

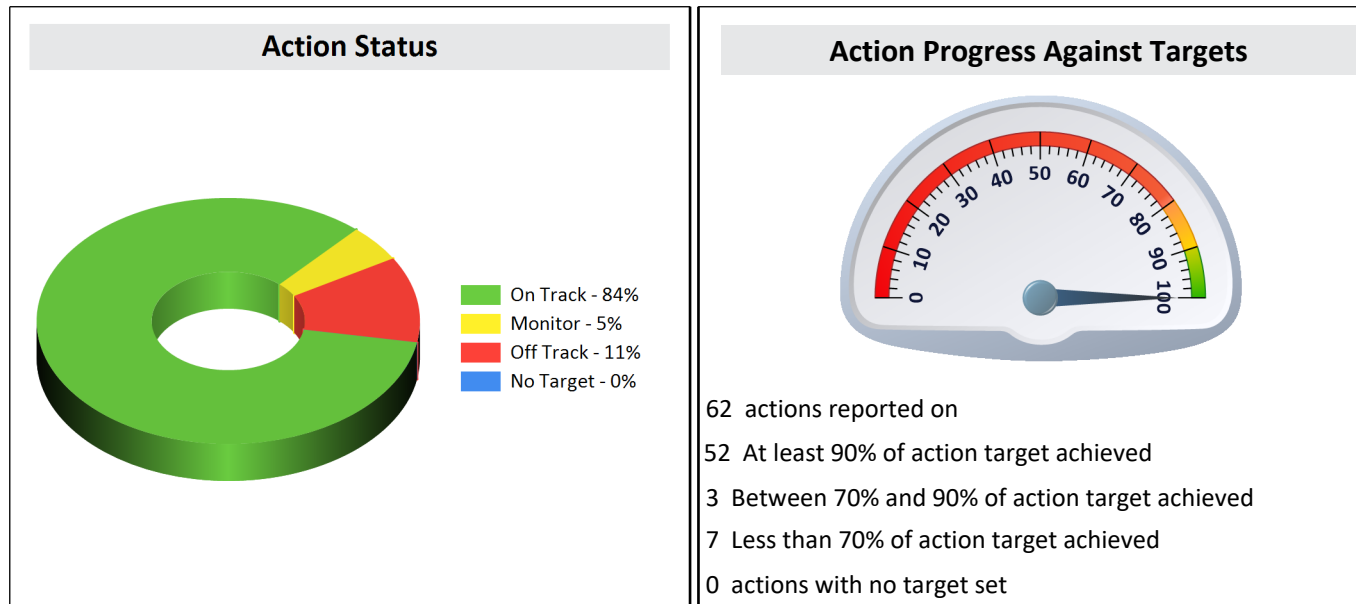
# Action and Task Progress Report

Southern Grampians Shire Council



*Print Date: 04-May-2022*

## 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 connected community

##### 1.1.1 Facilitate opportunities for people to participate in community life, through volunteering, civic leadership, social programs, to enable inclusion, social connection and wellbeing

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.1.1.1 Develop a volunteer register to ensure Council has oversight of its volunteers and to ensure they are supported.	Tahlia Homes - Acting Manager Organisational Development	In Progress	01-Mar-2022	30-Jun-2022	45.00%	25.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> 2 May 2021: Per feedback, approach to WWC checks for volunteers will be aligned with RSD Internal Audit recommendations. Register to include Volunteer roles that require WWC check and document reasons for roles that do not require the check. 27 April 2022: HR Casual has commenced this work and is liaising with relevant Council staff 21 March 2022: HR casual staff member to commence volunteer work early April 2022 8 February 2022: Child safety standards audit recommended HR oversight of Volunteer onboarding and overall volunteer management. Volunteer register is being created. Volunteer onboarding procedure to be developed by 31 August 2022, and Working With Children's Checks will be a requirement for all volunteers (free for volunteers, to be administered by HR). January 2022: Child safety standards audit completed in Dec 2021 awaiting report to be circulated to ARC and ELT. Last Updated: 02-May-2022							

##### 1.1.3 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 %
--------	--------------------	--------	------------	----------	------------	--------	-------------

1.1.3.1 Continue the commitment to livestream Council Meetings on a monthly basis.	Alison Quade - Acting Manager Community Relations	In Progress	01-Feb-2022	30-Jun-2022	75.00%	75.00%	 GREEN
--	--	-------------	-------------	-------------	--------	--------	--

**ACTION PROGRESS COMMENTS:**


UPDATE: 31/03/2022

All Council Meetings to date in 2022 have been livestreamed and we have implemented a new technology to improve the professional look and feel of the presentation. New cameras are being installed into the Council chamber to enhance this even further.

UPDATE:13/01/2022

All Council meetings for 2021 were livestreamed.

Last Updated: 31-Mar-2022

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.1.3.2 Review effectiveness of listening posts and outer township meetings	Alison Quade - Acting Manager Community Relations	Completed	01-Feb-2022	30-Jun-2022	100.00%	75.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

UPDATE 31/03/2022


We have had discussions with CEO and Council about the best way to engage with outer townships going forward for this year. While no outer township Council meetings will be held, we have a schedule of community engagement meetings booked commencing in May. These will have a slightly different look and feel for each community but will have a shared Community/Council agenda. We will undertake to review this engagement approach again for 2023.

UPDATE: 13/01/22

COVID-19 prevented us from undertaking the majority of our 'listening post' style engagement sessions and outer township meetings in 2021. We are exploring new ways to engage the community virtually going forward and discussing how we best meet the needs of the outer townships. No meetings have been planned for outer townships for 2022.

Last Updated: 31-Mar-2022

**1.1.4 Ensure communication and engagement methods use inclusive practices and processes**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.1.4.1 Review of Community Engagement Policy	Alison Quade - Acting Manager Community Relations	In Progress	04-Jan-2022	30-Jun-2022	25.00%	25.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

UPDATE: 31/03/2022

Review of document has commenced. We are giving further consideration to youth engagement as part of the review and will collaborate with Connect Youth project and youth services to ensure this is done effectively. We will also strengthen the engagement methods with outer townships within the document.


