



Council Plan Progress Report – Quarter Three 2021-22

Period ending 31 March 2022

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Front cover image

Council organised the Rural Recharge Concerts with Paul Kelly in support of farmers and farming communities. The concerts were in Buchan and Mallacoota and attended by 950 people.

Acknowledgement of Country

East Gippsland Shire Council acknowledges the Gunaikurnai, Monero and the Bidawel people as the Traditional Custodians of this land that encompasses East Gippsland Shire, and their enduring relationship with country. The Traditional Custodians have cared and nurtured East Gippsland for tens of thousands of years.

Council value their living culture and practices and their right to self-determination. Council pays respect to all Aboriginal and Torres Strait Islander people living in East Gippsland, their Elders, past, present, and future.

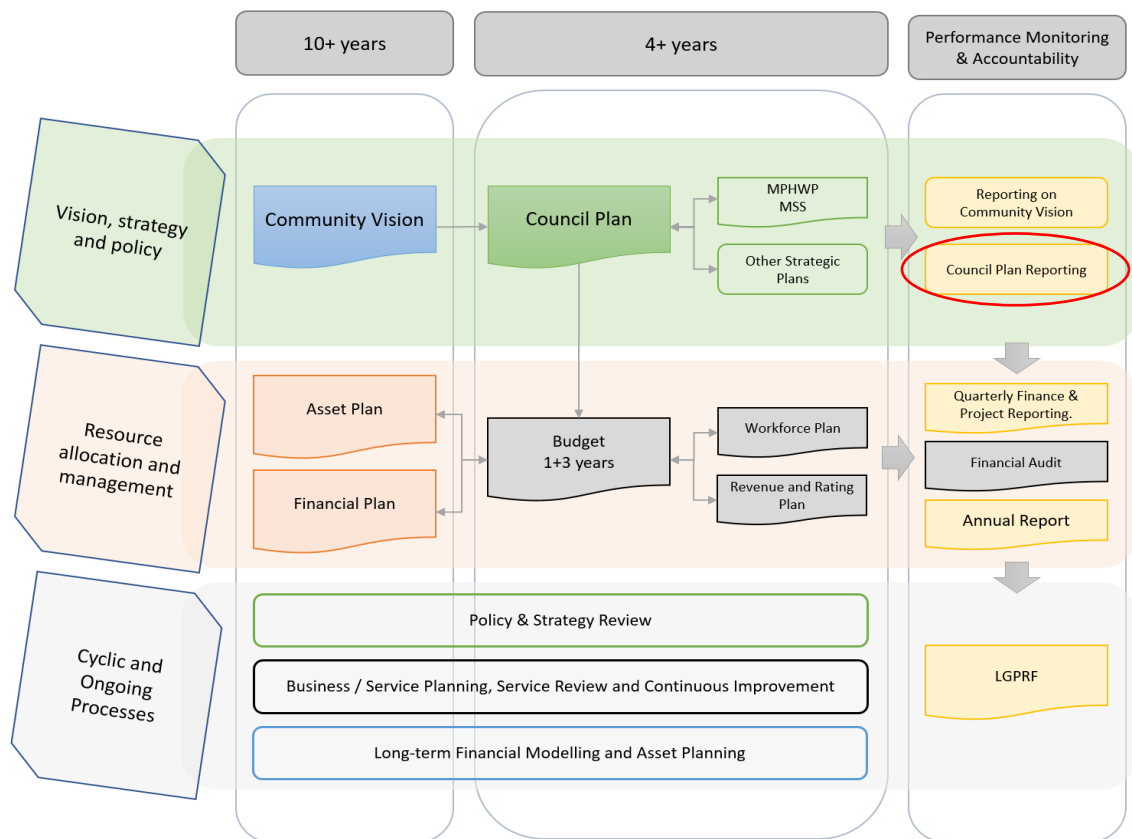
Our Vision

East Gippsland is an inclusive and innovative community that values our natural environment, puts community at the centre of Council decision-making and creates the conditions in which communities can thrive.

Our Strategic Planning Framework

Our Strategic planning framework shows how Our Community Vision 2040 will be delivered through the Council Plan, the Budget and other Council Plans and Strategies.

The Quarterly Council Plan Progress Report is a critical element of the framework below, as it provides a transparent account of how we are performing to the community on a regular basis.



Terminology:

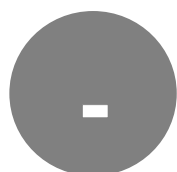
- MPHWP = Municipal Public Health and Wellbeing Plan
- MSS = Municipal Strategic Statement
- LGPRF = Local Government Performance Reporting Framework

Major Initiatives

Status of major initiatives

Council identified 10 major initiatives for 2021-22. Major initiatives are high priority activities from the Council Plan that will require substantial time and resources to deliver.

Overall progress against these initiatives is summarised below.



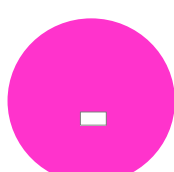
Not commenced

Activity has not started for this initiative. It is scheduled to commence later in the year or a previous initiative needs to be finalised before it can commence.



Behind schedule

Progress is not as expected but action is being/has been undertaken and is expected to get back on track.



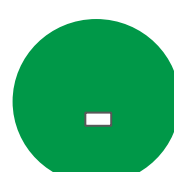
On hold

Progress has been placed on hold.



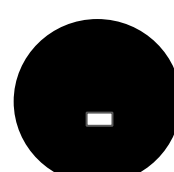
On schedule

Progress is on schedule



Completed

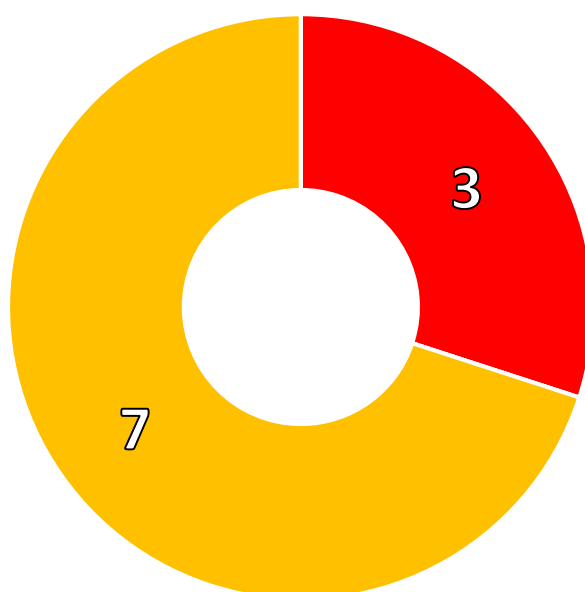
Activity or project is fully completed



Withdrawn

Activity is no longer a focus and has been withdrawn.

Major initiatives



- Not commenced
- Behind schedule
- On hold
- On schedule
- Completed
- Withdrawn



Lilly Hodge (Youth Engagement Project Officer) and Amy Winn (Organisation Development Coordinator) were present to celebrate International Women's Day at our screening of The Leadership at the Sun Cinema Bairnsdale

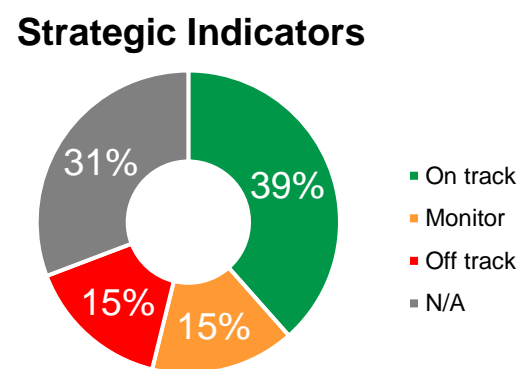
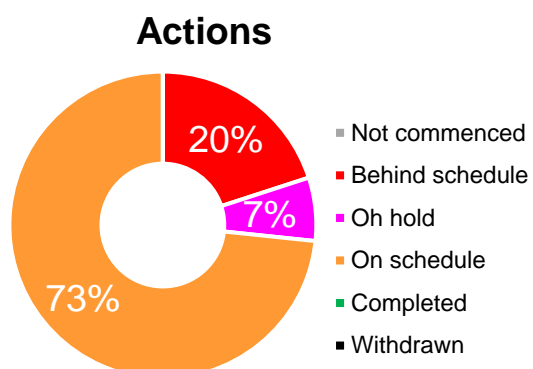
1 An inclusive and caring community that respects and celebrates diversity

