



Moreland
City Council

Council Action Plan

2nd Quarter Performance Report



The Council Plan

The Council Plan 2017-21 was adopted at the Council meeting on 24 July 2017, along with the Council Budget, Strategic Resource Plan and Council Action Plan for financial year 2017-18. The priorities set out in this plan are a combination of Councillor initiatives, engagement with the community and input from Council officers, and will be implemented along with a range of partners in the community.

Our overarching vision for 2021 is for our municipality to be a proudly diverse, connected, progressive and sustainable city in which to live, work and play.

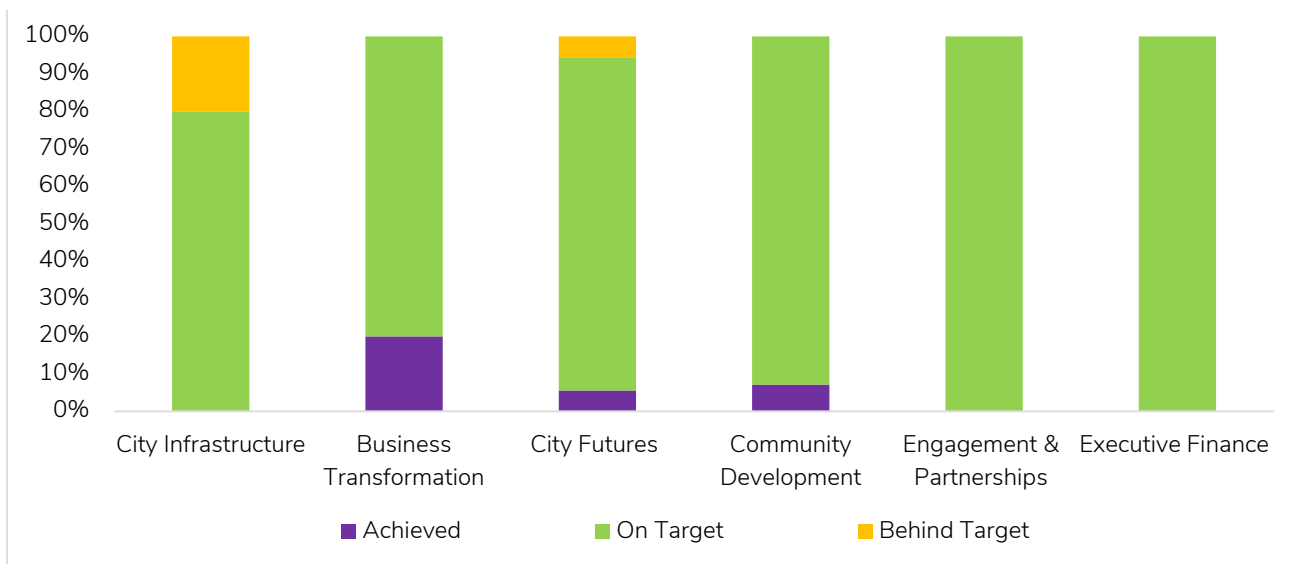
2017-21 COUNCIL PLAN ON A PAGE



VISION	Moreland will be known for its proud diversity and for being a connected, progressive and sustainable city in which to live, work and play					
VALUES	Customers and Community First • Respect • Personal Accountability • Integrity • One Team					
Our role in creating change	Delivering services directly for our community	Partnering with businesses and community organisations	Advocating for Moreland's needs	Building the city for existing and future needs	Fostering community cohesion and active participation in civic life	Leading new ways of doing things
Strategic Objectives	1. Connected Community		2. Progressive City		3. Responsible Council	
Key Priorities	<ol style="list-style-type: none"> Achieve higher levels of social cohesion for our multicultural, established and newly arrived community, by fostering opportunities for shared learning and celebration Set a clear vision and strategy for aquatics, leisure and sporting facilities to meet ongoing community needs Determine the best way for Moreland to continue supporting our community throughout, and after Aged Care & NDIS reforms Enhance family and children's services to meet the needs of Moreland's growing population and increasing birth rate Better equip our young people for employment and provide opportunities to actively participate in civic life Help people feel safer in our neighbourhoods 		<ol style="list-style-type: none"> Enhance liveability, affordability and sustainability by guiding growth, and excellence in urban design and development Facilitate a demonstrable shift to more sustainable modes of transport that also targets a long-term reduction in car use Support the local economy and trading environments to enhance economic activity and promote local jobs Increase tree canopy cover, enhance existing open space and create at least two new parks, in areas with the lowest access to open space Move to a proactive approach to managing construction impacts resulting from population growth in our city Develop a clear and funded approach to achieve zero carbon emissions by 2040 Invest in the revitalisation of shopping and trading precincts Strengthen and invest in the significant creative sector in Moreland and enhance its standing as a destination for the arts Enhance the environmental outcomes of Council waste services and increase community awareness/participation in environmental initiatives to reduce waste to landfill 		<ol style="list-style-type: none"> Improve resident satisfaction to 90% with Council's performance in customer service Reach the top 25% of all Councils for improved community satisfaction with Council's engagement practices Maintain and match our infrastructure to community needs and population growth Provide transparent and effective governance of Council's operations Operate without seeking an exemption from the rate cap through efficient use of Council's skills and financial resources Enable Council's workforce to be mobile and accessible, supported by smart and efficient technologies 	

The Council Action Plan

Council receive a quarterly report to provide an update on how we are tracking against our Council Action Plan deliverables. This report provides an update on progress against the Council Action Plan in the 2nd Quarter (October – December 2019) of the 2019/20 Financial Year. Previous reports are available on Council's website - [CAP Quarterly Reports](#).



Connected Communities

Council Action Plan 2019/20

CAP: 1	Key Priority: C1. Achieve higher levels of social cohesion for our multicultural, established and newly arrived community, by fostering opportunities for shared learning and celebration			
Deliverable: C1a) Social Cohesion Plan Development - Scope initiatives within the Human Rights Policy to improve social cohesion				
No:	Actions	Measures	Targets	Qtr X
1	Glenroy social cohesion project implemented and evaluated	Councillor Connect article on the outcomes of project	March 2020	3
2	Civic participation and community leadership program implemented and evaluated	Councillor Connect article on the outcomes of program	March 2020	3
Accountable: Arden Joseph		Budget: \$120K OPEX	Resourcing:	
Responsible: Bernadette Hetherington				
Department: Community Development				
Branch: Community Wellbeing				
1st QUARTER REPORTING			STATUS	
1. The social cohesion project is being delivered by the Glenroy Neighbourhood Learning Centre.			On Target	
2. The participants for the Democracy Lab were recruited and program outline completed.			On Target	
2nd QUARTER REPORTING			STATUS	
1. The social cohesion project is being delivered by the Glenroy Neighbourhood Learning Centre and report is on track for completion			On Target	
2. Democracy Lab program completed; evaluation report is on track to be completed			On Target	

CAP: 2	Key Priority: C1. Achieve higher levels of social cohesion for our multicultural, established and newly arrived community, by fostering opportunities for shared learning and celebration			
Deliverable: C1b) Food System Strategy - Delivering on The Moreland Food System Framework to achieve a just, sustainable and vibrant Food System for Moreland.				
No:	Actions	Measures	Targets	Qtr X
1	Undertake a Community Food Hub Feasibility Study in the North of Moreland.	At completion of study, present at Councillor briefing.	June 2020	4
Accountable: Arden Joseph		Budget: \$120K OPEX	Resourcing:	
Responsible: Bernadette Hetherington				
Department: Community Development				
Branch: Community Wellbeing				

Connected Communities

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1st QUARTER REPORTING	STATUS
A report mapping the key contributors to a Food Hub in the North has been completed. This will inform the feasibility study.	On Target
2nd QUARTER REPORTING	STATUS
Draft Food Hub feasibility study on track	On Target

CAP: 4	Key Priority: C1. Achieve higher levels of social cohesion for our multicultural, established and newly arrived community, by fostering opportunities for shared learning and celebration			
Deliverable: C1d) Library Services Strategy 2019/2023 - fostering community connectedness; lifelong learning, creativity and wellbeing				
No:	Actions	Measures	Targets	Qtr X
1	Implement a program of "Maker Space" activities to provide technical and creative opportunities for the community.	Councillor connect article on implementation of program.	December 2019	2
2	Undertake community consultation, costings and benchmarking regarding library opening hours.	Draft findings and report to Moreland Libraries Advisory Committee (MorLAC)	June 2020	4
Accountable: Arden Joseph		Budget: Base and CAPEX (books and shelving) \$1.06M	Resourcing: Base budget implementation resources for year one actions	
Responsible: Genimaree Panozzo				
Department: Community Development				
Branch: Cultural Development				
1st QUARTER REPORTING			STATUS	
1. Equipment has been purchased for Maker Space activities. Program of activities is in development.			On Target	
2. Initial planning has commenced for community consultation regarding library opening hours.			On Target	
2nd QUARTER REPORTING			STATUS	
1. Maker Space program of activities implemented and promoted (D19/490852 flyer). Councillor Connect item prepared for January 2020 edition.			Achieved	
2. Community consultation completed. Consultation findings and recommendations being analysed.			On Target	

Connected Communities

Council Action Plan 2019/20

CAP: 5 Key Priority: C2. Set a clear vision and strategy for aquatics, leisure and sporting facilities to meet ongoing community needs				
Deliverable: C2a) Aquatic and Leisure Strategy- identify infrastructure / asset condition / trends, current needs and future expectations				
No:	Actions	Measures	Actions	Qtr X
1	Brunswick Baths – reprofiling pool.	Complete construction	February 2020	2
2	Coburg Leisure Centre - modifications change room facilities (Stage 1)	Complete construction phase	June 2020	4
Accountable: Arden Joseph		Budget: Planned Aquatics Infrastructure Program: \$2.5M (CAPEX) Aquatics & Leisure Mgmt Operations: \$547K (OPEX)	Resourcing: • Officer resource • Specialist contractors	
Responsible: Bernadette Hetherington				
Department: Community Development				
Branch: Community Wellbeing				
1st QUARTER REPORTING			STATUS	
1. Tender process completed. Works scheduled to commence 30 September.			On Target	
2. Scope for architect and consultant appointments being undertaken for design and documentation works.			On Target	
2nd QUARTER REPORTING			STATUS	
1. Works commenced and are on track for early completion.			On Target	
2. Architect and consultant for design and documentation works have been appointed.			On Target	

CAP: 7 Key Priority: C2. Set a clear vision and strategy for aquatics, leisure and sporting facilities to meet ongoing community needs				
Deliverable: C2c) Municipal Public Health and Wellbeing Plan 2017-21: outlines our approach for healthy people and communities, including partnerships.				
No:	Actions	Measures	Targets	Qtr X
1	Monitor the implementation of Year 2 Action Plan	Year 2 actions progressed and included as part of Year 2 report to be presented at Council Meeting	October 2019	2
Accountable: Arden Joseph		Budget:	Resourcing: Base	
Responsible: Bernadette Hetherington				
Department: Community Development				
Branch: Community Wellbeing				

