

MURRINDINDI SHIRE COUNCIL PLAN 2017-2021

QUARTERLY REPORT (JULY-SEPTEMBER 2019)



Murrindindi
Shire Council



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INTRODUCTION

This report provides a quarterly summary of progress towards delivering the strategies in the Murrindindi Shire Council Plan 2017-2021. The report focuses on action undertaken during the July - September 2019 Quarter. A full report on annual progress and achievements, including an assessment against the Strategic Indicators in the Council Plan is provided each financial year as part of Council's Annual Report.

OUR PEOPLE

TOGETHER WE WILL CELEBRATE AND ENCOURAGE DIVERSE, CARING AND CONNECTED COMMUNITIES.

WHAT WE AIM TO ACHIEVE: (STRATEGIES)

QUARTER ONE (JULY-SEPTEMBER 2019)

1. Encourage activities and events that celebrate our vibrant, diverse and creative people and communities

- We delivered NAIDOC week celebrations across all library branches, including a program involving Aunty Lee Healy talking about her book on language and including indigenous activities such as weaving and art.
- We ran three active events programs at our libraries during the quarter.
- Reading Hour and Science Week activities took place across library branches, together attracting over 85 attendees. Citizen Scientist Robert Gardiner spoke at the Yea Library
- We provided grants and sponsorships to 9 community organisations
- We delivered youth activities across Murrindindi Shire promoting performing arts, music, creativity, recreation and leadership
- We reprinted the Taungurung Language Resource Kit for Early Years for all Family Day Care educators in Murrindindi and made additional copies available to community groups.
- We worked with community partners to coordinate ELF Reading Day activities.

2. Work with our community and groups to connect, collaborate and plan for our future

- We continued to support the Community Planning initiative in Toolangi/Castella, Yea and Marysville with 12 meetings held across the communities in this quarter.
- We launched the Moving Murrindindi Community Transport program in September to provide a flexible, low cost transport option to older adults, people with a disability and those experiencing financial disadvantage across the shire.
- We provided advice and assistance to the community in grant seeking activities including individual coaching and information on available grants.

3. Work with our partner agencies to ensure people of all ages can access the health and community services they need

- We provided Emergency Management planning and education for all Family Day Care educators.
- We continued to support the RESPOND project and participated in community workshops to plan actions to promote active living and healthy eating.
- We supported Ellimatta Youth Inc. in delivering youth activities and events with involving 35 young people.
- We continued to deliver high quality flexible child care services across Murrindindi Shire including the addition of before and after school care at Alexandra Primary School.
- Two of our Family Day Care educators won Regional Educator of the Year in the Family Day Care Australia awards and Council was nominated for a Service of the Year award.
- We trialled Q&A sessions by Maternal and Child Health Nurses for parents as part of the Facilitated Playgroup program in Buxton and Kinglake.
- We signed a new Service Level Agreement with Yarra Plenty Regional Library to ensure ongoing community access to a wide ranging collection.

4. Create a positive environment that supports our young people to grow, participate and be happy

- We worked with young people and our service partners including Primary and Secondary Schools, Ellimatta Youth and the Department of Education to deliver the following programs during the quarter:
 - Resilient Relationships & The Kindness Project in the Kinglake Ranges (3 sessions with 110 school students)
 - Everyday Leadership program in Alexandra and Yea (12 sessions with 139 school students)
 - School Holiday Programs, Employment Pathways, Kinglake Youth Drop In & STEM programs with over 40 young people attending.
- The Mobile Library and Customer Service worked to build relationships with schools and kindergartens across the Shire, hosting 161 children over the quarter

5. Promote opportunities for people of all ages to connect with and be involved in their community

- We removed overdue fines from library items to encourage use of the library by all
- We signed up 210 new library members during the quarter, bringing our active membership to 3388.
- We offered Maternal and Child Health New Parent Groups at the Alexandra and Kinglake Libraries.

OUR PLACE

WE WILL MAINTAIN AND ENHANCE PLACES TO BE ATTRACTIVE AND LIVEABLE, IN BALANCE WITH OUR NATURAL ENVIRONMENT.

WHAT WE AIM TO ACHIEVE: (STRATEGIES)

QUARTER ONE (JULY-SEPTEMBER 2019)

1. Support recreation opportunities for our residents and visitors that encourage participation and community connections

- We commenced the planning phase and preliminary community consultation for the Eildon Playspace Master Plan Project.
- We adopted the Alexandra Youth Precinct Master Plan and the initial planning phase for the works has commenced.

2. Improving links and making Murrindindi Shire easier to navigate and its services and destinations easy to find

- We advertised tenders for works to improve the pathways and links across the Shire in accordance with the 2019/20 capital works program.
- Following grant funding approval, we began the design phase for the following projects:
 - Kinglake Streetscape Redevelopment;
 - Eildon Back Road – route improvement works;
 - Rubicon Road, Eildon - route improvements works;
 - Yea High Street – road safety improvements works; and
 - King Parrot Creek - road improvements.

3. Through good land use planning enhance the liveability, prosperity and the rural character of our Shire

- As per the Kinglake Ranges, Flowerdale and Toolangi Plan, we progressed the designs for the first stage construction works of Aitkin Street, with tenders for construction commencing in late October 2019.

4. Strengthen the environmental sustainability of our communities, protect our natural environment and reduce resource consumption

- We commenced energy efficiency upgrades on Council buildings under the Local Government Energy Savers Program.
- We prepared a waste education strategy in collaboration with Strathbogie and Mitchell Shire Councils which will be presented at the October 2019 Council meeting for endorsement.
- We commenced electronic waste (e-waste) collection services at our Alexandra, Yea and Kinglake Resource Recovery sites.

5. Recognise and embrace the history, culture and identity of our towns and communities

- We commenced historical restoration works at the Yea Shire Hall.

6. Enhance community safety, resilience and liveability through improved planning, community engagement, and a fair and transparent approach to compliance

- We commenced a review of the Community Local Law, including consultation with partner agencies.
- We implemented a Fair Parking campaign to educate people about parking safety and access responsibilities and, where necessary, issued warnings and infringement notices.
- As part of the Domestic Animal Management Plan, we visited properties where animal registrations have not been renewed in an effort to promote responsible animal ownership and animal registration requirements.
- We developed the 2019/20 Kinglake Ranges Fire Hazard Management Action Plan, which includes collaboration and alignment of our work schedules between VicRoads, Whittlesea and Nillumbik Shires.

OUR PROSPERITY

IN PARTNERSHIP WITH THE COMMUNITY WE WILL PROMOTE AN ENVIRONMENT IN WHICH BUSINESS AND COMMUNITY CAN THRIVE.

WHAT WE AIM TO ACHIEVE: (STRATEGIES)

QUARTER ONE (JULY-SEPTEMBER 2019)

1. Use a fresh approach to attract new and existing business investment

- We delivered the grants and contributions program that continued to provide funding opportunities for business and tourism innovation.
- We employed a Business Partnerships Officer to provide greater awareness of and engagement in Council's grants and contributions program by local businesses.
- We continued to provide services through the Development Assessment Team to assist investors and developers to navigate and comply with planning, building and other regulatory expectations to encourage and support development in the Murrindindi Shire.

2. Work with our businesses, regional partners and communities to support a diverse visitor experience that promotes our natural assets, and a vibrant range of events

- We provided feedback and input to the State Government's Regional Tourism Review.
- We worked with local business and tourism groups to produce a Discover Dindi Official Visitor Guide.
- We commenced work on a Great Victorian Rail Trail Strategic Development Plan which included business stakeholder consultation.
- We produced 12 issues of the 'What's On Murrindindi' e-newsletter.
- We supported 4 tourism events that were held in the Murrindindi Shire during the quarter.
- We worked with Holmesglen @ Eildon to deliver the 2019 Vic Tourism Industry Council Visitor Information Services Summit.
- We continued to deliver tourism marketing through our social media platforms of Instagram and Facebook.

3. Support and encourage local businesses to work together, thrive and grow, through networking, start-up assistance, mentoring and access to skills

- We hosted two State Government Small Business Bus sessions in Eildon and Kinglake.

4. Advocate for and support high quality opportunities for education and training to meet community and business needs

- We continued to advocate with our local state member and shadow education minister for improved and expanded education opportunities in the Shire.

5. Advocate for improved infrastructure and access to public land to realise social and economic opportunities

- We continued to contribute to the Committee of Management for the Toolangi Forest Discovery Centre with a focus on looking at future viable uses for this facility.

OUR PROMISE

WE WILL ALL WORK IN COLLABORATION WITH OUR COMMUNITIES TO DELIVER THE BEST POSSIBLE OUTCOMES IN ALL THAT WE DO.

**WHAT WE AIM TO ACHIEVE:
(STRATEGIES)**

**QUARTER ONE
(JULY-SEPTEMBER 2019)**

1. Represent and advocate for our community in a transparent and equitable way

- We continued to advocate for improved road safety of the MaroonDAH Highway and the Black Spur.
- We continued to advocate for State Government support for the renewal of 2009 Bushfire Gifted Assets.
- We successfully advocated for increased access to mental health services for the communities of the Kinglake Ranges.
- We provided a submission to the Victorian Electoral Commission concerning their electoral boundary review of the Murrindindi Shire.

2. Ensure our culture, systems and technologies encourage and enable innovation in our business practices and service delivery

- We refreshed and modernised Council's website.
- We received the Local Government Professionals Award for Customer Service 2019.
- We partnered with a new software provider to improve our planning, monitoring and reporting tools in the areas of Risk, Occupational Health & Safety and Business Strategy.

3. Ensure the range of services we provide and the way we provide them are best aligned with community priorities and Council's resources

- We completed a review of Council's infrastructure operational services to improve efficiencies and asset management.
- We finalised the relocation of all infrastructure operations staff to a centralised facility in Alexandra to provide a more 'joined-up' and efficient approach to the provision of infrastructure development and maintenance services.

4. Commit to developing a stronger customer-focused culture that makes us easier to deal with

- We delivered training to all customer service staff to ensure skills are up to date and staff aware of new developments.
- We continued to review customer survey responses and follow up actions to ensure we are ‘closing the loop’ for customers.
- We achieved our highest community satisfaction rating of 73 points for our customer service performance, which was above the average for councils across the State.

