

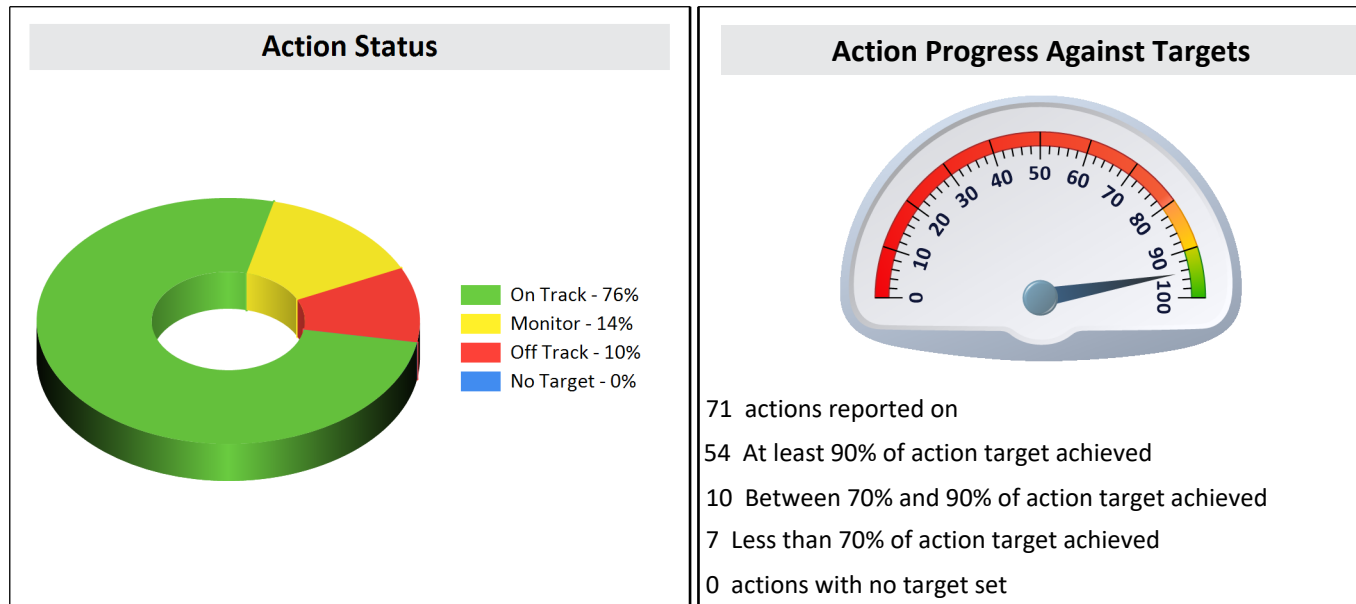
# Action and Task Progress Report

Southern Grampians Shire Council



*Print Date: 09-Jul-2020*

## OVERVIEW



## ACTION PLANS



GREEN

At least 90% of action target achieved



AMBER

Between 70% and 90% of action target achieved



RED

Less than 70% of action target achieved




No target set

\* Dates have been revised from the Original dates

### 1 Support our Community

#### 1.1 An empowered and resilient community

##### 1.1.1 Communicate effectively with our community to promote understanding of Council's role and responsibilities and ensure communities are well informed of Council's activities, projects and decisions

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.1.1.1 Implement Aerodrome Engagement Group meeting to engage with users regarding activities and promote site.	David Moloney - Director Shire Infrastructure	Completed	01-Jan-2019	30-Jun-2020	100.00%	100.00%	 GREEN

##### ACTION PROGRESS COMMENTS:

A meeting is being organised with all Aeroclub and CFA to discuss activities at the site and promotion. Eco Dev and Infrastructure will lead the discussions.

Rodney VanDeHoef has been out at the airport undertaking discussions with the CFA and other users. Will look to formalise the Engagement in the new financial year.


9/7/19 - Action will be carried forward into the 2019/2020 Annual Plan for completion.

10/10/19 - There has been regular (monthly) meeting of the Aerodrome users group under the guise of OH&S.

The next meeting's focus will be the Aerodrome Engagement Group. A proposed user agreement will be prepared for discussion. This document has been drafted and provided to the stakeholders for feedback.

New TOR approved by Council and first meeting held prior to Xmas.

Last Updated: 15-Apr-2020

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.1.1.2 Review listening post and community engagement strategies to measure effectiveness.	Lachy Patterson - Manager Community Relations	Completed	01-Oct-2019	30-Jun-2020	100.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**


Listening Posts have been scheduled in October in Penshurst and Byaduk. This is an ongoing process which be continually reviewed to ensure that it remains the most effective and efficient way to engage with the Southern Grampians Community. This engagement approach will be reviewed to ensure continued relevance and effectiveness to the Community.

A community engagement calendar has been approved by ELT for the 2020 year and we will continue to monitor success of this process.

Report was delivered to Council, listening posts continue to be successful and calendar (although now postponed for 2020) is set. Some engagement has been delayed due to COVID restrictions however we are committed to delivering a modified engagement calendar until the current Council enters caretaker mode.

Last Updated: 01-Jul-2020

**1.1.2 Provide opportunities for increased community engagement and participation in Council decision making and activities**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.1.2.2 Complete roll out of Southern Grampians Shire Council internal and external APP.	Lachy Patterson - Manager Community Relations	Completed	01-Jan-2019	31-Dec-2019	100.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

Business case has been completed including costs and possible software provided. Further discussion will occur with the Executive Team to determine if this will deliver the expected outcomes and if savings can be identified to implement this in the 18/19 financial year.

Operational savings have been found and implementation of APP creation has begun. Working with designer and Business Systems team to ensure transition into the APP is streamlined and cost effective.


Skeleton for app has been developed and provided to designer. Now awaiting first draft of the APP and hoping for launch to occur at Hamilton Sheepvention.

App is almost ready for launch, some final detail still being finalised but will be rolled out shortly. APP developer has encountered some problems with scope of project and we are assessing what is required to meet objectives. Meeting planned for beginning of February to ascertain best way of moving forward and if it will fit within current budget.

A review of all internal communications is being undertaken in light of the Coronavirus and the necessity for staff to work from home. It has been decided that an APP and the ongoing increase in costs is not the desired result. The use of Microsoft Teams, private Facebook groups and a potential change to the intranet page is a much more cost effective method of communicating and allows better flexibility. The APP project will no longer be continued. This process is being continued.

Last Updated: 01-Jul-2020

**1.1.3 Support the community and other agencies to build resilience and preparedness in planning for emergencies**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.1.3.1 Develop plans that guide preparedness for emergencies - Hamilton Dam Safety Plan	StJohn Lees - Manager Works	Deferred	01-Jul-2019	30-Jun-2020	20.00%	100.00%	 RED

**ACTION PROGRESS COMMENTS:**

A quotation for a 3rd party engineer to prepare a Dam Safety Emergency Plan (DSEP) have been received and are now under review. This will be included in a larger scope that includes the preparation of Dam Break Analysis, Operations and Maintenance Manual, and Risk Analysis (inclusive of Concept Designs for remedial works options).

Contract is under negotiation for preparation of the DSEP.


Testing is being under taken by Golders to inform the safety plan. Safety plan to be deferred until the golders report is in.

Contract negotiations are still ongoing due to the position taken by Golders around Insurance. SGSC is considering the cost of taking out separate project insurance.

01/07/2020 - Insurances remains an issue. A way forward is now to accept Golders position and have a 3rd Party Engineer check the output. Next step is to finalize the Golders contract.

Last Updated: 01-Jul-2020

**1.1.4 Support the community to develop, review and implement their Community Plans**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.1.4.1 Review existing community plans as to consistency, structure and prioritisation of tasks as part of Community Vision Framework 2041.	Andrew Goodsell - Director Planning and Development	In Progress	01-Jul-2019	30-Jun-2022	50.00%	50.00%	 GREEN

**ACTION PROGRESS COMMENTS:**



KJA was appointed in mid 2019 to run CVF 2041. Discussion paper (phase 1) was completed in March 2020 with workshop with Councillors held in April 2020. During phase 2 the effectiveness of community plans will be examined in light of the multiple methods Council works with all stakeholders to deliver services and infrastructure in local communities.




A more consistent integrated framework is a key goal prior to new community plans being prepared. In phase2 of CVF 2041 it is intended that towards the end of this component there will be a clearer and simpler approach to community plan frameworks articulated.