1: An inclusive and caring community that respects and celebrates diversity



Strategies	Council's role
1.1 Council strives to provide equitable access to their services, support and facilities	Provider
1.2 Collaboration with key stakeholders fosters the cultural, arts and creative communities for all activities Council has facilitated or financially contributed to	Facilitator
1.3 Community groups and volunteers are acknowledged, promoted and supported	Provider / Facilitator
1.4 Through targeted services, partnerships and advocacy, communities enjoy strong mental and physical health, well-being and resilience	Provider / Facilitator / Advocate
1.5 Strong working relationships are further developed with Aboriginal people and organisations	Facilitator
1.6 Council is culturally and linguistically inclusive and celebrates diversity	Facilitator

Summary of performance





Council services provided

Arts and Culture
 Community and Place- based Planning
 Community Engagement
 Community Laws
 Community Programs

Community Support and Development
 Environmental Health
 Library
 Performing Arts
 Recreation Centres

1.1: Council strives to provide equitable access to their services, support and facilities

Code	Action Name	Comments	Progress	Status
1.1.1	Universal access principles are applied to all infrastructure construction and upgrades	Project management software and project design includes hold points for assessing universal access. These hold points and investigations were applied to multiple projects during the quarter.	75%	
1.1.2	More deliberate use of an evidence-informed approach and identifying community need prior to development of any service or infrastructure in place including Place Plans	The community and forecast data from Informed Decisions online databases were utilised to inform the municipal scan that informed the development of the Municipal Public Health and Wellbeing Plan. This ensured that the new plan's actions and outcomes are developed based on identified needs and evidence.	75%	



Strategic Indicators

Name	Comments	Year to date result	Target
Develop a way to capture data that can be used to report on this strategy	<p>Gender inclusivity is being imbedded into Council reporting as part of Gender Impact Assessment process.</p> <p>Work is underway to include a service and program accessibility component/question into Council's customer satisfaction survey. This will create a way to capture data relevant to events and community programs.</p> <p>Service and program accessibility evaluation templates and checklists are being designed and will be made part of the community engagement toolkit.</p>	-	Achieved year 1
Community satisfaction with recreational facilities	Survey results will be made available later in 2022	-	≥ Large Rural Council average

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

1.2: Collaboration with key stakeholders fosters the cultural, arts and creative communities for all activities Council has facilitated or financially contributed to

Code	Action Name	Comments	Progress	Status
1.2.1	Provide arts and cultural services and experiences that encourages connection and creativity, while supporting businesses, community groups and individuals to foster the creative, cultural and artistic life of the region regardless of age or ability	<p>Council has restarted its Performing Arts services with a full program of entertainment offered at the Forge Theatre.</p> <p>Council also continues to provide funding and support to a range of external service providers, which includes the East Gippsland Art Gallery.</p> <p>Council's second round of Community Grants were opened for applications. These grants provide a funding stream for community and major arts projects.</p>	50%	
Major initiative 1	Develop an arts and culture strategy	The scope of work for a consultant has been developed and will be used to engage suitable consultants to work with Council on the strategy development commencing next quarter.	20%	





Strategic Indicators

Name	Comments	Year to date result	Target
Number of community organisations / individuals funded through Council's arts and heritage grants program	Round two funding has been approved, with seven projects funded, to go with the eight projects that were funded in round one.	15	≥ Nine annually
Number of community organisations / individuals funded through Council's community grants program	Round two funding is yet to be presented to Council. Round one had 11 applications supported.	11	≥ 25 annually
Total value of arts and heritage grants projects funded by Council	Council funded \$23,500 in round two, with the \$26,000 in funding in round one.	\$49,500	> \$45,000 annually
Total value of community grants projects funded by Council	Round two of funding is yet to be presented to Council. Council approved \$45,696 in round one of funding for community projects.	\$45,696	> \$100,000 annually

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

1.3: Community groups and volunteers are acknowledged, promoted and supported

Code	Action Name	Comments	Progress	Status
1.3.1	Plan and deliver an annual celebration to recognise the contribution of volunteers across the Shire	Council approved the annual Volunteer Honour Roll for 2022 and to host community recognition events at three locations across the shire during National Volunteer Week in May. The recommendation also endorsed to hold a community recognition event annually on a rolling rotation of locations across the shire.	35%	
1.3.2	Develop an appropriate recruitment, training and management system for internal volunteers	Currently scoping and understanding potential management systems used by other Councils, with a view to develop both a Volunteer Management Policy and Volunteer Management Procedure.	5%	
1.3.3	Improve the online customer experience to enable access to current information about the wide range of community groups and activities, services that is accessible to the public	<p>Council continues to inform the community about its wide range of community activity and events accessible to the public. This includes the all ages event in Bruthen and the seniors event. Such events have been well attended and received, which indicates that the distribution of information online and customer experience has continued to be strong.</p> <p>A proposal to support the implementation of "My Community" as an online engagement tool is progressing. This would enable a more streamlined and user-friendly community directory, where networks can be created and established (i.e a youth network), which community can connect and interact with.</p>	50%	
1.3.4	Implementation of an online platform that supports the promotion of volunteer opportunities and events across the shire	A proposal to support implementation of "My Community" as an online engagement tool is progressing. This would enable a more streamlined and user-friendly community directory, within which networks can be created and established (i.e. a volunteer network), which community can connect and interact with. This will also provide access to relevant information about volunteering opportunities across the shire.	55%	

Strategic Indicators



Name	Comments	Year to date result	Target
Develop a survey to capture community group satisfaction with Council support	Not commenced, limited capacity of both officers and community groups has impacted on this priority.	-	Achieved year 1

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn


Name	Comments	Year to date result	Target
Number of events held that recognise and support volunteers	Make the Link (Gippsland Women's Health Campaign) training occurred to support sector volunteers. Dementia Australia skill building workshops also occurred to support volunteers.	Four	≥ Five events annually

1.4: Through targeted services, partnerships and advocacy, communities enjoy strong mental and physical health, well-being and resilience

Code	Action Name	Comments	Progress	Status
1.4.1	Develop the Municipal Public Health and Wellbeing Plan 2021-25 and associated action plan	<p>The Municipal Public Health and Wellbeing Plan framework and municipal scan were endorsed by Council, which established the foundations for the new plan.</p> <p>More recently, a partners forum was held, which acted as another primary mechanism for engagement to start identifying health and wellbeing outcomes and measures that community want to see reflected on the plan. A consultant has just been appointed to pull together the relevant data, stakeholder input and community feedback to provide a draft plan, and then to finalise this with relevant stakeholders for final approval. On track for approval prior to 30 June 2022.</p>	60%	
1.4.2	Work with communities and partners to support development of local bushfire recovery plans	<p>Council has continued to collaborate with the Community Recovery Committees across each district to support community centered recovery. All committees are in different stages of recovery and their planning/implementation journey.</p> <p>A contributing factor to the progress and stage of recovery activity has been the availability of funding to do so, with many districts supported recently by major grant funding announcements (such as Black Summer grants), whilst others have missed out, limiting their ability to progress these priorities. Regardless, Council remains committed to working with each community to progress recovery priority activities and to explore opportunities for ongoing support.</p> <p>Additionally, Council has drafted District Recovery Action Plans in collaboration with Bushfire Recovery Victoria, which list recovery activity and priorities for each community.</p>	75%	

Progress Indicator Legend







 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Code	Action Name	Comments	Progress	Status
1.4.3	Coordinate bushfire recovery planning at a municipal level	A Community Recovery Strategic Plan - between Council, Bushfire Recovery Victoria and other partners is currently being developed. This plan identifies the overarching bushfire recovery actions to be undertaken by Council and will guide the combined recovery work throughout 2022 and beyond. The Plan also complements the separate District Recovery Action Plans.	75%	



Strategic Indicators

Name	Comments	Year to date result	Target
Develop health and wellbeing indicators through the development of the Municipal Public Health and Wellbeing Plan that integrate with the Council Plan	Health and wellbeing indicators will be developed through later stages of the plan's development.	-	Achieved year 1

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

1.5: Strong working relationships are further developed with Aboriginal people and organisations

