

## **ATTACHMENTS**

**Under Separate Cover Ordinary Council Meeting** 

6.00pm Tuesday 28 April 2020

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7.11	Council Plan Ir	nplementation – Quarter Three 2019/20
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### **COUNCIL PLAN**

**Quarterly Progress Report (Q3: January – March 2020)** 



#### ABOUT THE COUNCIL PLAN

The Council Plan 2017-2021 is the key document setting out the strategic direction for Golden Plains Shire for the next four years and beyond. The Victorian Local Government Act 1989 requires that a Council Plan must be prepared every four years.

For the first time, this Council Plan incorporates the Municipal Public Health and Wellbeing Plan that outlines our priorities for supporting, protecting and improving the health and wellbeing of our community.

The Plan reflects feedback from our community and stakeholders as part of an extensive community consultation process that was an integral component of the planning process. The Council Plan sets out our vision for the future, our mission and priority objectives as the strategic framework for Golden Plains Shire for the next four years and transparently outlines how that will be achieved. The Plan is grounded in our core values that will guide our organisation in all that we do. The Council Plan also includes our Strategic Resource Plan that sets out the resources required to achieve our strategic priorities and objectives over the next four years.

The Plan focuses on four strategic priorities that reflect the key activity areas of Council and the services that contribute to the health and wellbeing of the Golden Plains community: promoting healthy and connected communities; enhancing local economies; managing natural and built environments; and delivering good governance and leadership.

#### HOW WILL THE PLAN BE IMPLEMENTED

The Council Plan 2017-2021 has been developed in consultation with our community and key stakeholders and we are committed to working together to achieve our vision for the future.

Council will play a strong leadership role and work in a range of ways to deliver on the priorities and objectives outlined in the Plan including:

Leader demonstrating strong leadership and leading by example

Service provider facilitating and funding the provision of services
 Deliverer directly implementing services, projects or works
 Advocate making representation on behalf of our community

Partner working with others to achieve outcomes

Facilitator bringing stakeholders together

• Funder providing funds or other resources to deliver outcomes

Planner planning to meet the needs and aspirations of our community now and into the future

Regulator assuming regulatory responsibility across a range of areas

Listener engaging with and listening to the community

Implementation of the Council Plan will be grounded in our commitment to working collaboratively and in partnership with others to achieve our objectives. We will continue to develop and strengthen our relationships with the community, government, key partners and other organisations to create a vibrant, prosperous and sustainable future for our Shire.

The Council Plan 2017-2021 will be reviewed annually for achievement against objectives and to ensure that it continues to reflect the priorities of Council and our community. We will measure our success based on indicators determined for each of our priority objectives and report against these in our Annual Report at the end of year.

# PILLAR 1: PROMOTING HEALTHY & CONNECTED COMMUNITIES

We commit to creating a healthy, active and safe community that provides opportunities for all residents to connect and engage with their local and broader community.

#### **Progress to Date**

Action	Progress	Status	Activities Undertaken In Quarter 3
Provide and Support programs, activities and spaces to promote and encourage health and wellbeing for people of all ages and abilities	60 - 70% complete		<ul> <li>Delivery of Active Golden Plains at Smythesdale Boot Camp.</li> <li>Collaborations with Youth and Community Planning functions to develop joint projects (Australia Day).</li> <li>Dedicated Arts &amp; Culture stream in community grants introduced.</li> <li>Joint Arts/Health funding submission to VicHealth for Flash Mob Project.</li> <li>Liaison with Golden Plains Pens Group to develop literary exhibit at BCC.</li> <li>Coordination of 'This Girl Can' activities (now postponed due to COVID-19).</li> <li>SRV Funding Applications submitted for Lethbridge Oval Lighting, Linton Cricket Net Upgrade and Bannockburn Soccer Facility Upgrade (change rooms, pitch lighting and fencing).</li> <li>Planning for Premiers Active April including collecting information on local community activities.</li> <li>Trailblazers Walking monthly program run for older adults (February &amp; March).</li> <li>Application submitted to Vichealth for Art of Good Health Grant.</li> <li>The GP Network recommenced for 2020.</li> </ul>
Develop a longer term vision and planning for an integrated approach to providing quality health and community services infrastructure	20 - 30% complete		<ul> <li>Community Infastructure Plan is currently under development.</li> <li>Data has been collected and is currently being analysed including a facilities/services register, utilisation assessments and fit for purpose assessments.</li> </ul>
Support local sporting and community groups to provide participation and engagement opportunities and continue to encourage and value volunteering in our community	50 - 60% complete		<ul> <li>Council has supported the 'Woady Warriors'         Football/Netball Club with their registration event.</li> <li>Volunteers recognised at Australia day celebration.</li> <li>7 New Social support and community transport volunteers recruited through a successful recruitment drive incorporating Social media and local newsletters.</li> </ul>

