

Council Plan 2021-2025 – Year 1 Action Plan (FY 2021-2022); Quarter 4, 2021-2022 Update

Theme	Action	Responsibility	Progress Commentary - July 2022	Status	
<b>Community and connection</b> - to encourage inclusion and participation to support health and wellbeing and ensure that all our residents have equitable access to services, programs, events and initiatives					
We champion equity, diversity, access and inclusion for people of all abilities, ages, cultural identities, gender identities, geographic locations, religions, sexualities, and socio-economic backgrounds					
Equity & Inclusion	Develop and adopt an Access, Equity and Inclusion Policy	Executive Manager Communities	<p>The draft Access, Equity and Inclusion Policy was developed in consultation with staff and community feedback, and community engagement on the drafted policy was undertaken between 23 March and 24 April 2022. Submissions from the community were presented to and considered at the June 2022 Planning and Consultation Committee. Following some refinements, the policy was adopted at the July 2022 Council Meeting.</p> <p>Implementation of the policy will focus on building organisational and community capability and capacity, changing systems, structures and processes and strengthening partnerships.</p>	COMPLETE	
	Develop an Inclusive Sports and Facilities Plan	Director Operations and Infrastructure	<p>An Inclusive Sports Pavilion Framework (ISPF) was endorsed by Council at the July 2021 Council Meeting which will provide guidance when prioritising investment decisions on sporting pavilions and reserves. The objective of this framework is to inform the renewal and upgrade of existing sport pavilions, to ensure inclusiveness and accessibility at Nillumbik sport and recreation facilities are appropriately considered.</p> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Further develop an Inclusive Sports and Facilities Framework</i>, which also aligns closely with key principle two (promoting equity and inclusion) of the newly adopted Recreation and Leisure Strategy.</p>	COMPLETE	
	Implement annual actions in the Disability Action Plan 2020-2024	Executive Manager Communities	<p>Year 2 actions of the Disability Action Plan have been completed. Achievements to date include:</p> <ul style="list-style-type: none"> <li>• A \$20,000 grant was received for further COVID-19 vaccine support/information, focussing on older people/people with disability re: boosters (in progress)</li> <li>• A successful grant for a new Carer Hub at Living and Learning Nillumbik. The hub is now providing resources for carers to connect with others, and offer a range of information sessions and referrals to local carer support services.</li> <li>• A new Carers Collective peer support group has been created in Nillumbik. This is fostered through the women's leadership forums, in partnership with the Carers Hub, and offers social connection, information and activities at venues across Nillumbik.</li> <li>• 3 Good Access is Good Business workshops engaged with 18 representatives from Nillumbik businesses to advise on how to be more welcoming and inclusive of people with disability</li> <li>• Ongoing monthly newsletters and emails have been circulated to the Inclusion Network. Membership has increased from 250 members to 330 members.</li> <li>• Easy English versions of key Council documents are now available, making them more accessible to people with Intellectual Disability, low literacy and/or people who have English as a second language. Examples include the Disability Action Plan, Council Plan, Community Vision - Nillumbik 2040, Health and Wellbeing Plan and Council's Annual Report.</li> <li>• Accredited Access Consultants are engaged as part of infrastructure projects/service reviews</li> <li>• Council's International Day of People with Disability (IDPWD) grants funded events, including: <ul style="list-style-type: none"> <li>- A live 'Music in the Park' event at the Alistair Knox Park, hosted by healthAbility</li> <li>- A Music and Dance Gala hosted by the physical therapy team at St John of God Accord Disability Services in Greensborough</li> <li>- Three Barefoot Bowls events at the Diamond Creek Bowls Club, run by Different Journeys. Different Journeys is an autism peer support group, which employs people with autism to run social events and activities in Nillumbik for the autism community.</li> </ul> </li> </ul> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Continue to implement the Disability Action Plan 2020-2024</i>.</p>	COMPLETE	
	Develop an Events Policy to ensure a clear, consistent, inclusive and equitable approach in the delivery of events	Executive Manager Communities	<p>Due to some resourcing constraints within the Events team earlier in 2022, this item has been delayed. The planning and development of a draft Events Policy has commenced and will be presented to Councillors for some initial feedback in a briefing during the first quarter of 2022-2023.</p> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Embed the adopted Events Policy to ensure a clear, consistent and equitable approach in the support and delivery of events in the Shire</i>.</p>	MINOR ISSUES	
	Develop a Council Grants Policy to ensure a clear, consistent and equitable approach in the delivery of grant allocation and acquittal of grants	Executive Manager Communities	<p>Internal and external engagement and a survey of grant recipients was completed in December 2021. The Grants Policy was subsequently endorsed by the Executive Management Team in February 2022, and this policy is now available on Council's website.</p> <p>The policy is now an endorsed framework for all Council funding and support programs administered to community groups, organisations and individuals, to provide a consistent approach and apply minimum standards across all of our grant programs.</p>	COMPLETE	
	We actively work towards reconciliation and the process of healing with the Wurundjeri Woi Wurrung people and recognise them as the Traditional Owners of the land and waterways of Nillumbik				
	Continue to work towards reconciliation with the Wurundjeri and other First Nations communities	Executive Manager Communities	<p>Monthly consultations with Traditional Owners took place throughout the year. Council engaged Indigenous Employment Partners (IEP) to embed a consultant within the organisation, with Uncle Joel Wright commencing one day a week to support development of Council's Reconciliation Action Plan (RAP). The RAP framework was presented to a Councillor briefing in June 2022. Development of the RAP is dependent on recruitment of an Aboriginal Partnerships Officer which has been delayed, but is being supported by IEP.</p> <p>Council support community based Reconciliation initiatives through allocated of ten grants of approximately \$1,000 in funding for the first Reconciliation Grant Program. Council provided early learning resources to increase knowledge and celebration of Aboriginal and Torres Strait Islander culture in early years services and playhouses throughout Reconciliation and NAIDOC weeks. Council acknowledged Reconciliation Week with a meaningful Flag Raising event at the Civic Centre in Greensborough. The event was live-streamed and included a Welcome to Country by Uncle Ian Hunter, Ganga Giri performers, speeches by local school students, the Nillumbik Reconciliation Group and Councillors where the Torres Strait Island Flag was raised and will remain raised permanently.</p> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Continue to work towards reconciliation with Traditional Owners and other First Nations communities</i>.</p>	ON TRACK	

Theme	Action	Responsibility	Progress Commentary - July 2022	Status
We address the social, environmental and economic factors of health to improve health and wellbeing outcomes for our communities				