UPDATE: 13/01/22

This review will commence in February 2022.

Last Updated: 31-Mar-2022

## 1.2 Support and promote a healthy community

### 1.2.1 Provide and advocate for accessible, inclusive and equitable Council services, facilities, activities and participation practices

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.2.1.1 Council will undertake Gender Impact Assessments when reviewing and developing Council Services to ensure gender equality and inclusivity.	Tahlia Homes - Acting Manager Organisational Development	In Progress	04-Jan-2022	30-Jun-2022	75.00%	75.00%	 GREEN

#### ACTION PROGRESS COMMENTS:

30 March 2022: RMIT full course is available for staff to participate in, and can apply for government funding to cover the cost. To be communicated to Staff Consultative Committee and through the Exchange as a training opportunity.

21 March 2022: Met with RMIT early March to discuss their accredited Gender Equality training course.


8 February 2022: Gender Equality will be a recurring agenda item for Staff Consultative Committee with a view that the committee will act as Gender Impact Assessment champions within the organisation.

January 2022: GIA eligibility and requirements listed in policy template and other council documents.

All matters with a significant public impact now require GIA.

Training conducted with managers and some coordinators on how to complete a GIA in December 2021.

Last Updated: 31-Mar-2022

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.2.1.1 Arts and Culture Strategy adopted for implementation.	Amy Knight - Manager Cultural Arts	In Progress	01-Jul-2021	30-Jun-2022	60.00%	80.00%	 AMBER


#### ACTION PROGRESS COMMENTS:

Cultural Development Network engaged.

Draft strategy finalised.

Internal and external engagement, including small towns, to be undertaken including release of survey

Last Updated: 31-Mar-2022

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.2.1.5 Ensure all new and renewal of Council recreational facilities include universal design principles that support accessible, inclusive and equitable.	Susannah Milne - Manager Community & Leisure Services	In Progress	01-Jul-2021	30-Jun-2022	80.00%	75.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

To date Universal principles have been applied to the following projects:-

Pedrina Park Inclusive Sports Hub

Pedrina Park Netball Court Replacement

Melville Oval - change rooms, social space, netball courts and playground design

Lake Hamilton Amenities Upgrade


Hamilton Botanic Gardens Children's Garden and Community Precinct

The following upcoming project will also be subject to these design principles:-

Pedrina Park Playground replacement

Last Updated: 29-Mar-2022

**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 %
1.2.2.1 Facilitate and promote active and participation recreation activities that promote increase in physical participation.	Susannah Milne - Manager Community & Leisure Services	In Progress	01-Jul-2021	30-Jun-2022	50.00%	75.00%	 RED

**ACTION PROGRESS COMMENTS:**


The recreation team are continuing to review provide support and encouragement to ensure the SG is an active and healthy community. These actions include, meeting with user groups and facilitating groups to increase participation.

HILAC has been conducting a number of promotional activities around the launch of the new gym equipment and Les Mills virtual classes including a come try weekend.

Significant planning has commenced with the Recreation team around the 'This girl can' activities to increase participation at all ages within the female cohort.

Last Updated: 29-Mar-2022

### 1.2.3 Partner with community services and agencies to plan for the outcomes outlined in the Public Health and Wellbeing Plan


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.2.3.1 Facilitate and publish an annual action plan for the Southern Grampians Community Public Health and Wellbeing Plan.	Susannah Milne - Manager Community & Leisure Services	In Progress	01-Nov-2021	30-Jun-2022	60.00%	100.00%	 RED

#### ACTION PROGRESS COMMENTS:

The Health and Wellbeing Plan has been adopted and published. The progress against the actions will regularly reported to Council and the Community -

Progress has been impacted by Covid and resource limitations in the Recreation Area

Last Updated: 29-Mar-2022

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.2.3.2 Review annual action plan and report to Council, community, partners and State Government.	Susannah Milne - Manager Community & Leisure Services	In Progress	01-Jan-2022	30-Jun-2022	60.00%	0.00%	 GREEN


#### ACTION PROGRESS COMMENTS:

The actions from the Health and Wellbeing Plan require partnerships with state and community groups. The progress on these actions will be reported back to Council.

Last Updated: 08-Feb-2022

### 1.3 Grow a diverse and inclusive community

#### 1.3.2 Encourage, support and celebrate a diverse, multicultural community, including celebrating, recognising and respecting our cultural heritage and engaging our Indigenous communities

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.3.2.1 Delivery of diverse performances/exhibitions across multiple disciplines and targeted demographics.	Amy Knight - Manager Cultural Arts	In Progress	01-Jul-2021	30-Jun-2022	75.00%	75.00%	 GREEN

**ACTION PROGRESS COMMENTS:**


Exhibition / performance schedules developed and currently being delivered.

Audience sentiment and attendance rates reflect national data with many hesitant to return to live events.

Working with key data and following industry advice and guidance to deliver programs to reduced audiences.

Last Updated: 31-Mar-2022

**1.3.4 Provide, promote and support appropriate and accessible services, facilities and activities for younger residents**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.3.4.1 Delivery of diverse workshops, activities and communications across multiple disciplines and targeted demographics through the Connectyouth project.	Susannah Milne - Manager Community & Leisure Services	In Progress	01-Jul-2021	30-Jun-2022	75.00%	75.00%	 GREEN

**ACTION PROGRESS COMMENTS:**


To date the following workshops and activities have been conducted within the Connectyouth project portfolio:-

- 2 GMB engagement workshops with youth and youth practitioners around the identifying what impacts health and wellbeing of Southern Grampians Youth, with a third workshop being planned before the end of May which will identify opportunities for Council and partners to improve health.
- Supporting the formation of LGBTQ youth group and sourcing training for staff and stakeholders.
- Co-design with Kids approach to the Pedrina Park Playground replacement - engaging children who use Pedrina Park facilities across netball, Auskick and Soccer to develop playground concept for the replacement of the playground.
- Formation of an internal working group to review Southern Grampians Youth Policy with Community Relations
- Development of networks with Youth and Younger People service providers and stakeholders.
- Facilitating and working with the Stephanie Alexander's Healthy Kids Advisor Program - which aims to improve primary school and communities understanding and ability to improve healthy food options.