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Action	Progress	Status	Activities Undertaken In Quarter 3
			<ul> <li>First Aid training and safe driver training provided for Council volunteers.</li> <li>Community Coordinators recognised and celebrated as volunteers across the community through the development of a short film celebrating their broad achievements.</li> <li>Continue to meet with management entities and community groups and provide volunteer support.</li> <li>Engagement for the development of the Sport and Active Recreation Strategy was undertaken in February and March including a survey for clubs and the community and consultation at various events in the Shire.</li> <li>Volunteer recruitment process being developed to bring early childhood/kindergarten volunteers in line with Council process.</li> <li>COVID-19 response volunteer process database and process for recruitment developed in line with guidelines provided by Federal Government and in partnership with Sarah Henderson MP Office.</li> </ul>
Provide and Support contemporary and innovative community development programs, initiatives and opportunities	50 – 60% complete		<ul> <li>Planning and promotion of 'This Girl Can' in partnership with G21 Women and Girls Physical Activity Working Group and the other 4 LGA's.</li> <li>2 new community plans finalised and funded.</li> <li>6 new community plans in various stages of development.</li> <li>Review of Community Planning Program underway, whole of Coordinator survey completed, various models of Community Planning collated and analysis being undertaken by area (different models for different areas, Bannockburn has significantly different make up and needs than Cape Clear for example).</li> <li>Community Coordinators celebrated and brought together across regions to develop a short film celebrating 20 years of community planning which was successfully showcased at the Australia Day Celebration.</li> <li>Various Community Coordinators across the Shire considering how to use Community Planning as a tool for their communities COVID-19 response and longer term, recovery.</li> <li>New Community Grants program adopted after extensive review of existing program. New program is responsive to community needs and in line with Best Practice guidelines for grant making agencies.</li> </ul>

Action	Progress	Status	Activities Undertaken In Quarter 3
Identify, facilitate and advocate for initiatives to increase access to public and community transport	30 – 40% complete		<ul> <li>A review of community transport is being undertaken with results anticipated to increase access and utilisation of the fleet.</li> <li>Council Officers have participated in regional advocacy to increase access to transport in the North of the Shire.</li> </ul>
Support people at all life stages and abilities to maximise their potential and participation in community life	60 – 70% complete		<ul> <li>Services that support all people through the delivery of kindergarten, child care, youth services, aged and disability services and through our extensive partnerships with health providers and sporting clubs.</li> </ul>
Lobby, advocate and work with others to maintain and enhance the safety and security of all people across our community and proactively address family violence	40 – 50% complete		Meeting held between Central Highland Orange Door, Maternal & Child Health, Health &Wellbeing and Children's Services to understand system for women and children experiencing violence in GPS when Orange Door opens in March.
Communicate, consult and engage with our community to ensure the provision of responsive and effective services and to enable people to increase control over, and to improve their wellbeing	60 – 70% complete		<ul> <li>Communications including February Gazette and increased activity on social media.</li> <li>Community Engagement including Active Recreation and Sport Strategy, Community Vision 2040 and Bannockburn Growth Plan. Featured online and faceto-face consultation with a range of age groups including primary and secondary school children.</li> </ul>
Respect, celebrate and protect the history and diversity of our heritage, the arts and community spaces	60 – 70% complete		<ul> <li>Development and delivery of capacity building program for Historical Societies within the Shire</li> <li>Development of networks across arts and cultural industries within the shire</li> <li>Circulation of funding information relating to protection of heritage places</li> <li>Development of Capacity building program for creatives</li> </ul>
Implement a range of activities and programs to support young people in our Shire to be healthy, resilient and empowered	60 – 70% complete		<ul> <li>Weekly social drop in program held at the Bannockburn Cultural Centre on Thursdays from 4:00pm - 6:30pm during the school term. A Smythesdale based program was launched in Term 1 at The Well.</li> <li>ONLINE Youth Group being held on Thursday evenings. 7 young people engaged in first session on Thursday 26 March. (Surf Coast had 1 in comparison).</li> </ul>