Health & Wellbeing	Implement annual actions in the Nillumbik Health and Wellbeing Plan 2021-2025	Executive Manager Communities	<p>The first year of the Nillumbik Health and Wellbeing Plan has been implemented successfully, with a focus on prioritising social connection post COVID-19 lockdown and adaption to the changing needs of our community. Actions that were not complete were most commonly delayed due to the changing pandemic environment. The plan's first year progress will be reported to Council at the September 2022 Council Meeting.</p> <p>Delivered actions undertaken to date have set the foundations for the next three years of work done in partnership between Council, our partner organisations and community toward addressing Nillumbik's six health and wellbeing priorities. Achievements to date have included:</p> <ul style="list-style-type: none"> <li>• Development of the draft Nillumbik Access, Equity and Inclusion Policy, draft Climate Action Plan, Volunteering in Nillumbik Framework and draft Recreation and Leisure Strategy</li> <li>• LGBTQIA+ consultations, background paper and IDAHOBIT working group; delivery of the 16 Days of Activism and International Women's Day activities; and development of the Gender Equality Action Plan</li> <li>• Participation in the VicHealth Victorian Local Government Partnership to improve health and wellbeing outcomes for young people in Nillumbik</li> <li>• Development of a Reconciliation Grants program</li> <li>• Endorsement of new terms of reference for the Health and Wellbeing Advisory Committee, as well as new members recruited</li> <li>• The annual Health and Wellbeing Partnership Forum was held during the last quarter and provided opportunities for collaboration and shared planning.</li> </ul> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Continue to implement the Nillumbik Health and Wellbeing Plan 2021-2025.</i></p>	COMPLETE
	Continue to innovate leisure facilities offerings and services to support health and wellbeing outcomes across the community	Director Operations and Infrastructure	<p>Key activities completed this quarter included:</p> <ul style="list-style-type: none"> <li>• Rural exercise classes, including Active Movers and Yoga, were held in Panton Hill, Hurstbridge Hub, and St Andrews</li> <li>• Attendance at the Nillumbik Youth Summit to provide opportunities to win free passes to swim/gym and ran a raffle for one of the participants to win a 3 month membership</li> <li>• May was a very exciting month as the Tiger PAW (Physical Activity and Wellbeing) Program was able to be delivered in person. There are two physical activity 'in person' sessions which focused on football skills for students in years 3-6. Teachers have been really pleased with the Richmond Institute Student Learning educators as they have assisted less confident children achieve various skills and ensured inclusivity in all activities for all children. Approximately 600 students across four schools participated in the program.</li> <li>• The Active Mover Team identified the need for a newsletter for increased engagement of the Active Mover participants. The result is the first Active Movers Newsletter, released in print and online in May for June and July programming. There has been fantastic feedback from participants, staff and Council.</li> </ul> <p>Offerings over the balance of the year have included:</p> <ul style="list-style-type: none"> <li>• High School Memberships - all Nillumbik Leisure Facilities High School memberships provide access to all 5 locations on the same previous rate</li> <li>• Free member boot camp - continued provision of free access to members to a 4-week boot camp with 58 participants</li> <li>• Wheelchair Football - Richmond Football Club (AFL) hosted a come and try day for Wheelchair Football at Diamond Creek Community Centre to drive participation</li> <li>• Eltham High School Transition Day - 150 Year 7 students attended a high school transition day at Eltham Leisure Centre in February to participate in activities to support health and wellbeing initiatives</li> <li>• As part of the 16 Days of Activism campaign in November and December, awareness was raised about gender-based violence and challenge discriminatory attitudes, with initiatives including supporting unified basketball in partnership with the Special Olympics; a Eltham Fun Run/Walk supporting the Pat Cronin Foundation; and weekly physical challenges for community members.</li> </ul> <p>Delivery of this action item was significantly constrained earlier in the year due to the COVID-19 lockdown restrictions between July and October 2021.</p>	COMPLETE
We work towards creating an age-friendly community where all people regardless of their age or ability can live a good quality of life				
Ages & Stages	Implement annual actions in the Ageing Well in Nillumbik Action Plan 2019-2022	Executive Manager Communities	<p>Key actions in the Ageing Well in Nillumbik Action Plan completed this quarter included:</p> <ul style="list-style-type: none"> <li>• Continued delivery of the Nillumbik Neighbours Social Support Group weekly in Panton Hill</li> <li>• World Elder Abuse Awareness Day campaign</li> <li>• Elder abuse has now been integrated into Council's Family Violence Policy 2022</li> <li>• Community education sessions delivered on voluntary assisted dying; advanced care planning; palliative care; and grief and loss</li> <li>• The Positive Ageing Advisory Committee created a Communications Sub-committee, exploring ways that Council can ensure that communication and information for older people is accessible, appropriate and meeting the needs of older residents</li> <li>• Monthly 'Pathways for Carers' walks supported by Council's Social Connections Officer, encouraging carers to connect and access information.</li> </ul> <p>Key actions in the Ageing Well in Nillumbik Action Plan completed across the balance of the year included:</p> <ul style="list-style-type: none"> <li>• Aged Care Navigation and Advocacy Service provided to residents, as well as delivery of regular in person community education sessions on navigating the aged care system</li> <li>• Community education sessions delivered on navigating aged care; voluntary assisted dying; advanced care planning; palliative care; ageing well; elder abuse awareness; grief and loss; and dementia prevention and support</li> <li>• Continued delivery of the weekly Nillumbik Neighbours Social Support Group in Panton Hill</li> <li>• Continued delivery of the Community Transport Service. In the 2021-2022 year, a total of 1,300 trips were made. There are 24 current volunteers to support this service.</li> <li>• Continued delivery of the iPad loan program, with 38 people supported through to learn how to use iPads for information and connection purposes.</li> </ul>	COMPLETE
	Develop and implement a Youth Strategy in partnership with our Youth Council	Executive Manager Communities	<p>Following the establishment of a Youth Council earlier in 2021, the Youth Council have undertaken community engagement and developed a draft Youth Strategy. At the September 2021 Council Meeting, the draft Youth Strategy 2022-2026 was endorsed for public consultation for a three week period. Public submissions were considered at the November 2021 Planning and Consultation Committee, with the finalised Youth Strategy being adopted at the December 2021 Council Meeting.</p> <p>The Youth Council's focus has been on implementing actions in the strategy, including hosting a Nillumbik Youth Summit and exploring opportunities for a Youth Hub in the Shire. The first Nillumbik Youth Summit was held in May with more than 50 students from local high schools to discuss topics that matter most to Nillumbik's young people. Participants made a number of recommendations to support and inform actions in the implementation of the Youth Strategy including a youth hub, gender equity working group, solar panels and recycling workshops. Investigations into a Youth Hub for Nillumbik have commenced.</p> <p>The Youth Development team will continue to work with internal and external stakeholders to deliver other key actions, including improving access to mental health services, providing opportunities for volunteering, work experience and employment, as well as delivering live music and youth events across Nillumbik. The corresponding action items in the adopted 2022-2023 Council Plan Action Plan are: <i>Implement the Youth Strategy in partnership with our Youth Council</i>, and <i>Undertake a feasibility study for a dedicated youth space within the Shire</i>.</p>	COMPLETE