Last Updated: 29-Mar-2022

**1.4 A safe community****1.4.1 Collaborate with law enforcement authorities and other agencies to support community safety and crime prevention**




ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.4.1.1 Phase 2 CCTV in Public Places with VicPol implementation	Russell Bennett - Manager, Business Systems	In Progress	01-Aug-2021	30-Jun-2022	50.00%	75.00%	 RED
<b>ACTION PROGRESS COMMENTS:</b> Update 05-01-22 Feedback received from VicPol regarding areas of benefit for CCTV expansion. Currently scoping and designing solution.  Update 07-03-22 Awaiting installation quote from contractor. Creating ELT approval for new CCTV in public spaces. Community consultation underway. Last Updated: 07-Mar-2022							

#### 1.4.2 Demonstrate leadership in gender equality, cultural diversity and inclusiveness for all

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.4.2.1 Development of a Gender Equity Plan distributed across the organisation	Tahlia Homes - Acting Manager Organisational Development	Completed	01-Sep-2021	31-Mar-2022	100.00%	100.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> 30 March 2022: Design finalised. Gender Equality Action Plan submitted to the Commission on time. Document link circulated to ELT, SLT, Staff Consultative Committee. Document link to be included in the Exchange to enable all staff to view. 21 March 2022: Report design being finalised with graphic designer (Comms Dept liaising), to be circulated to ELT for design approval and then to be submitted to the Gender Equality Commission. 8 February 2022: Finalised plan signed off by CEO. Document to be send to graphic designers and final document will be submitted to the Commission for Gender Equality by March deadline. January 2022: Draft plan circulated to all staff and councillors. Feedback sessions hosted by CEO were held in December. Feedback incorporated into draft plan. Draft plan on ELT agenda 18 January 2022 for finalisation. Last Updated: 30-Mar-2022							

#### 1.4.3 Collaborate with the community to promote a child safe and friendly environment


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
--------	--------------------	--------	------------	----------	------------	--------	-------------

1.4.3.1 Engage Commission of Children and Young people to hold community sessions and advertise these workshops via local sporting associations and the like.	Tahlia Homes - Acting Manager Organisational Development	In Progress	01-Mar-2022	30-Jun-2022	60.00%	50.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> 30 March 2022: Any available webinars and learning opportunities that are available through Commission will be communicated in the Exchange L&D section. Purchase of dedicated Victorian Local Government Child safety standards learning module, supported by LG Pro, which will be available through Learning Management System (Scout Learning) by the end of April 2022. 21 March 2022: Commission does not provide individualised corporate training however many resources available and webinars on their website. MOD and Governance Coordinator to discuss training options and desired outcome. New Child Safe Standards to be implemented in July 2022. 8 February 2022: Have contact the Commission for individualised training options. We are transitioning to a new Learning Management System, Scout Learning. Child Safety training packages are available through Scout so will be investigated as a second option. January 2022: Awaiting outcome of Child Safe Standards Audit Last Updated: 31-Mar-2022							


## 2 Grow our Regional Economy

### 2.1 Drive economic growth

#### 2.1.1 Research and implement economic initiatives that support new and existing businesses to establish and invest in the region

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.1.1.1 Develop the Business Greater Hamilton website with information and data to support business enquiries	Hugh Koch - Manager Economic Development and Tourism	In Progress	01-Oct-2021	30-Jun-2023	81.00%	30.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> The website now includes a business and community directory and has had the digital architecture changed to allow for new investment and population attraction enquiries. New content is currently being created. New live pages came on line in MARCH. Content shoot scheduled for June for investment attraction Last Updated: 04-Apr-2022							

#### 2.1.2 Advocate for long-term population growth, a skilled labour force and support emerging growth sectors

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.1.2.1 Continue to support the Live the Grampians Way marketing campaign and monitor the response from potential relocates.	Hugh Koch - Manager Economic Development and Tourism	In Progress	01-Jul-2021	30-Jun-2022	92.00%	75.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

Live Grampians Way program to attract population to our region was to conclude in December 2021.

Key summary stats for the 12 month period Jan to December.

- Total Visitors to the Campaign Website - 55,000 - 99% from paid Digital Advertising
- Total Visitors to the Grampians Jobs website - 5,700
- 152 people clicked on the "Apply Now" button since June 2021.
- 1,222 people registered their interest in moving to the Grampians region, via the Shift Regional platform, since the campaign launch in Dec 2020.


RDV have expressed interest in supporting campaign for another 12 months. Details currently being worked through with partner councils.

For Southern Grampians SHire in the Oct - Dec Quarter 156 Recipients received an individualised email from us in which 86 Opened and 25 Clicked. The email was opened 217 times.

