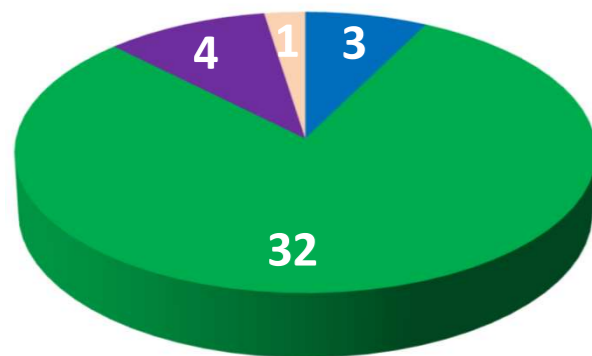


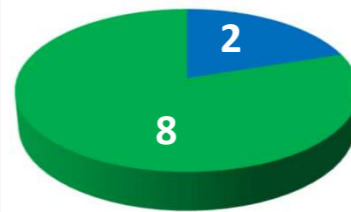
2019-2020 ANNUAL ACTION PLAN: END OF QUARTER 2 - PRIORITY ACTIONS STATUS REPORT

STRATEGIC OBJECTIVE	COMPLETE	ON TRACK	NEEDS ATTENTION	YET TO COMMENCE	BAU - ONGOING	TOTAL NO. OF ACTIONS
ENGAGED, CONNECTED COMMUNITIES A place where communities and ideas thrive, underpinned by trust, confidence and continuous learning.	2	8	0	0	0	10
ACTIVE AND CREATIVE PEOPLE Active lifestyles and artistic expression are fostered through participation and innovation.	0	7	0	3	0	10
SAFE AND HEALTHY ENVIRONMENTS Healthy and safe communities enjoy living in our iconic Green Wedge environment.	0	6	0	0	1	7
A PROSPEROUS ECONOMY A strong local economy that supports business growth, jobs and community wealth.	1	8	0	1	0	10
RESPONSIBLE LEADERSHIP Collaborative and consultative leadership that builds trust and makes the best use of available resources to the benefit of all in the pursuit of excellence.	0	3	0	0	0	3
OVERALL	3	32	0	4	1	40

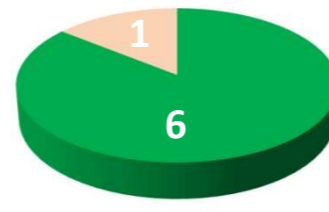
**QTR 1 2019-2020 PRIORITY ACTION STATUS
- by Strategic Objective**



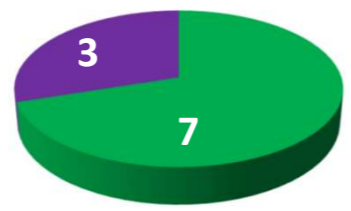
Engaged, Connected Communities



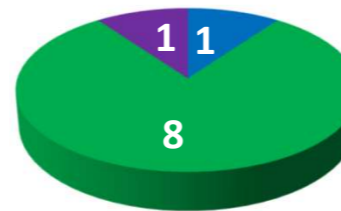
Safe and Healthy Environments



Active and Creative People



A Prosperous Economy



Responsible Leadership



■ COMPLETE ■ ON TRACK
■ NEEDS ATTENTION ■ YET TO COMMENCE
■ BAU - ONGOING

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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	Strategy and Policy Advisor	Improve community trust through better communications and genuine engagement.	<p>The Shire Plan 2050 Research Paper has been completed and was endorsed by Council at the December 2019 Ordinary Council Meeting. The Research Paper provides a high-level overview to assist Council's understanding of the forecasts and future trends of life in Nillumbik in 2050.</p> <p>It is anticipated that this research paper will be used to help inform the development of a Community Vision for Nillumbik, along with a Background Paper, which will be completed prior to May 2020.</p> <p>Developing a long-term Community Vision is now considered best practice and is highlighted in the Local Government Bill 2019 that will introduce a new requirement for all councils to have a long-term Community Vision developed in consultation with the local community and articulating a vision for the municipality.</p> <p>The development of a Community Vision/ Shire Plan 2050 is now intended to occur in the first half of 2021.</p>	50%	ON TRACK
2	Implement year 2 actions of the Customer First Strategy	Customer Experience Lead	Improve community trust through better communications and genuine engagement.	<p>Implementation of the strategy's actions continue to progress:</p> <ul style="list-style-type: none"> • Customer First training has now been initiated and 100 new and existing staff participated in the program during the quarter. • The Staff Customer Benchmarking Survey is now being undertaken in February 2020 to get an insight into our staff customer focus on what is working well and opportunities for improvement. • Our Customer Experience Standards document has been drafted with a view to seek approval in quarter 3 for publishing online. • The Mystery Shopping Program is now operational across five key teams within Council. • Our third Customer Experience Benchmarking Survey was conducted in October 2019 and the results are currently being analysed to identify opportunities across teams for areas to drive customer oriented service improvements in the third quarter. <p>A highlight of the quarter was that our Customer Experience Team were awarded 'Best in Sector' out of 40 councils nationally for mystery shopping for outstanding customer service. Council was also ranked second out of all 145 organisations assessed as part of the same benchmarked survey.</p>	50%	ON TRACK
3	Develop an integrated communications and marketing plan and implement a program of actions in support of the plan	Head of Communications & Marketing	Improve community trust through better communications and genuine engagement.	<p>A suite of communications and marketing tools and templates have been developed and integrated into the business.</p> <p>A new Communications & Marketing briefing system has been developed which enables collaboration across the organisation on projects and events. An evaluation process has been established to ensure continuous improvement.</p>	100%	COMPLETE