	Implement annual actions in the Early Years Infrastructure Plan 2020-2026 (budgeted projects listed in Appendix 1)	Executive Manager Communities	<p>Projects and planning are on schedule for the Early Years Infrastructure Plan 2020-2026.</p> <p>The grant application for State Government funding to install acoustic panels at Yarra Warra Pre-School in North Warrandyte was successful and has been awarded to the contractor to schedule the works in 2022-2023. State Government funding to install outdoor storage at Ness St Pre-School in Diamond Creek has been awarded and scheduled for completion in 2022-2023.</p> <p>State Government funding to install a staff and children's arts wash up sink at Kangaroo Ground Pre-School has been completed.</p>	COMPLETE

Theme	Action	Responsibility	Progress Commentary - July 2022	Status	
<b>Place and space</b> - to protect, enhance, maintain, plan and design places and spaces that strengthen identity, reinforce character, improve accessibility, encourage social connection and enjoyment, support biodiversity and respect the environment					
We celebrate and prioritise the protection of our heritage, arts and culture, places and spaces by focusing on the diversity of experiences that have shaped our shared history					
Identity	<b>Undertake a heritage review of the 'Stage 2' potential heritage sites of significance</b>	Executive Manager Planning and Community Safety	Heritage Review Stage B has been completed. The Thematic Environmental History gap analysis and update has been completed to include post-war themes. All strategic inputs have been prepared and updated to support the planning scheme amendment process to apply the Heritage Overlay to identified places (Stage A and B reviews).  At the July 2022 Council Meeting, Council adopted the Heritage Review Stage B and Thematic Environmental History (including update), as well as consider seeking authorisation from the Minister for Planning to prepare and exhibit amendments (interim and subsequently permanent) to apply the heritage overlay to properties identified in the Stage A and B heritage reviews.  The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Seek authorisation from the Minister for Planning to prepare and exhibit an amendment to implement State 1 and 2 sites of heritage significance via the Heritage Overlay into the planning scheme.</i>	COMPLETE	
	<b>Develop the Kangaroo Ground War Memorial Park Management Plan</b>	Executive Manager Planning and Community Safety	The Kangaroo Ground War Memorial Management Plan was adopted by Council at the December 2021 Council Meeting. Final changes were made to the plan and made available on Participate Nillumbik in February 2022, including direct notification to stakeholders. Implementation plan was effectively delivered to the Capital Works team (where identified) for future budget allocation. Identified forward governance actions in the plan are being managed and delivered by the Community Partnerships team.	COMPLETE	
	We value, appreciate and enjoy our Green Wedge Shire, including our rural areas and leafy urban areas, which we work hard to protect and enhance				
	<b>Prepare a Municipal Planning Strategy for inclusion into the planning scheme</b>	Executive Manager Planning and Community Safety	Phase 2 community engagement was undertaken between August and October 2021, identifying/confirming themes that underpin the draft Municipal Planning Strategy (MPS). Feedback was collated, summarised and responded to at the February 2022 Planning and Consultation Committee Meeting. Phase 2 engagement outcomes informed preparation of the next iteration of the draft MPS. Phase 3 engagement of the strategy was endorsed at the May 2022 Council Meeting. Phase 3 engagement commenced in June 2022 for a 6 week period.  The first quarter of 2022-2023 will include actions to review feedback to phase 3 community engagement, with the intention to present outcomes of this engagement to the September 2022 Planning and Consultation Committee Meeting to hear from submitters.  The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Adopt a Municipal Planning Strategy following community consultation and seek authorisation from the Minister for Planning to prepare and exhibit an amendment to include into the planning scheme.</i>	ON TRACK	
	<b>Implement annual actions in the Green Wedge Management Plan 2019</b>	Executive Manager Planning and Community Safety	This action is ongoing across the life of the Green Wedge Management Plan (GWMP). Many actions have been integrated into 'business as usual' within the organisation, with initiatives subject to funding in many instances. The plan's Project Working Group meet monthly to advance, prioritise and report on GWMP implementation. Key 2021-2022 implementation actions have been predominantly 'in-house' deliverables and include facilitation of the online Green Wedge Hub (including rural landowner information hub and conversations/events portal) and example conversations being the four webinars on carbon farming in late 2021 in partnership with Carbon Farmers Australia; planning scheme amendment C131 gazettal approval implementing controls within the Nillumbik Planning Scheme to require a permit for fill in managing impacts of illegal soil dumping in green wedge areas; and completion of the Sugarloaf Deer Control program.  Council was briefed in July 2022 on an update on the above highlights and presented with a draft list of priority actions for the 2022-2023 year. The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Continue to implement the Green Wedge Management Plan 2019.</i>	COMPLETE	
	We recognise and celebrate our community's significant contributions to art and culture				
	<b>Develop an Arts and Culture Strategy 2021-2025</b>	Executive Manager Communities	The draft Arts and Culture Strategy 2022-2026 sets out a four-year strategic commitment to guide Council in the support and development of arts and culture in Nillumbik. The draft strategy was released for public consultation at the April 2022 Council Meeting. It was exhibited from 1 May to the 22 May 2022 and five formal submissions were received. The public submissions were considered at the July 2022 Planning and Consultation Committee Meeting.  The finalised strategy is scheduled to be adopted at the September 2022 Council Meeting, and the corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Implement the Arts and Culture Strategy 2022-2026.</i>	ON TRACK	
<b>Further investigate suitable sites for a gallery and exhibition spaces</b>	Executive Manager Communities	A Local Art Infrastructure Audit is underway and is expected to be completed by the end of June 2022. A Creative Infrastructure Framework will follow in 2022-2023. A report will be presented to Council at the August 2022 Council Meeting to confirm this position.  The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Continue to investigate suitable sites for a gallery, performance and exhibition spaces.</i>	ON TRACK		
<b>Develop a Performing Arts Policy</b>	Executive Manager Communities	The Performing Arts Policy will be guided by the next Arts and Culture Strategy 2022-2026, with a specific action in the implementation plan to develop a Performing Arts Policy.  The policy will now be developed and endorsed in the 2022-2023 financial year. The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Develop a Performing Arts Policy (the action being carried over from the 2021-2022 action plan).</i>	MINOR ISSUES		
Natural Environment	We understand and value biodiversity and its importance to human health and wellbeing, and take action to protect and enhance biodiversity in Nillumbik				
