



2020/21 Council and Wellbeing Annual Action Plan
Year-end Report
Reporting Period 1 July 2020 to 30 June 2021

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 107 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 ♥

Completion dates for all actions are 30 June 2021 unless specified differently.

Status		Symbol	Number of Actions	% of Actions
Achieved	The Action is achieved for the year.	✓	86	80.4%
On Track	The action is on track and expected to be completed by the current timeline	●	11	10.3%
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	●	10	9.3%
Postponed	The Action has been deferred for the financial year. An explanation is provided in the 'progress comments' column.	●	0	
		Total	107	100.0%

Outcome 1: A City of people leading happy and healthy lives**Objective 1.1: A community where all people feel welcome, valued and proud****Strategies:**

- 1.1.1 Create opportunities for people of all backgrounds to share and express cultural and religious experiences, knowledge, stories and traditions ♥
- 1.1.2 Provide opportunities for meaningful community engagement and community capacity building initiatives
- 1.1.3 Contribute to a welcoming environment which embraces diversity ♥
- 1.1.4 Provide opportunities and support initiatives that promote empowerment, development and participation for all ♥

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
1	1.1.1	Implement the Melton City Council Interfaith Strategy 2018-21 ♥	✓	All actions of the Interfaith Strategy are achieved and the final year of the Strategy has been successfully completed. Melton Interfaith Leadership Project was successfully implemented. As a result Melton Interfaith Network is a strong and robust local organisation with over 32 faith leaders. They have organised events, organised 12 places of worship tours, conducted workshops and implemented funded programs to promote interfaith dialogue and understanding in the community attracting over 1000 people. They have launched a new website. They are one of major partners for the Victorian Interfaith Conference currently being planned for 2021.	Community Planning	
2	1.1.2	Deliver the City of Melton Youth Awards and Grants Program recognising the contribution made by young people in the community ♥	●	The grants and awards were deferred until later in 2021 due to the Terms of Reference (ToR) and Grants Policy requiring amendment. The TOR and policy will be presented to the next scheduled Policy Review Committee meeting in November 2021 for endorsement and minutes then presented for approval at the Council meeting scheduled November 2021. It is expected to deliver the grants and awards in December 2021, pending outcome of the November meetings.	Recreation & Youth	
3	1.1.2	Report to DHHS on the status and issues that may affect service supply regarding the DHHS Community Activation and Social Isolation (CASI): The State Food Relief Hotline (Covid -19) ♥	✓	Community Activation and Social Isolation Initiative (CASI) funded through the Department of Families, Fairness and Housing has concluded. COVID response actions with partner agencies included food relief and social support actions, and community communications. Final report submitted 30 June 2021.	Community Planning	
4	1.1.4	Melton: A City for All People - complete quarter 4 of year 3 action plan and deliver quarters 1 to 3 of the year 4 action plan relating to older people and people with disabilities ♥	●	Year 4 action plan quarter 2 - completed 5 actions and 37 actions on track.	Community Care	

Objective 1.2: A safe and equitable community**Strategies:**

- 1.2.1 Promote a sense of safety in all settings and among all people ♥
- 1.2.2 Advocate for increased police numbers including within the Family Violence Response Unit ♥
- 1.2.3 Support and promote safety and environment through education and the protection of the amenity of the municipality ♥
- 1.2.4 Contribute to a gender equitable community to prevent violence against women ♥
- Contribute to reducing inequalities among marginalised community groups including children and adults with a disability, older adults, underrepresented cultural groups, Aboriginal and Torres Strait Islander communities and LGBTIQ people ♥
- 1.2.5
- 1.2.6 Enhance the capacity of communities experiencing challenges to develop effective solutions ♥
- 1.2.7 Provide, promote and support initiatives and programs that encourage people to build personal identity, wellbeing, confidence and a sense of belonging to the community ♥

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
5	1.2.1	Implement the safe cities proud communities plan ♥	✓	As noted the 'Safe City Advisory Committee' has been established, and a scope of programs, campaigns and activation projects have been delivered across the municipality, as well as studies to provide a baseline for safety experiences and perceptions. Projects included but are not limited, the obtaining funding for and beginning implementation of the Kurunjang Community Strengthening project, the Empowering Communities Project. Council's Traffic Calming Policy, Road Safety Audits and the Safe System Assessment Guidelines are incorporated into our regular operational processes, to ensure safety principles are embedded in all Council traffic projects. Relating to infrastructure, safety is a key consideration during consultation with law enforcement and when designing or maintaining infrastructure, and this is maintained through maintenance contracts with City-wide.	Community Planning	
6	1.2.4	Provide Maternal & Child Health Family Violence support to identified women at risk ♥	✓	The number of family violence consultations for 2020/21 was 298. This is a vast increase on the number for 2019/20 which was 193.	Families & Children	

7	1.2.4	Implement Equality and Respect 2030 Action Plan as they relate to the 20/21 financial year ▼	✓	<p>Implementation is well underway for many of the initiatives in the Equality and Respect 2020-2022 Action Plan.</p> <p>Implementation in 2020-21 included: celebrating Young Stories of the Month, featuring three local women across Council media channels, incorporating female friendly facilities upgrades into seven projects, completing a gender audit of Council playgroups and developing an e-module on unconscious bias. A range of training was undertaken by teams and departments across Council, including: 3 Rs of family violence, gender impact assessment training, and applying an access, equity and gender lens to work. The implementation of the Gender Equality Act is underway, the Equality & Respect 2020-2022 Action Plan will be a pivotal document in meeting Council's obligations under the Act.</p>	Community Planning	
8	1.2.7	Deliver Citizenship Ceremonies for City of Melton residents ▼	✓	<p>Citizenship ceremonies and the number of conferees are much lower than usual in 2020-21 due to the impact of COVID-19.</p> <p>Council conducted online ceremonies on five separate days in July 2020 for 66 citizenship candidates. Due to the pandemic and also Council elections, no ceremonies were held in the second quarter of 2020-21. Modified in-person ceremonies were held on 7 occasions in the 2nd half of the financial year for 298 conferees.</p> <p>In total for the 2020-21 financial year, 364 conferees received Australian citizenship.</p>	Legal & Governance	

Objective 1.3: Equitable, inclusive and accessible community and health infrastructure and services**Strategies:**