Code	Action Name	Comments	Progress	Status
1.5.1	Work with our partners to develop appropriate agreements and actions to strengthen working relations with traditional owners and the broader aboriginal community	<p>Council continues to engage with community organisations, leaders and partners to promote and ensure cultural engagement and consideration into Council's work. Council will again establish support and promote NAIDOC Week events.</p> <p>Planning is underway to develop a revised Reconciliation Action Plan. This will include a review of the existing plan to identify Council progress against previous commitments and goals, and to establish new outcomes and measures for Council to achieve into the future.</p> <p>Meetings have occurred with GLaWAC to explore partnership opportunities, including an identified Aboriginal position to be recruited to within Council.</p>	65%	
1.5.2	Identify appropriate and effective collaboration opportunities to strengthen working relationships with Aboriginal communities and organisations	<p>Work to commence the development a new Reconciliation Action Plan is underway. An expression of interest and registration with Reconciliation Australia was completed, which ensures the new plan aligns with expected framework and produces meaningful outcomes.</p> <p>Ongoing work continues to strengthen relationships with aboriginal organisations and partners, such as consultation on new capital works projects where appropriate, and event related collaboration.</p> <p>Local Aboriginal health agencies were consulted as part of the development of the Municipal Public Health and Wellbeing Plan. Council acknowledge that Aboriginal people are an important part of the community, whose health needs need to be reflected within the plan once finalised.</p>	70%	

Strategic Indicators



Name	Comments	Year to date result	Target
Develop an action plan that promotes and facilitates positive relationships between Council, the East Gippsland community and Aboriginal and Torres Strait Islander peoples	Work to commence the development a new Reconciliation Action Plan is underway, with a draft business case in progress to identify the scope of work.	-	Achieved year 1

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Name	Comments	Year to date result	Target
Percentage of new employees who participate in Culture Awareness training	New employees have access to cultural awareness training through Corporate Orientation, where the Cultural Awareness video is presented. 26 people attended the orientation this period.	68.75%	100.00%

1.6: Council is culturally and linguistically inclusive and celebrates diversity

Code	Action Name	Comments	Progress	Status
1.6.1	Develop an evaluation process to verify inclusive and accessible features of Council programs	<p>Gender inclusivity is now imbedded in Council reporting as part of Gender Impact Assessment process. New evaluation templates and checklist are in development and will be made part of the Community Engagement Toolkit.</p> <p>The Community Engagement Toolkit will be used to guide staff to facilitate community engagement delivery in a more inclusive and accessible way. The Disability Advisory Committee will review and inform on this tool as a method of testing the evaluation and data capture process.</p>	60%	
1.6.2	Undertake research to better understand the needs of different groups, and plan to incorporate these into Council's activities and services	<p>As part of recently extending Council's service agreements for the delivery of Home and Community Care services, a review will take place of the arrangements to identify future needs and the best way for Council to structure these services to ensure support remains responsive to community need.</p> <p>Through the municipal scan conducted as part of the Municipal Public Health and Wellbeing Plan development, an updated suite of data across health and wellbeing areas of different sections of the community was used to inform service delivery and service design moving forwards.</p> <p>The Youth Ambassadors are to be engaged to inform the outcomes and targets within the plan as well.</p>	65%	

Strategic Indicators







Name	Comments	Year to date result	Target
The number of multicultural events supported by Council	<p>Running events has been limited until recently by COVID-19 restrictions, which has made progress difficult.</p> <p>Both Diversity week and Refugee week will be supported this year with social</p>	-	Baseline to be developed Year 1

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Name	Comments	Year to date result	Target
	media supported campaign messaging, themed Storytime, workshops and feature film screening at library service centres.		
The number of multicultural people / groups engaging with Council	Council continues to attend Together Gippsland and One Gippsland Immigration Working Group on a monthly basis, which enables multicultural representative group engagement with Council staff to discuss opportunities for collaboration in community.	4	Baseline to be developed Year 1

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn



Deputy Mayor Cr Arthur Allen, Morgana Te Pauae (Manager Assets and Projects), the Hon Shaun Leane (Minister for Local Government), Mayor Cr Mark Reeves and Anthony Basford (CEO) tour the works underway at the WORLD Sporting Precinct Redevelopment in Bairnsdale.

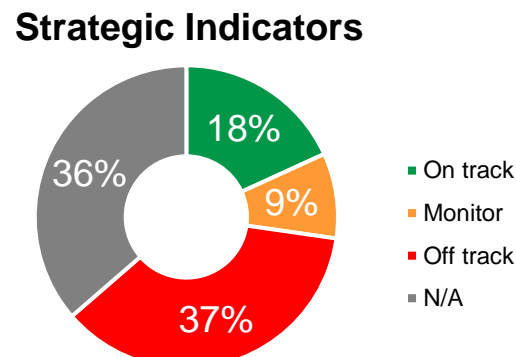
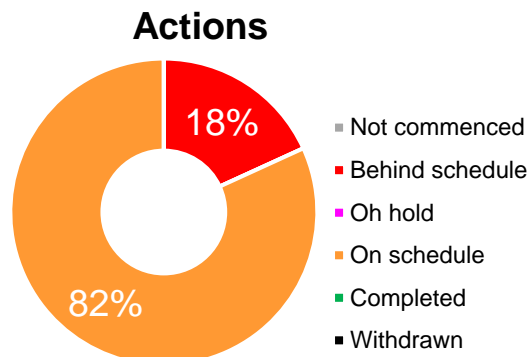
2 Planning and infrastructure that enriches the environment, lifestyle, and character of our communities

2: Planning and infrastructure that enriches the environment, lifestyle, and character of our communities



Strategies	Council's role
2.1 Statutory and strategic planning for land use delivers sustainable outcomes that balance the need for growth with the enhancement of our lifestyle, character, the built and natural environment	Facilitator / Provider
2.2 Infrastructure provision and maintenance supports a diverse range of current and future user needs and activities and is both environmentally and financially sustainable	Advocate / Provider / Facilitator
2.3 Planning with local communities for natural disasters and emergencies strengthens capacity, infrastructure, resilience, preparedness, and recovery	Facilitator / Provider

Summary of performance



Council services provided

Asset Maintenance
 Asset Management
 Building Controls
 Capital Works
 Emergency Management
 Emergency Response

Land use Planning
 Open Space Management
 Recreation and Sporting Reserve Management
 Statutory Planning and Development Services
 Strategic Planning

Major Capital Works Projects update

Bairnsdale Cell 4



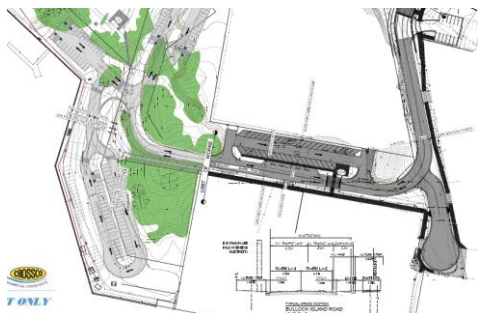
Construction is on track with lining works being undertaken. This project is expected to be completed by the end of April.

Bullock Island Bridge



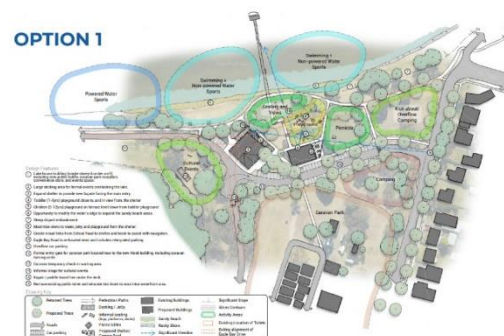
Project is on schedule, with stage 1 nearing completion. The bridge replacement reached a major milestone with the concrete deck being poured.

Bullock Island Master Plan Implementation



The environmental mapping is complete, with advice from DELWP on managing offsets to come. The civil design is awaiting final advice before determining asset placement to minimize vegetation removal. Underground services are complete.

Eagle Point Foreshore Hub



The original design received a minor update to meet compliance regulations. The next phase is to obtain the building permit and site activities can commence shortly after.

Krauatunglung Walk



Geotech works have commenced for the boardwalk, new shed and platform works. The design is complete, with local elders to confirm the placement of artwork on spit decking.

Mallacoota Seawalls



Recent flood water restricted progress due to the rising lake levels, however the project is still on target for completion by 30 June.

Omeo Mountain Bike Trails Stage 1



The planning permit has been approved and construction is now ready to commence on the Stage 1 trails. Works are due to commence late April, with trails being released progressively for public use.

