

No.	Action	Directorate	Sponsor	Responsible	Responsibility	Benefit of the action/ what is the added value?	Q1 Agreed Actions	Action Progress Commentary	Quarter 1		Status
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epd/le	What is the agreed action for 2019/2020	Which directorate is responsible for delivering the action?	Who has overall accountability for the action?	Who is responsible for managing the action?	What is that persons title?	What is the purpose of this action, what value will it add and who will it benefit? (50 words)	What were the planned actions for Qtr 1 (refer to Business Plan 2019/2020)	What has happened so far? (150 words)	%	%	STATUS
ENGAGED, CONNECTED COMMUNITIES											
1	Undertake preliminary work to support the creation of a Shire Plan in line with expected changes to the Local Government Act	Planning and Community Safety	Jeremy Livingston	Nichole Johnson	Coordinator Strategic Projects	Improve community trust through better communications and genuine engagement.	Project scoped and research commenced.	Following the updated announcement from State Government of the Local Government Act Reform Bill, at the August 2019 Ordinary Council Meeting, Council endorsed the project approach and agreed on the following outputs: <ul style="list-style-type: none"> • Produce an in-house Research Paper by December 2019 • Subject to Council agreement, convert the Research Paper into a public Background Paper by May 2020 • Consider the aforementioned papers in developing a Community Vision to be created in conjunction with the next Council Plan. Endorsement of the Shire Plan Research Paper is scheduled for consideration at the December 2019 Ordinary Council Meeting. The work as outlined will feed into the development of a Community Vision in 2021, which will likely be mandated at that time as part of the new Local Government Act.	25%	25%	ON TRACK
2	Implement year 2 actions of the Customer First Strategy	Business Transformation & Performance	Jeremy Livingston	Craig King	Customer Experience Lead	Improve community trust through better communications and genuine engagement.	Customer First Training preparation Mystery Shopping Program establishment preparation Customer Experience Policy and Standards Begin pilot of Complaints Management Develop Phase 1 Reporting standards and measures with teams.	Delivery and implementation of the <i>Nilumbik Customer First Strategy</i> continues. Customer First Training for staff is underway and being deployed to all new staff as well as staff who missed the training from last year. Mystery Shopping has now also been initiated and is live across the five targeted teams. Our Customer Policy document is currently on hold as we attempt to put measurable data in place, with our standards document in the drafting phase with a targeted completion date of Quarter 3. Complaints reporting has been established and is currently being piloted with the Planning Services team and the Operations Centre teams, before any necessary refinements and finalisation of an official Complaints Handling Policy is adopted and implemented for the entire organisation.	25%	25%	ON TRACK
3	Develop an integrated communications and marketing plan and implement a program of actions in support of the plan	Communications & Engagement	Blaga Naumoski	Kelly Reaburn	Head of Communications & Marketing	Improve community trust through better communications and genuine engagement.	Scope communication and marketing plan	A team planning day involved developing a projected 2020 calendar of work. Frameworks for Creative Briefs and a Communications and Marketing Plan have been developed and implemented. A framework for analysis of campaigns has been developed and is currently being tested. The next step is to collaborate with business units, scheduled for Quarter 2. The Communications and Marketing Plan will assist in improving community trust through better communications and genuine engagement.	25%	25%	ON TRACK
4	Develop a Lifelong Learning Action Plan	Community & Planning	Corrienne Nichols	Cobie Vermeulen	Living & Learning Nilumbik Coordinator	Build on our commitment to lifelong learning for the community	Not yet actioned due to unforeseen delay in recruitment of the following key positions: <ul style="list-style-type: none"> - VET Coordinator (Commenced Mid Aug) - Community Program Coordinator Diamond Creek (Commenced end of August 2019) - Community Program Coordinator Pantom Hill (readvertised and currently being recruited) 	A Council endorsed strategic service review was carried out for Living and Learning Nilumbik (L&LN) in 2018. The review provided a criteria and roadmap as to what programs L&LN should offer for lifelong learning. Further to this review, planning is underway to engage and consult with other business units within Council as well as external partners to identify potential contributors and partnerships to be involved in the delivery of programs at L&LN.	25%	20%	ON TRACK