- 1.3.1 Advocate and plan for long term health infrastructure ♥
- 1.3.2 Deliver localised services and programs that are based on community need ♥
- 1.3.3 Support existing and attract new community service organisations to ensure the current and future needs of the community are met ♥
- 1.3.4 Plan, advocate and provide services and facilities that respond to the changing needs and life stages of the community ♥
- 1.3.5 Provide, promote and support initiatives and services that contribute to improving access, inclusion and equity for all ♥

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
9	1.3.1	Continue to advocate to local members and the Minister for Health for the timely completion of the Melton Hospital Business Case, land acquisition in Cobblebank and for construction to commence in 2022 ♥	✓	The Business Case has now been completed and we continue to advocate for the land acquisition and construction within the expected timelines. The State Government is due to announce the site for the new hospital in Cobblebank on Sunday 4 July with the Health Minister indicating early works to commence in 2022 with hospital operational in 2026, in line with Council advocacy objectives.	Engagement & Advocacy	
10	1.3.2	Implement Learning programs for residents at Council community hubs ♥	✓	A range of Community Learning programs were successfully delivered providing critical learning and engagement opportunities for the community online during COVID lockdowns and then throughout reactivation at Community Centres. Delivery included: <ul style="list-style-type: none"> • Created and delivered 155 online videos • Achieved 181,923 online views • Delivered 390 programs online and in community facilities • Received 3,345 enrolments 	Community Planning	
11	1.3.2	Commence the provision of kindergarten and Maternal Child Health services at Eynesbury Station ELC with a support of Early Years providers ♥	✓	The Eynesbury Station ELC commenced operations in January this year and was officially opened in March. Both the kindergarten service and the Maternal and Child Health services are operating well in the new space.	Families & Children	Feb-21
12	1.3.4	Complete the Arnolds Creek Kindergarten Extension Project inclusive of starting date first term 2021 ♥	●	The project is on track to be delivered by October 2021, in order to be operational by Term 1 in 2022.	Families & Children	

13	1.3.5	Implement year four of the Intercultural Action Plan 2017-2021 ♥	✓	<p>The Intercultural Action Plan 2017-2021 was successfully completed this year. Major achievements included joining and ongoing participation in the Intercultural Cities Network, facilitation of the Intercultural Advisory Committee, African Communities Working Group delivery of a range of initiatives including: community profiles, dinners and events, social cohesion initiatives and forums, Harmony Day celebrations, Refugee Week events and network strengthening with community organisations and leaders. Some large events postponed or moved to smaller or online formats in 2020-21 due to the COVID19 restrictions. Community networks and relationships with diverse communities were critical to Council's COVID Response communications and engagement in Melton. Language Services Policy and Procedure was implemented as result Council's use of website has become accessible for communities with languages other than English. TIS (National Translating and Interpreting Service) is now widely used by different Council departments. Over 200 staff members attended Intercultural Communication Skills workshops. Council leads Melton New and Communities Network with over 40 local service provider representatives. Council developed strong partnership with Victoria University and undertook social cohesion and conflict research locally. Council has also worked with Monash Intercultural Lab to develop program on diversity and media representation.</p>	Community Planning	
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Objective 1.4: A resilient community promoting social cohesion**Strategies:**

- 1.4.1 Engage, encourage and provide opportunities for community leaders and elders to support their communities ♥
- 1.4.2 Facilitate a culture of volunteerism ♥
- 1.4.3 Increase opportunities for cultural expression, sharing and celebration ♥
- 1.4.4 Support sporting and community organisations to deliver community benefits ♥
- 1.4.5 Facilitate relationship development between groups and individuals in the community ♥
- 1.4.6 Provide opportunities for all people, including new and emerging communities to participate in all aspects of community life ♥
- 1.4.7 Provide opportunities for arts participation and appreciation

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
14	1.4.3	Deliver a Corporate Events program that ensures community gathering opportunities ♥	✓	The Events team have been involved in the planning and delivery of a number of events; including Australia Day, Lakeside Alive, Djerriwarrh Festival, Illuminate Melton, Flavour Fest and a number of internal events. Due to COVID restrictions in place at the time for large gatherings, the majority of these events were either cancelled or postponed to a time later in 2021 when there is likely to be more certainty around events. Australia Day was the only event we were able to deliver in 2020/21. Flavour Fest and Djerriwarrh Festival are being planned for delivery in October and November, with Lakeside Alive to now take place in March 2022. Illuminate Melton has been rescheduled to take place in September 2021.	Engagement & Advocacy	

Objective 1.5: Environments that enable and encourage positive public health and wellbeing outcomes**Strategies:**

- 1.5.1 Contribute to reducing harm caused by gambling, liquor, tobacco and fast food consumption ♥
- 1.5.2 Invest in health promotion initiatives to prevent poor health outcomes ♥
- 1.5.3 Design, build and maintain the public realm to enable the promotion of formal and informal physical activity ♥
- 1.5.4 Promote public health and safety through education and enforcement ♥
- 1.5.5 Create opportunities to encourage healthy lifestyles and choices through education and program delivery ♥

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
15	1.5.1	Conduct an "Annual sale of tobacco to minors" testing program in accordance with the Municipal Association of Victoria (MAV) funding agreement ♥	✓	Test Purchasing was completed in April 2021, with 3 fines issues for sales of cigarettes.	Community Safety	
16	1.5.4	Implement the "Building Site Amenity" program ♥	✓	The annual program implementation has been completed and includes ongoing relationships with builders in our municipality, education material developed including brochures and the building site inspection guidelines and standardised inspection checklists for the enforcement of building site non-compliance.	Community Safety	
17	1.5.5	Implement the "Domestic Animals Adoption" program ♥	✓	Animal adoption was promoted and conducted up to the end of the previous financial year however Council has ceased to 'actively' advertise adoptions directly and are currently directing members of the public to the relevant Animal Rescues/Shelters where the animals have been sent from July 1, 2020. This decision was based upon overcrowding of the pound facility and increased cost to Council. Adhoc adoptions in certain circumstances are still carried out by Council.	Community Safety	
18	1.5.5	Deliver vaccinations in accordance with the Australian Immunisation Schedule for children up to 18 years of age ♥	✓	Immunisation have increased their staffing to assist with the increase in demand. The service continues to provide vaccines in accordance with the Australian Immunisation Schedule for children up to the age of 18 years. This year the Community Program averaged 189 attendees per month and gave on average 403 vaccine doses per month. The immunisation team attended 19 secondary schools.	Families & Children	