Slip Road Maritime Precinct



Construction of the precinct development commenced in January. Current works underway include - piling works for the southern seawall and services jetty; fabrication of elements has commenced off-site for the services jetty and the boat ramp; two test sites were implemented to record settlement of the lakebed under rock layers, and further off-shore geotechnical investigations are being scheduled to inform future piling and pavement design.

Lakes Entrance Waste Transfer Station



The saw tooth bays are complete and works on the road sealing have commenced. Waiting on fill materials testing results as per EPA regulations before final construction commences.

WORLD Sporting Precinct Stage 1






Construction of the main car park and hockey fields are underway and anticipated to be completed by May 2022. Proposed changes to grass hockey pitch design will impact scheduling if implemented.

The netball court upgrade and car park area works to commence in April 2022, with material procurement and deliveries in progress.

The contract to construct the new pavilion has been awarded, with a site start date expected in April.

2.1: Statutory and strategic planning for land use delivers sustainable outcomes that balance the need for growth with the enhancement of our lifestyle, character, the built and natural environment

Code	Action Name	Comments	Progress	Status
2.1.1	Deliver rebuilding support for landholders that lost a house and/or sheds in the 2019-20 Black Summer Bushfire	Work continues to progress on supporting landowners with bushfire rebuilds, with approximately 150 applications either approved or lodged. Support is now focused on those remaining bushfire-affected owners who have delayed consideration of rebuilding and are now in a position to commence.	75%	
2.1.2	Deliver Statutory Planning services that meet the Victorian target guidelines	Some improvement has been achieved in increasing the percentage of applications determined within 60 days, however a continued high number of new applications is stretching staff resources. New staff appointments have increased capacity.	50%	
2.1.3	Develop and commence implementation of the Rural Land Use Strategy and associated action plan	Further procurement of consultant resources is underway to prepare the next draft strategy. Planning approvals data is being updated and supply/demand analysis for rural lifestyle lots is about to commence.	75%	





Strategic Indicators

Name	Comments	Year to date result	Target
Council planning decisions upheld at VCAT	Two planning decisions were determined by VCAT in the reporting period. Council's decisions were both varied, however the formal position of Council on both applications was confirmed with amendments to permit conditions.	25%	≥ 60%
Planning applications decided within required time frames	Due to a focus on clearing the backlog of planning applications outstanding for more than 60 days, Council has been unable to meet the target for determining applications within required timeframes.	38.1% - as at 28 February 2022	≥ 77.5%
Time taken to decide planning applications	Due to a focus on clearing the backlog of planning applications outstanding for more than 60 days and a continued high level of new applications, Council has been unable to meet the 61 day target for more recent applications.	90 - as at 28 February 2022	< 61 days
Community satisfaction with building and planning	Survey results will be made available later in 2022	-	≥ Large Rural Council average

Progress Indicator Legend


 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

2.2: Infrastructure provision and maintenance supports a diverse range of current and future user needs and activities and is both environmentally and financially sustainable

Code	Action Name	Comments	Progress	Status
2.2.1	Work with community and stakeholders to plan, design, implement and maintain infrastructure to meet community needs in an affordable way	<p>A range of project engagements were undertaken, with significant engagement on:</p> <ul style="list-style-type: none"> The Draft Environmental Sustainability Strategy; The draft Asset Management Plans; A range of project designs including three streetscapes; and The proposed Cann River parking upgrade. <p>33 projects were live on using Council's online platform YourSay. This portal provides community engagement and also regular updates on specific projects.</p>	75%	
2.2.2	Develop and implement a strategic approach to planning and prioritising capital infrastructure management and maintenance, with criteria for prioritisation, balancing communities needs with financial sustainability	The development of the 10-year Capital Works Program is well advanced, with the development using a range of strategic inputs to guide resource allocations. This includes the draft Asset Management Plans, asset condition data, strategic plans for services and asset classes and community plans. The long-term program ensures that the delivery is within the financial capacity of Council and has a strong emphasis on asset renewal, which is linked to asset depreciation figures.	90%	
2.2.3	Build the capacity of volunteer groups and provide support for volunteer managed community facilities	Work with the Committees of Management is ongoing on normal operating matters, funding applications and supporting the delivery of funded projects. Specific capacity building initiatives have been limited with priority placed on funding and project planning.	50%	
Major initiative 2	Develop an asset management framework to drive Council's capital and maintenance infrastructure investment in a transparent and financially sustainable way	<p>The Asset Management Advancement Strategy was developed and internally approved. The six Asset Management Plans are at first draft stage and summary plans have been developed for each of the six draft plans.</p> <p>A community engagement exercise has also been undertaken, which included development of a broader understanding of asset management amongst the community by using an explanatory video and social media posts. The project remains on target for completion by 30 June.</p>	80%	

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Code	Action Name	Comments	Progress	Status
Major Initiative 3	Develop service standards for the maintenance of asset classes	<p>Council continued the process of developing Asset Management Plans for six of Council's main asset classes, which will identify the management and maintenance standards for each class at a strategic level.</p> <p>Assets are considered against four the following performance criteria: condition, functionality, capacity and environment. Service standards are in place for road infrastructure and the Raymond Island Ferry. Service standards are being developed at a finer level of parks, gardens and reserves.</p>	75%	




Strategic Indicators

Name	Comments	Year to date result	Target
Community satisfaction with appearance of public areas in East Gippsland	Survey results will be made available later in 2022	-	≥ Large Rural Council average
Capital Works projects on schedule or complete	198 projects with 169 on schedule or complete	85%	≥ 80%
Committees of Management and volunteer groups for Council managed land with a guiding plan	Work on this has not yet commenced. Council and the Committees of Management have had a strong focus on responding to Black Summer Bushfire funding opportunities during the period.	-	≥ 10
Asset renewal and upgrade expenses as a percentage of depreciation	This indicator is only calculated at year end when the financial data has been reconciled.	-	> 100%
Percentage of sealed roads that meet Council's target condition rating	The condition of sealed road assets is only assessed every three years and were therefore not reassessed during the period.	96.70%	> 97%
Collect baseline data on community recreation reserves and halls asset condition for future years asset condition ratings	This period has seen a recruitment process commence for an additional resource in response to a significant increase in maintenance and small projects requests.	-	Achieved year 1

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

2.3: Planning with local communities for natural disasters and emergencies strengthens capacity, infrastructure, resilience, preparedness, and recovery

Action Code	Action Name	Comments	Progress	Status
2.3.1	Support and strengthen new municipal emergency planning arrangements to meet community expectations for resilience and preparedness	Additional locations have been identified and conversations are underway to continue training within the community.	65%	
2.3.2	Develop and update Local Incident Management Plans in collaboration with local communities and stakeholders	Additional conversations with local communities are underway to start the development of Local Incident Management Plan where one has previously not existed.	90%	
Major Initiative 4	Develop plans that enhance the organisations preparedness and ability to manage and mitigate the impact of natural disasters and streamline recovery	The Municipal Emergency Management Plan (MEMP) recently underwent a review by the Regional Emergency Management Planning Committee. The MEMP went through an assurance process, receiving a Statement of Assurance.	95%	

Strategic Indicators

Name	Comments	Year to date result	Target
Community satisfaction with emergency and disaster management	Survey results will be made available later in 2022.	-	≥ Large Rural Council average
Percentage of communities that need a Local Incident Management Plan have one in place and reviewed annually	All communities that need a plan has a current one in place.	100%	100%

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn



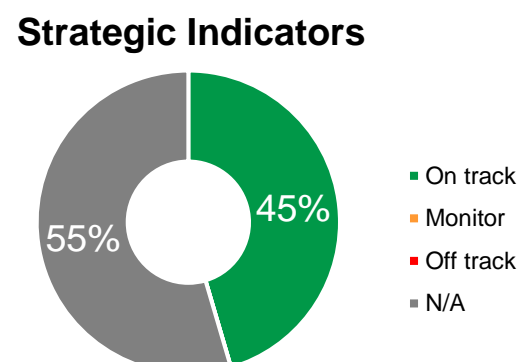
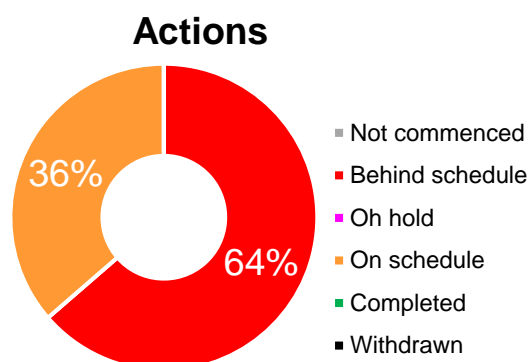
3 A natural environment that is managed and enhanced

