

Strategic Objective :

3. Managing the Natural & Built Environment

Description :

We work to promote 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

Strategy: 3.1.01 Support and encourage community resilience to respond to a changing climate and the impact of natural disasters			
MPHWP - 3.3a Health and Sustainable Environments	Q4 Apr-Jun	100 %	The Environment Strategy 2019-2027 is currently being developed, with 2 out of the 4 Phases completed. This includes the best practice analysis and initial community engagement activities to inform the draft document. Environment Services have been active in the promoting community resilience in partnering with Geelong Sustainability and Shinehub to deliver the Community Solar Program to residents. This program provided opportunities for residents to be part of the new solar revolution that directly addresses climate change drivers whilst promoting resilience in local power generation
MPHWP - 3.3b Health and Sustainable Environments	Q3 Jan-Mar	100 %	Resource Recovery and Waste Strategy to be developed by consultant in 18/19 financial year. Consultant to be engaged in July-August 2018
	Q4 Apr-Jun	100 %	No plastic bags in recycling adverts rolled out in all community newsletters this financial year.

Strategy: 3.1.04 Promote and support innovative and environmentally sustainable management of water resources through strategic partnerships			
MPHWP - 3.4 Health and Sustainable Environments	Q4 Apr-Jun	100 %	Environment Services have been actively contributing to the Barwon Water and Central Highlands Water - Integrated Water Management Working Groups to develop innovative water management focuses. Council is also a signatory and active participant in the Corangamite Catchment Management Authority Partnership Agreement. Participation in this forum and associate working groups is delivering on cross tenure initiatives to address landscape scale catchment issues. The Environment Strategy 2019-2027 currently being developed, includes a key theme of Water Security. This theme is focused on directing implementation actions to address water as an environmental asset to be protected and enhanced in the varied environments of Golden Plains Shire.

Strategy: 3.1.05 Implement the Municipal Fire Management Plan and fire related statutory controls			
Gov - Implement Municipal Fire Management Plan	Q1 Jul-Sep	100 %	Council has implemented the actions of the Municipal Fire Management Plan • maintenance of strategic fire breaks • facilitating planned burning by CFA brigades • issuing Schedule 13 Permits to Burn to farmers for stubble burns • reviewing the Municipal Fire Management Plan in preparation for audit • conducting the annual Fire Prevention Notice program and issuing in excess of 900 notices.
	Q2 Oct-Dec	100 %	

Strategy: 3.1.06 Work with the community and fire agencies to improve community preparedness and resilience			
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MPHWP - 3.5 Health and Sustainable Environments	Q4 Apr-Jun	100 %	Council's Emergency Management area installed air-conditioning in the Cape Clear Recreation Hall to assist the Cape Clear and surrounding areas prepare for and escape from heat wave conditions. The cooling centre is located next to Neighbourhood Safer Place, an area set aside by Council as a place of last resort in case of a bush/grass fire.
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Strategy: 3.2.01 Implement waste management and minimisation practices that are innovative, effective and reflect best practice			
W - Implement Waste Strategy	Q3 Jan-Mar	100 %	Service delivered as per Strategy (2009-2015)
W - Options for waste collection services	Q3 Jan-Mar	100 %	Service delivered as per current collection contracts. Services to be reviewed when developing waste strategy in 2018/19
W - Regional Waste Management Group	Q3 Jan-Mar	100 %	Council's services for the collection of household waste and recyclables continue to deliver "Best Practice" results in regard to minimising the tonnages of waste being deposited at landfill and diverting co-mingled recyclables to the SKM receiving facility. The contamination rates remain a concern- accordingly the new municipal waste management strategy will identify actions/strategies to lower these rates.
W - Review Waste Strategy	Q3 Jan-Mar	100 %	Business decision to review in 2018/19 based on Council being in collection contract. New strategy will look to inform future contract and determine residents desire for change to services
W - Sustainability Victoria	Q3 Jan-Mar	100 %	Submitted to SV September 2017
W - Transfer Stations	Q3 Jan-Mar	100 %	Rokewood Transfer Station developed
W - Waste Collection Contract	Q3 Jan-Mar	100 %	Ongoing Contract administration as required

Strategy: 3.3.01 Review the existing Road Strategy and Road Asset Management Plan in consultation with the community and continue to advocate for			
RM - Review Road Asset Management Plan	Q3 Jan-Mar	100 %	Road Management Plan carried over while consultant review underway. Letter signed by CEO advising no change in plan or service levels. CT Management engaged to review road maintenance program.
	Q4 Apr-Jun	100 %	Road asset management plan currently being reviewed, GIS roads layer also being updated to capture a current length of road network.
RS - Review Strategy	Q4 Apr-Jun	0 %	Road Strategy to be reviewed when the new condition assessment is completed in 2018/19 financial year.