Last Updated: 25-Jun-2020

## 1.2 A healthy and vibrant community

### 1.2.1 Provide appropriate, accessible and equitable Council services, facilities and activities


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.2.1.1 Work on findings from theatre health check to ensure facility maintains standards to contemporary art centres standards.	Amy Knight - Executive Officer, Cultural Arts	In Progress	01-Oct-2019	30-Jun-2020	75.00%	75.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> All 7 critical issues, to ensure PAC is at industry standard, are currently in progress or complete. There has been a procedure change for asset management, together with test and tag register. 9 Actions are still required to maintain operations at current level, with 20 Actions still required to operate at industry standard level. Rectifying these is dependent on funding, outside of annual budget. Draft work plan has been developed to complete these actions within budget.  Last Updated: 25-Jun-2020							
ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.2.1.2 Complete a service review into Rural Access	Lachy Patterson - Manager Community Relations	In Progress	01-Oct-2019	31-Dec-2019	90.00%	100.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Initial discussions with Government surrounding future of Rural Access have begun.  Funding for this position has now ceased and we are investigating how the key components of this program/role can be incorporated into current Community Relations structure.  New department restructure is allowing key Rural Access roles to be undertaken without state government funding. We will be reviewing the effectiveness of this in 3 months from now and hope to see the internally funded role continue. This review has been extended as current staff member has been not able to work in role as hoped due to COVID restrictions. Last Updated: 01-Jul-2020							
ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %

1.2.1.2 Undertake Detail Design Planning completed for Pedrina Park priorities.	Susannah Milne - Manager Community & Leisure Services	In Progress	01-Jul-2019	30-Jun-2020	80.00%	100.00%	 AMBER
<b>ACTION PROGRESS COMMENTS:</b> Since last reporting period. Pedrina Park Pavilion Design - Application for grant funding made February, Covid -19 has impacted the announcements around the funding application. Advice is now that an outcome will be known by late July 2020.  Netball Courts - budget submission was made to the 20/21 budget based on the design and costing received from 2MH, submission was not successful. A funding application has been made under the Community Infrastructure Grant Stimulus fund - outcome notification expected late July 2020.  Soccer Drainage and Carpark Design Costing - Final design based on the feature survey has been received and final costings have been received which will allow for a business case for funding to be provided.  - Only projects not designed and still outstanding are: 1. Pavilion 2 2. Cricket Nets .  Last Updated: 01-Jul-2020							
ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.2.1.3 Drainage improvements to Soccer pitch as identified in the Pedrina Park Masterplan, design works and business case.	Susannah Milne - Manager Community & Leisure Services	In Progress	01-Oct-2019	30-Jun-2020	61.00%	100.00%	 RED
<b>ACTION PROGRESS COMMENTS:</b> A final design has been completed, which will allow for the development of tender specification for detailed design and construction. A business case to fund this project needs to be undertaken to progress this further, this project will not be completed until adequate funding allocated.  Last Updated: 01-Jul-2020							
ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.2.1.4 Irrigation installed at Pedrina Park as identified in the Pedrina Park Masterplan	Susannah Milne - Manager Community & Leisure Services	In Progress	01-Oct-2019	30-Jun-2020	70.00%	100.00%	 AMBER

**ACTION PROGRESS COMMENTS:**

Project was delayed in commencement due to request from Council to provide detail on drainage and carpark prior to proceeding with this project. Works have commenced and due to weather and revised time frames it is expected that the project will be completed late August 2020

Last Updated: 01-Jul-2020


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.2.1.5 Extend the track around Lake Hamilton as identified in the Lake Hamilton Masterplan	Susannah Milne - Manager Community & Leisure Services	Completed	01-Jul-2019	31-Dec-2019	100.00%	0.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

Design and consultation with key stakeholders has been completed. Construction will commence when weather improves to allow access to construct.

Project has been completed.

Last Updated: 06-Jan-2020


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.2.1.6 Install a dog park at Lake Hamilton as identified in the Lake Hamilton Masterplan	Susannah Milne - Manager Community & Leisure Services	Completed	01-Oct-2019	30-Jun-2020	100.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

Completed and open, soft launch only due to Covid - 19

Last Updated: 01-Jul-2020

**1.2.2 Support and encourage participation in quality arts and cultural, education, leisure, recreation and sporting opportunities**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.2.2.2 Research for collection publication	Amy Knight - Executive Officer, Cultural Arts	In Progress	01-Jul-2019	30-Jun-2020	30.00%	30.00%	 GREEN

**ACTION PROGRESS COMMENTS:**


Melbourne University researchers engaged. Grant to assist with research development submitted.  
Collation of existing collection research complete.



Grant pending. Alternate option being explored, outsourcing project to academic.  
 To be deferred pending outcome of grant submission (March2020). Alternate option will be perused if not successful.  
 Grant suspended due to Covid-19.  
 Alternate option being investigated. Seeking academic specialist to complete project utilising existing exhibition budget.

Working group has been developed and initial stages of project have been implemented, which include identifying and engaging contributors (critics / art experts / educators).  
 Publication to represent the Gallery's 60 anniversary and therefore due for release October 2021.

Last Updated: 25-Jun-2020


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.2.2.3 Research and produce professional performing arts program for entire Shire.	Amy Knight - Executive Officer, Cultural Arts	Completed	01-Jul-2019	30-Jun-2020	100.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

Scheduling of entire performance program for 2019/20 season complete.  
 Over half of all performances have been completed. January - June schedule will be advertised in booklet released mid-January.  
 January - June scheduling completed and advertised.  
 From mid-March, remaining performances (approx 9) have been cancelled or re-scheduled due to Covid-19.

Last Updated: 27-Mar-2020

**1.2.3 Partner with services and agencies to increase the health and wellbeing of our community**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.2.3.1 Facilitate and report on the implementation of the Public Health and Wellbeing Plan 2017-21 and determine actions for the 20/21 year.	Susannah Milne - Manager Community & Leisure Services	Deferred	01-Oct-2019	30-Jun-2020	30.00%	100.00%	 RED


**ACTION PROGRESS COMMENTS:**

Review of plan commenced but has not progressed as far as planned due to higher priorities and staff shortages in the Leisure area impacting on resources.

Budget allocation has been requested for 20/21 year to complete review and develop a new Public Health & Wellbeing Plan which not only identifies priorities according to health indicators but actions that are reflective of community needs.

Last Updated: 01-Jul-2020

**1.2.4 Provide, promote and support appropriate and accessible services, facilities and activities for young people**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.2.4.1 Program Family, school and holiday performances with availability of skill workshops.	Amy Knight - Executive Officer, Cultural Arts	Completed	01-Jul-2019	30-Jun-2020	100.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**


Nine programs specifically targeted at youth, family and school engagement have been scheduled during the period. This does not include school concert bookings.

Six performances have been completed.

Of the remaining three, two have school performances included in the scheduling.

Remaining schools performances either cancelled or postponed due to Covid-19. These performances will now be scheduled for the 2021 season.

Last Updated: 29-Mar-2020

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.2.4.1 Design and implementation of youth ideas workshop.	Lachy Patterson - Manager Community Relations	In Progress	01-Jul-2018	30-Jun-2020	90.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

Planning is underway for a grants based program which allows an extension of the ideas gathered through Crazy Ideas College in recent years. This will be launched later this year and rolled out in early 2019. Council will be briefed in one of the strategic discussion days around the future of youth operations.

This strategic discussion is planned for pre end of Financial Year 2018-19 and will form basis of direction for youth ideas workshop or alternative suggestions.

This strategic discussion is now locked into the September Council briefing session where the best approach for this area of interest will be discussed.

Strategic discussion happening with Council this week.


Strategic discussion has occurred with Council and we will not take a comprehensive report to a later meeting outlining current and future activities in the Youth Space.

A comprehensive report has been designed for Council and will be presented later this year with recommendations in the youth space including a change in direction to support the Youth Live 4 Life Program. Report is to be taken to ELT and scheduled into a Council briefing following this completion.

Last Updated: 01-Jul-2020

### 1.3 A growing, diverse and inclusive community

#### 1.3.1 Encourage and support engagement of our Indigenous communities in economic and social activities within the broader community

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.3.1.1 Establish working party with indigenous community with view to establishing an indigenous community plan	Lachy Patterson - Manager Community Relations	In Progress	01-Jul-2017	30-Jun-2020	90.00%	100.00%	

##### ACTION PROGRESS COMMENTS:

This will be a key pillar of the Communications and Engagement Strategy. Strategy is in development in first half of 2018 and will include these particular tasks. Working party members have been spoken to and an agreement has been made of formation. Community Engagement staff have been working towards creation of this group and also the development of a Reconciliation Plan. This item is ongoing and has been made difficult by the departure of key staff in SGSC. This work will begin again in early 2019 and discussions have started with key organizations to ensure a process that is inclusive of all. This is an item that is highlighted in the Communications and Engagement Strategy which Council have been briefed on and discussions will begin shortly. Some key members from our indigenous support networks have also moved on which has made progress difficult.

This is still proving to be difficult to progress with personnel issues at both ends. We will work towards finding a suitable solution in the second half of this year.

