



Nillumbik Shire Council

Council Plan

Quarterly Performance Report

For the period ending 30 June 2017

1 Our community

1.1 Our goal is to enable and encourage healthy, safe and resilient communities through the provision of quality services to build a better future for Nillumbik residents.

1.1.1 We will strive to make our Shire safe by meeting our statutory responsibilities for emergency management including the risks of natural disasters such as fire and flood.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.1.2 Increase the perception of safety in public areas as measured through the Annual Community Survey.	Manager Governance and Communications	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%
ACTION PROGRESS COMMENTS: In the 2017 Annual Community Survey, the perception of safety in the public areas of Nillumbik remains very high, with very little variation from the results recorded in previous years. Perception of safety in public areas during the day rated at 8.98 out of 10, at night 7.48 out of 10, travelling on trains 7.63 out of 10, in the Eltham Shopping Activity Centre 8.58 out of 10 and in the Diamond Creek Activity Centre 8.12 out of 10. These results were reported to Council and the community in April 2017.						

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.1.4 Achieve a 'Certificate of Audit' for complying with the guidelines for the Municipal Emergency Management Plan.	Executive Officer Emergency Management	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%
ACTION PROGRESS COMMENTS: Council's Municipal Emergency Management Plan is audited every three years by the Victorian State Emergency Service (VSES). In preparation for the 2017 audit, the Plan was reviewed and updated by the Municipal Emergency Management Planning Committee and endorsed by Council at its March 2017 Ordinary meeting for the purpose of audit by the VSES. Included in the updated Plan is a new section, Safer More Resilient Communities, which is a commitment to a more consultative and community-focused approach to emergency management. Nillumbik received confirmation in June that the updated Plan achieves best practice and more than adequately complies with the requirements. Council will be presented with formal certification at the Ordinary meeting on 1 August 2017.						

1.1.2 We will deliver programs to support community awareness of and resilience to emergencies and natural disasters, in partnership with other agencies.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.2.1 Hold a green waste drop-off day in November 2016 and February 2017.	Coordinator Waste Management	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

Council holds two free green waste drop off days to assist residents dispose of surplus green waste during the summer season. They are offered in addition to the normal weekly green waste service. The two green waste drop off days were held on Sunday 27 November and Sunday 5 February 2017.

1.1.4 We will plan and deliver accessible community services that enhance health and wellbeing across all life stages.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.4.3 Facilitate high participation rates in the Shire's preschools.	Development Officer - Family Support and Participation	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

For the 2016 year, 714 preschool registrations were received and accepted. All children received a place within a Nillumbik preschool.

Council centrally manages four-year old preschool registrations for 17 preschools in Nillumbik which operate from Council-owned or managed buildings. Council collects applications, allocates a preschool place and liaises with families in relation to their four-year old preschool registration. Applications are accepted from the first business day in March, two years before a child is eligible to attend preschool and close no later than 30 June in the year before attendance to be included in first round offers.

In addition, Council is undertaking a review of its future role in Early Years to identify and prioritise its resources into the future, with a further report due to Council in August 2017.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.4.4 Implement actions from the Municipal Health and Wellbeing Plan 2013-2017.	Coordinator Social Development and Service Planning	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

At its Ordinary Meeting on the 31 January 2017, Council resolved to:

1. Note the Year 3 Annual Review of the Nillumbik Health and Wellbeing Plan 2013-2017.
2. Endorse the proposed Municipal Public Health and Wellbeing Plan: Community Engagement and Communication Plan.
3. Appoint the eleven nominated members to the Municipal Public Health and Wellbeing Project Reference Group 2017-2021 for a two-year term.

Consultation is well underway in developing a new plan for 2017- 2021 with the appointment of an Advisory Committee, chaired by portfolio Councillor Jane Ashton.

Officers have developed a Discussion Paper about the health and wellbeing priorities for the shire which is currently out for public comment.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.4.5 Implement Positive Ageing Strategy.	Team Leader Aged and Disability Services	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

The Positive Ageing Advisory group recruited new members during the third quarter and identified areas that they would like to address included social isolation, housing options, health and wellbeing and information dissemination.

As part of the Plan, they have also worked on the development of a checklist to assist older adults in assessing trustworthy and reputable property maintenance and home modification businesses and services.

The Positive Ageing Strategy action plan is due for review as it is in the last year of implementation. An external consultant will be engaged to undertake this work.

The Positive Ageing Reference group has new members and Cr Ashton commenced chairing these meetings in May 2017. The group are an action focused group and want to be the face between the community and Council - to disseminate information both ways. The main focus for the remainder of the year will be on Seniors Festival. Earlier in the year there was a focus on the Health and Wellbeing Strategy.