5	Develop the Community Infrastructure Policy and associated guidelines that will support the preparation of a community infrastructure plan for the Shire	Operations & Infrastructure	Hjalmar Philipp	Paul Usatov	Senior Project Manager	Ensure that the provision of community infrastructure responds to community needs.	Conduct initial discussion with key stakeholders to discuss background information. Conduct a review of relevant documents relating to the creation of a Community Infrastructure Policy.	Initial discussions have been held with key stakeholders to review background information, as well as an information document assessment conducted relating to the development of the Community Infrastructure Policy. Findings from the review will be discussed with key stakeholders to assist with developing a coordinated approach in the development of the policy, and ensuring that the provision of community infrastructure is responsive to community needs.	25%	10%	ON TRACK
6	Develop and implement a system which identifies booking availability and capacity of councils sporting pavilions and halls network for community use	Operations & Infrastructure	Hjalmar Philipp	Jonathon Miller	Manager Assets and Property	Ensure that the provision of community infrastructure responds to community needs.	Commence project scoping and development of the project plan.	A project team has been formed and drafting of a Project Plan is in progress. This action will ensure that community facilities are provided in response to community needs.	25%	25%	ON TRACK
7	Work with and support the Nilumbik Women's Network to raise the network's profile	Corporate Services	Corrienne Nichols	Narelle Hart	Early Years Programs Coordinator	Strengthen the focus on social inclusion, building social capital and connection within communities.	Raise profile through promotion of the 16 Days of Activism campaign and the availability of grants in the gender equity and inclusion space.	Council's Gender Equity Officer has made contact with the Women's Network to inform them of the 16 Days of Activism Campaign and advised them of the availability of grants to support work. Nilumbik Women's Network is now a self-sustaining entity which Council will continue to support through identification of grant and promotional opportunities, and the provision of a meeting space. The network plays an important role in strengthening Council's focus on social inclusion, building social capital and connection within communities.	25%	25%	BAU - ONGOING
8	Develop a reconciliation plan for council adoption	Community Services	Corrienne Nichols	Melanie Holt	Coordinator Youth and Community Partnerships	Strengthen the focus on social inclusion, building social capital and connection within communities.	Committed to meetings with Wurundjeri Tribe Council (ongoing). Consistent attendance at LLAN (ongoing).	Cultural consultation meetings have been established on an ongoing basis with the Wurundjeri Tribe Council, with agenda items established for conversation each month. Councilors will be briefed on a proposal to establish a 'statement of commitment' as an action towards reconciliation (instead of a Reconciliation Action Plan). This step has been endorsed by the Elders of the Wurundjeri Tribe Council.	25%	25%	ON TRACK
9	Implement the preferred option for the management and operation of Edendale Community Environment Farm	Economic Development and Tourism	Hjalmar Philipp	Heath Gillett	Manager Recreation and Leisure	Ensure that community services, programs and facilities are inclusive and respond to current and emerging needs	Hold Councillor Briefing to discuss options.	A desktop review has been completed. Consultation with key stakeholders is scheduled for Quarter 2 to discuss barriers, challenges and opportunities for the future of Edendale. Feedback from the key stakeholder meetings will then be provided to Council for consideration.	25%	25%	ON TRACK

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10	Implement the adopted Living and Learning strategic service plan with a focus on optimising a network of partnerships	Community Services	Corrienne Nichols	Cobie Vermeulen	Living & Learning Nillumbik Coordinator	Ensure that community services, programs and facilities are inclusive and respond to current and emerging needs	Workforce planning had been prioritised as per recommendations in the Strategic Service Plan. Since the start of 2019 the following positions had been recruited: • Coordinator L&LN • VET Coordinator (Aug 2019) • 2 X VET Training Facilitators (April 2019 & August 2019) • 2 X Customer Support Staff (August 2019) • Community Program Coordinator: Diamond Creek (August 2019) Induction of all new staff finalised. Induction was predicated on the concept of stronger collaboration between L&LN and other business units within NSC.	Workforce planning had been prioritised as per the recommendations in the endorsed strategic service plan for Living and Learning Nillumbik (L&LN) and all positions, except for the Community Program Coordinator for Panton Hill, have been appointed. Annual business plans have been finalised and units within L&LN are finalising specific KPIs to be achieved during 2019-2020. Commencement of the VET Coordinator and training facilitators has provided the following achievements: • Initial review of current programs and local partnerships. • Application to add 6 additional pre-accredited programs to scope. These include Introduction into Volunteering; Introduction into Individual Support; Job Ready Skills; Social Media for Small Business; Introduction into Early Childhood and Introduction into Horticulture. • Internal partnership with other units to deliver First Aid training. The first session was delivered in mid-October with excellent feedback. A second session is planned for November. This is also open to the public and will serve as a valuable opportunity to engage with community to further partnerships and identify community needs. • A BeConnected grant application has been successful with increased opportunities to engage with our community and identify opportunities. • L&LN team members have been encouraged to attend training sessions at Civic Drive, which will also create opportunities to establish internal partnerships.	15%	15%	ON TRACK