RDV have confirmed support for continuation of campaign until end of year Jun 23 however no further data is available for March quarter

Last Updated: 04-Apr-2022

**2.1.3 Support opportunities for intensification, diversification and value adding within the agricultural and primary industries sector**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.1.3.1 Maintain membership of Ausveg and attend Hortconnect 2022	Hugh Koch - Manager Economic Development and Tourism	In Progress	01-Jul-2021	30-Jun-2022	80.00%	50.00%	 GREEN

**ACTION PROGRESS COMMENTS:**


Aus Veg membership maintained. Planning commenced for Hort connect in June 2022

Last Updated: 04-Apr-2022

**2.2 Increase our regional profile**

**2.2.1 Leverage the Shire's strategic advantages in health, education, leisure and cultural activities as a means to increase the region's profile and stimulate economic and population growth**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
--------	--------------------	--------	------------	----------	------------	--------	-------------


2.2.1.1 Develop a Greater Hamilton Branding Campaign - Television and Digital	Hugh Koch - Manager Economic Development and Tourism	In Progress	01-Jul-2021	30-Jun-2022	85.00%	75.00%	
---	--	-------------	-------------	-------------	--------	--------	---

**ACTION PROGRESS COMMENTS:**

New television commercial were produced and broadcast on Prime Victoria in Albury, Shepparton, Mildura, Bendigo and Ballarat viewing areas. Commercials were also broadcast into SA on all commercial networks in SE SA and Riverland. Advertising has been scheduled across the financial year which has allowed for bonus spots on the "filler" schedule

Last Updated: 04-Apr-2022

## 2.2.2 Invest in and advocate to the responsible agencies for the improvement and maintenance of the Shire's natural and cultural attractions to improve the visitor experience


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.2.2.1 Finalise the Greater Hamilton Volcanic Trail Masterplan	Hugh Koch - Manager Economic Development and Tourism	Completed	01-Jul-2021	30-Jun-2022	100.00%	75.00%	

**ACTION PROGRESS COMMENTS:**

Council were briefed on the draft Masterplan in October 2021 recommendation to seek final feedback from stakeholders and once received seek public feedback. Engagement with stakeholders and agencies occurred over Nov/Dec 2020 and a feedback to Council will occur at briefing session in Feb 2022. Final report was presented to Council for endorsement in March 2022

Last Updated: 04-Apr-2022

## 2.2.4 Develop strategies that not only attract visitors but encourage them to consider living, learning or investing in the Shire and grow the Visitor Economy

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.2.4.1 Continue to support the Live the Grampians Way Marketing Campaign and monitor the response from potential relocatees	Hugh Koch - Manager Economic Development and Tourism	In Progress	01-Jul-2021	30-Jun-2022	92.00%	90.00%	

**ACTION PROGRESS COMMENTS:**

Live Grampians Way program to attract population to our region was to conclude in December 2021.

Key summary stats for the 12 month period Jan to December.

- Total Visitors to the Campaign Website - 55,000 - 99% from paid Digital Advertising
- Total Visitors to the Grampians Jobs website - 5,700

- 152 people clicked on the "Apply Now" button since June 2021.
  - 1,222 people registered their interest in moving to the Grampians region, via the Shift Regional platform, since the campaign launch in Dec 2020.
- RDV have expressed interest in supporting campaign for another 12 months. Details currently being worked through with partner councils.


For Southern Grampians SHire in the Oct - Dec Quarter 156 Recipients received an individualised email from us in which 86 Opened and 25 Clicked. The email was opened 217 times.

RDV have confirmed support for continuation of campaign until end of year Jun 23 however no further data is available for March quarter

Last Updated: 04-Apr-2022

## 2.3 Continue to support the development of a skilled workforce

### 2.3.1 Advocate for educational pathways that provide access to tertiary, vocational, education and career opportunities

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.3.1.1 Identify appropriate educational pathways and opportunities for ongoing development	Tahlia Homes - Acting Manager Organisational Development	In Progress	01-Oct-2021	30-Jun-2022	80.00%	75.00%	 GREEN

#### ACTION PROGRESS COMMENTS:

2 May 2022: Accidental Counsellor training arranged for Contact Officers (June 2022)

30 March 2022: Met with LLEN to discuss training pathways

21 March 2022: Meeting arranged with CEO and Director Community & Corporate Services to discuss Leadership training budget and initiatives for remainder of financial year (as well as 22/23 FY).


January 2022: L&D department working through performance reviews where staff / supervisors have indicated training requirements.

Mental Health First Aid training scheduled for July 2022, open for all managers and nominated coordinators/supervisors or other staff as requested.

Series of 4 Converge EAP webinars arranged from February to April 2022. Topics were chosen by staff via survey conducted in December 2021.

Writing for Local Government course scheduled 4 February 2022, Infrastructure Directorate and other interested staff registered.

Last Updated: 02-May-2022

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.3.1.1 Commitment to professional training and upskill of local artists	Amy Knight - Manager Cultural Arts	In Progress	01-Jan-2022	30-Jun-2022	70.00%	75.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

Progress behind schedule due to covid cancellations regarding outreach program ran through Performing Arts Centre.


Initiatives include current exhibition held in Gallery in partnership with local visual artist Peter Coates. Public programs with Ricky Schembri, Deakin University and NGV delivered throughout January 2022.

Outreach program working with communities in Balmoral and Dunkeld for performance in coming months.

Support of RAV Creative Leaders Program underway.

Last Updated: 31-Mar-2022

**2.3.2 Partner and advocate to recruit skilled staff into the area by addressing worker housing and regional liveability**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.3.2.1 Develop a Key Worker Housing Strategy	Andrew Goodsell - Director Planning and Development	In Progress	01-Jul-2021	30-Jun-2022	75.00%	75.00%	


**ACTION PROGRESS COMMENTS:**

Part A report completed December 2021.

Part B report on schedule for completion by end of 3rd quarter. Report to Council 13 April 2022.

Last Updated: 31-Mar-2022

**2.3.4 Provide support for businesses to adapt to the digital economy**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.3.4.1 Develop a program of digital training and development opportunities	Hugh Koch - Manager Economic Development and Tourism	In Progress	01-Jul-2021	30-Jun-2022	86.00%	75.00%	


**ACTION PROGRESS COMMENTS:**

A program of workshops and training opportunities have been development based on business feedback. Workshops and training opportunities for business is ongoing.