	<b>Commence review of the Biodiversity Strategy</b>	Director Operations and Infrastructure	A review of the existing Biodiversity Strategy actions has commenced. A preliminary project plan for the development of a new biodiversity strategy, incorporating consideration of the Invasive Species Action Plan and the Roadside Management Plan, was presented to a Councillor briefing in early July 2022. The outcome of the review will be a new strategy considering biodiversity conservation and land management that replaces all or part of these existing documents. This will provide Council with an updated and consolidated strategic framework to guide future action and investment in biodiversity conservation and land management. It is anticipated that draft documents will be developed for public consultation in April / May 2023, with a new strategy ready for Council adoption in September or October 2023.  The corresponding action items in the adopted 2022-2023 Council Plan Action Plan are: <i>Continue to review our biodiversity strategy to provide renewed focus for Council, the community and our partners, and As part of our biodiversity strategy review, investigate measures to protect wildlife across a range of settings, including roadsides.</i>	ON TRACK	

Theme	Action	Responsibility	Progress Commentary - July 2022	Status
Open Space	We carefully protect, plan, maintain and improve open spaces, streetscapes and places to ensure that they are safe, accessible and enjoyable			
	Determine and action future site planning for the former Plenty CFA site	Director Operations and Infrastructure	<p>Council resolved to request the CFA to demolish the existing fire station and rehabilitate the land at the December 2021 Council Meeting. The CFA have formally been requested to initiate the works to demolish the building and draft plans to rehabilitate the land to open space. The CFA have commenced this process by lodging a reinstatement plan and planning application to Council for approval. The CFA are expecting demolition works to be completed by late October 2022, but this is subject to completion of the new fire station, the relocation of services to the new facility, receiving planning approval and appointing a contractor to demolish the buildings.</p> <p>Once the land has been reinstated by the CFA as required by Council, then Council will undertake a community engagement process on concept options for the public space later in 2022 as initially planned.</p>	COMPLETE
	We continue to enhance the Shire's shared trail network, working proactively to improve connectivity			
	Commence development of a trails network management implementation framework, including missing links and local connectivity	Director Operations and Infrastructure	<p>Community consultation to inform the proposed framework was undertaken as part of the development of the Recreation and Leisure Strategy, with a Planning and Consultation Committee Meeting held in April 2022 to consider community submissions.</p> <p>The Northern Regional Trails Strategy final draft is being prepared for community consultation in August 2022. This is a collaborative project with Banyule, Whittlesea, Darebin, Hume and Moreland councils. The trails identified in this strategy complement the trails identified in the Nillumbik Trails report. Both reports will come to Council for endorsement in October 2022.</p>	ON TRACK
	We facilitate participation in sports, leisure and recreational activities			
Develop a new Recreation and Leisure Strategy	Director Operations and Infrastructure	<p>Community engagement on the draft Recreation and Leisure Strategy 2022-2030 was undertaken over a 5-week period from 31 January to 6 March 2022, with 103 public submissions received from this process (the majority of which supporting the six priority areas outlined in the strategy). The public submissions were considered at the April 2022 Planning and Consultation Committee Meeting, and following some refinements, the draft strategy was adopted by Council at the June 2022 Council Meeting.</p> <p>The adopted Recreation and Leisure Strategy renews Council's commitment to sport and active recreation across the municipality. The new eight-year strategy will be underpinned by two 4-year operational action plans spanning from 2022-2026 and 2027-2030.</p> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Implement the Recreation and Leisure Strategy 2022-2030</i>.</p>	COMPLETE	
Neighbourhood Character	We respect and enhance the unique neighbourhood character in our communities to ensure a considered approach to planning and development			
	Develop a Neighbourhood Character Strategy	Executive Manager Planning and Community Safety	<p>The final Neighbourhood Character Strategy is an important planning policy document that will provide a robust framework to guide development within Nillumbik's residential zones, with a focus on appropriately protecting the preferred character of our residential and township areas. Phase 1 community engagement occurred between 28 March and 8 May 2022, receiving 332 public submissions. The results of the first round of engagement were reported to the June 2022 Planning and Consultation Committee Meeting. There is a strong emphasis in the feedback received on the importance of vegetation and landscape in defining the local neighbourhood character in Nillumbik and many suggestions are made regarding how to ensure future development supports neighbourhood character.</p> <p>The next stage in the project is for the results of the engagement to be synthesised with technical work to develop a first draft of the strategy, which is scheduled to be presented to the August 2022 Council Meeting with a recommendation for it to be endorsed for phase 2 public engagement.</p> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Continue to develop the Neighbourhood Character Strategy</i>.</p>	ON TRACK
	Develop the Wattle Glen Public Realm Framework	Executive Manager Planning and Community Safety	<p>This action has been on hold, pending resource allocation availability (also with no budget allocation at present). Work restarted by the end of May 2022, with community engagement on a draft framework scheduled for early 2023.</p> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Continue to develop the Wattle Glen Public Realm Framework</i>.</p>	MINOR ISSUES
	We promote place making and shaping and advocate for the continuation and enhancement of local character			
	Develop a set of guiding principles to facilitate place-making across the Shire	Executive Manager Communities	<p>The place-making framework was adopted at the December 2021 Council Meeting.</p> <p>In the 2022-2023 financial year, officers will commence implementation of the relevant actions and priorities in the framework, designed to support Council staff, Councillors, community members, traders, stakeholders, contractors and consultants to plan and deliver place-making projects.</p> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Implement the place-making framework to support shared outcomes between community and Council</i>.</p>	COMPLETE
Develop an annual implementation plan for streetscape improvements as part of annual budget considerations	Director Operations and Infrastructure	<p>Streetscape beautification works at Yarrambat and Kangaroo Ground have been completed as part of the 2021-2022 budget. The townships and streetscapes budget for 2022-2023 will be allocated to minor improvement projects across multiple townships. The program of works will be determined by Council's Infrastructure team in consultation with the Executive Management Team and Councillors by the end of September 2022.</p>	ON TRACK	
	We work to understand what residents, businesses and visitors need from modes of transport, to ensure that getting around is easy, accessible, safe and sustainable			
	Commence development of an Integrated Transport Strategy	Director Operations and Infrastructure	<p>Background information on the current transport planning and strategy environment in Nillumbik has been collated. This assisted in preparation of a Request for Quotation seeking submissions to prepare an Integrated Transport Strategy as a priority action for 2022-2023. This will be used to guide transport planning, sustainable outcomes and advocacy. A Request for Quotation has been released to market in August 2022 and closes on 8 September 2022. A Councillor briefing is scheduled for 16 August 2022.</p> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Continue development of an Integrated Transport Strategy</i>.</p>	ON TRACK
