

No.	Action	Sponsor	Benefit of the action/ what is the added value?	Qtr 4 Progress	Status
	What is the agreed action for 2019/2020	Who has overall accountability for the action?	Benefit/Outcome	Commentary	Status
ENGAGED, CONNECTED COMMUNITIES					
1	Undertake preliminary work to support the creation of a Shire Plan in line with expected changes to the Local Government Act	Executive Manager Business Transformation & Performance	Improve community trust through better communications and genuine engagement.	<p>The Shire Plan project represents a staged approach with key outputs designed to support the broader community visioning process in line with the new <i>Local Government Act 2020</i>. Community engagement and the development of a Shire Plan/Community Vision will be undertaken in 2021.</p> <p>Following Council's endorsement of the <i>Shire Plan 2050 Research Paper</i> at the December Ordinary Council Meeting (OCM), the <i>Shire Plan 2040 - Towards a Community Vision for Nillumbik Background Paper</i> was endorsed by Council at the June OCM. A key deliverable this quarter, the <i>Background Paper</i> represents a combination of technical research, demographic analysis, specialist advice and discussions with Councillors and officers. Issues explored in the paper include community health and wellbeing; social infrastructure; the economy and employment; climate change; transport; and the role of local government.</p> <p>It is anticipated that the challenges and opportunities addressed in the deliverables of the above preliminary work will form the basis for discussions with the Nillumbik community as a Shire Plan/Community Vision is developed in 2021.</p>	COMPLETE
2	Implement year 2 actions of the Customer First Strategy	Executive Manager Business Transformation & Performance	Improve community trust through better communications and genuine engagement.	<p>The <i>Nillumbik Customer First Strategy</i> continues to be implemented following its adoption in March 2019. A variety of customer experience measurements continue to be used to support the delivery of the Customer First Strategy:</p> <ul style="list-style-type: none"> • <u>Mystery Shopping Program</u> Targeting largely first contact resolution and frontline staff, Council retained its standing as the top performed council in the sector, more than 5% higher than the nearest local government authority nationally. Program expansion has resulted in teams from the Operations Centre, Planning, Building Customer Experience, Infrastructure, Rates and Community Safety now being assessed. • <u>CMT Survey</u> Targeting user satisfaction with in depth enquiry, overall satisfaction with direct phone contacts dropped by 9% in the latest 6-monthly survey. Extraordinary events (fire/weather events) impact negatively on these results. A review of the data identified 'keeping customers informed' and 'closing the loop' as being notable influencing factors. These are key focus areas of the strategy and work is progressing to address this. • <u>2020 Annual Community Survey</u> Released in April, 122 of the 500 respondents who had contacted Council within the last 12 months rated Council 7.58 / 10 ("very good"). This is a 2.3% improvement on the corresponding result in 2019 and 4.5% since the adoption of the Customer First Strategy. <p>The following was achieved this quarter:</p> <ul style="list-style-type: none"> • Over 100 staff have participated in Customer First training. A further 35 participated in new training module 'Managing Difficult Situations'. • All Business Plans were reviewed and now include customer focused KPIs across the each area. • Staff as Organisational Ambassadors has focused on organisational training to reinforce that all staff are ambassadors for the Shire. A future technology solution to further support this action for "out in the field" service is being investigated. • Customer Complaints Policy continues to be implemented following its adoption in March 2020, with 5 new teams 'going live' with respect to capture and reporting. • Better Business Approvals project was undertaken in partnership with State Government and implementation initiatives are now underway to support a one-stop-shop model. 	COMPLETE
3	Develop an integrated communications and marketing plan and implement a program of actions in support of the plan	Executive Manager Governance, Communications & Engagement	Improve community trust through better communications and genuine engagement.	<p>No specific update this quarter as this action was completed during the previous quarter.</p> <p>The communications and marketing brief has been developed and implemented. This has resulted in better ongoing collaboration with business units, ensuring projects are delivered in a targeted and meaningful way. The developed framework for analysis of campaigns has proven to be successful in providing data for future project campaigns.</p>	COMPLETE
