



2021/22 Council and Wellbeing Annual Action Plan
Whole of Organisation
1 July 2021 to 30 June 2022

Council's Annual Action Plan demonstrates how Melton City Council's activities are being delivered against the Council and Wellbeing Plan's objectives and strategies.

The Annual Report provides additional data including Council Plan strategic measures results, financial statements and capital works program.

This report provides a detailed breakdown of all actions in Council's 2020/21 Annual Action Plan. The Action Plan contains 185 actions.

Health and wellbeing is embedded throughout the Council and Wellbeing Plan, cutting through each theme, outcome, objective, strategy and indicator. The areas with a stronger link to health and wellbeing are displayed with a heart icon ♥

Strategies highlighted in green are those determined by the Community Engagement Panel to be a priority for delivery across the four years of the Council and Wellbeing Plan

Completion dates for all actions are 30 June 2022 unless specified differently.

Status		Symbol	Number of Actions	% of Actions
Achieved	The Action is achieved for the year.	✓	0	
On Track	The action is on track and expected to be completed by the current timeline	●	0	
Not On Track	The Action has been delayed impacting on the current timeline. An explanation and any remedial action and revised due date, where appropriate, is provided in the 'progress comments' column	●	0	
Postponed	The Action has been deferred for the financial year. An explanation is provided in the 'progress comments' column.	●	0	
		Total	0	

Theme 1: A safe City that is socially and culturally connected**Objective 1.1: A community that celebrates diversity and is inclusive of all ♥****Strategies:**

1.1.1 Drive initiatives that promote gender equity ♥

1.1.2 Contribute to a welcoming community which embraces diversity ♥

1.1.3 Contribute to reducing inequalities among people living with disability, seniors, diverse faith and cultural groups, Aboriginal and/or Torres Strait Islander communities and LGBTIQ+ people ♥

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
1	1.1.1	Implement initiatives from the Equality & Respect Action Plan 2021-2022, to support gender equity in Council's community programs, projects, and plans.			Community Planning	
2	1.1.1	Deliver and promote gender balanced performance line-ups at Council's major community events			Engagement & Advocacy	
3	1.1.2	Support and provide services for young people promoting inclusiveness and diversity			Recreation & Youth	
4	1.1.2	Engage community and stakeholder organisations in the development of a strategy to support social cohesion, interculturalism and equity in the diverse Melton community.			Community Planning	
5	1.1.2	Partner with Community Planning to participate in or hold workforce event during Cultural Diversity Week-March 22			People & Culture	
6	1.1.2	Activate facilities for programs that are inclusive and that celebrates diversity			Recreation & Youth	
7	1.1.3	Actively participate in regional collaborations and networks to support diversity and inclusion such as GOWEST, Western Regional Local Government Reconciliation Network, Victorian Local Gov Multicultural Issues Network.			Community Planning	
8	1.1.3	Participate as a member of the Babaneek Booboop Early Years Consortium and continue to advocate for ongoing funding for the program.			Families & Children	
9	1.1.3	Review the Recruitment Policy to invite diversity in employment			People & Culture	

Objective 1.2: A safe community where people feel proud to live ♥**Strategies:**

1.2.1 Invest in initiatives that promote road and community safety ♥

1.2.2 Empower the community to strengthen civic pride, social cohesion and a sense of belonging ♥

1.2.3 Work in partnership with emergency services ♥

1.2.4 Enhance the City's reputation with the broader community

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
10	1.2.1	Deliver initiatives within the Safe City Proud Communities Action Plan 2020-2022 to promote road and community safety with community and partner organisations.			Community Planning	
11	1.2.2	Deliver Citizenship Ceremonies for City of Melton residents			Legal & Governance	
12	1.2.3	Participate on the Municipal Emergency Management Committee (MEMPC) and take action as required			Operations	
13	1.2.3	Participate on the Municipal Fire Management Committee (MFMP) and take action as required			Operations	
14	1.2.3	Mitigate the risk of grass and bushfires impacting the community in the City			Operations	
15	1.2.4	Deliver visitor attraction initiatives.			Engagement & Advocacy	
16	1.2.4	Development of strategies for Positive Ageing and Disability			Community Care	

Objective 1.3: Local neighbourhoods are socially and culturally connected ▼**Strategies:**