Strategy: 3.3.02 Invest in maintenance, renewal and improvement of community infrastructure			
AI - 01.2 Getting Around - natural and built environment - playgrounds	Q4 Apr-Jun	100 %	Sport & Recreation Team attended session on universal design for recreation facilities. Works staff member has attended playground access audit training. Rural Access is contributing to the development of the playspace strategy to ensure universal design consultation is included in the strategy development. Disability - Access and Inclusion Advisory committee have reviewed the Bannockburn accessible playspace draft plan.

AI - 01.3 Getting Around - natural and built environment - planning	Q4 Apr-Jun	100 %	Sport and recreation staff have attended universal design session. Works team have completed training for access audits for playgrounds and buildings.
AI - 01.4 Getting Around - natural and built environment - transport and roads	Q4 Apr-Jun	25 %	Disability Resources Council accessible public transport forum in Ballarat attended by Rural Access Worker. Staff and Disability - Access and Inclusion Advisory Committee advocate when opportunity arises.
BCI - 01 Bannockburn Civic Heart	Q3 Jan-Mar	100 %	Project managed through Major Projects working group. Federal Funding received. RDV (State Funding) received. SRV (State Funding) - Active Recreation Components - received.
	Q4 Apr-Jun	100 %	Bannockburn Heart Project Managed under Major Projects. Contains complimentary project from SRV of the Bannockburn Heart Active Recreation Space to be constructed as part of the overall project.
MPHWP - 3.1 Health and Sustainable Environments	Q4 Apr-Jun	100 %	Successfully apply for state and federal funding to improve community facilities. Successes include: Bannockburn Cricket nets, Rokewood cricket nets, Smythesdale courthouse upgrade, Inverleigh Sports Oval lighting upgrade, and the Smythesdale Regional skate park upgrade.
R - 01 Ballarat-Skipton Rail Trail	Q3 Jan-Mar	100 %	Annual budget of \$25,000 allocated to maintenance of the Ballarat Skipton Rail Trail. Works department manage this budget. As at 27 March 2018 on \$2600 has been spent out of the \$25k budget. Works to program remaining spend.
	Q4 Apr-Jun	100 %	Annual maintenance budget allocated to BSRT. Works department underspent in 17/18 and used the funds for roads. Eco Dev and Recreation have developed an EOI to RDV for the 3 Trails project, to see the upgrade and new infrastructure along the rail trail installed.
R - 02 Recreational Trails	Q3 Jan-Mar	100 %	TAC grant application for 'Connecting Glen Avon Estate' was unsuccessful. Council have completed the path in Teesdale, and will commence half of the 'Connecting Glen Avon Estate path' towards end of this financial year, and complete second half in 18/19.
R - 03 Passive and Active Recreation	Q3 Jan-Mar	100 %	2017/18 program of works finalised.
R - 05 Soccer Development Plan	Q3 Jan-Mar	100 %	This plan was completed as a G21 Regional Soccer plan in 2012/2013 with a state of play update. Council have since completed a grass soccer pitch, soccer lighting and new soccer pavilion at the Bannockburn Recreation Precinct.
R - 06 Tennis Facilities Review	Q3 Jan-Mar	100 %	G21 Regional Tennis Strategy completed in 2014. Four year tennis maintenance plan developed within Council.
R - 07 Play Space Facilities Plan	Q3 Jan-Mar	100 %	Council funded in 17/18 \$20k SRV and \$30k GPS to develop a Play Space Strategy. Due for completion in December 2018.
R - 08 Provision of Camping Facilities in Shire	Q3 Jan-Mar	0 %	No funding provided to date to develop a Shire wide Council management plan. Note, a camping management strategy has been developed for the Smythesdale Public Gardens. Local Law No 2 amended to included 2 Council delegated camping sites. 1. Pollocks Bridge 2. Inverleigh Leigh River
R - 09 Provision of Turf Wickets in Shire	Q3 Jan-Mar	0 %	No decision made on turf wickets in Golden Plains Shire. Waiting on maintenance costs from works department before setting meeting with cricket teams in south of Shire.