4	Develop a Lifelong Learning Action Plan	Living & Learning Nillumbik Coordinator	Build on our commitment to lifelong learning for the community	<p>A Council endorsed strategic service review was carried out for Living and Learning Nillumbik (L&LN) in 2018. The review provided a criteria and roadmap as to what programs L&LN should offer for lifelong learning.</p> <p>As an extension 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 that support lifelong learning.</p> <p>Lifelong learning should be a whole of Council approach and not sit just with L&LN. A further report will be provided to Council in July/August 2020, which will provide more detailed information on this approach.</p>	50%	ON TRACK
5	Develop the Community Infrastructure Policy and associated guidelines that will support the preparation of a community infrastructure plan for the Shire	Senior Project Manager	Ensure that the provision of community infrastructure responds to community needs.	<p>Review and reconciliation of key policy context for the planning and development of community infrastructure within the Shire has been completed.</p> <p>Preliminary demand/supply analysis of community infrastructure has also been completed.</p>	25%	ON TRACK
6	Develop and implement a system which identifies booking availability and capacity of councils sporting pavilions and halls network for community use	Manager Property Facilities and Maintenance	Ensure that the provision of community infrastructure responds to community needs.	<p>Scope of the work for a new system has been completed. A review of appointment booking systems at other councils has commenced to identify a suitable system that will provide ease of use for the community.</p>	50%	ON TRACK
7	Work with and support the Nillumbik Women's Network to raise the network's profile	Early Years Programs Coordinator	Strengthen the focus on social inclusion, building social capital and connection within communities.	<p>The Early Years Gender Equity Officer (GEO) contacted Nillumbik Women's Network (NWN) to advise and invite them to participate in the 16 Days of Activism Campaign. NWN advised they intended to organise an event outside of the formal campaign.</p> <p>GEO advised of the opportunity to apply for a quick response grant through Council to support their event.</p> <p>Council's Community Engagement Officer has contacted NWN and invited them to put together information that can be included in the complimentary guest bags at the International Women's Day dinner in March 2020.</p> <p>The NWN is now a self-sustaining entity which Council will continue to support through identification of grant and promotional opportunities. The network plays an important role in strengthening Council's focus on social inclusion, building social capital and connection within communities.</p>	100%	COMPLETE
8	Develop a reconciliation plan for council adoption	Manager Community Partnerships	Strengthen the focus on social inclusion, building social capital and connection within communities.	<p>Cultural Awareness Training has been completed. The provider delivered the training to over 100 Nillumbik staff. Ongoing conversations are to be held across the organisation to include cultural practices and awareness in activities such as inductions, Australia Day event and others.</p> <p>Commitment has been made in 2020 to continue cultural consultations with the Wurundjeri Tribe Council on a monthly basis. As reported in the previous quarter, a proposal to establish a 'statement of commitment' as an action towards reconciliation (instead of a Reconciliation Action Plan) has been endorsed by the Elders of the Wurundjeri Tribe Council (as their preferred approach), and this approach has also received Council support.</p>	50%	ON TRACK
9	Implement the preferred option for the management and operation of Edendale Community Environment Farm	Manager Recreation and Leisure	Ensure that community services, programs and facilities are inclusive and respond to current and emerging needs	<p>Results from a community survey conducted over the summer holiday period have been released. The next steps are being informed by an operational review.</p>	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	Living & Learning Nillumbik Coordinator	Ensure that community services, programs and facilities are inclusive and respond to current and emerging needs	<p>Workforce planning and review has been a focus this quarter:</p> <ul style="list-style-type: none"> The Community Program Coordinator at Panton Hill has been recruited A review of the Vocational Education & Training (VET) team structure has been completed. This will be revisited as the Quality and Compliance Officer resigned in December 2019 The Community Program Coordinator in Eltham resigned in December 2019, which has prompted an opportunity to review the current team structure. <p>A draft database of all current informal and formal partnerships has commenced.</p> <p>The development of a standardised program planning cycle template to assess upcoming opportunities and gaps and solicit inputs from stakeholders in a more systematic way has commenced.</p>	50%	ON TRACK