Objective 1.6: Reconciliation to support healthy communities**Strategies:**

- 1.6.1 Enhance relationships based on mutual trust, respect and understanding
- 1.6.2 Take action to mitigate inequities that exist between Indigenous and non-Indigenous Australians ♥
- 1.6.3 Promote and celebrate the culture and history of Australia's first peoples'
- 1.6.4 Identification, protection and where appropriate interpretation of places of significance for Indigenous people

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
19	1.6.2	Implement the Reconciliation Roadmap 2018-21 action plan for 20/21 ♥	✓	The Reconciliation Roadmap 2018-2021 was successfully completed and reported on at the 8 February Council Meeting. The focus of the plan was to support the creation of an Aboriginal Community Hub, increase Council staff's understanding of Aboriginal and Torres Strait Islander cultures, investigate ways to better promote the history and heritage of the City of Melton, and develop an Indigenous Employment Strategy. Council convenes the Melton City Council Reconciliation Advisory Committee which will oversee the review and redevelopment of Melton's next Reconciliation Action Plan based on this local learning and Aboriginal and/or Torres Strait Islander community engagement.	Community Planning	

Outcome 2: A City that preserves and enhances its natural environment for future generations**Objective 2.1: A resource efficient City****Strategies:**

- 2.1.1 Reduce use of potable water
- 2.1.2 Increase use of wastewater from alternate supplies
- 2.1.3 Consider the waste hierarchy to promote a whole of life-cycle approach to purchasing decisions
- 2.1.4 Facilitate municipal waste management strategies to reduce waste to landfill

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
20	2.1.1	Implement the Integrated Water Management Plan	✓	A number of the key actions from the implementation plan for the Integrated Water Management (IWM) Plan have been completed. This includes several projects that are progressing through the Werribee Integrated Water Management Forums that will assist Council in meeting its Integrated Water Management Plan objectives. The IWM Options for Approved PSPs was finalised. The Western Growth Area Masterplan is progressing with water modelling and economic assessment of projects to deliver on the masterplan. The outcomes and indicators measures have been finalised and scenario planning for 2031 and 2050 are currently underway for the Catchment Scale Integrated Water Management Plan. Council are part of a state working group to develop an economic framework for integrated water management infrastructure. A feasibility study for the use of Class B recycled water is also under preparation and being led by Western Water. Council also commenced monitoring of a passive street tree irrigation trial.	Environment & Waste	
21	2.1.2.	Advocated to water retailers to consider the reuse of wastewater as an alternative supply	✓	Council continues to be an active partner in the Werribee Integrated Water Manager Forum which is currently undertaking a number of projects to develop a regional response to alternate water supplies including a project which is looking at the policy and economic barriers to the reuse of wastewater.	Environment & Waste	
22	2.1.4	Engage and educate residents in line with Councils strategies, policies and state-wide direction, to encourage waste avoidance and reduce waste to landfill.	✓	Throughout the year a number of resident engagement initiatives were undertaken despite a number of challenges presented with lockdowns and government restrictions. A number of online webinars were conducted covering topics on waste avoidance, recycling right, composting and worm farming. A waste behaviours survey was also conducted in December 2020 which will help shape the Waste Education Plan for 2021/22.	Environment & Waste	

23	2.1.4	Plan and commence capital upgrade works to the Melton Recycling Facility in line with the adopted Master Plan	●	This project is a multi year project. This has been tendered and is currently in the evaluation phase, with a recommendation to be considered at the Ordinary Meeting of Council in August 2021. Construction activity onsite is scheduled to commence in January 2022, with likely completion in December 2022.	Environment & Waste	
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Objective 2.2: A 'low-carbon city' well-adapted to changing climate conditions**Strategies:**

- 2.2.1 Reduce greenhouse gas emissions ♥
- 2.2.2 Foster community resilience to a changing climate ♥
- 2.2.3 Employ the principles of climate change adaptation in Council infrastructure ♥
- 2.2.4 Increase tree canopies and enhance habitat corridors ♥

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
24	2.2.1	Continue to implement the Environment Plan 2017-2027 ♥	✓	Council joined the Victorian Energy Collaboration along with 45 other local governments, meaning that all of our future electricity will be sourced from renewable sources. This is a major achievement and will provide crucial support to council achieving carbon neutrality in line with the Environment Plan. Other actions from the Plan have been completed for the 20/21 year allowing for Covid-19 impact.	Environment & Waste	
25	2.2.2	Implement Sustainability Education Program for community ♥	✓	One round of the Nature Stewards (environment and sustainability education) program was conducted online in collaboration with Macedon Ranges, Hume and Outdoors Victoria.	Environment & Waste	Dec-20
26	2.2.3	Implement the Climate Change Adaptation Plan ♥	✓	The plan has been published and now also forms part of council's pledge under the Climate Change Act. The plan is now publicly available, and implementation will commence forthwith.	Environment & Waste	
27	2.2.4	Review Councils tree planting and removal policy to further protect our tree assets ♥	●	The legal information sought to progress this policy has been delayed due to prioritisation of the implementation of the Local Government Act 2020. The existing policy is being used until completion of legal review.	Operations	Dec-20

Objective 2.3: A City with healthy waterways, biodiversity and ecosystems**Strategies:**

- 2.3.1 Ensure biodiversity is well managed and protected including Council's environmental reserves and private land
- 2.3.2 Maintain and improve rural land to ensure it is healthy and productive
- 2.3.3 Advocate to water authorities regarding the maintenance and protection of waterways
- 2.3.4 Reduce the inflow of contaminants and litter in water bodies
- 2.3.5 Improve the management of rural areas

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
28	2.3.2	Implement the 2020 Environmental Enhancement Program	✓	The 2021 Environmental Enhancement Program (EEP) has commenced. Letters have been sent out to all eligible landholders, and proposed work forms have been returned. The Senior Land Management Officer and Land Management Officer are currently working with landholders to refine plans. The 2020 EEP report was received and noted by Council.	Environment & Waste	
29	2.3.2	Undertake condition audits of Council environmental reserves	✓	Audits completed and all obligations are being met or exceeded.	Operations	
30	2.3.3	Work with the relevant state government departments to review and update strategies, plans and guidelines in respect of improved waterway health.	✓	Council continues to work with it's partners to improve waterway health	Environment & Waste	
31	2.3.4	Deliver the Water Sensitive Urban Design Construction program	✓	Delivery of the Water Sensitive Urban Design Program is now complete, that has seen gross pollutant traps installed at Leggett St in Melton South and Christina Crt in Kurunjang.	Engineering Services	
32	2.3.5	Prepare and implement the Western Plains South Green Wedge Management Plan (2 year project)	●	Work is continuing on the development of the Green Wedge South Management Plan, with a working draft to be completed in the first half of 2021/2022 and full completion by 30 June 2022.	City Design & Strategy	

