



2019/20 Council and Wellbeing Annual Action Plan
 Second Quarter Progress Report
 1 July 2019 to 31 December 2019

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 2019/20 Annual Action Plan. The Action Plan contains 134 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 2020 unless specified differently.

Status	Symbol	Number of Actions	% of Actions
Achieved	✔	24	17.9%
On Track	●	106	79.1%
Not On Track	●	2	1.5%
Postponed	●	2	1.5%
Total		134	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 ▼

CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
1	1.1.1 Implement the Melton City Council Interfaith Strategy 2018-21 ▼	●	The Interfaith Project is on track and key performance indicators have been covered and no significant challenges have been encountered.	Community Planning	
2	1.1.2 Deliver the City of Melton Careers Expo	●	Planning of the Expo for delivery in April 2020 will commence in January 2020	Recreation & Youth	
3	1.1.3 Visually represent Council's diverse community in public spaces ▼	●	On track and there will be more events/programs focussing on this action in the coming quarters.	Community Planning	
4	1.1.4 Melton: A City for All People - complete quarter 4 of year 2 action plan and deliver quarters 1 to 3 of the year 3 action plan relating to older people and people with disabilities ▼	●	Year 2 Melton: A City for All People (MACFAP) has been completed and presented to Council. Year 3 MACFAP quarter 1 has been delivered.	Community Care	
5	1.1.4 Deliver the City of Melton Youth Awards and Grants Program recognising the contribution made by young people in the community ▼	●	Planning of the Awards and Grants program has commenced and will be delivered in April 2020	Recreation & Youth	
6	1.1.4 Facilitate the Western Bulldogs Leadership program for young people in the community ▼	✓	The program was delivered with 12 young people graduating on the 25 September at a ceremony hosted by the Western Bulldogs at the Witten Oval.	Recreation & Youth	
7	1.1.4 Facilitate a Youth Forum in partnership with key stakeholders ▼	●	Planning of the Youth Forum for delivery in April 2020 will commence in January 2020	Recreation & Youth	

- 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
 - 1.2.5 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
 - 1.2.6 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

CP Strategy	CP No.	Action	Status Symbol	Progress Comments	Service Unit	Timeline
1.2.1	8	Develop the Safer City Plan	●	The Safer City, Proud Communities Plan is currently being drafted with the intention of presenting to Executive in March 2020.	Community Planning	
1.2.3	9	Implement the "Responsible Pet Ownership" program to the community	●	Program implemented and ongoing through increased public engagement, attending more community based activities such as Lakeside Alive, Djerriwarh Festival, Diggers Rest Pet Show and multiple park patrols	Community Safety	
1.2.3	10	Implement the community education program for Domestic Swimming Pool Safety Barriers to the community	●	Swimming pool and spa barrier regulations commenced on 1 December 2019. A community education program will commence in 2020. Online applications launched mid December 2019	Community Safety	
1.2.4	11	Provide Maternal & Child Health Family Violence support to identified women at risk	●	Family Violence Social Worker has commenced and is supporting the Maternal & Child Health (MCH) nurses to increase the Family Violence consults. She has presented to the MCH team and to the Vulnerable Children's network and is developing strong networks with other services.	Families & Children	
1.2.4	12	Implement Equality and Respect 2030	●	Equality & Respect 2030 Action Plan is currently in implementation with 17 of the 63 actions completed. The Equality & Respect Evaluation Framework has been developed.	Community Planning	
1.2.7	13	Deliver Seniors Festival activities	✓	The Seniors Festival program has been delivered for 2019 successfully delivering approximately 20 activities and attracting over 1,650 seniors.	Community Care	
1.2.7	14	Deliver Citizenship Ceremonies for City of Melton residents	●	Planning for the 2020 Seniors Festival is underway. Fourteen citizenship ceremonies were conducted in the 1st half of the 2019-20 financial year conferring citizenship to 1,290 residents of the City of Melton.	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 ▼

CP Strategy	CP No.	Action	Status Symbol	Progress Comments	Service Unit	Timeline
1.3.2	15	Provision of early years services at Fraser Rise and Timbertop Children's and Community Centres ▼	●	Fraser Rise has been licenced by BPA Children's Services to operate Kindergarten and Occasional Care. Timbertop is in the final stages of achieving licencing by One Tree Community Services for operation of Kindergarten and Long Day Care.	Families & Children	
1.3.2	16	Implement the "School Crossing Education" program ▼	●	External provider has been engaged to conduct service review - on track for completion by March 2020	Community Safety	
1.3.2	17	Finalise and implement a Neighbourhood Centres Strategy ▼	●	Neighbourhood Centres Strategy has been included in the new City of Learning Strategy due for completion by end of March 2020	Community Planning	
1.3.5	18	Deliver year 2 actions of Pierre Gorman Award project: partner with community groups and service providers to implement Next Chapter Book Clubs for adults with learning disabilities ▼	●	Melton City Libraries is working with Campaspe Regional Library and a videographer to develop a video to help market the program to potential partners and the community. As the project lead, Melton City Council is liaising with library services across Victoria engaged in the program who are working with community organisations at a local level to harness volunteer engagement for the program.	Libraries	
1.3.5	19	Implement year three of the Intercultural Action Plan 2017-2021 ▼	●	Delivery of the actions in the Action Plan on track.	Community Planning	