5. Expand our communication and two-way engagement with the community

- We commenced community consultation for the 2020/21 budget process to ensure the community’s priorities are considered at the outset of planning process.
- We created a new look advertisement format for newspapers across the Shire to ensure visibility of Council advertising and news’ items.
- Council’s Facebook page continues to grow, up to 2560 Likes (from 2341 in previous quarter) indicating good uptake of this form of communication across the Shire.

6. Maintain Council’s financial sustainability through sound financial and asset management

- Our new asset management system has been utilised for end of year financial reporting for the first time.
- Our financial statements received clear audit opinion from the Victorian Auditor General’s Office.

7. Support a skilled, engaged and flexible workforce that can respond to changing needs

- We installed video conferencing equipment and software to improve communication across work locations and help us deliver services to the community more efficiently.
- All Managers undertook “Managing Mental Health in the Workplace” training in an effort to better support our staff.

ATTACHMENT 1 - CAPITAL WORKS - MONTHLY REPORT - SEPTEMBER

| Health | Name | Locality | Ward | % Complete | Estimated Construction Start | Estimated Construction Finish | Comment |
|--------|---|-------------------------|-------------|------------|---------------------------------|--------------------------------|---|
| | Sealed Road Program/ Bituminous Sealing Program | | | 0% | Monday, 2 September 2019 | Wednesday, 1 April 2020 | |
| | Sealed Roads - Renewal & Major Patching | | | 5% | Monday, 2 September 2019 | Wednesday, 1 April 2020 | Works program assessed, specification underway tendering to commence. |
| | Ghin Ghin Road, Ghin Ghin | Ghin Ghin | Koriella | 0% | Monday, 2 September 2019 | Wednesday, 1 April 2020 | |
| | Main St and Utah Pl Intersection, Eildon | Eildon | Eildon | 0% | Monday, 2 September 2019 | Wednesday, 1 April 2020 | |
| | Skylark Road, Eildon | Eildon | Eildon | 0% | Monday, 2 September 2019 | Wednesday, 1 April 2020 | Works removed from the program due to remediation being completed in last financial year. |
| | High St and Centre Av Intersection, Eildon | Eildon | Eildon | 0% | Monday, 2 September 2019 | Wednesday, 1 April 2020 | |
| | Tenth St, Eildon | Eildon | Eildon | 0% | Monday, 2 September 2019 | Wednesday, 1 April 2020 | |
| | Marr Ct, Eildon | Eildon | Eildon | 0% | Monday, 2 September 2019 | Wednesday, 1 April 2020 | |
| | North End of National Park Road, Kinglake | Kinglake West | King Parrot | 0% | Monday, 2 September 2019 | Wednesday, 1 April 2020 | |
| | Maintongoon Rd, Maintongoon | Alexandra | Red Gate | 0% | Monday, 2 September 2019 | Wednesday, 1 April 2020 | |
| | Green St, intersection of Johnston St, Alexandrandra | Alexandra | Red Gate | 0% | Monday, 2 September 2019 | Wednesday, 1 April 2020 | |
| | Vickery St, Bakery Carpark, Alexandra | Alexandra | Red Gate | 0% | Monday, 2 September 2019 | Wednesday, 1 April 2020 | |
| | Break O'Day Rd, Glenburn, 2,125m | Glenburn | King Parrot | 0% | Monday, 21 October 2019 | Wednesday, 1 April 2020 | Moved from reseal into Ren & major Patching |
| | Wattle Street, Alexandra | Alexandra | Red Gate | 100% | Monday, 10 December 2018 | Friday, 29 March 2019 | Carry Forward Project. Works completed, invoice received. Minor defect requiring rectification prior to payment |
| | Girdwood Parade | Eildon | Eildon | 90% | Monday, 10 December 2018 | Monday, 30 September 2019 | Carry Forward Project. Works are currently being programmed for completion. |
| | Spring Valley Rd, Flowerdale | | | 0% | Monday, 2 September 2019 | Wednesday, 1 April 2020 | Removed from Ren & Major Patch, defect remedied |
| | Sealed Roads - Renewal (Reseals) | | | 10% | Monday, 21 October 2019 | Wednesday, 1 April 2020 | Contract awarded. Works currently being programmed. |
| | Alandale Rd, Strath Creek, 77m | Strath Creek | Cheviot | 0% | Monday, 21 October 2019 | Wednesday, 1 April 2020 | |
| | Dairy Creek Rd, Homewood, 2260m | Homewood | Cheviot | 0% | Monday, 21 October 2019 | Wednesday, 1 April 2020 | |
| | Falls Rd, Strath Creek, 2315m | Strath Creek | Cheviot | 0% | Monday, 21 October 2019 | Wednesday, 1 April 2020 | |
| | Flowerdale School Rd, Flowerdale, 640m | Flowerdale | Cheviot | 0% | Monday, 21 October 2019 | Wednesday, 1 April 2020 | |
| | King Parrot Creek Rd, Kerrisdale, 2795m | Kerrisdale | Cheviot | 0% | Monday, 21 October 2019 | Wednesday, 1 April 2020 | |
| | Upper King Parrot Creek Rd, Flowerdale, 1300 m | Strath Creek/Flowerdale | Cheviot | 0% | Monday, 21 October 2019 | Wednesday, 1 April 2020 | |
| | Murrindindi Rd, Glenburn, 955m | Glenburn | Koriella | 0% | Monday, 21 October 2019 | Wednesday, 1 April 2020 | Works removed from contract due to budget limitations. Deferred to next financial year |
| | Broome Rd, Curlings Rd & Hazeldene Main Rd, Flowerdale 407m | Flowerdale | King Parrot | 0% | Monday, 21 October 2019 | Wednesday, 1 April 2020 | |
| | National Park Rd, 1750m | Kinglake West | King Parrot | 0% | Monday, 21 October 2019 | Wednesday, 1 April 2020 | |
| | Hannas Rd, Strath Creek | Strath Creek | Cheviot | 0% | Monday, 2 September 2019 | Wednesday, 1 April 2020 | Moved from Ren & maj patch into reseal |
| | Goodall St Including Car Park (Kinglake Primary School) | Kinglake | Kinglake | 0% | Monday, 2 September 2019 | Wednesday, 1 April 2020 | Moved from Ren & maj patch into reseal |
| | West Bridge Rd, Glenburn, 1520m | Glenburn | King Parrot | 0% | Monday, 21 October 2019 | Wednesday, 1 April 2020 | |
| | Murrindindi Rd, Murrindindi, 10205m | Murrindindi | Koriella | 0% | Monday, 21 October 2019 | Wednesday, 1 April 2020 | Works removed from contract due to budget limitations. Deferred to next financial year |
| | Gordons Bridge Rd & Moore Ct, Kinglake, 886m | Castella | Kinglake | 0% | Monday, 21 October 2019 | Wednesday, 1 April 2020 | |
| | Kinglake Glenburn Rd, Kinglake, 1716m | Kinglake | Kinglake | 0% | Monday, 21 October 2019 | Wednesday, 1 April 2020 | |
| | Kinglake Community centre carpark | Kinglake | Kinglake | 0% | Monday, 21 October 2019 | Wednesday, 1 April 2020 | |
| | Other Road Projects | | | 0% | | | |
| | Sealing Unsealed Road Entrances | | | 0% | | | |
| | Bower St Entry & Realignment Stage 2, Kinglake | Kinglake | Kinglake | 0% | Monday, 23 September 2019 | Friday, 29 May 2020 | Design underway |
| | Mt Pleasant Road - Stage 1 - Design | Alexandra | Red Gate | 75% | Monday, 4 February 2019 | Tuesday, 24 September 2019 | Carry Forward Project - Final design nearing completion. |
| | Wilhelmina Falls Road - Stage 2 | Murrindindi | Koriella | 20% | Monday, 8 October 2018 | Thursday, 30 April 2020 | Carry Forward Project. Geotechnical investigation works currently being scoped. |
| | Sealed Road - Upgrades | | | 0% | | | |
| | Kinglake West memorial carpark - Stage 2 (Landscaping & traffic island) | Kinglake West | Kinglake | 0% | Monday, 25 November 2019 | Friday, 29 May 2020 | Design to be completed in house. |
| | Kinglake West/Pheasant Creek Streetscape - Stage One - Concept Design | Kinglake West | Kinglake | 0% | Monday, 25 November 2019 | Friday, 29 May 2020 | Basic concept and preliminary estimate completed. Survey & design to be completed by the end of December. |
| | RV Friendly Towns - Part 1 | Shire Wide | Shire Wide | 5% | | Tuesday, 30 June 2020 | Consultation to confirm exact scope currently underway with key stakeholders. |
| | Marysville - Murchison Street works | Marysville | Cathedral | 10% | | Monday, 30 March 2020 | Scope completed in coordination with key Operations staff. Preparation of RFQ underway. |
| | Murchison St Carpark Development, Marysville | Marysville | Cathedral | 10% | Tuesday, 2 July 2019 | Monday, 16 December 2019 | Works currently out for tender. Tender closes 4th October. |
| | Yarck Road - Route Improvements - Stage 1 - Design | Gobur | Koriella | 60% | Monday, 4 February 2019 | Monday, 25 November 2019 | Carry Forward Project - Design commenced. |
| | Shoulder Resheeting | | | 0% | Monday, 2 September 2019 | Thursday, 30 April 2020 | |
| | Jobs to be allocated | | | 0% | | | |
| | Gravel Road Resheeting Program | | | 0% | Monday, 2 September 2019 | Thursday, 30 April 2020 | Specification currently underway. Works due to be tendered early November |
| | Burgess Rd, Yarck 2570m | Yarck | Koriella | 0% | Monday, 2 September 2019 | Thursday, 30 April 2020 | |
| | Hewletts Rd, Caveat, 2055m | Caveat | Koriella | 0% | Monday, 2 September 2019 | Thursday, 30 April 2020 | |
| | Gum Rd, Caveat, 3182m | Caveat | Koriella | 0% | Monday, 2 September 2019 | Thursday, 30 April 2020 | |
| | Middle Creek Rd, Gobur, 7639m | Kanumbra/Gobur/Yarck | Koriella | 0% | Monday, 2 September 2019 | Thursday, 30 April 2020 | |
| | Caveat Rd, Terip Terip, 2130m | Terip Terip | Koriella | 0% | Monday, 2 September 2019 | Thursday, 30 April 2020 | |
| | Range Rd, Yarck 886m | Yarck | Koriella | 0% | Monday, 2 September 2019 | Thursday, 30 April 2020 | |