R - 11 DEPI Review of Reserve and Hall Management/Ownership Arrangements	Q3 Jan-Mar	100 %	No further action taken by state government to offload two thirds of their assets to Council. Ongoing review into asset management occurring within GPS that will cover the amount spent on DEWLP facilities.
R - 12 Facility Development/Maintenance Standards for Recreation Assets	Q3 Jan-Mar	100 %	Council have commenced the process of constructing a standard schedule of 'Fittings and Fixtures' for plumbing and water elements for all 'new builds' and any retro installations on existing buildings. This will allow consistency and ease of programming for future maintenance and budget predictions. Work in progress - this will also be tied into Council introducing Trade Panels for services such as electrical, plumbing and handy man services
R - 13 Tennis Court Maintenance Program	Q3 Jan-Mar	100 %	Council continue to complete works based upon the 'Tennis Facilities Review & Maintenance Program - 2015 - 2019'
R - 14 Playground, Skate Park, BMX Track Maintenance Program	Q3 Jan-Mar	100 %	Council continue to complete quarterly checks for all Playgrounds with an external contractor 'Ray Hutchison and Associates' completing an annual review. Ongoing inspections and maintenance continue on all Bike Park and Skate Park facilities.
R - 15 Maintain Sporting Fields in Shire	Q3 Jan-Mar	100 %	Council continue to maintain all sporting fields applying treatments such as herbicide application, fertiliser application, mowing of surfaces, irrigation, over sewing, aerating and top dressing.
R - 17 Planned Maintenance Program for Council's Built Recreation Facilities	Q3 Jan-Mar	100 %	Council have recently appointed an Asset Management System Coordinator which will initiate the organisations capacity and capability of programming maintenance works to Council owned and maintained facilities. Programs will be able to be developed upon uploading of asset data into Councils preferred Asset Management software system.
R - 18 Water Management Plan for Council's Active Recreation Reserves	Q3 Jan-Mar	100 %	Ongoing reviews and upgrades of existing water harvesting treatments at our major sporting precincts are continuous. A priority system is used to determine what works are completed and when. This will be ongoing.
R - 19 Horse Trail Strategy	Q3 Jan-Mar	100 %	No funding available
R - 20 Bicycle Strategy	Q3 Jan-Mar	100 %	No funding for local cycling strategy.
R - 22 Physical Activity Strategy	Q3 Jan-Mar	100 %	G21 Physical activity strategy developed. Has now been superseded by work with the G21 H&WB pillar in regional HEAL working group. Recreation working on the Active Living working group action (Increasing Physical Activity for girls 12-24 years of age).
R - 23 Volunteers in Management of Recreation Facilities and Clubs	Q3 Jan-Mar	100 %	Volunteer Training provided in Grants (Bannockburn and Smythesdale) and First Aid
R - 25 Two Reserve Masterplan	Q3 Jan-Mar	100 %	Linton Recreation Reserve, and Lethbridge Recreation Reserve (inclusive of Lethbridge Lake) will be completed in 17/18.
R - 26 Renewal of Playgrounds	Q3 Jan-Mar	100 %	Council continue to renew Playgrounds within the municipality at an 'as needs' basis.
R - 27 Community Facility Upgrade	Q3 Jan-Mar	100 %	Funding was sought from RDV for the Teesdale Turtle Bend Upgrade. The EOI was not invited to full application. A project concept was designed for the Maude Pavilion upgrade. RDV did not invite this to be applied for as the government were not currently funding small halls projects. Both projects are shelf ready.

R - 28 Sporting Facility Upgrade	Q3 Jan-Mar	100 %	A grant application to first round of BBRF-IS-1 for the Rokewood Recreation Reserve Change room upgrade was unsuccessful. An application is being made in early 2018 under Country Football Netball program for the Bannockburn Netball Courts Upgrade. To be completed in 2018.
R - 29 Major Community / Recreation Facility Upgrade or Development	Q3 Jan-Mar	100 %	A major grant application was applied for through SRV for the Bannockburn Heart in 15/16 And Rokewood Change rooms in 16/17. Neither were successful.
R - 30 Minor Facility Upgrades	Q3 Jan-Mar	100 %	Batesford Play space and Rokewood cricket nets upgrade were funded in 17/18. The Smythesdale Skate park has been approved for the 18/19 year.