Small Business Essentials run by Colin Thompson in MARCH 2022 attracted 5 new and potential businesses. All rated the workshop either very good or excellent for content, presenter, suitability and venue

Last Updated: 04-Apr-2022


**2.4 Support local business and industry****2.4.1 Support and promote a collaborative approach to marketing and investment**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.4.1.1 Continue to work with the Hamilton Regional Business Association and other key agencies in implementing the Greater Hamilton brand	Hugh Koch - Manager Economic Development and Tourism	Completed	01-Jul-2021	30-Jun-2022	100.00%	75.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> New MOU with HRBA endorsed by Council for 12 months in December. New program of activities was finalised in Feb 2022. Last Updated: 04-Apr-2022							

#### 2.4.2 Support and facilitate business development and growth initiatives

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.4.2.3 Implement a program of business development activities	Hugh Koch - Manager Economic Development and Tourism	Completed	01-Jul-2021	30-Jun-2022	100.00%	75.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> A program of workshops and training opportunities have been development based on business feedback. Workshops and training opportunities for business is ongoing.  Small Business Essentials run by Colin Thompson in March 2022 attracted 5 new and potential businesses. All rated the workshop either very good or excellent for content, presenter, suitability and venue Last Updated: 04-Apr-2022							

#### 2.4.3 Streamline services to reduce red tape in approval process

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.4.3.1 Implement 'better approvals' programme recommendations and digital efficiencies in Regulatory Services	Hugh Koch - Manager Economic Development and Tourism	In Progress	01-Jul-2021	30-Jun-2022	68.00%	75.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> The Better Approvals Program is now featured on both Council's corporate site and also Business Greater Hamilton Websites. Increase applications for environmental health permits							


and general enquiry has been noted.

Last Updated: 04-Apr-2022


### 3 Maintain and Renew our Infrastructure

#### 3.1 Plan and maintain sustainable assets and infrastructure

##### 3.1.1 Review and adopt asset management plans to align with future service levels, environmental and financial sustainability

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.1.1.1 Condition assessment of bridges and major culverts. Draft and present to ELT AMP's of Bridges and Buildings. Adoption by Council.	John Finnerty - Manager Assets	Completed	01-Jul-2021	31-Mar-2022	100.00%	100.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> RISK RATING: LOW  17/1/2022 Report 50% complete, final report due for completion in March Comprehensive assessment has been completed and reports provided, 2022/23 Bridge program has been developed. Summary report is being prepared for Council.  Last Updated: 29-Apr-2022							


##### 3.1.2 Maintain infrastructure to the agreed standard and ensure the principles of sustainability and universal design are considered in the planning and development of infrastructure to support community access and connection meeting the needs of the communities

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.1.2.1 Develop the Community Facilities Infrastructure Plan	Daryl Adamson - Manager Shire Strategy and Regulation	In Progress	01-Jul-2021	30-Jun-2022	75.00%	75.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Community Infrastructure Plan has progressed to Stage 3 - Needs Prioritisation. Council was briefed on the 8th of December 2021 and the project and its Strategic purpose within the organisation.							




Last Updated: 31-Mar-2022

**3.1.3 Deliver to the Council and the community, a strategic approach to our Arts and Culture infrastructure including progressing the new Hamilton Gallery**


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.1.3.1 NHG options (1-3) developed and presented to Council and community for progression	Amy Knight - Manager Cultural Arts	In Progress	01-Jul-2021	30-Jun-2022	70.00%	75.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Options 1 and 2 finalised. Option 3 currently under development with architect engaged. Initial concepts developed and shared with internal working group. Feedback collated and communicated with architect. Engineer engaged to provide further technical opinion on current building. Slight delay on delivery considering this additional exploration. Last Updated: 31-Mar-2022							

**3.1.4 Strategically plan a sustainable long-term capital program with identification of funding and partnership opportunities**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.1.4.2 Establish Project Management Office and long-term capital program.	John Finnerty - Manager Assets	In Progress	01-Jul-2021	30-Jun-2022	70.00%	75.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> 17/1/22 Review of staff structure ongoing. Capital program being developed as part of the 2022-23 Budget Last Updated: 09-Feb-2022							

**3.2 Safe and well-maintained transport routes and infrastructure for all modes of travel****3.2.1 Continue to advocate for improved transport services and connections through funding and partnerships with relevant agencies**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
--------	--------------------	--------	------------	----------	------------	--------	-------------


3.2.1.1 Complete the Hamilton Network Operating Plan which incorporates the development of the Alternate Heavy Vehicle Route through Hamilton.	Marg Scanlon - Director Infrastructure	In Progress	01-Jul-2018	31-Dec-2021	15.00%	10.00%	 GREEN
--	--	-------------	-------------	-------------	--------	--------	--

**ACTION PROGRESS COMMENTS:**

9/2/22: Project has commenced, currently refining the consultation plan. Agreed project plan established with consultant.

31/3/22: Community engagement commenced as a contribution to the phase 1 discussion paper

Last Updated: 04-Apr-2022


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.	Marg Scanlon - Director Infrastructure	In Progress	01-Jul-2019	31-Jan-2022	10.00%	10.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

9/2/22: Project has commenced, currently refining the consultation plan. Agreed project plan established with consultant. (Duplicate)

31/3/22: Refer 3.2.1.1 Comments.

Last Updated: 04-Apr-2022

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.2.1.3 Delivery of Hamilton Network Study	John Finnerty - Manager Assets	In Progress	01-Jul-2021	30-Apr-2022	57.00%	60.00%	 GREEN

**ACTION PROGRESS COMMENTS:**


31/03/22 Project launched with the public last week, phase one consultation is officially underway.

