



2021/22 Council and Wellbeing Annual Action Plan
First Quarter Progress Report
1 July 2021 to 30 September 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 185 actions.

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

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

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

Status		Symbol	Number of Actions	% of Actions
Achieved	The Action is achieved for the year.	✓	1	0.5%
On Track	The action is on track and expected to be completed by the current timeline	●	184	99.5%
Not On Track	The Action has been delayed impacting on the current timeline. An explanation and any remedial action and revised due date, where appropriate, is provided in the 'progress comments' column	●	0	
Postponed	The Action has been deferred for the financial year. An explanation is provided in the 'progress comments' column.	●	0	
		Total	185	100.0%

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

- 1.1.1 Drive initiatives that promote gender equity ♥
- 1.1.2 Contribute to a welcoming community which embraces diversity ♥
- 1.1.3 Contribute to reducing inequalities among people living with disability, seniors, diverse faith and cultural groups, Aboriginal and/or Torres Strait Islander communities and LGBTIQ+ people ♥


CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
1	1.1.1	Implement initiatives from the Equality & Respect Action Plan 2021-2022, to support gender equity in Council's community programs, projects, and plans.	●	All Equality and Respect actions have been allocated to Health Promotion staff for planning and delivery.	Community Planning	
2	1.1.1	Deliver and promote gender balanced performance line-ups at Council's major community events	●	Whilst two of Council's flagship events (Flavour Fest and Djerriwarrh Festival) were postponed due to restrictions on public events, the planned performer line ups were gender balanced. These line ups have been rolled over to the 2022 event plans. Planning for a Virtual Carols by Candlelight is currently underway with a gender balanced line up.	Engagement & Advocacy	
3	1.1.2	Support and provide services for young people promoting inclusiveness and diversity	●	The September school holiday program has been delivered. The program included virtual activities and services. Council ran an RUOK Day social media campaign with 234 Instagram engagements.	Recreation & Youth	
4	1.1.2	Engage community and stakeholder organisations in the development of a strategy to support social cohesion, interculturalism and equity in the diverse Melton community.	●	Background work has commenced to inform the development of the next plan.	Community Planning	
5	1.1.2	Partner with Community Planning to participate in or hold workforce event during Cultural Diversity Week-March 22	●	People & Culture and Community Planning have commenced working on the planning for the event	People & Culture	
6	1.1.2	Activate facilities for programs that are inclusive and that celebrate diversity	●	All facilities have been closed during the period	Recreation & Youth	

7	1.1.3	Actively participate in regional collaborations and networks to support diversity and inclusion such as GOWEST, Western Regional Local Government Reconciliation Network, Victorian Local Gov Multicultural Issues Network.	●	Victorian Local Government Multicultural Issues Network meetings have been attended during the first quarter of the financial year.	Community Planning	
8	1.1.3	Participate as a member of the Babaneek Booboop Early Years Consortium and continue to advocate for ongoing funding for the program.	●	Best Start and Maternal and Child Health programs support the Babaneek Booboop Project by advocating for Cultural Safety in Early Education, Care and Maternal & Child Health Services by seeking community feedback from clients engaged in the project, and the Aboriginal Pathway Workers. The Project has been supported to present at the Child Friendly Cities and Communities Network. Funding for the Babaneek Booboop Project is currently expected to continue until June 2022. Advocacy continues a focus of the Consortium to secure ongoing funding.	Families & Children	
9	1.1.3	Review the Recruitment Policy to invite diversity in employment	●	An internal workshop was held to obtain input and align new Policy with internal employment strategies and diversity considerations and to identify opportunities arising from focus and funding on employment (Jobs) programs.	People & Culture	

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

- 1.2.1 Invest in initiatives that promote road and community safety ♥
- 1.2.2 Empower the community to strengthen civic pride, social cohesion and a sense of belonging ♥
- 1.2.3 Work in partnership with emergency services ♥
- 1.2.4 Enhance the City's reputation with the broader community

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
10	1.2.1	Deliver initiatives within the Safe City Proud Communities Action Plan 2020-2022 to promote road and community safety with community and partner organisations.	●	Various safety events delivered as part of Community Safety Month: Scam awareness and home safety with Neighbourhood Watch. The October Community Road Safety Forum has been put on hold due to COVID. Council has partnered with Fit2Drive to instead deliver a free online session 'Looking After Our Mates' to the community. The September meeting of the Safe City Advisory Meeting took place.	Community Planning	
11	1.2.2	Deliver Citizenship Ceremonies for City of Melton residents	●	Melton Council has held 43 online ceremonies. Over 1,000 people have become Australian Citizens	Legal, Governance & Risk	
12	1.2.3	Participate on the Municipal Emergency Management Committee (MEMPC) and take action as required	●	The Municipal Emergency Management Committee (MEMPC) meet quarterly and have activated a sub committee: the Melton Emergency Relief Network in order to coordinate Covid relief efforts across the municipality.	Operations	
13	1.2.3	Participate on the Municipal Fire Management Committee (MFMP) and take action as required	●	The Municipal Fire Management Committee (MFMP) have activated a working group to manage the Hillside seed storm event.	Operations	
14	1.2.3	Mitigate the risk of grass and bushfires impacting the community in the City	●	Currently managing the issuing of travel permits for landowners to attend properties within the municipality and to undertake fire prevention activities. The Municipal Fire Prevention officer has already commenced inspections for this fire season; planned burns are also scheduled for later in the season (when conditions allow).	Operations	
15	1.2.4	Deliver visitor attraction initiatives.	●	Preliminary planning has commenced with the mapping of targeted precincts for a Visitor Attraction campaign through a video brief.	Engagement & Advocacy	

16	1.2.4	Development of strategies for Positive Ageing and Disability		Development aligns to the new Melton A City for All People Strategy currently under development with Community Services.	Community Care	
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Objective 1.3: Local neighbourhoods are socially and culturally connected ♥**Strategies:**

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

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
17	1.3.1	Develop a Public Art Plan to guide the commissioning of public artworks as the City develops	●	A project brief has been developed and presented to the Arts and Culture Advisory Committee. A procurement process for a suitable consultant will commence in the second quarter of the financial year.	Libraries & Arts	
18	1.3.3	Support the community in COVID19 recovery through delivering partnerships, communications and support initiatives with local agencies to diverse Melton communities experiencing hardship.	●	Phase 2 of the Melton Local Partnership Project reaching out to diverse communities is currently being implemented in partnership with 8 local service partners. Community Connector Hubs Food relief has been extended by Council until the end of April 2022. Council has approved a new round of grant funding for Community organisations to deliver Covid emergency relief and material aid.	Community Planning	
19	1.3.3	Support community groups and activity providers to reactivate locally through providing guidance on COVID Safe delivery and streamlining venue access and bookings at Council's community centres.	●	A new booking system for Council's community centres went live in September. Council's annual expression of interest period for the use of community facilities in 2022 is underway, which includes a mandatory submission of hirers revised Covid Safe plan for 2022.	Community Planning	
20	1.3.3	Strengthen understanding of the social and economic impacts of COVID-19 pandemic and public health measures in the City of Melton through reporting on and monitoring impacts with service providers.	●	A COVID Impacts Report has been finalised, adopted and published, and is ready for wider circulation. This report is informing Council's recovery planning, advocacy and service and infrastructure funding applications to the Victorian Government.	Community Planning	