4	Develop a Lifelong Learning Action Plan	Executive Manager Community Services	Build on our commitment to lifelong learning for the community	<p>A Council endorsed strategic service review was carried out for Living and Learning Nillumbik (L&LN) in 2018. The review provided a criteria and roadmap as to what programs L&LN should offer for lifelong learning.</p> <p>As an extension to this review, engagement and consultation with other business units within Council, as well as external partners, identified potential contributors and partnerships to be involved in the delivery of programs that support lifelong learning.</p> <p>Initiatives are underway to ensure that lifelong learning is considered in service delivery across the organisation, and not just L&LN.</p>	BAU - ONGOING

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5	Develop the Community Infrastructure Policy and associated guidelines that will support the preparation of a community infrastructure plan for the Shire	Director Operations & Infrastructure	Ensure that the provision of community infrastructure responds to community needs.	A Community Infrastructure Needs Analysis was prepared and circulated to various Council business units during the previous quarter. The broad reaching nature of the work requires a comprehensive review with multiple stakeholders. The policy will continue to be developed based on that report's findings. As such, this project has been rescheduled and transferred to the Council Plan's Annual Action Plan for the 2020-2021 year.	RE-SCHEDULED
6	Develop and implement a system which identifies booking availability and capacity of Council's sporting pavilions and halls network for community use	Director Operations & Infrastructure	Ensure that the provision of community infrastructure responds to community needs.	The scope and technical requirements of the proposed booking system have been established and two systems were investigated. Pathway, an existing corporate system, is the preferred system option and a trial of a Pathway booking availability system is currently being planned. The teams managing pavilions and halls network have been managing COVID-19 impacts this quarter, therefore a delay has incurred. With the completion of this action now only requiring a technology solution and fitting under Council's digital transformation work program, this action will be updated and reported on against the corresponding business transformation action in the Annual Action Plan for 2020-2021.	RE-SCHEDULED
7	Work with and support the Nillumbik Women's Network to raise the network's profile	Executive Manager Communities	Strengthen the focus on social inclusion, building social capital and connection within communities.	The Nillumbik Women's Network is now a self-sustaining entity which Council will continue to support through identification of grant and promotional opportunities. The network plays an important role in strengthening Council's focus on social inclusion, building social capital and connection within communities. In this quarter, Council's Gender Equity Officer has extended information and resources to the Women's Network relating to managing through COVID-19. This included the opportunity to participate in the COVID-19 community group survey and invitations to the four online training sessions for community groups managing through the pandemic. At least one member of the Women's Network attended all four sessions.	BAU - ONGOING
8	Develop a reconciliation plan for council adoption	Executive Manager Communities	Strengthen the focus on social inclusion, building social capital and connection within communities.	As reported previously, this action has been re-scoped as a proposal to establish a 'statement of commitment' as an action towards reconciliation (instead of a Reconciliation Action Plan) has been endorsed by the Elders of the Wurundjeri Tribe Council (as their preferred approach), and this approach has also received Council support. A commitment was made to continue cultural consultations with the Wurundjeri Tribe Council on a monthly basis. Aligned initiatives are occurring within the Council's administration. Late in 2019, cultural awareness training was delivered to over 100 Council staff. In this quarter, a cultural self-reflection survey was circulated to understand organisational training needs. Timelines for training have been pushed back due to the COVID-19 situation.	RE-SCOPED
9	Implement the preferred option for the management and operation of Edendale Community Environment Farm	Director Operations & Infrastructure	Ensure that community services, programs and facilities are inclusive and respond to current and emerging needs	Following a community survey conducted in late 2019 and early 2020, a review of operations has been undertaken. Councillors have been briefed on the operational options and have requested additional work to be undertaken.	RE-SCOPED
