



Council Meeting Agenda

Tuesday 21 May 2024 at 6:00 pm
Council Chambers (and by video conferencing)
East Gippsland Shire Council Corporate Centre
273 Main Street, Bairnsdale 3875



Acknowledgement of Country

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

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

Council information

East Gippsland Shire Council live streams, records and publishes its meetings via webcasting ([youtube.com/c/EastGippyTV](https://www.youtube.com/c/EastGippyTV)) to enhance the accessibility of its meetings to the broader East Gippsland community.

These recordings are also archived and available for viewing by the public or used for publicity or information purposes. At the appropriate times during the meeting, any members of the gallery who are addressing the council will have their image, comments or submissions recorded.

No other person has the right to record Council meetings unless approval has been granted by the Chair.

In line with the *Local Government Act 2020*, Councillors are able to attend Council meetings electronically or in person and the meetings will be open to the public via livestreaming.

Members of the public are invited to view the Council Meeting livestreamed by following the link on Council's website or Facebook page.

Councillors

Cr Tom Crook (Mayor)
Cr Jane Greacen OAM (Deputy Mayor)
Cr Arthur Allen
Cr Sonia Buckley
Cr Mark Reeves
Cr Trevor Stow
Cr Mendy Urie
Cr Kirsten Van Diggele
Cr John White

Executive Leadership Team

Fiona Weigall Chief Executive Officer
Stuart McConnell General Manager Assets and Environment
Sarah Johnston General Manager Business Excellence
Kath Smith Acting General Manager Place and Community

Purpose of Council meetings

- (1) Council holds scheduled meetings and, when required, unscheduled meetings to conduct the business of Council.
- (2) Council is committed to transparency in decision making and, in accordance with the *Local Government Act 2020*, Council and Delegated Committee meetings are open to the public and the community are able to attend.
- (3) Meetings will only be closed to members of the public, in accordance with section 66 of the Act, if:
 - (a) there are clear reasons for particular matters to remain confidential; or
 - (b) a meeting is required to be closed for security reasons; or
 - (c) it is necessary to enable the meeting to proceed in an ordinary manner.
- (4) A meeting closed to the public for the reasons outlined in sub-rule 3(b) or 3(c) will continue to be livestreamed. In the event a livestream is not available:
 - (a) the meeting may be adjourned; or
 - (b) a recording of the proceedings may be available on the Council website.

Governance Rules

A copy of East Gippsland Shire Council's governance rules can be found at <https://www.eastgippsland.vic.gov.au/council/council-policies>

Councillors pledge

As Councillors of East Gippsland Shire Council, we solemnly and sincerely declare and affirm that we will consider each item on this agenda in the best interests of the whole municipal community.

Vision

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

Our Strategic Objectives

1. An inclusive and caring community that respects and celebrates diversity.
2. Planning and infrastructure that enriches the environment, lifestyle, and character of our communities.
3. A natural environment that is managed and enhanced.
4. A thriving and diverse economy that attracts investment and generates inclusive local employment.
5. A transparent organisation that listens and delivers effective, engaging and responsive services.

Index

1 Procedural	7
1.1 Recognition of Traditional Custodians	7
1.2 Apologies	7
1.3 Declaration of Conflict of Interest.....	7
1.4 Confirmation of Minutes	7
1.5 Next Meeting.....	7
1.6 Requests for Leave of Absence.....	7
1.7 Condolences.....	7
1.8 Open Forum.....	7
1.8.1 Petitions	7
1.8.2 Questions of Council.....	7
1.8.3 Public Submissions	7
1.9 Items for Noting	7
2 Notices of Motion	7
3 Deferred Business	7
4 Councillor and Delegate Reports	7
5 Officer Reports	8
5.1 Assets and Environment.....	8
5.1.1 CON2024 1610 Myer Street Lakes Entrance	8
5.1.2 CON2024 1636 Mallacoota Streetscape	24
5.2 Business Excellence	49
5.2.1 Submission - Inquiry into Local Government Sustainability	49
5.2.2 Locality Boundary Realignment – Eagle Point, Paynesville, Newlands Arm, Raymond Island, Boole Poole and Metung.....	70
5.2.3 Locality Boundary Realignment – Lakes Entrance and Kalimna	76
5.2.4 Council Plan Progress Report Quarter Three 2023-24.....	81

6 Urgent Business141
7 Confidential Business141
8 Close of Meeting141

1 Procedural

1.1 Recognition of Traditional Custodians

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

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

1.2 Apologies

Cr Trevor Stow

1.3 Declaration of Conflict of Interest

1.4 Confirmation of Minutes

That the minutes of the Council Meeting held Tuesday 30 April 2024 be confirmed.