Objective 2.5: An environmentally aware community that appreciates the City's unique environmental assets**Strategies:**

- 2.5.1 Educate and engage the community in local environmental and sustainability issues ♥
- 2.5.2 Facilitate access to and appreciation of local natural assets
- 2.5.3 Promote and support the interpretation of natural landscapes and cultural heritage

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
33	2.5.1	Delivery of the Environmental Education Program ♥	✓	A joint Nature Stewards round was successfully completed with City of Hume and Shire of Macedon Ranges and Outdoors Victoria. Planning is underway for a second joint round in 2021.	Environment & Waste	
34	2.5.3	Coordinate and deliver Heritage Week	✓	Heritage week was completed with a number of events undertaken including tours of Rockbank Inn archaeological dig, researching aboriginal history workshop and drystone wall workshop.	City Design & Strategy	May-21

Outcome 3: A City with a clear vision to manage growth in a sustainable and accessible way**Objective 3.1: A City that strategically plans for growth and development****Strategies:**

- 3.1.1 Appropriately plan for future development of greenfield land and ensure linkages to existing communities and assets
- 3.1.2 Undertake integrated open space planning to ensure new neighbourhoods have timely access to reserves, parks, gardens, heritage places and natural assets ♥
- 3.1.3 Advocate, plan and deliver a City that connects people to education, employment, tourism and social interactions ♥
- 3.1.4 Advocate and support development and availability of diverse and affordable housing options ♥
- 3.1.5 Advocate to and work with State government in planning for the City's growth areas
- 3.1.6 Support the conservation and restoration of heritage places

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
35	3.1.2	Deliver the City of Melton Sports Participation Dashboard which measure participation in formal sport by club, age, gender and postcode ♥	✓	The City of Melton Sports Participation Dashboard has been delivered.	Recreation & Youth	
36	3.1.2	Deliver the City of Melton Indoor Sports Strategy ♥	●	Preparation of the Draft report has commenced. Anticipated to be completed and presented to a Briefing of Council in December 2021.	Recreation & Youth	
37	3.1.2	Deliver the City of Melton Cricket Strategy ♥	●	Draft completed and being reviewed. Final Strategy Report to be presented to a briefing of Council in September 2021.	Recreation & Youth	
38	3.1.4	Continue to advocate for social and affordable housing and include in State Budget submission ♥	✓	A proposal for funding has been submitted to the Department of Families, Fairness and Housing and now awaiting a meeting with the Department and Minister to discuss this further.	Engagement & Advocacy	Jan-21
39	3.1.4	Implement the Housing Diversity Strategy ♥	●	Changes to State Government guidelines for applying residential zones requires the complete revision of previous strategic work, complicating and delaying the implementation of the Housing Strategy. The work program for City Strategy is being reviewed to consider the additional resource requirement for the implementation of the Housing Strategy. Given the additional resource effort, the priority of this project has been reassessed and is less urgent than other projects City Strategy are required to deliver in 21/22.	City Design & Strategy	
40	3.1.4	Implement an annual inspection program of the quality and liveability of new developments ♥	✓	Inspections were undertaken on an adhoc basis due to COVID. Whilst we didn't complete the full inspection program that was identified, the program was completed pursuant to COVID restrictions.	Planning Services	

41	3.1.5	Contribute to State Government processes in the identified Precinct Structure Plans (PSPs) and Infrastructure Contributions Plans	✓	Officers have continued to liaise with the Victorian Planning Authority (VPA) in respect to advocating for priorities for future PSP preparation. Pre-commencement work has commenced on the Kororoit Part 2 and Melton East PSP with the VPA.	City Design & Strategy	
42	3.1.6	Coordinate the delivery of the Heritage Assistance Fund	✓	Council resolved in the December Ordinary Meeting of Council to grant \$75,000 to 4 applicants for the 20/21 funding year. COVID-19 related construction delays has resulted in two funded projects not being finalised in the 20/21 funding year. These will be rolled into 21/22.	City Design & Strategy	

Objective 3.2: Community facilities, infrastructure and services that are equitably planned for, provided and maintained**Strategies:**

- 3.2.1 Identify and address gaps in community infrastructure and open space
- 3.2.2 Ensure facilities are designed and built to accommodate growth, diverse needs and future flexibility
- 3.2.3 Ensure facilities are accessible, safe and well maintained ♥
- 3.2.4 Ensure existing assets are adequately renewed, maintained, fit for purpose and resilient to changing climate conditions
- 3.2.5 Provide spaces and places for the community to meet, reflect and 'just be' ♥
- 3.2.6 Explore opportunities for the flexible delivery of Council services
- 3.2.7 Advocate to resource providers to ensure secure public access to essential services

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
43	3.2.1	Conduct a feasibility study for an Arts and Cultural Facility in the City	✓	Report completed, and presented to Council at pre-briefing, April 19 2021.	Libraries & Arts	
44	3.2.1	Implement the 2020/21 recommendations from the Community Infrastructure Plan	✓	The Community Infrastructure Standards outlines infrastructure standards for community facilities and playing fields. The standards are being piloted at two new community facilities, Mt Atkinson East Community Centre in Truganina and Payne's Road Community Centre in Thornhill Park, scheduled to be operational in 2023. A 20 year forward plan for new facilities has been developed to inform capital planning and funding attraction. The Community Infrastructure Plan is updated annually based on new population forecasts, level of development, budget and policy decisions.	Community Planning	
45	3.2.1	Review Priority Lists on an annual basis through Council's PSP Steering Committee to ensure that developer contributions are spent on the provision of local community facilities in areas most in need	✓	Review of Priority Lists has been completed for 2020/21. The priority lists identify what community facilities and road infrastructure should be provided in the short, medium and long terms based on cash flow projected from developer contributions. This information in turn informs the preparation of council's capital works program.	Planning Services	
46	3.2.2	Delivery of at least 75% of the 2020/21 Capital Works Program	●	Total spend for 2020/21 was \$62M against a budget of \$113M which equates to 54% delivery of the Capital Works Program. Various factors impacted the ability to achieve the 75% target including Covid 19, project delays and profiling of projects across financial years.	Capital Projects	
47	3.2.2	Commence the construction of the Stage 2 Macpherson Park Redevelopment Project	●	Construction on Stage 2 of the MacPherson Park redevelopment project have commenced. Works commenced in January 2021 to realign the oval and in March 2021 to replace the soccer pavilion.	Recreation & Youth	
48	3.2.2	Commence construction of the Eynesbury Active Open Space precinct	✓	Construction has commenced on the Eynesbury Active Open Space precinct and the precinct will be fully operational in July 2021.	Recreation & Youth	