10	Implement the adopted Living and Learning strategic service plan with a focus on optimising a network of partnerships	Executive Manager Communities	Ensure that community services, programs and facilities are inclusive and respond to current and emerging needs	Information and resources are shared between Neighbourhood House Network participants and other adult education organisations such as U3A. Most activities have ceased during the last quarter due to COVID-19 with the focus being on online resources.	MINOR ISSUES
ACTIVE AND CREATIVE PEOPLE					
11	Audit the Recreation Strategy and present back to Council	Director Operations & Infrastructure	Provide a range of infrastructure that encourages people of all ages to participate in a variety of active and passive opportunities.	In this quarter, a review of the current strategy was presented to Councillors. The review identified all the outcomes of the strategy, opportunities to improve, and next steps were agreed on to develop the new 10 year Recreation and Leisure Strategy. There are a number of areas outlined in the existing strategy which still need progressing, and it was recommended that they should be rolled over into the next strategy. The new 10 year Recreation and Leisure Strategy will be an important deliverable in the next Council term.	COMPLETE

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12	Prepare an issues and options paper to consider opportunities to activate public open spaces along the Yarra River	Director Operations & Infrastructure	<p>Provide a range of infrastructure that encourages people of all ages to participate in a variety of active and passive opportunities.</p> <p>Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.</p> <p>Improve the appearance of public spaces.</p>	<p>In this quarter, a briefing was presented to Council which provided a summary of the issues and options in relation to the activation of the Yarra River. A review of land within the Shire directly associated with the Yarra River identified that Council owns and controls only 1.9%, with the vast majority of land held in private ownership (56.7%).</p> <p>The Yarra Collaboration Committee has released the draft <i>Yarra Strategic Plan</i>. The plan contains 4 performance objectives of a healthy river and lands; a culturally diverse river corridor; quality parklands for a growing population; and protecting the natural beauty of the Yarra River corridor. With the investment in the Diamond Creek Trail, Council is well placed to support and help deliver upon the 10 year performance objectives detailed within the draft plan. Subject to funding, a raft of options are available to explore which would meet the plan's four objectives. Further work will be required once the <i>Yarra River Strategy</i> is adopted by the State Government.</p>	COMPLETE
13 a	Progress the missing link of the Diamond Creek Trail	Director Operations & Infrastructure	<p>Provide a range of infrastructure that encourages people of all ages to participate in a variety of active and passive opportunities.</p>	<p>In this quarter, the funding agreement with Government was signed and works have commenced on the ground for the section of trail between Diamond Creek and Wattle Glen. This is the first section of this new trail which comprises three bridges as well as a concrete path and associated signage.</p> <p>The commencement of the physical trail works follows success with the confirmation of project funding and tendering for the works which occurred earlier in the year. The project has received \$3.6 million from the Department of Transport (DOT) and \$5.1 million from the Department of Environment, Land, Water and Planning (DELWP).</p> <p>The Diamond Creek Trail extension from Wattle Glen to Hurstbridge provides another avenue for users to get active in the community, and also generates further tourism and local employment and business opportunities. It is anticipated that this extension could generate as much as \$420,000 additional income for local businesses annually.</p>	COMPLETE
13 b	Continue to advocate and lobby funding for the broader trails network	Director Operations & Infrastructure	<p>Provide a range of infrastructure that encourages people of all ages to participate in a variety of active and passive opportunities.</p>	<p>During this quarter, Councillors were briefed on the opportunities and plans to enhance the management of trails, specifically the audit to be undertaken in 2020-2021.</p>	COMPLETE
14	Investigate potential future uses for the former landfill site in Plenty , including serious investigation into solar energy generation	Director Operations & Infrastructure	<p>Provide a range of infrastructure that encourages people of all ages to participate in a variety of active and passive opportunities.</p>	<p>At the November 2019 Ordinary Council Meeting, Council considered the Solar Farm Feasibility Study Report and determined to proceed with the following:</p> <ul style="list-style-type: none"> • Seek offers from the market to develop a solar farm at the former landfill on Yan Yean Road, Plenty • Continue to explore opportunities to incorporate a community investor element in the solar farm development. <p>Engagement with the solar farm development industry has commenced, with the assistance of external advisors who have aided the development of necessary documentation to seek offers from the market, to develop a solar farm at the former Plenty landfill site. Market offers are expected to be received in July, with the results reported to Council for consideration at a subsequent Council meeting.</p>	ON TRACK