1.5 Next Meeting

The next Council Meeting is scheduled to be held on Tuesday 4 June 2024 at the Corporate Centre, 273 Main Street Bairnsdale commencing at 6.00pm.

1.6 Requests for Leave of Absence

1.7 Condolences

That Council conveys condolences to the family, friends and past colleagues of former Chief Executive Officer, the late Joseph Cullen, who recently passed away.

1.8 Open Forum

1.8.1 Petitions

1.8.2 Questions of Council

1.8.3 Public Submissions

1.9 Items for Noting

2 Notices of Motion

3 Deferred Business

4 Councillor and Delegate Reports

5 Officer Reports

5.1 Assets and Environment

5.1.1 CON2024 1610 Myer Street Lakes Entrance

Authorised by General Manager Assets and Environment

Confidentiality Notice

Under section 66(2) of the *Local Government Act 2020* a meeting considering confidential information may be closed to the public. Pursuant to sections 3(1) and 66(5) of the *Local Government Act 2020*, the information contained in **Confidential Attachment 1** to this report is confidential because it contains private commercial information, which if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage by disclosing financial information to competitors.

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

The objective of this project is to enhance drainage, road safety, parking, and pedestrian access for residents residing along Myer Street between Coates Road and Roadknight Street, as well as for those on Lambert Street.

The scope is as follows:

- construct kerb and channel and wider footpaths along Myer Street;
- additional footpath crossings;
- Formalise the service roads, the grassed islands will have kerb and channel and there will be dedicated entry/exit points between the service road and Myer Street to reduce conflict points;
- the intersections of Lambert Street and School Street will have kerb outstands so that they intersect with Myer Street, and not with the service road;
- Lambert Street will become a one-way street from Carpenter to Myer (no entry from Myer Street) with angle parking on the school side whilst retaining parallel parking on the resident's side; and
- realignment of the school crossing at the front of the school.

An external consultant was engaged to produce a design which meets today's infrastructure design manual and Austroads, VicRoads standards considering the road safety audits undertaken as part of Council occupational health and safety obligations to students, staff, and residents of the area. This informed that the extent of works was prioritised from Myer Street and service roads from Roadknight to Coates Road, School Street and Lambert Street.

As part of community engagement, issues were raised regarding proposed alterations to School Street, including the suggestion to make it a one-way street. Consequently, modifications to School Street have been excluded from the project for now. Further assessment is pending to ensure that matters identified during the Road Safety Audit can be resolved through discussions with residents and the school.

As a result of the invitation to tender and the subsequent tender evaluation provided as **Confidential Attachment 1**, Council is now able to consider the recommendation to award Contract CON2024 1610 Road Safety Upgrades Myer Street, Lakes Entrance.

Officer Recommendation

That Council:

- 1. receives and notes this report and all attachments pertaining to this report;***
- 2. accepts the tender submitted by _____ CON2024 1610 Road Safety Upgrades Myer Street, Lakes Entrance for the contract amount of \$ _____ exclusive of GST;***
- 3. subject to securing and confirming the external funding sought and budgeted for by Council for the Road Safety Upgrades Myer Street, Lakes Entrance, authorises the awarding of the contract;***
- 4. authorises the Chief Executive Officer or delegate to finalise the terms and to sign the contract in the form proposed; and***
- 5. resolves that Confidential Attachment 1 to this report and all discussions relating to that attachment remain confidential.***

Background

The Myer Street roundabout, which obtained the black spot funding and procured the design, was undertaken during 2014 – 2015. One of the key drivers of the design was the need to keep the westerly movement as free and open as possible, due to the transport of large catamaran hulls from a boat fabrication company located up Palmers Road to the North Arm boat ramp, to support the launching of these vessels at that location.

During the design phase of this project raised pedestrian crossings on Roadknight Street on the eastern approach to the intersection at Myer Street were also included. However, after extensive lobbying from the business in question, these raised pedestrian crossings were removed. The company also campaigned for Council to remove the roundabout. However, small compromises were made to the design and the project was completed in 2016.

In 2022, the School Principal from Lakes Entrance Primary raised concerns with Council regarding student safety on Myer Street and surrounding feeder roads. As a result, Council undertook surveys to understand actual impacts that current traffic flow was having on the school, its students and staff.