ACTIVE AND CREATIVE PEOPLE											
11	Audit the Recreation Strategy and present back to Council	Operations & Infrastructure	Hjalmar Philipp	Heath Gillett	Manager Recreation and Leisure	Provide a range of infrastructure that encourages people of all ages to participate in a variety of active and passive opportunities.	Nil.	This action is scheduled to commence in Quarter 3.	0%	0%	YET TO COMMENCE
12	Prepare an issues and options paper to consider opportunities to activate public open spaces along the Yarra River	Operations & Infrastructure	Hjalmar Philipp	Heath Gillett	Manager Recreation and Leisure	Provide a range of infrastructure that encourages people of all ages to participate in a variety of active and passive opportunities. Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction. Improve the appearance of public spaces.	Nil.	This action is scheduled to commence in Quarter 3.	0%	0%	YET TO COMMENCE
13 a	Progress the missing link of the Diamond Creek Trail	Operations & Infrastructure	Hjalmar Philipp	Enrique Gutierrez	Manager Capital Works	Provide a range of infrastructure that encourages people of all ages to participate in a variety of active and passive opportunities.	Secure funding for the first stage.	Funding has been confirmed by VicRoads (now Department of Transport (DOT)) for \$4M (of which 10% is to be retained by DoT for administration and project management purposes). Funding will be spent on the first section of the trail from Diamond Creek to Wattle Glen. The scope of works includes signage as well as construction of three bridges and the concrete path. The tender for a builder has been submitted this quarter with the view to engage the successful applicant in Quarter 2 and commence works in Quarters 3 and 4.	25%	25%	ON TRACK
13 b	Continue to advocate and lobby funding for the broader trails network	Operations & Infrastructure	Hjalmar Philipp	Heath Gillett	Manager Recreation and Leisure	Provide a range of infrastructure that encourages people of all ages to participate in a variety of active and passive opportunities.	Action all funding opportunities.	A funding application has been submitted for stage 2 of the Diamond Creek Trail via the Northern Trail Committee to the State Government. The funding outcome will be announced in November/December 2019.	25%	25%	ON TRACK
14	Investigate potential future uses for the former landfill site in Plenty, including serious investigation into solar energy generation	Operations & Infrastructure	Hjalmar Philipp	Hjalmar Philipp	Director Operations and Infrastructure	Provide a range of infrastructure that encourages people of all ages to participate in a variety of active and passive opportunities.	Progress feasibility study into potential uses for the Plenty landfill site.	The Renewable Energy Generation Project Feasibility Study Report investigating potential future uses for the former landfill site in Plenty is scheduled for a Councillor Briefing in Quarter 2. The report outlines the proposed next steps for the development of a solar farm at the former Plenty landfill site.	10%	10%	ON TRACK
15	Continue to deliver key community infrastructure projects in accordance with the adopted works program and budget	Operations & Infrastructure	Hjalmar Philipp	Enrique Gutierrez	Manager Capital Works	Provide a range of infrastructure that encourages people of all ages to participate in a variety of active and passive opportunities.	Capital works program initiated. Delivery of key projects: Research Park Pavilion, Eltham Central change rooms and Eltham North Cricket pavilions.	Nominated projects have been completed. Highlights from this quarter include: • completion of the Research Park Pavilion • completion of the Eltham Central change rooms • completion of the Eltham North Cricket Pavilion.	25%	25%	ON TRACK