49	3.2.2	Complete the business model for the Cobblebank Indoor Sport Stadium	✓	Business Model Completed and preparing implementation.	Recreation & Youth	
50	3.2.2	Plan and development of soccer facilities at Taylors Hill Recreation Reserve.	●	The design of the pavilion and soccer pitches is underway with construction to commence in August 2021.	Recreation & Youth	
51	3.2.2	Commence design and construction of Diggers Rest Recreation Reserve assets	●	The design of the Diggers Rest Community Sports Pavilion is complete, Tenders being evaluated with construction to commence in August 2021. The design of the oval and associated infrastructure is being finalised with construction to commence in September 2021.	Recreation & Youth	
52	3.2.4	Undertake condition audits of council assets to guide renewal program outcomes	✓	Condition audits for various asset categories are now complete, including open space, lighting, traffic management devices and car parks.	Engineering Services	
53	3.2.4	Deliver renewal programs based on condition audits	✓	Through Council's annual Capital Works Program, delivery of various renewal programs has occurred.	Engineering Services	
54	3.2.4	Plan and deliver the 20/21 Parks & Open Space Asset Renewal Program	✓	Delivery Completed as Scheduled.	Operations	
55	3.2.4	Plan and deliver the 20/21 Footpath Renewal Program	✓	Delivery Completed as Scheduled.	Operations	
56	3.2.4	Plan and deliver the 20/21 Building Component Renewal Program	✓	This program was impacted due to COVID shutdowns. Given these implications, the program was reviewed and delivered within current limitations. Projects identified for deferral have been included in the 2021/22 program for delivery.	Operations	
57	3.2.5	Deliver services that provide sustained levels of cleanliness and hygiene in council facilities ♥	✓	Council's Cleaning contractor continued to provide cleaning services across all council services throughout the 2020/21 year. On average the cleaning contractor received a pass rate of 100% for KPIs and an overall average score of 98.95% for quality performance was achieved for the year.	Environment & Waste	
58	3.2.6	Implement the Domestic Animal Management Plan	✓	Current 2017/2021 Domestic Animal Management (DAM) Plan will be replaced with the new DAM Plan 2021/2025 when approved by Council in late 2021. The 2021/2025 DAM Plan is on track for implementation as per above	Community Safety	

Objective 3.3: Public spaces that are vibrant and engaging places for all**Strategies:**

- 3.3.1 Create diverse and inclusive opportunities for all people to enjoy and share time and spaces ♥
- 3.3.2 Provide existing and new public spaces that are accessible, safe and well maintained ♥
- 3.3.3 Provide appropriate facilities and resources across the public space network
- 3.3.4 Provide and promote public art

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
59	3.3.3	Deliver improvements to Council's passive recreation reserves via the Parks Development Program	✓	Kirkton Park, Kurunjang construction has commenced. Construction completion is expected in late Spring 2021. Cardinia Ave Reserve, Hillside and Orbis Ave Reserve (City Vista) Fraser Rise have been tendered for construction and are intended to be awarded under delegation in due course. Subject to award they are likely to be completed late 2021.	City Design & Strategy	
60	3.3.4	Activate and enhance the public realm through public art and temporary art projects.	✓	New works completed this year include: a community mural painting on a garden bed in front of businesses on the corner of Exford Road & Staughton Road, Melton South; four Powerbox murals in Burnside Heights, Taylors Hill, Harkness and Melton South; two temporary window commissions for CS Gallery; and the replacement of sculptural pieces, <i>Fossils of the Western Plains</i> , located on Bungaree Track, Burnside Heights. A new series of sculptures to replace decommissioned works has been commissioned for Linear Park, St Vincent Way, Caroline Springs; works will commence in the new financial year. Engineering and conservation works are in progress on the sculptures, <i>Orbis</i> and <i>Spire</i> in Plumpton.	Libraries & Arts	

Objective 3.4: A flexible, safe and health promoting transport network that enables people to move around**Strategies:**

- 3.4.1 Advocate for public transport which creates a better developed network within and outside the municipality
- 3.4.2 Promote active transport options in the road and open space network ♥
- 3.4.3 Ensure road networks are adequate, safe and contribute to the wellbeing of the community
- 3.4.4 Support creation of a connected and active community through the design and delivery of walking and cycling networks ♥

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
61	3.4.1	Advocate for improved public transport networks to relevant departments and elected representatives and include in State Budget submission.	✓	Public Transport has been included in the State and Federal Government submissions. We continue to seek meetings with the Minister and work with Engineering to advocate to the Department for its inclusion in their budget submissions. Additionally, we have met with local members to ask them to support our advocacy.	Engagement & Advocacy	
62	3.4.2	Implement Moving Melton, Council's integrated transport strategy ♥	✓	Council's advocacy efforts have seen a range of key infrastructure projects funded including the upgrade of the following key intersections; - Intersection of Leakes Road/Melton Highway, Plumpton - Intersection of Norton Drive/High Street, Melton - Intersection of Coburns Road/High Street, Melton Safety improvements are also occurring on Melton Highway near The Regency intersection, where signage will be installed to raise awareness. Council continues to advocate for key upgrades to various transport modes including road, rail and the public transport network.	Engineering Services	
63	3.4.3	Undertake safety improvements across the road network	✓	Various safety improvements are occurring across the road network through the delivery of capital works. Delivery of major infrastructure items will commence later this calendar year and include the construction of signalised intersections at Rockbank Middle Road/Caroline Springs Boulevard, Caroline Springs, and Brooklyn Road/Station Road, Melton South. Other projects include various traffic calming measures across the municipality.	Engineering Services	
64	3.4.4	Construction of walking and cycling networks ♥	✓	Council has seen 11,372 metres of pathways constructed this quarter, which has seen a total of 130,373 metres of pathways constructed this financial year.	Engineering Services	

65	3.4.4	Undertake an assessment of the existing walking and cycling networks to inform future improvements ▼	✓	A detailed analysis of the walking and cycling network has occurred. Community consultation is scheduled to commence later this year.	Engineering Services	Dec-20
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Objective 3.5: A City that encourages and enables people to work, shop and spend time locally**Strategies:**

