

No.	Action	Responsibility	Qtr 3 Progress	Status
ENGAGED, CONNECTED COMMUNITIES				
1	Develop a Community Vision for the shire, supported by a thorough community engagement process, in line with the Local Government Act 2020	Executive Manager Business Transformation & Performance	<p>The <i>Local Government Act 2020</i> requires councils to develop an integrated, longer-term strategic planning, organised around a long-term Community Vision. Progress towards the development of the Community Vision has continued during this quarter through the 'Our People, Our Place, Our Future' community engagement – a program designed to broadly capture the views and priorities of the community to inform key strategic planning documents including the Community Vision.</p> <p>Council has received over 1,000 contributions from the community. The feedback from this community engagement is currently being analysed and will be accessible for community members to view once completed. The findings, including what is important to the community now and into the future, will help inform the development of the Community Vision document, which is required to be endorsed by Council before the end of October this year.</p>	ON TRACK
2	Implement year 3 actions of the Customer First Strategy	Executive Manager Business Transformation & Performance	<p>Implementation of the Nillumbik Customer First Strategy continues to improve customer experience and improved productivity of services. An annual update of the strategy was presented and noted at the March Council Meeting. To date, 21 of the 24 actions outlined in the strategy are already operational or in progress. Highlights included:</p> <ul style="list-style-type: none"> • Nillumbik is placed ninth across all 172 participating organisations for customer service, and we are also sector leaders in local government of 45 participating councils • Council's Customer Complaint Handling Policy and supporting process continues to be implemented across the organisation • A key performance indicator framework on customer service continues to be embedded and demonstrates our commitment to improve community pain points • We are linking complaint management process and reporting to focus our drive for continuous improvement, and reward and recognition for Council staff has been established to align with our four customer commitments. <p>Meanwhile, a current focus on the strategy remains preparations for the upgrade of new Council website content and architecture. 95% of staff engagement workshops for the enhancement of Council's website are complete. Reporting from the complaint management framework is also showing progress of updated website pages. Website design workshop with our vendor is planned for May 2021.</p>	ON TRACK
3	Develop the Community Infrastructure Policy and associated guidelines that will support the preparation of a community infrastructure plan for the Shire	Director Operations & Infrastructure	<p>This action is being reviewed in the context of the Local Government Act 2020 planning requirements, in particular the development of an Asset Plan. The Asset Plan will provide a view (both strategic and in financial terms) of how the Council proposes to manage the whole portfolio of assets that it owns and controls. A cross-functional approach continues to be developed to determine detailed scope and purpose. The Asset Plan is required to be adopted by Council by October 2022, and will ensure that the provision of community infrastructure responds to community needs.</p>	MINOR ISSUES
4	Continue cultural consultations with the Wurundjeri Tribe Council on a monthly basis, and establish a 'statement of commitment' (as a key action towards reconciliation) for endorsement by Council	Executive Manager Communities	<p>A major Initiatives bid for an Aboriginal Liaison Officer was successful, with the position to commence in January 2022 for a three year contract. The Aboriginal Liaison Officer will provide an important resource to further Council's commitment to reconciliation and work towards the development of a Reconciliation Action Plan.</p> <p>Cultural Safety Training has been delivered to Councillors, the Executive and Managers across the organisation. This workshop introduced concepts which underpin the implementation and management of cultural safety in the workplace including:</p> <ul style="list-style-type: none"> • Reflecting on our own culture • Developing a resilient workforce • Achieving a culturally safe workplace environment • Undertaking a cultural safety audit • Developing cultural protocols • How to embed cultural safety in workplace policies and procedures • Leading and managing a culturally safe workplace. <p>Cultural Awareness Training will also be delivered to up to 70 staff across the organisation in May 2021 and will continue to strengthen the focus on social inclusion and connection within our community.</p>	ON TRACK

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ACTIVE AND CREATIVE PEOPLE				
5	Continue to deliver key community infrastructure projects in accordance with the adopted works program and budget	Director Operations & Infrastructure	<p>Construction works commenced for the following major projects:</p> <ul style="list-style-type: none"> • Diamond Creek Netball Courts • Eltham Lower Park front oval lighting upgrade • Eltham Rugby Oval lighting upgrade • Diamond Hills Oval lighting upgrade • Hurstbridge East Oval lighting upgrade • Hurstbridge Pavilion Redevelopment • Diamond Creek Trail (Stage 2). <p>Construction works were completed for the following major projects:</p> <ul style="list-style-type: none"> • Diamond Creek Netball Pavilion • Eltham Tennis Courts • Diamond Creek Trail (Stage 1). 	ON TRACK