21	1.3.3	Work with community health and support organisations to strengthen local community supports for COVID-19 pandemic mental health impacts experienced across the Melton community.	●	A COVID Impacts Report has been finalised, adopted and published, and is ready for wider circulation. Mental health is a key area of concern identified in this report. Council is working in partnership with IPC Health to deliver Head2Help mental health program locally. Council is also working with partner service providers and the Department of Education and Training on planning for mental health support for students and young people in Melton as part of COVID recovery.	Community Planning	
22	1.3.3	Deliver Covid safe support to businesses.	●	Weekly face to face business engagements are taking place. Progress has been impacted due to lockdown and not many businesses open. Engagements include providing business with support on Covid safe practices and plans, as well as printed signage, decals, face masks and hand sanitisers.	Engagement & Advocacy	
23	1.3.3	Develop the COVID-19 Recovery Action Plan.	●	Council endorsed the COVID-19 Social and Economic Impacts Report at the Council meeting of 30 August 2021. An internal audit on COVID Lesson Learnt is underway and scheduled to be presented to the Audit and Risk Committee in November 2021. Work has commenced on the Covid Recovery Action Plan which is being informed by both these documents.	Property & Projects	
24	1.3.4	Partner with community groups and service providers to deliver learning and capacity building programming in response to community identified needs and aspirations.	●	Six capacity building training sessions have been delivered in the Community Capacity team. Ongoing job readiness, mental health, stress relief, and cooking on a budget capacity building sessions are being delivered online each week through Melton Learning Directory and the Melton Learning Directory YouTube Channel.	Community Planning	
25	1.3.4	Support community groups and local organisations to increase the number of and participation in community playgroups.	●	COVID-19 restrictions have impacted on this work. The Families and Playgroups Program continue to engage with existing community playgroups and support them with how to facilitate these groups online where needed.	Families & Children	
26	1.3.5	Plan and deliver the Melton Lifelong Learning Festival and innovate to improve participation and engagement.	●	Council cannot effectively deliver the mixed mode of digital and in-person as planned for the Melton Lifelong Learning Festival (MLLLF) due to ongoing restrictions and closure of community facilities. Plans to leverage the Global Learning Festival (GLF) in 2021 in lieu of the MLLLF. The GLF is set to take place from 8-11 November 2021 and is co-led by Melton and Wyndham Councils. Melton will have a strong presence in the GLF running 5+ events over the four days.	Community Planning	

27	1.3.5	Deliver a community events and festival program that ensures community and business participation opportunities	●	Due to restrictions on public events, and the uncertainty around when they will resume, Council's annual event program has been delayed. Following advice from State Government that it is safe to conduct events, Council will resume with the remainder of the events program for the financial year.	Engagement & Advocacy	
28	1.3.5	Deliver the annual Christmas decorations program in key retail precincts	●	Christmas decoration program booked and ready for installation second quarter. Same design as 2020 with updated shopfront decals.	Engagement & Advocacy	
29	1.3.5	Deliver an event and activation calendar as part of the Melton Revitalisation Project	●	This action was meant to be commenced in September 2021 however lockdown has impacted it's delivery. Engagement work to establish a community activation calendar will recommence late October to December.	Engagement & Advocacy	
30	1.3.5	Deliver events and celebrations as part of the Business Place Engagement program	●	This action has been impacted by the lockdowns. However just having received news of roadmap to re-opening, 2 launch activations will be planned to take place in November / December. (1) Hillside Shopping Centre and (2) Melton South & Scott Street. The Melton City Much More buskers program will also be re-activated to provide entertainment at designated venues.	Engagement & Advocacy	
31	1.3.5	Deliver events to celebrate Children's Week.	●	Events to celebrate Children's Week will be held online in October 2021	Families & Children	

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

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

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
32	1.4.1	Participate in the delivery of the 'Strong Families, Strong Babies' partnership grant.	●	Strong Families, Strong Babies remains in its planning phase. COVID-19 has delayed the project. However, there is a lot of work going into community engagement and the ongoing needs of this project - how to adapt to COVID-19 restrictions.	Families & Children	
33	1.4.2	Promote opportunities for all of our community to lead healthy & active lifestyles	●	Young Communities is involved in the VicHealth Grant working group, meeting the project deliverables (mental health, healthy eating and physical activity)	Recreation & Youth	
34	1.4.2	Engage young people to build understanding of their wellbeing needs and identify Council and local service response strategies.	●	A Youth engagement forum was delivered for VicHealth project. A Survey has been developed to engage youth for Vic Health project. A Systems Thinking workshop was delivered to children from four schools. Planning has commenced for a Service providers systems thinking workshop.	Community Planning	
35	1.4.2	Deliver the Sleep and Settling program for families with babies and toddlers.	●	The Sleep and Settling program is progressing well with groups being well attended with a short waiting list for individual sessions. This month the team are offering Saturday morning sessions to provide for those who cannot attend during work hours.	Families & Children	
36	1.4.2	Continue to plan, develop and provide opportunities for increased provision of recreation and leisure opportunities	●	Seven sporting clubs have participated in strategic planning workshops. Nominations for the Recreation and Leisure Advisory Committee have been advertised. Women in Sport Breakfast has been announced for 10th December 2021.	Recreation & Youth	

37	1.4.3	Deliver Sons and Daughters of the West Health Programs to support social connection, physical activity and health awareness.	●	Council has delivered the Daughters of the West 2021 Program, primarily online. Graduation completed. The Sons of the West Program planning is underway for delivery in 2022.	Community Planning	
38	1.4.3	Conduct an "Annual sale of tobacco to minors" testing program in accordance with the Municipal Association of Victoria (MAV) funding agreement	●	The first round of test purchasing is scheduled for the January School holidays	Community Safety	
39	1.4.4	Deliver initiatives to raise community awareness and prevent family violence, including the 16 days of activism campaign.	●	Planning for the 16 days of activism campaign is currently underway. Planning for a Family Violence forum is taking place.	Community Planning	
40	1.4.4	Advocate for localised provision of family violence services	●	Council is in discussions with Family Safety Victoria to identify a suitable location for the rollout of this program	Engagement & Advocacy	
41	1.4.4	Embed practices across the Maternal and Child Health Services to provide support to those at risk at risk of family violence.	●	The numbers of families being supported in family violence situations is averaging 25 families per month.	Families & Children	
42	1.4.5	Complete the Arnolds Creek Kindergarten Extension Project inclusive of starting date first term 2022	●	The extension project is nearing completion. Licensing is in progress.	Families & Children	

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


- 1.5.1 Provide and promote opportunities for the celebration and recognition of Aboriginal and/or Torres Strait Islander history and culture ♥
- 1.5.2 Incorporate Aboriginal culture into the built environment
- 1.5.3 Identify and protect Aboriginal places of significance
- 1.5.4 Provide leadership in reconciliation, build positive partnerships and community relationships, and support culturally appropriate activities, services and places ♥