- 3.5.1 Encourage a mix of retail, industrial and commercial development locally
- 3.5.2 Support local place making initiatives
- 3.5.3 Facilitate the delivery of high quality public realm in all retail and commercial precincts ♥
- 3.5.4 Maintain and enhance the amenity of the public realm through graffiti removal, public art, street sweeping and beautification initiatives

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
66	3.5.2	Deliver place based engagement targeted to key business precincts, identifying business needs, opportunities and develop action plans to support business success	✓	The \$500,000 Outdoor Dining program has been completed with more than 50 installations across the City. A Shopfront Improvement Program funded by the State Government is underway for Scott Street and Melton South with 20 businesses accessing up to \$2,000 to give their shop front a face lift. Other projects including artwork, outdoor dining and amenity improvements also form part of this program. Many of the projects are nearing completion and launch events are planned for later in 2021. A total of \$1.655M has been approved in funding from the Office for Suburban Development for 13 Melton Town Centre Revitalisation Projects. A project officer has been employed for these projects to be delivered over 2021/22. A further \$645,000 is available for further projects in the 2021/22 financial year.	Engagement & Advocacy	
67	3.5.3	Work with the landowner to develop the Mt Atkinson Major Town Centre Urban Design Framework (2 year project) ♥	●	Officers are continuing to develop the Mt Atkinson Major Town Centre Urban Design Framework, in consultation with the developer and the Department of Transport. This is a multi year project, spanning over the 2020/21 and 2021/22 financial years.	City Design & Strategy	Dec-21
68	3.5.4	Monitor and implement footpath sweeping services in public realm areas where they are high use or high profile	✓	Council's Street Sweeping contractor continued to conduct footpath sweeping in high profile areas on a daily basis throughout the 2020/21 year. On average the street sweeping contractor received a pass rate of 100% for KPIs and an overall average score of 99.47% for quality performance for the year.	Environment & Waste	
69	3.5.4	Undertake proactive graffiti works and implement appropriate graffiti prevention strategies to maintain levels of community satisfaction and pride.	✓	Council's In-House Graffiti Team removed a total of 5808 sqm of graffiti through 886 jobs (667 proactive and 219 reactive)	Environment & Waste	

Outcome 4: A City rich in local employment and education opportunities**Objective 4.1: A diverse economy that fosters business growth, encourages new investment and leads and responds to change****Strategies:**

- 4.1.1 Encourage competitive and sustainable business practices
- 4.1.2 Identify strategies and initiatives to support businesses to establish and grow
- 4.1.3 Engage and partner with businesses to understand their needs and objectives
- 4.1.4 Explore business opportunities linked to the digital economy and a digitally connected community

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
70	4.1.1	Commence the 2021 annual Business Excellence Awards program.	✓	The 2021 Business Excellence Awards are underway. Applications are now closed, with more than 60 submissions received. Judging is currently underway. Sponsors have been secured for all categories. Gala Dinner is planned for announcement of winners in October 2021.	Engagement & Advocacy	
71	4.1.2	Run Season Three of the Hot House Program	✓	Season Three of the Hot House Program was completed with a Pitch night in April. Ten participants successfully completed the program, with three participants receiving a financial boost to their business through a partnership with The Atherstone Exchange.	Engagement & Advocacy	
72	4.1.3	Provide a range of opportunities for all businesses to be able to engage with Council to inform it of their needs	✓	The Venture Melton Business Network ended 2020/2021 with over 1200 members. The May networking event was delivered in person, and planning is now underway for the 2021/22 membership offering. The new Business Experts service was launched in May with more than 23 participants to date. The membership program was reviewed with a new financial model and service offering in place for 2021/22.	Engagement & Advocacy	
73	4.1.3	Five key precincts targeted through Place Engagement and Activation program.	✓	All business precincts have been targeted through our Outdoor Dining program and Christmas Decoration program. Melton South and Scott Street along with Melton Town Centre have received State Government funding through the Office for Suburban Development. This has seen extensive engagement occur with a number of projects and improvements to be rolled out.	Engagement & Advocacy	
74	4.1.3	Investigate the potential for planning permit applications for business uses to be expedited to minimise delays in the assessment period	✓	Council has successfully expedited planning approvals for developments within the Dexu Horizon Industrial Estate, and is currently working with developers on future industrial areas	Planning Services	

75	4.1.4	Implement a new marketing plan to the local business community including evolving dedicated website for Venture Melton Business Network, a dedicated electronic newsletter to local businesses and growing the Venture Melton Facebook Group.	✓	A new marketing plan has been developed and a member website established. Two fortnightly electronic newsletters are issued: one to members and one to the broader business community. Social media channels are active and have been integrated into the strategy.	Engagement & Advocacy	
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Objective 4.2: More local employment options with an increasing number of residents employed**Strategies:**

- 4.2.1 Facilitate pathways that encourage local employment in local businesses
- 4.2.2 Advocate to State and Federal government and private industry for increased local employment opportunities ♥
- 4.2.3 Advocate for improved public transport to connect residents with local employment opportunities ♥

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
76	4.2.1	Identify opportunities and deliver programs to support the creation of local job pathways	✓	Matchworks were appointed as the successful provider for the Atherstone Exchange employment program. Matchworks in partnership with Lend Lease and Council are currently defining the service delivery model. Council was successful in securing two Job Advocates through State Government funding to assist in linking local job seekers to new employment opportunities.	Engagement & Advocacy	
77	4.2.2	Finalise and launch the Investment Attraction Strategy and present strategy and opportunities to government and industry stakeholders ♥	●	Investment Attraction complete. Working towards engagement commencing in July after engagement strategy presentation to Councillors in mid July. The engagement plan is finalised and awaiting presentation to Executive.	Engagement & Advocacy	Mar-21
78	4.2.3	Advocate for improved public transport networks to relevant departments and elected representatives and include priorities in State Budget submission ♥	✓	Public Transport has been included in the State and Federal Government submissions. We continue to seek meetings with the Minister and work with Engineering to advocate to the Department for its inclusion in their budget submissions. Additionally, we have met with local members to ask them to support our advocacy.	Engagement & Advocacy	

Objective 4.3: A visitor economy that adds value to local businesses**Strategies:**

- 4.3.1 Promote and support existing tourism operators and attractions to increase visitation to the City and improve yield
- 4.3.2 Provide targeted visitor information and support services
- 4.3.3 Develop, deliver and support festivals, events and celebrations in partnership with community and business ♥
- 4.3.4 Increase investment in intercultural festivals and celebrations

