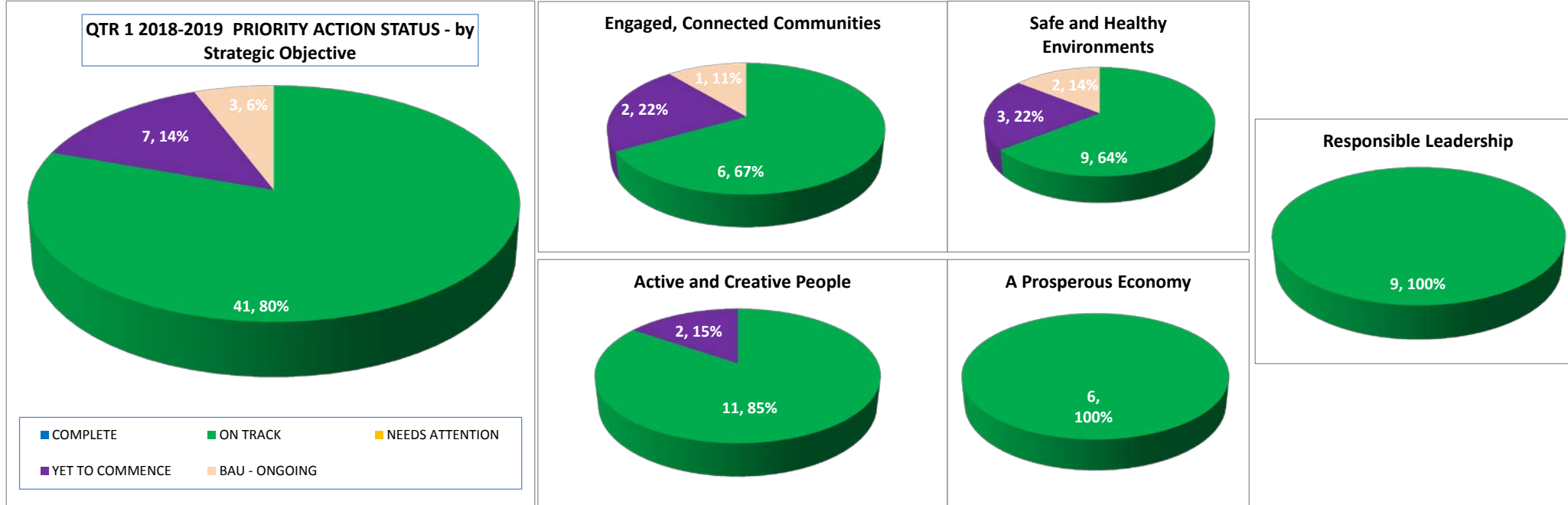


2018-2019 ANNUAL COUNCIL PLAN - END OF QUARTER 1 PRIORITY ACTIONS STATUS REPORT

Strategic Objective	Status					TOTAL NO. OF ACTIONS
	COMPLETE	ON TRACK	NEEDS ATTENTION	YET TO COMMENCE	BAU - ONGOING	
ENGAGED, CONNECTED COMMUNITIES A place where communities and ideas thrive, underpinned by trust, confidence and continuous learning.	0	6	0	2	1	9
ACTIVE AND CREATIVE PEOPLE Active lifestyles and artistic expression are fostered through participation and innovation.	0	11	0	2	0	13
SAFE AND HEALTHY ENVIRONMENTS Healthy and safe communities enjoy living in our iconic Green Wedge environment.	0	9	0	3	2	14
A PROSPEROUS ECONOMY A strong local economy that supports business growth, jobs and community wealth.	0	6	0	0	0	6
RESPONSIBLE LEADERSHIP Collaborative and consultative leadership that builds trust and makes the best use of available resources to the benefit of all in the pursuit of excellence.	0	9	0	0	0	9
OVERALL	0	41	0	7	3	51



Note: Percentage delivery based on work outputs planned for 2018-2019 year only. Some council plan actions are being delivered over multiple years.