- 1.3.1 Provide opportunities for arts participation and appreciation ▼
- 1.3.2 Promote opportunities for social connection ▼
- 1.3.3 Build community resilience through COVID recovery initiatives ▼
- 1.3.4 Support community programs delivered by local organisations and community groups ▼
- 1.3.5 Invest in festivals and celebrations in partnership with the community and local business ▼

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
17	1.3.1	Develop a Public Art Plan to guide the commissioning of public artworks as the City develops			Libraries & Arts	
18	1.3.3	Support the community in COVID19 recovery through delivering partnerships, communications and support initiatives with local agencies to diverse Melton communities experiencing hardship.			Community Planning	
19	1.3.3	Support community groups and activity providers to reactivate locally through providing guidance on COVID Safe delivery and streamlining venue access and bookings at Council's community centres.			Community Planning	
20	1.3.3	Strengthen understanding of the social and economic impacts of COVID-19 pandemic and public health measures in the City of Melton through reporting on and monitoring impacts with service providers.			Community Planning	
21	1.3.3	Work with community health and support organisations to strengthen local community supports for COVID-19 pandemic mental health impacts experienced across the Melton community.			Community Planning	
22	1.3.3	Deliver Covid safe support to businesses.			Engagement & Advocacy	
23	1.3.3	Develop the COVID-19 Recovery Action Plan.			Property & Projects	
24	1.3.4	Partner with community groups and service providers to deliver learning and capacity building programming in response to community identified needs and aspirations.			Community Planning	

25	1.3.4	Support community groups and local organisations to increase the number of and participation in community playgroups.			Families & Children	
26	1.3.5	Plan and deliver the Melton Lifelong Learning Festival and innovate to improve participation and engagement.			Community Planning	
27	1.3.5	Deliver a community events and festival program that ensures community and business participation opportunities			Engagement & Advocacy	
28	1.3.5	Deliver the annual Christmas decorations program in key retail precincts			Engagement & Advocacy	
29	1.3.5	Deliver an event and activation calendar as part of the Melton Revitalisation Project			Engagement & Advocacy	
30	1.3.5	Deliver events and celebrations as part of the Business Place Engagement program			Engagement & Advocacy	
31	1.3.5	Deliver events to celebrate Children's Week.			Families & Children	

Objective 1.4: A City that promotes positive public health and wellbeing outcomes to our community ♥**Strategies:**

- 1.4.1 Work in partnership with health and community service providers to deliver initiatives that meet the needs of the community ♥
- 1.4.2 Invest in the mental wellbeing, healthy eating and physical activity of all our community with an emphasis on children and young people ♥
- 1.4.3 Improve community health and wellbeing outcomes related to sexual and reproductive health and harm caused by tobacco, alcohol and drug use ♥
- 1.4.4 Raise community awareness and deliver programs to prevent family violence ♥
- 1.4.5 Support children and young people to learn, develop and reach their full potential ♥

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
32	1.4.1	Participate in the delivery of the 'Strong Families, Strong Babies' partnership grant.			Families & Children	
33	1.4.2	Promote opportunities for all of our community to lead healthy & active lifestyles			Recreation & Youth	
34	1.4.2	Engage young people to build understanding of their wellbeing needs and identify Council and local service response strategies.			Community Planning	
35	1.4.2	Deliver the Sleep and Settling program for families with babies and toddlers.			Families & Children	
36	1.4.2	Continue to plan, develop and provide opportunities for increased provision of recreation and leisure opportunities			Recreation & Youth	
37	1.4.3	Deliver Sons and Daughters of the West Health Programs to support social connection, physical activity and health awareness.			Community Planning	
38	1.4.3	Conduct an "Annual sale of tobacco to minors" testing program in accordance with the Municipal Association of Victoria (MAV) funding agreement			Community Safety	
39	1.4.4	Deliver initiatives to raise community awareness and prevent family violence, including the 16 days of activism campaign.			Community Planning	
40	1.4.4	Advocate for localised provision of family violence services			Engagement & Advocacy	

41	1.4.4	Embed practices across the Maternal and Child Health Services to provide support to those at risk at risk of family violence.			Families & Children	
42	1.4.5	Complete the Arnolds Creek Kindergarten Extension Project inclusive of starting date first term 2022			Families & Children	

Objective 1.5: A City that celebrates Aboriginal and/or Torres Strait Islander cultures, knowledge and right to self-determination ▼**Strategies:**

1.5.1 Provide and promote opportunities for the celebration and recognition of Aboriginal and/or Torres Strait Islander history and culture ▼