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	Progress Comments	Service Unit	Timeline
20	1.4.1	Deliver the Community Leadership Program ▼	●	An Expression Of Interest opened on 6 January 2020 and will close on 8 March. The launch of the program will take place on 15 April 2020.	Community Planning	
21	1.4.2	Deliver the annual Community Achievement Awards ▼	✓	Fully delivered. Award winners were decided by the assessment panel, and presented with their trophies at the awards ceremony in November 2019.	Community Planning	
22	1.4.3	Deliver Pop Culture events as a community gathering opportunity ▼	●	Lakeside Alive successfully delivered in October. Three additional events planned for March, April and May.	Engagement & Advocacy	
23	1.4.4	Deliver the Melton City Council annual Community Grants program ▼	●	Round one of the Semi-Annual Grants has been delivered, as well as 3 rounds of the Bi-Monthly Grants and the third party grants. Round two of the Semi-Annual Grants opening in Feb.	Community Planning	
24	1.4.5	Implement the Community Partnership Program ▼	●	Delivery of the Community Partnership Program is currently in progress.	Community Planning	
25	1.4.6	Facilitate neighbourhood networks in Kurunjang and Frasers Rise Community Centres ▼	●	Due to staff absence no Expression of Interest for the Community Network was undertaken. This will be done by end of March quarter. Fraser Rise Community Centre is now open and the Expression of Interest for a Community Network is planned for April 2020	Community Planning	
26	1.4.7	Deliver two 6-monthly exhibition programs across Caroline Springs Gallery, Melton Library and Learning Hub and Civic Centre	●	An annual Exhibition Program has been developed for 2020 and 3,000 copies have been printed. The program outlines all exhibitions across CS Gallery, Melton Library and Learning Hub, and includes a call for exhibitions for 2021. 9 large scale exhibitions have been planned for 2020 for CS Gallery and MLLH. A new hanging system to support community arts exhibitions at Civic Centre has been scoped.	Libraries	

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 ▼

CP Strategy	CP No.	Action	Status Symbol	Progress Comments	Service Unit	Timeline
1.5.1	27	Conduct an "Annual sale of tobacco to minors" testing program in accordance with the Municipal Association of Victoria (MAV) funding agreement ▼	✓	Testing program carried out early October 2019. 36 premises were tested with 2 sales - infringements issued.	Community Safety	
1.5.1	28	Review the Gambling Harm Minimisation Policy ▼	✓	Gambling Harm Prevention and Reduction Policy was adopted by Council in November 2019	Community Planning	
1.5.2	29	Deliver the Annual Melton City Council Sports Awards recognising the contribution made by local sporting clubs and volunteers ▼	✓	The Melton City Council Sports Awards event was delivered with approximately 150 people in attendance.	Recreation & Youth	31/10/2019
1.5.3	30	Deliver an Active Participation Survey that measures the recreational activities that the community participates in ▼	●	The survey has been completed and draft report submitted. A final report is currently being prepared.	Recreation & Youth	
1.5.4	31	Implement the "Building Site Amenity" program ▼	●	Implementation of the program is ongoing.	Community Safety	
1.5.5	32	Implement the "Domestic Animals Adoption" program ▼	●	This program is ongoing	Community Safety	
1.5.5	33	Deliver vaccinations in accordance with the Australian Immunisation Schedule for children up to 18 years of age ▼	✓	The 2019 school immunisation program was completed in December 2019. Infants scheduled continued as per the immunisation schedule.	Community Safety	
1.5.5	34	Deliver Sons of the West men's health program and Daughters of the West women's health program in partnership with the Western Bulldogs Community Foundation ▼	●	Daughters of the West Program completed with 106 women graduating. Sons of the West program implementation starts March 2020.	Community Planning	

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

CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
35	1.6.2 Implement the Reconciliation Roadmap 2018-21 ▼	●	Reconciliation Advisory Committee meeting held on 28/11/19. Work progresses on the Mt Cottrell Memorial with an Aboriginal Cultural Heritage Assessment of the proposed site scheduled for Jan 2020.	Community Planning	
36	1.6.3 Recognise and celebrate Reconciliation Week, NAIDOC Week and other key cultural events	●	No events are scheduled in this quarter.	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

CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
37	2.1.1 Implement the Integrated Water Management Plan	●	Projects initiated through the Werribee Integrated Water Management Forum are progressing which will assist Council in meeting its Integrated Water Management Plan objectives. With Council's input, indicators are currently being developed for the Catchment Scale Integrated Water Management Plan, the Western Growth Master Plan has begun phase 2, and the Integrated Water Management (IWM) Options for Approved PSPs project has kicked off through the engagement of a consultant and the commencement of consultation. Council also continues to progress the passive irrigation trial.	City Design, Strategy & Environment	
38	2.1.2 Advocated to water retailers to consider the reuse of wastewater as an alternative supply	●	Council continues to advocate for recycled water to be provided within the LGA through the Werribee Integrated Water Management Forum projects. The Western Growth Master Plan project will assess the viability of recycled water against other options such as stormwater reuse, and the Integrated Water Management Options for Approved PSPs will consider in closer detail the feasibility of supplying recycled water with particular consideration of open space. Council also continues to encourage developers to consider recycled water provision through their Developer Integrated Water Management Plans which are a condition of their planning permit.	City Design, Strategy & Environment	
39	2.1.4 Engage and educate residents in line with Council's strategies, policies and state-wide direction, to encourage waste avoidance and reduce waste to landfill.	●	Council's Waste Education team delivers a range of education programs within the community. To date we have delivered 9 education sessions in schools and have conducted 2 major events, Sustainable Lane at Djerriwarrh Festival and Detox Your Home at Melton Recycling. These events and activities allow the team to directly engage with community on waste and resource recovery issues (e.g. contamination) and educating the community on best practice.	Operations	

40	2.1.4	Develop a Waste & Litter Prevention Strategy for the municipality that will guide waste and resource management into the future (aligning with Environment Plan objective 3.2.1)		The project has been deferred until the new financial year due to the State Government's announcement of a new Circular Economy Policy. A review of this policy is required before Council can establish a waste strategy due to the likely impacts in services and the way in which we manage waste.	Operations	
41	2.1.4	Plan and undertake capital upgrade works to the Melton Recycling Facility in line with the adopted Master Plan		Stage 2 is on track to commence in Q1 of 2020.	Operations	30/06/2021

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	Progress Comments	Service Unit	Timeline
42	2.2.1	Continue to implement the Environment Plan 2017-2027 ▼		Council continues to work with Western Alliance for Green House action on the How Well are We Adapting project. The Climate Change Adaptation Plan and Environmental Sustainable Design guidelines are also key actions from the Environment Plan.	City Design, Strategy & Environment	
43	2.2.1	Deliver services that reduce waste to landfill (and therefore greenhouse gas emissions) through sustained waste diversion ▼		Council current diversion rate is 43.07%	Operations	
44	2.2.3	Prepare and implement a Climate Change Adaptation Plan ▼		A draft Plan was presented to Council in October. The draft and completed action plan will be circulated to the Project Control Group for comment prior to a period of community consultation.	City Design, Strategy & Environment	
45	2.2.3	Embed the 'Climate Resilient Infrastructure Checklist' into the asset management process ▼		This checklist has been integrated into the Environmentally Sustainable Design Guidelines which is now complete.	City Design, Strategy & Environment	
46	2.2.4	Complete the Street Tree Strategy ▼		The Street Tree Strategy is complete and will be presented to Council for endorsement in the coming months.	City Design, Strategy & Environment	31/12/2019
47	2.2.4	Review Councils tree planting and removal policy to further protect our tree assets ▼		The reviewed policy has been presented to the Policy Review Panel. The Panel enquired about any potential risk exposure to Council as a result of the policy. Legal & Governance are currently reviewing the document. The amended completion date is now 30 June 2020.	Operations	31/12/2019

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	Progress Comments	Service Unit	Timeline
48	2.3.2	Progress the development of the Western Plains South Green Wedge Management Plan (2 year project)	●	A Council briefing was held on the 21 October 2019. Public Consultation was held with landowners and stakeholders over a two week period in November 2019 and the consultation report has been received in draft and is currently being finalised.	City Design, Strategy & Environment	
49	2.3.2	Undertake condition audits of Council environmental reserves	●	This is on track and will be ongoing for the remainder of the financial year.	Operations	
50	2.3.3	Work with the relevant state government departments to review and update strategies, plans and guidelines in respect of improved waterway health.	●	Officers, through the Werribee Integrated Water Management Forum continue to work with all relevant agencies to update and/or prepare plans and projects that will contribute to improved waterway health. Officers have also had input into the Waterways of the West Ministerial Advisory Committee consultations.	City Design, Strategy & Environment	
51	2.3.4	Deliver the Water Sensitive Urban Design Construction program	●	Construction works will commence in March, with works scheduled for completion by June 2020.	Engineering Services	