QUARTER 1

No.	Action	Responsibility	Action Progress Commentary	Status
ENGAGED, CONNECTED COMMUNITIES				
1	Commence 2050 Shire Plan (building on the review of the Green Wedge Management Plan (GWMP) & development of other key strategies)	Manager Connected Communities	Nil - due to commence in Quarter 3.	YET TO COMMENCE
2	Develop a Brand Style Guide supported by an implementation & training plan	Manager Business Tourism and Marketing	Commence audit of branded assets is complete and development of new brand style guide has commenced.	ON TRACK
3	Scope a Lifelong Learning Plan with key stakeholders	Manager Community Programs	Nil - due to commence in Quarter 4.	YET TO COMMENCE
4	Identify our women's networks & scope communication opportunities for them to partner	Manager Connected Communities	A staff member has been identified to commence mapping. Nillumbik will host a 'This Girl Can' breakfast at the end of November to encourage females participation in leisure and recreation and provide resources to increase inclusion of females and girls.	ON TRACK
5	Further embed community engagement into projects	Executive Manager People Culture and Innovation	Key activities for this quarter: 1) Researched and drafted guidelines on community engagement for staff. Will commence rollout to staff next quarter. 2) Direct engagement for the following projects: - Green Wedge Management Plan: for the wider community, and community panel - Eltham and Diamond Creek Structure Plan review - Eltham North Adventure Playground design - Yarrambat Township Plan - Civic Showcase Also coaching and advice on a range of mid-size and small projects across the organisation. 3) Completed online system implementation using Participate Nillumbik.	ON TRACK
6	Progress the development of an integrated community infrastructure plan	Manager Integrated Strategy	Background research has been undertaken to inform the development of the Community Infrastructure Plan. The research has focused on how best to provide evidence based planning processes upon which to make community infrastructure planning decisions.	ON TRACK
7	Develop digital solutions to support social & community infrastructure, including a Smart Cities approach	Executive Manager People Culture and Innovation	Key activities for this quarter: 1) Submitted joint funding application awaiting result due in November 2018 2) Commenced research and benchmarking. This project will be undertaken throughout 2018-2019 and 2019-2020.	ON TRACK
8	Continue to build relationships with the Wurundjeri community & engage & develop a Reconciliation Action Plan	Manager Connected Communities	Business As Usual continued including meetings to discuss bushfood business opportunities.	BAU - ONGOING
9	Implement the adopted Health & Wellbeing Plan & deliver initiatives in partnership with the community	Manager Connected Communities	Meetings held with stakeholders and actions developed. Hosted a mental health awareness session in conjunction with Headspace and Banyule Council. There were approximately 40 club representatives from Nillumbik Clubs.	ON TRACK