ACTIVE AND CREATIVE PEOPLE						
11	Audit the Recreation Strategy and present back to Council	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.	<p>The Recreation and Leisure Planning Coordinator has been appointed.</p> <p>Audit works are scheduled to commence in the third quarter. Internal consultation on the strategy will be undertaken and findings presented at a Councillor briefing in March 2020.</p>	0%	YET TO COMMENCE
12	Prepare an issues and options paper to consider opportunities to activate public open spaces along the Yarra River	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.	<p>The Recreation and Leisure Planning Coordinator has been appointed.</p> <p>Audit works are scheduled to commence in the third quarter. Internal consultation on the strategy will be undertaken and findings presented at a Councillor briefing in March 2020.</p>	0%	YET TO COMMENCE
13 a	Progress the missing link of the Diamond Creek Trail	Manager Capital Works	Provide a range of infrastructure that encourages people of all ages to participate in a variety of active and passive opportunities.	<p>Following the \$3.6m of funding confirmed by VicRoads (now Department of Transport (DOT)), tenders for the works between Diamond Creek and Wattle Glen (the first section of the trail) were released and proposed contracts awarded at the January 2020 Ordinary Council Meeting. Scope of works includes signage as well as construction of three bridges and the concrete path.</p> <p>It is anticipated that on-ground works will commence in the third and fourth quarters.</p>	25%	ON TRACK
13 b	Continue to advocate and lobby funding for the broader trails network	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.	<p>Key opportunities and work to be undertaken for the next 12 months, including audit of all trails, missing links, the Aqueduct trail and funding streams, has been undertaken and incorporated into the proposed 2020-2021 budget. Councillors will be briefed on progress in March 2020.</p>	50%	ON TRACK
14	Investigate potential future uses for the former landfill site in Plenty , including serious investigation into solar energy generation	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.	<p>At the November 2019 Ordinary Council Meeting, Council considered the Solar Farm Feasibility Study Report and determined to proceed with the following:</p> <ul style="list-style-type: none"> Seeks offers from the market to develop a solar farm at the former landfill on Yan Yean Road, Plenty. Continues to explore opportunities to incorporate a community investor element in the solar farm development. <p>The appointment of a qualified and experienced Solar Farm Advisor and Consultant is currently in progress.</p>	5%	ON TRACK
15	Continue to deliver key community infrastructure projects in accordance with the adopted works program and budget	Manager Capital Works	Provide a range of infrastructure that encourages people of all ages to participate in a variety of active and passive opportunities.	<p>Highlights for this quarter are as follows:</p> <ul style="list-style-type: none"> Works on Eltham Central change rooms have been completed; and works on the social rooms have commenced Works for Eltham North Pavilion are completed Research Oval Pavilion works were completed in November 2019 Diamond Creek Regional Playground is in progress. 	50%	ON TRACK
16	Continue to implement the adopted Arts and Culture Plan , including the Artist in Residence Program	Coordinator Arts and Cultural Development	Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.	<p>Highlights from this quarter include:</p> <ul style="list-style-type: none"> The Digital Agora program was delivered with over 10,000 participants across all sites, and a video summarising the project released via social media. Entries for the Nillumbik Prize for Contemporary Writing are now closed, with judges beginning the process of reading all entries. The Eltham Library Community Gallery (ELCG) 2019 series is into the last exhibition 'Looking Back, Looking Forward' which was opened by the Mayor with 120 people in attendance. The 2020 ELCG Program has been developed and shared with the Arts Committee and Councillors. Commissions for artwork at the Eltham North Adventure Playground have been finalised. <p>The two commissioned public art projects will be a 'Welcome Walk' (an artistic pathway border) and a 'Gathering Space' (a permanent installation incorporating indigenous themes).</p> <ul style="list-style-type: none"> The Art Collection Policy and Public Art Policy with guidelines were adopted by Council at the October 2019 Future Nillumbik Committee Meeting. <p>The 2020 Collection Show at Montsalvat planning is on hold pending appointment of a new arts curator, which is expected in early February.</p> <p>The Laughing Waters Artist in Residence Program is still in negotiation with concerns regarding limited access, infrastructure upgrade costs and transparent programme management still in discussion. The Challenger Street Artist in Residence Program is on hold pending further Laughing Waters discussions.</p>	70%	ON TRACK