1.5.2 Incorporate Aboriginal culture into the built environment

1.5.3 Identify and protect Aboriginal places of significance

1.5.4 Provide leadership in reconciliation, build positive partnerships and community relationships, and support culturally appropriate activities, services and places ▼

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
43	1.5.1	Deliver and promote local events for NAIDOC Week and Reconciliation Week.			Community Planning	
44	1.5.2	Maximise the use of appropriate Aboriginal references in the approval of new street names			Planning Services	
45	1.5.3	Ensure that planning applications in areas of cultural sensitivity are accompanied by an approved Aboriginal Cultural Heritage Management Plan			Planning Services	
46	1.5.4	Engage the community in the development of the City of Melton's Reconciliation Action Plan.			Community Planning	
47	1.5.4	Support programs working with children and families to be culturally safe for Aboriginal and Torres Strait Islander families			Families & Children	
48	1.5.4	Develop training programs and deliver to staff and community that build Aboriginal Cultural Awareness and Cultural Competency			Community Planning	

Theme 2: A vibrant and healthy natural and built environment**Objective 2.1: A City with healthy waterways, biodiversity and ecosystems ♥****Strategies:**

- 2.1.1 Ensure that new waterways are developed in a way that balances biodiversity enhancement with education and leisure ♥
- 2.1.2 Ensure the maintenance and protection of waterway ecosystems
- 2.1.3 Ensure biodiversity is well managed and protected, both on Council's land and on private land
- 2.1.4 Advocate to the State Government to complete the acquisition of the Western Grassland Reserve and other biodiversity conservation reserves

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
49	2.1.1	Develop a masterplan for Lake Caroline			Property & Projects	
50	2.1.1	Continue to implement key actions from Councils Integrated Water Management (IWM) Plan, including projects that are progressing through the Werribee Integrated Water Management Forums			Engineering Services	
51	2.1.2	Deliver the Water Sensitive Urban Design Construction program			Engineering Services	
52	2.1.2	Ensure permits for new land subdivision includes requirements for submission and compliance with environmental management plans to ensure that sediment discharge to watercourses is minimised.			Planning Services	
53	2.1.3	Complete at least one new management plan for a council owned or managed conservation reserve per annum.			Environment & Waste	
54	2.1.3	Continue to provide land management advice to landowners through the Environment Enhancement Program.			Environment & Waste	
55	2.1.3	Undertake condition audits of Council environmental reserves			Operations	
56	2.1.4	Participate in the Western Grasslands Reserve working group newly convened by the state government.			Environment & Waste	

Objective 2.2: A City resilient to the impacts of a changing environment ♥**Strategies:**

- 2.2.1 Provide an integrated approach to land management that addresses risks, such as bushfire, uncontrolled weeds, flooding and storm events
- 2.2.2 Employ the principles of climate change adaptation in Council infrastructure
- 2.2.3 Support initiatives that promote cooling of the urban environment ♥
- 2.2.4 Ensure assets are adequately renewed, maintained, fit for purpose and resilient to changing climate conditions

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
57	2.2.1	Establish a land and weed management working group to bring together functions from across council.			Environment & Waste	
58	2.2.2	Establish working groups to implement actions from Councils Climate Change Adaptation Plan in line with council's pledge under the Climate Change Act.			Environment & Waste	
59	2.2.3	Review Councils Tree Planting and Removal Policy to further protect our tree Assets			Operations	
60	2.2.4	Undertake condition audits of council assets to guide renewal program outcomes			Engineering Services	
61	2.2.4	Ensure strategic asset management activities are undertaken in accordance with best practice asset management principles.			Engineering Services	
62	2.2.4	Deliver annual renewal programs associated with Parks & Open Space, Footpaths and Building Components.			Operations	

Objective 2.3: A City growing and developing sustainably ▼**Strategies:**

- 2.3.1 Ensure land development practices minimise environmental harm and damage
- 2.3.2 Promote the efficient use of resources in the development of the City
- 2.3.3 Promote the use of Environmentally Sustainable Design guidelines in all aspects of the development of the City
- 2.3.4 Support the conservation and restoration of heritage places