No.	Action	Responsibility	Action Progress Commentary	Status
ACTIVE AND CREATIVE PEOPLE				
10	Commence review of the Open Space & Recreational Strategy	Manager Integrated Strategy	Nil - due to commence in Quarter 3.	YET TO COMMENCE
11	Develop & implement an integrated strategy for managing open space, roadsides, waterways and parkland	Manager Environment	Nil - due to commence in Quarter 3.	YET TO COMMENCE
12	Complete planning of Hurstbridge Open Space Precinct	Manager Connected Communities	Community Consultation on Masterplan completed. Report will be taken to Council for consideration . Expected completion in Quarter 3.	ON TRACK
13	Prepare a program of infrastructure priorities , identify and advocate for funding partnerships	Manager Connected Communities	Seasonal Sportsground Asset plan is currently underway. To date, the focus has been on investigations and collecting resources. Expectation that a priorities list of sports pavilion and Sportsground infrastructure will be completed by December 2019.	ON TRACK
14	Continue to advocate and lobby funding for broader trails network & progress the Diamond Creek Trail (DCT) project	Manager Connected Communities	Project Management Plan has been updated. Preliminary meetings with land owners have occurred. Detailed land and ecological surveys have commenced. Funding application to Growing Suburbs Fund was submitted and we have been notified we were unsuccessful. Advocating for additional funds continues through Building Better Regions Fund.	ON TRACK
15	Investigate the potential uses for the former Council landfill sites at Plenty & Kangaroo Ground	Manager Integrated Strategy	Consultant brief to investigate the feasibility of large scale solar PV installation at Plenty Landfill has been developed and the resulting study is expected to be completed in April 2019.	ON TRACK
16	Undertake feasibility for the development of a public art gallery of regional significance	Manager Business Tourism and Marketing	Request for quote completed and consultant appointed. Commenced project planning with consultant and Project Control Group, including arrangements for community engagement and consultation.	ON TRACK
17	Review Council's community grants programs in order to achieve equity in the distribution of public monies	Executive Manager Finance	Initial work has commenced on grants being awarded by Council providing insight on the 'dollars' being provided, in kind contribution with the view of exploring alternate approaches.	ON TRACK
18	Review the Artist in Residence Program	Manager Business Tourism and Marketing	Challenger Street in abeyance pending outcome of Laughing Waters proposal by Residency Projects to Victorian State Government in order to confirm commitments of all parties, timeline and process rigour.	ON TRACK
19	Review the Art Acquisition Policy	Manager Business Tourism and Marketing	Public Art Policy in development, with the first draft being undertaken and considered by the Project Control Group. Art Collection Policy to be completed and both policies to cross-reference the other.	ON TRACK

No.	Action	Responsibility	Action Progress Commentary	Status
20	Develop a centralised program of events & festivals	Manager Business Tourism and Marketing	Audit complete and new festivals and events funding program and supporting tools are now being developed.	ON TRACK
21	Implement the adopted Arts & Culture Plan	Manager Business Tourism and Marketing	Implementation of Eltham Library Community Gallery program, review and project planning of Nillumbik Prize, successful Literary Nillumbik Awards celebration, successful launch of Nillumbik Digital Agora Youth Project, and strong cross-functional collaboration and project management of Civic Drive public art intervention and Better Together exhibitions.	ON TRACK
22	Recognise performing arts through reviewing public performance spaces	Manager Business Tourism and Marketing	New arts and culture grants funding round opened, with dedicated performing arts grant stream, meeting documented community demand.	ON TRACK

SAFE AND HEALTHY ENVIRONMENTS

23	Progress the review of the Green Wedge Management Plan (GWMP)	Manager Integrated Strategy	<p>Between May and July 2018, more than 1,000 participants attended a workshop, completed a survey, posted a story, attended a community conversation and/or drew a picture, detailing their values, challenges and aspirations for Nillumbik's Green Wedge. The community's feedback was captured in a Community Engagement Report.</p> <p>10,000 panel invitations were sent to ratepayers seeking nominations from residents and business to be part of a 40 member Community Panel. From these nominations, 42 people were randomly chosen based on their demographic profile and where they reside, representative of the Nillumbik population.</p> <p>The Panel's first meeting was in early August and is sitting across six days between August and November 2018, extended by one day at the panel's request . The community has been invited to observe the Panel in action.</p>	ON TRACK
24	Develop a Housing Strategy , which includes options for retirement living & intentional housing outcomes	Manager Integrated Strategy	An analysis of demographic, supply and market data to assist in assessing the emerging relationship between housing needs and demands and housing supply has been undertaken. Further, this has enabled the identification of housing trends and assessments of housing suitability and affordability for Nillumbik. The work to date has resulted in a draft project scope which will be presented for endorsement by Council in Quarter 2.	ON TRACK
25	Implement bushfire mitigation, awareness and resilience actions from the Fire Mitigation Strategy	Executive Manager Governance	Progress on the development of the Council bushfire mitigation strategy is well underway. Council has endorsed the engagement of a Bushfire Management specialist to review the current strategy and submissions, help define intent and purpose and coordinate the future consultation process.	ON TRACK