Strategy: 3.4.01 Implement our Paths and Trails Strategy to increase safety, connectivity and active transport networks within and between townships

PT - 01 Principles, strategic priorities and classification system	Q1 Jul-Sep	100 %	Guiding principles, strategic priorities and classification system have been adopted.
	Q4 Apr-Jun	100 %	Paths and trails are developed in accordance with guiding principles and priority rankings within the Paths and Trails strategy. Where TAC funding can address safety issues, grant applications are made.
PT - 02 Adequate maintenance and management regime	Q1 Jul-Sep	50 %	Council policy is in draft form and in the process of being adopted
	Q4 Apr-Jun	100 %	All paths and trails are recommended through Recreation and works department.
PT - 03 Bicycle strategy	Q4 Apr-Jun	100 %	Council financially contributed to and supported the development of the RDV Grampians Region Cycling and Trails Infrastructure Business and Master Plan
PT - 04 Asset management plan	Q4 Apr-Jun	100 %	Asset management plans being established through the Asset management steering committee
PT - 05 Horse trail strategy	Q4 Apr-Jun	100 %	No funding available.
PT - 06 Promotional literature	Q1 Jul-Sep	100 %	Promotional material has been developed for the Linton area and places of heritage value in the Shire
	Q4 Apr-Jun	100 %	Economic Development have maps developed for major recreational trails in the Shire.
PT - 08 Signage policy	Q4 Apr-Jun	100 %	Meeting held on 14 June 2018 to commence Golden Plains Shire-wide Signage guidelines. This will incorporate paths and trails signage plus all other signage across.
PT - 09 Locations for public art	Q4 Apr-Jun	100 %	Arts and Culture Officer has prepared an asset inventory. Works to provide maintenance cost estimates. All Art pieces identified in open space strategy have been funded or delivered.
PT - 10 Locations for seating etc.	Q4 Apr-Jun	100 %	Seating along trails identified during each annual program of open space funding.
PT - Review Paths and Trails Strategy	Q4 Apr-Jun	100 %	Internal update (works completed, in progress, outstanding completed). Broader review on priorities to occur in 18/19

Strategy: 3.5.01 Progressively review township structure plans and urban design frameworks to effectively manage growth, encourage diversity and

UDF - Implement Urban Design Framework plans	Q2 Oct-Dec	100 %	Inverleigh Structure Plan is underway
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Strategy: 3.6.01 Proactively support and encourage an increase in civic pride and build ownership of place			
MPHWP - 4.07 Connected Communities	Q4 Apr-Jun	100 %	Council supports community co-ordinators with their initiatives that promote civic pride.

Strategic Objective :

4. Delivering Good Governance & Leadership

Description :

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

Strategy: 4.1.02 Review decision making and governance processes and structures to improve transparency, accountability and progressively implement			
AC - 2.1.04 More art by more people - Council's public liability insurance	Q1 Jul-Sep	100 %	Review of Public Liability Insurance Charge for Community Groups, Artists under way. Recreation Team Leader working with Risk Officer to provide proposed changes
	Q4 Apr-Jun	100 %	This issue has been resolved for arts groups as they are able to obtain insurance cover through Regional Arts Victoria.
AI - 04.1 Council Operations - employment	Q4 Apr-Jun	50 %	Rural Access worker has advocated for and provided information to HR about Access and Inclusion policies and example documents to support inclusive practices across employment processes and staff induction and training. This will be considered as policies and processes are reviewed and updated.
AI - 04.2 Council Operations - staff training	Q4 Apr-Jun	0 %	Rural Access have advocated with HR to consider access and inclusion in staff induction processes and in ongoing staff training.
AI - 04.3 Council Operations - integrate	Q4 Apr-Jun	50 %	Actions in the Access and Inclusion Plan have been allocated to relevant team plans. As strategies are being reviewed we have involved the Disability - Access and Inclusion Advisory Committee in the review process.
CE - 1.2 Engagement Practice - minimum standard for processes	Q3 Jan-Mar	75 %	The new Community Engagement Practice Framework is now in draft form, planned completion June 2018. The Framework outlines our core engagement principles, and six-steps which guides staff through the entire process of planning, implementing and evaluating engagement processes. The Framework responds to the community's priorities outlined in the Strategy, and aligns with the new Local Government Act (draft 2018) community engagement principles. It incorporates local and international best practice guidelines, including the VAGO elements of better practice (VAGO Better Practice Guide 2015), and IAP2 Quality Assurance Standard (2015). New Community Engagement Manager online software was developed in 2017 (planned launch April 2018). The software aligns with the new Practice Framework, and aims to ensure the Framework is applied consistently across the organisation.
CE - 1.6 Engagement Practice - improved access for community	Q3 Jan-Mar	100 %	Council is continuously reviewing its practices for accessibility by the community. Council meetings have been moved to a later time to allow people to attend after work hours. The layout of the Chamber has been modified to improve visibility by observers and the new Council Chamber will have audio-visual and live streaming options. The Local Law will be reviewed at the end of its current cycle in 2019.