Colour coding is as follows: Green = On track for planned completion, Yellow = Possible carry forward, Red = Will be Carry forward, Black = Complete, Blue = On hold

ATTACHMENT 1 - CAPITAL WORKS - MONTHLY REPORT - SEPTEMBER

| Health | Name | Locality | Ward | % Complete | Estimated Construction Start | Estimated Construction Finish | Comment |
|--------|--|---------------------|--------------------|------------|----------------------------------|---------------------------------|---|
| | Molesworth-Dropmore Rd, 3491m | Molesworth | Koriella | 0% | Monday, 2 September 2019 | Thursday, 30 April 2020 | |
| | Caveat-Dropmore Dd, Caveat, 650m | Caveat | Koriella | 0% | Monday, 2 September 2019 | Thursday, 30 April 2020 | |
| | Binns McCraes Rd, Alexandra, 1699m | Alexandra | Red Gate | 0% | Monday, 2 September 2019 | Thursday, 30 April 2020 | |
| | Lethbridge St & Gordon St, Alexandra, 546m | Alexandra | Red Gate | 0% | Monday, 2 September 2019 | Thursday, 30 April 2020 | |
| | Taylor St, Alexandra, 78m | Alexandra | Red Gate | 0% | Monday, 2 September 2019 | Thursday, 30 April 2020 | |
| | Stoney Creek Ct, Narbethong, 362m | Narbethong | Cathedral | 0% | Monday, 2 September 2019 | Thursday, 30 April 2020 | |
| | Unsealed Roads - Major Maintenance | | | 0% | Monday, 2 September 2019 | Thursday, 30 April 2020 | |
| | Construction | | | 0% | Monday, 2 September 2019 | Thursday, 30 April 2020 | |
| | Ferguson St, Strath Creek | Strath Creek | Cheviot | 5% | Monday, 9 July 2018 | Wednesday, 30 October 2019 | Carry forward. Works underway. |
| | Ruffy Rd | Strath Creek | Cheviot | 5% | Monday, 9 July 2018 | Wednesday, 30 October 2019 | Carry forward. Works underway. |
| | Moore Road, Eildon | Eildon | Eildon | 100% | Monday, 9 July 2018 | Wednesday, 30 October 2019 | Works completed. |
| | Burgess Rd, | Eildon | Eildon | 100% | Monday, 9 July 2018 | Wednesday, 30 October 2019 | Works completed. |
| | Old Yarck Road | Yarck | Koriella | 10% | Monday, 9 July 2018 | Wednesday, 30 October 2019 | Carry forward. Works underway. |
| | Spring Creek Rd | Yarck | Koriella | 10% | Monday, 9 July 2018 | Wednesday, 30 October 2019 | Carry forward. Works underway. |
| | Old Fawcett Rd | Yarck | Koriella | 10% | Monday, 9 July 2018 | Wednesday, 30 October 2019 | Carry forward. Works underway. |
| | O'Grady Rd | Yarck | Koriella | 10% | Monday, 9 July 2018 | Wednesday, 30 October 2019 | Carry forward. Works underway. |
| | Molesworth-Dropmore Rd | Molesworth | Koriella | 5% | Monday, 9 July 2018 | Wednesday, 30 October 2019 | Works completed. |
| | Bridge Program | | | 0% | Thursday, 30 May 2019 | Friday, 20 December 2019 | |
| | Dropmore Bridge - Renewal | Molesworth | Koriella | 0% | Monday, 1 July 2019 | Monday, 20 April 2020 | Carry forward project |
| | Cheviot Tunnel Bridge #297 - Stage 2 | Limestone | Koriella | 0% | Monday, 1 July 2019 | Saturday, 22 February 2020 | |
| | Dyes Lane Bridge - Renewal | Buxton | Cathedral | 0% | Monday, 1 July 2019 | Monday, 20 April 2020 | Carry forward project |
| | Brooks Cutting Bridge - Renewal and Upgrade | Alexandra | Red Gate | 0% | Monday, 1 July 2019 | Monday, 20 April 2020 | Carry forward project |
| | UT Creek Bridge - Renewal | Devils River | Eildon | 0% | Monday, 1 July 2019 | Monday, 20 April 2020 | Carry forward project |
| | Fannings Bridge - Load Upgrade | Glenburn | King Parrot | 0% | Monday, 21 January 2019 | Monday, 20 April 2020 | Carry Forward Project. Procurement planned for November |
| | Path Program | | | 0% | | | |
| | Renewal | | | 5% | Monday, 30 September 2019 | Thursday, 30 April 2020 | Works currently out for tender. |
| | Racecourse Road South Side, Yea (Seg 673) | | | 100% | Monday, 21 January 2019 | Friday, 30 August 2019 | Carry Forward Project - Works completed. Awaiting invoice. |
| | Leckie Park Path, Alexandra, 600m | Alexandra | Red Gate | 0% | Monday, 30 September 2019 | Thursday, 30 April 2020 | |
| | Rotary Park, Alexandra, 40m | Alexandra | Red Gate | 0% | Monday, 30 September 2019 | Thursday, 30 April 2020 | |
| | Riverside Dve N side, Alexandra, 170m | Eildon | Eildon | 0% | Monday, 30 September 2019 | Thursday, 30 April 2020 | |
| | Centre Ave S Side, Aleandra, 159m | Eildon | Eildon | 0% | Monday, 30 September 2019 | Thursday, 30 April 2020 | |
| | Eildon Path, Eildon, 199m | Eildon | Eildon | 0% | Monday, 30 September 2019 | Thursday, 30 April 2020 | |
| | Eildon Pondage Reserve, Eildon, 1367m | Eildon | Eildon | 0% | Monday, 30 September 2019 | Thursday, 30 April 2020 | |
| | Eildon Reserve E Side, Eildon, 1270m | Eildon | Eildon | 0% | Monday, 30 September 2019 | Thursday, 30 April 2020 | |
| | Taggerty - Thornton Rd path, Eildon, 260m | Taggerty | Cathedral | 0% | Monday, 30 September 2019 | Thursday, 30 April 2020 | |
| | Maroondah Hwy Taggerty E side, Eildon, 904m | Taggerty | Cathedral | 0% | Monday, 30 September 2019 | Thursday, 30 April 2020 | |
| | Lawrence Rd W side, Yea, 98m | Yea | Cheviot | 0% | Monday, 30 September 2019 | Thursday, 30 April 2020 | |
| | Flowerdale School Rd, Flowerdale, 95m | Flowerdale | Cheviot | 0% | Monday, 30 September 2019 | Thursday, 30 April 2020 | |
| | Path Upgrade | | | 0% | Monday, 30 September 2019 | Thursday, 30 April 2020 | |
| | Yea Station St disabled parking upgrade - public toilets | Yea | Cheviot | 0% | Monday, 30 September 2019 | Thursday, 30 April 2020 | Specification underway. Works will be conducted jointly with Yea Office accessibility parking works . |
| | Disability Access Parking and Pathway - Yea Council offices | Yea | Cheviot | | Monday, 30 September 2019 | Thursday, 30 April 2020 | Specification underway. Works will be conducted jointly with Yea station Street accessible parking upgrade. |
| | Kerb & Channel Program | | | 0% | | | |
| | Renewal | | | 0% | Monday, 3 February 2020 | Friday, 1 May 2020 | |
| | High Street, Yea (Seg 387) | Yea | Cheviot | 40% | Monday, 21 January 2019 | Friday, 30 August 2019 | Carry Forward Project - Works Completed. |
| | Tenth St & Ninth St, Eildon, 564m | Eildon | Eildon | 0% | Monday, 3 February 2020 | Friday, 1 May 2020 | |
| | Fitzroy Ct, Alexandra, 150m | Alexandra | Red Gate | 0% | | | |
| | New | | | 0% | Monday, 3 February 2020 | Friday, 1 May 2020 | |
| | Kerb & Channel - Bayley St between Nihil and Cooper, Alexandra | Alexandra | Red Gate | 0% | Monday, 3 February 2020 | Friday, 1 May 2020 | Feature survey complete. Design underway. |
| | Road Safety | | | 25% | Monday, 21 January 2019 | Friday, 28 June 2019 | |
| | Street Lighting | Kinglake | Kinglake | 50% | Monday, 21 January 2019 | Friday, 29 November 2019 | Carry Forward Project - Bus stop light at Marysville completed. Kinglake/Glenburn Rd, Kinglake currently underway |
| | Cycling Road Signage | Shire Wide | Shire Wide | 100% | Monday, 21 January 2019 | Friday, 27 September 2019 | Carry Forward Project - All works complete. |

Colour coding is as follows: Green = On track for planned completion, Yellow = Possible carry forward, Red = Will be Carry forward, Black = Complete, Blue = On hold