16	Continue to implement the adopted Arts and Culture Plan, including the Artist in Residence Program	Community Services	Corrienne Nichols	Simon Doyle	Coordinator Arts and Cultural Development	Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.	Delivery of funded arts projects including: • Nillumbik Prize for Contemporary Art closes and de-brief • Roll out Digital Agora program (Creative Victoria funding) • Planning Nillumbik Prize Contemporary Writing • Managing Eltham Library Community Gallery exhibition program 2019 • Assess and finalise Eltham Library Community Gallery (ELCG) 2020 Exhibition Program • Finalise Eltham North Adventure Playground (ENAP) creative brief and RFQ • Plan and develop Collection show 2020 (Sept) Montsalvat • Continue stakeholder negotiations Laughing Waters Artist in Residence Program • Planning and developing Heritage Digital Guide • Art Collection and Public Art Policy to briefing.	Key activities undertaken in this quarter include: • The Nillumbik Prize for Contemporary Art awarded and is currently on display near the Mayor's office at the Civic Centre. • Adoption of the Art Collection and Public Art Policies. • Successful completion of the Digital Agora Program, with exhibitions held at Eltham, Diamond Creek, St Andrews and Hurstbridge. • Nominations are open for the Nillumbik Prize for Contemporary Writing, closing in mid-December 2019. • Installation of the new exhibition 'DiversARTY' at the Eltham Library Community Gallery. • Awaiting final quotations for the Art feature at the Eltham North Adventure Playground. • Preparation of a Heritage Digital Guide is in progress.	25%	25%	ON TRACK
17	Develop an event attraction plan (in conjunction with a new funding program) for Council adoption, and commence implementation	Community Services	Corrienne Nichols	Bianca Lord	Coordinator Events	Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.	Finalising events funding program to be presented to Council in Q2. No progress until funding program is in place.	The Community Event Quick Response Grants are scheduled to be "open to apply" in December 2019 and the Community Event Annual Grants will be "open to apply" in March 2020. Work on guidelines to assist applicants apply for grants is currently underway and expected to be available by February 2020. Part 1 (Set up formalised approval process) and Part 2 (Conduct audit on potential event sites) of the Event Attraction Plan have commenced with the implementation of the plan scheduled for 2020-2021. Implementation of the plan aims to create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.	25%	25%	ON TRACK

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18	Commence development of the business and master plan for the development of a public art gallery , and explore funding options .	Community Services	Corrienne Nichols	Simon Doyle	Coordinator Arts and Cultural Development	Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.	• Public feedback and Council direction on Regional Gallery Feasibility Study. Options to be presented to Council 29/10. Business Case awaiting Council decisions.	At the October 2019 Ordinary Council Meeting, Council endorsed the continuation of a business case and masterplan for a Regional or Municipal Gallery. Officers will develop a consultant's brief with the aim of engaging a consultant in Quarter 3 to scope the potential options as per Council's endorsed options.	50%	50%	ON TRACK
19	Undertake an audit of performing arts venues in the shire, and develop a plan	Community Services	Corrienne Nichols	Simon Doyle	Coordinator Arts and Cultural Development	Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.	• Undertake audit and research under-utilised Council buildings as potential Creative Spaces (including Performing Arts). To commence 2020.	This action is scheduled to commence in Quarter 3.	0%	0%	YET TO COMMENCE
20	Undertake a review of the Eitham Lower Park Masterplan	Economic Development and Tourism	Hjalmar Philipp	Heath Gillett	Manager Recreation and Leisure	Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.	Speak with Ward Councillor and key stakeholders.	A desktop review has been completed and consultation with key stakeholders is to be undertaken in Quarter 2. Feedback and recommendations from the review and consultation process will be provided to Councillors in Quarter 3.	25%	25%	ON TRACK
SAFE AND HEALTHY ENVIRONMENTS											
21	Present the Green Wedge Management Plan for Council adoption, and implement a program of actions in support of the adopted plan.	Planning and Community Safety	Rosa Zouzoulas	Nichole Johnson	Coordinator Strategic Projects	Prepare and develop an improved and holistic approach to strategic planning.	Release draft GWMP for public consultation.	Council endorsed the draft Green Wedge Management Plan (GWMP) for public consultation for six weeks, from 1 July to 11 August 2019, at the June 2019 Ordinary Council meeting. A total of 746 submissions were received and 80 community members spoke to their submission at the Future Nillumbik Committee meetings on 10 & 11 September 2019. A review of the submissions and the Plan has been undertaken. The final draft of the GWMP will be reported to the November 2019 Ordinary Council Meeting for consideration and adoption.	25%	25%	ON TRACK
22	Develop a shire-wide Housing Strategy for Council adoption	Planning and Community Safety	Rosa Zouzoulas	Fae Ballingall	Acting Strategic Planning Lead	Prepare and develop an improved and holistic approach to strategic planning.	Prepare Discussion Paper.	Consultants Echelon Planning has been appointed to undertake preliminary research and analysis to inform a draft Nillumbik Housing Strategy Discussion Paper. The discussion paper will aim to establish clear policy position to inform the location, type, form diversity and scale of housing across the Shire. A draft discussion paper will be finalised and presented at an Ordinary Council meeting in Quarter 3 for endorsement to commence public consultation.	75%	75%	ON TRACK