3: A natural environment that is managed and enhanced



Strategies	Council's role
3.1 Council works to reduce its own and the communities carbon emissions while supporting the community to mitigate the impact of a changing climate on the environment, safety, health and lifestyles	Facilitator / Provider
3.2 Sustainable land use practices are used to manage council land to protect biodiversity and to provide education and incentives to support the management of private land	Facilitator / Provider / Advocate
3.3 Natural values on key Council managed land are managed and enhanced	Advocate / Provider / Facilitator
3.4 Environmentally and financially sustainable practices reduce waste going to landfill	Facilitator / Provider

Summary of performance






Council services provided

Building Maintenance
 Delivery of new assets
 Environment Projects Management

Environmental Sustainability
 Waste Services

3.1: Council works to reduce its own and the communities carbon emissions while supporting the community to mitigate the impact of a changing climate on the environment, safety, health and lifestyles

Code	Action Name	Comments	Progress	Status
3.1.1	Adopt greenhouse gas emissions scenario for 2050 and identify actions and targets to reduce climate vulnerability	<p>This action is linked to the adoption of the Environmental Sustainability Strategy, which is scheduled for approval next quarter.</p> <p>In the interim an energy audit for The Hub precinct is underway and due to be finalised shortly.</p> <p>The changeover of our remaining mercury vapor street lights to LED is underway, which will also assist to reduce greenhouse emissions. Data also shows that since recycling at Council's waste transfer stations and landfills had become free of charge, recycling had increased by 60 per cent, which also reduces emissions.</p>	20%	
3.1.2	Implement infrastructure enhancement and improvements to respond and assist manage impacts of climate change	<p>Funding has been approved for the installation of electric vehicle chargers at several sites within East Gippsland. Support is being provided to a range of external providers who have also received funding or expressed commercial interest in installing similar electric vehicle charging points. Collectively these will provide the beginnings of a strong network of chargers and encourage more use of electric vehicles in East Gippsland.</p> <p>The Bairnsdale Alternative Water Project to investigate water reuse for open spaces in Bairnsdale is ongoing, although is behind schedule. Energy efficiency and low embodied energy principles have also been added to the Asset Management Plan for new and existing buildings.</p>	65%	
Major Initiative 5	Develop and commence implementation of Environmental Sustainability Strategy with a strong focus and framework for Council and community climate change mitigation measures	Community consultation is completed for the draft strategy, with follow up with internal staff to tighten targets also undertaken. The draft document will progress to be graphically formatted before undergoing internal approval and presented to Council for approval in May.	80%	

Strategic Indicators





Name	Comments	Year to date result	Target
Output from solar energy systems in East Gippsland	As at 28 February 2022.	8.84%	> 10.00%

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Name	Comments	Year to date result	Target
Emissions from Council's energy use	Emissions are reported annually.	-	< 5,535
Percentage of Council's electricity use from renewable sources	Electricity use is reported annually.	-	> 10.00%
Proportion of Council passenger vehicle fleet is electric, hybrid or uses alternate fuel sources	There are 13 vehicles in the passenger fleet of 110, which includes one full electric, 10 hybrid and two alternative fuel sources.	11.8%	> 10.00%

3.2: Sustainable land use practices are used to manage council land to protect biodiversity and to provide education and incentives to support the management of private land

Code	Action Name	Comments	Progress	Status
3.2.1	Undertake community education to promote the need to protect the natural environment and actions community members can undertake to support this	<p>Consultation on the Draft Environmental Sustainability Strategy and providing information on a broader range of sustainability and waste management issues was undertaken at a range of community events, including the Orbost Show and local markets.</p> <p>Regular advertisements and social media posts have also been generated during the quarter to promote waste management and recycling.</p> <p>Environment Connect continues to be issued as an electronic newsletter on a quarterly basis, with the Autumn issue distributed in early March to 421 recipients.</p>	75%	
3.2.2	Develop and commence implementation of Environmental Sustainability Strategy with strong focus on supporting sustainable land use and landscape capacity	Community consultation for the draft strategy is completed, with follow up with internal staff to tighten targets also undertaken. The draft document is slightly behind schedule and will now progress to Council for approval in May.	90%	
3.2.3	Planning tools and policies are reviewed and used to identify and protect key public and private land	The Paynesville Canals Private Jetty Policy has been reviewed, updated and adopted by Council. Review of Planning Permit Delegations policy has commenced.	75%	
3.2.4	Practices are introduced to manage fire effected Council land to protect biodiversity and ensure public safety	Two externally funded 'war on weeds' projects have progressed slowly, with the adoption of the tender for contractors a key step. The impact of COVID-19 on staffing levels has impacted these two projects.	50%	



Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Strategic Indicators

Name	Comments	Year to date result	Target
Community satisfaction with slashing and weed control	Survey results will be made available later in 2022	-	≥ Large Rural Council average
Kilometres of regionally controlled and prohibited weeds treated	The kilometres of weeds treated is not tracked periodically, it is calculated at the end of the financial year.	-	> 200 kilometers annually
A baseline for the quality and quantity of land being managed for 'at risk' habitat, biodiversity and community safety purposes on council and private land	Categorisation of finance accounts to identify spending on environmental management continues to be monitored.	-	Achieved year 1

3.3: Natural values on key Council managed land are managed and enhanced

Code	Action Name	Comments	Progress	Status
3.3.1	Establish which values are to be managed and develop management plans to guide management of key Council land	The management plan for Toonalook Waters Estate waterway management has been received, with Council to be briefed in the near future. Several flooding events across East Gippsland, in particular Livingstone Park Omeo, have created a significant volume of work to manage natural values, alongside asset replacement.	50%	
3.3.2	Implement a framework to support partners and volunteers to work on key priority projects for Council land	No action was taking for the period. This action requires the development and adoption of a Volunteer Management Policy and Procedure before it can be progressed further.	5%	

Strategic Indicators

Name	Comments	Year to date result	Target
Total investment in Council managed land to support natural areas	In this quarter, \$810,865 was spent on Council managed land for environmental management purposes. This is a large increase from previous quarters due to roadside slashing contractors, which were used more due to the wetter than normal conditions late last year.	\$1,603,548	

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

3.4: Environmentally and financially sustainable practices reduce waste going to landfill

Code	Action Name	Comments	Progress	Status
3.4.1	Waste education program developed and implemented to focus on key areas of waste reduction	<p>Waste education events and practices have continued to be rolled out, with officers attending community shows, field days and markets to promote waste initiatives.</p> <p>Brochures and flyers have been developed, focusing on waste reduction and recycling.</p> <p>Articles in newsletters, newspapers and media releases continue to be a regular output.</p>	80%	
Major Initiative 6	Develop Waste Minimisation Action Plan	A Draft Waste Management Action Plan was finalised and is going through internal approval processes. The plan will be presented to Council prior to 30 June 2022.	95%	

Strategic Indicators

Name	Comments	Year to date result	Target
Number of community waste education programs delivered	<p>There are six community waste education programs currently running. They are:</p> <ul style="list-style-type: none"> • Kitchen2 Compost (Mallacoota only) • Get Grubby Program • Litter campaign • Compost rebate program • East Gippsland Better Business Program • The big education drive 	Six	> Five programs annually
Use of recycled materials in construction projects on Council assets	Of the 74 projects that will either commence or complete construction this year, 11 will use recycled materials.	14.86%	> 10.00%
Community satisfaction with waste management	Survey results will be made available later in 2022	-	≥ Large Rural Council average
Kerbside collection waste diverted from landfill	Green organic collection has remained above the historical average over the summer period. This increase may be due to increased rainfall over spring and summer increased need for garden maintenance	<p>53.93%</p> <p>- as at 28 February 2022</p>	> 52%

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn



The Agriculture Sector Advisory Committee participated in a field trip to Orbost to see firsthand the diverse nature of agriculture in the region. Pictured: Marlo Road dairy farmer Alistair Steele explains the use of robots in his milking shed.