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
63	2.3.1	Prepare and implement the Western Plains South Green Wedge Management Plan			City Design & Strategy	
64	2.3.1	Evaluate and respond to planning referrals in line with Planning & Environment Act and Environment Protection Act obligations to protect the natural environment.			Environment & Waste	
65	2.3.1	Provide Construction Environmental Management Plan Guidelines.			Environment & Waste	
66	2.3.2	Update standard landscape details to guide the development and handover process for new parks developed in residential estates.			City Design & Strategy	
67	2.3.3	Develop and publish ESD guidelines to ensure consistent delivery of ESD principles in new developments.			Environment & Waste	
68	2.3.3	Participate in the trial for the Sustainable Subdivisions Framework			Planning Services	
69	2.3.4	Coordinate the delivery of the Heritage Assistance Fund			City Design & Strategy	
70	2.3.4	Create a commemorative space in the historical section of the Melton Cemetery that recognises and acknowledges historical and Aboriginal significance.			City Design & Strategy	

Objective 2.4: A City that mitigates and adapts to climate change, and is environmentally aware ♥**Strategies:**

- 2.4.1 Educate and engage the community in local environmental and sustainability issues and decision making ♥
- 2.4.2 Maximise the use of alternative water sources and reduce Council's reliance on potable water
- 2.4.3 Advocate and lead in moving to a low carbon economy
- 2.4.4 Reduce the amount of waste being sent to landfill
- 2.4.5 Facilitate access to and appreciation of local natural landscapes and places of cultural heritage

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
71	2.4.1	Educate and engage with residents with regards to the natural environment, sustainability and waste in line with Councils Environment Plan objectives			Environment & Waste	
72	2.4.1	Continue support and presentation of education and enabling training such as the Nature Stewards program			Environment & Waste	
73	2.4.3	Continue to support service units in the implementation of key actions from Councils Environment Plan to ensure compliance with low carbon economy targets.			Environment & Waste	
74	2.4.4	Provide services and initiatives that support the community to divert waste from landfill.			Environment & Waste	
75	2.4.5	Coordinate and deliver the Heritage Festival			City Design & Strategy	
76	2.4.5	Continue with the implementation and delivery of Councils Sustainable Education Program			Environment & Waste	

Theme 3: A fast growing, innovative and well planned City**Objective 3.1: A City of 20 minute neighbourhoods ▼****Strategies:**

3.1.1 Advocate to and work with the State Government and other stakeholders in planning for the City

3.1.2 Investigate opportunities to enhance the connectivity and activity of existing urban areas ▼

3.1.3 Appropriately plan for future development of greenfield land and ensure linkages to existing communities and assets ▼

3.1.4 Undertake integrated open space planning to ensure all neighbourhoods have access to reserves, parks, gardens, heritage places and natural assets ▼

3.1.5 Support local place making and buy local initiatives ▼

3.1.6 Promote the take up of smart* technology to connect people, enhance safety and improve liveability

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
77	3.1.1	Contribute to State Government processes in the identified Precinct Structure Plans and Infrastructure Contributions Plans.			City Design & Strategy	
78	3.1.1	Actively contribute and where appropriate make submissions on the proposed Western Victoria Transmission Network Project.			City Design & Strategy	
79	3.1.2	Engage the community and stakeholders and prepare a revitalisation plan for the Melton Town Centre.			City Design & Strategy	
80	3.1.3	Prepare and endorse Urban Design Frameworks for Mt Atkinson and Rockbank North Major Activity Centres.			City Design & Strategy	
81	3.1.4	Undertake a review of the 2005 Masterplan for the Melton Weir.			City Design & Strategy	
82	3.1.4	Complete a review of the Masterplan for the Melton Botanic Garden			City Design & Strategy	
83	3.1.5	Plan and deliver a children's playspace as part of revitalisation plan for the Melton Town Centre.			City Design & Strategy	
84	3.1.5	Complete the Melton South and Scott Street Revitalisation program.			Engagement & Advocacy	

85	3.1.5	Deliver the projects under the Melton Revitalisation Program.			Engagement & Advocacy	
86	3.1.5	Deliver targeted placemaking activities to support business precincts including completion of the Outdoor Dining and Entertainment Program.			Engagement & Advocacy	
87	3.1.5	Develop and implement seasonal Buy Local campaigns			Engagement & Advocacy	

* smart technology includes devices such as a sensor which can help make the delivery of Council services more efficient, QR codes on public art to provide information or digital models of the municipality to aid with planning decisions.