15	Continue to deliver key community infrastructure projects in accordance with the adopted works program and budget	Director Operations & Infrastructure	<p>Provide a range of infrastructure that encourages people of all ages to participate in a variety of active and passive opportunities.</p>	<p>The 2019-2020 Capital Works Program consisted of a total budget of \$53.52 million, with \$14.14 million in recurring programmed work and \$39.38 million in one-off projects. This budget includes grants, contributions and carry-forwards from 2018-2019.</p> <p>Work on major grant funded projects continued throughout this quarter. This includes commencing site preparation work for the Diamond Creek Trail Diamond Valley Sports and Fitness Centre. Project works for Eltham Central Pavilion and Diamond Creek Regional Playspace are nearing completion.</p>	COMPLETE
16	Continue to implement the adopted Arts and Culture Plan , including the Artist in Residence Program	Executive Manager Communities	<p>Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.</p>	<p>The <i>Arts and Culture Plan</i> continues to be implemented. In this quarter:</p> <ul style="list-style-type: none"> • The Nillumbik Prize for Contemporary Writing has been completed for 2020. • The Eltham Library Community Gallery exhibition program is ongoing, although adapted to online only in response to COVID-19. • The Eltham North Adventure Playground Artwork commission has been completed but not yet unveiled (awaiting the development and announcement of a formal event). • Collection Show 2020 has now been changed to 'Art in the Time of COVID-19' exhibition in response to COVID-19 and launched. • Development of a Digital Heritage Guide is underway and due for completion in line with grant requirements by October 2020. • Planning for Nillumbik Prize for Contemporary Art is underway with exhibition dates secured at Montsalvat. 	BAU - ONGOING

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17	Develop an event attraction plan (in conjunction with a new funding program) for Council adoption, and commence implementation	Executive Manager Communities	Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.	Part 1 (Set up formalised approval process) and Part 2 (Conduct audit on potential event sites) of the Event Attraction Plan have commenced with the implementation of the plan scheduled for 2020-2021. Implementation of the plan aims to create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction. Triennial Funding for existing events have now been finalised. For those events that have been affected by COVID-19, event organisers have been asked to complete a variation form to advise if they wish to cancel, postpone or amend. Annual Funding for new events was delayed due to COVID-19. Applications opened 29 June and will close 31 July for assessment and funding allocation.	BAU - ONGOING
18	Commence development of the business and master plan for the development of a public art gallery , and explore funding options .	Executive Manager Communities	Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.	This project has been placed on hold due to the likely acquisition of 895 Main Road Eltham for a community hospital impacting on the Council resolution to explore the same site for a regional or municipal gallery. Refer also to Action 34 below.	POSTPONED
19	Undertake an audit of performing arts venues in the shire, and develop a plan	Executive Manager Communities	Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.	This project has been delayed due to COVID-19 and will now be delivered by the end of the second quarter in 2020-2021. As such, this project has been rescheduled and transferred to the Council Plan's Annual Action Plan for the 2020-2021 year.	RE-SCHEDULED
20	Undertake a review of the Eltham Lower Park Masterplan	Director Operations & Infrastructure	Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.	The review report and associated documents are being shared with Councillors and community stakeholders in July 2020. Following review and feedback this will be presented at a subsequent Council meeting.	ON TRACK
SAFE AND HEALTHY ENVIRONMENTS					