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
43	1.5.1	Deliver and promote local events for NAIDOC Week and Reconciliation Week.	●	'Heal Country! Heal the Nation', a NAIDOC event was held on line on 7 July with Aboriginal Elder Tony Garvey of the Wurundjeri Woi-Wurrung Land Council speaking on the importance of caring for country. The Libraries and Arts department ran two NAIDOC storytelling events with Gregg Dreise and Merinda Dryden.	Community Planning	
44	1.5.2	Maximise the use of appropriate Aboriginal references in the approval of new street names	●	Council has been working with developers on maximising the use of street names that have an association with the land and area, including the use of Aboriginal references where considered appropriate.	Planning Services	
45	1.5.3	Ensure that planning applications in areas of cultural sensitivity are accompanied by an approved Aboriginal Cultural Heritage Management Plan	●	All planning applications are checked at the allocation stage, to determine whether the site is in an area of cultural sensitivity and if so whether the use/development triggers the need for a Cultural Heritage Management Plan.	Planning Services	
46	1.5.4	Engage the community in the development of the City of Melton's Reconciliation Action Plan.	●	An initial Reconciliation Advisory Committee meeting was held on 21 September, where the committee were briefed on the development of the next Reconciliation Action Plan for Melton City.	Community Planning	
47	1.5.4	Support programs working with children and families to be culturally safe for Aboriginal and Torres Strait Islander families	●	The Best Start and Supported Playgroup programs are working in collaboration with local stakeholders in the Babaneek Boobooop Early Years Cultural Safety Working Group. The group is currently updating it's action plan and identifying actions to occur in 2022.	Families & Children	
48	1.5.4	Develop training programs and deliver to staff and community that build Aboriginal Cultural Awareness and Cultural Competency	●	A Cultural Information Workshop is to be delivered to Council staff on 5 October.	Community Planning	

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

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

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
49	2.1.1	Develop a masterplan for Lake Caroline	●	The Project Plan and scope for technical reports are under preparation.	Property & Projects	
50	2.1.1	Continue to implement key actions from Councils Integrated Water Management (IWM) Plan, including projects that are progressing through the Werribee Integrated Water Management Forums	●	All new developments are incorporating IWM measures such as street tree passive irrigation and rainwater tanks on lots greater than 300m ² .	Engineering Services	
51	2.1.2	Deliver the Water Sensitive Urban Design Construction program	●	Delivery of the Water Sensitive Urban Design Construction program is underway.	Engineering Services	
52	2.1.2	Ensure permits for new land subdivision includes requirements for submission and compliance with environmental management plans to ensure that sediment discharge to watercourses is minimised.	●	The requirement for an Environmental Management Plan to be submitted and complied with is now a standard permit condition for new subdivisions, which is checked prior to the issue of the permit	Planning Services	
53	2.1.3	Complete at least one new management plan for a council owned or managed conservation reserve per annum.	●	The targeted reserves for this reporting year have been identified as Mount Cottrell (the volcano) and Mount Cottrell Recreation Reserve. Work on these will commence in the next quarter.	Environment & Waste	
54	2.1.3	Continue to provide land management advice to landowners through the Environment Enhancement Program.	●	Approximately 85% of eligible landholders have engaged with the program and returned a 'proposed works form'. Advice on land management practices, and assistance with filling out forms, was provided over the phone to a slightly greater extent than outside the lockdown period.	Environment & Waste	
55	2.1.3	Undertake condition audits of Council environmental reserves	●	Works are underway and Council is continuing to manage environmental reserves in accordance with best practice.	Operations	

56	2.1.4	Participate in the Western Grasslands Reserve working group newly convened by the state government.		No meeting was convened during this reporting period.	Environment & Waste	
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Objective 2.2: A City resilient to the impacts of a changing environment ♥**Strategies:**


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

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
57	2.2.1	Establish a land and weed management working group to bring together functions from across council.	●	A group has been formed with members from Operations, and Environment & Waste to target Serrated Tussock in the Hillside area to minimise the risk of another Summer 'seed storm'. This will be the foundation of an ongoing cross-department working group.	Environment & Waste	
58	2.2.2	Establish working groups to implement actions from Councils Climate Change Adaptation Plan in line with council's pledge under the Climate Change Act.	●	Work has not yet commenced on this action	Environment & Waste	
59	2.2.3	Review Councils Tree Planting and Removal Policy to further protect our tree Assets	●	The Legal, Governance & Risk team are reviewing some risk elements relating to the policy.	Operations	
60	2.2.4	Undertake condition audits of council assets to guide renewal program outcomes	●	Council Building & Minor Structures condition audit is currently in progress and should be completed soon into the new year.	Engineering Services	
61	2.2.4	Ensure strategic asset management activities are undertaken in accordance with best practice asset management principles.	●	Melton's Asset Plan 2021-2031 was endorsed by Council in September. An Asset Management Steering Committee has been established to oversee strategic asset management activities.	Engineering Services	
62	2.2.4	Deliver annual renewal programs associated with Parks & Open Space, Footpaths and Building Components.	●	<u>Building Component Renewal</u> - Program planning is complete, budgets have been assigned and individual project planning is underway <u>Open Space areas</u> : The Path Renewal program is out for quotes. <u>Streetscape areas</u> : The Footpath Renewal program is in the process of being tendered.	Operations	

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

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

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
63	2.3.1	Prepare and implement the Western Plains South Green Wedge Management Plan	●	A working draft of the Green wedge Management Plan has been prepared, with internal review and consultation with Council departments commencing.	City Design & Strategy	
64	2.3.1	Evaluate and respond to planning referrals in line with Planning & Environment Act and Environment Protection Act obligations to protect the natural environment.	●	Statutory timescales are being met with approximately 40-50 referrals being processed per month	Environment & Waste	
65	2.3.1	Provide Construction Environmental Management Plan Guidelines.	●	A final draft of the Construction Environmental Management Plan (CEMP) 'guidelines' was delivered to Environment & Waste by a consultant in this period. Internal consultation has also been conducted.	Environment & Waste	
66	2.3.2	Update standard landscape details to guide the development and handover process for new parks developed in residential estates.	●	Standard landscape details are being developed are at 80% completion. It is anticipated that they will be finalised in early 2022.	City Design & Strategy	
67	2.3.3	Develop and publish ESD guidelines to ensure consistent delivery of ESD principles in new developments.	●	Draft Internal guideline documents have been provided to Capital Projects. These will be finalised throughout the year as a joint undertaking. The recently completed Cobblebank Stadium is an exemplar within council for integration of ESD in our capital projects.	Environment & Waste	
68	2.3.3	Participate in the trial for the Sustainable Subdivisions Framework	●	There has been some training of relevant officers and participation in the trial focussed in new residential subdivision	Planning Services	
69	2.3.4	Coordinate the delivery of the Heritage Assistance Fund	●	Applications closed on Wednesday 6th October. The applications are currently being assessed and recommendations will be made to the 13 December Meeting of Council.	City Design & Strategy	

70	2.3.4	Create a commemorative space in the historical section of the Melton Cemetery that recognises and acknowledges historical and Aboriginal significance.		The design work is currently being undertaken for the cemetery	City Design & Strategy	
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Objective 2.4: A City that mitigates and adapts to climate change, and is environmentally aware ♥**Strategies:**