ATTACHMENT 1 - CAPITAL WORKS - MONTHLY REPORT - SEPTEMBER

| Health | Name | Locality | Ward | % Complete | Estimated Construction Start | Estimated Construction Finish | Comment |
|--------|---|------------|------------|------------|------------------------------|-------------------------------|---|
| | Eildon Speed limit review works program | Eildon | Eildon | 0% | Thursday, 2 May 2019 | Thursday, 21 November 2019 | Carry Forward Project - VicRoads approval to proceed received in early August. Budget reallocation has been approved. Specification underway. |
| | Stormwater Network | | | 0% | | | |
| | Marshbank Street, Yea | Yea | Cheviot | 20% | Monday, 21 January 2019 | Friday, 20 December 2019 | Carry Forward Project - Quotation, design and environmental assessment/permit applications currently underway. |
| | Renewal programs - Drainage Pit Cover | Yea | Cheviot | 0% | Monday, 3 February 2020 | Friday, 29 May 2020 | |
| | Drainage Upgrade - Trouble Spots | | | 0% | | | |
| | William Street to UT Creek - Staged Works | Alexandra | Red Gate | 60% | Monday, 21 January 2019 | Saturday, 28 September 2019 | Carry Forward Project - Works currently underway. Projected completion due in late October. |
| | Kerami Cr drainage upgrade works | Marysville | Cathedral | 10% | Monday, 6 May 2019 | Tuesday, 31 March 2020 | Carry Forward Project - Quotations received and are currently being evaluated. |
| | Drainage - Network expansion | Marysville | Cathedral | 0% | Monday, 21 January 2019 | Tuesday, 31 March 2020 | Carry Forward Project - Unspent drainage budget. Approved reallocation to Kerami Crescent. |
| | Thorton Drainage Upgrade Stage 1 | Thornton | Eildon | 0% | Monday, 28 October 2019 | Tuesday, 30 June 2020 | |
| | Community Facility | | | 0% | | | |
| | Emergency Services Access to Helipad, Alexandra | Alexandra | Red Gate | 0% | Monday, 21 January 2019 | Friday, 29 November 2019 | Carry Forward Project - Pavement works awarded and will commence early October. |
| | Yea Office Carpark Traffic Management | Yea | Cheviot | 80% | Monday, 21 January 2019 | Tuesday, 15 October 2019 | Carry Forward Project - Works currently underway. |
| | Pioneer Reserve Parking Area - Sealing | Yea | Cheviot | 30% | Monday, 21 January 2019 | Tuesday, 15 October 2019 | Carry Forward Project - Works to be completed in conjunction with Yea Office carpark. Works currently underway. |
| | Irrigation upgrade High Street, Yea | Yea | Cheviot | 40% | Monday, 4 March 2019 | Tuesday, 30 June 2020 | Carry Forward Project - Specification currently underway. |
| | Tourist Signage | Various | Various | 95% | Monday, 6 August 2018 | Friday, 20 December 2019 | Carry Forward Project - Great Victorian rail trail signage completed. Expanded scope requires further consultation regarding Indigenous recognition signage to be added, not part of the original scope. Design received, awaiting minor changes from Taungurung group. |
| | Kinglake Ranges Neighbourhood House - Kitchen | Kinglake | Kinglake | 100% | Monday, 1 October 2018 | Friday, 28 June 2019 | Carry Forward Project - Works completed. Grant completion report submitted. |
| | Kinglake Community Centre - Roof and lighting | Kinglake | Kinglake | 100% | Monday, 6 August 2018 | Friday, 26 June 2020 | Carry Forward Project - Lighting completed. Investigation revealed roof has deteriorated further. Additional funding to be sourced due to increase in scope. |
| | Timber Tramway Museum | Alexandra | Red Gate | 0% | Monday, 6 August 2018 | Friday, 29 November 2019 | Carry Forward Project - Painting and renewal works awarded. Works currently being programmed. |
| | Switchboard compliance works - Stage 1 | Various | Various | 45% | Monday, 6 August 2018 | Friday, 26 June 2020 | Carry Forward Project - Works underway. |
| | Bus Shelters | Shire Wide | Shire Wide | 0% | Monday, 13 January 2020 | Tuesday, 30 June 2020 | Awaiting confirmation regarding proposed works. |
| | Yea Rec Reserve - ground water pipe renewal | Yea | Cheviot | 0% | Friday, 16 August 2019 | Tuesday, 25 February 2020 | Scoping currently being investigated. |
| | Kinglake Memorial Reserve - Perimeter fencing | Kinglake | Kinglake | 0% | Monday, 29 July 2019 | Friday, 29 November 2019 | Works awarded. |
| | Regional Mountain Bike (MTB) Trail Signage | Shire Wide | Shire Wide | 0% | Friday, 16 August 2019 | Tuesday, 30 June 2020 | Project currently out for quotation. |
| | Alex Shire Hall - external column restoration | Alexandra | Red Gate | 0% | Monday, 26 October 2020 | Friday, 29 November 2019 | Procurement complete. Works programmed to be completed by the end of November. |
| | Alex Shire Hall - kitchen | Alexandra | Red Gate | 0% | Monday, 3 February 2020 | Thursday, 30 April 2020 | |
| | Asbestos management works | | | 0% | | | |
| | Yea Rec Reserve - Female Change Rooms | Yea | Cheviot | 0% | Friday, 20 September 2019 | Friday, 17 April 2020 | Designs finalised. Preparation for procurement underway |
| | Corporate Buildings | | | 0% | | | |
| | Whole of Council - Council facilities | Alexandra | Red Gate | 65% | Friday, 16 August 2019 | Tuesday, 25 February 2020 | Works underway |
| | Depot Development Works | Alexandra | Red Gate | 75% | Monday, 6 August 2018 | Friday, 28 June 2019 | Carry Forward Project - Works nearing completion. |
| | Alexandra Shire Office | Alexandra | Red Gate | 40% | Monday, 6 August 2018 | Monday, 29 June 2020 | Carry Forward Project - Project on hold until additional funding can be re-allocated. |
| | Alexandra Depot - Fire Services | Alexandra | Red Gate | 20% | Tuesday, 20 March 2018 | Monday, 30 September 2019 | Carry Forward Project - Primary construction complete. Minor outstanding works still pending (Bollards) |
| | Public conveniences | | | 0% | | | |
| | Epoxy Floors renewal | Various | Various | 0% | Monday, 26 August 2019 | Monday, 16 December 2019 | |
| | Epoxy Floor New | | | 0% | Monday, 26 August 2019 | Monday, 16 December 2019 | |
| | Swimming Pools - Annual Program | | | 0% | | | |
| | Swimming Pool Renewal Program (Bubble Tap, Pool Blanket and Lawn Irrigating Sys) Marysville | Marysville | Cathedral | 0% | Monday, 16 September 2019 | Friday, 27 November 2020 | |
| | Swimming Pool Renewal Program (Bubble Tap, Pool Blanket and Lawn Irrigating Sys) Alexander | Alexandra | Red Gate | 0% | Monday, 16 September 2019 | Friday, 27 November 2020 | |
| | Swimming Pool Renewal Program (Bubble Tap, Pool Blanket and Lawn Irrigating Sys) Yea | Yea | Cheviot | 0% | Monday, 16 September 2019 | Friday, 27 November 2020 | |
| | Swimming Pool Renewal Program (Bubble Tap, Pool Blanket and Lawn Irrigating Sys) Eildon | Eildon | Eildon | 0% | Monday, 16 September 2019 | Friday, 27 November 2020 | |
| | Pools Capital Equipment Renewal | | | 0% | | | |

Colour coding is as follows: Green = On track for planned completion, Yellow = Possible carry forward, Red = Will be Carry forward, Black = Complete, Blue = On hold

ATTACHMENT 1 - CAPITAL WORKS - MONTHLY REPORT - SEPTEMBER

| Health | Name | Locality | Ward | % Complete | Estimated Construction Start | Estimated Construction Finish | Comment |
|--------|--|----------------|-------------|------------|------------------------------|-------------------------------|--|
| | Pool Capital Equipment | Various | Various | 30% | Monday, 6 August 2018 | Friday, 1 May 2020 | |
| | Swimming OHS Requirements - Auto Vacuum Cleaner Yea | Yea | Cheviot | 100% | Monday, 1 July 2019 | Friday, 29 November 2019 | AutoVac installation complete. |
| | Auto Pool Blanket Roller Machine, Alexandra (request from staff concerning manual handling; Operational cost saving opportunity) | Alexandra | Red Gate | 0% | Monday, 1 July 2019 | Friday, 29 November 2019 | Super slave installed. Works completed. |
| | Community Buildings - Renewal and Upgrade | | | 0% | | | |
| | Yea Hall Clock Tower (Part of hall renewal 3136) | Yea | Cheviot | 30% | Monday, 6 August 2018 | Friday, 29 November 2019 | Carry Forward Project. Works currently underway. |
| | Yea Shire Hall - Restoration works | Yea | Cheviot | 10% | Monday, 6 August 2018 | Friday, 29 November 2019 | Carry Forward Project - Works currently underway. |
| | Terip Terip Hall | Terip Terip | Koriella | 25% | Monday, 30 September 2019 | Friday, 29 November 2019 | Works awarded. Currently working with committee on preferred installation date. |
| | Yea Saleyards - Water Supply & Sprinkler Upgrade | Yea | Cheviot | 0% | Monday, 30 September 2019 | Friday, 29 November 2019 | Specification underway. Procurement planned for October. |
| | Yea Saleyards Ramp | Yea | Cheviot | 10% | Monday, 6 August 2018 | Friday, 28 June 2019 | Carry Forward Project - Works awarded. Currently being programmed. |
| | Yea Saleyards - Auctioneers Walkway - New Holding Pens | Yea | Cheviot | 0% | Monday, 8 July 2019 | Friday, 29 November 2019 | Works awarded. Currently being programmed. |
| | Moveable pound yards and ramp | Yea | Cheviot | 0% | Monday, 7 October 2019 | Friday, 1 May 2020 | Liaising with Community safety staff to complete specification |
| | Waste Management | | | 0% | | | |
| | Landfill | | | | | | |
| | Electromagnetic for 13T Excavator - Alexandra Landfill | Alexandra | Red Gate | 100% | Monday, 6 August 2018 | Monday, 30 September 2019 | Carry Forward Project - Installation completed. Currently awaiting invoice. |
| | Closed Landfills - Flowerdale - Stage 2 | Flowerdale | Cheviot | 50% | Monday, 6 August 2018 | Tuesday, 30 June 2020 | Carry Forward Project - Review of closed landfill report underway (with EPA & Consultants). Includes Bore installation as per comment below. Fencing works proposed to be undertaken, scoped need consultation with neighbour under the Fencing Act. |
| | Landfill Capping Design Cell 1A - Alexandra - Stage 1 | Alexandra | Red Gate | 75% | Monday, 6 August 2018 | Tuesday, 30 June 2020 | Carry Forward Project - Design has been completed with initial auditor review completed. Design amendments currently underway as a result of comments received. |
| | Alexandra Landfill - Cell development and design | Alexandra | Red Gate | 5% | Monday, 6 August 2018 | Friday, 26 June 2020 | Carry Forward Project - Landfill feasibility study complete. |
| | Alexandra Landfill - Construction of Cap for Cells 1 E and 1BC | Alexandra | Red Gate | 0% | Friday, 12 July 2019 | Thursday, 30 April 2020 | Technical specification currently underway. |
| | Alexandra Landfill - Tip Truck for Landfill | Alexandra | Red Gate | 0% | Friday, 12 July 2019 | Monday, 4 November 2019 | Procurement currently underway |
| | Alexandra Landfill - GPS for Compactor | Alexandra | Red Gate | 0% | Friday, 12 July 2019 | Friday, 4 October 2019 | Procurement currently underway |
| | Alexandra Landfill - Alternate Daily Cover - Spray Applicator | Alexandra | Red Gate | 0% | Friday, 12 July 2019 | Tuesday, 30 June 2020 | Procurement currently underway |
| | Closed Landfills - Rehabilitation of Eildon RRC | Eildon | Eildon | 0% | Monday, 14 October 2019 | Friday, 20 August 2021 | Currently being scoped. |
| | Closed Landfills - Rehabilitation of Yea RRC | Ghin Ghin | Koriella | 0% | Monday, 14 October 2019 | Friday, 20 August 2021 | Currently being scoped. |
| | Alexandra Landfill - Expansion of Monitoring Network (Background CO2 etc.) | Alexandra | Red Gate | 0% | * | Tuesday, 30 June 2020 | Carry Forward Project - Some projects currently underway. |
| | Alexandra Landfill - Ancillary Works | Alexandra | Red Gate | 0% | * | Tuesday, 30 June 2020 | Additional boom gate at Weight bridge. Preliminary works underway. |
| | Resource Recovery Centres | | | | | | |
| | Alexandra Resource Recovery Centre | Alexandra | Red Gate | 40% | Monday, 6 August 2018 | Monday, 28 October 2019 | Carry Forward Project - Majority of works complete. Sealing and hardstand works to be undertaken when conditions are favourable. |
| | Kinglake Resource Recovery Centre | Pheasant Creek | King Parrot | 40% | Monday, 6 August 2018 | Friday, 26 June 2020 | Carry Forward Project - Works Complete. Further works required on fence line repairs. |
| | Alexandra - E Waste Shed (Grant Funded) | Alexandra | Red Gate | 100% | Monday, 6 August 2018 | Monday, 28 October 2019 | Carry Forward Project - Works Completed. |
| | Kinglake - E Waste Shed (Grant Funded) | Pheasant Creek | King Parrot | 100% | Monday, 6 August 2018 | Monday, 28 October 2019 | Carry Forward Project - Works completed |
| | New - Resource Recovery Centre - Yea - design and project development stage | Yea | Cheviot | 0% | Friday, 3 May 2019 | Thursday, 30 June 2022 | Investigation of site including concept design currently underway. |
| | Resource Recovery Centre - Sealing and Hardstand | Pheasant Creek | King Parrot | 0% | * | Tuesday, 30 June 2020 | Scope currently being undertaken for the extension of the bin bay and the installation of safety rails at the Kinglake RRC. |
| | Resource Recovery Centre - Offices, fences, bin bays | Ghin Ghin | Koriella | 0% | * | Tuesday, 30 June 2020 | |
| | Resource Recovery Centre - E-Waste Infrastructure (Yea) | Ghin Ghin | Koriella | 0% | | | Clarification on future of Yea site needs to be determined prior to these works progressing. |
| | Resource Recovery Centre - Other (communication infrastructure) | Alexandra | Red Gate | 0% | * | Tuesday, 30 June 2020 | Signal booster for Alexandra currently being scoped. |
| | Corporate Facilities | | | 0% | | | |
| | Alexandra depot works - Male & Female Toilets Renewal | Alexandra | Red Gate | 0% | Monday, 30 September 2019 | Friday, 27 March 2020 | |
| | Australia Day honour boards | | | 0% | | | |
| | IT System Development (Hardware Renewal & Fibre Alex/Kinglake offices) | | | 0% | | | |
| | Software Allocation | | | 0% | | | |
| | Books | | | 0% | | | |
| | Passenger vehicles | | | 0% | | | |
| | Major Plant & Machinery | | | 0% | | | |
| | Special projects | | | 0% | | | |