Objective 3.2: Health and community services accessible locally ♥**Strategies:**

3.2.1 Advocate for and facilitate for the provision of health and community services and facilities to be within close proximity and safe access to public transport ♥

3.2.2 Plan and design Council facilities to accommodate health and community services ♥

3.2.3 Advocate for and support the development of the Melton Hospital and associated services ♥

3.2.4 Strengthen the health and community service system by working in partnership with providers and state government to attract additional services and support the expansion of existing services ♥

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
88	3.2.1	Advocate for localised provision of health and community services			Engagement & Advocacy	
89	3.2.2	Lead infrastructure works to support the delivery of 3 and 4 year old Kindergarten for the growing community.			Families & Children	
90	3.2.3	Continue to advocate for the timely delivery of the Melton Hospital to be operational by 2026			Engagement & Advocacy	
91	3.2.4	Deliver strategic health and human services attraction planning and support partnerships to bridge service gaps in the City of Melton.			Community Planning	

Objective 3.3: A City with accessible infrastructure that meets the needs of all ♥**Strategies:**

3.3.1 Ensure infrastructure and open space are designed, built and maintained to accommodate safety, growth, diverse needs and adaptability

3.3.2 Advocate for and support the development of diverse and affordable housing ♥

3.3.3 Advocate to and work with the State Government for the timely delivery of State infrastructure to service the City

3.3.4 Design, build and maintain the public realm to enable the promotion of physical activity ♥

3.3.5 Embrace new technology with the potential to revolutionise how city infrastructure are planned and managed sustainably

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
92	3.3.1	Aim for the delivery of at least 80% of the 2021/22 Capital Works Program			Capital Projects	
93	3.3.1	Complete a review of the Parks Development Program.			City Design & Strategy	
94	3.3.1	Continue to deliver capital upgrade works at the Melton Recycling Facility in line with the adopted master plan			Environment & Waste	
95	3.3.1	Plan and development of soccer facilities at Taylors Hill Recreation Reserve.			Recreation & Youth	
96	3.3.1	Commence design and construction of Diggers Rest Recreation Reserve assets			Recreation & Youth	
97	3.3.1	Commence construction of the Hillside Recreation Reserve Pavilion extension and refurbishment.			Recreation & Youth	
98	3.3.1	Commence construction of the Melton Recreation Reserve Pavilion			Recreation & Youth	
99	3.3.2	Implement a Design Excellence Program to improve the design quality of residential development.			City Design & Strategy	
100	3.3.2	Advocate for funding through the State Government's Big Housing Build initiative			Engagement & Advocacy	

101	3.3.3	Prepare submissions and advocate for improved infrastructure planning in relation to policy and strategies being reviewed by the State Government.			City Design & Strategy	
102	3.3.3	Ensure ongoing engagement with local members and key Ministers and incorporate advocacy priorities into State and Federal Budget submissions.			Engagement & Advocacy	
103	3.3.4	Deliver the City of Melton Indoor Sports Strategy			Recreation & Youth	
104	3.3.4	Deliver the City of Melton Cricket Strategy			Recreation & Youth	
105	3.3.4	Commence the preparation of the City of Melton Australian Rules Football Strategy			Recreation & Youth	
106	3.3.5	Establishment of a Digital Twin (3D Model) for the Municipality			Engineering Services	

Objective 3.4: An integrated transport network that enables people to move around ♥**Strategies:**

3.4.1 Advocate to the State and Federal Governments to deliver new and upgraded transport infrastructure to meet the needs of our growing community

3.4.2 Improve connectivity between existing and new communities ♥

3.4.3 Ensure road networks are adequate, safe and contribute to the wellbeing of our community ♥

3.4.4 Improve accessibility, comfort and connectivity of key active transport routes ♥

3.4.5 Support the creation of a connected and active community through the design and delivery of safe walking and cycling networks ♥

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
107	3.4.1	Convene and Coordinate the Melton Transport Community Reference Group			City Design & Strategy	
108	3.4.1	Engagement with State and Federal Government representatives to deliver transport infrastructure and inclusion of transport priorities in State and Federal Budget submissions.			Engagement & Advocacy	
109	3.4.1	Coordinate a Federal and State election campaign focussed on achieving a commitment to a roads package for Melton.			Engagement & Advocacy	
110	3.4.1	Implement Moving Melton, Council's integrated transport strategy			Engineering Services	
111	3.4.2	Improve connections across the City			Engineering Services	
112	3.4.3	Undertake safety improvements across the road network			Engineering Services	
113	3.4.4	Develop a Pedestrian and Cycling Plan for the City to inform future improvements			Engineering Services	
114	3.4.5	Construction of walking and cycling networks			Engineering Services	

Theme 4: A City that promotes greater education and employment**Objective 4.1: A strong local economy that attracts business growth and encourages new investment****Strategies:**