2.4.1 Educate and engage the community in local environmental and sustainability issues and decision making ♥

2.4.2 Maximise the use of alternative water sources and reduce Council's reliance on potable water

2.4.3 Advocate and lead in moving to a low carbon economy

2.4.4 Reduce the amount of waste being sent to landfill

2.4.5 Facilitate access to and appreciation of local natural landscapes and places of cultural heritage

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
71	2.4.1	Educate and engage with residents with regards to the natural environment, sustainability and waste in line with Councils Environment Plan objectives	●	No programs have been run in this period.	Environment & Waste	
72	2.4.1	Continue support and presentation of education and enabling training such as the Nature Stewards program	●	Planning has commenced on the next round of our flagship environmental education program - Nature Stewards - in collaboration with City of Hume, Shire of Macedon Ranges, and Outdoors Victoria.	Environment & Waste	
73	2.4.3	Continue to support service units in the implementation of key actions from Councils Environment Plan to ensure compliance with low carbon economy targets.	●	Research partly sponsored by Melton and auspiced by the Western Alliance for Greenhouse Action (WAGA) has started to investigate options of the transition of heavy vehicles such as garbage trucks and buses to electric vehicles. Work has also started to plan for the decommissioning of natural gas in existing buildings and a moratorium on more gas, as we transition to greater reliance on our 100% renewable energy from electricity.	Environment & Waste	
74	2.4.4	Provide services and initiatives that support the community to divert waste from landfill.	●	Streamlining of the waste service charge from July 1 has improved access to the green bin for all residents which will allow households to divert organic waste from going to landfill	Environment & Waste	
75	2.4.5	Coordinate and deliver the Heritage Festival	●	Pre-planning work for the 2022 festival has commenced.	City Design & Strategy	
76	2.4.5	Continue with the implementation and delivery of Councils Sustainable Education Program	●	No programs have been run in this period.	Environment & Waste	

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

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

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

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

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

3.1.5 Support local place making and buy local initiatives ♥

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

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
77	3.1.1	Contribute to State Government processes in the identified Precinct Structure Plans and Infrastructure Contributions Plans.	●	Council staff have commenced work with the Victorian Planning Authority on Melton East Precinct Structure Plan. Letters have been sent to landowners in the Precinct advising them of the process, with information sessions to be held in November.	City Design & Strategy	
78	3.1.1	Actively contribute and where appropriate make submissions on the proposed Western Victoria Transmission Network Project.	●	Council is commenting on technical reports for the project and supporting the community with its advocacy and information requirements	City Design & Strategy	
79	3.1.2	Engage the community and stakeholders and prepare a revitalisation plan for the Melton Town Centre.	●	A tender process is underway to appoint an appropriate consultant to undertake the Melton Town Centre revitalisation plan.	City Design & Strategy	
80	3.1.3	Prepare and endorse Urban Design Frameworks for Mt Atkinson and Rockbank North Major Activity Centres.	●	A tender was conducted, and consultant has been appointed for the preparation of the Rockbank North Major Activity Centre. Work is continuing with Centre Group on the preparation of the Mt Atkinson Urban Design Framework.	City Design & Strategy	
81	3.1.4	Undertake a review of the 2005 Masterplan for the Melton Weir.	●	Early project opportunities have been scoped out and Melton Weir Committee formed with revised terms of reference.	City Design & Strategy	
82	3.1.4	Complete a review of the Masterplan for the Melton Botanic Garden	●	The review of the Melton Botanic Gardens Masterplan is largely complete and will be reported to Council in early 2022	City Design & Strategy	
83	3.1.5	Plan and deliver a children's playspace as part of revitalisation plan for the Melton Town Centre.	●	Work is underway on the preparation of tender documents to undertake this project.	City Design & Strategy	

84	3.1.5	Complete the Melton South and Scott Street Revitalisation program.	●	Lockdown restrictions have impacted shopfront improvement and lighting works. All shopfront designs are complete with some installation works implemented. This will now recommence with the goal of completion by mid December. A launch event will be scheduled to take place as soon as contracted works are completed.	Engagement & Advocacy	
85	3.1.5	Deliver the projects under the Melton Revitalisation Program.	●	This project is on track with: (1) Shopfront improvement audit complete; (2) Trader group meeting held 5 October; (3) EOI now out for a Champions working group; (4) Two Melton Town Centre logo concepts provided to traders, now conducting final rework from feedback; (5) Marketing/buy local expert engaged following brief and quote process; (6) Hot House incubator quote finalised and contractor appointed. A Program brief from mentors have been confirmed.	Engagement & Advocacy	
86	3.1.5	Deliver targeted placemaking activities to support business precincts including completion of the Outdoor Dining and Entertainment Program.	●	This initiative was delayed. A newly appointed Place Engagement Officer is now on the team and has commenced reviewing precincts and target engagement activity. A condition report on the outdoor dining parklet and booths is also taking place which includes trader engagement for programming of a summer activation program.	Engagement & Advocacy	
87	3.1.5	Develop and implement seasonal Buy Local campaigns	●	The Melton City Much More Facebook page is being utilised daily with local business offers and promotions. Decals have been developed and will be distributed to all businesses for the engagement of daily buy local campaigns.	Engagement & Advocacy	

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

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

- 3.2.1 Advocate for and facilitate for the provision of health and community services and facilities to be within close proximity and safe access to public transport ♥
- 3.2.2 Plan and design Council facilities to accommodate health and community services ♥
- 3.2.3 Advocate for and support the development of the Melton Hospital and associated services ♥
- 3.2.4 Strengthen the health and community service system by working in partnership with providers and state government to attract additional services and support the expansion of existing services ♥

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
88	3.2.1	Advocate for localised provision of health and community services	●	Council staff are working to secure suitable accommodation for services. Work is underway on the development of a Community Services Hub to provide accommodation. Additionally, staff are working with local members for the attraction of services.	Engagement & Advocacy	
89	3.2.2	Lead infrastructure works to support the delivery of 3 and 4 year old Kindergarten for the growing community.	●	A ten-year infrastructure Plan is in progress. Facility Assessment is complete and work has commenced on implementation.	Families & Children	
90	3.2.3	Continue to advocate for the timely delivery of the Melton Hospital to be operational by 2026	●	The Victorian Health Minister announced Cobblebank as the preferred location of the hospital and indicated works will commence in 2022 with the hospital operational by 2026. The Melton Hospital will be included in the 2022/23 State Budget submission.	Engagement & Advocacy	
91	3.2.4	Deliver strategic health and human services attraction planning and support partnerships to bridge service gaps in the City of Melton.	●	A Health and Human Services gap analysis has informed the Cobblebank Community Services Hub funding application and advocacy for services and infrastructure in Melton.	Community Planning	

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

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

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

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

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

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

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
92	3.3.1	Aim for the delivery of at least 80% of the 2021/22 Capital Works Program	●	Delivery of the 2021/22 Capital Works Program is being impacted by COVID-19. It is too early at this stage to accurately forecast the percentage delivery but is unlikely to exceed the 80% target.	Capital Projects	
93	3.3.1	Complete a review of the Parks Development Program.	●	The review is underway	City Design & Strategy	
94	3.3.1	Continue to deliver capital upgrade works at the Melton Recycling Facility in line with the adopted master plan	●	The recommendation for the construction contract has been submitted for the 25th October 2021 Council meeting. Works are on track to commence in January 2022.	Environment & Waste	
95	3.3.1	Plan and development of soccer facilities at Taylors Hill Recreation Reserve.	●	Schematic design has been endorsed by all stakeholders. Detailed design and documentation underway. Construction to commence February 2022.	Recreation & Youth	
96	3.3.1	Commence design and construction of Diggers Rest Recreation Reserve assets	●	Construction contracts for both the Building component and Oval and Civil Landscape component have been awarded by Council. Now planning commencement.	Recreation & Youth	
97	3.3.1	Commence construction of the Hillside Recreation Reserve Pavilion extension and refurbishment.	●	Construction is underway and scheduled for completion December 2021.	Recreation & Youth	
98	3.3.1	Commence construction of the Melton Recreation Reserve Pavilion	●	Schematic design finalised for stakeholder endorsement. Due to the delay in endorsement resulting from stakeholder consultation this project is at risk of meeting completion date originally planned for this financial year.	Recreation & Youth	
99	3.3.2	Implement a Design Excellence Program to improve the design quality of residential development.	●	A Project scope has been prepared. Training workshops are being planned for Planning Services and Councillors.	City Design & Strategy	