21	Present the Green Wedge Management Plan for Council adoption, and implement a program of actions in support of the adopted plan.	Executive Manager Planning & Community Safety	Prepare and develop an improved and holistic approach to strategic planning.	As reported in the second quarter, the <i>Green Wedge Management Plan</i> (GWMP) was adopted at the Ordinary Council Meeting in November 2019, with budget programmed for implementation in 2020-2021. The purpose of the GWMP is to provide direction for the management of the Green Wedge over the next decade, and the Plan includes a vision, principles, goals, objectives and key actions. Key to implementing the plan is Council supporting the ability of people to cooperate and share knowledge. An implementation plan has been developed. Early planning commenced in this quarter with formation of a Project Control Group and GWMP actions analysis to identify responsibilities within Council and collaborative teams to deliver actions (action, stakeholders, program).	COMPLETE
22	Develop a shire-wide Housing Strategy for Council adoption	Executive Manager Planning & Community Safety	Prepare and develop an improved and holistic approach to strategic planning.	During this quarter, the draft Housing Strategy was on public consultation. At the June Ordinary Council Meeting, Council resolved to: • Abandon the current draft Nillumbik Housing Strategy. • Prioritise a new Nillumbik Neighbourhood Character Strategy and Community Reference Group to inform any future Nillumbik Housing Strategy. • Advise all submitters of this change via email/mail and on the Nillumbik Website and other communication channels.	POSTPONED
23	Complete the Bushfire and Emergency Management Strategy for council adoption and commence implementing a program of actions in support of the strategy	Executive Manager Governance, Communications & Engagement	Meet Council's responsibilities and community expectations for emergency management.	The action plan is now included in the <i>Municipal Fire Management Plan 2020-2023</i> and appoints responsibility for actions and agreement for reporting. Officers have progressed priorities assigned to Council, such as the review and deployment of fire restriction signage in line with goal 1.1. Furthermore, in line with strategic priority 2 and 3, Council was successful in its application for grant funding under <i>Safer Together - Strengthening Partnerships for Bushfire Management with Local Government</i> . An officer has been appointed to a 12 month position to strengthen partnerships and collaboration across community, local government, agencies, and other key organisations in the spirit of shared responsibility and in building community resilience. Officers have also negotiated the key priorities for 2020-2021 and will seek agreement from member agencies at the next Municipal Fire Management Planning Committee.	COMPLETE

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24	Continue to implement the adopted Health and Wellbeing Plan and deliver initiatives in partnership with the community	Executive Manager Communities	Develop policies, strategies, projects and partnerships to enhance the health and wellbeing of the community.	<p>At the February 2020 Ordinary Council Meeting, Council endorsed the establishment of the Municipal Health and Wellbeing Advisory Committee. This committee has been established through an expression of interest process and endorsed by Council. This group has a focus on understanding current and emerging health trends that impact Nillumbik residents, and meets bi-monthly, and aims to guide the implementation of the actions identified in the <i>Municipal Health and Wellbeing Plan 2017-2021</i>.</p> <p>The committee will assist with the implementation of the plan by:</p> <ul style="list-style-type: none"> • Providing stakeholder knowledge, information and advice. • Identifying current and future public health and wellbeing issues and needs affecting Nillumbik. • Through a collaborative approach, developing and prioritising the strategic goals and objectives to deliver improved health and wellbeing outcomes. • Supporting the plan to align with broader public health agendas in the region. 	BAU - ONGOING
25	Implement key actions, including building efficiencies, of the Climate Change Action Plan	Director Operations & Infrastructure	Review and communicate Council's climate change strategies to the community.	<p>A tender specification to install solar on the roof of the Eltham Leisure Centre has been developed and is now subject to a Growing Suburbs Fund grant application. This would allow expansion of scope to deliver a higher percentage of the Centre's energy use.</p> <p>Solar Farm feasibility has progressed to development of a specification which is currently out for tender.</p> <p>Council's annual small scale retrofitting of Council buildings to reduce energy and water consumption has been completed.</p> <p>Development of a new Climate Action Plan has commenced and an initial consultation phase is scheduled for the first quarter of 2020-2021.</p>	COMPLETE