- 4.1.1 Invest in programs that support local business to start, grow, connect and thrive
- 4.1.2 Support initiatives that create opportunities for new business, jobs and investment in the City
- 4.1.3 Plan for key employment precincts within Precinct Structure Plans
- 4.1.4 Advocate to state government to undertake the Precinct Structure Plans which are employment focussed to facilitate the creation of local jobs

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
115	4.1.1	Deliver a program to support business start ups and emerging entrepreneurs.			Engagement & Advocacy	
116	4.1.1	Develop a program that supports the next cycle of an emerging business			Engagement & Advocacy	
117	4.1.1	Deliver a range of networking events, support and capacity building programs through the Venture Melton Business Network.			Engagement & Advocacy	
118	4.1.1	Deliver the 2021 Business Excellence Awards Program.			Engagement & Advocacy	
119	4.1.2	Implement a range of investment attraction initiatives			Engagement & Advocacy	
120	4.1.2	Advocate for investment into the Western Intermodal Freight Precinct			Engagement & Advocacy	
121	4.1.3	Prepare and endorse the Hopkins Road Business Precinct Urban Design Framework			City Design & Strategy	
122	4.1.4	Advocate to the Victorian Planning Authority to program the preparation of Precinct Structure Plan for the Western Intermodal Freight Precinct.			City Design & Strategy	

Objective 4.2: A City with a variety of education facilities accessible locally ♥**Strategies:**

4.2.1 Advocate for the timely delivery of primary, special and secondary schools

4.2.2 Maximise the use of existing Council facilities by external providers of educational programs ♥

4.2.3 Advocate for the delivery of TAFE and tertiary education facilities and opportunities in the City

4.2.4 Support local pathways between education, training and employment ♥

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
123	4.2.1	Advocate for a continued rollout of public schools in line with growth			Engagement & Advocacy	
124	4.2.2	Deliver on key initiatives outlined in the MOU with Victoria University to encourage the early delivery of educational programs within the municipality			Property & Projects	
125	4.2.3	Work with the State Government and University and TAFE providers to deliver localised tertiary and TAFE courses			Engagement & Advocacy	
126	4.2.4	Work with tertiary education providers on identifying needs and opportunities for enhanced local skills and training pathways.			Community Planning	
127	4.2.4	Work with local organisations to advocate and promote local employment opportunities including the Atherstone Exchange			Engagement & Advocacy	

Objective 4.3: A City with a diversity of local job opportunities with an increasing number of residents locally employed ♥**Strategies:**

4.3.1 Encourage access to diverse and quality local employment opportunities

4.3.2 Advocate to State and Federal government and private industry for increased and diverse local employment opportunities

4.3.3 Partner with community organisations and the employment and education sectors to identify skill shortages and advocate for employment pathways ♥

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
128	4.3.1	Deliver and promote the Melton Jobs Hub to raise awareness of local job opportunities.			Engagement & Advocacy	
129	4.3.2	Present the Investment Attraction Strategy to government and industry stakeholders to influence investment and employment outcomes.			Engagement & Advocacy	
130	4.3.2	Work with local developers to assist with investment in employment precincts			Engagement & Advocacy	

Objective 4.4: Lifelong learning opportunities that bring local communities together ♥**Strategies:**

4.4.1 Invest in programs and activities for all ages and stages of life that promote lifelong learning ♥

4.4.2 Help close the digital-divide by improving the community's digital literacy ♥

4.4.3 Create a learning culture in the City through early engagement with and support for children, young people and families ♥

4.4.4 Partner with education providers to facilitate the delivery of education and training programs

4.4.5 Advocate for the provision of digital technologies accessible to all

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
131	4.4.1	Deliver accessible lifelong learning initiatives and programs in community facilities and neighbourhood houses.			Community Planning	
132	4.4.2	Plan for fit-for-purpose, technology enabled community learning spaces to contemporise Melton's community facilities, and improve digital access in the Melton community.			Community Planning	
133	4.4.2	Implement and promote digital initiatives that enhance and grow Council's online service delivery			Engagement & Advocacy	
134	4.4.2	Through the implementation of the Communications Strategy improve the uptake of communications digital communications channels			Engagement & Advocacy	
135	4.4.2	Work in partnership with the Community Planning (Lifelong Learning team) to deliver digital literacy skills programs for our community as part of the Be Connected funding initiative			Libraries & Arts	
136	4.4.3	Engage the community and stakeholders in the development of the Learning City Strategy			Community Planning	
137	4.4.3	Support vulnerable families to enrol and engage in Kindergarten programs.			Families & Children	
138	4.4.4	Complete the planning for the Mount Atkinson new Children's / Community facility and appoint a preferred provider			Families & Children	
139	4.4.5	Undertake accessibility audit of Community Portal on Council website.			Engagement & Advocacy	