CE - 2.1 Internal Engagement - system of reporting CE activities	Q3 Jan-Mar	75 %	New Community Engagement Manager online software was developed in 2017 (planned launch April 2018). This software will allow staff to document their engagement plan, results of engagement, and the evaluation; and to set and monitor due dates for each step of the engagement process. Managers have agreed to be responsible for ensuring their staff complete the processes (as recommended in the Community Engagement Progress Report Sep 2016 – Dec 2017). Reports from this software will be utilised to monitor and report on engagement across the organisation to FMT and Council.
CE - 2.3 Internal Engagement - Councillors early engagement	Q3 Jan-Mar	100 %	The early reporting of relevant projects to Council has been discussed by FMT in February 2018, in response to the Community Engagement Progress Report (Sep 2016 – Dec 2017). A reminder to do this is also part of the Community Engagement Manager web application.
CE - 4.1 CE Practice - CE training in induction program	Q3 Jan-Mar	100 %	A new community engagement induction program for all new staff was developed in December 2017, as part of the corporate induction program. The induction outlines key engagement principles, what is important to the community, what success looks like in engagement, the role of the Community Engagement Officer, and resources and tools available to support staff.
CE - 4.2 CE Practice - review Leadership Development Plan	Q3 Jan-Mar	100 %	Within the rate capping environment, Council have moved away from the structured Graduate Diploma courses previously used to develop talented staff. We are now focussed on a more innovative and customised leadership and talent program with change leadership and project management form key elements of this program. The program will build capability within Council staff and allow them develop facilitation and conflict management skills and therefore deliver a better community engagement experience.
CE - 4.3 CE Practice - targeted CE training	Q3 Jan-Mar	50 %	Council provided staff training on 'Positive interactions with community', facilitated by community engagement expert Jen Lilburn from Kismet Forward in October – December 2017. The training had high rates of participation, with 27 staff and 7 managers participating, making up almost 20% of all staff and managers (34/192 permanent staff). This training aimed to improve staff confidence and skills to facilitate positive face-to-face engagement and manage conflict. Key messages of the training included the importance of empathy and active listening. Participant feedback indicated that the training increased motivation to engage with the community, and enhanced skills in face-to-face engagement. Advanced training for staff in engagement design and methods planned for second half of 2018.
CE - 4.5 CE Practice - annual showcase of CE projects	Q3 Jan-Mar	100 %	Case studies have been developed on diverse engagement projects run across the organisation in 2017. These have been used to promote good practice internally in new staff inductions, and to Council and community in the Community Engagement Progress Report (published April 2018).
CE - 4.6 CE Practice - practice standards	Q3 Jan-Mar	100 %	Tip sheet developed and available to staff on intranet with best practice guidelines and example group agreement for community advisory and reference committees.

CE - 5.6 Coordinated Approach - notification of CE activities	Q3 Jan-Mar	75 %	New Community Engagement Manager online software was developed in 2017 (planned launch April 2018). This software will allow staff to search for other past , current, and planned engagement processes to enhance coordination of engagement across the organisation.
CE - 5.7 Coordinated Approach - performance of CE activities	Q3 Jan-Mar	100 %	This activity is reported in the Annual Report.
MPHWP - 4.09 Connected Communities	Q4 Apr-Jun	100 %	Council has implemented a range of initiatives from the Community Engagement Strategy. A report on the progress was available to the community.

Strategy: 4.1.03 Work towards the application of 'deliberative engagement' processes

CE - 2.2 Internal Engagement - forum for internal stakeholders	Q3 Jan-Mar	100 %	Council's communications and engagement staff have conducted internal meetings to improve and enhance internal communications and engagement (such as for the Golden Plains Community and Civic Centre project and the Council Plan Review). The Executive Unit also internally seconded a 0.5 position to deliver internal communications for an 8 month period to establish templates, procedures and processes for improving internal sharing of information.
CE - 5.8 Coordinated Approach - implementation of Action Plan items	Q3 Jan-Mar	100 %	Progress Report on Strategy prepared in February 2018 by the Community Engagement Officer, reporting on the progress from Sep 2016 – Dec 2017. Endorsed by Council for public exhibition in March 2018. Will be promoted to community in April 2018.