Connected Communities

Council Action Plan 2019/20

1st QUARTER REPORTING	STATUS
Year 2 implementation plan results including achievement to be reported to Council in October.	On Target
2nd QUARTER REPORTING	STATUS
Year 2 implementation plan results including achievement were reported to Council in October.	Achieved

CAP: 8	Key Priority: C2. Set a clear vision and strategy for aquatics, leisure and sporting facilities to meet ongoing community needs			
Deliverable: C2d) Upgrades and management of active sporting infrastructure, including pavilions and surfaces - develop a holistic approach to the management and upgrades of active sporting infrastructure in Moreland.				
No:	Actions	Measures	Targets	Qtr X
1	Complete female friendly changerooms at Cole Reserve	Construction completed.	June 2020	4
2	Complete the construction of clubhouse at Glen Cairn Tennis Club (Mailer Reserve)	Construction completed.	June 2020	4
3	Complete female friendly changerooms at Reddish Reserve.	Construction completed.	June 2020	4
Accountable: Arden Joseph		Budget: CAPEX Cole Reserve: \$530K Mailer Reserve: \$500K Reddish Reserve: \$330K	Resourcing: <ul style="list-style-type: none"> • Officer resources • Specialist consultant support • Contractors • State Government grants 	
Responsible: Bernadette Hetherington				
Department: Community Development				
Branch: Community Wellbeing				
1st QUARTER REPORTING			STATUS	
1. Cole Reserve – tender has closed and is currently being evaluated.			On Target	
2. Glen Cairn Tennis Club – initial consultation with club completed, architect developing plans with a view to go out to tender in November.			On Target	
3. Reddish Reserve – works have commenced and should be completed by end of December.			On Target	
2nd QUARTER REPORTING			STATUS	
1. Cole Reserve – tender evaluated and on track.			On Target	
2. Glen Cairn TC – Contract awarded to preferred contractor. Works to commence February 2020.			On Target	
3. Reddish Reserve – construction works completed. Handover from contractor to Council in January 2020			On Target	

Connected Communities

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CAP: 9		Key Priority: C2. Set a clear vision and strategy for aquatics, leisure and sporting facilities to meet ongoing community needs		
Deliverable: C2e) Recreation planning - Develop a strategic approach to sporting infrastructure and precinct requirements across the municipality to better plan for and align infrastructure to ongoing community needs				
No:	Actions	Measures	Targets	Qtr X
1	Adopt the Sport and Active Recreation framework.	Council report presented at Council meeting	November 2019	2
Accountable: Arden Joseph		Budget: As required	Resourcing:	<ul style="list-style-type: none"> • Officer resources • Specialist consultant support • State Government grant
Responsible: Bernadette Hetherington				
Department: Community Development				
Branch: Community Wellbeing				
1st QUARTER REPORTING			STATUS	
The Sport and Active Recreation framework is currently in draft and on target to be presented as a report to the November Council meeting.			On Target	
2nd QUARTER REPORTING			STATUS	
Moreland Sport and Active Recreation Strategy was completed and adopted by Council at its meeting in November 2019.			Achieved	

CAP: 10		Key Priority: C3. Determine the best way for Moreland to continue supporting our community throughout, and after Aged Care & NDIS reforms		
Deliverable: C3a) Responding to Aged Care Reforms				
No:	Actions	Measures	Targets	Qtr X
1	Monitor Commonwealth funding (CHSP/RAS) and provide advice to Council (subject to timely Commonwealth and State information provision)	Update to be provided at a Councillor briefing	June 2020	4
Accountable: Arden Joseph		Budget: Also funding opportunities sought as required based on annual action plans	Resourcing: BASE	
Responsible: Ros Pruden				
Department: Community Development				
Branch: Aged and Community Support				
1st QUARTER REPORTING			STATUS	
No new information from the Commonwealth during this quarter.			On Target	
2nd QUARTER REPORTING			STATUS	
Implementation of Streamlined Assessment Service has been delayed. RAS extension announced to 31 March 2021. A Workshop was held with Councillors 16 December 2019 to discuss future of RAS.			On Target	

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CAP: 11		Key Priority: C3. Determine the best way for Moreland to continue supporting our community throughout, and after Aged Care & NDIS reforms		
Deliverable: C3b) Living and Ageing Well in Moreland Strategy - Improved Health and Wellbeing outcomes for Seniors in Moreland				
No:	Actions	Measures	Targets	Qtr X
1	Living and Ageing Well in Moreland Framework: implement agreed year 1 actions	Year 1 actions progressed and presented at a Council Meeting	June 2020	4
Accountable: Arden Joseph		Budget: Other funding opportunities sought as required based on annual action plans.	Resourcing: BASE	
Responsible: Ros Pruden				
Department: Community Development				
Branch: Aged and Community Support				
1st QUARTER REPORTING			STATUS	
Living and Ageing Well Officer position approved and advertised.			On Target	
2nd QUARTER REPORTING			STATUS	
Living and Ageing Well Officer appointed and commenced. Age Friendly Advisory Group advertised and applications received.			On Target	

CAP: 12		Key Priority: C3. Determine the best way for Moreland to continue supporting our community throughout, and after Aged Care & NDIS reforms		
Deliverable: C3c) Disability: Responding to NDIS reforms				
No:	Actions	Measures	Targets	Qtr X
1	Post NDIS rollout: undertake Service review of client needs to determine future service delivery.	Update to be provided at a Councillor briefing	Dependent on client transition to NDIS	N/A
Accountable: Arden Joseph		Budget: \$150K (OPEX)	Resourcing: BASE	
Responsible: Ros Pruden				
Department: Community Development				
Branch: Aged and Community Support				
1st QUARTER REPORTING			STATUS	
Updated funding (post NDIS rollout) received from DHHS and being reviewed in line with service delivery demands.			On Target	
2nd QUARTER REPORTING			STATUS	
Undertaking review of current HACC-PYP clients and their goals and needs			On Target	

Connected Communities

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CAP: 13		Key Priority: C4. Enhance family and children's services to meet the needs of Moreland's growing population and increasing birth rate.		
Deliverable: C4a) Moreland Early Years Strategy 2016-20 – improved health, wellbeing and education outcomes for all children in Moreland				
No:	Actions	Measures	Targets	Qtr X
1	Finalise concept plan for refurbishment of Merlynston MCH	Concept plan, to be communicated via Councillor Connect.	December 2019	2
2	Develop proposal for redevelopment of Hadfield MCH and Kindergarten	Proposal, to be presented at a Councillor briefing.	June 2020	4
3	Implement partnership with DadsInc to support fathers in Moreland	Program to be communicated via Councillor Connect	June 2020	4
Accountable: Arden Joseph		Budget: Merlynston MCH Centre \$348K (Capex)	Resourcing: BASE	
Responsible: Barry Hahn				
Department: Community Development				
Branch: Early Years & Youth				
1st QUARTER REPORTING			STATUS	
1. Concept Plan for the refurbishment of Merlynston MCH is under development and due to be finalised in October.			On Target	
2. Scoping of options and development of concept plan for redevelopment of Hadfield MCH and Kindergarten underway.			On Target	
3. Partnership with DadsInc established and one dads group established.			On Target	
2nd QUARTER REPORTING			STATUS	
1. Project scheduled to commence in February and be completed by late April. Councillors updated via Councillor Connect.			Achieved	
2. Concept Plan and budget proposal presented to MEG 17 th December.			On Target	
3. The target to establish two dads groups has been exceeded with five groups established by the end of the year. Councillors informed via Councillor Connect.			Achieved	

Connected Communities

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CAP: 14		Key Priority: C4. Enhance family and children's services to meet the needs of Moreland's growing population and increasing birth rate.		
Deliverable: C4b) Moreland Playspace Strategy 2016 – 2020: Encourage increased participation of adults and children in passive outdoor activities.				
No:	Actions	Measures	Targets	Qtr X
1	Action: Implement Playspace strategy - various locations	Complete playground upgrades as per Play Strategy action plan: <ul style="list-style-type: none"> - Johns Reserve, West Brunswick - Anderson Reserve, Coburg - Oak Park Reserve, Oak Park - Palazzolo Park (Willow Grove) / Mailer Reserve Coburg - Raeburn Reserve, Pascoe Vale - Hudson Reserve, West Brunswick 	June 2020.	4
Accountable: Greg Gale (A)		Budget: CAPEX \$437K	Resourcing: CAPEX funded from Open Space Reserve	
Responsible: Andrew Dodd				
Department: City Infrastructure				
Branch: Open Space and Street Cleansing				
1st QUARTER REPORTING			STATUS	
Planning and site analysis complete for all play upgrade sites. Design and consultation for Anderson, Hudson and Raeburn Reserves is underway. Construction planned to commence in October and nearing completion by end of 2019. All sites on track for completion before EOFY.			On Target	
2nd QUARTER REPORTING			STATUS	
All sites on track for completion before EOFY. Note: Delays in Tinning and West Street Demolition			On Target	

CAP: 16		Key Priority: C5. Better equip our young people for employment and provide opportunities to actively participate in civic life		
Deliverable: C5b) Implement the current oxYgen Phase 2 Report and action plan and develop a new Youth Strategy in 2018 - investing in young people through services and spaces.				
No:	Actions	Measures	Targets	Qtr X
1	Adopt the strategy	Report to be presented at a Council meeting	November 2019	1
Accountable: Arden Joseph		Budget: Youth Strategy: \$30K	Resourcing: <ul style="list-style-type: none"> • Existing Officer resource • Input from Oxygen Committee and other partners / young people • Consultant to implement Resilience Survey • Consultant to support the development of Youth Strategy 	
Responsible: Barry Hahn				
Department: Community Development				
Branch: Early Years & Youth				

Connected Communities

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1 st QUARTER REPORTING	STATUS
<p>Comprehensive community consultation occurred to help inform the strategy which included:</p> <ul style="list-style-type: none"> • 2,300 inputs from young people by way of surveys, interviews and focus groups • 45 local primary and secondary school representatives • 25 different local service organisations had input and • benchmarking occurred with 8 local governments. <p>The Oxygen Youth Committee were consulted regularly during the development of the strategy and Councillors briefed at the Council Briefing held on 15 April 2019. Following public consultation of the draft strategy, the final strategy was adopted at the August 2019 Council meeting. An implementation plan is currently being developed which will prioritise actions during the first two years and will be presented to Council later this year.</p>	Achieved
2 nd QUARTER REPORTING	STATUS
Implementation Plan adopted by Council at the December meeting.	Achieved