Objective 2.4: A City growing and developing sustainably

Strategies:

- 2.4.1 Employ the principles of ecologically sustainable development in Council infrastructure
- 2.4.2 Advocate against noxious industries that adversely affect the wellbeing of the community or environment ▼

CAP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
52	2.4.1	Develop Environmentally Sustainable Design guidelines	✓	The Final version of the Environmentally Sustainable Design Guidelines was received in December 2019	City Design, Strategy & Environment	30/09/2019
53	2.4.2	Ensure that the Municipal Strategic Statement protects sensitive uses and residential uses from the adverse impacts of noxious industries ▼	✓	The adopted Municipal Strategic Statement includes a number of strategies that seeks to ensure land use conflicts between industry and sensitive land uses are appropriately managed and considered in the assessment of planning permit applications.	City Design, Strategy & Environment	31/12/2019

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	Progress Comments	Service Unit	Timeline
54	2.5.1	Support local environment groups and school based programs ▼	●	Council has supported the Al Iman College in Melton South in completing projects related to environment and sustainability.	City Design, Strategy & Environment	
55	2.5.2	Continue to deliver environmental education programs	●	Council continues to work with Outdoors Victoria to deliver the Nature Stewards Program which provides a training and education course focussed around the natural environment of the City of Melton. The 2020 program is scheduled to start 08/20.	City Design, Strategy & Environment	
56	2.5.3	Coordinate and deliver Heritage Week	●	Planning for Heritage Week continues. Program of events is being finalised and advertising information has been sent to Heritage Victoria for inclusion in their marketing material. The events will run across April/May 2020.	City Design, Strategy & Environment	

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



CP No.	CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
57	3.1.1	Develop the Toolern Town Centre Urban Design Framework (2 year project).	✓	The Cobblebank Metropolitan Activity Centre Urban Design Framework (previously named Toolern Town Centre Urban Design Framework) was adopted by Council at the Ordinary Council Meeting of 9 December 2019.	City Design, Strategy & Environment	31/12/2019
58	3.1.1	Develop the Rockbank Town Centre Urban Design Framework (2 year project)	✓	The Toolern Employment Area Urban Design Framework was adopted by Council at the Ordinary Council Meeting of 9 December 2019.	City Design, Strategy & Environment	31/10/2019
59	3.1.2	Plan, deliver and advocate for open spaces consistent with the Parks Development Program	●	A number of parks identified in the Parks Development Program are currently under construction including Bloomsbury Reserve and Stan Payne Reserve. Marlo Drive Reserve and Morton Homestead are complete with the official openings in December 2019 and February 2020 respectively. These parks also received funding from the State Governments 'Growing Suburbs Fund'	City Design, Strategy & Environment	
60	3.1.2	Deliver the City of Melton Sports Facility Demand Strategy	●	The draft strategy has now been submitted for analysis. The final report will be completed by Feb 28 2020	Recreation & Youth	
61	3.1.2	Deliver the City of Melton Soccer Strategy	●	The consultant has met with all soccer clubs. A draft report is to be submitted March 2020.	Recreation & Youth	
62	3.1.4	Implement the Housing Diversity Strategy	●	Work is continuing on the affordable housing policy. Workshop scheduled with the State Government to discuss the Policy	City Design, Strategy & Environment	
63	3.1.4	Implement an annual inspection program of the quality and liveability of new developments	●	Visits to a number of new residential estates will be undertaken over the coming months to evaluate where improvements can be made	Planning Services	
64	3.1.5	Contribute to State Government processes in the identified Precinct Structure Plans (PSPs) and Infrastructure Contributions Plans	●	Officers have attended meetings with the Victorian Planning Authority in respect of the Kororoit Precinct Structure Plan (Part 2) and provided feedback on implementation protocols for the Infrastructure Contributions Plan.	City Design, Strategy & Environment	