Following the Seniors Festival in October, there will be a focus on recruiting new members for the group and reviewing the Terms of Reference.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.4.6 The percentage of children enrolled who participate in the Maternal and Child Health service and the percentage of Aboriginal children enrolled who participate in the Maternal and Child Health service.	Maternal and Child Health Coordinator	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

The percentage of infants enrolled who participate in the MCH service for the financial year July 2016 -June 2017 was 77.75 per cent.

The percentage of Aboriginal children (0-3.5yrs) enrolled who participate in the MCH service for the same period was 66.66 per cent.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.4.39 Increase satisfaction with access to community services as measured through the Annual Community Survey.	Manager Governance and Communications	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

In the 2017 Annual Community Survey, satisfaction with the 30 Council services and facilities declined 0.8 per cent, down from 7.24 in 2016 to 7.17, but remains at a level of satisfaction categorised as 'good'.

The five services and facilities with the highest satisfaction were libraries (8.53 out of 10), environmental programs and facilities (8.20), weekly green waste collection (8.14), services for children (7.98) and education and learning (7.97) - all categorised as excellent.

The five services and facilities with the lowest satisfaction were street sweeping (6.40), footpath maintenance and repairs (6.39), drains maintenance and repairs (6.22), parking enforcement (6.12) and local traffic management (6.10) - all categorised as 'solid'.

The survey results were reported to Council and the community in April 2017.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.4.41 The percentage of critical and major non-compliance outcome notifications that are followed up by Council.	Acting Coordinator Environmental Health Services	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

A total of 95 inspections of registered food businesses resulted in a major or critical non-compliance outcome with the Food Act during 2016. All 95 of these non-compliances have received a follow up inspection to ensure the business reached a compliant outcome.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.4.46 Coordinate services and development integration of Hurstbridge Community Hub, St Andrews and the northern part of the Shire.	Acting Director Business and Strategy	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

The successful implementation of the place activation project has now been incorporated into the job design of the recently appointed Place Activation Coordinator.

During the final quarter of the project specific project work commenced around collaboratively shaping townships including streetscape and pedestrian path planning in Panton Hill and St Andrews and the delivery of Town& Country Connect event.

Several community meetings, largely community driven, have occurred in rural townships and an ongoing group of 'rural champions' have been established enhancing the opportunities for Council and community to work collaboratively on 'activation' initiatives.

The Hub continues to operate in an integrated multi-functional manner with the governance model evolving to accommodate the appointment of a 'customer service / bookings officer on a pilot basis who will enhance the customer service functionality of the Hub.

1.1.5 We will partner with health and community sector agencies to ensure residents have access to services they need.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.5.1 Deliver a community transport program for the aged, disable and otherwise transport-disadvantaged across the Shire.	Coordinator Community Development and Inclusion	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

Council’s Community Bus and Medical Transport provide an important avenue for vulnerable and isolated residents to engage in community activities and access essential services. Residents supported through the service are generally elderly, frail and unable to access public transport or drive. The impact of the service extends to friends, family, volunteers and community group members. Many family members of our passengers appreciate being able to share the load as they juggle their own lives, families and work, as well as the increasing needs of their ageing parents.

Fourth quarter figures were slightly lower than usual with 43 requests. There continues to be a high proportion of trips requested to medical services outside the Shire, mainly to the Austin and Heidelberg Repat Hospitals. This reflects the increasing need for our older residents to access regular medical treatment as they age in place and the fact that there is no hospital located in Nillumbik. Our volunteer drivers drove a total of 1,757km in the fourth quarter.

Demand for Community Bus trips increased slightly to 328 in the fourth quarter (up from 315 passenger trips at the same time last year) and 1,391 trips for the 2016-2017 financial year (up from 1,081 in 2015-2016). Many of our long term passengers are in their 80s and 90s. There has been an increase in demand for shorter trips to shops, services and community activities. We have scheduled more shorter trips in response to the needs of our passengers.

We continue to train and develop our team of volunteer drivers. Last year, training for volunteer drivers covered driver refresher training as well as manual handling and assisting passengers. In May, volunteer drivers were invited to a workshop about dementia. The session was very well attended and ensures that our volunteer drivers are appropriately trained for the tasks they perform. Their feedback was very positive. All volunteer drivers were invited to the Volunteer Appreciation Event in June. Those who attended enjoyed the evening. Passengers continue to enjoy the attentiveness, professionalism and commitment of our volunteers – for many passengers, seeing the drivers is the highlight of their week.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.5.23 Engage a Community Infrastructure Broker to strengthen relationships with key government departments and agencies in the partnership approach to planning and delivery of community infrastructure.	Manager Leisure and Social Infrastructure	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

Potential Growing Suburbs Fund applications for 2017-2019 round identified for Council's consideration in July 2017. Funding secured from State Government towards pavilion upgrades at Wattle Glen War Memorial Reserve and Research Park. Officers continue to meet regularly with State Government representatives to discuss planning and delivery of community infrastructure priorities. CEO representing Nillumbik on the Metropolitan Partnership – northern region to advise State Government on regional infrastructure priorities.