9/7/19 - Action will be carried forward into the 2019/2020 Annual Plan for completion.


Working with the Indigenous Co-Ops to look at the development of a Reconciliation Action Plan, First step of this process is to create networks and engage (eg. this working party).

Workshop for creation of Reconciliation Action Plan occurring in first quarter of 2020.

First draft of Reconciliation Action Plan is currently being created however will be delayed due to the need for community engagement and consultation.

COVID Restrictions have impacted on our ability to engage with indigenous community however creation of skeleton plan has continued.

Last Updated: 01-Jul-2020

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.3.1.2 Develop an engagement approach with indigenous groups and prepare a presentation to Council for a Council decision on the approach.	Lachy Patterson - Manager Community Relations	In Progress	01-Feb-2019	30-Jun-2020	50.00%	50.00%	

##### ACTION PROGRESS COMMENTS:

This item is ongoing and has been made difficult by the departure of key staff in SGSC. This work will begin again in early 2019 and discussions have started with key organizations to ensure a process that is inclusive of all.

This is an item that is highlighted in the Communications and Engagement Strategy which Council have been briefed on and discussions will begin shortly. Some key members from our indigenous support networks have also moved on which has made progress difficult.


Is an item to be considered in more detail in the second half of this year. Still being made difficult by the movement of key personnel.

Working with the Indigenous Co-Ops to look at the development of a Reconciliation Action Plan, First step of this process is to create networks and engage (eg. this working party).

Workshop for creation of Reconciliation Action Plan occurring in first quarter of 2020. The Reconciliation Action Plan creation will cover many of the facets required in this objective. This has however been delayed due to the cancellation of all engagement and consultation processes being undertaken by Council. COVID delays are impacting on our ability to engage however the skeleton plan is still in creation.

Last Updated: 01-Jul-2020

### 1.3.2 Encourage and support a more diverse, multicultural community, including recognising and celebrating our cultural heritage

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.3.2.2 Critically review options as part of Arts and Culture Strategy update.	Amy Knight - Executive Officer, Cultural Arts	Completed	01-Oct-2019	30-Jun-2020	100.00%	100.00%	 GREEN

#### ACTION PROGRESS COMMENTS:

Process commenced comprising internal review of document.

Timeline complete, taking into consideration research currently being undertaken as part of the Great South Coast Creative Industries Strategy.

Regional Arts Victoria (RAV) have engaged Cultural Development Network (CDN) to provide a unified framework for GSC Creative Industries partners. This framework will be informed by the Creative Industries Strategy and be used to update SGSC Arts and Culture Strategy.



A unified framework for individual strategies across the Great South Coast Partnership will no longer be perused due the individual nature of each Council's arts and cultural needs. CDN, on advice from RAV, have been engaged individually and a framework is to be developed using the internal review of the strategy. With the delay of release of the Regional Strategy due to Covid-19, the document will now be completed in 2020/21 using the above mentioned framework.

Options have been reviewed and considered and timeline for completion set for 2020/21.

Last Updated: 25-Jun-2020


### 1.3.3 Support the increase of social, economic and digital connectedness

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
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1.3.3.1 Digital infrastructure included as key theme in Gallery Masterplan brief.	Amy Knight - Executive Officer, Cultural Arts	Completed	01-Jul-2018	30-Sep-2019	100.00%	100.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> The project scope and tender for the new gallery has been assigned and the need for the consideration of digital infrastructure has been included in not only the design aspects of the building but also the on going business planning. This theme will be further developed as Council considers the final reports in August 2019. Will be considered in the business case. Reinforced to consultant that digital presence needs to be considered. Brief costings included digital infrastructure. Delivery of digital infrastructure is resolved as part of final design of building which cannot occur until fundraising has been completed. Last Updated: 30-Sep-2019							
ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.3.3.2 Hold the second Digital Innovation and Smart Agriculture Festival (DISA20)	Hugh Koch - Manager Economic Development and Tourism	Completed	01-Jul-2019	30-Jun-2020	100.00%	100.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Initial meeting held with Project Team. Council and Executive Leadership Team briefed on last year's success and plans for 2020. \$15,000 secured for 2020 event. Draft program nearly complete, sponsorship packages for distribution in January, www.disa.co.au now live. Content from 2019 festival now live. New work on website complete and bookings function improved ready for launch in March 2020. Decision to cancel 2020 event and schedule for same time in 2021. Last Updated: 30-Mar-2020							

## 1.4 A safe community

### 1.4.1 Support and provide urban design and digital infrastructure that improves the safety of our community

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.4.1.1 Review after 1.4.4 is completed - Collaborate with law enforcement authorities and other agencies to support community safety programs, crime prevention and other initiatives.	Russell Bennett - Manager, Business Systems	Completed	04-Sep-2019	30-Jun-2020	100.00%	100.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Memorandum Of Understanding (MOU) with Victoria Police (VicPol) granting VicPol access to SGSC CCTV cameras in Public Places has been signed by SGSC, waiting for counter sign from VicPol to them implement. MOU includes creation of a governance group including VicPol and SGSC representatives to look at opportunities to improve safety.							

19/12/19

Still following up and waiting VicPol to sign MOU.

31/03/2020

Still following up and waiting VicPol to sign MOU.

26/05/2020


MOU has been signed by both parties. First CCTV Steering committee held this week, design underway for phase 1 rollout.

30/06/2020

With MOU signed budget has been carried over to the 20/21 FY to implement phase 1

Last Updated: 01-Jul-2020

#### 1.4.4 Collaborate with law enforcement authorities and other agencies to support community safety programs, crime prevention and other initiatives

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.4.4.1 Implementation of Smart Security Plan subject to funding	Russell Bennett - Manager, Business Systems	Deferred	01-Nov-2018	30-Jun-2020	50.00%	100.00%	 RED

##### ACTION PROGRESS COMMENTS:

Funding from State / Federal government hasn't been achieved to date. Will apply for further funding opportunity in 18/19.

Grant application submitted for the Federal Safer Communities Round3 (2018)

Still awaiting feedback on outcome of grant application. Was expected late November but still no decision as yet.

25/02/19

Advice received from Federal Government that SGSC was unsuccessful in grant. This action was dependent on funding and as such will be deferred.

14/01/20 - Project still in status of deferred due to lack of funding

31/03/2020 - Project still in status of deferred due to lack of funding

27/04/2020 - Project still in status of deferred due to lack of funding


22/06/2020 - Project still in status of deferred due to lack of funding

Last Updated: 22-Jun-2020

## 2 Develop our Regional Economy and Businesses

### 2.1 Attract, support and encourage industries that will drive economic growth throughout the Shire

#### 2.1.4 Leverage the Shire's strategic advantages in health, education, leisure and cultural activities as a means to stimulate economic and population growth


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.1.4.4 Continue to support Economic Migration working group and associated activities	Andrew Goodsell - Director Planning and Development	Completed	01-Jul-2019	30-Jun-2020	100.00%	100.00%	 GREEN

#### ACTION PROGRESS COMMENTS:

Attendance at regular working group meetings, supporting the Chair as required. Separately also working on a joint submission with AMES Australia to target different communities already settled in Melbourne to relocate to communities with demonstrated job needs. That submission was lodged with the relevant Minister in Feb2020. Feedback from the Federal Government indicates that secondary migration is a state priority and not a federal priority, meaning federal assistance is unlikely to be forthcoming.

A new project brief will be developed to be actioned in 20/21 seeking state support via available programs

Last Updated: 25-Jun-2020

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.1.4.5 Through the membership of Ausveg and PMA attend Hortconnect 2020 and host interested growers to the region	Hugh Koch - Manager Economic Development and Tourism	Completed	01-Jan-2020	30-Jun-2020	100.00%	100.00%	 GREEN


#### ACTION PROGRESS COMMENTS:

Hortconnect has been cancelled until 2021 due to COVID-19. We will still be using our membership of Ausveg and PMA to attract other horticultural interest to our region

Last Updated: 22-Jun-2020


#### 2.1.5 Continue to develop and implement land use planning strategies to support new investments

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
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2.1.5.2 Work with the Port Fairy Rd industrial land project manager to deliver project, develop marketing and communication plan with sales agent and commence sales	Hugh Koch - Manager Economic Development and Tourism	In Progress	01-Jul-2019	30-Jun-2020	93.00%	100.00%	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b> Branding finalised. Draft billboard graphics complete and website 50% complete. Graphic Fly overs and rendering of individual blocks currently being complete. Council endorsed at December meeting motion to advertise for disposal of land and independent valuation on each block to be completed early in 2020. Motion to name roads and seek public feedback was also endorsed in December.</p> <p>Council endorsed new road names and also ability to dispose of land - no written public response to either. Website being finalised for sales. Sale contracts currently being reviewed. Expected sales to commence in April pending advice re COVID-19 impacts.</p> <p>Contract of Sale finalised, valuation received and sale prices set. www.hamiltonbusinesspark.com.au expected to be live for end of July/August sales launch. Sales billboard currently being constructed for install end July. Marketing strategy currently being developed with selling agent. Estimate that development will be complete by late August.</p> <p>Last Updated: 22-Jun-2020</p>							

## 2.2 Increase the profile of Greater Hamilton regionally and globally

### 2.2.2 Maintain proactive relationships with key Regional and State Government bodies to ensure the potential of the Greater Hamilton Region is recognized.