Theme 5: A community that is actively engaged in the City**Objective 5.1: Deliberative engagement and communication with the community informs planning and decision making****Strategies:**

- 5.1.1 Position the organisation to deliver robust deliberative engagement
- 5.1.2 Invest in Council's capacity to design and conduct meaningful community engagement activities
- 5.1.3 Provide the community with balanced, transparent and objective information

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
140	5.1.1	Strengthen organisational readiness and capacity for legislated deliberative community engagement.			Community Planning	
141	5.1.1	Finalise the implementation of the 2021 Integrated Planning Project in accordance with the deliberative engagement requirements of the Local Government Act 2020.			Property & Projects	
142	5.1.2	Deliver staff information and training sessions to build community engagement awareness and capacity.			Community Planning	
143	5.1.3	Implement Council's Communication Strategy.			Engagement & Advocacy	

Objective 5.2: A range of platforms, including digital, that cater for accessible community engagement and consultation ▼**Strategies:**

5.2.1 Streamline customer access to Council by investing in new technology while maintaining non digital channels for people with access constraints

5.2.2 Increase participation in online community engagement platforms

5.2.3 Provide opportunities for meaningful community engagement, especially with diverse faith and cultural groups ▼

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
144	5.2.1	Implement digital improvements to Council's customer service delivery through the Business Transformation Project			Engagement & Advocacy	
145	5.2.1	Deliver a high functioning Customer Service Centre and Call Centre operation			Engagement & Advocacy	
146	5.2.1	Increase online service offerings through solutions delivered by the Digital Citizen Experience			Information Services	
147	5.2.2	Enhance and promote the City of Melton Conversations online platform and the Melton Learning - lifelong learning platform			Community Planning	
148	5.2.2	Promote online engagement opportunities through a range of digital and non-digital communication channels			Engagement & Advocacy	
149	5.2.2	Promotion of digital solutions to increase service utilisation to 75% for services provided on the digital Community Portal			Information Services	
150	5.2.3	Support effective engagement with diverse faith and cultural groups in Melton.			Community Planning	

Objective 5.3: Increased volunteerism in the City ♥

Strategies:

- 5.3.1 Invest in establishing systems and structures to enable strong volunteerism in the City ♥
- 5.3.2 Establish partnerships to promote volunteerism ♥
- 5.3.3 Promote the benefits of volunteerism ♥

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
151	5.3.1	Develop a Volunteer Engagement Framework to re-invigorate volunteer involvement with libraries			Libraries & Arts	
152	5.3.1	Explore opportunities to increase the number of volunteers engaging within Council programs and events			Community Care	

Theme 6: A high performing organisation that demonstrates civic leadership and organisational excellence**Objective 6.1: An organisation that demonstrates excellence in customer and community service****Strategies:**

6.1.1 Provide high quality, consistent and responsive customer service throughout all areas of Council

6.1.2 Establish an organisational approach to strategic planning for children and young people

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
153	6.1.1	Implement the Shopping Trolley Management Program.			Community Safety	
154	6.1.1	Embed improved Customer Service standards across the organisation			Engagement & Advocacy	
155	6.1.1	Undertake a customer experience evaluation to inform post-Covid service recovery for Libraries			Libraries & Arts	
156	6.1.1	Review the Customer Service training program to ensure it meets business needs			People & Culture	
157	6.1.1	Implement IT enabled business improvement initiatives that enhance service delivery capacity.			Information Services	
158	6.1.1	Implement information security practices and systems that enhance service delivery reliability.			Information Services	
159	6.1.2	Develop a strategic framework for Council's community services for children, young people, older people and people with disability.			Community Planning	
160	6.1.2	Develop an early years strategic plan			Families & Children	

Objective 6.2: An adaptive, innovative and creative organisation**Strategies:**

6.2.1 Invest in a skilled, motivated and high performing workforce through leadership and staff development programs

6.2.2 Invest in new and emerging technology that supports innovation

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
161	6.2.1	Develop and implement a talent management framework, as part of the Strategic Workforce Plan, which guides all leadership and staff development			People & Culture	
162	6.2.2	Develop the IT platform in a way that takes advantage of new technology developments.			Information Services	