This investigation, conducted by an independent assessor, identified the following:

1. Lack of drainage infrastructure along Myer Street and service roads.
2. Road safety issues with conflict points between intersecting roads and service roads.
3. Informal traffic movements between the service road and Myer Street through the grassed medians.
4. Parking issues around the primary school.
5. Lack of pedestrian connection.
6. School Street is too narrow for vehicle parking and two-way traffic as this road forms part of the existing school bus route.

An external consultant was engaged to produce a design which meets the infrastructure design manual and Austroads and VicRoads standards, considering the road safety audits undertaken by Council taking into account the safety of students, staff, and residents of the area.

The road safety audit and independent assessment resulted in the works in Myer Street and service roads from Roadknight to Coates Road, School Street and Lambert Street being prioritised. During negotiations with the School Street residents', complaints were raised regarding the proposed one-way directional recommendation by the Road Safety Audit consultant.

Consequently, modifications to School Street have been excluded from the project at this stage. Further assessment is pending to ensure that matters identified during the Road Safety Audit can be resolved through discussions with residents and the school.

A concept design is provided as **Attachment 2**.

Legislation

As of 1 July 2021, all provisions of the *Local Government Act 2020* commenced. Some provisions of the *Local Government Act 1989*, that have not been repealed, will remain applicable until such time as they are revoked.

This report has been prepared in accordance with *Local Government Act 2020*.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

In preparing this report the Victorian *Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

Collaborative procurement

Pursuant of section 109(2) of the *Local Government Act 2020* this report has not been prepared in collaboration with another local government or agency.

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 2: 2.2 Infrastructure provision and maintenance supports a diverse range of current and future user needs and activities and is both environmentally and financially sustainable.

Council Policy

Procurement has been undertaken in accordance with Council's Procurement Policy.

Community engagement has been undertaken in accordance with the Council's Community Engagement Policy.

Options

Council has the option to award a contract in accordance with the Tender Evaluation Panel's recommendation, or to not proceed with the procurement.

Resourcing

Financial

The project is being funded from the Australian Government - Department of Infrastructure, Transport, Regional Development and Communications and the Arts Local Roads and Community Infrastructure (LRCI) Program Phase 4 of \$1,450,000 (awaiting approval) and Council funds of \$825,000.

Plant and equipment

All plant and equipment requirements will be provided in accordance with the proposed contract.

Human Resources

This project will be supervised by a Project Supervisor from Council's Infrastructure Projects Unit. No additional human resources are required to manage this project.

Risk

The risks of this proposal have been considered and tenderers were requested to develop a construction method that minimises risks identified in relation to property access, traffic management, vibration, dust, and other key issues associated with the works.

A construction program was also requested, as the works must be undertaken in a manner that allows for completion before the peak holiday season (Christmas 2024) and a methodology was requested to ensure access to essential services and uninterrupted access to Lakes Entrance Primary School.

Economic

In accordance with Council's Procurement Policy, the tender evaluation process used for this tender included a 5% weighting for local content, with preference given to contractors who employ locally and purchase goods and any subcontracted services locally.

The economic benefit of the project includes the economic activity associated with the construction and maintenance of the road.

Improved local infrastructure will also support attracting and extending visitors length of stay in Lakes Entrance with positive local economy outcomes and will allow uninterrupted business operations.

Social

The users of Myer Street will directly benefit from this project with new pedestrian access, new shade areas to meet required standards, and upgrade of seating areas.

The upgrade of pedestrian infrastructure outlined in this tender is driven by objectives of:

- improving pedestrian safety;
- enhancing the visitor experience;
- maximising visitation; and
- contributing to the visitor economy of Lakes Entrance and the broader region.

These improvements will provide passive recreation improvements to the town that will enhance its enjoyment by and safety for the local community and visitors.

Environmental

As per Council's Procurement Policy, the tender evaluation process used for this tender included a 5% weighting for local content.

Upgrading the current subsurface drainage system will reduce surface runoff and subsequently decrease erosion which will maximise the quality of water discharged through the drainage system.

Climate change

This report has been prepared and aligned with the following Climate Change function/category:

Asset Management: Climate change is considered in the design and maintenance of assets and includes responses to direct and indirect impacts.

Engagement

Community engagement was undertaken to understand the needs, aspirations, ideas, and concerns of community in relation to this project in accordance with the principles of best practice community engagement frameworks including the International Association for Public Participation (IAP2) Core Values for the Practice of Public Participation, the Victorian Auditor General's Office (VAGO) Public Participation Principles and the principles outlined in the Victorian *Local Government Act 2020*.