4

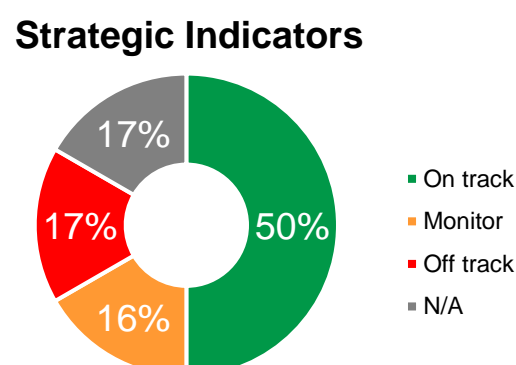
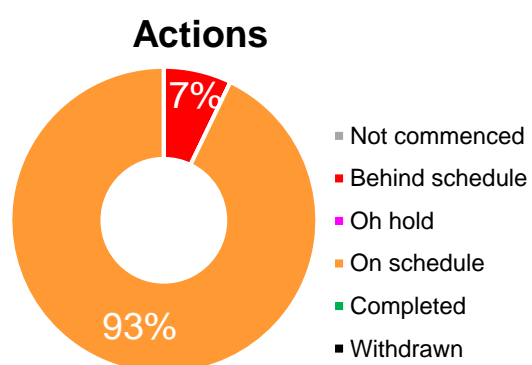
A thriving and diverse economy that attracts investment and generates inclusive local employment

4: A thriving and diverse economy that attracts investment and generates inclusive local employment



Strategies	Council's role
4.1 Leadership enables economic prosperity, investment, recovery, resilience and growth	Facilitator / Advocate
4.2 Collaboration amongst key partners is facilitated to improve pathways for education and skills training	Facilitator / Advocate
4.3 Council's work with stakeholders fosters entrepreneurship and new business opportunities, particularly with communities facing change	Facilitator / Advocate
4.4 Targeted information and streamlined approvals and processes make it easier for business to invest	Facilitator / Advocate
4.5 Tourism sector investment is sought in business capability, product development and experience to meet the changing needs of domestic and international markets	Facilitator / Advocate
4.6 East Gippsland's natural strengths in agriculture and natural resource-based industries are enhanced to increase value, employment, sustainability and resilience	Facilitator / Provider

Summary of performance




Council services provided

Business Support
Economic Development
Economic Recovery

Events
Tourism and Visitor Information

4.1: Leadership enables economic prosperity, investment, recovery, resilience and growth

Code	Action Name	Comments	Progress	Status
Major Initiative 7	Develop the Economic Development Strategy	The Draft Economic Development Strategy and Action Plan have been developed and will be shortly presented to Council for consideration to be released for public consultation.	75%	

Strategic Indicators

Name	Comments	Year to date result	Target
Develop indicators through the Economic Development Strategy that integrate with the Council Plan	Preparation of the 2021-25 Economic Development Strategy and Action Plan is currently underway and indicators will be finalised on completion.	-	Achieved year 1

4.2: Collaboration amongst key partners is facilitated to improve pathways for education and skills training

Code	Action Name	Comments	Progress	Status
4.2.1	Identify key actions through the development of the Economic Development Strategy	An internal workshop to review the Draft Economic Development Action Plan was undertaken in preparation for presenting to Council for feedback. The project is on track for completion prior to 30 June 2022.	70%	
4.2.2	Strengthen partnerships with higher education providers, industry and other providers to explore opportunities for new targeted programs	<p>Strengthened understanding of Gippsland East Living, Learning and Education Network (GELLEN) strategic plan and site masterplan with consideration to Council's Draft Economic Development Strategy.</p> <p>Council supported a funding application for an in-school program to foster youth entrepreneurs in collaboration with Australian Centre for Rural Entrepreneurship (ACRE). Assisted with the promotion of Federation University current Commonwealth subsidised Masters in Business Administration program.</p> <p>Planning commenced for new digital innovation event in collaboration with Wellington Shire Council, targeting farmers for delivery in the new financial year.</p> <p>\$30,000 commitment was provided to support Mallacoota Wilderness Workspace project.</p>	40%	



Strategic Indicators

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn


Name	Comments	Year to date result	Target
Exiting secondary school students undertaking an apprenticeship / traineeship or TAFE training	Data shows that 5.1 per cent of Year 12 leavers are undertaking a Certificate or Diploma level course, and 22.9 per cent have commenced a traineeship/apprenticeship.	28%	> 20%
Year 12 students continuing to university education	The most common fields of study that students are entering are Health, Education, and Natural and Physical Sciences.	27.1%	> 24%

4.3: Council's work with stakeholders fosters entrepreneurship and new business opportunities, particularly with communities facing change

Code	Action Name	Comments	Progress	Status
4.3.1	Support entrepreneurship programs (such as Start Up Gippsland)	<p>The Enterprise Facilitation Pilot has commenced with recruitment currently underway for a Business Facilitator for duration of the pilot.</p> <p>Council has funded ACRE to assist the establishment of the Mallacoota Wilderness Workspace - a local business innovation hub.</p> <p>Council provided support to GELLEN to explore a pilot project to support a Youth Entrepreneur Program in three local schools.</p> <p>East Gippsland has three entrepreneurs in the current Start Up Gippsland Igniter Program - a program designed to progress business ideas into business cases.</p>	75%	
4.3.2	Partner with Victorian Government on industry transition programs to support new business and employment opportunities	<p>Planning and scheduling of the last remaining business development programs have been completed. Council has confirmed support for the Community Transition Plans for Swifts Creek, with progress being made to lodge the grant application for \$500,000, while Nowa Nowa is still awaiting confirmation from the community.</p> <p>Council is also supporting GELLEN with their application for school-based entrepreneurs program, which will complement the Economic Development Business Facilitation initiative well.</p>	75%	

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Code	Action Name	Comments	Progress	Status
4.3.3	Support industry awards programs	<p>Four nominations coordinated for the 2022 Top Tourism Town Awards. Two local tourism operators awarded silver in the Victorian Tourism Awards.</p> <p>Council report prepared regarding future of East Gippsland Business Awards, renewed commitment to key industry awards programs for 2022-23.</p>	80%	




Strategic Indicators

Name	Comments	Year to date result	Target
Participation in Council run programs delivered to support business growth	<p>Council run programs that supported business growth included;</p> <ul style="list-style-type: none"> • <i>Manufacturing Productivity Improvement Program</i> - 23 attendees (12 businesses) • <i>Small business bus visits</i> to Orbost (3), Mallacoota (5), Cann River (6) , Lakes Entrance (5) - 21 engagements • <i>Agri-business Development Program</i> - 42 farming families • <i>Farm Gate Trail Producers</i> - 9 farmers • <i>Omeo Ladies Luncheon</i> – 65 attendees • <i>Destination Gippsland Tourism Conference</i> (Lake Tyers) delivered in partnership – 120 attendees • <i>Nature Based Tourism Forum</i> in Nowa Nowa - 38 attendees • <i>Nature based tourism workshop</i> (Mallacoota) - 31 attendees • <i>District TOPS public presentations</i> (Cann River, Buchan, Bendoc and Goongerah) – 30 attendees <p>Total businesses engaged, including online views of recordings post event = 379</p>	581 attendees	> 70% uptake annually
Number of new businesses registered	<p>Although the new businesses did not meet the target of exceeding the previous year's figure, there were less business exits than last year.</p>	394	> 403

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

4.4: Targeted information and streamlined approvals and processes make it easier for business to invest

Code	Action Name	Comments	Progress	Status
4.4.1	Continue pilot concierge program	<p>A total of 144 business concierge engagements were recorded for the period, which included 39 first time engagements, and the 105 were repeat engagements. Sufficient business support and advice continues to be provided through continued concierge program.</p> <p>Proactive collaboration internally to problem solve permit applications ensuring a business centered approach is taking place. This has been particularly helpful for small business operators.</p>	75%	
4.4.2	Update information to support business investment and approvals	Invest East Gippsland website Project Control Group has been established, with mapping of site design and key inclusions underway.	50%	
4.4.3	Coordinate approvals and facilitation support for major projects	<p>Business and community engagement has been strong and consistent across all portfolios and major projects remain on track. These include the South Bairnsdale Industrial Park water augmentation project, Digital connectivity NBN builds and applications under Connecting Victoria, Tourism Opportunity Plans, and regional events.</p> <p>New investment continues to flow into the region with new business enquiries being received and new developments progressing, such as Kmart Bairnsdale, Toonalook Terraces apartment complex in Paynesville, existing business expansions in Lakes Entrance (Woolworths) and high number of recent grant applications under the Enabling Tourism Fund.</p>	75%	