17	Develop an event attraction plan (in conjunction with a new funding program) for Council adoption, and commence implementation	Coordinator Events	Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.	<p>The Community Event Quick Response Grants opened in December 2019 and the Community Event Annual Grants will be "open to apply" in March 2020 upon Council endorsement. Work on guidelines to assist applicants to apply for grants is currently underway and expected to be available by February 2020.</p> <p>Part 1 (Set up formalised approval process) and Part 2 (Conduct audit on potential event sites) of the draft Event Attraction Plan have commenced with 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.</p>	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 .	Coordinator Arts and Cultural Development	Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.	At the October 2019 Ordinary Meeting of Council, Council resolved to: <ul style="list-style-type: none"> • Continue investigation into a Regional/Municipal Gallery at 895 Main Road, Eltham, as well as another Council owned site • Explore a public/private partnership model (not specific to any particular site) • Defer a decision until the State Government has made a decision in relation to the location of the Community Hospital at 895 Main Street, Eltham. A brief is being created for quotation from suitable consultancy firms to continue this work, with expected completion in June 2020.	50%	ON TRACK
19	Undertake an audit of performing arts venues in the shire, and develop a plan	Coordinator Arts and Cultural Development	Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.	This action is scheduled to commence in the third quarter, and expected completion in June 2020.	0%	YET TO COMMENCE
20	Undertake a review of the Eltham Lower Park Masterplan	Manager Recreation and Leisure	Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction.	Following a desktop review in the first quarter, key stakeholder consultation has been undertaken, and feedback is being compiled in preparation for a Councillor briefing (timing to be determined).	50%	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.	Strategic Planning Lead	Prepare and develop an improved and holistic approach to strategic planning.	The Green Wedge Management Plan was adopted by Council at the October 2019 Ordinary Council Meeting. The new plan provides direction for the management of the green wedge over the next decade. It includes a vision, principles, goals, objectives and key actions. <p>Key to implementing this plan will be Council supporting the ability of people to cooperate and share knowledge. Officers have developed an implementation plan, and are currently undertaking background work to implement the Plan's key actions. These include the conversations program, the information package and environmental and biodiversity actions for delivery in the coming months.</p>	60%	BAU - ONGOING
22	Develop a shire-wide Housing Strategy for Council adoption	Strategic Planning Lead	Prepare and develop an improved and holistic approach to strategic planning.	The draft Housing Strategy discussion paper has been completed. The paper reviews the Shire's existing housing strategy and planning scheme measures to implement the strategy. It also evaluates their effectiveness and identifies areas of additional work and planning scheme provisions to compliment the existing planning scheme provisions. <p>Importantly, the paper reviews the Shire's housing stock and population inclusive of forecast population increases and their impact to housing within the Shire.</p> The draft discussion paper will be considered by Council in February 2020 and for Council to resolve to endorse public consultation to seek community feedback.	50%	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	Executive Manager Governance and Legal Services	Meet Council's responsibilities and community expectations for emergency management.	At the Municipal Fire Management Planning Committee meeting on 21 August 2019, it was agreed that given the approaching fire season, implementation of three high priority actions should be a focus. Officers have since completed the following: <ul style="list-style-type: none"> • Reviewed, assessed and undertaken a comprehensive Bushfire Mitigation Works Program • Developed a Communications Plan that prioritises a program that is inclusive and focused on educating the community • Implemented a Fire Hazard Inspection and Enforcement Program to strengthen and streamline processes to achieve improved customer outcomes. 	50%	ON TRACK