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	Progress Comments	Service Unit	Timeline
65	3.2.1	Community Infrastructure Plan updated and endorsed by Executive	●	Community Infrastructure Plan review well progressed. To be presented to Executive in June 2020	Community Planning	
66	3.2.2	Delivery of at least 75% of the 2019/20 Capital Works Program	●	Delivery of the 2019/20 Capital Works Program is currently on track to achieve the 75% target. YTD spend at 31 December 2019 was 34% which is consistent with previous YTD spend where 75% target was achieved.	Capital Projects	
67	3.2.2	Commence the construction of the Stage 2 Macpherson Park Redevelopment Project	●	Planning for Stage 2 is underway and ongoing.	Recreation & Youth	
68	3.2.2	Commence construction of the Eynesbury Active Open Space precinct	●	Stage 1a works have commenced and the project is on track for completion by December 2020. The tender for stage 1B works is to be awarded prior to end of Jan 2020..	Recreation & Youth	
69	3.2.2	Plan and development of the Cobblebank Indoor Sport Stadium	●	Tender evaluation is currently underway with contract to be awarded February 2020	Recreation & Youth	
70	3.2.2	Construction of the City Vista sports precinct	●	Works are ongoing with full handover scheduled for January 2020.	Recreation & Youth	
71	3.2.4	Undertake a condition audit of all Council buildings to guide the production of maintenance and renewal programs	●	Planning for the next Facility Condition Audits is underway. The next audit is scheduled for 2021.	Operations	
72	3.2.5	Review all fencing assets to ensure DDA compliance	✓	All fences have been inspected and this action is now complete.	Operations	
73	3.2.5	Deliver services that provide sustained levels of cleanliness and hygiene in council facilities	●	Councils cleaning contractor is currently achieving an average of 89% compliance for quality and met all service Key Performance Indicators in Q1&2	Operations	
74	3.2.6	Implement the Domestic Animal Management Plan	●	The Domestic Animal Management Plan (DAMP) is currently in the third year of its five year plan. No amendments to the plan have been made.	Community Safety	

75	3.2.6	Review the service model for Property Services and undertake a competitive tender process for operational activities		The review of Service model is currently a work in progress. The tender process for operational activities is to follow.	Operations	
76	3.2.7	Advocate to resource providers to ensure access to essential services		Health and community services needs included in updated Advocacy booklet.	Community Planning	

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	Progress Comments	Service Unit	Timeline
77	3.3.3	Deliver improvements to Council's passive recreation reserves via the Passive Parks Development Program		A number of parks identified in the Parks Development Program are currently under construction including Bloomsbury Reserve and Stan Payne Reserve. Mario Drive Reserve and Morton Homestead are complete with the official openings in December 2019 and February 2020 respectively.	City Design, Strategy & Environment	
78	3.3.4	Deliver the year two actions of the 'Home Sewn: Makers of Melton' arts project: commission a public art piece responding to the theme 'Everyone Belongs, with a focus on textile arts		This quarter 17 makers worked with selected public artist Anu Patel to develop and execute a collaborative wall hanging for permanent display at Melton Library and Learning Hub. Makers worked together during three sets of 4 week workshops held at Raglan Cottage to create the artwork, 'Connected Stories,' which celebrates the diversity of community and the spirit of collaboration underpinning the project. It was launched on 11 December 2019. Project evaluation and budget acquittal will follow this quarter.	Libraries	

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	Progress Comments	Service Unit	Timeline
79	3.4.1	Advocate for improved public transport networks to relevant departments and elected representatives.	✓	Advocacy Priorities were launched that included the need for improved Public Transport. Copy of priorities document sent to the Public Transport and Transport Infrastructure Ministers as a Budget submission.	Engagement & Advocacy	
80	3.4.2	Implement Moving Melton, Council's integrated transport strategy	●	Officers continue to work with Rail Projects Victoria on the development of the Western Rail Plan. Attended the opening of Cobblebank train station. Completed work on the Road Network Plan for the municipality. Met with the Level Crossing Removal Program team. Several meetings with state agencies and politicians on transport related advocacy matters.	City Design, Strategy & Environment	
81	3.4.4	Undertake an assessment of the existing walking and cycling networks to inform future improvements	●	The development of a project brief is currently underway.	Engineering Services	31/03/2020
82	3.4.4	Construction of walking and cycling networks	●	Council has seen 53,442 metres of pathways constructed this quarter. A total of 79,692 metres have been constructed this financial year.	Engineering Services	

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	Progress Comments	Service Unit	Timeline
83	3.5.1	Develop Toolern Employment Area Urban Design Framework (2 year project)	✓	The Toolern Employment Area Urban Design Framework was adopted by Council at the Ordinary Council Meeting of 9 December 2019.	City Design, Strategy & Environment	31/12/2019
84	3.5.2	Deliver placed based engagement targeted to key business precincts, identifying business needs, opportunities and develop action plans to support business success	●	The Place Engagement & Activation Officer role was filled with the new officer commencing in November 2019. Events and activations in the Melton Town Centre have continued to be programmed with a mixture of Council delivered events and community delivered events. There has been extensive engagement with the Melton South activity centre and a small place-making project is being facilitated between various Council and Community stakeholders.	Engagement & Advocacy	
85	3.5.3	Develop Public Realm Design Guidelines ▼	●	Finalisation of the draft guidelines was delayed to enable appropriate resources to be allocated to subdivision works and the design and delivery of parks that received state government funding. The revised delivery date for presentation of the document to Council is March 2020.	City Design, Strategy & Environment	31/12/2019
86	3.5.4	Monitor and implement footpath sweeping services in public realm areas where they are high use or high profile	●	Footpath sweeping is conducted in high profile areas on a daily basis. To date the contractor has achieved an average 97% compliance for quality and has met all Key Performance Indicators	Operations	
87	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 crew has removed 2815.33 sqm of graffiti so far this year.	Operations	