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.2.2.1 Construction of a new bird aviary to ensure compliance with animal handling standards and requirements. Project identified in the Hamilton Botanic Garden Master Plan.	Rohit Srivastava - Manager Assets	Completed	01-Jul-2016	30-Oct-2019	100.00%	100.00%	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b> Design of the new Aviary has been completed and is current under final review. Construction tender will be advertised in January and work will commence once a contractor has been appointed.</p> <p>Designs have been finalised and approved by Heritage Vic. Project will go to tender in the next couple of weeks.</p> <p>Waiting on project manager to finalise design works.</p> <p>Due to be completed end of October 2019</p>							



Last Updated: 16-Dec-2019

## 2.3 Continue to support the development of a skilled workforce and sustainable businesses in all towns in the Shire

### 2.3.3 Grow the digital capacity of the businesses

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.3.3.1 Implementation of the Southern Grampians Shire Smart Communities Framework Phase 1 Pilot Projects	Russell Bennett - Manager, Business Systems	Completed	01-Jul-2017	30-Jun-2020	100.00%	100.00%	 GREEN

#### ACTION PROGRESS COMMENTS:

Communications mast to enable public WiFi in Hamilton to be completed in October.  
 Testing sensors devices to configure to LoRa network to then develop a dashboard to visualize data.  
 Awaiting outcome of federal smart cities grant funding opportunity

Communications Tower installed. Awaiting Council decision on new Telstra contract that will enable savings to fund public Wifi across the Shire.  
 Testing of pilot sensor devices to understand LoRa IOT network, storage of data and visualization of data.

Successful in Federal Grant opportunity. Funding included some funding for a 'Project Manager' role to drive the project. ELT have approved to move ahead to with position. PD to be created for a 2 day a week role.

PD for Digital Transformation Project Manager currently advertised. Once role is filled can commence roll out of phase1 projects.

Digital Transformation Project Manager appointed and starting 19/02/18

Digital Transformation Project Manager has commenced and working through requirements to build a project plan.

Public WiFi locations identified from community feedback, working through procurement process for NBN connections

Agreement with WideBand completed to supply NBN/ADSL connections. Installation to occur in the next 2 weeks.

Public Wifi hotspots currently been installed and activated, the following towns are operational:

- Balmoral
- Cavendish
- Glenthompson

- Dunkeld
- Tarrington
- Peshurst
- Byaduk
- Coleraine

Still remaining

- Hamilton
- Braxholme

LoRaWAN (IoT sensor) gateway installed on Mt Bainbridge in partnership with AceRadio. Working with Wannon Water to install gateway on water tower in Tarrington.

All Public WiFi locations have been installed and are operational. Launch for connectGH set for 20 September. Now working with DPI for installation location of second LoRa Gateway.

OpenDataSoft (ODS) have been selected as the IoT platform that SGSC will use.

Trail of LoRa weather station at Airport has been successful, in the process of procuring and rolling out ATMOS41 weather stations in each township. The data captured from the weather stations will be the first use case for the ODS system.

5 of the 10 weather stations have been received and are currently being configured.

Naeus (Self walking tour) software has been procured and Hamilton Botanic gardens will be the first trail of this solution.

5 weather stations have been installed, awaiting delivery of the remaining 5.

People counting via camera solution has been piloted in Library and providing great data. Solution to be expanded to PAC, HiLAC and outdoor pools.

Work started to plan community capacity building event. Look to hold an Smart Farming and Digital Innovation 1 or 2 day conference in June 2019.

All Weather stations have now been installed. OpenDataSoft IoT platform ready to switch on after briefing with ELT and Council.

People counting solution now operational at all outdoor pools, HiLAC, PAC, and McGuigan Lane.

Planning underway for Smart Lighting/Security in McGuigan Lane.

25/02/19

Quote analysis for Smart Lighting Pilot

Naeus tourist app under development

Innovation week agenda defined, locking in sponsors/speakers

21/03/19

Official Request for Quote process for smart lighting in evaluation phase

Digital Innovation and Smart Agriculture Festival website/booking completed. Chasing sponsors and speakers

Naeus Tourist App in final testing

29/04/19

Smart Lighting hardware on order (16 week lead time)

DISA festival scheduled for week May 20. Ticket sales the priority.

Naeus Tourist App still in final testing phase

27/05/19

DISA festival a huge success

Smart lighting awaiting delivery

Naeus App ready for release

OpenDataSoft released

20/06/19

Smart Light poles to be delivered in August.

30/09/19

Light poles have arrived, installation planned by end of October.


28/10/19

Waiting on confirmation from Works team as to when they can do the installation works. Looking to be November now

26/11/19

4 x Smart Lights installed in McGuigans Laneway, this bring to a close all the requirements from the Federal funding received form Round1 Smart Cities and Suburbs Grant.

Last Updated: 26-Nov-2019

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.3.3.1 Implementation of the Southern Grampians Shire Smart Communities Framework Phase 3 Pilot Projects	Hugh Koch - Manager Economic Development and Tourism	Completed	01-Jul-2019	30-Jun-2020	100.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

Smart lighting has been installed.

Partnership with Meat and Livestock Australia around Lowran Network for shire currently being development.

Awaiting funding details from State Government re: digital fund and opportunity to access. Discussions with several companies re DISA and pilot programs held. Regional Digital Strategy presented to GSC Group.

RDV Regional Digital Infrastructure Fund released and application for Regional approach currently being written.


Additional parking sensors purchased and pilot program for soil moisture props linked to irrigation for ovals currently being implemented.

Digital irrigation project for Melville Oval and Pedrina Park expected to be installed by end of June. Additional parking sensors installed in Gray St. MOU signed with Victoria Police for smart security project.

Last Updated: 22-Jun-2020

## 2.4 Support, encourage and promote a strong, innovative and distinctive tourism sector that grows the visitor economy

### 2.4.3 Develop strategies that not only attract visitors but encourage them to consider living, learning or investing in the Shire

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.4.3.1 In partnership with neighbouring shires develop and implement cooperative population attraction strategies	Hugh Koch - Manager Economic Development and Tourism	In Progress	01-Jul-2019	30-Jun-2020	85.00%	100.00%	 AMBER

**ACTION PROGRESS COMMENTS:**

Through a collaborative approach through Grampians Tourism and the 4 neighboring Council of Ararat, Horsham, Northern Grampians and Southern Grampians, funding has been received from RDV to conduct a population attraction program.

Peppers, a Ballarat Consultancy have been appointed to run the project. Research has now been completed and a draft report expected to be received end of March with recommendations to marketing and communications of a campaign to attract people to live and work in our region.


COVID-19 delayed this project by several months however the draft Marketing Plan is currently being considered by the steering committee. This campaign is expected to be in market by August 2020.

Last Updated: 22-Jun-2020


## 3 Plan for our Built Environment Infrastructure

### 3.1 Plan and provide for sustainable assets and infrastructure

**3.1.1 Progress provision of locally and regionally significant projects**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.1.1.2 Deliver new roof over Cattle yards (Pens 1-100)	Rohit Srivastava - Manager Assets	In Progress	01-Jul-2019	30-Jun-2020	92.00%	100.00%	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b></p> <p>Stage-I building permit has been received and that will allow contractor to build all the columns and complete framework apart from putting actual roof. Exemption to install sprinkler system will be applied to Buildings Appraisal Board (BAB), Melbourne after which roof will be installed.</p> <p>Application for exemption has been lodged with BAB, Melbourne. The outcome is expected by the end of January 2020.</p> <p>Application for exemption of sprinkler system was heard at BAB on 23 Jan'20. The report approving the same is expected by the end of Feb. Contractor will be back on site on 17 Jan to start the Phase-I works in the meantime.</p> <p>Exemption has been received and so now looking for stage 2 building permit to be issued soon and construction to continue and due to finish this FY.</p> <p>31/03/20: BAB exemption have been received and Stage 2 Building Permit is expected by the end of this week, 03 Apr'20. Contractor's progress is not affected.</p> <p>05/05/20: Works are on-going and are expected to be complete by the end of Jun'20.</p> <p>30/06/20: Main section (Area A) is fully complete. Area B &amp; C will be fully complete by the end of Aug'20.</p> <p>Last Updated: 30-Jun-2020</p>							

**3.1.2 Review and adopt Asset Management Plans to align with future service levels and prioritise sustainability**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.1.2.6 Approval of the Building Asset Management Plan	Rohit Srivastava - Manager Assets	In Progress	01-Jul-2019	30-Jun-2020	80.00%	100.00%	 AMBER
<p><b>ACTION PROGRESS COMMENTS:</b></p> <p>Buildings Asset Management Plan is under preparation and will be presented and is expected to be endorsed by the Executive Leadership Team by the end of this Financial Year.</p> <p>A draft AMP has been completed and will be presented to the ELT by the end of Mar'20.</p>							


31 March'20: Presentation is being done for the Draft AMP and will be presented to the ELT in April'20.

05/05/20: Draft AMP, Presentation and one-page State of Health are to be presented to ELT on 12/05/20.