1.1.6 We will provide recreation and sport facilities and services to enhance social participation and to help our community be active and healthy.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.6.9 Complete the Eltham North Reserve Pavilion works.	Manager Leisure and Social Infrastructure	In Progress	01-Jul-2016	30-Jun-2017	20.00%	100.00%

ACTION PROGRESS COMMENTS:

Following a tender process, Centrum Architects have been appointed to undertake the detailed design of the new Eltham North Sports Pavilion, Scout Hall and Community Hall facilities at Eltham North Reserve.

The architects are progressing with preliminary site investigations and have met with the site tenants to develop a schematic design. A draft copy of the schematic design has been developed and is currently being assessed by Council and key stakeholders.

We are aiming for the design process to be completed later in the year, a tender process and appoint a builder early in 2018 and construction to commence around late March 2018.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.6.10 Complete the Research Park Pavilion works.	Manager Leisure and Social Infrastructure	In Progress	01-Jul-2016	30-Jun-2017	30.00%	100.00%

ACTION PROGRESS COMMENTS:

Council resolved the preferred design option for the pavilion at Research Park which includes a second storey social/function to accommodate broad community use along with activity associated with the football and cricket clubs.

Detailed concept plans are being developed which will enable a planning permit application to be submitted in August 2017. These plans will include additional parking provision as required by the increased social/function space.

A tender process for architectural services to complete detailed construction plans will commence in July 2017.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.6.11 Prepare a masterplan for the Diamond Valley Sports and Fitness Centre.	Coordinator Leisure Facilities	In Progress	01-Jul-2016	30-Jun-2017	25.00%	-

ACTION PROGRESS COMMENTS:

Project Plan approved by funding body Sport and Recreation Victoria. Council adopted the Terms of Reference for the Strategic Advisory Group and the Project Reference Group. Project Control Group established, and key milestones and timeframes for project's implementation has been established.

The Stakeholder Advisory Group has been appointed by Council following the public call for nominations.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.6.12 The number of visits to aquatic facilities per head of municipal population.	Coordinator Leisure Facilities	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

Due to the pool closure at Eltham Leisure Centre, no visitations were recorded.

The Diamond Creek Outdoor Pool had 4,131 visits for the fourth quarter. The season commenced two months early and was extended until the end of April, as a result of the Eltham Leisure Centre aquatic facilities closure.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.6.13 The number of visits to non-aquatic recreation facilities.	Coordinator Leisure Facilities	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

Fourth Quarter Visitations:

	2016-2017	2015-2016
Diamond Creek Community Centre	55,690	52,357
Eltham Leisure Centre	109,359	169,064
Community Bank Stadium	66,615	54,332
Diamond Valley Sports and Fitness Centre	111,000	108,535
Yarrambat Park Golf Course	58,348	61,155
Total:	401,012	445,443

Visitations are lower compared to previous year as a result of the aquatic closure at Eltham Leisure Centre

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.6.17 Complete the planning scheme amendment for the proposed Diamond Creek Trail extension.	Manager Strategic and Economic Planning	In Progress	01-Jul-2016	30-Jun-2017	90.00%	100.00%

ACTION PROGRESS COMMENTS:

The report of the Panel was received on 23 January 2017 and is supportive of the amendment as exhibited, subject to some modifications and investigations. Since receiving the report, Council has been undertaking works and negotiations with landowners affected by the Amendment to both action the Panel's recommendations and to further try and address the concerns of landowners. The work is close to completion and it is anticipated that the report of the Panel, with potential modifications to the Amendment, will be considered at a meeting of Council in August 2017.

1.1.7 We will provide our community with opportunities for education, life-long learning and creative pursuits.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.7.3 Achieve a minimum of 10,000 people participating in environmental education programs at Edendale in 2016-2017.	Coordinator Edendale	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

For the 2016-2017 financial year, a total of 9,477 people participated in Edendale's Education for Sustainability Programs. This included:

- 7,978 students participating in Edendale's Schools program
- 532 participants across 34 sustainable living workshops
- 957 participants in school holiday activities
- 10 students undertaking work placement or work-experience

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.7.4 Achieve a minimum of 3,750 enrolments in courses and activities at Living & Learning Nillumbik.	Coordinator Living and Learning Nillumbik	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

Enrolments/participation in L&LN activities = 755. First quarter enrolments were slightly down in the VET program area due to one course not commencing.