Colour coding is as follows: Green = On track for planned completion, Yellow = Possible carry forward, Red = Will be Carry forward, Black = Complete, Blue = On hold

ATTACHMENT 1 - CAPITAL WORKS - MONTHLY REPORT - SEPTEMBER

| Health | Name | Locality | Ward | % Complete | Estimated Construction Start | Estimated Construction Finish | Comment |
|--------|---|----------------|-------------|------------|------------------------------|-------------------------------|---|
| | Vegetation Projects | Various | Various | 0% | Monday, 6 August 2018 | Friday, 28 June 2019 | Carry Forward Project - Various offset projects. |
| | Jorgensen Parade - Upgrade | Kinglake West | Kinglake | 100% | Monday, 3 December 2018 | Friday, 20 September 2019 | Carry Forward Project - Works completed. |
| | Eildon-Jamieson Rd Blackspot funding | Eildon | Eildon | 100% | Monday, 5 March 2018 | Friday, 28 June 2019 | Carry Forward Project - Works Completed. |
| | Kinglake Streetscape (G893 & G899) | Kinglake | Kinglake | 0% | Monday, 1 July 2019 | Wednesday, 1 September 2021 | Final design currently being tendered. |
| | Kinglake Streetscape design (G893 & G899) | Kinglake | Kinglake | 0% | Monday, 1 July 2019 | Wednesday, 1 September 2021 | Final design currently being tendered. |
| | Aitken Crescent, Kinglake | Kinglake | Kinglake | 0% | Monday, 8 October 2018 | Friday, 27 March 2020 | Carry Forward Project - Specification underway and estimate currently being prepared. Works due for tender late October. |
| | Aitken Cres, Whittlesea-Kinglake & Kinglake Glenburn - Stage 2 | Kinglake | Kinglake | 0% | Monday, 21 January 2019 | Friday, 28 June 2019 | Carry Forward Project - Specification underway and estimate currently being prepared. Works due for tender late October. |
| | Floating cities Eildon (Boat Ramp & Washdown Bay) | Eildon | Eildon | 0% | Friday, 15 March 2019 | Wednesday, 15 September 2021 | Detailed design procurement underway. |
| | Yea High Street Road Safety Improvements (RRV) | Yea | Cheviot | 10% | Monday, 1 July 2019 | Thursday, 30 April 2020 | Final design underway. |
| | Rubicon village effluent project | Rubicon | Eildon | 0% | Monday, 19 August 2019 | Friday, 17 April 2020 | Original RFQ for detailed design through the open market, closed with no responses received. Works will now be re-submitted to selective consultants for quotation. |
| | King Parrot Creek Road Improvement (RRV) | Kerrisdale | Cheviot | 0% | Monday, 2 September 2019 | Friday, 1 May 2020 | Geotechnical investigation currently being quoted |
| | Rubicon Road Route Improvements (RRV) | Rubicon | Eildon | 5% | Monday, 1 July 2019 | Monday, 30 March 2020 | Design complete Specification nearing completion. Procurement for construction October/November. |
| | Back Eildon Road Route Improvements | Thornton | Eildon | 0% | Monday, 2 September 2019 | Friday, 1 May 2020 | Geotechnical investigation being quoted. Survey and design specification underway |
| | NEW PROJECTS | | | 0% | | | |
| | Yea Rec Reserve drinking fountain | Yea | Cheviot | 0% | | | |
| | Yea Rec Reserve - Oval lighting upgrade | Yea | Cheviot | 0% | | | On hold, awaiting grant funding application results. |
| | Taggerty bushfire memorial Signage | Taggerty | Cathedral | 0% | Tuesday, 24 September 2019 | Wednesday, 18 December 2019 | Funding Confirmed. Signage has been agreed |
| | Skyline Rd safety treatments - from Taylor Bay Rd to Fraser Park Rd (Blackspot) (SF/1041) | Eildon | Eildon | 0% | Monday, 29 July 2019 | Tuesday, 30 June 2020 | Procurement completed. Design works currently underway. |
| | Kinglake memorial Netball courts - Renewal | Kinglake | Kinglake | 0% | | Monday, 30 March 2020 | Specification about to commence. |
| | Local Gov Energy Saver Program (SF/3295) | Shire Wide | Shire Wide | 0% | Friday, 16 August 2019 | Monday, 6 April 2020 | Works awarded and are currently underway |
| | Yea Caravan Park (Fire system improvements) | Yea | Cheviot | 0% | | Friday, 29 November 2019 | Specification currently underway. |
| | Engineering Capability expansion | | | 100% | Monday, 29 July 2019 | Friday, 30 August 2019 | Works completed. |
| | Signage renewals/upgrades Various | | | 0% | Monday, 29 July 2019 | Tuesday, 30 June 2020 | Scope being determined |
| | Falls Rd, Marysville New Pathway (single side 975m approx) (Special Charge Scheme) | Marysville | Cathedral | 0% | Monday, 29 July 2019 | Tuesday, 30 June 2020 | Undertake investigation prelim design and gauge support |
| | Melbourne Rd New Pathway (both sides 1500m approx) (Special Charge Scheme) | Yea | Cheviot | 0% | Monday, 29 July 2019 | Tuesday, 30 June 2020 | Undertake investigation prelim design and gauge support |
| | Tooheys Rd, Kinglake sealing upgrade (Special Charge Scheme) | Pheasant Creek | King Parrot | 0% | Monday, 29 July 2019 | Tuesday, 30 June 2020 | Undertake investigation prelim design and gauge support |
| | Myrtle Street (Parking, Kerb & Drainage) Special Charge Scheme | Alexandra | Red Gate | 0% | Monday, 29 July 2019 | Tuesday, 30 June 2020 | Undertake investigation prelim design and gauge support |
| | Pendlebury Street Kerb (Rose to Coster), Alexandra (special Charge scheme) | Alexandra | Red Gate | 28% | Monday, 6 August 2018 | Monday, 29 June 2020 | Carry Forward Project - Works being reviewed. Works will be developed and scheme tested over multiple financial years. |
| | Snodgrass Street Stage 1 & 2 - (Seal parking and kerb) (Special Charge Scheme) | Yea | Cheviot | 22% | Monday, 6 August 2018 | Monday, 29 June 2020 | Carry Forward Project - Survey completed. Currently obtaining prices for design. Works will be developed and scheme tested over multiple financial years. |
| | | | | 0% | | | |