CAP: 17 Key Priority: C6. Help people feel safer in our neighbourhoods				
Deliverable: C6a) Lighting of Upfield Bike track - to ensure safety for users and increase usability.				
No:	Actions	Measures	Targets	Qtr X
1	Install lighting from Western Ring Rd to Park street, excluding Tinning to O'hea Streets (LXRP project area).	All lighting works constructed by Vic Roads to be completed in FY20. (LXRP project area to be completed in FY21)	June 2020	4
Accountable: Kirsten Coster		Budget: Fully funded by Vic Roads	Resourcing: BASE	
Responsible: Olivia Wright				
Department: City Futures				
Branch: City Change				
1 st QUARTER REPORTING			STATUS	
The Department of Transport (formerly VicRoads) will be delivering this lighting as part of the Box Forest to Western Ring Road shared path project in the first half of 2020, subject to approvals from VicTrack.			On Target	
2 nd QUARTER REPORTING			STATUS	
The Department of Transport (formerly VicRoads) will be delivering this lighting as part of the Box Forest to Western Ring Road shared path project in the first half of 2020, subject to approvals from VicTrack.			On Target	

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CAP: 21		Key Priority: P1. Enhance liveability, affordability and sustainability by guiding growth, and excellence in urban design and development		
Deliverable: P1a) Virtual Moreland: Improve Council's decision-making process and put Moreland at the forefront of using virtual reality for planning and consultation				
No:	Actions	Measures	Targets	Qtr X
1	Update to Council on achievements.	Councillor Connect update	April 2020.	4
Accountable: Kirsten Coster		Budget:	Resourcing: Base	
Responsible: Narelle Jennings (A)				
Department: City Futures				
Branch: City Strategy and Design				
1st QUARTER REPORTING			STATUS	
Activities in first quarter include: <ul style="list-style-type: none"> Working with Open Space regarding use of virtual reality as part of community consultation for Tinning St 'park close to home.' Discussions with Urban Planning re incorporation of Virtual Moreland (VM) requirements in Planning Scheme. Prepared VR model for pre-app meeting to assist decision making. 			On Target	
2nd QUARTER REPORTING			STATUS	
Activities in second quarter include: <ul style="list-style-type: none"> Working with Open Space regarding use of virtual reality as part of community consultation for West Street 'park close to home'; Discussions with Urban Planning re incorporation of VM requirements in Planning Scheme; Councillors updated on consultation activities via 'Connect'. 			On Target	

CAP: 25		Key Priority: P1. Enhance liveability, affordability and sustainability by guiding growth, and excellence in urban design and development		
Deliverable: P1e) Affordable Housing Policy Implementation: Addressing affordability for Moreland				
No:	Actions	Measures	Targets	Qtr X
1	Report to Council on Moreland affordable Housing LTD (Housing Trust) outcomes of site feasibility assessment.	Council report to be presented at Council meeting.	December 2020	4
Accountable: Kirsten Coster		Budget: \$217K (OPEX)	Resourcing:	
Responsible: Narelle Jennings (A)				
Department: City Futures				
Branch: City Strategy and Design				

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1 st QUARTER REPORTING	STATUS
Report presented to July Council meeting confirming feasibility for 5 sites. Draft Memorandum of Understanding and Activity Plan also presented to this meeting.	On Target
2 nd QUARTER REPORTING	STATUS
Report presented to November Council meeting. Council resolved to endorse the MOU, receive a briefing in May 2020 regarding progress of feasibility and update the CAP to reflect a revised timeline on reporting on the findings of the feasibility to December 2020.	On Target

CAP: 26	Key Priority: P1. Enhance liveability, affordability and sustainability by guiding growth, and excellence in urban design and development			
Deliverable: P1f) Design Excellence Process Improvement - Establish an Architectural design review panel to assess development applications for quality and excellence in design, build capacity of councillors to assess quality development, and consider development of a policy to fast track planning permit applications demonstrating design excellence.				
No:	Actions	Measures	Targets	Qtr X
1	Monitor implementation of Design excellence scorecard	Review of scorecard pilot, with Council report presented at Council Meeting	February 2020	3
Accountable: Kirsten Coster		Budget: Base	Resourcing:	
Responsible: Phil Priest				
Department: City Futures				
Branch: City Development				
1 st QUARTER REPORTING			STATUS	
On track, workshop with planning and urban design team held in September.			On Target	
2 nd QUARTER REPORTING			STATUS	
Review completed and reported to December Council meeting			Achieved	

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CAP: 28		Key Priority: P1. Enhance liveability, affordability and sustainability by guiding growth, and excellence in urban design and development		
Deliverable: P1h) Excellence in ESD outcomes - Seek an extension to the ESD Local Planning Policy, Clause 22.08				
No:	Actions	Measures	Targets	Qtr X
1	Undertake research and development to inform ESD policy version 2, for integration into planning scheme.	Councillor briefing on progress.	June 2020	4
Accountable: Kirsten Coster		Budget: \$125K (OPEX)	Resourcing: Manager coordinate advocacy Senior ESD Officer Joint Council Working Group, CASBE, MAV coordinating	
Responsible: Olivia Wright / Narelle Jennings (A)				
Department: City Futures				
Branch: City Change / City Strategy and Design				
1st QUARTER REPORTING			STATUS	
Recruitment is underway for an ESD Strategic Planner, appointment expected in October. Temporary short- term contractor appointed to progress scoping of strategic projects to inform the strategic justification for an ESD version 2.0 whilst recruitment is being finalised.			On Target	
2nd QUARTER REPORTING			STATUS	
Contractor engaged. Benchmarking of actions/research undertaken by other comparable agencies undertaken. Next priorities for investigation documented and working group meeting with other CASBE Councils set.			On Target	

CAP: 29		Key Priority: P1. Enhance liveability, affordability and sustainability by guiding growth, and excellence in urban design and development		
Deliverable: P1i) Residential Zones - Review the 2017 Reformed Residential Zones to understand their impacts on residential development outcome and scope any necessary changes to the Planning Scheme to improve built form outcomes within the Residential Zones. Incorporate findings of the Medium Density Housing Review into recommended actions.				
No:	Actions	Measures	Targets	Qtr X
1	Progress an amendment to rezone land in neighbourhood activity centres across Moreland	Brief Council on Minister's response to the amendment request once a response is received.	Subject to Minister's response to the Amendment	As relevant
2	Progress work to increase canopy tree planting requirements in the	Report to be presented at Council meeting	December 2020	2

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planning scheme for residential areas			
Accountable: Kirsten Coster	Budget: Amendment C171 met within the budget of the Strategic Planning Unit	Resourcing: <ul style="list-style-type: none"> • 1 EFT B7: Strategic Planner • 1 EFT B6: Urban Designer • Overseen by Unit Manager Strategy and Amendments 	
Responsible: Narelle Jennings (A)			
Department: City Futures			
Branch: City Strategy and Design			
1st QUARTER REPORTING		STATUS	
1. Amendment C186 was lodged with the Minister for Planning in June 2019. The Minister for Planning refused to authorise the preparation of Amendment C186. The Amendment is no longer active. Councillors advised, and community update provided via City News Mayor update.		Achieved	
2. Council considered a report to introduce tree planting requirements in the Moreland Planning Scheme at their July meeting.		Achieved	
2nd QUARTER REPORTING		STATUS	
1.		Achieved	
2.		Achieved	

CAP: 33	Key Priority: P1. Enhance liveability, affordability and sustainability by guiding growth, and excellence in urban design and development			
Deliverable: P1m) Water Map: implement initiatives which support a water sensitive city and improve water quality and efficiency outcomes.				
No:	Actions	Measures	Targets	Qtr X
1	Progress delivery of stormwater harvesting and treatment systems for irrigation re-use.	Complete construction of City Oval Stormwater Harvesting System including raingarden and storage tanks.	June 2020	4
2	Review and update Watermap targets, strategic directions and forward capital works schedule.	Present plan at Councillor briefing.	February 2020	3
Accountable: Kirsten Coster		Budget: \$150K WSUD/ \$350K stormwater harvesting (Sportsfield) (CAPEX)	Resourcing: <ul style="list-style-type: none"> • Overseen by Unit Manager ESD • Band 7 Senior ESD Officer 	
Responsible: Olivia Wright				
Department: City Futures				
Branch: City Change				

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1 st QUARTER REPORTING	STATUS
1. Construction has started on the Stormwater Harvesting System (including raingardens and underground storage tanks) at City Oval, Coburg. On track for completion by June 2020.	On Target
2. Procurement of expert consultancy services to support review and update of Watermap (Council's integrated water management strategy) is well underway, with consultants due to be appointed in early October.	On Target
2 nd QUARTER REPORTING	STATUS
1. Construction is well underway for the stormwater harvesting system (including raingardens and underground storage tanks) at City Oval, Coburg. On track for completion by June 2020.	On Target
2. Expert consultant appointed in mid-October. Preliminary draft received just prior to Christmas and officer comments given back to consultant. At the end of the quarter, officers had not received the revised draft. Given the shutdown period over Christmas, a briefing to Councillors in February is unlikely. Officers are aiming for a briefing in March and working towards still meeting the Q3 target.	Behind Target

CAP: 34 Key Priority: P1. Enhance liveability, affordability and sustainability by guiding growth, and excellence in urban design and development				
Deliverable: P1n) Protect Moreland's Heritage - via implementation of the Heritage Action Plan				
No:	Actions	Measures	Targets	Qtr X
1	Progress Heritage Gaps planning scheme amendment - stage 2 assessment	Report presented at Council meeting and subject to Council decision submit Amendment for authorisation to Minister for Planning.	June 2020	4
Accountable: Kirsten Coster		Budget: \$200K (OPEX)	Resourcing: <ul style="list-style-type: none"> Overseen by Unit Manager Amendments Band 6 Strategic Planner Band 5 Strategic Planner 	
Responsible: Narelle Jennings (A)				
Department: City Futures				
Branch: City Strategy and Design				
1 st QUARTER REPORTING			STATUS	
A tender for consultants to prepare the stage 2 study was released in August. Title of the project is 'Heritage Nominations Study'. Consultants have been engaged and the study is underway.			On Target	
2 nd QUARTER REPORTING			STATUS	
Consultants have commenced part 1 tasks, including: thematic context and comparative analysis, fieldwork and assessment criteria.			On Target	