23	Complete the Bushfire and Emergency Management Strategy for council adoption and commence implementing a program of actions in support of the strategy	Corporate Services	Blaga Naumoski	Blaga Naumoski	Executive Manager Governance and Legal Services	Meet Council's responsibilities and community expectations for emergency management.	Implement 3 agreed priority actions from the Bushfire Mitigation Strategy.	Work on the Bushfire Mitigation Works program has commenced. Changes to the Fire Hazard Inspection and Enforcement Program have been developed to strengthen and streamline processes with the aim of achieving improved customer outcomes. Staff from the Operations Centre have made excellent progress with their bushfire mitigation works program. In conjunction with the Communications & Marketing team, a Communications Plan has been developed and actions being implemented, including social media campaigns and sharing key messages from the CFA. A four page insert has also been included in Nillumbik News, covering a range of messages around preparing your property, planning for emergencies and where resources are for more information. Other actions to date include: • creation of a sticker for residents to put on their bins once they have prepared their property, which will be sent with Nillumbik News • a fridge magnet for residents to educate them on how to plan for emergencies, distributed in mid-November. • a letter has been sent to approximately 7,000 property owners in the Bushfire Management Overlay and vacant land ahead of the Fire Danger Period to highlight the importance of preparing your property and to signal that inspections will be conducted.	75%	75%	ON TRACK
24	Continue to implement the adopted Health and Wellbeing Plan and deliver initiatives in partnership with the community	Community Services	Corrienne Nichols	Melanie Holt	Coordinator Youth and Community Partnerships	Develop policies, strategies, projects and partnerships to enhance the health and wellbeing of the community.	Complete the Health and Wellbeing Plan, and implement its actions through partnerships with community agencies and stakeholders Complete achievements report Reinvigorate internal working group Create action plan for H&WB – remaining term Briefings to Council.	An Achievements report outlining progress and delivery of actions within the Plan to date has been provided to Council and the Department of Health and Human Services. An internal working group has been established and the group's first meeting held. An action plan has been developed for the remaining term of the Plan, with organisational roles and responsibilities assigned. Endorsement of the Health and Wellbeing Reference Group as the formal advisory group of Council was adopted at a Special Council Meeting in October 2019.	25%	25%	ON TRACK
25	Implement key actions, including building efficiencies, of the Climate Change Action Plan	Operations & Infrastructure	Hjalmar Philipp	Lisa Pittle	Manager Environment	Review and communicate Council's climate change strategies to the community.	Eitham Leisure Centre solar Solar farm feasibility Council building retrofitting.	A Councillor Briefing has been scheduled in Quarter 2 to discuss progress with this action. Continued progress has been made in implementing emissions reduction projects at council buildings and progressing the Solar Farm feasibility for the former landfill site in Plenty, and Council building retrofitting works.	25%	25%	ON TRACK
26	Review of Integrated Water Management Plan aligned with Melbourne Water and DELWP strategies for water and waterway management	Operations & Infrastructure	Hjalmar Philipp	Lisa Pittle	Manager Environment	Work with the local community to review and implement environmental policies to protect biodiversity and conserve natural resources.	Engage with DELWP and Melbourne Water in the Integrated Water Management and Yarra Strategic directions process	The focus in this quarter was on informing Melbourne Water and DELWP strategy/policy positions through actions including: Officer attendance at DELWP Yarra Integrated Water Management (IWM) Forums in July and September, and initial discussions regarding potential 2020-2021 priorities for local IWM investment. Participation in Melbourne Water's pricing review process, including involvement in a local government workshop and a formal submission indicating local priorities for how we would prefer Melbourne Water to invest their resources. Officer review of draft Yarra Catchment Scale outcome indicators and measures as part of our involvement in the development of the new Yarra Catchment Management Plan.	25%	25%	ON TRACK

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27	Review the kerbside waste and hard waste collection programs	Operations & Infrastructure	Hjalmar Philipp	Lisa Pittle	Manager Environment	Provide waste management services that meet the needs of our community	Kerbside waste collection service • Finalise tender process • Council decision on provider for kerbside waste collection service. Continue to participate in MWRRG led collaborative procurement for recycling and landfill disposal.	Council endorsed the outsourcing of the kerbside waste collection service at a Special Council Meeting in September 2019. On 1 July 2019, the Victorian e-waste ban to landfill came into effect. Council delivered an education program around this and installed three new e-waste drop off points across the Shire.	75%	75%	ON TRACK