6	Continue to implement the adopted Arts and Culture Plan	Executive Manager Communities	<p>Highlights from the quarter in support of the Arts and Culture Plan include:</p> <ul style="list-style-type: none"> • The 'Art in the Time of COVID-19' exhibition opened on Thursday 6 February and closed on Sunday 4 April • The Eltham Library Community Gallery program is ongoing • The Digital Heritage Guide has been completed • Expression of interest (EOI) process for the St Andrews Creative Wayfinding Infrastructure is open and receiving applications • The Public Art Operations Manual was presented to and accepted by the Executive team. <p>The regional/municipal art gallery business case and masterplan is on hold pending a State Government decision on the 895 Main Road, Eltham site.</p>	ON TRACK
7	Undertake an audit of performing arts venues in the shire, and develop a plan	Executive Manager Communities	Community consultation for the Performing Arts Plan will be undertaken in conjunction with the development of the Arts and Culture Strategy 2022-2026, with community engagement commencing in early April 2021.	ON TRACK
SAFE AND HEALTHY ENVIRONMENTS				
8	Undertake a review of the Planning Policy Framework in line with State Government requirements	\	<p>In accordance with the Victorian Planning Policy Framework (PPF), all council planning schemes are required to be translated in stages with all planning schemes expected to be translated by mid-2021. The second draft review of Local Planning Policy Framework (LPPF) translation has now been finalised.</p> <p>The scheduled Smart Planning Workshop with the Department of Environment, Land, Water and Planning (DELWP) was conducted on 15 February followed by two Councillor workshops in March to receive feedback about the translation.</p> <p>The format and content of the planning schemes are changing to make them more user friendly and concise.</p>	ON TRACK
9	Implement the adopted Green Wedge Management Plan including the 'conversations' program	Executive Manager Planning & Community Safety	A monitoring and implementation plan with priority key actions has been prepared and scoping for a Green Wedge conversations program is underway. Annual reporting on the plan will be conducted through Council's reporting processes. Work has commenced on the development of the webpages including a 'landowners toolkit'.	MINOR ISSUES

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10	Undertake research and mapping to capture the existing status of the shire's agriculture industry, including identifying vacant and disused agricultural land, and identify future opportunities	Executive Manager Planning & Community Safety	<p>The Department of Environment Land Water Paper (DELWP) 'Planning for Melbourne's Green Wedges and Agricultural Land' consultation paper was publicly exhibited, which follows on from earlier consultation on significant agricultural land in 2018 into which Council provided a submission. Council's previously adopted submission was considered by Council at a briefing in January 2021 where changes were identified. Those changes were included in a revised submission which was adopted by Council at the February Council Meeting. The revised submission has been sent to and received by DELWP.</p> <p>A consultant has been appointed and will soon commence work on identifying the Shire's agricultural strengths through research and scientific data collection, including soil and land capability assessments and mapping. The research will consider opportunities for regenerative farming and sustainable food production practices alongside sustainable water and energy options.</p>	ON TRACK
11	Continue to implement the adopted Bushfire Mitigation Strategy	Executive Manager Governance, Communications & Engagement	<p>The 2020-2021 Fire Hazard Inspection and Enforcement Program concluded on 29 March 2021 with the end of the Fire Danger Period. The program ran for 23 weeks with 9,194 property inspections completed and 558 Fire Prevention Notices issued. Eight non-compliant properties were compulsorily cleared and 12 infringements issued to non-compliant property owners.</p> <p>The 2020-2021 Bushfire Mitigation Works Program was delivered by the Operations and Infrastructure department.</p> <p>The revised Bushfire Mitigation Strategy Action Plan has been incorporated in the new Municipal Fire Management Plan 2020-2023.</p> <p>All actions in the annual communications plan were delivered. Actions included social media campaigns, website content update and a four page liftout content published for the Nillumbik News spring edition to help educate the community on fire risk and managing fuel on their property.</p> <p>Under the 'Safer Together' grants program, Council has delivered a series of webinars informed by community conversations, including indigenous burns, mental health and art recovery. Funding for community groups was provided via Bushfire Preparedness and Community Resilience Grants.</p> <p>The Emergency Management team also participated in the 'Our People Our Place Our Future' community pop-up consultations throughout the Shire to hear community feedback.</p>	ON TRACK
12	Continue to implement the adopted Health and Wellbeing Plan and deliver initiatives in partnership with the community	Executive Manager Communities	<p>Phase one community engagement that will support the development of the 2021-2025 Municipal Public Health and Wellbeing Plan has concluded with over 1,000 contributions from the community. Results will now be analysed and presented at a Councillor Briefing on 4 May 2021.</p> <p>Phase two community engagement has now commenced as a part of this process, with a number of engagement activities planned throughout April to help inform the plan. In addition to these activities, we are also meeting individually (?meetings will be held) with three key health and wellbeing partners who develop and submit Integrated Health Promotion Plans to the State Government.</p> <p>The Pandemic Recovery Plan has been drafted and will go to Council Briefing in early April for feedback and endorsement at the May Council Meeting. The Nillumbik Pandemic Recovery Plan seeks to outline how Council has responded to the COVID-19 pandemic and the approach we are taking to continue to support the community through the recovery process. The plan is based on four main themes which guide the recovery process:</p> <ol style="list-style-type: none"> 1. Inclusion 2. Healthy Environments 3. Healthy Behaviours 4. Employment and Education. <p>The Community Profile 2021 has been developed to inform a number of strategic documents that Council prepares, including the Municipal Public Health and Wellbeing Plan and the Council Plan. It contains comprehensive information about the health status of the Nillumbik community, which can be used by staff to inform planning of initiatives and projects for grant applications and to better understand community needs.</p>	ON TRACK