Second quarter enrolment number was 1189 being a total of 1944 for the first half of the year which brings us back up to an expected 50% of our target by this time. The total hours of 'learning' would give a much stronger picture of the actual activity that takes place at Living & Learning and this figure would be a more accurate action going forward.

Third quarter enrolment numbers are 956 which includes 796 enrolments in courses and 160 enrolments in activities. Current total enrolments are 2,900.

Fourth quarter enrolments are 837 giving a total of 3,737 for the year 2016-2017 which is a great outcome given that we did have a slower start to the year and bringing us very close to the target of 3,750.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.7.5 Implement Year 6 action from the Cultural Plan 2011-2017 and achieve high participation rates.	Coordinator Arts and Cultural Services	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

The last quarter saw the 2011-2017 Cultural Plan draw to a close on a high note. Council endorsed a new Arts Advisory Committee. The seven new members offer a cross-sectional representation of local arts and culture practices. Members will begin recommendations on new art acquisitions, which had stalled due to a review of Council processes, as well as act as the reference group for the new Arts and Cultural Plan 2018-2022.

The Travelling Teapot continued to amass interest from the public with creative consultants, Evi Van der Niet and David Adams so far facilitating 6 out of the 12 focus groups scheduled around the Shire. Gathering feedback on what the community value most in Nillumbik and how those values relate to local culture, the information will help shape the new Cultural Plan. The number of people who registered their interest to take part in the focus groups is 144.

Our suite of arts and cultural programs also enjoyed steady participation and at times a spike in likes on our Facebook page, which is now at 610. The Courthouse Readings had 60 people attend over the three-month period with visitation numbers totalling 12,000 for the Eltham Library Community Gallery's exhibition program. The Nillumbik Prize attracted 177 entries from 127 artists. Exhibited at Montsalvat were 40 shortlisted artworks, attracting a crowd of 300 people for the opening of the Prize. Literary Nillumbik received 476 entries from writers and poets all over Australia and the Green Wedge Public Art Incubator attracted 16 artistic proposals. A panel of art professionals selected 4 of these proposals to creatively transform the space in and around Hurstbridge Community Hub, Wadambuk Art Space and the Nillumbik Community Bus for later in the year.

Christmas Hills became a focus area with the Christmas Hills Literary Festival and the Christmas Hills Poetry Readings attracting financial support through the Arts and Cultural grant stream of the Nillumbik Community Fund.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.7.6 The percentage of the municipal population that are active library members.	Manager Community Participation	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

Percentage of the Nillumbik population that are active members of the library service is 10.5 per cent.

No of loans to Nillumbik users in the period 1 April - 30 June 2017.

Diamond Valley - 38,743

Eltham - 102,012

Number of active Nillumbik users in the period 1 April - 30 June 2017.

Diamond Valley – 5,666

Eltham - 14,205

Total number of items in the Collection:

Diamond Valley - 34,541

Eltham - 49,215

1.1.9 We will promote responsible pet ownership to protect our residents and the environment.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
1.1.9.1 The number of successful animal management prosecutions.	Manager Regulatory Services	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

The total number of successful prosecutions for the fourth quarter was one, (occurred in April concerning a dog attack). Across the entire year, there were eight successful prosecutions.

2 Our natural environment

2.1 Our goal is to preserve and nurture the natural environment of the Green Wedge through responsible leadership and stewardship for current and future generations.

2.1.1 We will protect Nillumbik's Green Wedge from expansion of the Urban Growth Boundary (UGB).

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
2.1.1.1 Complete the annual Green Wedge Management Plan actions and report to Council in April 2017.	Senior Strategic Planner	Deferred	01-Jul-2016	30-Jun-2017	0.00%	100.00%

ACTION PROGRESS COMMENTS:

The annual report on the implementation of the Green Wedge Management Plan actions was deferred for 2016-2017 pending a review of Green Wedge Management Plan as identified in the new Council Plan 2017-2021.

2.1.2 We will work to protect the Shire's biodiversity and ensure that ecosystems are healthy, resilient, productive and connected across the landscape.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
2.1.2.2 Increase the community's satisfaction with environmental management as measured through the Annual Community Survey.	Manager Governance and Communications	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

In the 2017 Annual Community Survey, satisfaction with Council's performance meeting its responsibilities towards the environment declined 7.2 per cent, down from 7.41 out of 10 in 2016 to 6.88. This level of satisfaction is categorised as 'good', declining on the previous year's 'very good'.

The survey results were reported to Council and the community in April 2017.

2.1.5 We will increase our stormwater harvesting and storage capacity to reduce reliance on drinking water and contribute to improved water quality in our waterways.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
2.1.5.5 Increase Council's stormwater harvesting and recycling capacity.	Sustainability Officer	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%
ACTION PROGRESS COMMENTS: All Water Sensitive Urban Design assets have been audited by Alluvium and DesignFlow. Council received the reports in December and May.						