Strategy: 4.2.01 Continue long-term financial planning that outlines the emerging challenges for the Shire

Finance - 10 year financial plan	Q1 Jul-Sep	100 %	The Strategic Resource Plan was adopted on 27 June 2017 as part of the 2017-2021 Council Plan. The financial data and statements included in the SRP represent the first four years of Council's 10 year financial plan. This is reviewed regularly and updated annually.
Finance - Financial Statements	Q1 Jul-Sep	100 %	The 2016-17 Financial Statements were audited and certified in September 2017. An unmodified audit opinion was issued stating that the financial report was presented fairly.
Finance - Invest surplus funds	Q1 Jul-Sep	100 %	Council's cash balance is monitored on a daily basis to ensure any surplus funds are invested according to Council's investment policy. This is to maximise interest revenue with limited risk.
Finance - Strategic Resource Plan	Q1 Jul-Sep	100 %	2017-2021 Strategic Resource Plan was adopted by Council as part of the Council Plan on 27 June 2017. The 2017-18 assumptions are being implemented as part of the 2017-18 Annual Budget which was adopted on the same date.

Strategy: 4.3.01 Further develop and implement an advocacy framework in partnership with the community

ED&T - 4.1 Lobbying & Advocacy - Review Plan	Q3 Jan-Mar	100 %	The Advocacy and Lobbying Plan is undergoing a more significant review than in recent years and will be completed within the month.
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Strategy: 4.3.02 Maintain active regional partnerships with a focus on economic development, wellbeing, environmental sustainability and shared services			
ED&T - 1.7 Investment Attraction - Regional Investment Collaboration	Q3 Jan-Mar	100 %	Established the G21 regional economic practitioners group which will meet quarterly to discuss opportunities for regional collaboration, partnership projects, investment attraction, shared challenges and opportunities. Participate in the G21 Economic Development Pillar, the G21 Agribusiness Group and the Central Highlands Digital Plan Group.

Strategy: 4.4.01 Provide a consistent coordinated and innovative approach to communicating with the community			
AC - 1.3.04 Communications Strategy - on-line directory	Q1 Jul-Sep	100 %	this action has been re directed to the Arts Coordinator and is currently underway.
	Q4 Apr-Jun	0 %	The arts information is not included in the community directory at this stage, however there is a comprehensive on line list developed as part of the arts trail.
AC - 1.3.05 Communications Strategy - promotional local stories	Q1 Jul-Sep	100 %	The Gazette, social media and website have been used to promote local artists, their stories and events.
	Q4 Apr-Jun	100 %	Artists have been promoted on social media, Gazette and in publications.
AC - 1.3.07 Communications Strategy - community notice boards	Q1 Jul-Sep	100 %	Complete. New notice board installed in Teesdale as part of the main street improvement program. CRMS provides opportunity for users to lodge improvement requests.
	Q4 Apr-Jun	100 %	Complete. New notice board installed in Dereel as part of a CRMS request, which is also the mechanism for users to lodge improvement requests for such notice boards.
AI - 03.1 Getting Informed - information and communication - website	Q4 Apr-Jun	100 %	Working to have ReadSpeaker added to the council website and intranet to make it more accessible for people with low literacy, CALD background and disability.
AI - 03.2 Getting Informed - information and communication - accessibility	Q4 Apr-Jun	75 %	Worked with Scope to translate the Council Plan into Easy English and promoted via the website and other council media including what Easy English is and who may benefit.
AI - 03.3 Getting Informed - information and communication - engage community	Q4 Apr-Jun	100 %	Community engagement officer and rural access worker reviewed community engagement processes and documents to improve inclusion and readability.
EM&C - 08 C&M Residents and Ratepayers - Sound Grab Releases	Q1 Jul-Sep	100 %	The Communications and Marketing Team has supported the Mayor with research and prepared speaking notes to take advantage of recorded and live to air radio interview opportunities.
EM&C - 09 C&M Residents and Ratepayers - Video Clip Releases	Q1 Jul-Sep	100 %	Utilising in-house technical skills and software the Communication's team has been able to develop very successful and engaging video clips for web and social media use. This year posting 29 videos (20 more than 2015-16).