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

CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
88 4.1.1	Deliver the annual Business Excellence Awards program including finalist event and Gala Dinner.	✓	The 2019 Business Excellence Awards were held on 30 August. Record numbers of applications were received and the gala dinner was attended by over 400 guests.	Engagement & Advocacy	30/09/2019
89 4.1.1	Implement and support a Council-wide business permit concierge process through the Better Approvals project.	✓	The Business Concierge Service commenced in the last week of September 2019 and is available for the public to access. The performance of the service will be monitored and adjusted as required.	Engagement & Advocacy	
90 4.1.2	Deliver the Hot House Project targeted at start-up businesses	●	The recruitment process for the Hot House Project was completed in November 2019 with a welcome event for the 50 successful applicants held in December. The master class program is due to commence in February 2020.	Engagement & Advocacy	
91 4.1.3	Deliver the annual Venture Melton Network program.	●	The second network event was held on 20 November with 80 participants. The membership of the network has grown to 263 and a recruitment plan for new members has commenced.	Engagement & Advocacy	
92 4.1.4	Deliver an integrated digital engagement and communication plan that facilitates business to business engagement, proactively promotes Council programs and supports Venture Melton growth and value.	●	A meeting with external consultants was held in December with representatives from the Engagement & Advocacy Department. Council is awaiting the recommendations which will be incorporated into a plan. In the meantime improvements to the website have been actioned and a 12 month calendar for e-communications has been developed.	Engagement & Advocacy	31/12/2019

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	Progress Comments	Service Unit	Timeline
93	4.2.1	Identify and promote opportunities and programs to support the creation of local job pathways	●	A series of meetings with the Atherstone Exchange partners was held in November which has helped identify priority areas. Extensive research has been done into the sector and this will inform a series of actions for 2020.	Engagement & Advocacy	
94	4.2.2	Develop an Economic Development Position Paper and action plan that clearly defines the key job/sector opportunities and a targeted action plan for investment	●	The Investment Attraction Strategy went out to tender with a preferred supplier approved by Executive in December 2019. A Project Control Group (PCG) has been formed with representatives from across Council. The first PCG meeting is scheduled for late January 2020.	Engagement & Advocacy	
95	4.2.3	Advocate for improved public transport networks to relevant departments and elected representatives and include priorities and State Budget submission	✓	Advocacy Priorities were launched that included the need for improved Public Transport. Copy of priorities document sent to the Public Transport and Transport Infrastructure Ministers as a Budget submission.	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	Progress Comments	Service Unit	Timeline
96	4.3.1	Implement the next phase of the Melton City Much More APP	●	At the close of the 2nd qtr the App had a cumulative download figure of 7645. A promotion campaign has been programmed for the last two weeks of the school holidays in January which will focus on the 'special offers' feature of the app.	Engagement & Advocacy	
97	4.3.2	Leverage major events and activities to benefit the visitor economy.	●	The 'Street Eat' event permit was approved for February 2020 with the event confirmed in the Melton Town Centre from February 12 - 23. The new major event has been confirmed as a partnership with Woodlea to be held on 21 March 2020 in Aintree. A promotion for this event will be included in the 'Eat.Drink.Westside' promotion which is collaborative marketing promotion by the Western Metropolitan Councils.	Engagement & Advocacy	
98	4.3.2	Identify and leverage strategic relationships and opportunities through Western Melbourne Tourism Inc.	●	Council's ongoing participation in the Western Melbourne Tourism (WMT) was confirmed at the WMT Annual General Meeting in November, which coincided with the WMT Stakeholder event and public launch of the 'What's On' platform which aggregates events across Melbourne's West. Council has also contributed to the 'Eat.Drink.Westside' promotion which will be a part of the Melbourne Food & Wine festival in March 2020.	Engagement & Advocacy	
99	4.3.3	Host community events including Djerriwarh, a major community event in Caroline Springs, Carols by Candlelight and the activation of event spaces in the Melton Town Centre ▶	●	Djerriwarh Festival successfully delivered (9/11) with est. attendance of 23,000 throughout the day. Carols by Candlelight successfully delivered on 7 December with estimated attendance 5,000. Planning underway for Flavour Fest - to be delivered in Aintree on 24 March. Lakeside Alive (significant event in CS) to be delivered in October 2020.	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	Progress Comments	Service Unit	Timeline
100	4.4.1	Advocate for Primary and Secondary school provision ensuring Fact Sheets are updated and priorities are included in the State Budget submission.	✓	Advocacy Priorities were launched that included the need for additional primary, secondary and special schools. Copy of priorities document sent to the Education Minister as a Budget submission.	Engagement & Advocacy	
101	4.4.2	Establish an evidence base to support advocacy for the delivery of tertiary opportunities in Melton and include in State and Federal Budget submissions.	✓	Advocacy Priorities were launched that included the need for tertiary and TAFE. Copy of priorities document sent to the Training and Skills Minister as a Budget submission.	Engagement & Advocacy	
102	4.4.3	Advocate for ongoing funding for the provision of 15 hours of universal access to kindergarten for 4 year olds	●	Planning has commenced to rollout the I Love Kinder campaign to 2020 kindergarten families in the first semester.	Families & Children	
103	4.4.6	Implement the online Learning Directory and promote active use with both Community Learning Providers and learners	●	Increased use of Melton Learning during the Learning Festival and over 4th term has been documented. New external providers have added their learning programs to the online directory and there are over 4000 published programs available.	Community Planning	