2.1.6 We will provide environmental best practice services in waste and recycling.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
2.1.6.1 Continue the landfill rehabilitation works at Plenty.	Coordinator Waste Management	In Progress	01-Jul-2016	30-Jun-2017	50.00%	100.00%
ACTION PROGRESS COMMENTS: The landfill rehabilitation works at Plenty landfill span several financial years. The contract for works was awarded in January 2016, with contractors beginning initial on the ground works in April-May 2016. The program of works is on target to be completed in the 2018-2019 financial year.						

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
2.1.6.2 Increase the percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill.	Coordinator Waste Management	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

For the 2016–2017 financial year, 21,731.62 tonnes of garbage, recyclables and green organics has been collected from kerbside bins, of which 14,379.24 tonnes was diverted from landfill, or 66.17 per cent. This is down marginally from 69.3 per cent in 2015-2016.

Kerbside Recovery 2016-2017

Stream	Raw	%
Green	7,690.74	35.39
Recycle	6,688.50	30.78
Total Diverted	14,379.24	66.17
Garbage	7,352.38	33.83
Total	21,731.62	100.00

2.1.7 We will lead the Local Government sector in energy-efficient practices to reduce our carbon footprint.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
2.1.7.3 Achieve positive trends in the State of Environment Report published every two years.	Sustainability Officer	In Progress	01-Jul-2016	30-Jun-2017	75.00%	100.00%

ACTION PROGRESS COMMENTS:

This report is currently in preparation with the data collection phase to be completed shortly.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
2.1.7.4 Install solar panel at Community Bank Stadium, Diamond Creek.	Sustainability Officer	In Progress	01-Jul-2016	30-Jun-2017	25.00%	100.00%

ACTION PROGRESS COMMENTS:

An application seeking \$234,000 from the Victorian Government's New Energy Jobs Fund was successful and announced in June 2017. Council will be proceeding to tender in August 2017.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
2.1.7.5 Reduce Council buildings' electricity and gas consumption.	Sustainability Officer	In Progress	01-Jul-2016	30-Jun-2017	80.00%	100.00%

ACTION PROGRESS COMMENTS:

The installation of solar panels at the Civic Centre Offices is substantially complete, but awaiting the completion of roof works before the last systems are installed.

3 Our built environment

3.1 Our goal is to provide infrastructure and to plan for a built environment which respects and preserves the unique character of the Green Wedge Shire.

3.1.1 We will promote appropriate development in the right locations to increase the diversity of housing options for Nillumbik residents.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
3.1.1.2 Implement the Liveable Nillumbik (Lot 1 Hurstbridge) Project.	Community Strategic Project Officer	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%
<p>ACTION PROGRESS COMMENTS: In November 2016 Council resolved to 'Further investigate housing options across the Shire targeting sites that would address the needs of older people wishing to downsize and remain in the Shire and families with an adult child with a disability'.</p> <p>The scope of both projects have been established, and a Councillor workshop held to explore housing for older people who wish to downsize and the establishment of an intentional community to include people with a disability.</p> <p>A framework for wider community input was established, with community engagement scheduled to commence in April.</p>						

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
3.1.1.3 Obtain expert urban design advice for use at pre-application meetings for any apartment developments within the Shire's activity centres.	Manager Planning and Health Services	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%
<p>ACTION PROGRESS COMMENTS: Throughout the year, expert urban design advice has been obtained to provide comment on key developments within the Shire's activity centres.</p>						

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
3.1.1.7 Assemble and make available to the development community a collection of photos and plans showing high quality developments which showcase quality, higher density designs to aid in better design outcomes in activity centres.	Manager Strategic and Economic Planning	Deferred	01-Jul-2016	30-Jun-2017	35.00%	-

ACTION PROGRESS COMMENTS:

An urban design firm was engaged to prepare the examples of good design that reflect desired built form outcomes in the Shire's Activity Centres. This work has been put on hold whilst Council reviews the design guidelines as per the resolution at the June 2017 Future Nillumbik Committee.

3.1.2 We will plan so that any development is sympathetic to the Shire's unique heritage and protects neighbourhood character and our tree canopy.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
3.1.2.4 Increase community satisfaction with the appearance and quality of new developments as measured through the Annual Community Survey.	Manager Governance and Communications	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

In the 2017 Annual Community Survey, satisfaction with the appearance of quality of newly constructed developments in the local area increased measurably and significantly increasing 6.4 per cent from 6.27 out of 10 in 2016, to 6.67 out of 10. This level of satisfaction is categorised as 'good' and is an improvement on last year's 'solid'.