29/4/22 Phase one consultation is now being assessed and a discussion paper developed for Council review


Last Updated: 29-Apr-2022

**3.2.2 Develop a Pedestrian and Cycling Strategy to prioritise infrastructure implementation**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
--------	--------------------	--------	------------	----------	------------	--------	-------------


3.2.2.1 Delivery of SG Pedestrian and Cycling Strategy	Daryl Adamson - Manager Shire Strategy and Regulation	Deferred	01-Jul-2021	30-Jun-2022	75.00%	75.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Project scoping documents have been drafted and gaps analysis completed. Business cases have been submitted for FY 2022/23. We can not deliver this project until this priority has been assessed. Last Updated: 31-Mar-2022							

### 3.2.3 Provide infrastructure that supports a connected and active community


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.2.3.1 2021/22 Capital Works program and operational maintenance program	Brett Holmes - Manager Works	In Progress	01-Jul-2021	30-Jun-2022	70.00%	75.00%	 GREEN
Last Updated: 07-Jan-2022							

## 3.3 Attractive Council-owned and managed community and open spaces

### 3.3.1 Continue to invest in and activate open spaces within Southern Grampians


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.3.1.1 2021/22 Capital Works program and operational maintenance program	Brett Holmes - Manager Works	In Progress	01-Jul-2021	30-Jun-2022	70.00%	75.00%	 GREEN
Last Updated: 07-Jan-2022							

### 3.3.2 Increase green infrastructure and canopy cover and consider climate adaptation in our streetscape redevelopments

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.3.2.1 Completion of beautification projects, review of the Urban Tree Plan and cross reference to the Natural Assets Strategy	Brett Holmes - Manager Works	In Progress	01-Jul-2021	30-Jun-2022	5.00%	75.00%	 RED
<b>ACTION PROGRESS COMMENTS:</b> 9/2/22: Priority action is underway to progress the Hamilton CBD Master Plan which includes consideration of the Urban Tree Plan. Detailed design development will be undertaken in 22/23.							

Last Updated: 09-Feb-2022

**3.3.3 Improve and provide opportunities for shared community spaces**


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.3.3.1 Completion of beautification projects working with Community Services on the continued improvement.	Brett Holmes - Manager Works	In Progress	01-Jul-2021	30-Jun-2022	50.00%	75.00%	 RED

**ACTION PROGRESS COMMENTS:**

9/2/22: Implementation of the Pedrina Park Master Plan is well underway, recent completion of the new sports pavilion has included landscaping improvements. Further design development to be undertaken in 22/23 for the Car Park and the Netball Court surrounds which will also include landscaping improvements. Hamilton Gardens Play Space, concept design completed, progressing to detailed design. External funding to be secured for construction.

Last Updated: 09-Feb-2022

**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	31-Dec-2022	60.00%	60.00%	 GREEN

**ACTION PROGRESS COMMENTS:**


Contractor appointed for first phase of community infrastructure framework in Nov 2019. 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 March 2020 with other phases to be delivered subject to tender process.

A workshop was delivered to Council in late 2021 on the CIF framework methodology specifically using outdoor pools as a case study. Further data is required on building asset condition which is currently being sought. Modelling is presently occurring on community halls with a workshop for Councillors to be scheduled in the first quarter of 2022.


Community Infrastructure Framework progressing towards completion by the end of 2022. CIF outdoor pool framework has been presented to Council and has informed recent strategic analysis. Planners are now focusing on community facilities needs analysis, with the objective to present findings to Council in May 2022. This project is now integrating with, and informing more broadly organisational infrastructure 'fit' for purpose reviews.

Last Updated: 04-Apr-2022

**3.4.4 Ensure the planning framework is responsive to the needs of businesses and residents and support growth and investment**


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.4.4.1 Complete CVF 2041 and Community Infrastructure Framework process and small towns strategy	Andrew Goodsell - Director Planning and Development	Completed	01-Jul-2020	30-Jun-2022	100.00%	100.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Community Infrastructure Framework on track to complete by end of 2022 CVF 2041 Council report to tabled in August 2021 and adopted. Small towns strategy brief prepared issued and to be completed by end of 2022 Last Updated: 31-Mar-2022							

**4 Protect our Natural Environment****4.1 Protect and enhance biodiversity including the health of waterways, wetlands, soil and air****4.1.1 Advocate for, promote and support natural resource management with stakeholders**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
4.1.1.1 MoU with CMA/Greater grants/Natural Asset Strategy/increase community engagement	Daryl Adamson - Manager Shire Strategy and Regulation	In Progress	01-Jul-2021	30-Jun-2022	75.00%	75.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Continued engagement in natural assets has seen increased community participation in land care activities. Continued engagement with community groups Last Updated: 31-Mar-2022							

**4.1.3 Protect endemic flora and fauna species throughout the Shire**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
--------	--------------------	--------	------------	----------	------------	--------	-------------


4.1.3.1 Natural Asset Strategy adopted for implementation/Manage Council reserves	Daryl Adamson - Manager Shire Strategy and Regulation	In Progress	01-Jul-2021	30-Jun-2022	75.00%	75.00%	 GREEN
---	---	-------------	-------------	-------------	--------	--------	---

**ACTION PROGRESS COMMENTS:**

Natural Assets Strategy has progressed. We have deferred some responses as we as an organisation pursue engagement with Traditional Owners. We believe this Strategy provides a vehicle for SGSC to bridge these objectives.

Last Updated: 31-Mar-2022

**4.1.4 Liaise with stakeholders to support and promote sustainable agricultural and land management practices**

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	Marg Scanlon - Director Infrastructure	In Progress	01-Jul-2018	29-Dec-2023	95.00%	95.00%	 GREEN


**ACTION PROGRESS COMMENTS:**

9/2/22 Landfill capping completed, gas monitoring and leachate pond management will continue.

31/3/22 Awaiting advice from EPA with regard to leachate compliance requirements.

Last Updated: 04-Apr-2022

**4.2 Balance environmental protection with Council's support for growth****4.2.1 Ensure land use planning balances growth with appropriate levels of environmental stewardship**


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
4.2.1.1 Develop small towns strategy	Daryl Adamson - Manager Shire Strategy and Regulation	In Progress	01-Dec-2021	30-Jun-2023	25.00%	25.00%	 GREEN

**ACTION PROGRESS COMMENTS:**


Small town strategy has been tendered. Contract has been awarded. Engagement Plan is being finalised. Project completion scheduled for late 2022.