Action	Progress	Status	Activities Undertaken In Quarter 3
			<ul> <li>This Girl Can Committee was established (3 local young women) in February to plan, implement and deliver a Twilight Trail Walk in Inverleigh. The This Girl Can Twilight Walk scheduled for Wednesday, 25 March 2020 at Lawson's Park Inverleigh was postponed.</li> <li>Regional Youth Voice program established in partnership with City of Greater Geelong, Surf Coast Shire and Colac Otway Shire to provide a platform for young people to advise on issues that affect them.</li> <li>Community Vision consultation delivered at Bannockburn College reaching 100 secondary school students.</li> <li>Supported the establishment of the Docs n Teens program at Bannockburn College which links local young people with local GP's.</li> <li>Mark Smith creative writing workshop on Tuesday 24 March from 4:00pm - 6:00pm at Bannockburn Cultural Centre. Postponed. An online session is being planned for the first week of April in lieu of face to face session.</li> <li>Pop Up Movie Night on Friday 3 April from 6:00pm - 8:30pm at The Well. Postponed. Youth team are exploring Netflix Party (online movie night) on Friday nights starting 3 April.</li> <li>Mayoral Youth Program presentation at Bannockburn College full school assembly on Tuesday 24 March from 2:30pm - 3:00pm. Postponed. Alternative planning underway for Mayoral Youth Participants to be involved in community recovery.</li> <li>Barwon South West Skate, Scoot and BMX competition held on Friday 27 March at the Bannockburn Skate Park. Postponed.</li> <li>Victorian Youth Week: Youth Art Exhibition on Wednesday 8 April at Meredith Interpretive Centre from 6:00pm - 7:00pm. Postponed.</li> <li>School Holiday outreach programs in Inverleigh, Teesdale, Linton, Haddon, Meredith, Lethbridge, Smythesdale and Enfield. Postponed. Alternative online engagement activities are being trialled using Zoom meetings.</li> </ul>

### PILLAR 2: ENHANCING LOCAL ECONOMIES

We work with business, government and community partners to sustain a diverse, resilient, prosperous and socially responsible economy, through investment attraction, supporting local business and tourism development.

#### **Progress to Date**

Action	Progress	Status	Activities Undertaken In Quarter 3
Implement a strategic approach to support, promote and grow our local business sector, attract new business investment and build our visitor economy	60 – 70% complete		<ul> <li>Provided assistance and support to investors and business including aviation, intensive agriculture, renewable energy, developers, retail, agriculture suppliers, event venues, community groups and facilities.</li> <li>Designing new promotional maps.</li> <li>Regular meetings and site visits with businesses.</li> <li>Utilising \$15,000 grant from Small Business Victoria to run networking events in 2019/20.</li> <li>Organised Golden Plains International Women's Day Lunch on 11 March 2020 at Clyde Park with guest speaker Rebecca Maddern. Attended by over 90 people.</li> <li>Organised Small Business Victoria workshops, ATO training sessions, and One-on-One business mentoring sessions in Meredith, Bannockburn, Rokewood, Haddon (cancelled).</li> <li>Received \$200,000 in funding via the Victorian Bushfire Recovery Program.</li> <li>Submitted funding application to RDV for Smythesdale Well Digital Hub for \$97,500.</li> <li>Supporting the establishment of the Central Highlands Agribusiness Leadership Group.</li> <li>Attended VTIC Visitor Economy Forum on 3 March.</li> </ul>
Promote and support the development and sustainability of our rural economy	60 – 70% complete		<ul> <li>Photo opportunity held with Michaela Settle, Labour Member for Buninyong for the completion of Tall Tree Road upgrade.</li> <li>Worked with existing operators and new investment enquiries in the Golden Plains Food Production Precinct, including intensive agriculture, agricultural supplies, land owners and utility providers.</li> <li>Facilitated meetings with investment and business enquiries and planning and economic development.</li> </ul>