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
79	4.3.1	Implement marketing campaign aligned to Visitor Economy with integration to the Melton City Much More app and other Council channels.	✓	Buy Local program delivered through social media channels.	Engagement & Advocacy	
80	4.3.1	Represent the interests of local operators through the Western Regional Tourism Board with minimum quarterly promotional presence through regional channels.	✓	Cr Shannon is attending Board Meetings. Western Melbourne Tourism has lodged submissions to both State and Federal Governments in relation to the impacts of Covid-19 on the Visitor Economy in Melbourne's West. Work is underway on the next 3 year strategic plan.	Engagement & Advocacy	
81	4.3.2	Develop and enact an engagement program with visitor economy operators	●	This action is on hold due to other priorities, particularly scoping projects and trader engagement for the \$2 million Melton Town Centre Revitalisation Program.	Engagement & Advocacy	
82	4.3.2	Provide minimum bi-monthly targeted Visitor Economy learning and support program through the Venture Melton Business Network.	●	This action is on hold due to other priorities and staff changes. Visitor Economy businesses have been supported and connected via Venture Melton Business Network	Engagement & Advocacy	
83	4.3.3	In response to COVID-19 restrictions, determine an appropriate community event program aligned to government guidelines ♥	✓	Major events to be held in 2021/22. Much More Music program planning completed in June 2021, with events to be held in July, August and September 2021. Impacted due to Covid Lockdowns	Engagement & Advocacy	

Objective 4.4: A City with a variety of local education facilities and programs**Strategies:**

- 4.4.1 Advocate and plan for opportunities for local primary and secondary schools
- 4.4.2 Advocate and plan for opportunities for tertiary and vocational education and training providers
- 4.4.3 Advocate for inclusive education opportunities for all
- 4.4.4 Support local pathways between education, training and employment ♥
- 4.4.5 Invest in programs that support children's growth and development ♥
- 4.4.6 Facilitate local, national and international opportunities for education and lifelong learning

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
84	4.4.1	Advocate for Primary and Secondary school provision ensuring Fact Sheets are updated and priorities are included in the State Budget submission.	✓	Priorities included in Budget Submissions and new school funding resulted in the State Budget 2021/22.	Engagement & Advocacy	
85	4.4.2	Meet regularly with tertiary providers and government representatives to lobby for tertiary education needs.	✓	Working with Executive manager Properties and Projects to develop a Memorandum of Understanding (MoU) for Victoria University. The MoU has been drafted and finalised. Also received funding in the State Budget 2021/22 for the development of a business case for TAFE in the City of Melton.	Engagement & Advocacy	
86	4.4.2	Ensure tertiary opportunities are included in Council's Investment Attraction Strategy.	✓	The Strategy is now complete and tertiary institutions consulted in its development	Engagement & Advocacy	
87	4.4.4	Establish a youth traineeship program at Council ♥	✓	A traineeship program has been established in partnership with AFL Sports Ready. 3 Aboriginal Torres Strait Island Trainees commenced within Council in March 21. Further Traineeships to be explored, focusing on CALD youth.	People & Culture	Jan-21

Objective 4.5: Lifelong learning opportunities are available and promoted**Strategies:**

- 4.5.1 Partner with community organisations and the employment and education sectors to identify skills shortages and provide employment pathways
- 4.5.2 Promote learning for all aspects and stages of life ♥
- 4.5.3 Facilitate flexible lifelong learning opportunities for all abilities through neighbourhood houses, community facilities and library services ♥
- 4.5.4 Create a learning culture in the City through early engagement with and support for children, young people and families ♥

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
88	4.5.2	Promote awareness of remote access to library resources through e-collections, with an aim to increase digital loans ♥	✓	The total number of loans for the -e-collection, including e-magazines, e-audio and e-books for the year 2019/20 was 43,018. In 2020/21, the number of loans across all e-resources increased to 56,524. This is an overall increase of 31.4%.	Libraries & Arts	
89	4.5.3	Deliver new Library Access Points at Aintree (Timbertop) and Fraser Rise Children's and Community Centres ♥	✓	Library Access Points at Timbertop (Aintree) and Fraser Rise were launched in April. Community events were held to promote the collections and remote access capabilities of the equipment. The combined access points have proven popular. In the first 2 months 670 items were borrowed across both sites, indicating positive community interest in library services beyond existing branches.	Libraries & Arts	

Outcome 5: A organisation operating with innovation, transparency, accountability and sustainability**Objective 5.1: Deliberative engagement and effective communication with the community that informs planning and decision making****Strategies:**

- 5.1.1 Explore opportunities for deliberative community engagement
- 5.1.2 Develop and deliver meaningful community engagement initiatives
- 5.1.3 Provide meaningful engagement opportunities with under-represented and disengaged groups
- 5.1.4 Deliver early engagement with new communities including newly arrived and settled communities and communities in growth precincts ♥
- 5.1.5 Explore new and emerging technologies to promote and provide accessible communication and engagement opportunities

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
90	5.1.5	Implement the Communications Strategy	✓	The Communications Strategy was endorsed by Executive and Councillors earlier this year. The implementation of associated actions is now underway.	Engagement & Advocacy	

Objective 5.2: A flexible, innovative and creative organisation that responds to rapidly changing community and operating environments**Strategies:**

- 5.2.1 Implement effective work practices supported by suitable technology to deliver services
- 5.2.2 Promote and support the health and wellbeing of employees, Councillors, contractors and volunteers ♥
- 5.2.3 Plan for levels of service that balance community need with organisational capacity
- 5.2.4 Leverage and partner with other levels of government, community organisations and the private sector to ensure community needs are met
- 5.2.5 Invest in a skilled, motivated, aligned and performing workforce
- 5.2.6 Practice a strategic evidence based approach to all Council processes