	Develop and implement road safety initiatives around our schools (one per year)	Director Operations and Infrastructure	<p>Actions undertaken on school road safety initiatives in 2021-2022 included:</p> <ul style="list-style-type: none"> <li>Eltham High School consultation was completed. Parking signage changes at Eltham High have been organised, with implementation completed in mid-August.</li> <li>Eltham North Primary School - consultation has commenced with the primary school, Eltham Mens Shed and internal project managers for the Eltham North Dog Park. On-site investigation has been conducted. Consultation was completed by July 2022 and current concept is in development. Officer recommendations will be provided in the first quarter of the 2022-2023 year, and updated timeframes will be communicated to stakeholders.</li> </ul>	ON TRACK

Theme	Action	Responsibility	Progress Commentary - July 2022	Status
Movement and Place	We champion the notion of living locally; making it easier for people to meet most of their daily needs within the Shire			
	Commence development of a masterplan for community facilities in Diamond Creek, including recreation and community precincts and buildings	Executive Manager Planning and Community Safety	<p>At the June 2022 Council Meeting, Council endorsed the draft Diamond Creek Community Infrastructure Strategic Plan for public exhibition, commencing early July 2022, for community awareness and specifically seek feedback in regard to the proposed Youth Hub. It is intended that public submissions will be considered at the September 2022 Planning and Consultation Committee Meeting.</p> <p>This draft strategic plan is an early step in the overall broader development of a master plan that, subject to funding, will further develop the community infrastructure proposed, and provide long-term direction for community infrastructure delivery. The adoption of the strategic plan, after exhibition, will complete the first phase (Phase A) of the master plan project and investigates 'what', 'how' and 'where' community infrastructure could be provided in Diamond Creek to accommodate future demand.</p> <p>The draft strategic plan, once adopted by Council after exhibition, will serve as the basis for the preparation of a more detailed master plan in the subsequent and final phase (Phase B) of the project, subject to Council project funding.</p> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Continue to develop a masterplan for community facilities in Diamond Creek, including recreation and community precincts and buildings.</i></p>	ON TRACK
	We work with our community, neighbouring councils and transport and planning agencies to advocate for improved transport solutions			
	Implement a range of traffic and transport initiatives that will promote more sustainable travel while addressing key safety issues in line with the Eltham Major Activity Centre Structure Plan, through the Eltham Urban Congestion Fund Project	Director Operations and Infrastructure	<p>The Department of Transport has provided their consent for works for the Main Road and Bible Street (Eltham) elements of the program of works.</p> <p>A design contractor has been appointed to undertake detailed design of the Main Road elements of the program, with expected completion in October 2022.</p> <p>Detailed design of, and procurement process for the Bible Street component of works has been completed and a contractor appointed, with works commencing in July 2022.</p> <p>Detailed design of the Eltham Central Oval component of the program has been completed (excluding the rear pavilion car park, which will be done after the Level Crossing Removal Project Park and Ride project is completed), and procurement process commenced.</p> <p>Works are required to be completed by August 2023, unless agreed otherwise with the Federal Government.</p>	ON TRACK
	We continue to deliver on our road management responsibilities; working to enhance infrastructure that aligns with the character of the neighbourhood			
Commence review of road sealing policy	Director Operations and Infrastructure	<p>Planning and a preliminary analysis of the road network has been undertaken to inform the review of the road sealing policy.</p> <p>This action will continue into the 2022-2023 year, as reflected in the Annual Action Plan 2022-2023: <i>Continue review of road sealing policy to support capital works decision-making.</i></p>	ON TRACK	
<b>Sustainable and resilient</b> - to manage and adapt to changing circumstances that affect our community to ensure it remains sustainable and resilient, both now and into the future				
Climate Action	We work proactively to reduce Council's direct contribution to climate change, and support our community to do the same			
	Deliver annual works list of energy efficiency, demand management and 'behind the meter' renewable energy opportunities at Council assets	Director Operations and Infrastructure	<p>Rooftop solar systems on three Council early years facilities (Fergusson's Park, Diamond Creek Memorial and Woodridge) have been successfully installed and are operational. The Diamond Creek Pool fuel switching feasibility study is progressing. An application for Growing Suburbs Funding to support the project has been completed and submitted for consideration. Consultants are preparing to conduct detailed electrical studies and develop technical scope of works in the first quarter of 2022-2023.</p> <p>Street lighting replacement works planning is ongoing and will require further engagement with network operator AusNet and consultants to aid in planning the complex project. Council staff met with AusNet and Ironbark Sustainability to discuss AusNet proposals for essential 80W mercury vapour streetlight replacements and discuss options for other lighting types as well as the proposed funding methodology. Requests for Quotation for installation of energy monitoring and data display units have been organised for the Civic Centre in Greensborough, and the Diamond Valley Sports and Fitness Centre.</p> <p>Future actions and outcomes moving forward will be reported through the newly adopted Climate Action Plan.</p>	COMPLETE
	We work with our community, First Nations People, partners and all levels of government to develop clear and effective initiatives to address climate change			
Develop and adopt a Climate Action Plan	Director Operations and Infrastructure	<p>Following a five-week consultation period throughout October-November 2021, Council was presented with the outcome of the consultation at the Planning and Consultation Committee Meeting in February 2022. 80 survey submissions and 11 written submissions were received through the public exhibition process, along with verbal input from 15 people who participated in one of four facilitated virtual drop in sessions.</p> <p>The finalised Climate Action Plan 2022-2032 was presented to the April 2022 Council Meeting for adoption. At this meeting, Council endorsed a declaration of climate emergency, and adopted the Climate Action Plan subject to updates within the plan reflecting Council's adopted declaration of a climate emergency.</p> <p>The supporting 2022-2023 implementation plan was endorsed by Council at the July 2022 Council Meeting. The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Commence implementing the Climate Action Plan.</i></p>	COMPLETE	

Theme	Action	Responsibility	Progress Commentary - July 2022	Status
Sustainability	We favour sustainable and innovative investment; focussing on renewable energy initiatives			