No.	Action	Responsibility	Action Progress Commentary	Status
26	Update all emergency management plans and continue to facilitate emergency management planning	Executive Manager Governance	<p>Meetings for both the Municipal Emergency Management Planning (MEMP) and Municipal Fire Management Planning (MFMP) Committees were held on 22 August 2018. Key outcomes from MEMP include key risks identified through Community Emergency Risk Assessment (CERA) to be an ongoing idea item and the development of a 3 year action plan to ensure that strategic planning is undertaken at each MEMPC meeting.</p> <p>Key outcomes from MEMPC include discussions about community information signage across the municipality, the review and audit of Neighbourhood Safer Places (NSP) across the municipality, review of the Victorian Fire Risk Register (VFRR) and review of proposed fuel reduction burns across the municipality.</p> <p>Staff training has also been carried out across the organisation</p> <ul style="list-style-type: none"> • Emergency Relief Centre training - 10 attendees • Personal Support Training – 25 Attendees • Secondary Impact Assessment training - 7 Attendees • Crisis works refresher sessions • Exercise carried out with CFA, DELWP, Parks Victoria and Council • Exercise preparation. 	ON TRACK
27	Report and measure on the progress of the Climate Change Action Plan	Manager Environment	Measureable utility and fuel consumption data for all council and tenanted sites has been gathered and collated into our Utility Billing Management System. Data is being verified and interim reporting generated. Community Bank Stadium Project is proceeding as planned with solar PV and electric vehicle charge station pillar installed. Batteries are on the way from Germany. Stakeholders aware and engaged. Low emissions vehicle infrastructure has been initiated with site and electrical assessment commenced.	BAU - ONGOING
28	Review the Invasive Species Action Plan	Manager Environment	A range of programs are currently being delivered to control pest plants and animals on Council and private land. A Biodiversity Response Planning grant of \$450,000 from the Victorian Government has been confirmed to control weeds, foxes and to trial deer control on Council and private land in Sugarloaf Ward.	ON TRACK
29	Implement the Integrated Water Management Plan	Manager Environment	<p>Supplier market analysis has been undertaken consisting of interviews with a number of sports ground irrigation control system suppliers. A tender specification has been developed and procurement is expected to be complete in February 2019.</p> <p>The project intent is to upgrade sportsground irrigation controllers to enable remote programming and troubleshooting to optimise irrigation water use.</p> <p>A number of water bill adjustments have been agreed for Eltham Lower Park, Wattle Glen oval and Eltham North Reserve due to Yarra Valley Water billing errors.</p>	ON TRACK
30	Promote & implement design excellence & innovation in architecture in our activity centres and in public buildings	Manager Infrastructure	Nil - due to commence in Quarter 3.	YET TO COMMENCE
31	Implement the adopted Domestic Animal Management Plan (DAMP) year actions	Manager Community Safety and Amenity	Implemented all Year 1 objectives and will report to Council in December 2018. Investigation for a Dog Park in Eltham has commenced. Expect to go out to community consultation in late Quarter 2.	BAU - ONGOING
32	Review & update the Domestic Wastewater Management Plan & continue to advocate to Yarra Valley Water (YVW)	Manager Community Safety and Amenity	No action - due to commence in Quarter 2.	YET TO COMMENCE