Background information being sort from relevant authorities.

Last Updated: 31-Mar-2022


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
4.2.1.2 Develop RLUS Strategy	Daryl Adamson - Manager Shire Strategy and Regulation	In Progress	01-Jul-2021	30-Jun-2022	70.00%	75.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> We have completed community engagement and briefed Council on the progress of the the Strategy. We are now correlating the responses with the consultants before making amendments which represent and strategy and Community / Council expectations. Last Updated: 03-Feb-2022							

#### 4.2.3 Identify and manage via the Planning Scheme, significant landscapes, key biodiversity assets and contaminated land

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
4.2.3.1 Prepare and and finalise natural assets strategy	Daryl Adamson - Manager Shire Strategy and Regulation	In Progress	01-Nov-2021	30-Jun-2022	75.00%	75.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Natural Assets Strategy has progressed. We have deferred some responses as we as an organisation pursue engagement with Traditional Owners. We believe this Strategy provides a vehicle for SGSC to bridge these objectives. Traditional Owners engagement has commenced. Last Updated: 31-Mar-2022							

#### 4.4 Mitigate against and adapt to climate change




##### 4.4.2 Increase capability for emergency preparedness, responsiveness and capacity to recover

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
4.4.2.1 Review the Municipal Emergency Management Plan	Daryl Adamson - Manager Shire Strategy and Regulation	In Progress	01-Sep-2021	30-Jun-2022	75.00%	75.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> The Municipal Emergency Management Plan (MEMP) is currently under review within the team. Progress has been made on drafting the document and we are on track to deliver before 30/06/2022. Emergency Management Officer has now been employed and has taken on this project as a priority. Last Updated: 31-Mar-2022							

## 5 Provide Strong Governance and Leadership

### 5.1 Transparent and responsible governance

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

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.1.1.5 Councillor probity training (procurement and finance)	Tahlia Homes - Acting Manager Organisational Development	In Progress	01-Nov-2021	30-Jun-2023	90.00%	75.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> 27 April 2022: Discussion with Arc Blue to scope the training. Proposal to be emailed from Arc Blue for SLT/ELT and Councillor specific training sessions. Aim to hold training in late May or June 2022. 30 March 2022: Email to internal auditors, RSD, to enquire on any face to face training options available 29 March 2022: Meeting with Director Community and Corporate Services, Manager Finance and Manager Organisational Development to determine training scope for Probity and Fraud training. 21 March 2022: Seeking a quote from Arc Blue (online) and Management Training Australia (face to face option) for Probity Training options 8 February 2022: Discussion ongoing with Manager Finance to determine appropriate training provider and content. Last Updated: 27-Apr-2022							
ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.1.1.6 Review Briefing Program and associated scheduled	Tahlia Homes - Acting Manager Organisational Development	In Progress	01-Nov-2021	30-Jun-2023	55.00%	75.00%	 AMBER
<b>ACTION PROGRESS COMMENTS:</b> 30 March 2022: Governance Team to follow up with acting Executive Assistant to the CEO for clarification on proposed briefing structure January 2022: Reviewed in December 2021 by Tony Doyle and Governance team. Doc Assembler demonstration at December ELT. New briefing schedule to be finalised and implemented in early 2022. Last Updated: 31-Mar-2022							
ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.1.1.7 Workforce plan to include equity, inclusion and diversity strategies	Tahlia Homes - Acting Manager Organisational Development	In Progress	01-Nov-2021	30-Jun-2023	90.00%	75.00%	 GREEN



**ACTION PROGRESS COMMENTS:**


21 March 2022: Workforce plan with graphic designer, to be available to all staff and Councilors once finalised

8 February 2022: Organisational Development team discussion on Workforce Plan actions, to remain an ongoing agenda item for oversight and progress. Actions to be entered into CAMMS for ease of reporting and updating.

December 2021: Workforce plan reviewed in line with LGA 2020. Plan has been approved by CEO.

Last Updated: 30-Mar-2022

**5.2 Effective advocacy****5.2.1 Continue to explore and participate in regional partnerships**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.2.1.1 Manage and implement the Great South Coast Regional Digital Project	Russell Bennett - Manager, Business Systems	In Progress	01-Jul-2021	30-Jun-2023	50.00%	50.00%	

**ACTION PROGRESS COMMENTS:**

Update 05-01-22

Warrnambool, Corangamite and Moyne Regional Digital Plan opportunity RFQ has been released to market and we are currently evaluating responses.

Glenelg have implemented People / Asset counting IoT pilot and will run this for 3 months to evaluate outcome.

SGSC in design phase of CCTV in Public Places phase 2


Update 07-03-22

Contractor engaged for Regional Digital Strategy for Warrnambool, Corangamite and Moyne.

Glenelg pilot asset usage pilot underway, looking at Weather monitoring options

SGSC CCTV design completed and obtaining quotes.

Last Updated: 07-Mar-2022


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.2.1.1 Continue to work with Great South Coast partnership and other key government agencies to further support arts and culture in our region.	Amy Knight - Manager Cultural Arts	In Progress	01-Jul-2021	30-Jun-2022	75.00%	75.00%	

**ACTION PROGRESS COMMENTS:**

Membership on Great South West partnership ongoing.

Current project, South West Infrastructure Pipeline Project, to be delivered June 2022. Project on Schedule.

Last Updated: 31-Mar-2022

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.2.1.2 Implement new ERP system in partnership with Northern Grampians Shire Council	Russell Bennett - Manager, Business Systems	In Progress	01-Aug-2021	31-Aug-2023	20.00%	100.00%	 RED

**ACTION PROGRESS COMMENTS:**

Update 05-01-22


Working with NG on a joint business case to obtain funding for FY22/23 to complete this project.

Update 07-03-22

Business case submitted for funding in the 22/23 FY. Awaiting outcome.