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CAP: 36		Key Priority: P1. Enhance liveability, affordability and sustainability by guiding growth, and excellence in urban design and development		
Deliverable: P1p) Corporate Carbon Reduction Plan (CCRP) - implement initiatives to support energy efficiency and renewables for Council's operations.				
No:	Actions	Measures	Targets	Qtr X
1	Review the CCRP in light of the Zero Carbon Moreland 5-year action plan.	i) Councillor briefing on progress of the forward plan.	December 2019	2
		ii) Reported via the annual ESD Achievements summary in the June Governance report presented at a Council meeting.	June 2020	4
Accountable: Kirsten Coster		Budget: \$250K Carbon reduction, plus \$105K Solar on leased	Resourcing: <ul style="list-style-type: none"> Overseen Unit Manager ESD Band 7 Senior ESD Officer 	
Responsible: Olivia Wright				
Department: City Futures				
Branch: City Change				
1st QUARTER REPORTING				STATUS
i. While review of CCRP is underway, development of a clear forward plan relies on outcomes from several pieces of scoping / feasibility to be undertaken during 2019/20, the outcomes of which are not year clear.				On Target
ii. On track for reporting to the June Council meeting.				On Target
2nd QUARTER REPORTING				STATUS
i. Councillor Briefing on achievements of the CCRP and outline of forward plan undertaken on 9 December 2019. Work is progressing on the scoping/feasibility works which will inform the detailed forward plan: <ul style="list-style-type: none"> a) Consultants brief developed for the 'no gas' aquatic centres feasibility study (Councillor NOM response). Brief to be advertised and report expected by April 2020 b) Design completed and stakeholder engagement carried out for the creation of an EV recharging hub in Brunswick (Edward St car park). Councillor connect distributed outlining the project c) Council have agreed to involvement in the development of a blueprint for 'on-street' EV charging. Report due by April 2021 (Satisfies the Councillor NOM to investigate options for on street EV charging) d) Solar on Leased buildings – 5 suitable sites are currently being identified, however the uptake has been slower than expected and it is likely that only 3-4 of these will progress, meaning that it is likely that we will not expend all funds this financial year. 				Achieved
ii. Preliminary design works completed for Solar/Battery storage demonstration project at Newlands Community Centre in Coburg				
ii. On track for reporting to the June Council meeting.				On Target

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CAP: 37		Key Priority: P1. Enhance liveability, affordability and sustainability by guiding growth, and excellence in urban design and development		
Deliverable: P1q) Urban Heat Island Action Plan				
No:	Actions	Measures	Targets	Qtr X
1	Coordinate implementation of the plan / projects to mitigate urban heat island effect (including WSUD, stormwater harvesting and tree planting initiatives)	Annual achievements in ESD included in the June Governance report to Council.	June 2020	4
Accountable: Kirsten Coster		Budget: Base and CAPEX funds Also refer P1m) and P4d)	Resourcing: <ul style="list-style-type: none"> Overseen Unit Manager ESD Band 7 Senior ESD Officer B7 ESD officer project manage 	
Responsible: Olivia Wright				
Department: City Futures				
Branch: City Change				
1 st QUARTER REPORTING			STATUS	
WSUD raingardens and tree pits have been constructed as part of the Bonwick St and Mechanics Institute urban design projects. The City Oval stormwater harvesting system is under construction. Strategic Planning is progressing a planning scheme amendment to conserve and enhance tree canopy cover within private developments.			On Target	
2 nd QUARTER REPORTING			STATUS	
Passive WSUD Treatments are being investigated as part of the Parks Close to Home. The City Oval stormwater harvesting system is under construction. Strategic Planning is progressing a planning scheme amendment to conserve and enhance tree canopy cover within private developments.			On Target	

CAP: 38		Key Priority: P2. Facilitate a demonstrable shift to more sustainable modes of transport that also targets a long term reduction in car use.		
Deliverable: P2a) Review of the Moreland Integrated Transport Strategy (MITS), with specific focus on achievement of this outcome to drive later year's action to enable mode shift and reduction in traffic congestion				
No:	Actions	Measures	Targets	Qtr X
1	Implementation of year 1 actions of the Strategy.	i) Undertake 2 road closures	June 2020	4
		ii) Implementation of parking restrictions in Activity centres	June 2020	4

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2	Progress planning scheme amendment to implement the MITS and Parking Implementation Plan	Panel hearing to consider Planning scheme amendment	Subject to timing of decision of Minister of planning and timing of panel planning process.	N/a
Accountable: Kirsten Coster		Budget: \$925K (OPEX) \$2.6M (CAPEX)		Resourcing: Base and OPEX
Responsible: Olivia Wright				
Department: City Futures				
Branch: City Change				
1st QUARTER REPORTING				STATUS
1.	i. Trial closures have been implemented at Peers Street, Sumner Street and John Street, Brunswick East.			On Target
	ii. Audit of existing parking restrictions has been completed and planning work for new restrictions is underway.			On Target
2.	Exhibition of Amendment C183 commenced on 19 September.			On Target
2nd QUARTER REPORTING				STATUS
	i. Trial closures have been implemented at Peers Street, Sumner Street and John Street, Brunswick East.			On Target
1.	ii. An initial rollout of parking restrictions in 3 Neighbourhood Activity Centres occurred in December 2019 with the remainder to occur in the first half of 2020			On Target
2.	Amendment C183 was adopted in December 2019 to refer to Panel in early 2020.			On Target

CAP: 40	Key Priority: P2. Facilitate a demonstrable shift to more sustainable modes of transport that also targets a long term reduction in car use.			
Deliverable: P2c) Extend the Upfield Bike Path to connect with the Western Ring Rd Path - continue advocacy with the offer of half of funding from State Govt.				
No:	Actions	Measures	Targets	Qtr X
1	In partnership with VicRoads deliver the 'missing link' on the Upfield Shared Path providing a connection to the Western Ring Road.	Construction through 2019/20, as per State Government project plan	June 2020 (or as revised by Vic Roads)	4
Accountable: Kirsten Coster		Budget: Fully funded by Vic Roads		Resourcing: Transport Team
Responsible: Olivia Wright				
Department: City Futures				
Branch: City Change				

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1 st QUARTER REPORTING	STATUS
The Department of Transport (formerly VicRoads) will be delivering this project in the first half of 2020, subject to approvals from VicTrack and Metro Trains Melbourne which are proving challenging.	On Target
2 nd QUARTER REPORTING	STATUS
The Department of Transport (formerly VicRoads) will be delivering this project in the first half of 2020, subject to approvals from VicTrack.	On Target

CAP: 41	Key Priority: P1. Enhance liveability, affordability and sustainability by guiding growth, and excellence in urban design and development			
Deliverable: P2d) Continue to advocate for level crossing removal in Moreland - Work with the Level Crossing Removal Authority (LXRP) to maximise community benefit from crossing removals in Moreland.				
No:	Actions	Measures	Targets	Qtr X
1	Advocate to maximise community benefit and continue to advocate for additional crossing to be removed on Upfield line.	Council endorsed position to be communicated by appropriate communications (including through regular meetings and correspondence), to LXRP; Minister for Transport and broader Community.	Ongoing	N/a
Accountable: Joseph Tabacco		Budget: Base and \$565K (OPEX) & Grant funding \$300,000	Resourcing: 2.5 FTEs	
Responsible: Giovanna Savini				
Department: Engagement and Partnerships				
Branch: Places				
1 st QUARTER REPORTING			STATUS	
Community Advocacy Reference Group established in August 2019, with 3 meetings held. Several Council reports presented and resolved and resulting corresponding communications to Minister and LXRP completed.			On Target	
2 nd QUARTER REPORTING			STATUS	
Continued facilitation of fortnightly Community Advocacy Reference Group meetings. Further draft officer reports have been presented to members of the group allowing for contributions to be made before being finalised and presented to Council for consideration.			On Target	

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CAP: 43		Key Priority: P3. Support the local economy and trading environments to enhance economic activity and promote local jobs		
Deliverable: P3a) Economic Development Strategy 2016-21 - Facilitate the growth and diversity of local jobs				
No:	Actions	Measures	Targets	Qtr X
1	Deliver on themes from the Economic Development Strategy 2016-21:	i) Continue to drive the vision of the Brunswick Design District to improve investment, civic, cultural and economic outcomes.	Ongoing program of work to conclude in June 2020.	4
		ii) Finalise the Better Approvals project for Moreland to streamline the development application process for businesses.	September 2019.	1
		iii) Develop a MORESpaces program for the promotion of start-ups in vacant retail spaces.	April 2020	4
		iv) Facilitate activation improvements in two neighbourhood shopping strips: Gaffney St Pascoe Vale & Bonwick St – Fawkner.	June 2020	4
		v) Complete implementation of the Moreland Converger Program to support the development of a local start up an entrepreneurial ecosystem.	September 2019.	1
Accountable: Joseph Tabacco		Budget: Base	Resourcing: 1 EFT B7 Virtual Moreland Officer plus input from Planning & Economic Development and Corporate Services	
Responsible: Maria-Luisa Nardella				
Department: Engagement & Partnerships				
Branch: Economic Development				
1st QUARTER REPORTING			STATUS	
1.	i. Continue to drive the vision of the Brunswick Design District to improve investment, civic, cultural and economic outcomes. Briefing to Council December 9.		On Target	

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	ii. Finalise the Better Approvals project for Moreland to streamline the development application process for businesses.	Achieved
	iii. Develop a MORESpaces program for the promotion of start-ups in vacant retail spaces.	On Target
	iv. Facilitate activation improvements in two neighbourhood shopping strips: Gaffney St Pascoe Vale & Bonwick St Fawkner.	On Target
	v. Complete implementation of the Moreland Converger Program to support the development of a local start up an entrepreneurial ecosystem. Program ended on September 19. Funding body (LaunchVic) Final report completed.	Achieved
2nd QUARTER REPORTING		STATUS
1.	i. Continue to drive the vision of the Brunswick Design District to improve investment, civic, cultural and economic outcomes. Council report with Action and Engagement Plan and proposed Partnership agreement – March 2020	On Target
	ii. Finalise the Better Approvals project for Moreland to streamline the development application process for businesses.	Achieved
	iii. Develop a MORESpaces program for the promotion of start-ups in vacant retail spaces. Early draft plan developed. Trial anticipated in April 2020.	On Target
	i. Facilitate activation improvements in two neighbourhood shopping strips: Gaffney St Pascoe Vale & Bonwick St Fawkner. <ul style="list-style-type: none"> Bonwick Street Celebration Event – 14 December 2019 iv. Consultation complete for Urban Design Renewal Works in Gaffney Street	On Target
	v. Complete implementation of the Moreland Converger Program to support the development of a local start up an entrepreneurial ecosystem. Program ended on September 19. Funding body (LaunchVic) Final report completed.	Achieved

CAP: 44	Key Priority: P3. Support the local economy and trading environments to enhance economic activity and promote local jobs			
Deliverable: P3b) The Coburg Initiative (TCI): major urban regeneration project for the Coburg Activity Centre; with Progress delivery of: TCI Development Cluster 1 – Coburg Square				
No:	Actions	Measures	Targets	Qtr X
1	Continue to identify and progress redevelopment opportunities, within the boundary of the Coburg initiative.	Progress report to Councillor briefing at key project milestones.	Ongoing	N/a
Accountable: Joseph Tabacco		Budget: \$155K (OPEX) & Grant funding \$300K	Resourcing:	
Responsible: Giovanna Savini				