Strategy: 4.5.01 Build commitment to the organisational Customer Service Charter			
CS - Internal Service Excellence - inform organisational planning and strategies	Q4 Apr-Jun	100 %	Customer Service is an integral part of all planning and strategy development
CS - Internal Service Excellence - promote 'At Your Service'	Q4 Apr-Jun	100 %	Information available and promoted on the intranet to all staff regarding 'At Your Service' & CSEF.

CS - Internal Service Excellence - promote customer service excellence	Q4 Apr-Jun	100 %	CRMS used to record both positive and negative feedback so that we can track our overall customer satisfaction. Works department now sharing positive feedback received from Customers in regular toolbox meetings.
CS - Internal Service Excellence - refine 'At Your Service' Program to imbed CSEF	Q4 Apr-Jun	100 %	An organisation review has not been undertaken due to lack of resources. This will be undertaken in the 2018-19 year by the new Senior Customer Services Officer and the People and Culture Manager. Decision made to include an overview of the CSEF in all PDs for vacant positions, rather than sending out the separate document. SCO undertakes CS inductions for staff inductions. Performance reviews contain generic Corporate expectations regarding staff performance objectives for CS.
CS - Internal Service Excellence - retain 'At Your Service' theme	Q4 Apr-Jun	100 %	Customer Service excellence training - delivered by a Specialist Customer Service trainer - has been undertaken across the organisation and customised training has been delivered to specific work groups, such as the Works team and the Customer Service team.
CS - Service Accessibility - customer service centre Smythesdale	Q4 Apr-Jun	100 %	The Customer Service function at the Smythesdale Well has commenced with limited operating hours which will increase over the next year. This service has been well received by the Community. Additional signage and building improvements will continue over the next 12 months as usage increases.
CS - Service Accessibility - staff to meet customers on-site	Q4 Apr-Jun	100 %	Senior Management support this initiative and enable staff to meet customers on site or at other locations as required.
CS - Service Standards - review complaints handling procedures	Q4 Apr-Jun	100 %	The procedure is due for review in May 2018, but will be updated as a priority when the new Senior Customer Service Officer commences. The current version which was reviewed in May 2016 incorporates the key elements of the guide.
CS - Service Standards - review Customer Service Charter	Q4 Apr-Jun	100 %	The current charter meets the requirements - however will be reviewed in 2018/19 to improve readability and ease of use by customers
CS - Staff Development - development of CSOs	Q4 Apr-Jun	100 %	External & internal training for CS officers undertaken in 2017/18 to develop skills in delivering customer service excellence.
CS - Staff Development - new front line staff	Q4 Apr-Jun	100 %	Customer service & receipting training provided by Senior Customer Service officer to all new front line staff members. All new staff also undertake training by sitting with Customer Service officers at the front desk as part of the induction process.
CS - Staff Development - reinforce 'At Your Service' program	Q4 Apr-Jun	100 %	'At Your Service' theme continues to be communicated via the strategy and action plan.
CS - Staff Development - Shire familiarisation activities	Q2 Oct-Dec	100 %	Continuation of Senior Management Team led Shire Tour conducted every six months to include new employees. Information session relating to Golden Plains Shire Council is provided by the Director Corporate Services on a regular basis.
	Q4 Apr-Jun	100 %	Continuation of Senior Management Team led Shire Tour conducted every six months to include new employees. Information session relating to Golden Plains Shire Council is provided by the Director Corporate Services on a regular basis.
CS - Staff Development - staff induction	Q2 Oct-Dec	100 %	Induction program now includes a one on one session with the Senior Customer Service Officer to provide detailed information.

	Q4 Apr-Jun	100 %	Staff induction continues to be provided to all staff in pre-determined topics. The HR team are continuously reviewing how these sessions are managed and is investigating a way in which staff inductions can be improved upon.
CS - Staff Development - staff training	Q2 Oct-Dec	100 %	Customer Service training included in the mandatory schedule for all front line staff which includes aggressive behaviours, difficult clients and personal safety.
	Q4 Apr-Jun	100 %	Staff training continues to be provided as per the agreed Corporate Training Matrix. The HR team are actively improving the content and delivery of the sessions, including training providers, and investigating eLearning opportunities.
CS - Staff Development - staff training about role of local government	Q2 Oct-Dec	100 %	Scheduling of Understanding Local Government (external training provider) and Golden Plains Shire information session (internal training) for all new employees as part of the induction program.
	Q4 Apr-Jun	100 %	Scheduling of Understanding Local Government (external training provider) and Golden Plains Shire information session (internal training) for all new employees as part of the induction program.
CS - Staff Development - strengthen staff's understanding about big picture	Q4 Apr-Jun	100 %	Customised training has been undertaken with workgroups.
CS - Technology - automated rate payment	Q4 Apr-Jun	100 %	Credit card option now provided on GPS website.