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Action	Progress	Status	Activities Undertaken In Quarter 3
Promote and support innovative, environmentally sustainable and value adding approaches and solutions within our business, rural and visitor economies	60 – 70% complete		<ul> <li>Provided assistance to wind farm developments.</li> <li>Mayor &amp; Senior Economic Development Officer represent Council on the Berrybank Wind Farm Community Engagement Committee.</li> <li>Distributed 3 Golden Plains Business News enewsletters to over 600 email addresses.</li> <li>Distributed 2 COVID-19 Business Updates to over 600 email addresses.</li> <li>Developed social media content for business, industry and tourism.</li> <li>Created regular news stories for business and industry on Council's website.</li> <li>Co-ordinated an information sharing session between Golden Plains Wind Farm, Berrybank Wind Farm and Council.</li> </ul>
Advocate, facilitate and provide built, service and technology infrastructure to support business and industry growth and development	60 – 70% complete		<ul> <li>Liaised with NBN Co regarding improved business services and infrastructure in Golden Plains.</li> <li>Participated in Bannockburn Chamber of Commerce monthly meetings.</li> </ul>
Promote and advocate for education, vocational and lifelong learning opportunities to support skill development and employment opportunities	60 – 70 % complete		<ul> <li>Members of the Golden Plains Youth Reference Group were involved in the delivery of Councils Australia Day Awards.</li> <li>Work experience positions offered with in the Youth Development Team. Currently supporting a mature aged student from Bannockburn completing a Community Services Diploma at The Gordon.</li> <li>Weekly FReeZA Committee meetings held on Tuesdays during the school term from 4:00pm - 6:00pm at the Bannockburn Cultural Centre.</li> <li>Art workshops held in Bannockburn and Smythesdale on Tuesdays from 4:00pm - 6:00pm to support young people wanting to be involved in the Victorian Youth Week event.</li> <li>Equine Youth Leadership Program held on Wednesdays from 10:00am - 12:00pm in Meredith. Currently supporting students at Bannockburn College.</li> <li>Golden Plains Youth Network meeting held in February which brings together Youth services / agencies from across the region to encourage collaboration and better servicing.</li> </ul>

Action	Progress	Status	Activities Undertaken In Quarter 3
Lobby, advocate, collaborate and develop strategic relationships with government, business, community and key stakeholders to facilitate local economic development and job creation	70 – 80% complete		<ul> <li>The 2020 Priority Project Booklet was developed and endorsed by Council</li> <li>Official opening of Tall Tree Road in March. Funded by Council and the Local Roads to Market Program, the key arterial road services the Golden Plains Food Production Precinct.</li> <li>Official opening of the new Wall Bridge, Teesdale in March. Funded by Council and the Federal Government's Bridge Renewal Program.</li> </ul>
Encourage greater investment in the Shire through creative industries, local events and festivals	60 – 70% complete		<ul> <li>Australia Day Ceremony featuring Citizen of the Year Awards and celebration of 20 years of Council's Community Planning Program.</li> <li>Organised Golden Plains International Women's Day Lunch on 11 March 2020 at Clyde Park with guest speaker Rebecca Maddern. Attended by over 90 people.</li> </ul>



## PILLAR 3: MANAGING THE NATURAL & BUILT ENVIRONMENT

We work to promote, conserve, enhance and protect the natural environment and ensure that growth and change in the built environment is managed for the benefit of all of our community.