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Department: Engagement and Partnerships		<ul style="list-style-type: none"> 0.8 FTE (senior officer) 0.5 FTE (project support)
Branch: Places		
1st QUARTER REPORTING		STATUS
Progress continuing. Property Advisor and Probity Advisors engaged. Property feasibility analysis work being conducted. Board and Councillor Oversight Committee briefed on feasibility work progress.		On Target
2nd QUARTER REPORTING		STATUS
Feasibility work commissioned. Board and Councillor Oversight Committee briefed on progress and preliminary findings. Officer report presented to Council for consideration in December 2019.		On Target

CAP: 47	Key Priority: P4. Increase tree canopy cover, enhance existing open space and create at least two new parks in areas with the lowest access to open space			
Deliverable: P4a) More Open spaces and parks in Moreland - establish a framework or open space fund allocation and then undertake land purchase and conversion to Open Space.				
No:	Actions	Measures	Targets	Qtr X
1	Demolition & remediation	All built infrastructure demolished, sites remediated ready for open space development	January 2020	3
2	Consultation, design and construction	Two new parks open	July 2020	1 (FY21)
Accountable: Greg Gale (A)		Budget: \$2.5M (CAPEX)	Resourcing: Base and external contractors	
Responsible: Magnus Neergaard (A) (1) /Andrew Dodd (2)				
Department: City Infrastructure				
Branch: Property /Capital Works Planning & Delivery/Open Space				
1st QUARTER REPORTING			STATUS	
1A) Park Close to Home site on Breese and West Street demolition has been appointed with demolition expected to be undertaken between November 2019 until January 2020. 1B) Park Close to Home 55-61 Tinning Street demolition is being tendered for appointment and works to planned to be undertaken between November 2019 until January 2020.			On Target	
2. Consultation and design in full swing for Tinning and West Street sites, on track to commence construction early 2020.			On Target	
2nd QUARTER REPORTING			STATUS	

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The demolition contractor has been appointed for both Park Close to Home sites at Breese/West Street and Tinning Street, however authority approvals has delayed works by up to a month.	Behind Target
Tinning Street construction contract has been awarded externally. West Street managed inhouse. Both due to start construction in early March 2020. <i>Please note: Please note: since completing the 2nd Quarter report a delay has been experienced on this item and the status during the 3rd Quarter is behind target.</i>	On Target

CAP: 49	Key Priority: P4. Increase tree canopy cover, enhance existing open space and create at least two new parks in areas with the lowest access to open space			
Deliverable: P4c) Urban Forest Strategy: will guide the strategic direction of the management of Moreland's urban forest, aiming to create a municipality where healthy trees and vegetation are a core part of the urban environment				
No:	Actions	Measures	Targets	Qtr X
1	Completion of analysis to investigate the tree protection on private land through the Planning Scheme.	Complete analysis, to be included in the Council report to Council required by Action 2.	February 2020	3
2	Council Report to finalise the bonds issue and report back to Council.	Council report to be presented at Council meeting.	February 2020	3
Accountable: Kirsten Coster / Greg Gale (A)		Budget: \$100K (OPEX)	Resourcing: Base	
Responsible: Narelle Jennings (A) (1) / Andrew Dodd (2)				
Department: City Futures / City Infrastructure				
Branch: City Strategy & Design / Open Space and Street Cleansing				
1st QUARTER REPORTING			STATUS	
1. A tender for consultants to prepare the analysis has been released. The preliminary assessment is due to be finalised by the end of October.			On Target	
2. Investigations relating to landscape bonds is currently underway.			On Target	
2nd QUARTER REPORTING			STATUS	
1. No responses received to initial tender. Tender refined and reissued and closing January 2020. Brief to Executive team presented December 2019, outlining proposed way forward.			On Target	
2. Analysis of options for bonds/planning scheme controls complete December 2019, for inclusion in Council report. The Council report has been drafted for presentation to the February Council meeting.			On Target	

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CAP: 52		Key Priority: P6. Develop a clear and funded approach to achieve zero carbon emissions by 2040		
<p>Deliverable: P6a) Zero Carbon Evolution (ZCE) Strategy – Reset of actions currently behind delivery, and development of future ZCE (2020 – 2040).</p> <p>P6b) ZCE implementation via Moreland Energy Foundation Limited (MEFL) action implementation:</p> <ul style="list-style-type: none"> * generating local renewable energy * using energy efficiency * activating the community 				
No:	Actions	Measures	Targets	Qtr X
1	Zero Carbon Moreland action plan - year 1 to 5 for adoption.	Report to be presented to Council for adoption of final action plan	November 2019	2
2	Implement funded Year 2 actions in 'ZCE – Refresh to 2020'	I. ZCE Program implementation (renewable energy, energy efficiency and activating the community) by MEFL.	I. Quarterly progress reporting to ZCE Board	4
		II. ZCE achievements as part of June Governance report to Council.	II. June 2020	4
Accountable: Kirsten Coster		Budget: \$400K Opex (ZCE Program via MEFL)	Resourcing: <ul style="list-style-type: none"> • Overseen Unit Manager ESD • MEFL staff for ZCE program delivery 	
Responsible: Olivia Wright				
Department: City Futures				
Branch: City Change				
1 st QUARTER REPORTING			STATUS	
1. Community and stakeholder consultations on the draft Zero Carbon Moreland Action Plan 2020/21 – 2024/25 closed on 27 September 2019. Consultation activities included an online survey, invitation for written submissions, targeted stakeholder feedback sessions, and engagement activities at the community screening of the 2040 documentary.			On Target	
2.	I. Australian Energy Foundation (AEF, formerly MEFL) continued implementation of funded programs and pilots to support uptake of energy efficiency and renewable energy by the community. Quarter highlights include a 12.5kW solar system on an apartment building on Lygon Street. Solar PV installations and abatement from energy efficiency retrofits are tracking somewhat behind target against annual targets set in the ZCE Refresh to 2020, with plans being made to get back on track.		Behind Target	
	II. Monitoring of ZCE progress/achievements by Council and AEF ongoing.		On Target	

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2 nd QUARTER REPORTING		STATUS
1.	The final Zero Carbon Moreland – Climate Emergency Action Plan (2020/21 – 2024/25) was adopted by Council on 13 November 2019. The adopted Action Plan has been published on Council's website and initial implementation of an associated Communications and Engagement Plan has begun.	On Target
2.	i) Following ZCE Board meeting in October 2019, Australian Energy Foundation continued implementation of funded programs and pilots to support uptake of energy efficiency and renewable energy by the community. Quarter highlights include \$72,000 state government grant through Community Climate Change Adaptation program, which will enable thermal retrofits on Aboriginal Housing Victoria residential properties under the Cooling Communities initiative. Solar PV installations for business/commercial sector are tracking behind target against annual targets, with plans being implemented to get back on track.	Behind Target
	ii) Monitoring of ZCE progress/achievements by Council and AEF ongoing.	On Target

CAP: 53		Key Priority: P7. Invest in the revitalisation of shopping and trading precincts		
Deliverable: P7a)				
i) Shopping Strip Renewal Program – Improve the quality of our Neighbourhood Activity Centres				
ii) Accelerate Shopping Strip Renewal program by designing and constructing 2 additional centres				
No:	Actions	Measures	Targets	Qtr X
1	Design of Melville & Moreland - Neighbourhood Activity Centres Streetscape upgrades.	Complete design	June 2020	4
2	Construction of Bonwick. Street – Streetscape upgrade	Complete construction	June 2020	4
Accountable: Kirsten Coster		Budget: Melville/Moreland Rds: \$900K (Capex) Bonwick: \$1.8m (Capex)	Resourcing: <ul style="list-style-type: none"> Overseen Unit Manager Urban Design Band 6 and Band 7 Urban Designers 	
Responsible: Narelle Jennings (A)				
Department: City Futures				
Branch: City Strategy and Design				
1 st QUARTER REPORTING			STATUS	
1. Feature level survey and draft functional layout completed. Concept design in progress.			On Target	
2. Construction on target and due for completion by end November 2019.			On Target	
2 nd QUARTER REPORTING			STATUS	
1. Community consultation held in November / December 2019. Findings communicated via Council's website.			On Target	

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At its December 2019 Meeting, Council also resolved to endorse the addition of a new item to action 53 in the 2020/2021 Council Action Plan, which will include the measures and target to complete construction by August 2020 for this project.	
1. Construction complete. Launch event held on 14 December 2019.	Achieved

CAP: 54		Key Priority: P7. Invest in the revitalisation of shopping and trading precincts		
Deliverable: P7b) Implement Coburg Streetscape Masterplan - Deliver streetscape upgrade projects within Coburg Activity Centre				
No:	Actions	Measures	Targets	Qtr X
1	Construct Russell Street Streetscape upgrades	Complete construction works	December 2020	4
2	Commence scoping of another location for next streetscape upgrade within the centre and complete concept design.	Complete concept design	June 2020	4
Accountable: Kirsten Coster		Budget: \$900K (CAPEX)	Resourcing: • Overseen Unit Manager Urban Design	
Responsible: Narelle Jennings (A)				
Department: City Futures				
Branch: City Strategy and Design				
1 st QUARTER REPORTING			STATUS	
1. Tender for construction released on 14 September, closing on 9 October. Tender Report to Council in December 2019 meeting.			On Target	
2. Location for next streetscape upgrade selected – Sydney Rd (north of Bell St).			On Target	
2 nd QUARTER REPORTING			STATUS	
1. Council resolved successful tenderer at its December meeting. Also resolved to endorse a change to the target delivery date for the project to be reflected in action number 54 of the 2019/2020 Council Action Plan as December 2020.			On Target	
2. Discussion with Places and Major Partnerships team has resolved that scoping of next location should shift to assistance with early concepts for Victoria, Waterfield and proposed new streets within Coburg Square project to assist with the progression of this project.			On Target	

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CAP: 56		Key Priority: P7. Invest in the revitalisation of shopping and trading precincts		
Deliverable: P7d) Implement Brunswick Structure plan - Deliver streetscape upgrade projects within Brunswick Activity Centre				
No:	Actions	Measures	Targets	Qtr X
1	Streetscape / public space upgrades for Brunswick Town Hall forecourt and Mechanics Institute forecourt	Complete construction of streetscape / public space upgrades to Brunswick Town Hall forecourt and Mechanics Institute forecourt	September 2019	1
2	Scope the next streetscape upgrade project within the Brunswick Activity Centre and progress to a concept design.	Complete concept design	June 2020	4
Accountable: Kirsten Coster		Budget: \$50K (CAPEX)	Resourcing: <ul style="list-style-type: none"> Overseen Unit Manager Urban Design Band 7 Senior Urban Designer 	
Responsible: Narelle Jennings (A)				
Department: City Futures				
Branch: City Strategy and Design				
1st QUARTER REPORTING			STATUS	
1. Construction at both Town Hall forecourt and Mechanics Institute forecourt have been completed. Launch event has been scheduled for November.			Achieved	
2. Next project has been scoped and approved by project board.			On Target	
2nd QUARTER REPORTING			STATUS	
1.			Achieved	
2. Community consultation held in November / December 2019. Findings communicated via Council's website.			On Target	