Various communication tools were used, including a YourSay page, project information sheets, mailouts, and on-site information sessions.

The project YourSay page was launched on 23 February 2023, with regular project updates provided to keep the community informed and provide avenues for feedback.

- 749 people are 'Aware' (made at least one single visit to the project page).
- 237 'Informed' (has taken the 'next step' from being aware and clicked on something).
- 28 'Engaged' (contributes to a tool or asked a question).
- 27 survey responses through YourSay survey.

Supporting the use of YourSay, project information has remained available at Council's Customer Service Centres, with project plans printed in a large display at the Lakes Entrance Service Centre. In addition, the following:

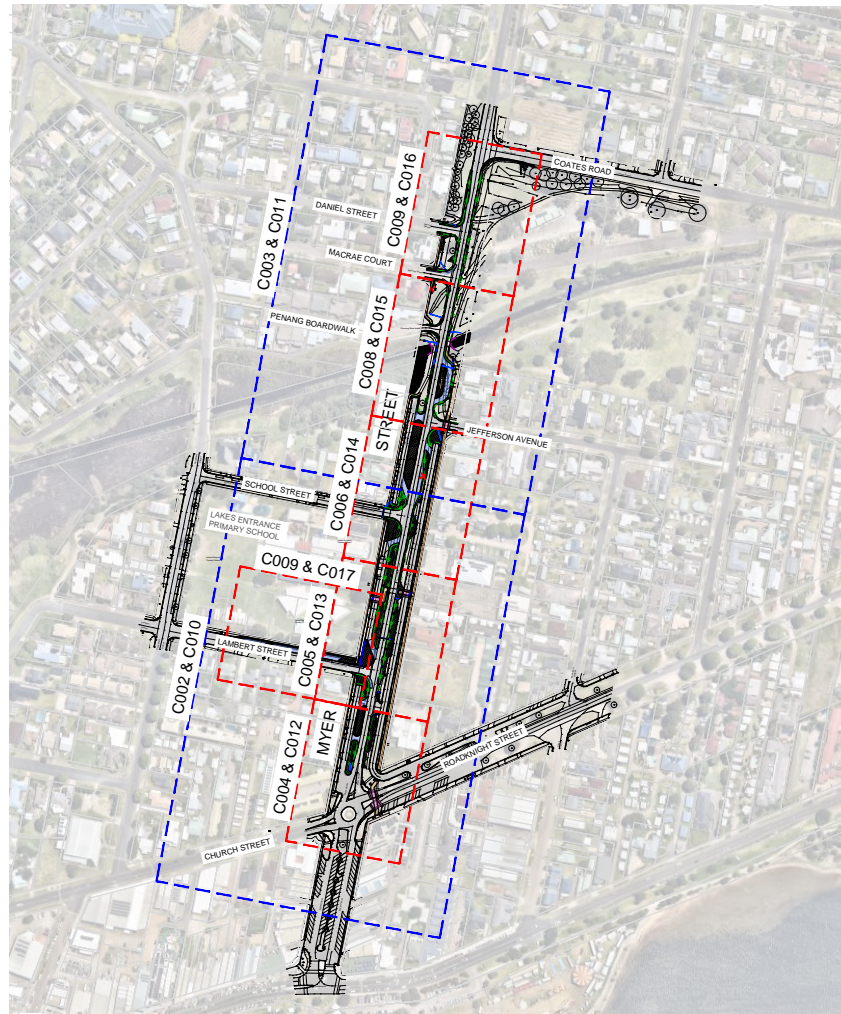
- multiple letters and phone calls were received requesting one-on-one discussions, which were agreed to and occurred with residents and Council representatives;
- A meeting with Councillor Group in Myer Street 29 May 2023; and
- multiple consultation meetings with the school, childcare centre, 2 x caravan parks, and Lakes Entrance Police.

Community feedback was instrumental in informing the development of the final design including the removal of changes to School Street from the scope of works for this tender.

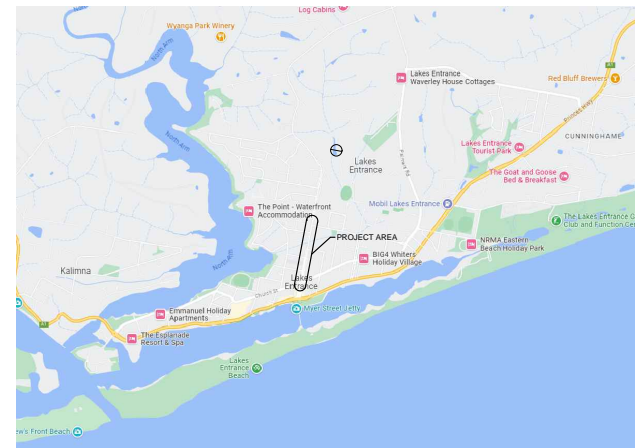
Community engagement documents are provided as **Attachments 3-5**.