Objective 6.3: An organisation that demonstrates excellence in civic leadership and governance**Strategies:**

- 6.3.1 Maintain a high level of transparent, accountable, unbiased and representative governance
- 6.3.2 Engage with all levels of government to support Council's capacity to deliver outcomes in response to changes in legislation
- 6.3.3 Improve the transparency of organisational performance to our community
- 6.3.4 Invest in professional development opportunities for Councillors relevant to their civic responsibilities
- 6.3.5 Advocate to, and partner with all levels of government, community organisations and the private sector

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
163	6.3.1	Ensure that Council policies are developed and reviewed to remain current according to its adopted processes and are available on its website.			Legal & Governance	
164	6.3.1	Finalise the development of the Council and Wellbeing Plan 2021-2025 in accordance with Statutory timelines and promote across the organisation			Property & Projects	
165	6.3.2	Deliver on the last stage of implementation of the Local Government Act 2020 as per the implementation plan. (Tier 4-proclaimed 1 July 2021)			Legal & Governance	
166	6.3.3	Implement the Domestic Animal Management Plan (DAMP 2021-25) annual actions			Community Safety	
167	6.3.3	Deliver relevant actions from the OHS Strategy 2020-2024			People & Culture	
168	6.3.3	Design and deliver face-to-face training in 'Positive and Professional' Behaviours to embed whole policy; code of conduct framework and expectations; and integrate in induction.			People & Culture	
169	6.3.3	Define organisational performance metrics for community consumption.			Information Services	
170	6.3.3	Implement an inspection program of new developments to ensure compliance with planning permits			Planning Services	
171	6.3.4	Ensure Councillors are supported in undertaking professional development opportunities relevant to their responsibilities to Council and kept apprised of their legislative responsibilities			Legal & Governance	

Objective 6.4: An organisation that celebrates diversity and inclusion ♥**Strategies:**

- 6.4.1 Build capacity of Council to ensure all programs and services are inclusive, accessible and consider intersectionality ♥
- 6.4.2 Strengthen the organisation's commitment to gender equity ♥
- 6.4.3 Build the cultural competence of Council to understand and promote Aboriginal self-determination ♥
- 6.4.4 Position the organisation as an employer of choice

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
172	6.4.1	Provide training opportunities to the organisation and community to raise awareness of human rights and reduce racism and discrimination			Community Planning	
173	6.4.1	Disseminate results of the Diversity and Inclusion (Nov 2020) survey to raise awareness of the benefits of diversity			People & Culture	
174	6.4.1	Include Disability & Inclusion and Gender Equality awareness into the Induction and Training programs			People & Culture	
175	6.4.2	Conduct Gender Impact Assessments to support equitable outcomes of Council policies, plans and projects that have a significant community impact.			Community Planning	
176	6.4.2	Deliver an Unconscious Bias development program to recruiting managers and all staff			People & Culture	
177	6.4.3	Offer Aboriginal cultural competency training opportunities to Councillors, executive, management and staff.			Community Planning	
178	6.4.4	Implement an ongoing Employer of Choice marketing program to promote the leadership of and employment benefits of Melton City Council			Engagement & Advocacy	
179	6.4.4	Create the new Workplace Health and Wellbeing Strategy 2021 - 2024 and commence delivery of programs			People & Culture	
180	6.4.4	Develop multi-media including video(s) on Council's Employee Value Proposition for promotion on LinkedIn and external media			People & Culture	

181	6.4.4	Develop a Strategic Workforce Plan and Service Unit Plans in accord with statutory timelines			People & Culture	
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Objective 6.5: An organisation that tackles climate change ▼**Strategies:**

6.5.1 Build Council's capacity to adapt to the impacts of climate change ▼

6.5.2 Reduce Council's carbon emissions ▼

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
182	6.5.1	Provide ongoing information and support to internal service units in relation to Climate Change, the impacts, adaptation strategies and appropriate actions required to achieve Council's Climate Pledge.			Environment & Waste	
183	6.5.2	Adopt environmentally sustainable practices for Council's Corporate event program			Engagement & Advocacy	
184	6.5.2	Report on annual modelled amounts of carbon emissions from the City of Melton, and track the progress towards carbon neutrality by 2030.			Environment & Waste	
185	6.5.2	Begin transition of Council's operational fleet to more environmentally friendly options			Finance	