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CAP: 57		Key Priority: P.8 Strengthen and invest in the significant creative sector in Moreland and enhance its standing as a destination for the arts		
Deliverable: P8a) Deliver on actions and commitments in the Moreland Arts and Culture Strategy, including actions to:				
i) enhance the capacity of Moreland's creative sector to maintain and grow their practice in the municipality ii) Increase access and engagement of community in Council's Arts and Culture program as both participants and audiences iii) Pilot an operational grants program for local Arts organisations and projects				
No:	Actions	Measures	Targets	Qtr X
1	Collaborate with City Infrastructure to deliver works to expand the Counihan Gallery in Brunswick to increase its profile, exhibition space and opportunities for the arts.	i) Gallery expansion works completed (1)	June 2020	4
		ii) Plan produced for creative opportunities in expanded gallery space (3)	April 2020	3
2	Collaborate with Urban Design to complete works to improve the Mechanics Institute forecourt, in order to enhance its external aesthetics and create opportunities for creative use of the forecourt.	i) Forecourt works completed (2)	September 2019	1
		ii) Plan produced for creative and promotional activities in the forecourt (3)	June 2020	4
Accountable: Arden Joseph/ Greg Gale (A)/ Phil Priest		Budget: CAPEX Counihan Gallery: \$218K Brunswick Mechanics Institute: \$437K (<i>including Brunswick Town Hall Forecourt costs</i>)		Resourcing:
Responsible: Genimaree Panozzo (3) / Magnus Neergaard (A) (1) / Narelle Jennings (A) (2)				
Department: Community Development/ /City Infrastructure / City Futures				
Branch: Cultural Development/ Capital Works Planning & Delivery / City Strategy & Design				
1st QUARTER REPORTING				STATUS
1.	i. Counihan Gallery expansion project tender has been concluded with works to commence late October 2019 with completion by June 2020.			On Target
	ii. Planning has commenced for opportunities in expanded gallery space. Some opportunities have been captured in draft Counihan Gallery Strategic Plan 2019-2024			On Target
2	i. Construction at Mechanics Institute forecourt have been completed. Launch event has been scheduled for November.			Achieved
	ii. Discussions with Next Wave (contracted to manage the Mechanics Institute) regarding creative and promotional activities in the newly			On Target

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	completed forecourt will take place at the next contractual meeting in the last quarter of the year.	
2nd QUARTER REPORTING		STATUS
1.	i. The Counihan Gallery expansion project is complete, with the opening scheduled for 8 February.	Achieved
	ii. Some exhibitions have been booked for new gallery exhibition space in 2020. These will be included in final printed Gallery program for 2020.	On Target
2.	i.	Achieved
	ii. Discussion took place with Next Wave in November at contractual meeting regarding a plan for activities in the newly completed forecourt. Next Wave are analysing current use of new space before devising a plan.	On Target

CAP: 58	Key Priority: P.8 Strengthen and invest in the significant creative sector in Moreland and enhance its standing as a destination for the arts			
Deliverable: P8b) Create a hub for the Arts and invest in the Arts industries				
No:	Actions	Measures	Targets	Qtr X
1	Strengthen point of contact for local artists for assistance with planning queries, grant applications and internal advocacy for creative spaces.	A minimum of 40 artists assisted	June 2020	4
2	Advocate for the inclusion of arts infrastructure and public art in the State Government Level Crossing Removal project (LXRP).	Arts infrastructure and Public art plan produced for advocacy.	Subject to LXRP program and timelines	4
Accountable: Arden Joseph		Budget: \$50K Seeding Fund (OPEX)	Resourcing: Base	
Responsible: Genimaree Panozzo				
Department: Community Development				
Branch: Cultural Development				
1st QUARTER REPORTING			STATUS	
1. Arts Infrastructure Officer continuing to assist local artists with various queries, including planning issues, relating to creative spaces.			On Target	
2. Draft arts infrastructure plan developed, pending discussions with LXRP.			On Target	
2nd QUARTER REPORTING			STATUS	

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1. Arts Infrastructure Officer continuing to assist local artists with various queries, including planning issues, relating to creative spaces (36 artists assisted in Quarter 2).	On Target
2. Discussions still underway with LXP regarding draft public art proposal.	On Target

CAP: 59		Key Priority: P9. Enhance the environmental outcomes of Council waste services and increase the communities' awareness/participation in environmental initiatives to reduce waste to landfill.		
Deliverable: P9a) Trial, education and implementation of initiatives to actively reduce waste to landfill				
No:	Actions	Measures	Targets	Qtr X
1	Progress actions as per Waste and Litter Strategy 2019 Action Plan:	a.(CI) Begin the installation of solar smart compaction bins in priority areas	October 2019	2
		b.(CI) Complete feasibility study - Waste Facility for Mixed and Compacted Litter and report presented at Council meeting.	June 2020	4
		c.(CI) Implement leafy streets program to manually sweep priority streets.	September 2019	1
		d.(CI) Implement the installation of surveillance cameras to capture and enforce instances of dumped rubbish.	September 2019	1
		e. (CI & CF) Towards Zero Food Waste Program: i) FOGO Rollout: Begin opt-in Food Organics/Garden Organics (FOGO) service and prepare for full FOGO roll out to whole municipality in 2021. ii) Investigate options for food waste diversion in multi-unit developments, to	i) June 2020 ii) June 2020	4 4

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		present findings by Councillor briefing		
		f. (CF) Design and begin implementing targeted program to educate community on plastic use and recycling to reduce contamination rates and overall waste to landfill.	June 2020	4
Accountable: Greg Gale (A)/Kirsten Coster		Budget: \$1.2M (OPEX)	Resourcing: BASE and OPEX	
Responsible: Andrew Dodd / /Sandra Troise/ Karen Davies /Olivia Wright				
Department: City Infrastructure (CI) /City Futures (CF)				
Branch: Roads, Fleet and Waste/ Amenity and Compliance & Compliance Unit/Roads, Fleet and Waste/ City Change				
1st QUARTER REPORTING			STATUS	
a) Installations of Solar Smart Compaction Bins in Coburg and Brunswick Centres.			Achieved	
b) Feasibility study has commenced.			On Target	
c) Leafy Streets program has commenced.			Achieved	
d) Surveillance cameras will be installed and fully operational by mid October 2019. The September target was not met due to delays procuring a suitable supplier.			Behind Target	
e) i) Roll out of the opt-in Food and Garden Organics kerbside service began in July 2019 resulting in a high level of demand from the community. Over 1100 additional households have connected to the service, plus 780 bin upsizes and over 2,000 caddies distributed to residents so far. Planning for community engagement on phase 2 of the roll out (universal service) is currently underway. Recruitment of a Towards Zero Food Waste – Program Lead is complete, and the new officer has commenced.			On Target	
ii) Shared food and garden organics bins are available for multi-unit developments (MUDs) currently receiving a Council waste service. Options for MUDs not serviced by Council require further investigation.			On Target	
f) Bin Inspection and Education Program to reduce recycling contamination is ongoing. An additional program on waste avoidance/plastic use is currently in the design phase. Council has also expressed interest in an upcoming research project, to be facilitated by Behaviour Works (Monash University), trialling behaviour change			On Target	

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interventions to improve recycling and reduce contamination in multi-unit developments.		
2nd QUARTER REPORTING		STATUS
a)		Achieved
b)	The Feasibility study is on target.	On Target
c)		Achieved
d)	Surveillance cameras have been installed and are fully operational.	Achieved
e)	<p>i) We have continued to perform the FOGO opt in roll out, and taking learnings from this in order to optimise the full roll out to whole municipality in 2021.</p> <p>Given the recent parliamentary inquiry into recycling and waste management and in particular, recommendation 12: That the Victorian Government work in partnership with local councils to develop a standardised statewide system of FOGO services, it is important for MCC to take this into account in all planning.</p> <p>The Food and Garden Organics Collection Service continues to be popular with the community. Since 1 July:</p> <ul style="list-style-type: none"> • An estimated 3,300 additional households have opted in to the service. • More than 1,000 existing service users have upsized their organics bin. • Over 5,300 kitchen caddies have been distributed to households. <p>Some 4.5 tonnes of food and garden organics has been collected for composting since the service commenced – a 32% increase compared to the same period last year. Waste sent to landfill was down 4% during this same period.</p> <p>Preparation for community engagement and implementation planning for the city-wide universal roll out is underway.</p>	On Target
	ii) Preliminary research into food waste diversion options for multi-unit developments has commenced.	On Target
f)	<p>Between October and 2 December 2019, Council's Bin Inspection Program inspected 137 recycling bins, 78 food and garden organics bins and 1,942 garbage bins for contamination. Some 52% of recycling bins contained contaminants and 9% of food and garden organics bins contained contaminants. Of these, 212 recycling bins and six organics bins were rejected for collection. 'Well Done' tags were left on 1,045 recycling bins and 71 food and garden organics bins.</p> <p>During this quarter, Council:</p> <ul style="list-style-type: none"> • partnered with Circular Economy Victoria to trial a Circular Living Challenge to encourage waste avoidance and more sustainable lifestyle choices. • participated in the first co-design workshop of a Behaviour Works (Monash University) research project to trial behaviour change interventions to improve recycling and reduce contamination of soft plastics and/or bagged recycling in multi-unit developments. 	On Target

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<ul style="list-style-type: none"> partnered with InfoActiv to join the EcoActiv online platform to complement Council's online A-Z guide to waste and recycling by providing more options for residents to dispose of/recycle their waste between hard waste collections. 	
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CAP: 60	Key Priority: P9. Enhance the environmental outcomes of Council waste services and increase the communities' awareness/participation in environmental initiatives to reduce waste to landfill.
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Deliverable: P9b) Become a 'Plastic Wise' Council by banning all disposable plastic items at Council festivals and events.