No.	Action	Responsibility	Action Progress Commentary	Status
33	Review waste management programs & present an options paper to improve community outcomes	Manager Environment	For the future kerbside waste collection service, Council decided to retain the current service with new customised options. These new options are opt in and include 240 litre green waste bin, 140 litre residual waste bin and a weekly residual waste collection.	ON TRACK
34	Establish a graffiti removal policy to inform future service levels	Manager Community Safety and Amenity	Tender process undertaken, shortlisting process completed and currently preparing for final interviews.	ON TRACK
35	Advocate to VicRoads & State Government for traffic congestion and safety improvements	Transport Advocacy Officer	Nil - due to commence in Quarter 2.	YET TO COMMENCE
36	Promote & advocate for improvements to pedestrian, bicycle & horse riding connectivity & access (including safety)	Transport Advocacy Officer	We have collated the results from the survey and are currently prioritising the works. Once this is complete, we will then be looking at possible sources of funding to undertake the works. Completion of Cherry Tree Road Shared Use Trail . Advocacy for Diamond Creek Trail through the Northern Regions Trail Network. Inclusion of shared trail along the anticipated Yan Yean Road duplication. Continue to work with the Recreation Trails Advisory committee to continue to implement the Trails Strategy.	ON TRACK
A PROSPEROUS ECONOMY				
37	Adopt a new Nillumbik Economic Development Strategy & create a set of indicators to measure success	Manager Business Tourism and Marketing	Background research has been undertaken to inform the development of the Strategy and an issues and opportunities paper has commenced.	ON TRACK
38	Undertake a feasibility study/review of rural activity/industry in the Shire to identify opportunities for growth	Manager Business Tourism and Marketing	Research and scope complete with engagement to commence in the second quarter.	ON TRACK
39	Develop a Business Support & Attraction Plan underpinning Melbourne's North Investment Strategy	Manager Business Tourism and Marketing	Consultant appointed and project commenced.	ON TRACK
40	Implement a revised and refreshed Artisan Hills Marketing Plan	Manager Business Tourism and Marketing	Tourism Partnership proposal endorsed by Council and on boarding commenced.	ON TRACK
41	Progress the urban renewal of Eltham Precincts 3 and 4 , including the taking to market the ' Civic Showcase ' project	Manager Integrated Strategy	Council endorsed the process by which a development partner is being identified to explore the development of Council land at 895 and 903-907 Main Road Eltham. Marketing agent Knight Frank was engaged to undertake marketing campaign for the sale of the site. The Expressions of Interest (EOI) process generated a strong response from the private sector to enter into a joint venture with Council. Probity and Communications Plans have been completed.	ON TRACK

No.	Action	Responsibility	Action Progress Commentary	Status
42	Progress township planning (Eltham & Diamond Creek structure plans, new Hurstbridge plan, & options for Yarrambat)	Manager Integrated Strategy	<p>Eltham and Diamond Creek activity centres: Community engagement capturing the community's values and ideas to shape the future of Eltham and Diamond Creek activity centres completed. Project Reference Group has progressed the development of preferred design elements for both townships. Research into land use and economics planning is underway.</p> <p>Yarrambat township: Government advised Council of not supporting Amendment C109 in its current form. Council resolved to progress planning focusing initially on public realm and beautification improvements, followed by the exploration of a small scale commercial development to meet local needs.</p>	ON TRACK