24	Continue to implement the adopted Health and Wellbeing Plan and deliver initiatives in partnership with the community	Manager Community Partnerships	Develop policies, strategies, projects and partnerships to enhance the health and wellbeing of the community.	As reported in the previous quarter, an action plan has been developed for the remaining term of the plan, with organisational roles and responsibilities assigned. <p>A new external advisory group has been formalised and was adopted by Council at a Special Council Meeting in October 2019. Council is currently undertaking an Expression of Interest (EOI) process which closes at the end of January 2020. It is recommended that successful applications to the Advisory Group be put to Council for a decision in February 2020, with the first meeting of this new Committee to be held in March 2020 (to be confirmed).</p>	50%	ON TRACK
25	Implement key actions, including building efficiencies, of the Climate Change Action Plan	Manager Environment	Review and communicate Council's climate change strategies to the community.	Works are continuing across a range of areas including: <p><u>Eltham Leisure Centre Rooftop Solar Project</u> Tender specifications and design for a large rooftop solar system of approximately 250kW for Eltham Leisure Centre are currently being developed.</p> <p><u>Energy Efficiency at Council Buildings: Preschools, Operations Centre and Eltham Leisure Centre</u> Council upgraded lighting to LED at six preschools and the Council's Operations Centre.</p> <p><u>Nillumbik Solar Savers Bulk Buy Program</u> Residents are participating in this program which provides access to vetted rooftop solar installers with solar panels at a reduced cost due to bulk purchase across 10 council areas. In Nillumbik to date, 97 residents have engaged with the program with 24 quotes in progress, 31 quotes issued, 36 installations scheduled, 7 installations complete. This will result in generating 221kW of solar electricity with anticipated greenhouse gas emission saving of 325 tonnes of carbon dioxide equivalent per year.</p>	50%	ON TRACK
26	Review of Integrated Water Management Plan aligned with Melbourne Water and DELWP strategies for water and waterway management	Manager Environment	Work with the local community to review and implement environmental policies to protect biodiversity and conserve natural resources.	Council is participating in the development of a Yarra Catchment Integrated Water Management Plan (IWMP). Council has provided input into the proposed outcome indicators and measures. It will provide catchment scale targets and indicators and a method for measuring how actions will achieve targets or impact on indicators. Council is likely to then duplicate these same strategic outcomes, indicators and measures for our own Nillumbik IWM strategic planning and outcomes reporting.	50%	ON TRACK

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27	Review the kerbside waste and hard waste collection programs	Manager Environment	Provide waste management services that meet the needs of our community	The waste collection contract with JJ Richards has been finalised and a transition process commenced. The Metropolitan Waste and Resource Recovery Group (MWRRG) collaborative landfill disposal tender is on track for advertising in March 2020. This is intended to provide Council with options for landfill disposal services from March 2021. The MWRRG collaborative procurement for recycling disposal services is delayed pending the release of the Victorian Government's Circular Economy policy. Recycling disposal services to June 2021 are secured with Cleanaway at the former SKM recycling facility at Coolaroo.	50%	ON TRACK
A PROSPEROUS ECONOMY						
28	Implement a program of actions to support the adopted Economic Development Strategy	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.	A draft of the Nillumbik Economic Development Strategy 2020-2030 was completed in the quarter, and resulted in Council resolving to placing it onto community consultation at the January 2020 Ordinary Council Meeting. The consultation period is for 6 weeks, ending 20 March 2020.	50%	ON TRACK