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

CP Strategy	Action	Status Symbol	Progress Comments	Service Unit	Timeline
104 4.5.1	Support and increase learning activities and events in Council facilities	●	The 2019 Learning Festival was a success with over 180 events and 2500 participants. An additional 30 programs were added to the calendar for Term 4.	Community Planning	
105 4.5.2	Develop a Libraries and Arts strategy	✓	The strategy, Creative Melton 2030: A Vision for Libraries and Arts and 2-year Action Plan were endorsed at the Ordinary Meeting of Council on 9 December 2019.	Libraries	
106 4.5.2	Promote library services, learning programs and arts participation through a quarterly library 'What's On' brochure and monthly e-newsletter	●	4,500 What's On brochures were distributed this quarter. 21,731 are on our eNewsletter mailing list.	Libraries	
107 4.5.3	Deliver libraries and arts programs that respond to measurable outcomes of cultural engagement per the Cultural Development Network's outcomes scheme	●	1,013 library programs and 63 arts programs were delivered this quarter. Audience participation across libraries and arts totalled 28,165 individual attendances (4,684 FOR arts programs; 20,883 library programs). The pilot program to evaluate the impact of our programs and services for community has commenced with the Cultural Development Network.	Libraries	
108 4.5.4	Deliver the Read Sing Chat program in partnership with Maternal and Child Health New Parents' Group program to promote the importance of early years literacy to families	●	Two iterations of the program were delivered - one at each library branch. 109 book bags were distributed to new families.	Libraries	

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	Progress Comments	Service Unit	Timeline
109	5.1.1	Provide targeted opportunities for engagement as per the Community Engagement Guidelines	●	The Department of Justice event was successfully held at Kurunjang Community Hub in December with over 100 people attending. Budget engagement was successfully delivered in October. Council and Wellbeing Plan engagement is currently being designed, ready to be delivered in the 3rd and 4th quarter.	Community Planning	
110	5.1.2	Deliver the annual Community Engagement Calendar	●	The remainder of the 2019/20 calendar will be delivered in the first half of 2020. Currently on track.	Community Planning	
111	5.1.4	Partner with community representatives, services and networks to reach new and establishing communities ▼	●	Community Activation & Learning Officers are meeting with community groups within their area to further engage with new and establishing group and communities	Community Planning	
112	5.1.5	Deliver an improved online engagement platform	●	Currently working with Communications and the website provider to improve our engagement online. Currently behind schedule however this will be a priority in the 3rd quarter with an anticipated completion by end of June.	Community Planning	