Attachments

1. CONFIDENTIAL - CON2024 1610 Tender Evaluation Report [5.1.1.1 - 11 pages]
2. Concept Plan - Myer Street Lakes Entrance [5.1.1.2 - 1 page]
3. Myer Street Lakes Entrance Concept Plan Feedback Survey - May 2023 [5.1.1.3 - 3 pages]
4. Letter to Tenants Myer Street Lakes Entrance [5.1.1.4 - 1 page]
5. Myer Street Safety Improvements Engagement Schedule [5.1.1.5 - 5 pages]



AERIAL PLAN
SCALE 1:2,000



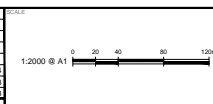
LOCALITY PLAN
NOT TO SCALE

DRAWING INDEX

- C000 INDEX & LOCALITY PLAN
- C001 NOTES & LEGEND
- C002 EXISTING CONDITIONS & DEMOLITION PLAN (LAYOUT 1 OF 2)
- C003 EXISTING CONDITIONS & DEMOLITION PLAN (LAYOUT 2 OF 2)
- C004 GENERAL CONSTRUCTION PLAN (LAYOUT 1 OF 6)
- C005 GENERAL CONSTRUCTION PLAN (LAYOUT 2 OF 6)
- C006 GENERAL CONSTRUCTION PLAN (LAYOUT 3 OF 6)
- C007 GENERAL CONSTRUCTION PLAN (LAYOUT 4 OF 6)
- C008 GENERAL CONSTRUCTION PLAN (LAYOUT 5 OF 6)
- C009 GENERAL CONSTRUCTION PLAN (LAYOUT 6 OF 6)
- C010 TRAFFIC CONTROL PLAN (LAYOUT 1 OF 2)
- C011 TRAFFIC CONTROL PLAN (LAYOUT 1 OF 2)
- C012 GEOMETRIC SETOUT PLAN (LAYOUT 1 OF 6)
- C013 GEOMETRIC SETOUT PLAN (LAYOUT 2 OF 6)
- C014 GEOMETRIC SETOUT PLAN (LAYOUT 3 OF 6)
- C014-1 GEOMETRIC SETOUT PLAN (LAYOUT 3 OF 6)
- C015 GEOMETRIC SETOUT PLAN (LAYOUT 4 OF 6)
- C015-1 GEOMETRIC SETOUT PLAN (LAYOUT 4 OF 6)
- C016 GEOMETRIC SETOUT PLAN (LAYOUT 5 OF 6)
- C017 GEOMETRIC SETOUT PLAN (LAYOUT 6 OF 6)
- C018 LONGITUDINAL SECTIONS (MK10; MK40)
- C019 LONGITUDINAL SECTIONS (MK50)
- C020 LONGITUDINAL SECTIONS (MK60; MK90)
- C021 LONGITUDINAL SECTIONS (MK100; MK120)
- C022 LONGITUDINAL SECTIONS (MK130; MK150)
- C023 LONGITUDINAL SECTIONS (MK160; MK170)
- C024 LONGITUDINAL SECTIONS (MK170)
- C025 LONGITUDINAL SECTIONS (MK180; MK210)
- C026 LONGITUDINAL SECTIONS (MK220; MK240)
- C027 LONGITUDINAL SECTIONS (MK240)
- C028 LONGITUDINAL SECTIONS (MK250)
- C029 LONGITUDINAL SECTIONS (MK250; MK270)
- C030 LONGITUDINAL SECTIONS (MK280)
- C031 ROAD CROSS SECTIONS (MK30 - CH0.000; CH110.000)
- C032 ROAD CROSS SECTIONS (MK30 - CH120.000; CH200.000)
- C033 ROAD CROSS SECTIONS (MK30 - CH240.000; CH350.000)
- C034 ROAD CROSS SECTIONS (MK30 - CH360.000; CH470.000)
- C035 ROAD CROSS SECTIONS (MK30 - CH480.000; CH550.000)
- C036 ROAD CROSS SECTIONS (MK10 - CH0.000; CH120.000)
- C037 STORMWATER LONG SECTIONS (SHEET 1 OF 2)
- C038 STORMWATER LONG SECTIONS (SHEET 2 OF 2)
- C039 TYPICAL DETAILS