100	3.3.2	Advocate for funding through the State Government's Big Housing Build initiative	●	Council officers have met with Homes Victoria and the Minister for Planning's office to discuss proposals that may be eligible for Big Housing Build funding.	Property & Projects	
101	3.3.3	Prepare submissions and advocate for improved infrastructure planning in relation to policy and strategies being reviewed by the State Government.	●	Submissions have been prepared and submitted on the Western Landuse Framework Plan, Western Victoria Transmission Project and Western Outer Ring Main this financial year.	City Design & Strategy	
102	3.3.3	Ensure ongoing engagement with local members and key Ministers and incorporate advocacy priorities into State and Federal Budget submissions.	●	Meetings have been held with local members including the Hon. Natalie Hutchins, Member for Sydenham and Mr. Steve McGhie, Member for Melton to discuss major priorities. There is an ongoing schedule of meetings with local members established with the Mayor and CEO.	Engagement & Advocacy	
103	3.3.4	Deliver the City of Melton Indoor Sports Strategy	●	The development of the strategy has not yet commenced	Recreation & Youth	
104	3.3.4	Deliver the City of Melton Cricket Strategy	●	The Draft strategy has been prepared for review.	Recreation & Youth	
105	3.3.4	Commence the preparation of the City of Melton Australian Rules Football Strategy	●	The development of the strategy has not yet commenced	Recreation & Youth	
106	3.3.5	Establishment of a Digital Twin (3D Model) for the Municipality	●	Council has employed its first 3D Digital Twin Officer. The baseline information for the Digital Twin has been prepared including scenario planning.	Engineering Services	

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

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

3.4.2 Improve connectivity between existing and new communities ♥

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

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

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

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
107	3.4.1	Convene and Coordinate the Melton Transport Community Reference Group	●	The Melton Transport Community Reference Group meets every two months.	City Design & Strategy	
108	3.4.1	Engagement with State and Federal Government representatives to deliver transport infrastructure and inclusion of transport priorities in State and Federal Budget submissions.	●	Staff are currently working to secure meetings with Government Department Executives and have been preparing correspondence for the Mayor to highlight these priorities to Ministers.	Engagement & Advocacy	
109	3.4.1	Coordinate a Federal and State election campaign focussed on achieving a commitment to a roads package for Melton.	●	An election campaign has been agreed to by Councillors with priority roads identified. A strategy has been developed and creative concepts for the campaign developed which will now be subject to Councillor endorsement. The Strategy is to be finalised in quarter 2 with creative endorsement and full tactical program scoped and a campaign website created.	Engagement & Advocacy	
110	3.4.1	Implement Moving Melton, Council's integrated transport strategy	●	Working on the Melton Integrated Transport Model (MITM) first which will inform the future travel demand and mode choice for the Moving Melton Strategy. MITM is expected to be completed by June 2022. Work on a Pedestrian and Cycling Plan (PACP) is nearly complete.	Engineering Services	
111	3.4.2	Improve connections across the City	●	Various improvements to the connections will be occurring across the road network through the delivery of capital works and new development works. Planning is underway, with delivery of major infrastructure items scheduled to commence in early 2022.	Engineering Services	

112	3.4.3	Undertake safety improvements across the road network	●	Various safety improvements will be occurring across the road network through the delivery of capital works. Planning is underway, with delivery of major infrastructure items scheduled to commence in early 2022.	Engineering Services	
113	3.4.4	Develop a Pedestrian and Cycling Plan for the City to inform future improvements	●	Technical work has been completed, internal stakeholder engagement is underway and the external public consultation interface is being prepared. The Pedestrian and Cycling Plan (PACP) is expected to be completed by March 2022.	Engineering Services	
114	3.4.5	Construction of walking and cycling networks	●	The program of new path construction for 21/22 is on track to be delivered by the end of the financial year. It is currently in the design phase.	Engineering Services	

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

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

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
115	4.1.1	Deliver a program to support business start ups and emerging entrepreneurs.	●	The Hot House Season 4 (Start) brief has been provided by the mentoring specialists. This will be confirmed in second quarter with EOI community engagement due to take place in November. The welcome event is scheduled for early February 2022 with the program kick-off the following month.	Engagement & Advocacy	
116	4.1.1	Develop a program that supports the next cycle of an emerging business	●	Grow Club programming is scheduled to commence in November for emerging businesses that have completed the Hot House Start program or are a home based business seeking to grow their business further. The contractor to manage the Hot House incubators at the Melton Town Centre has been approved and the program is set to commence once incubators are installed (late November at this stage).	Engagement & Advocacy	
117	4.1.1	Deliver a range of networking events, support and capacity building programs through the Venture Melton Business Network.	●	The August in person networking event was impacted by Covid lockdown restrictions however on-line webinars have been running with Workplace bullying and Mindfulness for Business completed and Covid Safety taking place mid October. The November network event is scheduled to take place on-line. The mentoring program which gives business access to on-demand business advice is running with regular network promotion and monitoring taking place.	Engagement & Advocacy	

118	4.1.1	Deliver the 2021 Business Excellence Awards Program.	●	Lockdown restrictions have highly impacted the delivery of this event. The Finalist event scheduled to take place in person was delivered via hamper pack delivery in September and on-line. The Gala event which was scheduled to take place in October has been moved to 25 November. Finalist videos are currently taking place with progress also impacted with lockdown restrictions but should be completed by mid November prior to Gala event.	Engagement & Advocacy	
119	4.1.2	Implement a range of investment attraction initiatives	●	Investment Attraction Strategy engagement with industry stakeholders and government representatives continued. A major media article appeared in the Herald Sun and a pipeline of investment stories has been programmed for LinkedIn to raise the profile of Melton's investment potential.	Engagement & Advocacy	
120	4.1.2	Advocate for investment into the Western Intermodal Freight Precinct	●	Council worked with WoMEDA and LeadWest to host an industry forum to generate transport sector support for the WIFT. An Industry Alliance including Melton Council has now been formed with an agreed terms of reference between industry, Wyndham Council and regional organisations LeadWest and WoMEDA. The Alliance is working on an advocacy strategy to lobby for the WIFT and Outer Metro Ring road and rail corridor.	Engagement & Advocacy	
121	4.1.3	Prepare and endorse the Hopkins Road Business Precinct Urban Design Framework	●	Council Officers are actively working with the Developer to prepare the Urban Design Framework.	City Design & Strategy	
122	4.1.4	Advocate to the Victorian Planning Authority to program the preparation of Precinct Structure Plan for the Western Intermodal Freight Precinct (WIFT).	●	The State Government is yet to confirm the WIFT will proceed. Council is however strongly advocating for the WIFT to be formalised as a project.	City Design & Strategy	