A PROSPEROUS ECONOMY											
28	Implement a program of actions to support the adopted Economic Development Strategy	Economic Development and Tourism	Rosa Zouzoulas	Danielle Phylard	Economic Development and Tourism Coordinator	Encourage investment and development within the Shire to increase economic development and local employment, and broaden the rate base while at the same time preserving the Green Wedge.	Economic Development Strategy adoption scheduled for 2020.	A draft plan is being finalised and will be presented to the Ordinary Council Meeting in January 2020 for endorsement to proceed to public consultation on the draft plan.	25%	25%	ON TRACK
29	Implement the actions of the Planning Service Plan , including service performance targets	Planning and Community Safety	Rosa Zouzoulas	Renaeh Ahern	Manager Planning	Encourage investment and development within the Shire to increase economic development and local employment, and broaden the rate base while at the same time preserving the Green Wedge.	Service plan implementation.	Implementation of the service plan has commenced. Project planning for electronic processing of planning applications, the establishment of a Business Transformation working group and program plan development is complete. Visits to other Councils using the same systems and who have a digital planning service has also commenced. Quick wins implemented include internal electronic referrals being piloted, the web page being rearranged to make current information easier for customers to locate, and PDF Exchange being installed onto all computers of planning staff to enable more efficient ways of working.	25%	25%	ON TRACK
30	Implement a program of actions to support the adopted Equine Industry and Activity Plan	Economic Development and Tourism	Rosa Zouzoulas	Danielle Phylard	Economic Development and Tourism Coordinator	Encourage investment and development within the Shire to increase economic development and local employment, and broaden the rate base while at the same time preserving the Green Wedge. Develop and market the tourism industry in the shire.	Draft plan prepared. New decision to divide content and include actions related to economic development in the Economic Development Strategy.	Relevant actions relating to economic development will be included in the economic development strategy currently being finalised. Other actions/information to be integrated into business as usual across relevant Council departments e.g. land management workshops, trail management.	25%	25%	ON TRACK
31	Develop a Smart Cities Plan and commence implementation of a Smart Cities network	Director Operations & Infrastructure	Hjalmar Philipp	Paul Usatov	Senior Project Manager	Encourage investment and development within the Shire to increase economic development and local employment, and broaden the rate base while at the same time preserving the Green Wedge.	Implement priority actions for Smart Cities plan. The Smart Cities Plan has been commenced and the Northern Melbourne Smart Cities Network Project within Nillumbik will be completed by June 2020.	The contract for the Northern Melbourne Smart Cities Network Project was awarded and development works commenced in early October 2019. The on-site works for the installation of gateways and sensors at the nominated sites will be completed by end of June 2020. The Smart Cities network in key activity areas include the installation of a series of sensors that create potential for innovation, economic development and data gathering. The data gathering can assist in improving community infrastructure planning, public safety and waste management.	10%	10%	ON TRACK
32	Review the Destination Management Plan	Economic Development and Tourism	Rosa Zouzoulas	Danielle Phylard	Economic Development and Tourism Coordinator	Develop and market the tourism industry in Nillumbik.	Encompassed in the Economic Development Strategy.	A formal review will be included as part of the Economic Development Strategy. The document actions are currently being assessed and benchmarked with other internal and external documents.	25%	25%	ON TRACK
33	Draft Eltham and Diamond Creek Structure Plans for Council adoption	Planning and Community Safety	Rosa Zouzoulas	Fae Ballingall	Acting Strategic Planning Lead	Review existing precinct structure plans within activity centres to encourage investment and development.	Draft Structure Plans.	Draft structure plans for Diamond Creek and Eltham are being finalised and will be presented to an Ordinary Council Meeting in Quarter 2 for endorsement to proceed to public consultation.	25%	25%	ON TRACK