29	Implement the actions of the Planning Service Plan , including service performance targets	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.	Implementation of the service plan is underway with project planning and process mapping for all online lodgements being completed. The building of the online system has commenced with 25 out of 33 application types ready for testing. Through the creation of this online option, it will enable customers to lodge and pay for applications anytime, anywhere. Piloting internal electronic referrals has now extended to the Building Services and Planning Investigations functions of Council, which are now operating electronically.	50%	ON TRACK
30	Implement a program of actions to support the adopted Equine Industry and Activity Plan	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.	Equine actions have been incorporated into the draft Nillumbik Economic Development Strategy 2020-2030, which was completed this quarter, and resulted in Council resolving to placing it onto community consultation at the January 2020 Ordinary Council Meeting. The draft equine plan is being finalised for a Councillor briefing in the third quarter. Proposed actions in the plan relate to shared trails and equine facilities.	75%	ON TRACK
31	Develop a Smart Cities Plan and commence implementation of a Smart Cities network	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.	The contract for the installation of gateways and sensors has been awarded and the works are currently in progress. The works are scheduled to be completed by 30 June 2020.	50%	ON TRACK
32	Review the Destination Management Plan	Economic Development and Tourism Coordinator	Develop and market the tourism industry in Nillumbik.	The Destination Management Plan has been reviewed and key actions from the plan have been incorporated into the draft Nillumbik Economic Development Strategy 2020-2030 which was completed this quarter. Other actions will be implemented through the Yarra Ranges Tourism partnership.	50%	ON TRACK
33	Draft Eltham and Diamond Creek Structure Plans for Council adoption	Strategic Planning Lead	Review existing precinct structure plans within activity centres to encourage investment and development.	Draft structure plans for Eltham and Diamond Creek have been prepared in consultation with Ward councillors and full briefings to Councillors during development phases. The draft structure plans will be reported to Council at the February 2020 Ordinary Council Meeting for endorsement to begin public exhibition to seek community feedback. Should Council resolve to endorse exhibition, exhibition will occur for 6 weeks post the resolution. The structure plans seek to identify the opportunities and constraints to creating vibrant activity centres that meet and provide the services and facilities of the community inclusive of traders, residents and visitors and create a future vision for each centre. The draft structure plans will guide the major changes to land use, built form and public spaces that together can achieve economic, social and environmental objectives for the centre.	50%	ON TRACK
34	Summarise the known opportunities for the future use and development of precincts 3 and 4 in the Eltham Activity Centre	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.	<u>Art gallery idea</u> - refer to commentary and update of Action 18 above. <u>Community hospital idea</u> - this site was identified as a potential site (due to its size and location) in response to the State Government's announcement for a community hospital for the Eltham area (now being overseen by the Victorian Government Department of Health and Human Services Building Authority). There has been no further progress from State Government in regards to this idea. With respect to the transport modal interchange, in late 2019 the Mayor Egan, Cr Clarke, and senior staff met with The Hon. Kevin Andrews MP (Member for Menzies) to discuss Nillumbik projects that are supported following the Federal Election, including the \$6m to improve parking around Eltham Train Station. In relation to a car parking issue at this site (vehicles parking on the vacant land), large boulders have been placed across the driveway that leads into the vacant land. The effectiveness of this approach has been regularly monitored; no vehicles have been found to be parking on the vacant land since this approach was put in place. The boulders have successfully prevented vehicles from parking on the vacant land.	50%	ON TRACK