	Progress the solar farm project in Plenty	Director Operations and Infrastructure	<p>In accordance with Section 115 of the <i>Local Government Act 2020</i>, Council gave notice in May 2022 that it proposes to enter into a lease with LMS Energy Pty Ltd for a solar farm on the Council-owned, former Plenty landfill site. It is proposed that LMS Energy will be responsible for the cost of developing, operating and maintaining the solar farm, and will lease the site from Council for an initial term of 25 years.</p> <p>In response to publicly advertising its intention to enter into a lease agreement with LMS, Council received 5 submissions from the public, which were considered at the July 2022 Planning and Consultation Committee Meeting. A formal decision on the lease was subsequently made at the July 2022 Council Meeting.</p> <p>The 1.5MW first stage of the solar farm will be large enough to supply renewable energy to power all of Council's corporate facilities including the Civic Centre, and street lighting, delivering significant environment benefits to our community. The solar farm will also power electric vehicle charging stations. The facility will consist of more than 3300 solar panels, which will generate approximately 2200MW/h of renewable energy each year.</p> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Continue to deliver the solar farm project in Plenty.</i></p>	COMPLETE
	Commence development of a rehabilitation and after-use plan for the former landfill at Kangaroo Ground	Director Operations and Infrastructure	The contract for the capping works of the Kangaroo Ground landfill has been awarded, with works having now commenced.	ON TRACK
	Commence and promote transition to Council's electric vehicles, and explore placement opportunities for future electric charging stations	Director Operations and Infrastructure	<p>The Northern Council Alliance (of which Nillumbik is a part of) with the Northern Alliance for Greenhouse Action (NAGA) are contributing to the development of an investigation study and plan on electric vehicle transition. This scope includes Part A: Public infrastructure and Part B: Fleet transition. The Request for Tender has been released for responses by appropriate consultants to perform the study and develop the plans. Whittlesea Council is project lead.</p> <p>Responses to the Request for Tender are due in July 2022 and will be assessed by the tender review panel to select the consultants. Council staff will meet with selected consultants to outline existing fleet and infrastructure to assist in developing the plan for transitioning to electric vehicles.</p> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Promote Council's transition to electric vehicles, and explore placement opportunities for electric charging stations.</i></p>	ON TRACK
Business and Tourism	We support businesses, industries and events, and encourage investment within Nillumbik			
	Implement annual actions in the Economic Development Strategy 2020-2030	Executive Manager Planning and Community Safety	<p>The Economic Development Strategy 2020-2030 deliverables are on track for completion year-on-year. In 2021-2022, additional project specific funds were granted from the Victoria Government to support business in the COVID-19 recovery which took significant resourcing by the Economic Development and Tourism team, plus support from other Council departments.</p> <p>Key deliverables in 2021-2022 included:</p> <ul style="list-style-type: none"> <li>• New Business Mentoring program delivered at capacity (15 participants)</li> <li>• End of Financial Year Networking event in June (55 attendees)</li> <li>• Resource Recovery Infrastructure Fund (RRIF) funding implemented to promote the Better Business Approvals Program</li> <li>• Outdoor Activation Funding projects delivered in the last quarter included: tree plantings and outlook tables Chute Street (Diamond Creek), Luck Street improvements (Eltham), Wattle Place lighting and seating improvements (Hurstbridge) and shared zone Commercial Place plans approved (Eltham). 2 Soundbite music events delivered. Busk Stop Program assisting more than 20 local musicians with live performances.</li> <li>• COVID-19 Business Support Officers contracts completed on 30 June 2022. Outcomes included 4,500+ individual business interactions undertaken and good level of compliance with COVID-19 restrictions.</li> <li>• Business recovery kits delivered to businesses, including Shop in Our Shire Bags</li> <li>• Annual business survey conducted</li> <li>• The Shop in Our Shire buy local campaign continued, with over 2,000 followers on Instagram</li> <li>• Shop local competition series delivered in Autumn</li> <li>• Future of Agriculture Plan finalised and endorsed by Council for delivery in 2022-2023</li> <li>• Council also participated in Melbourne's North Tourism Campaign generating over 5,000 followers</li> <li>• Melbourne's North Joblink partnership continued</li> <li>• 4 networking events delivered (2 x breakfast events, 1 x creative industries networking event and 1 x Women in Business event)</li> <li>• COVID-19 Business Concierge Officers contacted over 100 businesses per week, providing support and information</li> <li>• The Business in Nillumbik Facebook group now exceeds 200 members.</li> </ul> <p>The corresponding action items in the adopted 2022-2023 Council Plan Action Plan are: <i>Continue to implement the Economic Development Strategy 2020-2030 and Continue to embed the Better Business Approvals program to make it easier for businesses to obtain necessary planning and other types of permits.</i></p>	COMPLETE
	Continue partnership with Yarra Ranges Tourism to promote tourism and optimise visitor economy within the Shire	Executive Manager Planning and Community Safety	<p>Despite the impacts of COVID-19 on visitation to our area, the partnership with Yarra Ranges Tourism proved valuable to the region and many projects and industry support and development were delivered. Partnerships continue to increase year on year with 30 businesses registered. In 2022-2023, local travel opportunities will be capitalised on and the opportunity to increase the number of partners.</p> <p>During the last quarter, achievements included:</p> <ul style="list-style-type: none"> <li>• Ongoing promotional activities took place around the St Andrews Market trail via Yarra Ranges Tourism marketing channels</li> <li>• Funding was received by Yarra Ranges Tourism to commence the regional Destination Management Plan</li> <li>• Provision of Digital Mentoring Series for all Yarra Ranges Tourism Partners</li> <li>• Industry Development workshop program delivered across the region.</li> </ul>	ON TRACK
Resilience and Recovery	We support individuals, families and the community to be mentally and physically healthy, safe and enabled to participate in relief and recovery processes arising from crisis or emergency			
	Implement the Pandemic Recovery Plan 2021-2022	Executive Manager Communities	<p>Delivery of the Pandemic Recovery Plan is now complete. The supporting plan taskforce met for the last time in May 2022, and a final progress report is being prepared for presentation to Council at the September 2022 Council Meeting. Moving forward, medium to long term recovery actions will be embedded into the new Relief and Recovery Plan and Nillumbik Health and Wellbeing Plan year 2 implementation plan.</p> <p>To date, the completed plan has achieved the following:</p> <ul style="list-style-type: none"> <li>• Pop-up vaccination clinic in Pantom Hill with healthAbility</li> <li>• Vaccination information session for parents/carers of children under 11</li> <li>• Continued to deliver the COVID-19 relief program</li> <li>• COVID-19 Business Support Officer appointed to support and advise local businesses in relation to COVID-19 related impacts and response.</li> </ul>	COMPLETE

Theme	Action	Responsibility	Progress Commentary - July 2022	Status
<b>Responsible and accountable</b> - to facilitate the best possible outcomes for our community, by demonstrating strong leadership and working actively to achieve the community's objectives				
Good Governance	We act in the best interests of our community			