34	Summarise the known opportunities for the future use and development of precincts 3 and 4 in the Eltham Activity Centre	Operations & Infrastructure	Corrienne Nichols	Paul Usatov	Senior Project Manager	Develop a visionary plan for precincts 3 and 4 in the Eltham Activity Centre, including the former Shire Office site and transport modal interchange.	Provide summary of known opportunities within precincts 3 and 4.	The concepts for the future use and development of precincts 3 and 4 in the Eltham Activity Centre include a Regional Art Gallery and a Community Hospital. A Regional Gallery Feasibility Study was undertaken and the details can be found in the minutes from the Ordinary Meeting of Council on 25 June 2019 (Item Number OCM.087/19). With the State Government investing \$675 million to build ten community hospitals in major growth areas, an alternative concept is an Eltham Area Community Hospital. Relevant site information was provided to the State Government and an online survey to help shape the new community hospital idea and to understand what services were important to the community was completed in October 2019. The survey closed in October 2019. A community consultative committee with a Nillumbik Council Management Representative was established to provide a forum for members of the local community to participate in its planning and development through open dialogue and consultation. The next community consultative committee meeting is scheduled for 29 November. The recent issue of vehicles parking on the vacant land at the site has been addressed, with barriers being put in place to prevent car parking in this area.	10%	10%	ON TRACK
35	Develop a streetscape improvement plan for the Yarrambat township	Operations & Infrastructure	Hjalmar Philipp	Joseph Emmanuel	Manager Infrastructure	Identify new economic development opportunities and improve amenity for our villages in conjunction with key stakeholders including residents.	Develop a draft streetscape improvement plan for the Yarrambat township.	To improve the amenity of Yarrambat in conjunction with key stakeholders, a draft streetscape improvement plan has been completed and presented at a Councillor briefing in early October. Progression to the detailed design phase and associated community consultation will be subject to a capital allocation commitment. The project has been listed for consideration in the Capital Works Program for 2020-2021.	50%	50%	ON TRACK
36	Review the Hurstbridge and Wattle Glen township strategies in light of future improvements to the Hurstbridge rail corridor and associated land	Planning and Community Safety	Rosa Zouzoulas	Fae Ballingall	Acting Strategic Planning Lead	Identify new economic development opportunities and improve amenity for our villages in conjunction with key stakeholders including residents.	Nil.	Discussions with the Level Crossing Removal Authority have recently occurred in Quarter 2. These discussions and resultant outcomes will inform the development of the township strategies.	0%	0%	YET TO COMMENCE

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37	Develop a process for streetscape identification and prioritisation in capital works planning	Operations & Infrastructure	Hjalmar Philipp	Enrique Gutierrez	Manager Capital Works	Identify new economic development opportunities and improve amenity for our villages in conjunction with key stakeholders including residents.	Consultation with key stakeholders initiated.	Discussions have been initiated with key internal stakeholders to identify the scope of works and timelines required for master planning, community consultation, detailed design and construction. Development of this action will assist in identifying new economic opportunities and amenity improvements to our townships in consultation with key stakeholders and our residents.	25%	25%	ON TRACK
RESPONSIBLE LEADERSHIP											
38	Continue to advocate to other levels of government on important policy issues that affect the Nillumbik community	Communications & Engagement	Blaga Naumoski	Kelly Reaburn	Head of Communications and Engagement	Advocate for Nillumbik's best interests at a state and national level. Advocate for improved public transport, traffic management and reduced road congestion.	Review and update Council's advocacy plan.	The advocacy plan has been reviewed and updates have been made in response to the feedback from staff and Councillors. The plan will be presented at a Councillor Briefing in November 2019.	25%	25%	ON TRACK
39	Commence implementation of a new asset management system rollout to support improved service delivery	Corporate Services	Vince Lombardi	Eddie Cheng	Head of Information Technology Operations	Plan for the community's future service and infrastructure needs.	Prepare options for procurement of an asset management system.	Project, scope and process documents for the replacement of an asset management system have been reviewed in preparation for options analysis. A new asset management system will enable Council to effectively manage its wide-ranging assets through a single data source. A tender process is scheduled for early 2020, with implementation and rollout scheduled to commence in mid-2020 and be completed by the end of 2021. The project is dependent on funding being awarded by Council at the end of 2019.	25%	25%	ON TRACK