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

- 4.2.1 Advocate for the timely delivery of primary, special and secondary schools
- 4.2.2 Maximise the use of existing Council facilities by external providers of educational programs ♥
- 4.2.3 Advocate for the delivery of TAFE and tertiary education facilities and opportunities in the City
- 4.2.4 Support local pathways between education, training and employment ♥

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
123	4.2.1	Advocate for a continued rollout of public schools in line with growth	●	A priority list of schools has been discussed in meetings with the Victorian School Building Authority and the Department of Education and Training.	Engagement & Advocacy	
124	4.2.2	Deliver on key initiatives outlined in the MOU with Victoria University to encourage the early delivery of educational programs within the municipality	●	A Memorandum of Understanding (MOU) has been finalised and signed by both parties. The launch of the MOU will take place on 20 October 2021.	Property & Projects	
125	4.2.3	Work with the State Government and University and TAFE providers to deliver localised tertiary and TAFE courses	●	Awaiting Business Case for TAFE to be finalised by the State Government. A MOU has been signed between Victoria University and Council to advance learning opportunities in the municipality.	Engagement & Advocacy	
126	4.2.4	Work with tertiary education providers on identifying needs and opportunities for enhanced local skills and training pathways.	●	This action was discussed at a Community Learning Board meeting on 22 September as a future action in 2022. The Community Learning Board has been established as an advisory committee of Council. The Board consults with the community and provides advice and recommendations to Council on matters relating to lifelong learning and its social and economic benefits.	Community Planning	
127	4.2.4	Work with local organisations to advocate and promote local employment opportunities including the Atherstone Exchange	●	The Atherstone Exchange has been re-established with Matchworks as a supporting partner for Lendlease and Council. Planning progress meetings have been taking place periodically. Activation plans have just commenced to emerge from the planning. Economic Development is supporting Community Planning with their 'meet the employer' initiative and have sourced Amazon as the first participating employer for the program.	Engagement & Advocacy	

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

4.3.1 Encourage access to diverse and quality local employment opportunities

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

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

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
128	4.3.1	Deliver and promote the Melton Jobs Hub to raise awareness of local job opportunities.	●	The Melton Jobs hub is being regularly promoted with job ads listed almost daily. There are regular editorials in our Business Newsletters and on the Venture Melton Facebook page promoting the Jobs Hub and emerging job opportunities through new business developments e.g., Hellofresh, Amazon, Electrolux etc.	Engagement & Advocacy	
129	4.3.2	Present the Investment Attraction Strategy to government and industry stakeholders to influence investment and employment outcomes.	●	The rollout of the implementation of the Advocacy Strategy for the Investment Attraction Strategy is currently being undertaken. Briefings were conducted with the Hon. Senator Scott Ryan, the Hon. Natalie Hutchins, Member for Sydenham and Mr. Steve McGhie, Member for Melton. The strategy was sent to all key State Government Department Executives.	Engagement & Advocacy	
130	4.3.2	Work with local developers to assist with investment in employment precincts	●	Regular meetings have been held with key developers to advance the advocacy agenda and connect to Economic Development programs. Planning for the first Developer Forum has been undertaken with the event to be held 15 October.	Engagement & Advocacy	

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

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

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

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

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

4.4.5 Advocate for the provision of digital technologies accessible to all

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
131	4.4.1	Deliver accessible lifelong learning initiatives and programs in community facilities and neighbourhood houses.	●	Council delivered a suite of online learning programs as community facilities remain closed due to State Government imposed Covid related restrictions. In all 50 Community learning programs were delivered online with a further 15 videos created and uploaded to the Melton Learning Directory YouTube channel.	Community Planning	
132	4.4.2	Plan for fit-for-purpose, technology enabled community learning spaces to contemporise Melton's community facilities, and improve digital access in the Melton community.	●	Council continues to plan for fit-for-purpose, technology enabled community learning spaces in Project Working Groups for new community facilities (Mt Atkinson and Paynes Rd) Council is currently delivering 4 ongoing community learning programs aimed at improving digital literacy. These community programs can be found on the Melton Learning Directory website. Participants can view and enrol in all advertised programs. The website address is https://meltonlearning.com.au	Community Planning	
133	4.4.2	Implement and promote digital initiatives that enhance and grow Council's online service delivery	●	Work on a website refresh progressed and will be implemented in October 2021. The refresh will result in a higher level of compliance with accessibility standards (WCAG 2.0 AA), a new fresh look and feel of the website, more flexibility and control over the site via a theme builder and site management and the ability to take advantage of all latest extended functionalities and features of the Customer Management System platform. New online forms including 'upgrade your bin service' and 'request a new bin' were also implemented.	Engagement & Advocacy	

134	4.4.2	Through the implementation of the Communications Strategy improve the uptake of communications digital communications channels	●	Council introduced the City of Melton ENews with a initial subscriber database of 15,000, which has increased to 16,000 over the past month. More than 50% opening rates represents significant engagement.	Engagement & Advocacy	
135	4.4.2	Work in partnership with the Community Planning (Lifelong Learning team) to deliver digital literacy skills programs for our community as part of the Be Connected funding initiative	●	Project planning has commenced. A grant application to be undertaken in the second quarter.	Libraries & Arts	
136	4.4.3	Engage the community and stakeholders in the development of the Learning City Strategy	●	The Learning City Strategy engagement process is on track. Council will conduct engagement sessions with identified stakeholders throughout October and November 2021.	Community Planning	
137	4.4.3	Support vulnerable families to enrol and engage in Kindergarten programs.	●	The Kindergarten Engagement Officer has been working closely with vulnerable families to assist and support them in enrolling into kindergarten. There are 59 Children enrolled into ESK for 2021 and 70 children enrolled into ESK for 2022.	Families & Children	
138	4.4.4	Complete the planning for the Mount Atkinson new Children's / Community facility and appoint a preferred provider	●	The design stage is complete. The Construction Tender is to be awarded at October Council meeting.	Families & Children	
139	4.4.5	Undertake accessibility audit of Community Portal on Council website.	●	An accessibility review of Council's Community Portal has been undertaken and recommended actions are being prioritised by the Digital Transformation team.	Engagement & Advocacy	

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

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

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
140	5.1.1	Strengthen organisational readiness and capacity for legislated deliberative community engagement.	●	An action plan for building deliberative engagement capacity in the organisation is in development.	Community Planning	
141	5.1.1	Finalise the implementation of the 2021 Integrated Planning Project in accordance with the deliberative engagement requirements of the Local Government Act 2020.	●	All four plans which form part of the Integrated Planning Project have been adopted by Council. The Council and Wellbeing Plan 2021-2025, the Asset Plan 2021-2031 and the Finance Plan 2021-2031 were adopted by Council at the 27 September 2021 meeting. The formal response to the Community Panel Recommendation has been prepared and this 'Closing the Loop Report' is to be presented to the Community Panel on 21 October 2021. A project Evaluation Report is currently being prepared.	Property & Projects	
142	5.1.2	Deliver staff information and training sessions to build community engagement awareness and capacity.	●	Advanced community engagement training for Council staff has been completed. Engagement basics training is scheduled for February 2022. Meetings with business units to explain the new legislative obligations has commenced.	Community Planning	
143	5.1.3	Implement Council's Communication Strategy.	●	2021/22 actions being implemented include ENews, website usability testing, a new format for Moving Ahead distribution via Rates Notices and quarterly editorial planning and reporting.	Engagement & Advocacy	