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
91	5.2.2	Implement the 2020/21 actions from 'Healthier Choices', Melton City Council's 2018 - 2021 Workplace Health & Wellbeing (WHWB) Strategy ♥	✓	The last year of the strategy actions was impacted by COVID. The Global Challenge was offered to employees with 144 participants, councillors also participated. Dry July was offered and The Push-up Challenge was the last program run with 19 employees participating who raised over \$2,500 for Melton Headspace.	People & Culture	
92	5.2.2	Implement Year 2, of 2019 - 2022 Occupational Health and Safety Strategy ♥	✓	The 2019-2022 OHS Strategy was superseded by the 2020-2024 OHS Strategy. The first year actions delivered were Due Diligence and OHS Legislation training to leaders and to investigate gaps of the new to be rolled out QuickSafe-Elumina module.	People & Culture	
93	5.2.5	A Talent Management Framework developed and implemented	●	A Talent Management Framework will be developed as part of the Strategic Workforce Plan Action plan that will be rolled out in 2022.	People & Culture	1/02/2022
94	5.2.5	Develop Service Unit Workforce Plans in accordance with statutory timelines	●	Council's Workforce Plan is currently underway and we are progressing through Phase 3 with Executive and Managers. The Workforce Plan will be completed in line with Statutory timeframes.	People & Culture	31/12/2021
95	5.2.5	An "Unconscious Bias" development program delivered to recruiting managers followed by all staff.	●	Unconscious Bias training rollout will commence at the end of July 2021 to all staff.	People & Culture	15/08/2021

Objective 5.3: Effective civic leadership, advocacy, partnerships and good governance**Strategies:**

- 5.3.1 Provide local leadership to ensure community interests and needs are met and planned for
- 5.3.2 Provide training and development opportunities for Councillors to build their capacity as local leaders ♥
- 5.3.3 Work with regional partnerships to advocate for the needs of the community
- 5.3.4 Continue to build a culture of emergency management preparedness within the organisation and community ♥
- 5.3.5 Actively pursue alternate means for funding to minimise the potential burden on the rate base
- 5.3.6 Provide and maintain a high level of transparent, accountable, representative and effective governance
- 5.3.7 Ensure Councillors are aware of their responsibilities under the Local Government Act 1989

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
96	5.3.2	Ensure Councillors are supported in undertaking professional development opportunities relevant to their responsibilities to Council and kept apprised of their legislative responsibilities ♥	✓	All professional development activities that Council staff are aware of via various networks are advised to each Councillor for his/her consideration. Training for the newly elected Council, as required by the Local Government Act 2020, was delivered after the election. A number of Councillors also attended training provided by external organisations in the weeks and months after the election.	Legal & Governance	
97	5.3.3	Work with Brimbank Melton Integrated Family Services Alliance and the Department of Health and Human Services to implement Family Services Reform	✓	The Brimbank Melton Integrated Family Services Alliance met 12 times this financial year, with the Executive meeting 6 times. This financial year reviewed the governance structure, and made recommendations for implementation for the Brimbank Melton catchment in the following four financial years.	Community Care	
98	5.3.3	Actively participate in regional advocacy groups including Interface Councils, LEAD West and National Growth Areas Alliance.	✓	This is ongoing and Council is well represented for each.	Engagement & Advocacy	

Objective 5.4: An organisation that demonstrates excellence in local government leadership and customer and community service**Strategies:**

- 5.4.1 Comply with statutory requirements
- 5.4.2 Maintain responsible and sustainable financial management
- 5.4.3 Engage with all levels of government to support Council's capacity to deliver community outcomes and respond to changes in legislation
- 5.4.4 Build community trust through responsible governance and transparent decision making
- 5.4.5 Deliver effective and efficient customer service outcomes

CAP No.	CP Strategy	Action	Status Symbol	Year-end Comments	Service Unit	Timeline
99	5.4.1	Develop the 2021-2025 Council and Wellbeing Plan in accordance with Statutory timelines	✓	Work on the Council & Wellbeing Plan 2021-2025 (the Plan) has progressed in line with statutory timelines. As prescribed by the Local Government Act 2020, a deliberative engagement process was conducted with the community and partners, and a number of engagements with Councillors and staff leading to the development of a vision, mission, themes, objectives strategic indicators and strategies. The draft Plan has also been reviewed by the Community Panel as part of the deliberative engagement process. The draft Plan is scheduled to be placed on public exhibition 3 August and is on track to be presented to Council for adoption at the September 27 Council meeting.	Property & Projects	
100	5.4.1	Ensure Annual reporting of Essential Services maintenance for Council facilities referenced in the Victorian Building Regulations is completed.	✓	Annual reporting relating to Essential Services referenced in the Victorian Building Regulations is now complete.	Operations	
101	5.4.1	Implement an inspection program of new developments to ensure compliance with planning permits	●	Inspection of new subdivisions is being carried out prior to issue of Statement of Compliance. Officers are working through the creation of an inspection program for other development types. This is ongoing, with implementation of this inspection program to commence in 2021/22.	Planning Services	
102	5.4.2	Deliver the annual community budget engagement sessions	✓	Community engagement process undertaken on January 28. Council has considered submissions and approved submissions have been incorporated in the 2021/22 budget. Responses have been prepared and sent to submitters.	Finance	Nov-20

103	5.4.3	Deliver on the implementation plan for any provisions of the Local Government Act 2019 that commence in 2020/21	✓	Implementation of the provisions of the Local Government Act 2020 are on track with Tier 1 (proclamation date 6 April 2020), Tier 2 (proclamation date 1 May 2020) and Tier 3 (proclamation date 24 October 2020) requirements achieved in line with the implementation plan. Tier 4 obligations (proclamation date 1 July 2021) were generally underway with various due dates over the next 6 months.	Legal & Governance	
104	5.4.3	Planning for the provision of funded 3 year old Kindergarten reform.	✓	Kindergarten Central Registration Policy & Procedure approved. Software upgrade complete. Impact assessment complete, including engaging the kindergarten providers. Facility assessment complete. As of 29 June, 738 Three-year-old Kindergarten applications have been received.	Families & Children	
105	5.4.3	Prepare and lodge a formal submission for the 2021/22 State and Federal Budgets to seek investment in Melton's advocacy priorities	✓	The 2021/22 State and Federal Budget Submissions have been completed and lodged	Engagement & Advocacy	
106	5.4.3	Enact an engagement program with local members and relevant State and Federal politicians to prosecute Council's advocacy priorities.	✓	Meetings held with local members to share the state and federal government budget submissions.	Engagement & Advocacy	
107	5.4.5	Continue the Customer Relationship Management project and implement Year 2 actions	✓	*Total portal users: 14689 *Average new users per day: 36 Average requests per day: 130 Customer online forms launched since last report: Appointment of surveyor, additional permit documents, permit variation, 4 forms for report and consent, commercial building documents, building investigation request. For all forms built in the Community Portal 76% (up from 69% last quarter) of all requests received by Council are completed online. Improving customer request experience, reducing operational costs and driving operational efficiencies. No further action required in FY22. Business Transformation Program has closed as per 4 year plan.	Engagement & Advocacy	