01/07/20: Draft Building AMP has been presented to ELT but the instructions are to wait till the Community Vision Framework project is underway.

Last Updated: 01-Jul-2020

### 3.1.3 Collaborate with State Government and Regional agencies to ensure coordinated provision of regional infrastructure

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.1.3.2 Progress works on Dunkeld Loop Walk Project	Rohit Srivastava - Manager Assets	In Progress	01-Oct-2019	30-Jun-2020	30.00%	100.00%	 RED

#### ACTION PROGRESS COMMENTS:

Agreement has been signed with BBRF and SGSC. Cadastral survey has been ordered for land acquisition process. Informative signs have been received but cannot be installed unless walk way is complete.

There are couple of engineering challenges which need attention and it is expected to be designed by the end of this FY. Straight sections of the walkway is expected to be undertaken by the Depot Team.


Section from the Information Centre to the School have been tendered. The consultant has been engaged to design walkway crossing under the bridge. Works Team have advertised the tender to award the walkway works from the Information centre to the School and the works are expected to start asap.

31/03/20: Options of crossing of the walkway across the Highway are being designed and are expected within Apr'20.

30/06/20: Draft design to cross the bridge has been received. The same will be discussed with VicRoads & CMA or approval before tendering. Depot have done the walkway from the Info Centre till the School.

Last Updated: 01-Jul-2020

### 3.1.4 Develop the Shire's facilities, programs and services to increase usage

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.1.4.1 Increase diversion through Councils Transfer Station service of recyclables at Coleraine and Penshurst Transfer Stations through facility upgrades	StJohn Lees - Manager Works	Deferred	01-Jan-2019	30-Jun-2020	70.00%	100.00%	 AMBER

**ACTION PROGRESS COMMENTS:**

Due to the large number of large projects happening in the waste area there is not capacity in the waste area to deliver this work.

9/7/19 - Action will be carried forward into the 2019/2020 Annual Plan for completion.

Works Manager has been developing a plan for the operations of waste streams at transfer stations to ensure efficient processing of materials brought to site.

17/01/2020 - no update at this time.


05/05/2020 Draft Plant to modify the Coleraine Ramp to allow a public drop off skip for Recycling are progressing

12/02/2020 - no further works have been carried out at Coleraine and Penshurst. At present there is no Supervisor for the Waste team, plans are to have a new Supervisor in place by End of March. Thereafter the Supervisor will address this issue.

31-03--2020 Supervisor now in place and works cleaning up and adjusting site to function better.

Last Updated: 01-Jul-2020

**3.2 Plan, advocate and provide for safe and well maintained transport routes and infrastructure****3.2.1 Lobby State Government and Commercial Enterprises for renewal of priority transport routes and infrastructure**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.2.1.1 Commence the detailed planning and engagement for the development of the Alternate Heavy Vehicle Route through Hamilton.	David Moloney - Director Shire Infrastructure	In Progress	01-Jul-2018	30-Jun-2020	95.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

Initial discussions held with T4V and an action plan is being developed.

Work plan developed and implementation about to begin

Discussion had with T4V and have developed a work plan.

Currently developing a spec for a Network operating plan.

Cox St HV detour is planned to follow the AHVR. this will allow Council to proof the route and see if there are any major issues with the route. The diversion will skew the NOP results so is on hold for the moment until discussions with TfV can be held and a way forward consulted on.

Looking to gather traffic data on the detour once in place.

Cameras being purchased to identify the routes taken by HV to formulate a Network Operating Plan.

9/7/19 - Action will be carried forward into the 2019/2020 Annual Plan for completion.

Price for cameras well over budget looking at other ways to capture data


Had meeting in late December with DoT and discussed potential funding and scope document for the NOP.

Been in contact with the DoT and ARRB around delivery of the NOP but recent events have seemed to put the DoT resources in different directions nDoT and Ccl now working on a proposal for funding to undertake NoP

Grant is being applied for through the DoT and scoping document written with eeh DoT for the work to be undertaken. Will await the outcome of the grant application.

Still awaiting grant outcome

Last Updated: 26-Jun-2020

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.2.1.2 Capture data to develop a Network Operating Plan for Hamilton.	David Moloney - Director Shire Infrastructure	In Progress	01-Jul-2019	30-Jun-2020	85.00%	100.00%	 AMBER

**ACTION PROGRESS COMMENTS:**

Quotes obtained to implement data collection for Network Operating Plan but is over budget. Looking at putting together a contract to undertake works.

Quotes were in excess of budget looking other ways to capture data

Had meeting in late December with DoT and discussed potential funding and scope document for the NOP.

Have been having discussions with ARRB about how they might be able to assist with the NoP through data they already hold.


Specification written for a NoP in conjunction with the DoT. Grant Application going in to secure additional funds to undertake the work.

Application submitted and awaiting funding outcome



Last Updated: 26-Jun-2020

**3.2.2 Continue to advocate for improved freight and public transport services and connections including passenger rail services**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.2.2.1 Feasibility scoping study for Art Gallery building	Amy Knight - Executive Officer, Cultural Arts	Completed	01-Jul-2017	30-Sep-2019	100.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**


Commenced. Funding applications in progress via Regional Development Victoria (RDV) for community engagement. Results expected in May2018 >successful. Briefing was held with Council in March 2018. Anticipated contract engagement in 17/18 financial year. Tender prepared and advertised April2018. Contract awarded to Denton Corker Marshall (DCM). Sight inspections undertaken & final contract sent for signature.

First public workshops held September 2018 & presentation made to Executive Leadership Teams & councillors in September2018; further sites also identified for investigation. Council approved Lake Hamilton site at Dec 2018 meeting.

Geotechnical and detailed survey completed February/March 2019.

Business case work underway. Delivery of business case expected April 2019 (revised). Gallery has provided relevant data, Director Planning and Development authorised revised date for of draft 23 April and final version 22 May, 2019. Council workshop conducted in April 2019. Further workshop scheduled for July, 2019 with final report presented to Council in August 2019. In September, Council endorsed Business Case

Last Updated: 21-Oct-2019


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.2.2.2 Continue to advocate and work with stakeholders on securing sufficient demand to operate inter-modal freight rail services out of Hamilton.	Hugh Koch - Manager Economic Development and Tourism	In Progress	01-Jul-2019	30-Jun-2020	50.00%	100.00%	 RED

**ACTION PROGRESS COMMENTS:**


We continue to advocate for the Hamilton Railway Station and the opportunities this presents to logistic companies and regional enterprises. Recent feedback has indicated the desire for A-Double truck access to the intermodal facility. Splitting of A-Double trucks at another location on the Henty Hwy has been explored, however it was considered cost prohibitive by the logistics provider. The desire for companies to use large trucks is problematic in the current location and reinforces the need for an independent facility located on the Henty Hwy.

We continue to be in contact with the provider.