	Develop and implement a State and Federal Advocacy Plan to help attract funding and support for Council's priority projects and initiatives, and supports advocacy in the best interests of the community	Executive Manager Governance, Communications and Engagement	<p>Council adopted its Advocacy Priorities for 2022 at the December 2021 Council Meeting. Since its adoption, Council's focus has been to advocate to State and Federal Governments for financial support now and post-pandemic during the ongoing recovery phase. Council has developed good working relationships with local State and Federal members, seeing significant announcements being made for the benefit of our community. Council also saw success at the National General Assembly with its motion on climate change policy reforms supported. Council endorsed five motions all aligned to Council's adopted Advocacy Priorities that were supported by the Municipal Association of Victoria's (MAV) State Council.</p> <p>During the last quarter, the lead-up to the May 2022 Federal Election saw an increase in advocacy activity. This included meetings with local candidates by the Mayor, Chief Executive Officer and senior officers. Among the outcomes were significant announcements from the successful candidates for the electorates of Jagajaga (major pavilion and public open space upgrades) and McEwen (Diamond Creek Outdoor Pool). The Mayor and Deputy Mayor have also met with the newly-appointed Federal Local Government Minister to discuss Council's advocacy priorities – including climate action, pandemic recovery and mobile and internet blackspots.</p>	COMPLETE
	Advocate on key issues ahead of the Victorian State and Federal elections, as well as make a pre-budget submission to Victorian Government each year	Executive Manager Governance, Communications and Engagement	<p>As a member of the Northern Councils Alliance (NCA), Council is focusing efforts on preparations for the lead up to the November 2022 Victorian election. Joint activities either already commenced or being planned include:</p> <ul style="list-style-type: none"> <li>• Development of the NCA Strategic Plan</li> <li>• A joint calendar of opportunities</li> <li>• Compiling a joint database of local candidates</li> <li>• NCA Advocacy group will attend the September 2022 meeting of Mayors and CEOs to discuss joint advocacy.</li> </ul> <p>The main advocacy efforts will be directed at the November 2022 State election - any budget advocacy work will be aligned with Council's adopted 2022 Advocacy Priorities.</p> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Continue to advocate on key issues ahead of the Victorian State election, as well as make a pre-budget submission to the elected Victorian Government.</i></p>	ON TRACK
	We continue to exercise sustainable and responsible financial management			
	Report quarterly on the annual budget	Chief Financial Officer	<p>The final 30 June 2022 Financial Report will be presented to Council's Audit and Risk Committee on 23 August 2022, and then to Council at the September 2022 Council Meeting.</p> <p>Council's overall financial position at the end of the financial year remains sound, with active monitoring of operating items required (income and expenditure).</p> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Report quarterly on the annual budget.</i></p>	COMPLETE
	We are forward-thinking, data-driven and evidence-led in our decision making, always looking to identify new opportunities			
	Continue the business transformation program encompassing systems, processes and people, to achieve our 'customer first' vision	Executive Manager Business Transformation and Performance	<p>Actions implemented under the four key pillars of the program include:</p> <p><u>Our Staff</u></p> <ul style="list-style-type: none"> <li>• There is a continued focus on health and wellbeing for staff, supported by a program of initiatives and events. Mental Health First Aid Officers quarterly professional development sessions have commenced.</li> <li>• An access, equality and inclusion focus continues, with Council's Gender Equality Action Plan submitted to the Victoria Gender Equality Commission.</li> </ul> <p><u>Our Customers</u></p> <ul style="list-style-type: none"> <li>• The final year update of the four-year Nillumbik Customer First Strategy was presented to Council at the April 2022 Council Meeting, closing out the strategy. Preliminary work has commenced to research and enable the ensuing four-year strategy for Council to adopt later in 2022.</li> </ul> <p><u>Our Processes</u></p> <ul style="list-style-type: none"> <li>• 214 new processes were mapped in Promapp (our process mapping tool) this year, with now 1139 processes mapped; work has commenced on using customer complaints data to target process improvement.</li> </ul> <p><u>Our Systems (current projects)</u></p> <ul style="list-style-type: none"> <li>• Online Booking System - first round of user acceptance testing has been completed on fees and charges for venues; finance integration has been completed; a 'go-live' date is anticipated at the end of the 2022.</li> <li>• Asset Management System (AMS) - the system is being developed and embedded on a team-by-team, module-by-module basis; the Property and Facilities module has recently commenced.</li> </ul> <p>Other projects delivered this year included the upgrade to Council's website (with a focus on self-service, information architecture and content management) and an uplift to our Customer Request Management System - Pathway (with improved capability to lodge planning and building applications online, improved processing effectiveness).</p>	COMPLETE
	We foster a positive organisational culture, from the top down			
Develop a Workforce Plan that promotes gender equality, diversity and inclusiveness, and the organisation as an 'employer of choice'	Chief Financial Officer	<p>The Workforce Plan 2022-2026 (a <i>Local Government Act 2020</i> requirement) was endorsed by the Executive Management Team, and subsequently adopted by the Chief Executive Officer, in December 2021. The plan's actions have progressed, including aligning actions to Council's Gender Equity Action Plan.</p> <p>Year 1 actions in the adopted Workforce Plan have progressed in line with agreed timelines. The focus for this quarter has been on employee health and wellbeing, leadership development for managers, mentoring and coaching, and supporting ways of working aligned to the hybrid working maturity model.</p>	COMPLETE	

Theme	Action	Responsibility	Progress Commentary - July 2022	Status	
We continue to meet Council's responsibilities for emergency management by working with the community and partner agencies, especially in relation to bushfire					
Risk Management	Implement the annual actions of the Bushfire Mitigation Strategy 2019-2023 as outlined in the Municipal Fire Management Plan	Executive Manager Governance, Communications and Engagement	<p>All identified actions from the three-year Bushfire Mitigation Action Plan remain on track. Significant progress has been made in creating a community focussed approach to bushfire including:</p> <ul style="list-style-type: none"> <li>A \$300K grant received to extend the Communities First program under Safer Together from 2022-2023 to 2023-2024</li> <li>The Resilient St Andrews project launched under EMV Risk and Resilience Grant Funding. Community engagement has commenced and consultants engaged to assist with project implementation</li> <li>Place Shapers Program 2022 – seven participants from rural Nillumbik undertook a nine week program working with Council to deliver place making projects that focused on community preparedness, connection and resilience. A graduation ceremony was held on 23 June 2022.</li> <li>2022 Community Preparedness and Bushfire Resilience Grants open for up to \$2,000 for community led projects and extended to 31 July 2022.</li> </ul> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Implement the Bushfire Mitigation Strategy 2019-2023 as outlined in the Municipal Fire Management Plan</i>.</p>	COMPLETE	
	We seek to enhance community safety, public health, amenity and the environment through improved planning and community engagement, prioritising fair and transparent approaches to managing compliance and enforcement				
	Undertake a review of our Local Laws	Executive Manager Planning and Community Safety	<p>A review of the current local laws has been completed. Following phase 2 community engagement on the draft local laws in November and December 2021, the hearing of public submissions took place at the April 2022 Planning and Consultation Committee Meeting. This feedback has been used to consider changes to the draft local laws.</p> <p>At the July 2022 Council Meeting, Council endorsed the draft Nillumbik General Local Law 1 for the purpose of public exhibition (for the period between 1-22 August 2022), with the view to consider public submissions at the October 2022 Planning and Consultation Committee Meeting.</p> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Continue to develop and adopt the new local laws</i>.</p>	COMPLETE	