35	Develop a streetscape improvement plan for the Yarrambat township	Manager Infrastructure	Identify new economic development opportunities and improve amenity for our villages in conjunction with key stakeholders including residents.	The concept plan was presented to Council at a briefing in October 2019. Council formally noted at the October 2019 Ordinary Council Meeting that officers are continuing to progress the initial stages of street beautification works for Yarrambat, either through the forward Capital Works planning process or as part of Major Road Project Victoria's (MRPV) Yan Yean Road duplication.	100%	COMPLETE

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36	Review the Hurstbridge and Wattle Glen township strategies in light of future improvements to the Hurstbridge rail corridor and associated land	Strategic Planning Lead	Identify new economic development opportunities and improve amenity for our villages in conjunction with key stakeholders including residents.	In accordance with the progress reported in the first quarter, these projects have not been commenced and are best placed to be commenced post decisions for the Hurstbridge Line duplication being made by State Government, and officers are able to understand the complete impact of such projects to the townships. These projects have been included in the budget for 2020-2021 as priority projects to attain appropriate resources to undertake the strategy reviews.	0%	YET TO COMMENCE
37	Develop a process for streetscape identification and prioritisation in capital works planning	Manager Capital Works	Identify new economic development opportunities and improve amenity for our villages in conjunction with key stakeholders including residents.	A project identification and prioritisation process has been developed and will be discussed with Councillors as part of 2020-2021 budget presentations.	25%	ON TRACK
RESPONSIBLE LEADERSHIP						
38	Continue to advocate to other levels of government on important policy issues that affect the Nillumbik community	Head of Communications and Marketing	Advocate for Nillumbik's best interests at a state and national level. Advocate for improved public transport, traffic management and reduced road congestion.	Councillors have been briefed on advocacy priorities which will be reflected in a revised advocacy plan. The priorities are being altered to reflect Councillor feedback and is to be presented at Councillor briefing in January 2020. The Advocacy priorities for 2020-2021 are due to be adopted on 11 February 2020.	75%	ON TRACK
39	Commence implementation of a new asset management system rollout to support improved service delivery	Manager Information Technology	Plan for the community's future service and infrastructure needs.	A new asset management system will enable Council to effectively manage its wide-ranging assets through a single data source. A subject matter expert in asset management system replacement will be engaged on a limited tenure basis. This resource is critical in the successful delivery and completion of the project.	50%	ON TRACK
40	Commence implementation of high priority actions from the Digital Transformation Plan	Manager Information Technology	Ensure seamless service delivery and an open and responsive approach to our customers	Council has embarked on a digital business transformation program with the focus of improving and modernising the platforms through which services are delivered and information is held. Investment in IT systems is required for council to meet community needs into the future. Five projects listed as priority actions have successfully received access to funds via resolution at the November 2019 Ordinary Council Meeting which will enable commencement of these projects and facilitate the continuation of the transformation program. Highlights from the second quarter include: <u>Electronic Document and Records Management System (EDRMS) replacement project</u> Procurement activities have begun and the project team have shortlisted vendors that will deliver this project. Internal/staff engagement has also begun through facilitated workshops that will develop the Business Classification Scheme, giving staff more efficient access to electronic records. <u>GIS replacement project</u> A solution has been selected that meets with Council's requirements. Installation and configuration of the solution has begun with a trial of the solution with the Customer Experience team scheduled for the third quarter. <u>Pathway uplift</u> The ability for residents to register their pools online has been setup. Work has commenced on providing our residents with the ability to be able to lodge planning applications online. This is expected to be completed by the end of the fourth quarter 4.	50%	ON TRACK