No:	Actions	Measures	Targets	Qtr X
1	Report back to Council on the progress of implementation of the Council Wide - plastic wise policy.	i) Completion of engagement with sporting clubs, aquatic and leisure centres and facilities managed by contractors about the Policy and implementation approach/timing.	April 2020	4
		ii) Completion of assessment of implications (estimated costs, benefits, risks etc) of upgrading community facilities (Council's venue hire facilities) to better support avoidance of single use plastic items (e.g. through installation of dishwashers, provision of crockery/cutlery etc),	April 2020	4
		iii) Council report to be presented at a Council meeting on progress on implementing the policy.	June 2020	4

Accountable: Kirsten Coster	Budget: \$225K (OPEX)	Resourcing:
Responsible: Olivia Wright		
Department: City Futures (CF) /		
Branch: City Change		

1st QUARTER REPORTING	STATUS
1. i) Recruitment of the Towards Zero Waste Project Officer, responsible for coordinating implementation of the Plastic Wise Policy, was completed in September, with an officer to start in the role on 8 October. Planning for engagement with sports clubs and	On Target

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<p>aquatic/leisure centres around implementation of the policy in October will be followed by staged engagement during November to February 2020.</p>	
<p>ii) Assessing implications of upgrading Council venues to help avoid single-use plastic will commence in Q2.</p>	On Target
<p>iii) Council report on target for completion.</p>	On Target
<p>2nd QUARTER REPORTING</p>	<p>STATUS</p>
<p>1. i) Planning for engagement sessions for sporting clubs was finalised in October 2019. Engagement with sporting clubs with leases occurred in November 2019. There was a general acceptance of the policy, with acknowledgement that longer timeframes may be needed to transition to alternatives to selling bottled water. Numerous clubs were already reducing single-use plastic. A second round of engagement is planned for January to capture clubs that were unable to attend.</p> <p>ii) Engagement with sporting clubs that have ground allocations, and aquatic and leisure centres and facilities managed by contractors will run through to early - mid Q4, which will push the engagement timeframe out slightly. However, 80% of clubs are expected to have been engaged by April 2020, giving Council a good indication of the best implementation approach and timeframes for adhering to the Plastic Wise Policy.</p>	Behind Target
<p>2. ii) An inception meeting in late October discussed the project plan, scope and implementation options. Council halls and hire venues are priority venues for the project. Further working group meeting in January will confirm a matrix for prioritising venues for retro-fitting and allow costings to begin.</p>	On Target
<p>3. Council report on target for completion.</p>	On Target

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CAP: 61		Key Priority: R1. Improve resident satisfaction to 90% with Council's performance in customer service		
Deliverable: R1a) Customer Service strategy - Improve resident satisfaction to 90% with Council's performance in customer service - various deliverables				
No:	Actions	Measures	Targets	Qtr X
1	Better communication with Customers in terms of expectations, status and completion of customer requests.	Development of customer experience improvements and associated implementation plan, to be communicated via Councillor connect.	December 2019	2
2	Seek to reduce the volume of key customer complaints.	Agreed program of work to address high complaint areas.	June 2020	4
Accountable: Joseph Tabacco		Budget: Base		Resourcing: Implementation will involve many services in Council
Responsible: Jessamy Nicolas				
Department: Engagement & Partnerships				
Branch: Community Engagement				
1st QUARTER REPORTING				STATUS
<p>1a. The customer service team are about to commence implementation of an automated email to acknowledge receipt of a request/complaint. Customers will receive a further closure email to confirm their request has been closed. This is expected to significantly improve the customer experience.</p> <p>1b. From November, all staff will have access to response resolution timeframe report showing the number of received customer requests, those closed and those remaining outstanding on a monthly basis as well as average handling times. This will support the customer service team to set realistic customer expectations and closure timeframes for requests lodged and give managers better oversight of their business units.</p> <p>1c. Improvements are being made to the customer service knowledge base to include more information on steps throughout the CRS management process to facilitate better communication with customers.</p>				On Target
<p>2. The complaints management program enhancements are being finalised for Pathway and to be delivered during this financial year. The complaints program will bring us into line with all the recommendations for complaint handling which have been made by the Victorian ombudsman and additional improvements will be included in line with the ombudsman's good practice guides.</p>				On Target
2nd QUARTER REPORTING				STATUS
1. Customer service team have continued to implement the key components of the customer service strategy:				On Target

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<p>a) As outlined in quarter 1, customers will soon have improved customer experience by receiving automated emails about their requests. This includes customers being sent updates at the start and end of their requests. Council officers are also able to send a personalise message to the customer. This is testing phase as of January 2020 and will start to go live in February 2020.</p> <p>b) All managers now have access to improved reporting to help oversee the customer experience. This includes having oversight on the number of outstanding phone calls to customers as well as volume of work of their service. This will help managers be able to better over see their work volumes, identify if there's any cause of delay, and be able to manage their own resources better.</p> <p>c) Departmental meetings are taking place to improve the customer service knowledge base to ensure there is timely and accurate information is being provided to our customers.</p>	
<p>2. To improve the overall customer experience across all business units, a 2 hour training session has been developed to be delivered across the organisation. This will cover the philosophy of customer service, including how to deal with challenging situations. A Customer Service Tips and Tricks booklet covering these Customer Service elements will also be created.</p>	On Target

CAP: 62 Key Priority: R1. Improve resident satisfaction to 90% with Council's performance in customer service				
Deliverable: R1b) Continuous Improvement in service delivery -To improve overall service delivery by streamlining processes and improving the customer service experience				
No:	Actions	Measures	Targets	Qtr X
1	Completion of planned improvement initiatives as per FY20 program of work.	100% completion of work program	June 2020	4
Accountable: Sue Vujcevic		Budget: Base/ Training & Development Budget		Resourcing:
Responsible: Trisha Love				
Department: Business Transformation				
Branch: Organisational Performance				
1st QUARTER REPORTING				STATUS
<p>Initiatives completed and measured in Q1 are as follows:</p> <ul style="list-style-type: none"> Pin (infringement) automation has reduced the time it takes to issue a notice by 97% by removing manual processing of vehicle owner checks, which has also reduced the amount of customer disputes Digitising National Police Checks has reduced the time it takes to obtain a check on staff by 96% by removing the need to manually enter data and shifting to self-serve, which reduces the time it takes to onboard customer facing employees The Places Manager has improved the efficiency of monthly reporting on community engagement activities by 75% by using online tools. <p>Going digital initiatives completed this quarter include:</p> <ul style="list-style-type: none"> The IMS Sportsfields Booking program was launched. This is an online mobile Ground Inspection Reporting module that captures and 				On Target

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<p>reports real-time data (including photos of sports grounds) to escalate any OHS concerns</p> <ul style="list-style-type: none"> • The Maternal and Child Health team have a new electronic planner and now more efficient rostering system • Moreland has made available the 'Electronic Huddle – Team' app in Outlook for better communication across teams • Council now has an online form for the Coburg Night Market • Council has negotiated to receive more online training modules within the existing cost with our supplier • Moreland no longer posts job ads to the Local Government section of Seek, which results in cost savings. <p>Service improvements include:</p> <ul style="list-style-type: none"> • The libraries team have reduced processing time for audio visual materials by no longer re-casing AV material and reducing moves between libraries, resulting in faster access to these materials • Book suppliers now supply all non-Roman character books "shelf ready" - staff no longer have to complete processing in house, which saves time • Council's staff Development and Learning Calendar now combines leadership and staff training, with information sessions available to staff via an editable version of the pdf document for internal changes / future programs. <p>Process improvements:</p> <ul style="list-style-type: none"> • The process to deliver Library Service's Local Government Performance Reporting Framework (LGPRF) service performance reporting, has been documented to ensure a consistent and repeatable approach. 	
<p>2nd QUARTER REPORTING</p>	<p>STATUS</p>
<p>The Continuous Improvement works program was endorsed by MEG on the 6th November 2019. The following projects are on track to be delivered by the end of financial year (with Business requirements for projects finalised/approved by teams this quarter):</p> <ul style="list-style-type: none"> • Improve notification of shaping media issues to Customer Service team • Improve Customer Request System's Call Routing • Improve Customer Request System's Reporting • Digitise Legal Advice approvals. <p>In addition to the above program, other initiatives progressed or completed and measured in Q2 are as follows:</p> <ul style="list-style-type: none"> • Introduced ability for staff to reset their own passwords/locked computers without needing to call IT, which has reduced IT password workload by 74%. • Introduced the Visitor Self-Service Sign In system in Coburg customer service which has seen a 95% improvement in the time it took customer service to process a council visitor. • Going digital initiatives completed this quarter include: 	<p>On Target</p>

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<ul style="list-style-type: none"> Digitisation the environmental health Unit's lodgement and payment facilities, which has improved customer service and access and allows for 24/7 online service for faster delivery to customers. Digitisation of the internal staff award form for SHINE, has seen a reduction in time taken to select this year's Shine nominations. Process improvements completed in this quarter include: <ul style="list-style-type: none"> Quarterly Performance Review (Q1 report) now has a continuous improvement process loop back to ensure all areas of the business have an opportunity to address and improve performance during the financial year. Youth Services have begun work to refine processes for payments of a subset of workers. Aged Care have begun identifying bottle necks or multiple handoffs in their Direct Care, Meals, Transport and Social Services processes. <p>Finance have identified bottle necks in their Asset Capitalisation process and are considering next steps.</p>	
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CAP: 63					Key Priority: R2. Reach the top 25% of all Councils for improved community satisfaction with Council's engagement practices				
Deliverable: R2a) Improved Community Engagement - Fundamental rethink and potential reorganisation									
No:	Actions	Measures	Targets	Qtr X					
1	Implementation of Community Engagement framework	Organisation capacity building: evaluation and monitoring report to be presented at Council meeting	May 2020	4					
Accountable: Joseph Tabacco			Budget:		Resourcing:				
Responsible: Jessamy Nicolas			\$171K (OPEX)		1.0 FTE				
Department: Engagement & Partnerships									
Branch: Community Engagement									
1st QUARTER REPORTING					STATUS				
Key activities to support the implementation of the Community Engagement Framework: <ul style="list-style-type: none"> Introduce new tools and templates to support Council officers in planning community engagement by February 2020 Coordinate internal group of champions to drive an internal culture of engagement at Moreland including delivery of four meetings by June 2020 Deliver 2 community engagement training sessions for staff on new tools and templates by June 2020 Introduce new 'Conversations Moreland website' by December 2019 					On Target				

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<ul style="list-style-type: none"> Provide support/project manage engagement for flagship actions including MITS (Amendment C183 consultation and Smart Streets consultation), A Park Close to Home (West Street and Tinning Street consultations), ZCM Action Plan consultation and FOGO consultation by June 2020. 	
2nd QUARTER REPORTING	STATUS
<ul style="list-style-type: none"> Introduce new tools and templates to support Council officers in planning community engagement by February 2020. Coordinate internal group of champions to drive an internal culture of engagement at Moreland including delivery of four meetings by June 2020. Deliver two community engagement training sessions for staff on new tools and templates by June 2020. Introduce new 'Conversations Moreland website' by December 2019. Provide support/project manage engagement for flagship actions including MITS (Amendment C183 consultation and Smart Streets consultation), A Park Close to Home (West Street and Tinning Street consultations), ZCM Action Plan consultation and FOGO consultation by June 2020. 	<p>On Target</p> <p>On Target</p> <p>On Target</p> <p>Achieved</p> <p>On Target</p>