Totals

| Statement A | | | | | | |
|---|------------------------|------------------------------|--------------------|-------------------|--|--------------|
| Murrindindi Shire Council | | | | | | |
| Income Statement | | | | | | |
| For the period ended 30th September 2019 | | | | | | |
| | Original Budget | Annual Revised Budget | YTD Budgets | YTD Actual | Budget/ Actual Variance (unfav) | |
| | 2019/20 | 2019/20 | 30/09/2019 | 30/09/2019 | | |
| | \$ | \$ | \$ | \$ | \$ | % |
| Revenue | | | | | | |
| Rates & Charges | 21,381,684 | 21,381,684 | 21,257,411 | 21,335,825 | 78,414 | 0% |
| Special Charge | - | 87,000 | - | - | - | |
| Statutory fees and fines | 1,082,669 | 1,080,234 | 193,521 | 221,245 | 27,724 | 14% |
| User fees | 2,393,305 | 2,393,305 | 534,886 | 453,823 | (81,063) | -15% |
| Grants - Operating | 7,992,170 | 8,263,040 | 1,575,751 | 1,616,502 | 40,751 | 3% |
| Grants -Capital | 2,034,235 | 2,085,682 | 173,948 | 173,592 | (356) | 0% |
| Contributions - Cash | 49,105 | 124,105 | 6,718 | 2,125 | (4,593) | -68% |
| Contributions - Non Cash | 400,000 | 400,000 | - | - | - | |
| Reimbursements | 385,062 | 385,062 | 50,722 | 54,234 | 3,512 | 7% |
| Other revenue | 1,134,182 | 1,134,182 | 197,464 | 182,904 | (14,560) | -7% |
| Total Revenue | 36,852,412 | 37,334,294 | 23,990,421 | 24,040,250 | 49,829 | 0% |
| Expenses | | | | | | |
| Employee Benefits | 15,474,271 | 15,548,853 | 3,547,304 | 3,406,794 | 140,510 | 4% |
| Materials and Services | 10,550,050 | 12,149,323 | 2,834,029 | 2,808,903 | 25,126 | 1% |
| Depreciation and amortisation | 9,281,520 | 9,281,520 | 5,802 | - | 5,802 | 100% |
| Bad and Doubtful Debts | - | 500 | 124 | 909 | (785) | -633% |
| Other Expense | 313,805 | 313,805 | 72,397 | 49,146 | 23,251 | 32% |
| Finance Costs (Interest) | 36,809 | 36,809 | (7,764) | (7,764) | (0) | 0% |
| Total Expenses | 35,656,455 | 37,330,810 | 6,451,892 | 6,257,988 | 193,904 | 3% |
| Net gain/(loss) on disposal of property, infrastructure, plant and equipment | (33,007) | (55,054) | 2,867 | - | (2,867) | -100% |
| Increase/(Decrease) Landfill Provison | - | - | - | - | - | -100% |
| Surplus (deficit) for the period | 1,162,950 | (51,570) | 17,541,396 | 17,782,261 | 240,865 | 1% |
| <i>Net gain (loss) on disposal of property, infrastructure, plant & equipment</i> | | | | | | |
| <i>Proceeds from Sale of Fixed Assets</i> | 398,866 | 865,553 | 2,867 | - | (2,867) | -100% |
| <i>Carrying value of assets sold</i> | 431,873 | 920,607 | - | - | - | |
| Total | (33,007) | (55,054) | 2,867 | - | (2,867) | -100% |
| Total Materials and Contractors | | | | | | |
| Utilities | 524,967 | 517,702 | 108,065 | 81,649 | 26,416 | 24% |
| Contractors | 7,303,676 | 8,744,360 | 1,736,143 | 1,845,774 | (109,631) | -6% |
| Legal Expenses | 308,050 | 308,050 | 37,550 | 24,877 | 12,673 | 34% |
| Insurance | 460,774 | 460,774 | 414,612 | 453,726 | (39,114) | -9% |
| Materials | 821,067 | 825,873 | 188,176 | 155,062 | 33,114 | 18% |
| Contributions | 854,656 | 956,406 | 326,359 | 211,123 | 115,236 | 35% |
| Consultants | 276,860 | 336,158 | 23,124 | 36,692 | (13,568) | -59% |
| | 10,550,050 | 12,149,323 | 2,834,029 | 2,808,903 | 25,126 | 1% |

| Statement B | | | | | | |
|---------------------------------------|--------------------|-----------------------|--------------------|--------------------|------------------|------------|
| Murrindindi Shire Council | | | | | | |
| Balance Sheet | | | | | | |
| as at 30th September 2019 | | | | | | |
| | Original Budget | Annual Revised Budget | YTD Budget | Actual | Variance | |
| | 2019/20 | 2019/20 | 30/09/2019 | 30/09/2019 | (unfav) | % |
| | \$ | \$ | \$ | \$ | \$ | |
| Assets | | | | | | |
| Current assets | | | | | | |
| Cash and cash equivalents | 32,577,856 | 33,247,206 | 36,740,535 | 2,338,086 | (34,402,449) | -94% |
| Trade and other receivables | 3,681,602 | 3,681,602 | 21,180,680 | 21,058,561 | (122,119) | -1% |
| Other financial assets | | - | - | 34,119,500 | 34,119,500 | 100% |
| Accrued Income | 202,000 | 202,000 | 2,000 | - | (2,000) | -100% |
| Prepayments | 175,000 | 175,000 | 175,000 | 2,250 | (172,750) | -99% |
| Non Current Assets Held for sale | | - | - | - | - | 100% |
| Inventories | 30,000 | 30,000 | 30,000 | 40,853 | 10,853 | 36% |
| Total current assets | 36,666,458 | 37,335,808 | 58,128,215 | 57,559,249 | (568,966) | -1% |
| Non current assets | | | | | | |
| Intangible Assets | 2,283,429 | 2,267,572 | 2,874,542 | 2,880,344 | 5,802 | 0% |
| Property & Plant & Equipment | 346,680,175 | 354,605,626 | 348,827,480 | 348,934,874 | 107,394 | 0% |
| Receivables | 13,000 | 13,000 | 13,000 | 926 | (12,074) | -93% |
| | | | | | - | |
| Total non-current assets | 348,976,604 | 356,886,198 | 351,715,022 | 351,816,144 | 101,122 | 0% |
| Total assets | 385,643,062 | 394,222,006 | 409,843,237 | 409,375,393 | (467,844) | 0% |
| Liabilities | | | | | | |
| Current liabilities | | | | | | |
| Trade and other payables | 3,020,392 | 3,020,392 | 550,000 | 521,325 | 28,675 | 5% |
| Trust funds and deposits | 1,087,966 | 1,087,966 | 1,497,171 | 1,492,228 | 4,943 | 0% |
| Provisions - Employee Entitlements | 3,475,000 | 3,475,000 | 3,375,984 | 3,375,984 | - | 0% |
| Interest-bearing loans and borrowings | 178,075 | 178,075 | 188,469 | 188,469 | - | |
| Total Current Liabilities | 7,761,433 | 7,761,433 | 5,611,624 | 5,578,006 | 33,618 | 1% |
| Non-Current Liabilities | | | | | | |
| Provisions - Employee Entitlements | 220,000 | 220,000 | 220,000 | 212,863 | 7,137 | 3% |
| Provisions - Other | 5,950,417 | 5,950,417 | 5,950,417 | 5,282,461 | 667,956 | 11% |
| Interest-bearing loans and borrowings | 300,481 | 300,481 | 478,556 | 478,556 | - | 0% |
| | | | | | - | |
| Total Non Current Liabilities | 6,470,898 | 6,470,898 | 6,648,973 | 5,973,880 | 675,093 | 10% |
| TOTAL LIABILITIES | 14,232,331 | 14,232,331 | 12,260,597 | 11,551,885 | 708,711 | 6% |
| NET ASSETS | 371,410,731 | 379,989,675 | 397,582,640 | 397,823,507 | 240,868 | 0% |
| Equity | | | | | | |
| Accumulated Surplus | 134,277,934 | 134,808,757 | 133,160,474 | 133,160,475 | 1 | 0% |
| Surplus for the Year | 1,162,950 | (51,570) | 17,541,396 | 17,782,261 | 240,865 | 1% |
| Asset Revaluation Reserve | 219,166,552 | 227,542,254 | 227,542,254 | 227,542,255 | 1 | 0% |
| Other Reserves | 16,803,295 | 17,690,234 | 19,338,517 | 19,338,516 | (1) | 0% |
| TOTAL EQUITY | 371,410,731 | 379,989,675 | 397,582,641 | 397,823,507 | 240,866 | 0% |

| Statement C | | | | | | |
|---|------------------------------------|--|----------------------------------|--------------------------------|-----------------------------|-------------|
| Murrindindi Shire Council | | | | | | |
| Cash Flow Statement | | | | | | |
| For the period ended 30th September 2019 | | | | | | |
| | Original Budget 2019/20 | Annual Revised Budget 2019/20 | YTD Budget 30/09/2019 | Actual 30/09/2019 | Variance (unfav) | |
| | Inflows/ (Outflows) | Inflows/ (Outflows) | Inflows/ (Outflows) | Inflows/ (Outflows) | | |
| Cash Flow From Operating Activities | \$ | \$ | \$ | \$ | \$ | % |
| Rates & Charges | 21,455,136 | 21,090,052 | 3,466,701 | 3,635,485 | 168,784 | 5% |
| User charges, fines and contributions | 4,200,000 | 4,791,177 | 1,261,760 | 1,356,546 | 94,786 | 8% |
| Grants | 9,976,405 | 11,356,166 | 2,757,643 | 2,708,842 | (48,802) | -2% |
| Interest | 811,603 | 875,548 | 384,264 | 354,728 | (29,536) | -8% |
| Payments to suppliers | (9,951,000) | (11,188,567) | (3,431,865) | (3,918,222) | (486,357) | 14% |
| Payments to employees | (15,356,891) | (15,389,300) | (4,151,767) | (4,018,394) | 133,374 | -3% |
| Net cash flow provided by operating activities | 11,135,253 | 11,535,076 | 286,736 | 118,984 | (167,752) | -59% |
| Cash flow from investing activities | | | | | | |
| Payment for property, plant and equipment, infrastructure & Intangible assets | (10,697,078) | (15,619,058) | (651,556) | (758,950) | (107,394) | 16% |
| Proceeds from sale of property, plant and equipment, infrastr | 398,866 | 865,553 | 2,867 | - | (2,867) | -100% |
| Net cash used in investing activities | (10,298,212) | (14,753,505) | (648,689) | (758,950) | (110,261) | 17% |
| Cash flows from financing activities | | | | | | |
| Trust funds and deposits | 57,745 | (126,898) | 282,306 | 277,369 | (4,937) | -2% |
| Finance costs | (39,181) | (39,181) | - | - | - | - |
| Repayment of interest bearing loans and borrowings | (188,469) | (188,469) | - | - | - | - |
| Net cash provided by (used in) financing activities | (169,905) | (354,548) | 282,306 | 277,369 | (4,937) | -2% |
| Net increase/(decrease) in cash and cash equivalents | 667,136 | (3,572,977) | (79,647) | (362,597) | (282,950) | 355% |
| Cash and cash equivalents at the beginning of the financial y | 31,910,720 | 36,820,182 | 36,820,182 | 36,820,182 | - | 0% |
| Cash and cash equivalents at the end of the financial year | 32,577,856 | 33,247,205 | 36,740,535 | 36,457,585 | (282,950) | -1% |