Action	Progress	Status	Activities Undertaken In Quarter 3
Support & encourage community resilience to respond to a changing climate and the impact of natural disasters	40 – 50% complete		<ul> <li>Working with the Grampians Regional Climate Adaptation Group to develop a regional climate adaptation strategy.</li> <li>Ongoing scoping for development of a Climate Change Action Plan for Council, subject to available funding in 2020/21 budget.</li> </ul>
Define a pathway to achieving carbon neutrality for Council Operations	60 – 70% complete		<ul> <li>Councils Greenhouse Gas Emissions profile and Emissions Reduction Action Plan is in progress and due to be complete in May 2020. Findings from this work will give guidance to Council to decrease its emissions footprint.</li> <li>Local Government Power Purchase Agreement project for 100% renewable electricity supply ongoing.</li> <li>Seeking quotes to install a 40kw solar system on the roof of the BCC</li> </ul>
Encourage all landholders to more effectively manage the risk of pest and invasive plants across the municipality	40 - 50% complete		<ul> <li>Supported landcare groups' work on private land to manage pest plants and animals, including mail outs and rabbit control support.</li> <li>Support of state government initiatives including serrated tussock taskforce.</li> <li>Responding to landholder enquiries regarding pest plant and animal control on the properties and in the road reserve adjacent.</li> </ul>
Implement waste management and minimisation practices that are innovative, effective and reflect best practice	40-50% complete		<ul> <li>Waste strategy service options have been out for public consultation via survey and listening posts. Several Council reports have been presented. Draft strategy prepared.</li> <li>State Government released its waste and recycling policy Recycling Victoria: A new economy.</li> <li>Draft strategy being reviewed and updated in light of the State Government's policy.</li> <li>A new recycling contract has been negotiated with CleanAway by the G21 Councils. This new service commenced on 16/12/19 and will continue until 30/6/21.</li> </ul>

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Action	Progress	Status	Activities Undertaken In Quarter 3
			G21 Councils are currently working on collaborative procurement options for future contracts and tenders
Promote and support innovative and environmentally sustainable management of water resources through strategic partnerships	50-60% complete		<ul> <li>Leading a regional project to develop green blue infrastructure guidelines for towns in the central highlands region to more effectively use water and create liveable townships in a drier climate. The project is due to be completed in April 2020.</li> <li>Participating in a Barwon Water led project to improve Integrated Water Management (IWM) tools for the Barwon region.</li> <li>In collaboration with Barwon Water, organised and hosted a 'Water for our Future' community event in Bannockburn</li> <li>Partnered with the CCMA and EPA Victoria to collect water quality data on Zinc contamination in the Moorabool and Barwon Rivers.</li> </ul>
Review the existing Road Strategy and Road Asset Management Plan in consultation with the community and continue to advocate for improvements to arterial roads and highways	60 – 70% complete		<ul> <li>A best practice review and update of the Road Management Plan is underway and nearing completion, taking into consideration previous asset management plan updates and the new gravel road maintenance charter.</li> <li>A review of other councils' current standards has been completed.</li> </ul>
Implement our Paths and Trails Strategy to increase safety, connectivity, and active transport networks within and between townships	80 – 90% complete		<ul> <li>Receipt of funding (\$54,000) via TAC for implementation of a footpath in Byron Street Bannockburn (Total project cost \$108,000). This 2.5m wide path is now under construction along East side of Byron Street, connecting Pope Street to Milton Street and servicing the Bannockburn Heart.</li> <li>Rokewood - 1.5m wide concrete path completed (Aitchison Street (Gibb Street &amp; McMillan ).</li> <li>Scarsdale - Rehabilitation of 1.5m wide asphalt path along east side of Pitfield Scarsdale Road — Completed.</li> </ul>