26	Review of Integrated Water Management Plan aligned with Melbourne Water and DELWP strategies for water and waterway management	Director Operations & Infrastructure	Work with the local community to review and implement environmental policies to protect biodiversity and conserve natural resources.	<p>The review of the Integrated Water Management Plan needs to be informed by the Yarra Catchment Integrated Water Management Plan. A sub catchment plan is also proposed for the Upper Yarra which will address the Watsons Creek catchment in Nillumbik's rural east. Both planning exercises will direct the development of a Nillumbik Integrated Water Management Plan.</p> <p>As such, this project has been rescheduled and transferred to the Council Plan's Annual Action Plan for the 2020-2021 year.</p>	RE-SCHEDULED
27	Review the kerbside waste and hard waste collection programs	Director Operations & Infrastructure	Provide waste management services that meet the needs of our community	<p>The kerbside waste collection service has transitioned to a new provider, JJ's Waste & Recycling. New service options were made available from 1 July 2020.</p> <p>Council considered options for renewal of the hard waste collection service in March 2020. The current annual service which allows residents a collection of two cubic metres of hard waste was continued with a new contract commencing in May 2020.</p> <p>Council is a participant in Melbourne Waste and Resource Recovery Group (MWRRG) led collaborative procurement for landfill and recycling disposal services. The landfill procurement is due to be completed by December 2020 and the recycling procurement has been delayed to enable incorporation of the State Government's household recycling reforms announced in June 2020.</p>	COMPLETE
A PROSPEROUS ECONOMY					
28	Implement a program of actions to support the adopted Economic Development Strategy	Executive Manager Planning & Community Safety	Encourage investment and development within the Shire to increase economic development and local employment, and broaden the rate base while at the same time preserving the Green Wedge.	<p>The <i>Economic Development Strategy</i> was adopted at the Ordinary Council Meeting in June, with actions programmed for implementation to occur in 2020-2021.</p> <p>The strategy will guide the economic growth and development in Nillumbik over the next 10 years, in partnership with the business community, industry bodies and organisations, by achieving the strategy's objectives of improving economic development practices and programs to assist local businesses; creating vibrant activity centres and employment precincts in Eltham and Diamond Creek; facilitating economically and environmentally sustainable use of land within the Shire's Green Wedge; and enhancing the visitor economy showcasing natural, recreational and cultural strengths.</p>	COMPLETE
29	Implement the actions of the Planning Service Plan , including service performance targets	Executive Manager Planning & Community Safety	Encourage investment and development within the Shire to increase economic development and local employment, and broaden the rate base while at the same time preserving the Green Wedge.	<p>The multi-year Service Plan is progressing well and is largely on track. Some of projects have been implemented ahead of schedule, which has resulted in the timeframes for other projects within the plan being impacted. The reason for this is due to COVID-19, and specifically the necessity to transform the way that the service operates and to fast-track to a fully electronic service.</p> <p>Notable achievements throughout this year concerning the delivery of the plan include the development and implementation of online lodgements for all types of planning applications. The remainder of the planning application process has also been fast tracked to a fully digital service to enable remote working. Council's new Pre-application meeting service has also been delivered, complete with an online lodgement portal and the ability to select a preferred meeting date and time online.</p>	ON TRACK

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30	Implement a program of actions to support the adopted Equine Industry and Activity Plan	Executive Manager Planning & Community Safety	Encourage investment and development within the Shire to increase economic development and local employment, and broaden the rate base while at the same time preserving the Green Wedge. Develop and market the tourism industry in the shire.	The <i>Equine in Nillumbik</i> plan was adopted at the Ordinary Council Meeting in June, with actions programmed for implementation in 2020-2021. The plan will support and guide the equine industry in Nillumbik into the future. Working in partnership with the community, clubs and groups, and equine industry bodies, the plan aims to deliver positive outcomes for the industry. This includes growing participation in the equine industry and improve club sustainability; exploring infrastructure sharing opportunities and future planning; and supporting the community with pest, land management and bushfire information and education opportunities.	COMPLETE