| Statement D | | | | | |
|--|---------------------|-----------------------|---------------------|---------------------|-------------------------|
| Murrindindi Shire Council | | | | | |
| Reconciliation of Non Discretionary Cash & Reserves as at 30th September 2019 | | | | | |
| Cash Flow Statement Reconciliation - Non discretionary Cash Requirements | | | | | |
| Required Cash at year End | Original Budget | Annual Revised Budget | YTD Budget | Actual | Budget/ Actual Variance |
| | 2019/20 | 2019/20 | 30/09/2019 | 30/09/2019 | |
| Non discretionary Cash Requirements to be held: | | | | | |
| Reserves | | \$ | \$ | \$ | |
| Account | | | | | |
| 070300 Public Open Space Reserve | (575,005) | (590,205) | (565,205) | (565,204) | 1 |
| 070305 Infrastructure Contributions - Parking | (41,080) | (41,080) | (41,080) | (41,080) | - |
| 070312 - Infrastructure Maintenance Reserve 2% Rates | (571,130) | (1,040,130) | (1,040,130) | (1,040,130) | - |
| 070313 - Infra. Maint. New & Expanded Assets (bal. \$1.2m) | (4,040,532) | (4,040,532) | (4,040,532) | (4,040,532) | - |
| 070314 - Infra. Maint. Gifted & Novated Assets - \$920K | (920,000) | (920,000) | (920,000) | (920,000) | - |
| 070315 - Defined Benefits Superannuation | (1,200,000) | (1,200,000) | (1,200,000) | (1,200,000) | - |
| 070316 - Infra. Balance MAP's Funding | (478,378) | (198,428) | (498,428) | (498,428) | - |
| 070318 - Infra. Unexpended Capital Works | (789,979) | (969,276) | (865,420) | (865,420) | - |
| 070325 Garbage Reserve | (7,765,257) | (8,422,704) | (9,687,748) | (9,687,748) | - |
| 070336 - Marysville Community Fund | (63,531) | (63,531) | (63,531) | (63,531) | - |
| 070345 Shaw Avenue Redevelopment Reserve | (43,752) | (43,752) | (43,752) | (43,752) | - |
| 070355 Alexandra Community Leisure Centr | - | - | - | - | - |
| 070370 Road Maintenance Reserve | (16,044) | (16,044) | (16,044) | (16,044) | - |
| 070420 Yea Saleyards Reserve | (32,336) | (72,055) | (179,379) | (179,379) | - |
| 070430 Alexandra Saleyards Reserve | - | - | - | - | - |
| 070440 Yea Caravan Park Reserve | (61,500) | 102,906 | (33,594) | (33,594) | - |
| 070445 Marysville Caravan Park Reserve | (204,771) | (175,403) | (143,674) | (143,674) | - |
| Total Cash backed reserves | (16,803,295) | (17,690,234) | (19,338,517) | (19,338,516) | 1 |
| Other Cash Requirements | | | | | |
| 070000 Deposits | (780,000) | (780,000) | (780,000) | (752,372) | 27,628 |
| 70041 Provision for Employee Entitlement - A/L 25% | (318,750) | (318,750) | (296,156) | (296,156) | - |
| 070040 Provision for Employee Entitlement LSL (progression to 25% ov | (550,000) | (550,000) | (547,840) | (547,840) | - |
| 070060 General Trust Accounts | (10,666) | (10,666) | (10,666) | (10,290) | 376 |
| Quarry Security ANZ | (112,500) | (19,500) | (19,500) | (19,500) | - |
| Fire Service Property Levy | (96,300) | (96,300) | (505,504) | (594,934) | (89,429) |
| | | | | | - |
| Total Required Cash | (18,671,511) | (19,465,450) | (21,498,183) | (21,559,607) | (61,424) |
| Total Available Cash | 32,577,856 | 33,247,205 | 36,740,535 | 36,457,585 | (282,950) |
| Surplus/(Deficit) | 13,906,345 | 13,781,755 | 15,242,352 | 14,897,978 | (344,375) |

Feedback and Complaints Policy

| | |
|---------------------|--|
| Title: | Customer Feedback and Complaints Policy |
| Type: | Council |
| Adopted: | "[Insert Date]" |
| File No: | 19/64080 |
| Attachments: | Nil |

1. Purpose

This Policy sets out standards for receiving, managing, responding to and acting upon, complaints and other customer feedback. It establishes Council's commitment to upholding our customers' right to comment on our performance and holds us to our service standards.

2. Rationale

Customer complaints and feedback provide us with valuable information about our services. They are an opportunity to learn about what we are doing well and what we need to improve. They are also a useful source of information about community expectations of our services. Customer feedback helps to make us accountable to our community. Our organisational values of Empathy, Professionalism, Accountability and Integrity underpin our commitment to providing great customer service through an appropriate management and handling of feedback and complaints.

3. Scope

All employees must act in accordance with this policy. The Council CEO, directors, managers and coordinators must promote and enforce this policy with their staff. Councillors are not subject to this Policy.

Anyone who has contact with our staff, facilities or service can provide feedback to Council.

This Policy applies to all types of customer feedback we receive. It excludes

- ordinary requests for service (i.e., a customer request)
- follow up queries about an existing request (unless that request is outside our service standard timeframe for completion)
- reports of a hazard or emergency
- private matters concerning neighbours, including disputes between neighbours
- expressions of dissatisfaction with decisions made under legislation which have separate avenues of appeal, for example, those which fall under Freedom of Information legislation.
- serious complaints, as defined in the table below
- protected disclosures (which are dealt with separately under Council's Protected Disclosure Policy)
- complaints about councillors, including alleged breaches under the Councillor Code of Conduct (which are dealt with under provisions of that Code), are not within the scope of this Policy

4. Definitions

| Reference Term | Definition |
|----------------|--|
| Feedback | Any customer view – positive, negative or neutral – about Council's services, decisions or staff. 'Feedback' is the collective term used in this |

Responsible Officer: Manager Customer Experience
 "[Insert Date Approved / Adopted]"
 TRIM Reference: 19/59530

Feedback and Complaints Policy

| | |
|---|--|
| | policy to include comments, suggestions, complaints and compliments from customers regardless of how these are collected/transmitted. |
| Routine Complaint (referred to throughout as a 'Complaint') | An expression of dissatisfaction with <ul style="list-style-type: none"> • the quality of an action taken, decision made or service provided by Council, Council Officers or its contractors • a delay or failure to act or provide a service to a promised standard |
| Serious Complaint | A serious complaint requires different treatment to a 'routine complaint'. It requires special handling, confidential recording and investigation as it needs to accord with strict legislative requirements. Examples of serious complaints are a significant breach of privacy, report of child abuse, significant health and safety risk or incident, suspected fraudulent, corrupt, criminal or unethical conduct or any complaints regarding staff conduct. (While defined here for completeness, handling of serious complaints is not within the scope of this Policy.) |
| Customer | Includes ratepayers, residents, members of local community groups, volunteers, other agencies, visitors and the general public. |
| Customer Request | A request for service which includes contact with Council to <ul style="list-style-type: none"> • seek information, assistance or advice • access a service • make a report about something for which the Council has responsibility |

5. Policy

We are committed to delivering great customer service and to maintaining effective two-way communication with our community.

Despite our best efforts, we understand that sometimes we might make mistakes, fail to meet customer expectations or our own service standards.

When this happens, we want to hear from our customers. We are committed to making it easy for our customers to tell us what they think of our service. To this end we

- make it simple for customers to submit feedback via multiple means - in person, via phone or email or 24/7 through our website
- actively seek community feedback about our customer service through an annual community satisfaction survey
- actively seek customer feedback about our how we did in completing customer requests, wherever practicable
- have engaged and professional staff who recognise, record and action customer complaints and feedback
- ensure we understand trends in customer feedback so we can improve and innovate to offer a better service

Welcoming and valuing feedback

We encourage and value feedback

- for its potential to improve our service, policies, procedures, practices and systems
- because we are accountable to our customers

Responsible Officer: Manager Customer Experience

"[Insert Date Approved / Adopted]"

TRIM Reference: 19/59530

Feedback and Complaints Policy

- because we value the effort our customers make in providing that feedback.

In addition to aiming to provide great customer service, we want to make customers feel comfortable providing feedback to us. To achieve this, we will

- accept and acknowledge all feedback quickly and courteously
- seek to fully understand the matter being raised and the outcome the customer wants to achieve
- seek to resolve all complaints quickly and without escalation wherever possible
- respond with an answer or planned course of action within 10 working days or sooner where possible - unless the issue warrants a lengthier examination
- advise when the matter is resolved, including an explanation of how the complaint has been addressed, or in the case of no resolution, why it could not be addressed yet, and what the next steps will be
- record everything we do in relation to a complaint in the appropriate Council database
- regularly review feedback, including trends in feedback, so that faults raised by customers lead to action, service improvements or innovative solutions

Complaints regarding regulatory decisions

If a complaint relates to a regulatory decision (such as compliance or enforcement), the CEO will undertake an initial review of that decision and then appoint a person who has not been involved in the original decision to undertake the review.

Escalation of a complaint

We will provide a clear review (escalation) mechanism for complaint handling for customers. If we are unable to resolve a complaint to the customer's satisfaction at the first point of handling, the complaint will be escalated for investigation.

We will tell customers if they have exhausted Council's complaint escalation processes. We will maintain information on our website for our customers about how to escalate a complaint to an external body where we are unable to resolve the complaint to their satisfaction.