Action	Progress	Status	Activities Undertaken In Quarter 3
Progressively review township structure plans and urban design frameworks to effectively manage growth, encourage diversity and maintain township character	40 – 50% complete		<ul> <li>Amendment C85 (Northern Settlement Strategy) was approved by the Minister for Planning and now embeds the directions for how growth will be accommodated in the north of the Shire within the Golden Plains Planning Scheme.</li> <li>Following the approval Officers have engaged consultants to prepare a servicing report to consider how land in the Cambrian Hill area can likely be developed and the possible costs associated with development. This work will provide guidance to encourage private development.</li> <li>Officers have completed the Teesdale Structure Plan which will be presented at the April Council meeting for adoption while also seeking authorisation to prepare and exhibit an amendment to incorporate the new Structure Plan into the Golden Plains Planning Scheme.</li> <li>Officers continue to work closely with the VPA on the preparation of the Bannockburn Growth Plan (BGP).</li> <li>Council has sought and is managing the consultants engaged to complete the Bushfire Risk Assessment and Land Capability Assessment.</li> <li>Extensive engagement with the community was also undertaken in Q3 with 382 survey responses received. An Issues and Opportunities report has been prepared and ongoing direct engagement with key stakeholders.</li> </ul>
Proactively support and encourage an increase in civic pride and build ownership of place	40 – 50% complete		<ul> <li>Newly adopted Community Grants Program incorporates both larger grants split into 4 specific streams or themes and smaller grants split into 2 streams.</li> <li>The guidelines specific to each of the streams are informed by the newly adopted Community Grants Policy which provides a framework for the program that is driven by encouraging civic pride and community responsibility. Each one of the streams allows for opportunities, through a broad variety of interest areas, like Arts and Culture or the Environment to revitalise and connect communities.</li> <li>Small grants framework encourages connection and pride of place through support for events or youth projects. It also provides framework for a flexible, quick response grant process which could potentially be used for COVID-19 response/relief packages.</li> </ul>

Action	Progress	Status	Activities Undertaken In Quarter 3
Invest in maintenance, renewal and improvement of community infrastructure	60 – 70% complete		<ul> <li>Implementation of 19/20 Tennis Maintenance Program.</li> <li>Don Wallace Recreation Reserve Teesdale. Tennis Court Upgrade: Upgrade of 4 tired and at end of life (2x asphalt and 2x synthetic carpet) courts to coloured plexi-pave. Works also include improved drainage and upgrade of tennis net infrastructure and umpire chairs.</li> <li>Open Space Program - Designs draft for Bannockburn Way Finding Signage to create three walking loops.</li> <li>Major Recreation Facility improvements at Bannockburn Victoria Park and Linton Recreation Reserve.</li> <li>Capital and Maintenance Program - Completion of Haddon Stadium Flooring.</li> </ul>
Implement the Municipal Fire Management Plan and fire related statutory controls	80 – 90% complete		<ul> <li>Roadside burning preparation (grading) completed.</li> <li>CFA have undertaken Planned burning of numerous road sides with traffic control paid for by Council</li> <li>Fire Hazard Inspections were completed in February with 510 properties requiring a Fire Prevention Notice. Contractors arranged to slash 25 non-compliant properties.</li> <li>Contractors completed a second grass slash of areas that required further work due to growth.</li> </ul>
Work with the community and fire agencies to improve community preparedness and resilience	80 – 90% complete		<ul> <li>Council officers are currently working with CFA, DELWP, Ballarat Environment Network regarding the Bannockburn Bush and the perceived fire risk to the community.</li> <li>Officers have been working with Teesdale CFA regarding a community debrief for Mt Mercer Fire.</li> <li>Council have installed Fire Danger Warning signs in Teesdale and Napoleons in this quarter.</li> </ul>

# PILLAR 4: DELIVERING GOOD GOVERNANCE & LEADERSHIP

We will govern with integrity, plan for the future, and advocate for our community.