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	Progress Comments	Service Unit	Timeline
113	5.2.1	Investigate and implement improved online application forms	●	On track for total of 8 Online forms/registers delivered by end of second quarter. Additional delivered scope includes online animals registration and swimming pool/spa registration.	Information Technology	
114	5.2.2	Implement the 2019/20 actions from 'Healthier Choices', Melton City Council's 2018 - 2021 Workplace Health & Wellbeing (WHWB) Strategy ▼	●	The Workplace Health & Wellbeing Reference Group donated \$200 to 2019 Movember. The Diabetes Victoria Life Program has commenced with 14 employees participating over the next 12 months. The last 6 sessions of the PT sessions were held during October. These were well received and are being offered again in the 3rd QTR.	Risk & Performance	
115	5.2.2	Develop, and implement Year 1, of 2019 - 2022 Occupational Health and Safety Strategy ▼	●	The 2019-2022 OHS Strategy has not been created at this stage	Risk & Performance	
116	5.2.3	Coordinate the annual testing, review and evaluation of Council's Business Continuity Plans	●	Meetings have concluded with Critical Business Function (CBF) plan coordinators individually to outline a range of testing options and methods of delivery for CBF plan coordinators that would satisfy the requirements of the policy for 2019. Meetings have been held with managers of Community Care and Engagement and Advocacy. These plans have been updated accordingly.	Risk & Performance	
117	5.2.3	In conjunction with the Service review of Property Maintenance, include review of current Facility Management practices, Roles & Responsibilities and levels of service currently provided and further determine the Communities appetite for increase or decrease of levels of service provided.	●	Consultants have presented findings and recommendations to Council's Executive. Property Services are currently preparing a response inclusive of proposed structure based on Consultants recommendations.	Operations	
118	5.2.4	Advocate to the State Government for funding to support increased participation in sport (including a focus on female participation)	●	The State Government released details of funding available in December 2019. Applications are due in February and March 2020.	Recreation & Youth	
119	5.2.5	Develop Service Unit Workforce Plans	●	Preparation for workforce plan model is underway and will be implemented following the completion of the service planning project.	People & Culture	

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	Progress Comments	Service Unit	Timeline
120	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.	Legal & Governance	
121	5.3.3	Actively participate in regional advocacy groups including Interface Councils, LEAD West and National Growth Areas Alliance.	●	Attended meetings for LeadWest and conference for the NGAA. Interface Councils and LeadWest is included in the work for the CEO and Mayor.	Engagement & Advocacy	
122	5.3.4	Test and assess Emergency Response and Recovery Preparedness in accordance with the Emergency Management Acts 1986 and 2013 through annual desktop and event exercises ▼	●	Banyule and Whittlesea City Council hosted the North West Metro Regional Exercise – Exercise PAEN. A post exercise debrief occurred in December. The debrief and after action review will identify improvements and make recommendations for implementation.	Risk & Performance	
123	5.3.6	Undertake the annual review of the 2017 – 2021 Council and Wellbeing Plan and where required, update the Plan	●	The review of the 2017-21 Council and Wellbeing Plan is not scheduled to commence until February 2020	Risk & Performance	

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	Progress Comments	Service Unit	Timeline
124	5.4.1	Implement an inspection program of new developments to ensure compliance with planning permits	●	Planning Enforcement Officers continue to carry out inspections of new subdivisions to ensure compliance with permit conditions before the issue of Statements of Compliance	Planning Services	
125	5.4.1	Prepare and publish Council's Annual Report	✓	Melton's 2018/19 Annual Report was adopted by Council on 14 October and has been published on Council's website	Risk & Performance	31/10/2019
126	5.4.1	Ensure Annual reporting of Essential Services maintenance for Council facilities referenced in the Victorian Building Regulations is completed.	●	System provided and implemented by Statcom systems. Property Services are providing an overview.	Operations	
127	5.4.2	Deliver the annual community budget engagement sessions	✓	Session held in October. Community initiatives out of those sessions are ready to go to Council Budget Briefing.	Finance	
128	5.4.3	Planning for the provision of funded 3 year old Kindergarten reform.	●	A Three Year Old Funded Kindergarten action plan has been developed and implementation commenced.	Families & Children	
129	5.4.3	If a New Local Government Act is passed by Parliament, develop and deliver on an implementation plan for any provisions commencing in the 19/20 year (and beyond, where relevant)	●	The Bill was introduced into parliament in November 2019. It is yet to pass but this is expected to happen shortly after parliament resumes in 2020.	Legal & Governance	
130	5.4.3	Review and update Council's advocacy priorities and update Council's Advocacy Priorities booklet and supporting Fact Sheets	✓	Completed, Launched and mailed to State Government Ministers	Engagement & Advocacy	30/09/2019
131	5.4.3	Prepare and lodge a formal submission for the 2020/21 State and Federal Budgets to seek investment in Melton's advisory priorities	●	State Budget submission sent Currently completing Federal Budget Submission	Engagement & Advocacy	30/09/2019
132	5.4.3	Enact an engagement program with local members and relevant State and Federal politicians to prosecute Council's advocacy priorities.	●	Advocacy Priorities were launched that was attended by most local members. They have been notified of our budget submission and called on their assistance with the Advocacy. Currently developing Federal Budget Submission. Engagement to continue in quarter 3.	Engagement & Advocacy	
133	5.4.4	Implement the 2019/20 actions from the 2018 - 2021 Enterprise Risk Management Strategy	●	Completion of actions in the Risk Management Strategy continue to be implemented as scheduled	Risk & Performance	

134	5.4.5	Commence the Customer Relationship Management project and implement Year 1 actions		Project being led by IT with year one actions on track.	Engagement & Advocacy	
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