The survey results were reported to Council and the community in April 2017.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
3.1.2.5 Conduct further investigations of 148 places on the potential heritage database as required under the <i>Planning and Environment Act 1987</i> and in line with the adopted Heritage Strategy and the Council Plan.	Manager Strategic and Economic Planning	In Progress	01-Jul-2016	30-Jun-2017	75.00%	100%

ACTION PROGRESS COMMENTS:

Council's heritage adviser was commissioned to research the next 20 sites from the potential heritage database. This was completed and these investigations will be reported to Council shortly for consideration to be included within the Heritage Overlay of the Nillumbik Planning Scheme.

3.1.6 We will provide a safe and accessible network of local roads, footpaths and trails.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
3.1.6.3 Increase community satisfaction on the condition of sealed local roads as measured through the Annual Community Survey.	Manager Governance and Communications	Completed	01-Jul-2016	30-Jun-2017	100.00%	100%

ACTION PROGRESS COMMENTS:

In the 2017 Annual Community Survey, satisfaction with maintenance and repairs of sealed local roads remained stable at 6.53 out of 10, compared to 6.52 out of 10 in 2016 and remains categorised as 'good'.

The survey results were reported to Council and the community in April 2017. This is a LGPRF indicator and will be reported in Council's annual report and on the Know Your Council website.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
3.1.6.4 Complete key capital works projects including: - upgrade of the Diamond Street, Eltham bridge - the access road to Kangaroo Ground War Memorial Tower - upgrade of Research public toilets - Diamond Creek Town Centre streetscape - construction of a new path connecting Diamond Creek Trail to the new footbridge.	Manager Infrastructure Development	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

Works are completed on the Diamond Street Bridge Rehabilitation works. It is anticipated that revegetation works will be completed in July.

Kangaroo Ground Tower entrance upgrade has been deferred till next year.

The Diamond Creek Town Centre streetscape works have been completed.

The shared path connecting to the new footbridge and providing a trail loop in Diamond Creek has been completed.

The upgrade to the Research public toilets has been differed until 2017-2018.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
3.1.6.5 Install entry signage and complete landscaping at the western approach to the Windy Mile.	Manager Infrastructure Development		01-Jul-2016	30-Jun-2017	-	-

ACTION PROGRESS COMMENTS:

Works not proceeding

3.1.7 We will responsibly manage our existing assets to maximise the life of the Shire's important community and civic infrastructure.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
3.1.7.2 Review the organisational asset management requirements with a view to implementing a single comprehensive asset management system to manage all assets.	Coordinator Assets	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

Expressions of Interest (contract 1617-27) process was completed in November 2016. Request for Quote closed in December 2016 and interviews were conducted. Contract was awarded in February 2017. A review of the existing asset management system has now been undertaken and final report and recommendations provided. Results will be presented to EMT.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
3.1.7.11 Undertake the annual planned asset renewal to ensure Council has an ongoing capacity to meet long-term obligations to the community.	Manager Finance	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

This measure is reported annually as part of the Performance Statement in the Annual Report. It is legislated as part of the Local Government Performance Reporting Framework.

This was reported to Council as part of the Annual Financial Statements in August.

This measure is considered as part of the annual budget process which has commenced in November 2016 for the 2017-18 budget year.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
3.1.7.12 Increase community satisfaction with maintenance of local heritage as measured through the Annual Community Survey.	Manager Governance and Communications	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

In the 2017 Annual Community Survey, satisfaction with the protection of local heritage was rated at 7.08 out of 10 and categorised as 'good'. It was an increase over the 2016 result of 6.94 and remains part of a trend of increasing satisfaction with local heritage observed since 2011. This result was measurably and significantly higher than both the metropolitan Melbourne and northern region councils average satisfaction. The survey results were reported to Council and the community in April 2017.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
3.1.7.20 Commence the aquatic redevelopment of Eltham Leisure Centre.	Coordinator Leisure Facilities	In Progress	01-Jul-2016	30-Jun-2017	45.00%	100.00%

ACTION PROGRESS COMMENTS:

Demolition of the Eltham Leisure Centre aquatic facilities has been completed.

Underpinning and bore piers for foundations have been completed.

Pool shells have been poured and works to the building structure has commenced.

Roof structure has been completed with roof panels currently being installed.

3.1.8 We will invest in new or improved community facilities that are planned to meet identified community needs .

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
3.1.8.2 Implement the program of Edendale Farm site improvement works.	Coordinator Edendale	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

Over the last 12 months the Edendale site improvement works have continued to be planned and developed. Detailed design for a new nursery point of sale/multi-purpose space with public toilets has been completed, a new draft design for the kiosk facility is being developed and a draft design for the children's nature play area has been developed. Edendale was also successful in securing a \$500,000 grant from the State Government's Growing Suburbs Fund for progressing these works.