	Develop a new Domestic Animal Management Plan	Executive Manager Planning and Community Safety	The Domestic Animal Management Plan (DAMP) was adopted by Council at the November 2021 Council Meeting. Implementation of actions under the DAMP implementation plan is on track to commence in July 2022.	COMPLETE	
	Develop a Building Municipal Control Plan which identifies building risks within the Shire and categorise the risk to Council and community	Executive Manager Planning and Community Safety	<p>The Municipal Building Surveyor (MBS) is working with the Victorian Building Authority and other MBSs to establish the report framework. The MBS is currently working on identifying building risks in the Shire and a risk matrix through which to assess risks identified. The delay of scheduling is consistent across the local government sector, and has been directly influenced by the collaborative effort being undertaken across the local government sector with respect to this deliverable.</p> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Develop a Building Municipal Control Plan which identifies building risks within the Shire and categorise the risk to Council and the community</i> (the action being carried over from the 2021-2022 action plan).</p>	MINOR ISSUES	
	We acknowledge our role in managing the significance of global risks				
Review Council's strategic risk register periodically by identifying any external risks to the organisation and our community, and report back quarterly	Executive Manager Business Transformation and Performance	<p>The review and development of the new Strategic Risk Register was completed this quarter, along with a review and update of Council's Risk Management Policy and Risk Management Framework. All three documents were endorsed by Council's Audit and Risk Committee in May 2022, and presented to Council for formal noting at the June 2022 Council Meeting.</p> <p>The updated Strategic Risk Register was informed by Council staff workshops and input and facilitation from Marsh Pty Ltd (the parent body of Council's insurance brokers).</p>	COMPLETE		
We make Council's programs, services, processes and information equitable, accessible and inclusive					
Develop an Asset Plan in accordance with the Local Government Act 2020	Director Operations and Infrastructure	The development of an Asset Plan is a requirement of the <i>Local Government Act 2020</i> , and provides a high level strategic and financial view of how Council intends to manage its transport, building, drainage and open space assets over the next ten years. The draft Asset Plan 2022-2032 was subject to public exhibition and community consultation in March 2022. The draft was presented to the May 2022 Planning and Consultation Committee Meeting, and was then formally adopted by Council at the June 2022 Council Meeting.	COMPLETE		
We enhance the effectiveness and efficiency of our services, prioritising a great customer experience					
Implement the final year actions of the Nillumbik Customer First Strategy	Executive Manager Business Transformation and Performance	<p>Council received and endorsed the final year update on the four-year Nillumbik Customer First Strategy 2019-2022 at the April 2022 Council Meeting, prior to the strategy expiring. The key actions outlined in the strategy are now operational. Key benchmarks and measurements are now enshrined into day-to-day business, including:</p> <ul style="list-style-type: none"> <li>A Mystery Shopping program to independently measure our ongoing competency with our customer interactions (across the 2021-2022 year, Council was ranked the top council nationally in the local government sector (of 51 councils) and ranked sixth best of all organisations (of 203 in total))</li> <li>Creation of customer KPI data framework (including complaints) to learn and design better processes and customer interactions</li> <li>Regularly measuring feedback from our customers through multi-channel surveys and online feedback mechanisms</li> <li>Ongoing review of knowledge management systems and processes</li> <li>An upgraded Council website, including establishment of Live Chat transaction channel.</li> </ul> <p>Development of the next Customer First Strategy/Plan for Nillumbik has commenced. A review of the results of the bi-annual customer survey conducted in April 2022 is underway, along with the third staff customer-centricity survey conducted in June 2022. Both sets of results will inform the key strategic pillars and actions going forward in the next strategy/plan.</p> <p>The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Develop and implement a new customer service strategy/plan to further support our 'customer first' vision</i>.</p>	COMPLETE		
Services and Programs					

Theme	Action	Responsibility	Progress Commentary - July 2022	Status
We communicate clearly and regularly, taking the time to listen and engage with our community				
	<b>Develop and adopt a Communications Strategy to keep the community informed about our programs, projects, services and decisions</b>	Executive Manager Governance, Communications and Engagement	Following the extensive community engagement process, submitters were invited to speak at the June 2022 Planning and Consultation Committee Meeting. The report seeking Council adoption of the Communications Strategy 2022-2025 was adopted by Council at the July 2022 Council Meeting.  The Communications Strategy provides an important framework for Council to deliver effective communication that meets the needs of our community.	COMPLETE
	<b>Implement the Community Engagement Policy</b>	Executive Manager Governance, Communications and Engagement	The adopted Community Engagement Policy is now embedded into 'business as usual' and the guidelines and a supporting toolkit were endorsed by the Executive Management Team in June 2022. Council saw over 20 projects launched on Participate Nillumbik throughout the 2021-2022 financial year, with over 8,000 submissions from the community received during this period. Our Community Engagement Policy continues to be the focus of all engagement projects and shared through internal communications channels.	COMPLETE
We source alternative and innovative funding sources to support and complement Council services and infrastructure				
	<b>Delivery of our capital works program, including completion of Diamond Valley Sports and Fitness Centre upgrade and Diamond Creek Trail</b>	Director Operations and Infrastructure	At the end of the 2021-2022 financial year, actual expenditure, including commitments, was \$25.57 million. This amount represents 96% of the total capital expenditure budget planned to be expended (\$26.67 million) in 2021-2022. It is noteworthy that the impact of COVID-19 increased in the last quarter, with contractors reporting shortages of staff due to illness and significant delays in securing materials locally and from overseas.  Main projects completed this year included the Diamond Valley Sports and Fitness Centre upgrade (\$16.89 million), Stage 2 of the Diamond Creek Trail (\$5.5 million), the new Diamond Creek Netball Courts (\$2.18 million) and Pavilion (\$2.8 million), Hurstbridge Football and Cricket Club Pavilion (\$0.86 million), Diamond Valley Library (\$1.63 million) and Eltham Skate Park (\$0.77 million).  The corresponding action item in the adopted 2022-2023 Council Plan Action Plan is: <i>Continue to deliver our capital works program</i> .	COMPLETE

Status Key	Color	Description
COMPLETE	Blue	Action is Completed
ON TRACK	Green	Action is on track for completion within budget and timeframe
MAJOR ISSUES	Red	Action is off track, experiencing major issues which require management attention
MINOR ISSUES	Yellow	Action is off track, and experiencing minor issues being managed in-house
YET TO COMMENCE	Purple	Action works are yet to commence