40	Commence implementation of high priority actions from the Digital Transformation Plan	Corporate Services	Vince Lombardi	Eddie Cheng	Head of Information Technology Operations	Ensure seamless service delivery and an open and responsive approach to our customers	Conduct pilot Business Classification System (BCS) . Finalise system requirements and publish public tender. Test and assess available GIS solutions that best fits Council's requirements.	Electronic Document Records Management System (EDRMS) Managing a central repository of all records via an Electronic Document Record Management System (EDRMS) enables Council compliance with statutory requirements. An element of the EDRMS is the development of departmental Business Classification Schemes (BCS). The initial pilot of the BCS was successfully conducted in this quarter. A public tender was also published with the view to awarding the contract in March 2020. Geographical Information System (GIS) Assessment and testing of available GIS solutions that best fits Council's requirements is currently being undertaken. The GIS provides a platform for community to explore council projects, events and services via online maps. Remaining Functional Projects There are five projects listed as priority actions through the Digital Business Transformation Plan. Funding is to be sought from Council in November 2019. This funding will enable commencement of the priority projects and facilitate the continuation of the transformation project.	25%	25%	ON TRACK

Actions from 2018/2019 to be completed

No.	Action	Directorate	Sponsor	Responsible	Responsibility	Benefit of the action/ what is the added value?	Q1 Agreed Actions	Action Progress Commentary	Quarter 1		Status
									Target%	Actual%	
epinf	What is the agreed action for 2018/2019 to be completed in 2019/2020	Which directorate is responsible for delivering the action?	Who has overall accountability for the action?	Who is responsible for managing the action?	What is that persons title	What is the purpose of this action, what value will it add and who will it benefit? (50 words)	What were the planned actions for Qtr 1 (refer to Business Plan 2019/2020)	What has happened so far? (150 words)	%	%	STATUS
ENGAGED, CONNECTED COMMUNITIES											
6	Progress the development of an integrated community infrastructure plan	Operations & Infrastructure	Hjalmar Philipp	Enrique Gutierrez	Manager Capital Works	Ensure that the provision of community infrastructure responds to community needs	Conduct initial discussion with key stakeholders to discuss background information. Conduct a review of relevant documents relating to the creation of a Community Infrastructure Policy.	Refer to commentary for Item 5 - <i>Develop the Community Infrastructure Policy and associated guidelines that will support the preparation of a community infrastructure plan for the Shire</i> in the Quarter 1 2019-2020 Actions report.	25%	10%	ON TRACK
SAFE AND HEALTHY ENVIRONMENTS											
34	Establish a graffiti removal policy to inform future service levels	Planning and Community Safety	Rosa Zouzoulas	Jonathan McNally	Manager Community Safety and Amenity	Improve the appearance of public spaces.	Develop graffiti removal plan.	Draft plan under development, intended to be presented for a Council briefing in Quarter 2.	50%	50%	ON TRACK
A PROSPEROUS ECONOMY											
37	Adopt a new Nillumbik Economic Development Strategy & create a set of indicators to measure success	Executive Manager Economic Development and Tourism	TBC	Danielle Phyland	Economic Development and Tourism Coordinator	Encourage investment and development within the Shire to increase economic development and local employment, and broaden the rate base while at the same time preserving the Green Wedge.	To be completed to 100% by Q2.	Refer to commentary for <i>Item 28 - Implement a program of actions to support the adopted Economic Development Strategy</i> in the Quarter 1 2019-2020 Actions report.	25%	25%	ON TRACK
38	Undertake a feasibility study/review of rural activity/industry in the Shire to identify opportunities for growth	Executive Manager Economic Development and Tourism	TBC	Danielle Phyland	Economic Development and Tourism Coordinator	Encourage investment and development within the Shire to increase economic development and local employment, and broaden the rate base while at the same time preserving the Green Wedge.	Draft plan prepared. New decision to divide content and include actions related to economic development in the Economic Development Strategy. Other actions/information to be integrated into business as usual across relevant Council departments e.g. land management workshops, trail management.	Refer to commentary for <i>Item 30 - Implement a program of actions to support the adopted Equine Industry and Activity Plan</i> in the Quarter 1 2019-2020 Actions report.	25%	25%	ON TRACK
RESPONSIBLE LEADERSHIP											
44	Review & implement Council's Asset Management Strategy & develop a better system to support delivery	Manager Infrastructure	Hjalmar Philipp	Joseph Emmanuel	Manager Infrastructure	Plan for the community's future needs for services and infrastructure	No works planned for the first quarter.	Refer to commentary for <i>Item 39 - Commence implementation of a new asset management system rollout to support improved service delivery</i> in the Quarter 1 2019-2020 Actions report.	25%	25%	ON TRACK