4 Our economy

4.1 Our goal is to develop a prosperous local economy through partnerships with local business, governments and the community consistent with our Green Wedge values.

4.1.1 We will plan for economic development that is consistent with the Nillumbik Planning Scheme and supports Council's objectives.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
4.1.1.2 Deliver the Year 1 actions of the Economic Development Strategy 2017-2021 by June 2017.	Coordinator Tourism and Business Development	In Progress	01-Jul-2016	30-Jun-2017	75.00%	100.00%
<p>ACTION PROGRESS COMMENTS: The firm Urban Enterprise has prepared a Discussion Paper to inform the preparation of the new Economic Development Plan. This will be reported to Council for endorsement for the purpose of public consultation later in 2017.</p> <p>Communication and Engagement Plan for the new Economic Development Plan 2017-2021 has been drafted. This needs to be aligned to the new Council Plan 2017-2021 and endorsed by Council.</p> <p>Please note that there is no Year 1 Implementation Plan, the Economic Development Strategy/ Plan 2017-2021 yet to be developed.</p>						

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
4.1.1.3 Implement the Visiting Friends and Relatives Campaign to expand visitation to the region.	Coordinator Tourism and Business Development	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%
<p>ACTION PROGRESS COMMENTS: In November 2016 Council launched a Visiting Friends and Relatives (VFR) marketing campaign to encourage Nillumbik residents to invite family and friends to explore the region with them. These VFR visitors account for 66% of visitation to The Artisan Hills and are therefore a very important target market. The campaign ran for 1 month from 7 November until 7 December 2016.</p> <p>Results from the campaign: 140% increase in unique page views in the week the postcards were received by residents compared to the week before; Instagram 92% increase in posts using the #theartisanhills and 59% increase in Instagram followers during the campaign period; 17% increase in Facebook likes over the one month campaign period.</p>						

Visiting Friends and Relatives – Phase 2 of campaign launched 2 April 2017 with ‘Put yourself in the picture’ campaign – 10 unique selfie frames at various locations around the Shire encouraging people to share photos of themselves in the region on social media. At the Hurstbridge Farmers’ Market location over 60 people uploaded a photo using #theartisanhills to claim a branded cooler bag.

Visiting Friends and Relatives – Phase 2 of campaign continued in May/ June 2017 with the development of the map for the region and one minute ‘hero’ video and five 15 seconds ‘snacks’ specifically developed for the social media channels.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
4.1.1.4 Provide improved visitor information at popular attractions to strengthen dispersal of visitors across Nillumbik.	Coordinator Tourism and Business Development	In Progress	01-Jul-2016	30-Jun-2017	50.00%	100.00%

ACTION PROGRESS COMMENTS:

This project commenced in March 2017, and will continue into the next financial year.

The Visitor Information Review, brief prepared and distributed for quotes.

Regional Events Strategy, currently under development, project due for completion by end of August 2017.

4.1.4 We will encourage business investment that enhances and benefits our activity centres and townships.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
4.1.4.2 Subject to the authorisation of Amendment C109 by the Minister for Planning, commence preparation of a township plan for Yarrambat.	Senior Strategic Planner	In Progress	01-Jul-2016	30-Jun-2017	15.00%	100.00%

ACTION PROGRESS COMMENTS:

At its meeting on 2 May 2017, Council decided to continue with plans to develop a township plan for Yarrambat: to create a small rural township that services the needs to the local community. Work on the township plan is expected to recommence in the second half of 2017. It is anticipated that Council will be briefed on the project approach in September 2017.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
4.1.4.3 Implement the activity centre structure plans for Eltham and Diamond Creek and report progress to Council annually.	Manager Strategic and Economic Planning	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

Updates on the Eltham and Diamond Creek Activity Centres were considered by Council at the Future Nillumbik Committee in February. The Committee resolved to consider a review and update of both plans as new initiatives in the 2017-2018 Budget. The next annual implementation progress report will be presented to Council February 2018.

4.1.7 We will provide effective and efficient services for processing development applications in Nillumbik.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
4.1.7.1 High percentage of planning application decisions made within 60 days.	Manager Planning and Health Services	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

In the fourth quarter, 70 per cent of planning decisions were determined by Council within the 60 statutory days. Across the entire year, 72 per cent was also achieved, which is 15 per cent better than the corresponding figure for metropolitan Melbourne and the fourth best planning service in metropolitan Melbourne (out of 31 councils).

