
22 September 2021	<p>1.4 Make it easy to get around Vincent and visit town centres and main streets</p> <ul style="list-style-type: none"> prepare the Vincent Wayfinding Strategy and implement cycle, signage and car parking improvements 	Vincent Wayfinding Strategy Background Analysis & Opportunities & Constraints Presentation	Town Team Business Representative(s) CoV Council Members/ Marketing & Partnerships/ Policy & Place/
27 October 2021	<p>1.1 Make it easy to use town centre public spaces and simplify the process to host events and activations</p> <ul style="list-style-type: none"> streamline events approval processes in consultation with Town Teams to ensure processes are fit for purpose explore opportunities to create pre-approved event spaces <p>2.1 Support businesses to innovatively use public space to grow, expand and diversify</p>	Pre-approved Events Spaces, Streamlined Approvals Processes, Vibrant Public Spaces Policy	Town Team Business/ Event/ Activation Representative(s) CoV Council Members/ Marketing & Partnerships/ Policy & Place/ Built Environment & Wellbeing
24 November 2021	<p>2.6 Improve the customer experience for businesses</p> <ul style="list-style-type: none"> streamlined approvals processes, supported by information sheets/application requirements and clarity around assessment and process requirements <p>2.6 Partner with government agencies, third party providers and inner city local governments to support small business and attract visitors and tourism</p> <ul style="list-style-type: none"> determine opportunities to deliver small business support in collaboration with the Perth Inner City Working Group (Town of Victoria Park, City of Subiaco, City of Perth and City of South Perth). 	Small Business Friendly Approvals Program Update and Small Business Business Speaker Series	Town Team Business Representative(s) CoV Council Members/ Marketing & Partnerships/ Built Environment & Wellbeing/ Policy & Place
22 December 2021	<p>2.1 Support businesses to innovatively use public space to grow, expand and diversify</p> <ul style="list-style-type: none"> create a 'Use Public Space to Grow Your Business' flipbook <p>2.6 Improve the customer experience for businesses</p> <ul style="list-style-type: none"> streamlined approvals processes, supported by information sheets/application requirements and clarity around assessment and process requirements develop and distribute a 'Business Welcome Pack' including summary info sheets outlining requirements for various approvals, Public Space flipbook and Town Team welcome information 	Public Space Flipbook and Business Welcome Pack	Town Team Business Representative(s) CoV Council Members/ Marketing & Partnerships/ Policy & Place