Last Updated: 07-Mar-2022

**5.2.3 Support and partner with service providers, State and Federal Government departments to improve inclusive opportunities for the Southern Grampians community**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.2.3.1 Develop the Youth Strategy	Alison Quade - Acting Manager Community Relations	In Progress	01-Feb-2022	30-Jun-2023	25.00%	25.00%	 GREEN

**ACTION PROGRESS COMMENTS:**

UPDATE: 31/03/2022

Work is underway on development of Youth Strategy. Engagement timeline has been finalised and will commence in Term 2. Large scale engagement opportunity planned for Sheepvention in August. Strategy will be developed in September and will be delivered by end of 2022.


UPDATE: 13/01/22

Freeza Funding was announced in December 2021. Work will commence in Feb 2022 on planning for youth activities and strategy development with youth related services across the organisation.


Last Updated: 31-Mar-2022

**5.3 Committed and skilled staff**

**5.3.1 Encourage an organisation that values equality, diversity, workplace health, safety and wellbeing**


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.3.1.1 Health and Wellbeing Committee to increase initiatives. Continuous updates on policies and procedures to ensure they reflect GE principles. Support Managers and Team Leads to create and set L&D goals for all team members	Tahlia Homes - Acting Manager Organisational Development	In Progress	01-Nov-2021	30-Jun-2023	70.00%	75.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> 2 May 2022: Accidental Counsellor training arranged for Contact Officers in June 2022, mental health pocket guide has been developed and ordered through COMMS Dept for distribution to all staff. Mental Health First Aid training scheduled for total 20 staff in July 2022 23 March 2022: H&W Committee held a successful all staff BBQ to celebrate Harmony Week and enable staff to reconnect after a lengthy period of COVID restrictions and working from home requirements 21 March 2022: H&W Committee member attending Accidental Counsellor training in Warrnambool on 28 March, and if deemed worthwhile will make enquiries to hold a face to face session in Hamilton for Contact Officers. 3 Converge international webinars conducted to date, with good attendance from staff cohort (dealing with uncertainty, managing personal relationships etc). Short survey to be conducted once all 4 webinars complete. 8 February 2022: H&W Committee met last week to discuss mental health initiatives. Mental Health Pocket Guide to be developed and available to all staff. Investigating availability of the 'Accidental Counsellor' training. Mental Health First Aid training scheduled for July 2022. My Mental Fitness App rollout being finalised with IT Dept. January 2022: My mental fitness app to be rolled out to all staff for a period of 2 years. H&W committee to lead in collaboration with IT.  Last Updated: 02-May-2022							

### 5.3.2 Invest and shape Council as a learning and agile organisation to promote the region as a workplace of choice

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.3.2.8 Partner with appropriate organisation to increase the profile of our region and clarify the benefits of working with Council (EVP)	Tahlia Homes - Acting Manager Organisational Development	In Progress	01-Dec-2021	31-Mar-2022	75.00%	75.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> 21 March 2022: Meeting with LLEN arranged for 30 March 2022 to discuss work placements / work experience opportunities for students Will commence reaching out to schools in 2nd half of 2022 to promote Council traineeships and other career pathways. January 2022: Partnership with Westvic for trainee program in 2022. Workforce plan includes an action to extend partnerships and explore MOU's with training organisations and universities.							

Last Updated: 31-Mar-2022

**5.4 Customer focused services****5.4.1 Improve the customer experience by delivering accessible and responsive customer service**

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.4.1.9 Spatial System review and replacement	Russell Bennett - Manager, Business Systems	In Progress	01-Jul-2021	31-Dec-2021	80.00%	100.00%	 AMBER

**ACTION PROGRESS COMMENTS:**


Update 05-01-22

RFQ process complete, new POZI GIS solution to be installed by end of March.

Update 07-03-22

POZI installation yet to be started, dates have been changed to end of May

Last Updated: 07-Mar-2022

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.4.1.10 Transition IT infrastructure to cloud	Russell Bennett - Manager, Business Systems	In Progress	01-Jul-2021	30-Jun-2022	30.00%	75.00%	 RED

**ACTION PROGRESS COMMENTS:**

Update 05-01-22

Engaged third part provider to audit our current environment, develop a migration plan and migrate server infrastructure to the cloud.



Update 07-03-22

Working through with contractor to finalise the Cloud transition roadmap

Last Updated: 07-Mar-2022

**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 %
--------	--------------------	--------	------------	----------	------------	--------	-------------

5.4.2.1 Develop and implement the Complaints Policy and updated online platform	Tahlia Homes - Acting Manager Organisational Development	Completed	01-Jul-2021	31-Dec-2021	100.00%	100.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> 18 February 2022: Complaints Handling Training facilitated by the Victorian Ombudsman for key customer service staff and supervisors/managers 8 February 2022: Complaints policy finalised by Governance Coordinator in December 2021.  Last Updated: 31-Mar-2022							
ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.4.2.1 Implement Digital RoadMap	Russell Bennett - Manager, Business Systems	In Progress	01-Nov-2021	30-Jun-2023	40.00%	30.00%	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Update 05-01-22 - Records Management Replacement, currently evaluating tender responses - Conquest has been upgraded to SaaS version - Migration to MS Teams for phone calls has been completed - Building a business case for Civica replacement - In progress of implementing InTune for Mobile Device Management solution - Audit completed for server migration to cloud - Digital outdoor workforce pilot completed - BYOD policy in draft format - IT Cyber Security audit completed - 3rd party patching solution procured - Cyber security awareness training program procured - Great South Coast Regional Digital Project 30% completed  Update 07-03-22 - Business Case submitted for Civica replacement - Records Management transition to SharePoint tender to be awarded by Council in April meeting - InTune configured and will be used for current PC roll out and management of mobile devices - IT Device & BYOD approved by ELT - Great South Coast Regional Digital Project 50% completed.							

Last Updated: 07-Mar-2022