13	Review of Integrated Water Management Plan aligned with Melbourne Water and DELWP strategies for water and waterway management	Director Operations & Infrastructure	Integrated Water Management planning processes for the Yarra catchment led by Department of Environment, Land, Water and Planning (DELWP) and the Upper Yarra Sub-Catchment led by Yarra Valley Water are underway. A draft plan for the Yarra catchment setting targets will be circulated in May 2021.	ON TRACK

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A PROSPEROUS ECONOMY				
14	Implement the adopted Economic Development Strategy	Executive Manager Planning & Community Safety	<p>Delivery highlights aligned to the Economic Development Strategy for the quarter include:</p> <ul style="list-style-type: none"> • The 'Women in Business' networking event was delivered successfully, providing an opportunity for locally based women owned or operated businesses to meet, network and hear from a female keynote speaker • The Women in Business Mentoring program has been established and invitations to submit an expression of interest are open • Successful administration of the special rate renewal programs to meet statutory requirements for the Eltham Chamber of Commerce and Hurstbridge Traders Association were both endorsed by Council at the March Council Meeting • The Green Business program has been implemented with cross-organisation stakeholders establishing business opportunities relating to sustainable business practices • A consultant has been appointed and will soon commence work on the Future of Agriculture project • The Customer Request Management System platform has been fully implemented and continues to capture business interactions. 	ON TRACK
15	Implement the actions of the Planning Service Plan, including strong focuses on digital service delivery	Executive Manager Planning & Community Safety	Planning Services continues to implement actions out of the service plan with the digitisation project remaining on track. This quarter has focussed on getting Council's digital planning service ready for the introduction of Council's new Electronic Document Records Management System (EDRMS) in February. We have successfully implemented the new system in our everyday processes and have had a seamless transition over to the new EDRMS - Content Manager. Planning ran its own targeted internal training for all planning team members to ensure everyone was ready for day one.	ON TRACK
16	Prepare planning scheme amendments in line with the adopted Eltham and Diamond Creek Activity Centre Structure Plans	Executive Manager Planning & Community Safety	This item was completed in Quarter 1.	COMPLETE
17	Develop a structure plan for the Wattle Glen township	Executive Manager Planning & Community Safety	<p>This action is being progressed through the Wattle Glen Urban Design Framework Project which seeks to design, in consultation with the local community, improvements to the public realm in the central area of Wattle Glen. Improvements that the project plans to advance include providing a stronger sense of arrival and visual presence for Wattle Glen and to provide greater amenity and accessibility for residents at, and between, certain key public and community facilities within Wattle Glen. The project does not propose any changes to existing planning provisions and will be fully consistent with the existing Green Wedge policy settings.</p> <p>The 'Our People Our Place Our Future' community consultation findings will inform the next phase of community engagement on this project. The project is now targeted for completion in the 2021-2022 financial year.</p>	MINOR ISSUES
RESPONSIBLE LEADERSHIP				
18	Continue to implement the Business Transformation Program to improve customer experience and improved productivity of services	Executive Manager Business Transformation & Performance	<p>Our business transformation program continues following the three pillar approach of 'our people, our processes and our systems'. The projects and initiatives in this program seek to ensure seamless service delivery and an open and responsive approach to our community. Key activities and outcomes for the quarter included:</p> <ul style="list-style-type: none"> • The Nillumbik Customer First Strategy continues to be implemented (see Action 2), with an annual update on the delivery and implementation of the strategy reported to Council at the March Council Meeting • 28 new process were mapped in Promapp (our business process mapping tool) during the quarter, with 819 processes now mapped in total. Review and improvement in the processes mapped is a focus in 2021. • The new Electronic Document and Records Management System (EDRMS) and Staff Intranet went live on 22 February 2021 • Engagement workshops with identified teams for the GIS Upgrade Project have been completed, with all teams except two having migrated to the new GIS - Spectrum Spatial Analyst. The remaining teams will be migrated in Quarter 4, 2020-2021. • The project management module of the new Asset Management System (Assetic) has gone live in the Capital Works team. System configuration, data migration, systems integration (with Council's GIS and Customer Request System) and user training are progressing and on track for the maintenance and mobility components to be deployed to the first teams. • Regarding the Council Website Upgrade, see commentary against Action 2 above. 	ON TRACK