Action	Progress	Status	Activities Undertaken
Develop a long term (25 year) Community plan outlining a future vision for Golden Plains Shire	40-50% complete		<ul> <li>The Golden Plains Shire Community Vision 2040 is a plan that will capture the hopes and aspirations of the Golden Plains community.</li> <li>A Community Reference Group was established in 2019 and engagement has been undertaken during February and March 2020 via an online survey, social media, postcards and through face to face discussions at community events across the Shire.</li> </ul>
Continue long term financial planning that outlines the emerging challenges for the Shire	80 – 90% complete		<ul> <li>The Long term financial plan is being reviewed and updated to reflect the 2020/21 budget and 10 year forecast.</li> <li>This will form the basis of Councils requirement under the new Local Government Act to have in place a 4 year budget.</li> </ul>
Further develop and implement an advocacy framework in partnership with the community	60 – 70% complete		The 2020 Priority Project Booklet was developed and endorsed by Council.
Maintain active regional partnerships with a focus on economic development, wellbeing, environmental sustainability and shared services	60 – 70% complete		<ul> <li>Participate in information sharing sessions between economic development teams across the Central Highlands and G21 Region.</li> <li>Participate in Economic Development Australia - Victorian State Practitioners Network meetings and events.</li> </ul>
Provide a consistent coordinated and innovative approach to communicating with the community	60 – 70% complete		<ul> <li>New Instagram account and increased activity and followers to social media.</li> <li>Completion of 2020 Priority Projects booklet.</li> <li>Completion of Gazette February 2020</li> </ul>
Review decision making and governance processes and structures to improve transparency, accountability and progressively implement Council's Community Engagement Strategy	20 – 30% complete		<ul> <li>Bannockburn Growth Plan - partnership with VPA to deliver wide range of community engagement with the whole community including local primary schoolchildren.</li> <li>Community Vision 2020 -community engagement plan including Bannockburn College sessions and Community Reference Group.</li> </ul>

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Action	Progress	Status	Activities Undertaken
Build commitment to the organisational Customer Service Charter	30 – 40% complete		The customer service charter has commenced for implementation in 2020/21.
Work towards the application of 'deliberative engagement' processes	10 – 20% complete		<ul> <li>Community Reference Groups have been formed and are supporting the Community Vision 2040 and Sport and Active Recreation Strategies.</li> <li>Further work to develop deliberative engagement practices/approaches and a Council Policy will be required under the new Local Government Act 2020.</li> </ul>
Continue to implement Council's commitment to equal employment opportunity and influencing broader access, inclusion and gender equity issues in our community	50 – 60% complete		<ul> <li>Rolled out intensive training for all senior leaders on Act@ Work program with support of Women's Health Grampians.</li> <li>Women's Health Grampians presented to Council Briefing.</li> <li>Successfully ran the 16 Days of Activism campaign and presented video to Council meeting.</li> <li>Additionally supported with the recent passing of the Gender Equality Act, 2020.</li> </ul>
The Golden Plains Community and Civic Centre (GPCCC) will be a redevelopment of the Bannockburn Customer Service Centre to provide a suite of community, municipal office spaces to meet the needs of community access to Council, Council governance processes and Council staff delivery of the key pillars of the Council Plan	40 – 50% complete		<ul> <li>Construction continues on GPCCC in line with program.</li> <li>All internal walls and painting nearing completion. Tiling started. Feature wood areas nearing completion. Lighting and cabling installed. Landscaping started.</li> <li>Furniture has been ordered.</li> <li>Clean up of existing office started.</li> <li>Transition group formed to determine seating allocation for stage 1.</li> <li>It is anticipated that Stage 1 will be completed at end of May with a two week handover period following practical completion.</li> </ul>
Provide a workplace that facilitates the highest level of productivity and supports a healthy lifestyle for employees	50 – 60% complete		<ul> <li>Staff Health and Wellbeing committee established to collaboratively work on the implementation of the Achievement Program and specifically 'Healthy Eating' Benchmark.</li> <li>Act@Work Leadership group established to implement Act@Work program.</li> <li>Review and refresh of the organisations policy and procedure framework provides employees with streamlined, clear and consistent approach to documentation.</li> </ul>