Strategy: 4.6.01 Continue to implement Council's commitment to equal employment opportunity and influencing broader access, inclusion and gender			
MPHWP - 5.2a Family Violence and Gender Equity	Q3 Jan-Mar	100 %	With the implementation of the Listen, Learn and Lead program we have made much progress and will continue to as it is an ongoing process.
	Q4 Apr-Jun	100 %	With the implementation of the Listen, Learn and Lead program we have made much progress and will continue to as it is an ongoing process. We are currently creating an Action Plan to ensure this remains a focus and the Gender Equity Committee will commence meeting again in the next few weeks.
MPHWP - 5.2b Family Violence and Gender Equity	Q4 Apr-Jun	25 %	A partnership has been developed between Leisure Networks and Council to assist with club capacity building and encouraging female participation in sport. A grant has also been received in partnership with the Rural Women's Network to support a female leadership initiative.
MPHWP - 5.3 Family Violence and Gender Equity	Q3 Jan-Mar	100 %	With the implementation of the Listen, Learn and Lead program we have made much progress and will continue to as it is an ongoing process.
	Q4 Apr-Jun	100 %	With the implementation of the Listen, Learn and Lead program we have made much progress and will continue to as it is an ongoing process. We are currently creating an Action Plan to ensure this remains a focus and the Gender Equity Committee will commence meeting again in the next few weeks.
MPHWP - 5.4 Family Violence and Gender Equity	Q3 Jan-Mar	100 %	With the implementation of the Listen, Learn and Lead program we have made much progress and will continue to as it is an ongoing process.

	Q4 Apr-Jun	100 %	With the implementation of the Listen, Learn and Lead program we have made much progress and will continue to as it is an ongoing process. We are currently creating an Action Plan to ensure this remains a focus and the Gender Equity Committee will commence meeting again in the next few weeks.
OD - Access & Equity - gender equity program	Q2 Oct-Dec	100 %	Identification of policies and procedures to be updated to ensure they meet gender equity guidelines, support an all inclusive workforce and community.
OD - Workforce Availability - recruitment best practice	Q2 Oct-Dec	100 %	Provide training to appropriate staff to ensure that recruitment processes are followed and the interview panels are balanced for gender equity.

Strategy: 4.6.02 The Golden Plains Community and Civic Centre will be a redevelopment of the Bannockburn Customer Service Centre			
Gov - Develop GPCCC	Q4 Apr-Jun	100 %	Council has now appointed a architect to undertake detail design of the new facility with completion end of September 2018 and contractor to commence in 2019.

Strategy: 4.6.03 Provide a workplace that facilitates the highest level of productivity and supports a health lifestyle for employees			
Gov - Healthy Lifestyle for Employees	Q4 Apr-Jun	100 %	Continued to advertise and advocate healthy activities promotions across Council for our staff. Annual flu vaccinations provided and paid for by Council.
MPHWP - 1.2 Healthy Eating and Active Living	Q4 Apr-Jun	25 %	This is year 1 of a 4 year plan an actions in this section will occur or life of plan. Discussions have been commenced internally with Human Resources Team in relation to implementing the Achievement Program in the workplace. Attendance by H&WB Team member and OHS Team Member at Regional training around work place health and wellbeing. Meeting with Cancer Council Victoria about being a pilot site for new abbreviated version of Achievement Program in small organisations.
MPHWP - 1.4 Healthy Eating and Active Living	Q4 Apr-Jun	25 %	This is year 1 of a 4 year plan an actions in this section will occur or life of plan. Discussions have been commenced internally with Human Resources Team in relation to implementing the Achievement Program in the workplace. Attendance by H&WB Team member and OHS Team Member at Regional training around work place health and wellbeing. Meeting with Cancer Council Victoria about being a pilot site for new abbreviated version of Achievement Program in small organisations.
OD - Allocate budget funding for staff H&WB projects	Q2 Oct-Dec	100 %	Budget allocation to support health initiatives and improvements.