RESPONSIBLE LEADERSHIP

43	Regularly update & implement an overarching advocacy strategy & pre-budget submission to Government	Chief of Staff to Mayor & Councillors	Advocacy Plan updated to include upcoming Federal Government Election and pre-budget submissions for the State and Federal Governments.	ON TRACK
44	Review & implement Council's Asset Management Strategy & develop a better system to support delivery	Manager Assets and Property	Project plan and team established. Prepared data and reporting frameworks.	ON TRACK
45	Implement land sales decisions , including rezoning or introduce protections for parcels to be retained	Manager Assets and Property	<p>Plan of Subdivision plan and application for Civic Drive, Greensborough completed and ready for lodgement by Surveyor.</p> <p>Contracts for 18a Citridora Crt and 303 Plenty River Drive Greensborough sent to purchasers for signing and payment of deposit.</p>	ON TRACK
46	Develop & implement a Customer Experience Strategy , define service standards & deliver training	Customer Experience Lead	<p>Development and implementation of the Customer Experience strategy has ramped up, with key activities including:</p> <p>Customer Service Training rolled out across the organisation, with training completed in early October. The total number of staff through the program is 265.</p> <p>Our first Mystery Shopping Program for Customer Experience was introduced into the Contact Centre in August. This is a great way to help shape the way we interact with our community and benchmark our interactions with the industry.</p> <p>The completion of our first customer service focused community survey conducted with Nillumbik residents, who provided valuable feedback on their experience dealing with Council.</p> <p>Our first customer focused internal survey was conducted to gauge our customer focus and to identify areas staff believe we can improve the customer experience.</p> <p>A Draft Strategy has been developed and is currently under review.</p> <p>Creation of Customer Reference groups focused on Telephony, Customer Management and Complaints.</p> <p>A Councillor Briefing was successfully delivered to update Councillors on the progress of the strategy development and where we see immediate needs to be fulfilled. We are looking to present a completed draft strategy for adoption very early in Quarter 3.</p> <p>Continued review of feedback on the council website, with several hundred responses in the first 6 months that have led to changes in online content.</p>	ON TRACK

No.	Action	Responsibility	Action Progress Commentary	Status
47	Ensure that residential rate increases are at least 0.25% below the legislated rate cap in 2019/20	Executive Manager Finance	Awaiting Minister to announce rate cap. Initial budget preparation has begun.	ON TRACK
48	Undertake nominated strategic service reviews & commence / progress implementation plans	Director Services and Planning	<p>A review of Maternal and Child Health Service will be completed by end of November 2018.</p> <p>L&LN has undergone review and report submitted to Council. All recommendations were endorsed.</p> <p>Work has now progressed to implement review recommendations, all programs are running across the three sites.</p> <p>Cross promotional opportunities with U3A will be addressed as part of the review.</p>	ON TRACK
49	Continue to implement key Organisational Culture & Capability Strategy (OCCS) programs	Executive Manager People Culture and Innovation	<p>Progress on all activities has been significant.</p> <p>The creative process of writing the mission statement included high-level engagement across the organisation. The final statement has been launched to the organisation and will now be included in all appropriate publications and documentation.</p> <p>A review of the values and behaviours has been completed, also with a high level of engagement across the organisation, with the five preferred values and behaviours launched to the organisation. Further artistic work is underway for iconography and styling prior to a find and replace process being undertaken.</p> <p>A capability program with coaching has been implemented for the Executive Management Team, Managers and Coordinators with positive feedback.</p> <p>A comprehensive Learning and Development offering has been completed and is currently available on the learning management system for enrolment. A calendar will be distributed to the organisation shortly communicating development opportunities.</p> <p>Workforce Planning frameworks have been completed through a highly collaborative process involving the Northern Region councils. The outcome of this collaboration being a workforce planning toolkit enabling a strong evidence based process to forecasting of workforce requirements.</p> <p>Review of the OCCS has been completed with documentation being reformatted for relaunch. Minor changes have been made to ensure a higher level of utilisation as a knowledge and guidance tool.</p>	ON TRACK
50	Implement the KPI framework in order to better measure performance outcomes & tailor staff development	Executive Manager People Culture and Innovation	The performance framework has been completed. A simplified format and process has been designed to realign all council roles with delivery of the council plan, and ensuring targets and behaviours align with organisational requirements. Initial rollout has begun with timeframes to ensure mid year reviews are in line with the Performance and Development cycle, assisting to identify targeted upskilling requirements of the organisation.	ON TRACK
51	Implementation of the first phase of Technology Strategy	Executive Manager People Culture and Innovation	Expanded brief to review the Electronic Document Management System (EDMS) along with the SharePoint platform to result in a more holistic solution and set of options and recommendations. Procurement process undertaken to select consultants to commence independent review.	ON TRACK