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

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

5.2.2 Increase participation in online community engagement platforms

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

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
144	5.2.1	Implement digital improvements to Council's customer service delivery through the Business Transformation Project	●	Digital kiosks have been introduced to Customer Service Centres. A Knowledge Base has been launched to provide one source of truth for Customer Service Officers. Collaboration is ongoing with the Communications department to enhance online forms. The major project for the first quarter was the online focus of the new Waste Services entitlement.	Engagement & Advocacy	
145	5.2.1	Deliver a high functioning Customer Service Centre and Call Centre operation	●	Key Performance Indicators are being monitored and reported.	Engagement & Advocacy	
146	5.2.1	Increase online service offerings through solutions delivered by the Digital Citizen Experience	●	Quarter one online service outcomes include: - Continuous Improvements made to the following solutions: Works within a road reserve online request - New functionality delivered: Asset Protection (for build or demolition work) online request implemented.	Information Services	
147	5.2.2	Enhance and promote the City of Melton Conversations online platform and the Melton Learning - lifelong learning platform	●	A Premium subscription to Melton Conversations platform has been purchased which will enable greater use. A plan for promoting registration and increasing community usage is in development.	Community Planning	
148	5.2.2	Promote online engagement opportunities through a range of digital and non-digital communication channels	●	Over 20 community engagement opportunities have been promoted on the City of Melton conversations platform on Council's website, social media and through print channels such as Moving Ahead page and the local newspaper.	Engagement & Advocacy	
149	5.2.2	Promotion of digital solutions to increase service utilisation to 75% for services provided on the digital Community Portal	●	Online utilisation for services delivered on the Community Portal at the end of Quarter one is 74% against a target of 75%. Note: Animal registrations were taken offline early September due to a system issue	Information Services	

150	5.2.3	Support effective engagement with diverse faith and cultural groups in Melton.	●	Melton Interfaith Network meetings have been attended. Melton New and Emerging Communities Network meetings is being chaired. An Intercultural Advisory Committee meeting was held. The Reducing Racism and Human Rights Advocates Course was delivered to community and faith leaders by the Victorian Equal Opportunity and Human Rights Commission in September 2021.	Community Planning	
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Objective 5.3: Increased volunteerism in the City ♥**Strategies:**

5.3.1 Invest in establishing systems and structures to enable strong volunteerism in the City ♥

5.3.2 Establish partnerships to promote volunteerism ♥

5.3.3 Promote the benefits of volunteerism ♥

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
151	5.3.1	Develop a Volunteer Engagement Framework to re-invigorate volunteer involvement with libraries	●	Project planning has commenced. A benchmarking exercise with the broader Victorian library sector will be undertaken in the second quarter.	Libraries & Arts	
152	5.3.1	Explore opportunities to increase the number of volunteers engaging within Council programs and events	●	Covid-19 has impacted on the opportunities for volunteer engagement in programs. Volunteer programs are planned to return 2022.	Community Care	

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

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

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

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
153	6.1.1	Implement the Shopping Trolley Management Program.	✓	The Shopping Trolley Management Program implementation has been completed and includes communication of the program to all relevant traders, regular patrols and collections around shopping precincts and collection of trolleys based from resident complaints. An impounding and release program has been developed which notifies traders of any impounded trolleys and provides them with an opportunity to pay an impoundment fee and have the trolleys released to them. If trolleys are not collected, infringements are issued for failing to claim impounded trolley.	Community Safety	
154	6.1.1	Embed improved Customer Service standards across the organisation	●	Council Executive endorsed the development of a Customer Experience Strategy. A Customer Service Charter has been reviewed and endorsed and a draft internal charter developed and endorsed and will now be the subject of engagement with Managers. Departmental Customer Service Commitments have been reviewed and endorsed by Executive. These will now be reported on regularly through the development of a new dashboard report.	Engagement & Advocacy	
155	6.1.1	Undertake a customer experience evaluation to inform post-Covid service recovery for Libraries	●	A state-wide Census and Survey of Victorian public library users will be undertaken by State Library Victoria in partnership with Public Libraries Victoria in early 2022. The state-wide census and survey will gather data from public library users relating to public library use, importance of and satisfaction with public library services and resources, social capital information, and demographic data. Melton City Libraries will use the results of this survey to inform a post-Covid service recovery analysis. This work will be outsourced to a relevant consultant.	Libraries & Arts	

156	6.1.1	Review the Customer Service training program to ensure it meets business needs	●	A tender process was undertaken to establish a new panel of providers to deliver the corporate training program	People & Culture	
157	6.1.1	Implement IT enabled business improvement initiatives that enhance service delivery capacity.	●	<p>Initiatives that have commenced and are currently on track to be delivered in 2021/22 which will enhance service delivery capacity include:</p> <ul style="list-style-type: none"> - Asset Maintenance Management System, supports the upkeep of Councils natural environment and provides a safe community through well maintained assets and infrastructure for current and future generations. - Contract Management Solution will implement an improved contract management solution with enabling technology to increase efficiencies, productivity, and reduce known risks throughout the contract lifecycle. - Customer Service Contact Centre Software will increase efficiencies in tracking and monitoring calls to customer service centre. It will provide reliable information for better performance reporting and improved customer service. 	Information Services	
158	6.1.1	Implement information security practices and systems that enhance service delivery reliability.	●	Initiatives completed in Quarter one are; Update of three key information security procedures, Phishing campaign, and the update of operating systems for a number of servers.	Information Services	
159	6.1.2	Develop a strategic framework for Council's community services for children, young people, older people and people with disability.	●	The developments of the Plan for all People is underway. Several Cohort discussion papers are in progress to inform this new strategy.	Community Planning	
160	6.1.2	Develop an early years strategic plan	●	Collaboration with Community Planning is underway on completing a background paper and the establishment of an engagement plan.	Families & Children	

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

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

6.2.2 Invest in new and emerging technology that supports innovation

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
161	6.2.1	Develop and implement a talent management framework, as part of the Strategic Workforce Plan, which guides all leadership and staff development	●	The Strategic Workforce Plan is on-track as required under the Act.	People & Culture	
162	6.2.2	Develop the IT platform in a way that takes advantage of new technology developments.	●	Council has completed the Azure cloud foundation, building the high availability and disaster recovery architecture.	Information Services	