31	Develop a Smart Cities Plan and commence implementation of a Smart Cities network	Director Operations & Infrastructure	Encourage investment and development within the Shire to increase economic development and local employment, and broaden the rate base while at the same time preserving the Green Wedge.	The Smart Cities Network Project was completed in June 2020 under Contract No. 2019-55. The total value of the work completed on the project by the project partners including RMIT and LaTrobe Universities and neighbouring councils was \$1,407,304, with the Federal Government contributing \$528,250. The value of Nillumbik Shire Council's contribution was \$66,134. The project involved the supply and installation of Gateways and Sensors to enable the collection of data to drive change, innovation, monitor and improve the efficiency in the delivery of services, and support the potential for the delivery of new services. The sensor types are attached to existing infrastructure (such as buildings, bridges, rubbish bins) to generate data for the following functions: people counting, air quality monitoring, water level monitoring and public rubbish bin waste levels monitoring. Areas covered in the Shire include Eltham, Eltham Lower Park, Diamond Creek, Edendale, Hurstbridge and St Andrews.	COMPLETE
32	Review the Destination Management Plan	Executive Manager Planning & Community Safety	Develop and market the tourism industry in Nillumbik.	The actions from this plan have been reviewed and encompassed into the newly adopted <i>Economic Development Strategy</i> (refer to Action 28 above).	COMPLETE
33	Draft Eltham and Diamond Creek Structure Plans for Council adoption	Executive Manager Planning & Community Safety	Review existing precinct structure plans within activity centres to encourage investment and development.	Both draft Activity Centre Structure Plans for Eltham and Diamond Creek finished public consultation on 29 April 2020. Due to the COVID-19 situation emerging during consultation on these structure plans, the period of consultation was extended from 4 to 7 weeks. Submissions received as a result of the public consultation were considered at the Future Nillumbik Committee on 14 July. Adoption of the Eltham Activity Centre Structure Plan is being sought at the Ordinary Council Meeting in July, followed by the Diamond Creek Activity Centre Structure Plan at the corresponding meeting in August. Subject to these plans being adopted, Council can initiate work to prepare planning scheme amendments that will both provide authority to the structure plan in the Nillumbik Planning Scheme and implement key changes to planning provisions proposed by the plan.	ON TRACK
34	Summarise the known opportunities for the future use and development of precincts 3 and 4 in the Eltham Activity Centre	Executive Manager Communities	Develop a visionary plan for precincts 3 and 4 in the Eltham Activity Centre, including the former Shire Office site and transport modal interchange.	<u>Regional Art Gallery Idea</u> : The Main Road Eltham site was identified as a potential site for this idea (refer to minutes of the Ordinary Council Meeting of June 2019 - Item No. OCM.087/19). Also refer to Action 18 above. <u>Eltham Area Community Hospital Idea</u> : The Main Road Eltham site was identified as a potential site for this idea and relevant site information was provided to the State Government Victorian Health and Human Services Building Authority. On 11 February 2020, the Authority wrote to Council seeking further detail and information about the land area including: (a) detail and status of heritage citation, (b) previous plans for redevelopment of the site, (c) further information on the existing Council services (903 Main Road), (d) details and status of Federal/State Government commitment for 200-300 extra carparks (including contact details) in relation to car parking and train stabling in the Station Precinct, (e) information on the Eltham Tennis Club (including any plans for relocation) at Andrew Park, Eltham, (f) plans for relocation of Council office (and rationale); (g) additional information on the other existing uses at the Main Road Eltham site.	COMPLETE
35	Develop a streetscape improvement plan for the Yarrambat township	Director Operations & Infrastructure	Identify new economic development opportunities and improve amenity for our villages in conjunction with key stakeholders including residents.	As reported last quarter, the concept plan was presented to Council and Council formally noted at the Ordinary Council Meeting in October 2019 that officers are continuing to progress the initial stages of street beautification works for Yarrambat, either through the forward Capital Works planning process or as part of the Major Road Project Victoria's (MRPV) Yan Yean Road duplication. This project is not currently budgeted for, therefore no further action will be undertaken.	COMPLETE