Last Updated: 08-Jul-2020


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.2.2.3 Continue to advocate to key stakeholders under the western rail project	Andrew Goodsell - Director Planning and Development	Completed	01-Jul-2019	30-Jun-2020	100.00%	100.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Attendance at regular Project Control Group meetings and workshops. This is an ongoing project with a recent commitment from DOT to provide more staff resources to review options and possible scenarios, the next meeting was held in March 2020. A workshop/update was provided to Councillors 25 March 2020.  The next phases of the project will involve community travel diaries being completed and in mid 2020 a DoT presentation to Council on progress. Last Updated: 25-Jun-2020							

### 3.2.3 Provide infrastructure that supports an active community


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.2.3.3 Complete Melville Oval facilities improvements to improve facilities and access requirements to support the use of facilities by user and community groups.	Susannah Milne - Manager Community & Leisure Services	Deferred	01-Oct-2018	30-Jun-2020	25.00%	100.00%	 RED
<b>ACTION PROGRESS COMMENTS:</b> Due to the Melville Oval and CBD Master planning process and failure to obtain a tender within the allocated budget it has been decided through discussions with Council  9/7/19 - Action will be carried forward into the 2019/2020 Annual Plan for completion.  Project deferred until the completion of the CBD and Melville Oval Master Plan Strategy completed.  Funds to be carried forward and used to deliver identified priority.  1 July 2020 - Funds have not been spent and this project has deferred, as the CBD Master Plan has identified significant development works to occur on site which makes the two proposals for the allocated budget superseded.  Last Updated: 01-Jul-2020							

### 3.3 Develop and maintain attractive and vibrant Council owned and managed open spaces and streetscapes

#### 3.3.1 Invigorate and activate public places and spaces

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.3.1.1 Penshurst Botanic Garden Masterplan works	StJohn Lees - Manager Works	Completed	01-Oct-2019	31-Mar-2020	100.00%	100.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Works for entrance bluestone gates completed. Other works scheduled.  17/01/2020 - No update at this time.  31-03-2020 The 3rd corner wall is about to be complete. Toilet upgrade works have been initiated and are expected to be complete by Jun20.  01/07/2020 All planned works have now been completed.  Last Updated: 01-Jul-2020							


### 3.3.2 Develop the CBD of Hamilton and commercial precincts in all towns

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.3.2.3 Landscape Ballarat Rd in Hamilton and develop detailed landscape plan for Coleraine Road/Glenelg Hwy and implement	Hugh Koch - Manager Economic Development and Tourism	In Progress	01-Jul-2019	30-Jun-2020	97.00%	30.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Trees planted in Ballarat RD awaiting final planting in median strip Autumn 2020. To maintain a consistent approach to design (as they completed the Ballarat Rd design), Thomson Hay have provided a suggested approach to tackling Coleraine Rd. This will include dividing the road along the Glenelg Highway (Pope Street / Coleraine Road), as follows: <ul style="list-style-type: none"> <li>• Market Place to and including the Mt Baimbridge Road roundabout (approximate distance 950 metres)</li> <li>• Mt Baimbridge Road roundabout to the Henty Highway intersection (approximate distance 2150 metres)</li> <li>• Henty Highway intersection to the western side of the established Pine tree Avenue (approximate distance 2100 metres).</li> </ul> It is anticipated that a design will be ready early 2020 for Council's consideration. Workshop held with Challis Design and Council regarding Gateway signage in November. Draft concepts to Council in Feb 2020. No feedback to emails sent to Councillor's in February.  Final planting on Ballarat Rd expected to be undertaken in when the trees arrive late June. Order was delayed due to bushfire re vegetation demand in Victoria.							

Coleraine Rd draft design has been received and expected to be presented to ELT in July.

Last Updated: 22-Jun-2020

### 3.3.3 Develop and implement an urban street tree plan to guide town maintenance plans


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.3.3.2 Develop an Urban Street Tree Asset Management Plan	StJohn Lees - Manager Works	Completed	01-Oct-2019	31-Dec-2019	100.00%	100.00%	 GREEN

#### ACTION PROGRESS COMMENTS:

Urban Street Tree AMP has been adopted by Council. Street Tree AMP approved by Council. Data gathering for development of "trees as an asset" now underway by P&G team.

Last Updated: 09-Oct-2019

### 3.3.4 Maintain, promote and celebrate the heritage value of built infrastructure in all towns

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.3.4.2 Finalise Heritage Strategy.	Andrew Goodsell - Director Planning and Development	Completed	01-Jul-2019	30-Sep-2019	100.00%	100.00%	 GREEN


#### ACTION PROGRESS COMMENTS:

Completed. The Heritage Strategy was adopted by Council during the July meeting.

Last Updated: 07-Oct-2019

### 3.4 Encourage and support infrastructure for social inclusion and economic growth

#### 3.4.1 Ensure appropriate social infrastructure is provided to support all families and communities across the Shire including multicultural and indigenous people

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.4.1.1 Prepare community infrastructure framework	Andrew Goodsell - Director Planning and Development	In Progress	01-Jul-2019	30-Jun-2022	20.00%	10.00%	 GREEN

#### ACTION PROGRESS COMMENTS:


Contractor appointed for first phase of community infrastructure framework in Nov2019. First phase involves internal workshops with asset managers and service providers (completed), followed by a discussion paper on key principles and a work programme for remainder of project. Discussion paper was completed in March2020 with other phases to be delivered

subject to tender process.

A workshop was held with key internal staff on 18 March 2020. A briefing was held with ELT in April 2020 and Council briefing in May 2020.

Last Updated: 25-Jun-2020

### 3.4.2 Lead the implementation of the Smart Community Framework and Strategic Roadmap

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.4.2.2 Development of Internal Smart Community Governance Group to help define future direction	Russell Bennett - Manager, Business Systems	In Progress	01-Oct-2019	30-Jun-2020	75.00%	100.00%	 AMBER

#### ACTION PROGRESS COMMENTS:

Call to arms sent out to all staff via Exchange. Have received interest from Mary I, Kylie M, Amy K and Jason M. Will send one final call out before calling first meeting.

19/12/19

First meeting scheduled in January for Internal Smart Community Group

31/03/2020

Budget bid in for FY20/21 to action some actions from Group.

27/04/2020


No further update on this action, requires successful budget bid to continue progress.

26/05/2020

No further update on this action, requires successful budget bid to continue progress

Last Updated: 26-May-2020

### 3.4.3 Ensure Council's planning and building processes support infrastructure that is inclusive, accessible and equitable

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.4.3.1 Finalise Planning Scheme Review	Andrew Goodsell - Director Planning and Development	Completed	01-Jul-2018	30-Jun-2020	100.00%	100.00%	 GREEN

#### ACTION PROGRESS COMMENTS:


Completed. Council received a letter from the Minister acknowledging the completion of the review.

Last Updated: 07-Oct-2019

## 4 Promote our Natural Environment

### 4.1 Promote and support improved biodiversity and the health of waterways, wetlands, soil and air

#### 4.1.1 Promote and support natural resource management and community based initiatives


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
4.1.1.1 Prepare a scoping paper for NRM Strategy	Andrew Goodsell - Director Planning and Development	In Progress	01-Oct-2019	30-Sep-2020	91.00%	100.00%	 GREEN

#### ACTION PROGRESS COMMENTS:

Due to the restructure that has occurred within the biodiversity unit and the prioritisation of the service review, the NRM strategy project brief has been deferred. Completion of brief now scheduled for end September 2020.

Last Updated: 25-Jun-2020

#### 4.1.2 Advocate to and collaborate with State Government Departments and other agencies on managing natural assets


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
4.1.2.3 Develop a partnership agreement with GHCMA and Wannon Water	Andrew Goodsell - Director Planning and Development	In Progress	01-Jul-2019	30-Jun-2021	89.00%	100.00%	 AMBER

#### ACTION PROGRESS COMMENTS:

An agreement has been drafted. The Biodiversity officer is working with GHCMA to finalise the document. Awaiting feedback from agencies.

Last Updated: 25-Jun-2020

#### 4.1.3 Work with and support waterway managers to improve water management strategies to support development and ensure the protection of waterways from adverse environmental impacts


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
4.1.3.3 Undertake national tree day event at the Grangeburn with GHCMA, Wannon water and Toyota	Andrew Goodsell - Director Planning and Development	Completed	01-Jul-2019	30-Sep-2019	100.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

The national tree day was successful held with over 200 people attending the event .

Last Updated: 07-Oct-2019

**4.1.4 Reduce Council's carbon and ecological footprint**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
4.1.4.1 Complete capping works at Elijah Street Landfill Site and implement collected gas treatment system to effectively treat gas emissions	David Moloney - Director Shire Infrastructure	Deferred	01-Jul-2018	30-Jun-2020	75.00%	100.00%	 AMBER

**ACTION PROGRESS COMMENTS:**

Capping stage 3-4 still underway but impacted by wet weather. Final filling of landfill to be completed in the next few months with capping of Stage5-6 can then commence. The project has completed the tender process for stages 5 and 6, however the tender for stage 5 and 6 has not signed the contract. They have indicated that they won't be signing up. Cap has been redesigned and fill likely to be obtained from Wannon Water works from next to site. Works require EPA sign off and works are planned to start after this date so project unlikely to be delivered this Financial Year.

Stage 3 & 4 capping complete with temporary gas treatment works in place. Stage5 & 6 design amended and seeking approval from EPA prior to re-tendering. Works are anticipated to be complete in the current FY (2019/2020)

9/7/19 - Action will be carried forward into the 2019/2020 Annual Plan for completion.

Design of Capping 5&6 to include FIDO cap.

In the new year will put together a haul contract for the capping to come across from Wannon Water site.


This project is now unlikely to be completed by June 30 and will need to be deferred to NFY.