CAP: 64	Key Priority: R3. Maintain and match our infrastructure to community needs and population growth			
Deliverable: R3a) Wheatsheaf Hub - create an integrated community hub in Glenroy with a focus on education, lifelong learning and health, combined with a district level open space.				
No:	Actions	Measures	Targets	Qtr X
1	Continue design, development and construction phase.	Commence construction of the main works	April 2020	4
Accountable: Greg Gale (A)		Budget: \$1.5M (CAPEX)	Resourcing: Implementation will involve many services in Council	
Responsible: Magnus Neergaard (A)				
Department: City Infrastructure				
Branch: Capital Works Planning and design				
1st QUARTER REPORTING			STATUS	
Main works tender procurement is underway for construction to commence early 2020.			On Target	
2nd QUARTER REPORTING			STATUS	
The main works contract was awarded by Council at the December 2019 meeting, with construction to commence early 2020.			On Target	

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CAP: 65		Key Priority: R3. Maintain and match our infrastructure to community needs and population growth		
Deliverable: R3b) Saxon Street Hub: implement Strategic Plan to guide future use and development of the Hub.				
No:	Actions	Measures	Targets	Qtr X
1	Progress strategic redevelopment plan for the site	Progress report to Councillor briefing at key project milestones.	May 2020	4
Accountable: Joseph Tabacco		Budget: Continue building reserve to fund design development and construction	Resourcing:	
Responsible: Giovanna Savini				
Department: Engagement and Partnerships				
Branch: Places				
1st QUARTER REPORTING			STATUS	
Progress continuing. Councillors briefed on revisions to project Governance to incorporate a Councillor Oversight Committee with Council resolution expected in October 2019.			On Target	
2nd QUARTER REPORTING			STATUS	
Additional feasibility work was commissioned. Outcomes of the feasibility study will be presented to the Councillor Oversight Committee in February 2020.			On Target	

CAP: 67		Key Priority: R3. Maintain and match our infrastructure to community needs and population growth		
Deliverable: R3d) Fleming Park - Rejuvenate Fleming Park to meet the needs of the current and future community.				
No:	Actions	Measures	Targets	Qtr X
1	Implementing works to deliver the reimagining of the Grand Stand and minor works.	Completion of construction works	June 2020	4
Accountable: Greg Gale (A)		Budget: \$1.4M (Capex)	Resourcing: Officer resources / Specialist Contractor Support	
Responsible: Magnus Neergaard (A)				
Department: City Infrastructure				
Branch: Capital Works Planning and design				
1st QUARTER REPORTING			STATUS	

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Community consultation on the grand stand concept for the reimagining of the grandstand occurred in September 2019 and is on schedule for completion by June 2020.	On Target
2nd QUARTER REPORTING	STATUS
Community consultation on the concept design for the reimagining of the grandstand occurred in September 2019, with Planning application to be submitted by the end of January. Completion of construction is dependent on the outcome of the tendering and Planning Permit processes.	On Target

CAP: 70	Key Priority: R4. Provide transparent and effective governance of Council's operations			
Deliverable: R4a) Review of the Local Government Act - Opportunity to input into State Government review				
No:	Actions	Measures	Targets	Qtr X
1	Implement changes arising from the new Government Act.	Support organisation to ensure relevant sections of the new LGA are implemented as per the required timeframes	As per required dates for key deliverables in the new LGA (<i>subject to timing of State Government introduction of legislation</i>)	As relevant
Accountable: Sue Vujcevic		Budget: Base		Resourcing:
Responsible: Jodie Watson				
Department: Business Transformation				
Branch: Corporate Governance				
1st QUARTER REPORTING			STATUS	
An assessment of implications of the new reforms to the Local Government (LG) Bill for Moreland was undertaken and distributed for review by Councillors. A Councillor briefing on the new LG Bill was held on 15 July 2019. Council submitted a response to the Minister for Local Government on the proposed LG Bill reforms on 31 July 2019.			On Target	
2nd QUARTER REPORTING			STATUS	
An assessment of the implications of the revised LG Bill 2019 has commenced. The key actions and timing for implementation were mapped to responsible departments and officers. The mapping which has commenced also looks at the implementation of each clause within the LG Bill 2019 in more detail.			On Target	

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CAP: 72		Key Priority: R4. Provide transparent and effective governance of Council's operations		
Deliverable: R4c) Define Environmental Management System (EMS) scope including environmental policy, environmental impacts and aspects register.				
No:	Actions	Measures	Targets	Qtr X
1	Implementation of Council resolved outcomes to introduce a non-certified EMS solution.	Alignment of systems and processes to ISO 14001 or guidelines.	June 2020	4
Accountable: Sue Vujcevic		Budget: \$100K (OPEX)		Resourcing:
Responsible: Jodie Watson				
Department: Business Transformation				
Branch: Corporate Governance				
1st QUARTER REPORTING				STATUS
The recruitment process commenced, following a period of consultation on an organisational change to the Corporate Governance Branch, that impacted this position. A preferred candidate has been identified and nearing appointment.				On Target
2nd QUARTER REPORTING				STATUS
This position was not appointed as anticipated at the end of the 1 st Quarter. An alternative approach was taken with a return to market in November, recruiting a full time resource for 12 months utilising the allocated funding for a part-time position by compressing the work into six months full time in 2019/20 carrying over into 2020/21 for a further six months full time. The Quality Assurance – EMS Officer is scheduled to commence on 13 January 2020 to work toward establishing an EMS aligned with ISO 14001.				On Target

CAP: 74		Key Priority: R5. Operate without seeking an exemption from the rate cap through efficient use of Council's skills and financial resources		
Deliverable: R5b) Continuous Improvement in service delivery - To improve overall service delivery by streamlining processes and improving the customer service experience				
No:	Actions	Measures	Targets	Qtr X
1	Implement program for roll out of Pro Mapp	At least 3 work areas have undergone process review and have defined processes using Pro Mapp	June 2020	4
Accountable: Sue Vujcevic		Budget: \$23K (OPEX)		Resourcing: Base
Responsible: Trisha Love				

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Department: Business Transformation		
Branch: Organisational Performance		
1st QUARTER REPORTING		STATUS
<p>A program has been developed for the roll out of process mapping in FY20 with a key focus on the Finance, Governance and Human Resources teams. A process is underway to recruit an additional 2-year resource to achieve this priority.</p> <p>Accounts Payable and Revenue Property have finalised eight process maps this quarter and the Finance team have created a further six new maps.</p> <p>Work has begun to develop an overview of all the processes that enable business continuity in the Governance and Human Resources teams. Work with Governance has commenced with 1 process map created. Issue identification has also begun, which will inform work in the next quarter.</p> <p>Additional mapping outside of the 3 focus areas in this quarter includes:</p> <ul style="list-style-type: none"> • City Infrastructure have mapped 12 processes, mainly in waste services. • Community Development have undertaken 25 maps of 'current state' processes following workshops with the Aged Services teams. The purpose of this work is to understand touch points from the client perspective. This work will lead to future improvement opportunities. • The subdivision bond process review is also continuing with the main process flow reviewed this quarter. Supporting process development to commence in the next quarter. 		On Target
2nd QUARTER REPORTING		STATUS
<p>The new Business Analyst – Process Mapping Officer commenced, and a Process Mapping Strategy was developed to guide process mapping activity within HR, Governance and Finance for the remainder of this financial year. The Strategy also informs mapping work beyond the 19/20 financial year to ensure teams currently completing mapping activity will be able to create, maintain and review process as part of their business as usual activity, ongoing.</p> <p>An audit of existing processes has been completed and included:</p> <ul style="list-style-type: none"> • A review of all (293) processes currently sitting within the mapping platform, ProMapp, to identify which are still current. • Archiving of (100) non-current processes. • Review of system users and current training tools. <p>Work has been undertaken with the HR, Governance and Finance teams to finalise a master list of all processes within their operations. 245 processes have been identified and work has commenced to prioritise and select key processes for mapping. There are currently 113 process maps (31 HR, 9 Governance and 73 Finance) within the system that are being developed by staff, who are also identifying improvement opportunities.</p> <p>Mapping work continued in this quarter includes:</p>		On Target

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<ul style="list-style-type: none"> Accounts Payable team mapping a further 2 processes. Governance having another 7 processes in work. Work in Revenue property has now been completed with 15 processes published for this area. Support has also commenced Revenue Services and 3 processes have been developed in this quarter. Community Development have 10 more 'current state' maps developed for Aged Services (this work was completed to understand the client journey, understand touch points a client has when using Councils services and drive process and service improvements). 	
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CAP: 75					Key Priority: R1. Improve resident satisfaction to 90% with Council's performance in customer service				
Deliverable: R5c) Working with Regional Partners - Generate financial efficiencies, through collaboration and partnership opportunities.									
No:	Actions	Measures			Targets		Qtr X		
1	Implement agreed Regional collaborative procurement projects.	i) Complete Annual planned projects			June 2020		4		
		ii) Each collaborative procurement project generates financial and/or non-financial benefits.			June 2020		4		
Accountable: Liz Rowland				Budget: Base			Resourcing:		
Responsible: Olivia Akdeniz							Procurement		
Department: Finance							All services with joint procurement opportunities		
Branch: Procurement									
1st QUARTER REPORTING								STATUS	
i. As of the end of quarter one, all identified procurement projects are undertaken in collaboration with Northern Region Councils.								On Target	
ii. Each collaborative procurement project to date generates financial and/or non-financial benefits.								On Target	
2nd QUARTER REPORTING								STATUS	
i. As of the end of quarter two, all identified procurement projects are undertaken in collaboration with Northern Region Councils.								On Target	
ii. Each collaborative procurement project to date generates financial and/or non-financial benefits.								On Target	

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CAP: 76		Key Priority: R6. Enable Council's workforce to be mobile and accessible, supported by smart and efficient technologies		
Deliverable: R6a) IT Strategy - Set direction for IT resources allocation over 3 years and how this will add value to Moreland. Outcome will be more efficient use of time and money while addressing need for business intelligence and sustainable integration				
No:	Actions	Measures	Targets	Qtr X
1	Development of a new IT Roadmap to drive business transformation and customer service excellence.	i) Completion of Roadmap	i) August 2019	1
		ii) Commence implementation of Roadmap	ii) September 2019	1
Accountable: Sue Vujcevic		Budget:		Resourcing:
Responsible: Chris Rathborne		Base		
Department: Business Transformation				
Branch: Information Technology				
1st QUARTER REPORTING				STATUS
1.	i. Completion of Roadmap – final version submitted to the Moreland Executive Group.		Achieved	
	ii. Commence implementation of Roadmap – some items already commenced, including those on the backlog, for example Corporate Reporting Tool and GIS Program.		Achieved	
2nd QUARTER REPORTING				STATUS
1.	i.		Achieved	
	ii.		Achieved	