Strategic Indicators

Name	Comments	Year to date result	Target
Number of businesses engaged through business facilitation programs	532 businesses engaged across five separate business facilitation programs.	712	> 300
Develop a baseline on Council processing time for goods on footpath, trading permits, domestic animal business and food premises registrations	Baseline information relating to processing time of permit applications is ongoing throughout 2021-22.	-	Baseline developed for 2021-22

Progress Indicator Legend


 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

4.5: Tourism sector investment is sought in business capability, product development and experience to meet the changing needs of domestic and international markets

Code	Action Name	Comments	Progress	Status
4.5.1	Implement bushfire and COVID-19 recovery plans and support delivery of key projects	<p>COVID-19 Outdoor Activation Grant (\$500,000) has been fully allocated and milestone reporting is up to date.</p> <p>The Rural Recharge drought support concerts (Paul Kelly) were delivered in Buchan and Mallacoota in March with 950 people attending.</p> <p>The successful Omeo "Pump Track Shoot Out" mountain bike competition is the first of three Austrade funded bushfire recovery events.</p> <p>Business facilitation pilot for Buchan and Bruthen (funded under the Bushfire Recovery Victoria Local Economic Recovery Grant) has commenced.</p> <p>The findings and recommendation from the three district Tourism Opportunity Plans have been presented to the communities of Buchan, Cann Valley and Snowy to Errindundra.</p>	75%	
4.5.2	Partner with Destination Gippsland and other relevant stakeholders to implement key actions of the Destination Management Plan and associated strategies	<p>Council has engaged with relevant partners to progress several Destination Management Plan (DMP) strategies, including:</p> <ul style="list-style-type: none"> Gippsland Tourism Conference held in February in Lake Tyers; support provided for several East Gippsland based applications to the Enabling Tourism Fund and Fast Track Tourism Investment Fund; input was provided into the works packages and priorities for the Gippsland Odyssey; progressed uptake of new data insights platform by Destination Gippsland; and tourism opportunity plans will fit together neatly with the DMP priorities. <p>New project scoping web layout for upgraded Invest East Gippsland website and investment prospectus commenced.</p>	75%	

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Code	Action Name	Comments	Progress	Status
Major Initiative 8	Implement the Tourism Events Strategy	<p>Joint planning for implementation has commenced with Gippsland Events for implementation in the new financial year.</p> <p>Funding re-allocation is in progress for event growth actions previously identified for delivery in this financial year as a result of delays. This is due to other priorities and key events being organised, such as the local Paul Kelly concerts and Austrade Events.</p>	25%	



Strategic Indicators

Name	Comments	Year to date result	Target
Number of tourism events held during the low and shoulder season periods	No progress this quarter as January to March is peak season for events.	26	> 100
Total visitation to East Gippsland (international, domestic and daytrip combined)	Travel in the past year has continued to be impacted by COVID-19 uncertainty. While visitor numbers are down slightly on the previously year, overnight stays are up, meaning fewer people staying longer and this will be reflected in an increase in spending.	1,138,000 <i>(for period 1 January – 31 December 2021)</i>	> 1,300,000
Tourism expenditure in East Gippsland	Strong demand for 'escape' by metro Melbourne as a result of prolonged COVID-19 restrictions, combined with sustained low consumer confidence for interstate travel and the return of events continues to drive the Visitor Economy Recovery in regional Victoria. Notably, overall visitation to East Gippsland is down slightly for the 12-month period to December 2021, however overnight visitors to East Gippsland are up 15% in the December quarter alone, staying longer and spending more than previously.	\$503,000,000 <i>(for period 1 January – 31 December 2021)</i>	> \$360,000,000

4.6: East Gippsland's natural strengths in agriculture and natural resource-based industries are enhanced to increase value, employment, sustainability and resilience

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Code	Action Name	Comments	Progress	Status
4.6.1	Develop industry case studies which showcase best practice in: * agribusiness and food manufacturing industry; * opportunities for investment; * farming diversification, expansion, and transformation opportunities for sustainable agriculture	In preparation for new Invest East Gippsland website, content and video interviews for 'best in class' case studies are in development by East Gippsland Marketing under their local marketing and promotion contract with Council.	50%	
4.6.2	Engage with agriculture sector to identify key issues through the Agriculture Sector Advisory Committee	This quarter has seen a highly productive period of engagement with the Agricultural Sector including National Recovery and Resilience Agency drought and bushfire farming community forums, Red Meat Conference, Farming for Success Conference, Orbost Agriculture Show, Agriculture Sector Advisory Committee field trip to Orbost, development of the Farm Gate Trail campaign and East Gippsland Field Day promotion. Analysis of the farmer survey to collect key issues and provide recommendations has also been completed.	75%	

Strategic Indicators







Name	Comments	Year to date result	Target
Participation in Council run agricultural programs	<p>Council agriculture programs include;</p> <ul style="list-style-type: none"> • <i>Agribusiness Development Program</i> - 42 farming families (84 attendees) • <i>Farm Gate Producers</i> - 9 businesses • <i>Rural Agency Network Support Service forum</i> – 16 attendees • <i>Agriculture Sector Advisory Committee, Orbost Site Visit</i> – 16 • <i>Omeo Ladies Luncheon</i> – 65 • <i>Red Meat Conference</i> - 30 • <i>East Gippsland farmers National Recovery and Resilience Program</i>; Omeo (96), Buchan (100), Nowa Nowa (80), Mallacoota (45) - 321 <p>Total participation for the quarter was 541.</p> <p>Council also ran the Rural Recharge Concerts with Paul Kelly in support of farmers and farming communities. This was attended by 950 people (Buchan 300 and Mallacoota 650)</p>	769	> 200 participants annually

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Name	Comments	Year to date result	Target
Number of jobs in the agriculture sector in East Gippsland	This is only reported annually and will be updated when the new figures are published.	N/A	> 1,612
Value added by the agriculture sector in East Gippsland	This is only reported annually and will be updated when the new figures are published.	-	> \$288,043,000

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn



Council continues to improve the customer experience through actioning the Customer Experience Strategy.

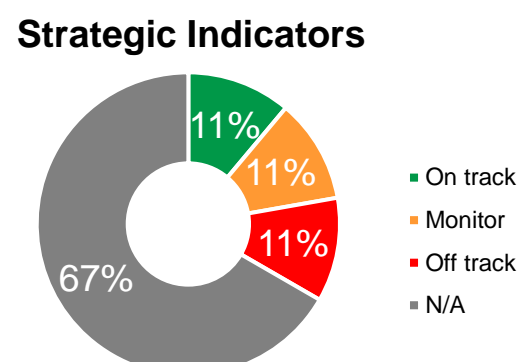
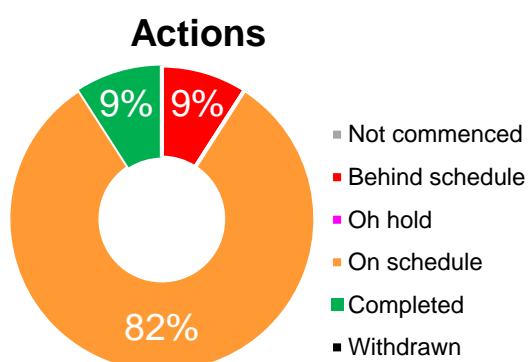
5 A transparent organisation that listens and delivers effective, engaging, and responsive services

5: A transparent organisation that listens and delivers effective, engaging, and responsive services



Strategy	Council's role
5.1 A better everyday customer experience is created for our residents and visitors	Provider
5.2 Strong relationships with government, partners and stakeholders are maintained and strengthened to advocate for the community	Facilitator
5.3 Communities are engaged in decision-making and support is provided to develop local solutions to local issues	Provider / Facilitator
5.4 Continuous improvement systems are strengthened, and organisational efficiency enhanced	Provider
5.5 Resources are managed to meet current and future needs and priorities	Provider / Advocate
5.6 Council attracts, develops, and retains an inclusive workforce to deliver services and priorities	Provider

Summary of performance




Council services provided

Commercial Business
 Communications, Media and Civic Events
 Corporate Planning
 Council Enterprises
 Customer Experience
 Finance
 Governance
 Human Resources

Information Services
 Occupational Health and Safety
 Organisation Development
 Procurement
 Property Administration
 Rates and Valuations
 Risk Management


5.1: A better everyday customer experience is created for our residents and visitors