We note that these internal review processes do not apply where Victorian legislation sets out a specific process for review of decisions – for example, review of a planning decision by the Victorian Civil and Administrative Tribunal.

Irregular complaints

Anonymous complaints are difficult to investigate as they usually involve limited information and are therefore difficult to investigate and verify. We will generally only act when the matter is considered to be serious and there is sufficient information to enable a valid investigation to take place.

Informal complaints are expressions of dissatisfaction with an aspect of Council's performance, where the person does not wish to formally lodge a complaint. Council is generally unable to record or act on this information. The only exception to this rule is a situation where the information provided might constitute a serious complaint, public safety issue or suggests a Code of Conduct violation.

Responsible Officer: Manager Customer Experience

"[Insert Date Approved / Adopted]"

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Vexatious complaints are those which are deemed to be frivolous, mischievous, repetitive or voluminous in nature. Council might choose to suspend its normal complaint service standards and processes for complaints of this kind.

Compliments for work well done or for exceptional customer service will be recorded in the same way as complaints. Compliments provide recognition and encouragement for Council officers in their work and their interactions with the community. Compliments provide useful information about how to keep customer satisfaction levels high.

Coordinators and managers will forward such feedback to the staff member concerned and acknowledge and thank the customer for submitting this feedback where possible.

6. Related Policies, Strategies and Legislation

Employee Code of Conduct
Councillor Code of Conduct
Local Government Act 1989
Customer Service Policy
Customer Service Charter
Our Values and Behaviours statement

7. Council Plan

The Policy is consistent with the Council Plan 2017-2021 Our Promise strategy 'to commit to developing a stronger customer-focused culture that makes us easier to deal with' and 'ensure our culture, systems and technologies encourage and enable innovation in our business practices and service delivery'.

8. Management and Review

This Policy will be circulated to staff. The CEO, directors, managers and coordinators are responsible for its implementation.

The Manager of Customer Experience will review this policy in October 2022.

9. Consultation

Consultation took place with private sector organisations, other councils and with a customer service bench-marking company.

10. Human Rights Charter

This policy has been developed with consideration of the requirements under the Charter of Human Rights and Responsibilities.

Responsible Officer: Manager Customer Experience
"[Insert Date Approved / Adopted]"
TRIM Reference: 19/59530

Enterprise Risk Management

| | |
|---------------------|--|
| Title: | Draft Enterprise Risk Management Policy |
| Type: | Council |
| Adopted: | 25 October 2017 |
| Reviewed: | September 2019 |
| File No: | 19/59313 |
| Attachments: | Nil |

1. Purpose

The purpose of this policy is to promote an integrated and consistent approach to risk management across Council so that the risks affecting the achievement of Council objectives are identified, assessed and treated to an acceptable level.

2. Rationale

It is incumbent on Council to understand how changes to its internal or external environment may impact upon, and prevent it from successfully achieving its objectives, delivering its services or capitalising on its opportunities. Having processes in place to identify, mitigate, manage and monitor these risks ensures the best possible outcomes for Council, staff and the community.

3. Scope

The policy covers strategic and operational risk and applies to all Council operations and personnel including councillors and contractors.

4. Definitions

| Reference Term | Definition |
|--------------------------------------|--|
| Enterprise risk management Framework | Includes the methods and processes used by Council to manage risks and seize opportunities related to the achievement of its objectives. |
| Operational risk | Risks associated with the delivery of services and the day to day business activities of Council including the effectiveness and efficiency of its operations. |
| Risk owner | The Risk Owner is responsible for managing and monitoring the risks assigned to them, updating the risk register as required, and developing and implementing assigned treatments. |
| Strategic risk | Strategic risks are risks that could affect the achievement of Council's vision or strategic objectives. |
| Risk | The effect of uncertainty on objectives. It is the extent to which an event or unexpected change in circumstances will affect Council and prevent the achievement of Council's objectives. |
| Risk appetite | The amount and type of risk Council is prepared to take or tolerate in the achievement of its objectives. |
| Residual risk rating | The risk remaining after measures have been taken to modify or control the risk or reduce an undesired consequence. |

Responsible Officer: Manager Governance and Risk
 3 September 2019
 TRIM Reference: 19/59313

Enterprise Risk Management

5. Policy

5.1 Enterprise Risk Management Principles

Council is committed to:

- Maximising its capacity to achieve its strategic goals for the community by integrating risk management into its governance, decision making, corporate and business planning processes and day to day operations
- Creating an environment where all Council employees share responsibility for managing risk (by developing and maintaining a strong risk management culture)
- Behaving as a responsible corporate citizen protecting employees, clients, contractors, visitors and the general public from injury and unnecessary loss or damage
- Being consistent in the way risks to the achievement of its objectives are identified, assessed, managed, monitored and reported.

5.2 Organisational Culture

Council is committed to an organisational culture that promotes and facilitates the proactive management of risk and its integration with business planning, operations and service delivery.

This proactive risk culture will be promoted where:

- The executive leads the organisation's approach to risk management "from the top" by modelling positive risk management attitudes, approaches and behaviours
- Risk management is seen as an important discipline and management tool
- There is a clear expectation that risk management is an integral part of the day to day decision making and operations
- Decisions are made with full knowledge of opportunities, uncertainties and possible consequences
- Risk management is a collaborative process where people are free to challenge issues
- Risk management is the shared responsibility of all staff and where staff are supported to identify, raise and increase awareness of risks.

5.3 Roles and Responsibilities

The Chief Executive Officer has the ultimate responsibility for ensuring that risk is effectively managed across the organisation.

The Executive Management Team (CEO and Directors) is responsible for implementation of this policy, including:

- overseeing the development and organisation-wide implementation of the Council's risk management framework
- monitoring and managing Council's risk exposure
- setting the organisation's risk appetite
- reviewing the effectiveness of the framework in identifying and managing significant risks.

Directors are accountable for risk management performance within their Directorates, including ensuring the risk management framework is fully implemented and that Council's risk exposure is effectively managed in accordance with the organisation's risk appetite.

Responsible Officer: Manager Governance and Risk
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Enterprise Risk Management

Managers are accountable for implementing risk management practices in their area of responsibility. This includes ensuring that risks are identified, assigned to risk owners, managed, reviewed and that corporate risk registers are updated regularly.

The Manager Governance and Risk is responsible for supporting the Executive Team and Managers in the implementation of the risk management framework across the organisation, by

- overseeing the establishment and continual updating of the corporate risk registers
- providing and continually enhancing the systems, processes, induction/training and advice necessary to support effective risk management
- monitoring and reporting to the Executive Management Team on organisational risk management performance.

All employees are responsible for applying risk management practices in their area of work.

The Audit and Risk Advisory Committee is responsible for independently reviewing management's approach to risk including the adequacy of the risk management policy and framework and its capability to identify, address and manage risks throughout the organisation. The Audit and Risk Advisory Committee also reviews and provides advice to Council on the strategic and operational risk exposure of Council.

Council is responsible for ensuring that it has a risk management framework and policy, which is well communicated and implemented throughout the organisation, and reviewed regularly. The Council also reviews the organisation's performance in managing Council's exposure within agreed tolerances.

5.3.1 Risk Appetite Statement

As a public authority, Council has a relatively conservative appetite for risk and risks with a residual rating of Extreme will not be tolerated in any form. In addition, Council has no appetite for risks which will:

- Have a significant negative impact on Council's long-term financial sustainability
- Result in major breaches of legislative requirements and/or significant successful legal claims against the Council
- Compromise the safety and welfare of staff, contractors and/or members of the community
- Cause significant, irreparable and unjustifiable damage to the environment
- Result in major disruption to the delivery of key Council services
- Result in serious and/or ongoing damage to the Council's reputation
- Result in significant loss of key assets and infrastructure.

The level of risk exposure Council is willing to accept in the pursuit of its objectives is summarised below:

| <u>Residual Risk Rating</u> | <u>Minimum treatment required</u> | <u>Description</u> |
|------------------------------------|--|--|
| Extreme risk | Reject and avoid or mitigate | Urgent and immediate action required in consultation with a Director to either avoid the risk entirely or to reduce the risk to a low, medium or high rating. CEO to monitor status of these risks |
| High risk | Accept and mitigate | These risks need to be assigned to a Manager or higher level and mitigated with actions as soon as possible. Director to monitor status of these risks |

Responsible Officer: Manager Governance and Risk
 3 September 2019
 TRIM Reference: 19/59313

Enterprise Risk Management

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|--------------------|----------------------------|---|
| Medium risk | Accept and monitor | Manage by specific monitoring or response procedures at a Manager level |
| Low risk | Accept, no action required | Manage by routine procedures |

5.3.2 Risk Management, Monitoring and Reporting

Council will maintain a risk register for all known risks affecting Council. Risks will be identified as either strategic or operational and assessed as Extreme, High, Medium or Low based on consequence and likelihood.

All identified risks will be assigned to a risk owner with responsibility for managing and monitoring the risks assigned to them, updating the risk register as required, and developing and implementing assigned risk treatments.

The Executive Management Team will be responsible for monitoring strategic and operational risks, the effectiveness of controls and the implementation status of additional treatments. The EMT will report strategic and operational risks with a high residual risk rating to the Audit and Risk Advisory Committee quarterly and Council six monthly.

Managers are required to review risks as part of the annual business planning process. Risk controls and treatment plans will be embedded in business plans, where relevant, and assigned to individuals to implement. All risks with a residual rating of high will be considered a priority to address in terms of the allocation of resources through the annual business planning and budget process.

6. Related Policies, Strategies and Legislation

- Council Plan 2017-2021
- Employee Code of Conduct (16/24435)
- Councillor Code of Conduct (16/74120)
- Fraud Prevention and Control Policy (14/12567)
- AS/NZS ISO 3100:2018 – Risk Management - Guidelines
- *Local Government Act 2009*
- *Protected Disclosures Act 2012*
- *Independent Broad-based anti-corruption Commission Act 2011*
- *Integrity and Accountability Legislation Amendment (A stronger system) Act 2016*

7. Council Plan

This policy is linked to the “Our Promise” Council Plan objective.

8. Management and Review

The Enterprise Risk Management Policy will be reviewed every 3 years by Council.

9. Consultation

Nil

10. Human Rights Charter

This policy has been developed with consideration of the requirements under the Charter of Human Rights and Responsibilities.