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
4.1.7.2 The number of planning application decisions subject to review by VCAT that were not set aside.	Manager Planning and Health Services	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

In the final quarter, one out of the four (25 per cent) planning decisions determined by VCAT upheld Council's decision (i.e. agreed with Council). Two of these decisions were made by the previous Council. Across the entire year, at total of 61 per cent of all planning decisions determined by VCAT upheld Council's decision.

5 Our Council

5.1 Our goal is to provide good governance, leadership and responsible financial management and to make decisions in an inclusive and transparent manner.

5.1.1 We will provide strong and innovative leadership on issues of strategic importance to enable us to achieve our goals for the Nillumbik community.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
5.1.1.13 Conduct the General Council Election in October 2016 including managing the contract with the VEC.	Manager Governance and Communications	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%
ACTION PROGRESS COMMENTS: The general election was run on behalf of Council by the Victorian Election Commission and was conducted by postal ballot in accordance with the <i>Local Government Act 1989</i> and the Local Government (Electoral) Regulations 2016. The Election Report detailing the conduct of the election was received from the Returning Officer in February and presented to Council at its Ordinary meeting. The Report includes a certified record of the number of ballot papers and declarations printed, issued, used, spoiled and returned. Nillumbik's voter turnout was 80.96 per cent which was higher than the 2012 election (76.69 per cent) and higher than the state average in 2016 (75.67 per cent). Nillumbik's informal vote of 3.67 per cent was slightly higher than 2012 (3.12 per cent) but was still lower than the state average (6.06 per cent).						

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
5.1.1.14 Increase community satisfaction with Council's overall performance as measured through the Annual Community Survey.	Manager Governance and Communications	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%
ACTION PROGRESS COMMENTS: In the 2017 Annual Community Survey, satisfaction with Council's performance across all areas of responsibility (overall performance) declined 8 per cent, down from 6.69 out of 10 in 2016, to 6.15 out of 10. This result is categorised as 'solid', down from 'good' in 2016. Satisfaction declined significantly in the rural precinct (down 23 per cent) for a range of reasons but mostly because of Council's communication and engagement around the C101 environmental significance overlay. The survey results were reported to Council and the community in April 2017.						

5.1.3 We will undertake long-term financial planning to ensure our budget decisions are responsible and sustainable.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
5.1.3.3 Achieve the targets in the Financial Sustainability Plan and report to Council annually.	Manager Finance	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

Council adopted the Financial Sustainability Plan in December 2013. The latest results in achieving the Plan's targets are contained in the Annual Report 2015-2016. The Annual Report is available for public inspection on Council's website or at the Civic Centre during business hours. The Annual Report was formally adopted by Council at the September Ordinary meeting.

Of the 13 measures, Council achieved 11 of them during 2015-2016. The remaining two actions are on track to meet their target completion date in a future financial year.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
5.1.3.7 Achieve an underlying surplus as a percentage of adjusted underlying revenue.	Manager Finance	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

This measure is reported annually as part of the Performance Statement in the Annual Report. It is legislated as part of the Local Government Performance Reporting Framework. Council's budget 2016-2017 forecasts that Council will achieve a surplus.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
5.1.3.8 AP Ensure Council's rates per resident remains below the state average.	Manager Finance	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

The annual budget process has commenced in November 2016 for the 2017-2018 year.

For 2015-2016, rates and charges per resident in Nillumbik were \$953. This is below the Victorian median of \$1,010 according to the Municipal Association of Victoria 2015-2016 rates survey of councils.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
5.1.3.9 Maintain the Victorian Auditor-General's low risk 'green light' status measure for overall financial sustainability.	Manager Finance	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

This measure is reported annually as part of the Annual Report. The Victorian Auditor-General's latest report on Victorian local government (for the 2014-2015 financial year) assessed Nillumbik as low-risk (green light) status for overall financial sustainability. Nillumbik's results for 2015-2016 meet the Auditor-General's requirements for low-risk status.

The results were confirmed in late 2016, when the Auditor-General's report was presented to Parliament. Nillumbik retained its low-risk, green-light status.

5.1.5 We will involve the community in our decision-making through public participation and representation and we will keep them informed through frequent and effective communication.

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET
5.1.5.11 Increase satisfaction with how Council has performed in making decisions in the interest of the community as measured through the Annual Community Survey.	Manager Governance and Communications	Completed	01-Jul-2016	30-Jun-2017	100.00%	100.00%

ACTION PROGRESS COMMENTS:

In the 2017 Annual Community Survey, satisfaction with Council's performance in making decisions in the interests of the community declined measurably and significantly down 10.6 per cent from 6.42 out of 10 in 2016 to 5.74 out of 10. This level of satisfaction is categorised as 'poor', a decline on 'solid' in 2016 and 'good' in 2015. Survey respondents in the rural area rated satisfaction as 'extremely poor'.

The survey results were reported to Council and the community in April 2017.