36	Review the Hurstbridge and Wattle Glen township strategies in light of future improvements to the Hurstbridge rail corridor and associated land	Executive Manager Planning & Community Safety	Identify new economic development opportunities and improve amenity for our villages in conjunction with key stakeholders including residents.	As discussed at a briefing with Councillors in the third quarter, this action has been postponed as no budget allocation has been made for these reviews. The Wattle Glen project has been allocated funding in the 2020-2021 budget, however the Hurstbridge project has been postponed indefinitely.	POSTPONED

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37	Develop a process for streetscape identification and prioritisation in capital works planning	Director Operations & Infrastructure	Identify new economic development opportunities and improve amenity for our villages in conjunction with key stakeholders including residents.	Planning of the capital works program is conducted and monitored with the development of the five year Capital Works Plan. This plan is updated on a regular basis with candidate projects submitted by both officers and Councillors. It provides a five year view of both programmed work and identified projects. Each year, as part of the following financial year's budget process, works programs and projects are evaluated and prioritised by officers and presented to Council for endorsement.	COMPLETE
RESPONSIBLE LEADERSHIP					
38	Continue to advocate to other levels of government on important policy issues that affect the Nillumbik community	Executive Manager Governance, Communications & Engagement	Advocate for Nillumbik's best interests at a state and national level. Advocate for improved public transport, traffic management and reduced road congestion.	The State and Federal Advocacy document was adopted by Council in the third quarter. Council has continued to progress advocacy on several key priorities outlined in the adopted document. The adopted advocacy document outlines Council's advocacy position and covers a range of infrastructure, service improvements and funding requirements to deliver better outcomes to our community.	COMPLETE
39	Commence implementation of a new asset management system rollout to support improved service delivery	Director Operations & Infrastructure	Plan for the community's future service and infrastructure needs.	A public tender has been issued and submissions have been received for the implementation of an Asset Management System. The shortlisting of vendor's submissions has been completed. The process is on track to present Council with a contract option at the August Ordinary Council Meeting. A new asset management system will enable Council to effectively manage its wide-ranging assets through a single data source.	ON TRACK
40	Commence implementation of high priority actions from the Digital Transformation Plan	Chief Financial Officer	Ensure seamless service delivery and an open and responsive approach to our customers	Council continues to implement a digital business transformation program with the focus of improving and modernising the platforms through which services are delivered and information is held. Investment in IT systems is required for Council to meet community needs into the future. As reported previously, five projects listed as priority actions have successfully received access to funds via resolution at the November 2019 Ordinary Council Meeting which has enabled commencement of these projects. Highlights from the business transformation program for this quarter include: <ul style="list-style-type: none"> • Geospatial Information System (GIS) replacement - After a successful trial of the solution with the Customer Experience team, implementation is being expanded across the organisation. The GIS enhancements increases access to digital mapping of projects across the Shire. • Planning Online - Following the 'go live' date of April 2020 whereby external planning applicants can now lodge their applications digitally, a Trapeze system which will enable digital viewing of amendments to planning applications has been procured and is being developed for the Planning Service. • Electronic Document Records Management System (EDRMS) - The development of the new EDRMS is continuing and the entire organisation is being engaged in developing the system architecture of the EDRMS. • Intranet - Scoping work for the upgrade of the intranet has commenced and stakeholder feedback is being captured from staff. • Website Upgrade - A primary focus is capturing key user requirements and high volume tasks to facilitate ease of use for the community. A curated design approach to uplift the website has been agreed to, along with scoping work on the integration between the website and internal business systems. • Asset Management System - refer to Action 39 above. Procurement is in the final stages for the deployment of a new system to enable Council to effectively manage Council's \$1 billion asset portfolio into the future. 	ON TRACK