Have appointed a PM from the Assets team to deliver the works next FY

Assets are in discussion with the EPA over the capping design

Last Updated: 26-Jun-2020

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
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4.1.4.2 Install 50KW solar panels on HRLX roof	Rohit Srivastava - Manager Assets	Completed	01-Apr-2020	30-Jun-2020	100.00%	100.00%	 GREEN
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**ACTION PROGRESS COMMENTS:**


Contract have been awarded and the works is expected to start soon.

Quotes have been received and the works are expected to be done within the current financial year.

31/03/20: Contract has been awarded and the works are expected to start early April'20.

05/05/20: The works are complete.

Last Updated: 05-May-2020

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
4.1.4.3 Review of 2010 - 2020 Sustainability Strategy	StJohn Lees - Manager Works	Completed	01-Jul-2019	31-Mar-2020	100.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

10 year progress review underway.

The existing 2010-2020 Sustainability Strategy has been reviewed, and will be closed out.

A new Sustainability Strategy is under preparation.


The review of the 2010-2020 Sustainability Strategy has been presented to Council and accepted. This actions is now complete.

Last Updated: 05-May-2020


**4.2 Balance environmental protection with Council's support for growth****4.2.1 Improve community understanding of land management issues**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
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4.2.1.3 Participate in the organisation of the Cavendish red gum festival and use social media to promote different land management issues	Andrew Goodsell - Director Planning and Development	Completed	01-Jul-2019	30-Jun-2020	100.00%	100.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Due to Covid -19 pandemic, festival cancelled. Last Updated: 25-Jun-2020							

#### 4.2.2 Ensure land use planning balances growth with appropriate levels of environmental stewardship

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
4.2.2.1 Review and update Council's Domestic Wastewater Management Plan prior to June 2020	Andrew Goodsell - Director Planning and Development	Completed	01-Jul-2018	30-Jun-2020	100.00%	100.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> The draft Plan was presented to Council in December for final adoption. Last Updated: 31-Dec-2019							

#### 4.3 Promote and provide sustainable waste management services


##### 4.3.3 Examine ways to maximise re-use of waste as a resource

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
4.3.3.1 Undertake report with options to maximise re-use of waste	StJohn Lees - Manager Works	Not Started	01-Jan-2020	30-Jun-2020	100.00%	100.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Initial planning for the various waste streams has been carried out. In all there are 23 streams. 20 of the streams have a sufficient strategy already in place, 2 are under review, and 1 is awaiting confirmation of approach. Green Waste Disposal and Construction Spoil volumetrically are the biggest challenge.  31-03-2020 Solutions have been found for both Green Waste and Construction Spoil. Green Waste to be mulched and used in 5-6 Capping. Construction Spoil not to be accepted after 1st July. Existing clean fill construction spoil to be used to backfill pit that was used for 3-4 capping clay extraction. Last Updated: 01-Jul-2020							

#### 5 Provide Governance and Leadership

## 5.1 Provide transparent and responsible governance

### 5.1.1 Strengthen the governance role of Councillors by informing, resourcing, skilling and supporting their role

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.1.1.1 Development of the framework and process for the new Council Plan	Darren Barber - Manager Organisational Development	Completed	01-Oct-2019	30-Jun-2020	100.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**


29/10/19 A review of the 2016 process has been completed. Improvements have been identified and a meeting with the CEO held on October 20, 2019 to discuss the framework and decide on an action plan for the remainder of 2019 and early 2020.

3/1/20 A meeting between Community Liaison and Governance has occurred and a draft framework agreed. Key facilitators have been booked to assist in the development of the plan. Key internal and external dates have been entered into the corporate calendar.

2/4/20 No further actions have been completed since the last report.

25/6/20 A framework and process has been developed and presented to ELT for approval.

Last Updated: 25-Jun-2020

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.1.1.2 Review, education and implementation of the new Local Government Act	Darren Barber - Manager Organisational Development	Completed	01-Oct-2019	30-Jun-2020	100.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**


3/1/20 An ongoing review of the progress of the local government bill has been completed over the last 3 months. An education program will be commenced when the bill is legislated.

2/4/20 The bill was passed through parliament and given royal assent in late March 2020. New implementation dates have been released due to the COVID-19 pandemic. A process of education and implementation will now be developed over the next 6 weeks taking into account the new directions from the department.

25/6/20 The implementation plan has been developed and the changes due by September 1 presented to briefing. Education of staff and council will continue into the 20/21 financial year.

Last Updated: 25-Jun-2020

### 5.1.2 Ensure responsible, effective and efficient use of Council resources

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.1.2.2 Investigate and establish risk management framework.	Darren Barber - Manager Organisational Development	Completed	01-Jul-2018	30-Apr-2020	100.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

The December Risk Audit will identify the optimal framework for implementation in the first half of 2019.

A scoping process is currently underway to establish the LGA 's with industry leading Risk Management Frameworks to investigate and replicate.

22/3/19 The RSD Risk Audit received in late January 2019 included recommendations on Risk Management Frameworks. These recommendations are scheduled for approval at the April Audit and Risk meeting. This action will be completed as part of the Risk Audit implementation process through the Audit and Risk committee. This action is behind schedule due to delays in the RSD Audit report.

28/6/19 Further delays in the RSD Audit report has resulted in the report being presented at the July 9, 2019 Audit and Risk Committee. In the interim, research and development of a suitable risk management framework and system has been completed in readiness to present alternative models to Executive Leadership Team in August 2019.

9/7/19 - Action will be carried forward into the 2019/2020 Annual Plan for completion.


7/10/19 - The framework has been separated from the policy as per the recommendation in the Risk Management Audit. A new framework is in draft form ready for review and submission to the Risk and Audit committee.

NOTE: the end date of this action has been extended to April 30, 2020. The start was delayed due to the Risk Management Audit being introduced earlier than originally scheduled.

29/10/19 The framework will be presented to the November 2019 Audit and Risk Committee for review and endorsement.

3/1/20 The framework has now been established and presented to ARC.

Last Updated: 03-Jan-2020

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.1.2.4 Finalisation of the Policy framework and review of all required policies	Darren Barber - Manager Organisational Development	Completed	01-Jul-2019	30-Jun-2020	100.00%	100.00%	

**ACTION PROGRESS COMMENTS:**

Policy Development, Review and Approval Guidelines approved and published on intranet for staff to use.

Final Policy Listing has been approved by Executive Leadership Team, operational policies in the process of being reviewed for rescinding by the Staff Consultative Committee.


3/1/20 The finalised policy listing is now being implemented with a schedule of policy renewal over the next 12 months determined and communicated with SLT

Review of all remaining policies will commence within the next month.

29/10/19 The policy framework is complete. A review of all policies has been conducted and a recommendation on rescinded policies sent to both ELT and the Staff Consultative Committee for endorsement. The Council policies will be presented to Council in December 2019. A 12 month schedule has been developed to review all required policies.

2/4/20 The council policies have been presented to council and resolved. Organisational policies have been distributed organisation wide and are being reviewed and approved in accordance with the framework.

Last Updated: 02-Apr-2020

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.1.2.5 Improve Council's procedures and information in relation to Protected Disclosures including educating staff	Darren Barber - Manager Organisational Development	Completed	01-Jul-2019	30-Jun-2020	100.00%	100.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Protected Disclosure Procedures approved by Executive Leadership Team and published on the internet.  The procedures and training material has been circulated via the Litmos system to all staff, with a mandatory completion date set for 30 November 2019, to ensure all staff have an understanding of Protected Disclosures.  Last Updated: 29-Oct-2019							

## 5.2 Effective advocacy

### 5.2.2 Further develop sound working relationships with external partners and stakeholders at a local, regional, national and international level

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.2.2.1 Establish Foundation to support funding of new Gallery	Amy Knight - Executive Officer, Cultural Arts	Completed	01-Jul-2017	27-Dec-2019	100.00%	100.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Commenced. Initial legal advice on this project received. Briefing to Council in March 2017. Consultation with potential members held. Also presented update of Foundation at March 2018 Council meeting. Prepared report on proposed members for Council and distributed this to Director, Shire Futures, on April 2018. Draft report scheduled for ELT in July and Council in August, 2019 (concurrent with Business Case for new Hamilton Gallery). New action for 2019/20 Last Updated: 30-Sep-2019							
ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.2.2.3 Establish a dedicated building fund (Gallery Foundation) and investigate the most appropriate structure for a Gallery Foundation	Amy Knight - Executive Officer, Cultural Arts	Completed	01-Jul-2019	30-Jun-2020	100.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**


Council briefing in September 2019 including workshop with lawyer on various options. Report for resolution has been prepared and scheduled for Council decision in October. Now scheduled for February to allow proposal for Foundation Directors to be put forward.

In discussions occurring late 2019, early 2020, advice was given that Council pursue a Skills Based Board (SBB) rather than Foundation  
In March, Council was briefed on this change with a further briefing due to be provided on the constitution and charter for the SBB. An MoU between Council and the SBB is also discussed.