Code	Action Name	Comments	Progress	Status
Major Initiative 9	Implement the Customer Experience Strategy	The focus has been on the design of the customer response module for the Civica software implementation, with a focus on the customer experience and response process. The new system will facilitate better reporting on customer interactions and staff response times.	85%	

Strategic Indicators


Name	Comments	Year to date result	Target
Community satisfaction with customer service	Survey results will be made available later in 2022	-	≥ Large Rural Council average

5.2: Strong relationships with government, partners and stakeholders are maintained and strengthened to advocate for the community

Code	Action Name	Comments	Progress	Status
5.2.1	Develop advocacy plan for Federal and State elections	The Advocacy Strategy was adopted by Council, which included the detailed information sheets to support key projects.	100%	

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Code	Action Name	Comments	Progress	Status
5.2.2	Participate in One Gippsland advocacy activities	<p>Through One Gippsland, Council participated in the following advocacy meetings:</p> <ul style="list-style-type: none"> <i>Russell Broadbent MP</i> (Federal Member for Monash): key points were to advise priorities in budget submission to Russell and concern over triple vax mandate repercussions for tourism. <i>Tim Bull MP</i> (Member for Gippsland East): Discussed support of the big freight projects in budget and further collaboration with all local members, regardless of party. <i>Darren Chester MP</i> (Federal Member for Gippsland): To convey priority projects in budget submission and local projects <i>Hon Don Farrell MP</i> (Shadow Special Minister of State, Shadow Minister for Sport and Tourism): advised of key themes of budget and issues within tourism industry. Hon Ben Carroll MP adviser Abraam Gregoriou: To update on Gippsland priority projects. Hon Mary-Anne Thomas (Minister for Regional Development; Minister for Agriculture): To brief Minister on priority projects and issues within the tourism industry. Hon Jane Garrett MP; Ms Harriet Shing MP and Ms Jordan Crugnale MP: to convey priority projects in budget submission. 	75%	



Strategic Indicators

Name	Comments	Year to date result	Target
Community satisfaction with advocacy (lobbying on behalf of the community)	Survey results will be made available later in 2022	-	≥ Large Rural Council average

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

5.3: Communities are engaged in decision-making and support is provided to develop local solutions to local issues

Code	Action Name	Comments	Progress	Status
5.3.1	Continue to use place plans and local recovery plans as a primary mechanism for developing locally based solutions	<p>Where communities have pre-existing community plans in place, recovery related activity has been added to these, rather than replacing them, to retain an account of all community priorities, both recovery focused and otherwise.</p> <p>Council uses the local place and recovery plans for a range of grant application activity across each district, with these plans confirming the proposed project is reflected as an agreed community priority within the local plans.</p> <p>Local District Recovery Action Plans are being developed in close consultation with each district's Community Recovery Committee or equivalent.</p> <p>These locally focused plans are then supported by an overarching East Gippsland Community Recovery Strategic Plan, which aims to capture the larger scale recovery issues across the shire.</p> <p>These plans are close to being finalized.</p>	75%	
Major Initiative 10	Finalise the community engagement toolkit	<p>Further to the introductory guidance is now available to officers on community engagement. This includes a new policy and action plan templates.</p> <p>Work is underway to consolidate a consistent approach to engagement across other areas of council broadly, leveraging the connections in each of the districts for engaging relevant stakeholders.</p>	70%	




Strategic Indicators

Name	Comments	Year to date result	Target
Community satisfaction with advocacy (lobbying on behalf of the community)	Survey results will be made available later in 2022	-	≥ Large Rural Council average
Community satisfaction with making community decisions	Survey results will be made available later in 2022	-	≥ Large Rural Council average
Community satisfaction with informing the community	Survey results will be made available later in 2022	-	≥ Large Rural Council average

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

5.4: Continuous improvement systems are strengthened, and organisational efficiency enhanced

Code	Action Name	Comments	Progress	Status
5.4.1	Develop a strategic management framework	Strategic Leadership Group has identified a set of priorities that will focus on continuous improvement and organisation efficiency.	65%	
5.4.2	Service reviews are undertaken for priority services and the recommendations implemented.	The service review schedule has been updated to identify priority areas. The Forge Theatre review is ongoing, with staff and community consultation complete.	50%	
5.4.3	Fit for purpose technology is explored, implemented and used to generate productivity and efficiency gains across the organisation	<p>Highlights for this period include the following technology rollout achievements:</p> <p><i>New NBN upgrade to Mallacoota Caravan Park and Customer Service Centre;</i> The new NBN connection has resulted in a more reliable and faster public Wi-Fi service for Council staff, users of the caravan park and members of the public.</p> <p><i>New Bairnsdale Library Public Access System;</i> A new improved public access system has been installed into the Bairnsdale Library to provide customers with improved connectivity to services.</p> <p><i>Mobility equipment rollout for Assets and Environment</i> has been ordered (delivery scheduled May 2022). The rollout of mobility equipment will enable staff to remain connected and be more responsive when working in the field.</p>	55%	



Strategic Indicators

Name	Comments	Year to date result	Target
Number of service reviews undertaken	<p>The two service reviews that are now complete are the Community Laws (part 1) and the service centres and libraries.</p> <p>The Forge Theatre review is underway.</p>	2	≥ 4 service reviews
Permanent workforce has access to mobile technology	Council has rolled out mobile technology to 80% of its permanent workforce to facilitate remote working and working from home requirements.	80%	> 70.00%

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

5.5: Resources are managed to meet current and future needs and priorities

Code	Action Name	Comments	Progress	Status
5.5.1	Manage resources in accordance with Council's 10-year Financial Plan	Council's 2021/22 Budget is being managed in accordance with the 10 Year Financial Plan. The March quarterly finance report is expected to be presented to the May 2022 Council meeting.	75%	
5.5.2	Opportunities to attract external and partner funding for high priority needs are maximised	<p>A range of funding applications have been made in the quarter, including applications for funding through: Sport and Recreation Victoria; Regional Infrastructure Planning (tourism); Better Boating Victoria; and Sustainability Victoria. The outcomes of these applications are still pending. Grant agreements have also been finalised for a range of Regional Recovery Partnerships projects and Princes Highway East Road Safety projects.</p> <p>Council, and East Gippsland as a whole, have been successful in securing more than \$35 million from the Black Summer Bushfire Grant program. Attention is now focused on supporting those important recovery projects that are yet to receive funding.</p> <p>Council has been active in working with partners to seek funding from other funding programs, such as the Enabling Tourism Fund.</p>	50%	


Strategic Indicators

Name	Comments	Year to date result	Target
Victorian Auditor-General's Office assessment of Council's overall Financial Sustainability is low risk	The Auditor-General's report is yet to be received by Council.	-	Achieve low risk rating

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

5.6: Council attracts, develops, and retains an inclusive workforce to deliver services and priorities

Code	Action Name	Comments	Progress	Status
5.6.1	Implement the Workforce Plan 2021-25	<p>The Gender Equality Action Plan was presented to Council and has been submitted to the Commission for Gender Equality in the Public Sector for compliance checking.</p> <p>A new draft version of the Reward and Recognition framework was updated to include Council's new values. As part of the framework, the integration of Council's values in the recognition awards is currently underway. Once this is complete the framework can be finalised.</p> <p>A review of the historical succession plan matrix has commenced.</p>	30%	

Strategic Indicators

Name	Comments	Year to date result	Target
The percentage of actions implemented from the Workforce Plan 2021-25	<p>Implemented projects include:</p> <ul style="list-style-type: none"> The Gender Equality Action Plan has been prepared; Integrating the new employee values and behaviours; and The Recruitment Policy was reviewed and updated. 	42.8%	≥ 80% of year 1 actions implemented by 30 June 2022

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Contact us

Residents' Information Line: 1300 555 886

Contact Centre: (03) 5153 9500

National Relay Service: 133 677

East Gippsland Shire Council, PO Box 1618
Bairnsdale 3875 Australia

Web eastgippsland.vic.gov.au

Email feedback@egipps.vic.gov.au

Fax (03) 5153 9576

In person

Bairnsdale: 273 Main Street

Lakes Entrance: 18 Mechanics Street

Mallacoota: 70 Maurice Avenue

Omeo: 179 Day Avenue

Orbost: 1 Ruskin Street

Paynesville: 55 The Esplanade

Outreach Centres

Bendoc Outreach Centre - 18 Dowling Street

Buchan Resource Centre - 6 Centre Road

Cann River Community Centre - Princes Highway