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

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

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
163	6.3.1	Ensure that Council policies are developed and reviewed to remain current according to its adopted processes and are available on its website.	●	Policies are being reviewed and updated by Council staff to accommodate the implementation of the Local Government Act 2020 and to accommodate changes to Council practices and procedures as necessary. This has been called the Policy Review Project by Council. Time sensitive policies which require Council endorsement or Executive approval by 31 December 2021 to ensure compliance with the Act are being prioritised over others, with the next most important thereafter. Policies requiring Council approval are also scheduled to be put up for approval by the Policy Review Panel in advance of consideration by Council. The Policy Review Panel is meeting regularly to ensure policies are approved as required and remain up to date. Policies are available on Council's intranet and internet.	Legal, Governance & Risk	
164	6.3.1	Finalise the development of the Council and Wellbeing Plan 2021-2025 in accordance with Statutory timelines and promote across the organisation	●	The Council and Wellbeing Plan 2021-2025 (the Plan) has been completed in accordance with statutory timelines and was presented to Council on 27 September where it was formally adopted. The Plan is available for viewing on Council's website. The Plan is scheduled to be launched internally in October and roadshows will be arranged with each organisational department over the coming months.	Property & Projects	
165	6.3.2	Deliver on the last stage of implementation of the Local Government Act 2020 as per the implementation plan. (Tier 4-proclaimed 1 July 2021)	●	The final Stage of the Local Government Act 2020 Implementation Plan is currently being closed out in advance of the 31 December 2021 deadline as required. Other than the finalisation of policies mentioned above at 6.3.1, all legislative requirements have already been met. The approval of all necessary policies is also on track to meet the 31 December 2021 deadline.	Legal, Governance & Risk	

166	6.3.3	Implement the Domestic Animal Management Plan (DAMP 2021-25) annual actions	●	The Domestic Animal Management Plan has been finalised and will be presented to Council for adoption at the 25 October 2021 meeting	Community Safety	
167	6.3.3	Deliver relevant actions from the OHS Strategy 2020-2024	●	The recruitment of Sherlock facilitators will commence in the third quarter. The implementation of QuickSafe is ahead of time and may be rolled out to all staff by the end of December 2021. Engagement of an auditing consultant will commence in the third quarter with an expected audit being conducted 2021/2022. This will be using ISO 45001 (ISO standard for the management of an OHSMS). The next working group will be focussing on Mental Health and will commence in the second quarter.	People & Culture	
168	6.3.3	Design and deliver face-to-face training in 'Positive and Professional' Behaviours to embed whole policy; code of conduct framework and expectations; and integrate in induction.	●	This training has been designed and presented to Executive and Management, however due to resource constraints, and continued lock-down, will be converted to an online module for delivery in the third quarter. Content has been integrated in Staff and labour hire contractor induction.	People & Culture	
169	6.3.3	Define organisational performance metrics for community consumption.	●	The new 'Melton Digital Survey' will be developed, with the first survey planned to be completed by December 2021. This will enable Council to set the target for ongoing performance measures.	Information Services	
170	6.3.3	Implement an inspection program of new developments to ensure compliance with planning permits	●	The Inspection Program has been delayed due to resourcing and COVID lockdown constraints	Planning Services	
171	6.3.4	Ensure Councillors are supported in undertaking professional development opportunities relevant to their responsibilities to Council and kept apprised of their legislative responsibilities	●	A wide variety of training is made available to Councillors throughout the year and each Councillor is able to nominate professional development opportunities of interest to them specifically which may be funded from the Councillor training budget administered by Legal, Governance and Risk.	Legal, Governance & Risk	

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

6.4.1 Build capacity of Council to ensure all programs and services are inclusive, accessible and consider intersectionality ♥

6.4.2 Strengthen the organisation's commitment to gender equity ♥

6.4.3 Build the cultural competence of Council to understand and promote Aboriginal self-determination ♥

6.4.4 Position the organisation as an employer of choice

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
172	6.4.1	Provide training opportunities to the organisation and community to raise awareness of human rights and reduce racism and discrimination	●	The Reducing Racism and Human Rights Advocates Course was delivered by the Victorian Equal Opportunity and Human Rights Commission in partnership with Council and the Melton Interfaith Network. Course participants included local community members, members of the Intercultural Advisory Committee, African Communities Working Group and Melton Interfaith Network.	Community Planning	
173	6.4.1	Disseminate results of the Diversity and Inclusion (Nov 2020) survey to raise awareness of the benefits of diversity	●	Completed as part of workplace audit for Gender Equality Action Planning. Data and benefits of diversity integrated in Positive & Professional Behaviours training and will be focus of Strategic Workforce Plan.	People & Culture	
174	6.4.1	Include Disability & Inclusion and Gender Equality awareness into the Induction and Training programs	●	This information has been included in various corporate training modules and induction information. Further training and development including bystander training, and Victorian Equal Opportunity & Human Rights Commission is planned and will be explored further in consultation for development of Gender Equality Action Plan.	People & Culture	
175	6.4.2	Conduct Gender Impact Assessments to support equitable outcomes of Council policies, plans and projects that have a significant community Impact.	●	Gender impact assessments are underway and training workshops on track to be delivered across the organisation.	Community Planning	
176	6.4.2	Deliver effective training programs to all managers and staff	●	A delay has resulted in implementation of the Corporate and Leadership Development programs due to requirement to re-tender for panel of providers.	People & Culture	
177	6.4.3	Offer Aboriginal cultural competency training opportunities to Councillors, executive, management and staff.	●	Cultural Awareness Workshops delivered by Traditional Owners are currently being organised for Councillors and Executive.	People & Culture	

178	6.4.4	Implement an ongoing Employer of Choice marketing program to promote the leadership of and employment benefits of Melton City Council	●	Regular programming of organisational achievement is being promoted through LinkedIn which achieved significant engagement. Job opportunities are regularly promoted through Facebook and LinkedIn with a new jobs portal now included on the corporate LinkedIn Channel.	Engagement & Advocacy	
179	6.4.4	Create the new Workplace Health and Wellbeing Strategy 2021 - 2024 and commence delivery of programs	●	The Workplace Health and Wellbeing Strategy 2021-2024 has been drafted.	People & Culture	
180	6.4.4	Develop multi-media including video(s) on Council's Employee Value Proposition for promotion on LinkedIn and external media	●	Briefs were provided to the Communications team in March for 2 videos on Disability and diverse employment - have not been progressed due to inability to meet subjects of videos in person.	People & Culture	
181	6.4.4	Develop a Strategic Workforce Plan and Service Unit Plans in accord with statutory timelines	●	Strategic Workforce Plan for Council is on track for completion by legislated date; December 2021	People & Culture	

Objective 6.5: An organisation that tackles climate change ♥**Strategies:**

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

6.5.2 Reduce Council's carbon emissions ♥

CAP No.	CP Strategy	Action	Status Symbol	1st Quarter Comments	Service Unit	Timeline
182	6.5.1	Provide ongoing information and support to internal service units in relation to Climate Change, the impacts, adaptation strategies and appropriate actions required to achieve Council's Climate Pledge.	●	Advice and guidance has been provided to Capital Projects on the best practice methods for preventing environmental impacts from on-ground works, and the integration of Environmentally Sustainable Design principles in all of Council's new buildings. Council has begun the process of normalising environmental considerations, future-proofing, and generally reducing the environmental footprint of Council's development program.	Environment & Waste	
183	6.5.2	Adopt environmentally sustainable practices for Council's Corporate event program	●	No major events were conducted in the first quarter due to Covid.	Engagement & Advocacy	
184	6.5.2	Report on annual modelled amounts of carbon emissions from the City of Melton, and track the progress towards carbon neutrality by 2030.	●	Data collation is ongoing to complete a report on progress towards carbon neutrality by 2030 by the end of the financial year.	Environment & Waste	
185	6.5.2	Begin transition of Council's operational fleet to more environmentally friendly options	●	A number of hybrid vehicles are in the process of being ordered to replace existing fleet.	Finance	