At the May 2020 Council meeting, it was resolved to establish the skills-based Board, and relevant documents and initial directors were endorsed.  
ASIC application has been submitted by Herbert Smith Freehills who are managing the remaining establishment requirements.

Last Updated: 25-Jun-2020

**5.3 Create an environment that supports committed and skilled staff****5.3.2 Plan for and develop future skills required to deliver our services, projects and programs**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.3.2.5 Implement engineering scholarship scheme	Darren Barber - Manager Organisational Development	Completed	01-Oct-2019	30-Jun-2020	100.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

29/10/19 The scholarship program has been designed and sent to the market. Evaluation of the applications has commenced and the selection of a suitable candidate against the criteria will be completed by December 30, 2019

3/1/20 Ongoing recruitment for this program is in progress.


2/4/20 We have revised the recruitment program over the last quarter and increased the scope for cadets geographically to try and increase the application rate.

25/6/20 The scholarship program has been implemented as per the action. We are continuing to look for a suitable applicant to join council.

Last Updated: 25-Jun-2020

**5.4 Deliver efficient and customer focused services****5.4.1 Maximise utilisation of digital solutions in service delivery**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
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5.4.1.1 Implement e-Services solution to allow online transactions with council	Russell Bennett - Manager, Business Systems	Completed	01-Jul-2018	30-Jun-2020	100.00%	100.00%	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b></p> <p>First step in moving to e-Services is ensuring that our Name and Address (NAR) data is accurate and clean. Subgroup of the Authority user group has been established to run the NAR clean up project.</p> <p>NAR Analysis work booked in for February which will provide a review of the current state of the NAR&lt; what is required to clean and steps to ensure moving forward the NAR remains clean.</p> <p>NAR Analysis completed and report with recommendation received. Working with internal Civica User group to define next steps.</p> <p>Working with vendor to organise NAR training for identified NAR owners.</p> <p>NAR training locked in for first week in June 2018</p> <p>NAR training completed with key SME for the NAR. Weekly audit reports and followup with staff to ensure NAR changes are following correct standards.</p> <p>Now waiting on Civica to release next version (7.1) as that is the next hurdle we need to clear before we turn on e-services functionality.</p> <p>Received advice from Civica that release 7.1 is now available. Discussion with Finance has indicated that Oct/Nov 19 is a good time to upgrade.</p> <p>25/02/19 Waiting on upgrade proposal from Civica</p> <p>21/03/19 Quote received from Civica for 7.1 upgrade. Working through to ensure quote is correct before raising PO.</p> <p>29/04/19 Awaiting outcome of RCTP funding before any further significant investment into Civica</p> <p>14/01/20 - RCTP funding not achieved. Functionality will be included as part of Civica replacement project</p> <p>31/03/2020 - With COVID-19 implications to customer service work has been fast tracked to offer online transactions with existing software/capabilities. Pool Registrations and Infringements payments are live. Animal Registration process hopefully live in next week.</p>							

27/04/2020 - Animal registrations online solution is live on the website. Working with customer services and other areas of the business to work through next level of priorities for online transactions.

26/05/2020 - Better approvals process has progressed well and first iteration will be put online in the next couple of weeks.

07/07/2020 - COVID has prompted a number of online transactions to be made available online. A full e-Services solution will be looked at as part of the core system replacement roadmap and will be subject to business case approval and budget allocation.

Last Updated: 07-Jul-2020

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.4.1.4 Review Corporate Application solution	Russell Bennett - Manager, Business Systems	Completed	01-Oct-2019	31-Mar-2020	100.00%	100.00%	

**ACTION PROGRESS COMMENTS:**

Presentation to ELT regarding plan to create a Digital Transformation team which one focus will be a review of the Corporate Application Solution. Next step to formalise plan / costs to move forward.

28/10/19

Digital Transformation team pilot approved by ELT, James to start in Lead role as of 28/10/19, Damien to move across once secondment opportunities have been filled. Had presentations from both Symphony3 and DataCom on possible alternatives.

26/11/19

Mel B secondment has started part time. Records secondment interviews where on 25/11. Once both secondment rolls have started and handover complete focus for Damien can move to this action.

19/12/19

Damien to start in DT team after Christmas. Tour of 3 councils scheduled for first week in Feb to learn from others experience.

31/03/2020

Business Case has been submitted for a 3 year project to transition away from Civica

27/04/2020

Strategy work underway, meeting with Saleforce determined that solution is too costly for SGSC and the benefits we will bring.


26/05/2020

Have met with Council Wise twice over this period to get a good understanding of their product. Roadmap looking to be finalised by end of FY

1/7/2020

Presenting to ELT 14/7/2020 to outline roadmap

Last Updated: 01-Jul-2020

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.4.1.5 Enhance electronic data capture in the field for Road Maintenance work crews / Roll out paperless road maintenance data capture process to other two sectors	Russell Bennett - Manager, Business Systems	Completed	01-Jul-2019	31-Dec-2019	100.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

Process work has been completed.

IT software solution has been selected that complements process and integrates with existing systems.

Working with the Assets and Works team to fix a number of data anomalies in Conquest before pilot of new process can commence.

Require to re-engage Assets and Works team on this project as it has stagnated.

25/02/19

Re-engagement with Work/Assets team commence, plan in place to work towards pilot

21/03/19

Data clean-up underway and configuration of Konect in progress. Working towards pilot mid year.

29/04/19

Demonstration of Konect with key stakeholders was successful, some further config required before pilot with Central Works team

27/05/19

Pilot underway

20/06/19

Testing of Konect still underway in Central area

30/09/19

Testing still underway, positive feedback thus far.




19/12/19

Still testing and improving solution based on feedback.

31/03/2020

The IT solution is completed and is operational in areas that have been trained. Central and areas around Balmoral are using. Toby/Works now managing further rollout. Roads and footpath solution completed. Will be ongoing refinements as usage increases and new requirements come through.

Last Updated: 31-Mar-2020

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.4.1.6 Provide connectivity to all Depot locations	Russell Bennett - Manager, Business Systems	Completed	01-Oct-2019	30-Jun-2020	100.00%	100.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

19/12/19

Networking equipment and PC has been purchased and configured for Coleraine Depot. Physically installation to occur in Jan. If Coleraine setup meets all objectives same roll-out will occur for the rest of the Depots.

31/03/2020

Coleraine and Hamilton depots completed. Hardware purchased and received for Penshurst / Dunkeld / Balmoral. Needs to be configured and rolled out over the next month.

26/05/2020


All depots are now connected with SGSC corp network with devices enabling them to access intranet/email/MS Teams/Litmos/Ellumina and more.

27/04/2020

Coleraine, Hamilton, Penshurst and Dunkeld all completed. Working with StJohn about best solution for Balmoral.

Last Updated: 26-May-2020

**5.4.2 Ongoing review of service delivery to maximise efficiency and improve outcomes**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.4.2.2 Continuation of the service review calendar	Evelyn Arnold - Director Community & Corporate Services	In Progress	01-Jul-2019	30-Jun-2020	75.00%	100.00%	 AMBER


**ACTION PROGRESS COMMENTS:**

Service reviews are scheduled and to date Council has been briefed on a number of services including Material Child Health, the Performing Arts Centre and School Crossing Supervisors (as part of Local Laws). Other reviews are progressing and will be presented to Council when any key decision making points are identified. As this process evolves ELT has identified that a different levels of detail and analysis maybe required to get the best results form the reviews. As such the Service Review framework is being assessed and broadened to look more at Service Planning and how best to resource the process.

This process is an on going one. The Directors are currently reviewing the approach in relation to new information about asset management and strategic trends. -

Last Updated: 22-Jun-2020

**5.4.3 Be recognised as an organisation that provides excellent customer service**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.4.3.1 Review Customer Request Management (CRM) process to ensure all customer requests are captured.	Lachy Patterson - Manager Community Relations	Completed	01-Apr-2019	31-Dec-2019	100.00%	0.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

Review of phone system currently underway, looking at more efficient ways of recording traffic and allowing better recording of customer feedback. This has been considered as part of the Customer Service internal audit completed in late 2018 and further recommendations will be implemented.

Customer Service and Complaints Internal Audit has clearly identified this as a high priority recommendation and work has begun on improving this process and ensuring a 'closing of the loop' occurs.

Further work has continued on this process across the entire organisation. The advances made with reporting through Power BI will improve the accuracy of this data and provide methods for escalation of CRMs to relevant Managers etc.

This project is well on track with the next phase being rolled out last week. Training will be undertaken with Customer Service staff to ensure new processes can be adequately trialled in first half of 2020.

New processes have been working well and happy to say this is now complete. This is continuing to work well.

Last Updated: 01-Jul-2020