MYER STREET, LAKES ENTRANCE - ROAD UPGRADE

REV	DESCRIPTION	DATE	BY	CHECKED	APPROVED
C	ISSUED FOR TENDER	10.01.2024	JS	JS	RM
B	DETAILED DESIGN	28.10.2023	JS	JS	RM
A	PRELIMINARY ISSUE	18.07.2023	BW	BW	RM

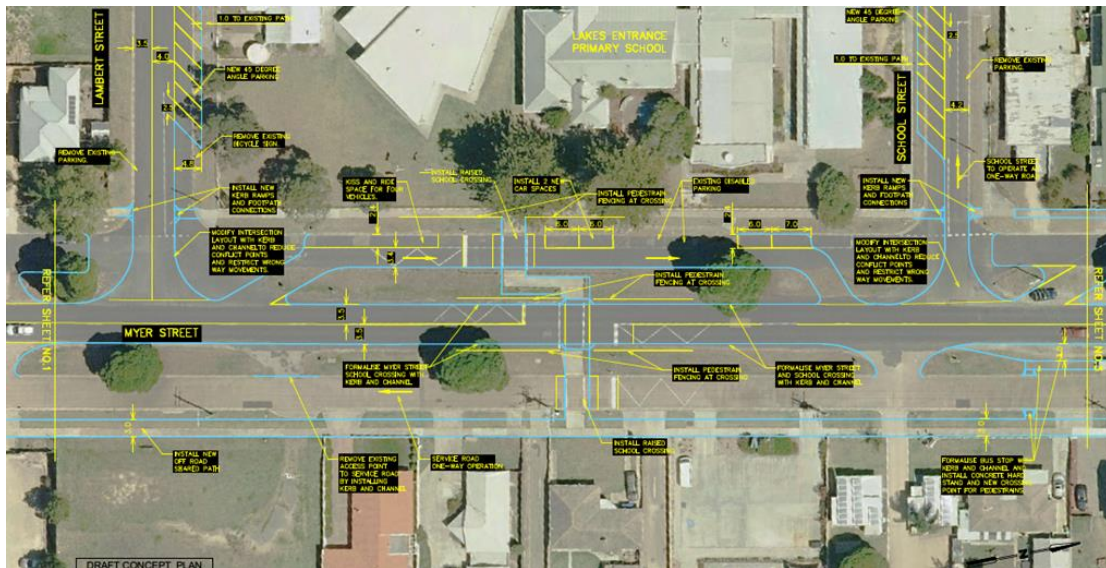


**MYER STREET
LAKES ENTRANCE**
PROPOSED ROAD RECONSTRUCTION
OVERALL LAYOUT PLAN & DRAWING INDEX

ISSUED FOR TENDER
NOT FOR CONSTRUCTION

PROJECT	J.SIMS	DESIGNED	J.SIMS
NO.	M023-1723	ISSUE	C000
DATE		BY	C

Lakes Entrance Myer Street Safety Improvements



About The Project

Improvements are being planned for Myer Street (and service roads) in Lakes Entrance. This project will help improve traffic and pedestrian safety by improving intersecting roads and service roads, and informal traffic movements between the service roads and Myer Street grassed medians. The proposed improvements will also address parking issues around Lakes Entrance Primary School and the shortage of pedestrian connections along Myer Street.

Objective and Scope

Safety improvements will focus on Myer Street and service roads between Roadknight Street and Coates Road, including School Street and Lambert Street. Kerb and channel are proposed to be constructed to improve drainage and additional footpath crossings will improve pedestrian safety. It is also proposed that the service roads will be formalised with dedicated entry and exit points between the service roads and Myer Street.

The intersections of Lambert Street and School Street will have kerb outstands which will direct traffic to Myer Street instead of the service roads. In addition, Council will consider turning School Street into a one-way street from Myer Street to Carpenter Street, as it is too narrow for parking on the south side.

Lakes Entrance Myer Street Safety Improvements



Consultation and Community Engagement

Consultation with Lakes Entrance Primary School led to the development of an initial concept plan. Council began community consultation in March 2023 and invited feedback on the initial concept plan to gain an understanding of community needs, and the interaction between road users along Myer Street and the residential streets abutting Lakes Entrance Primary School.

Feedback has led to the development the concept plan. Informed by what we have heard, the following changes have been made to the initial concept designs:

- Several footpaths will be reviewed for upgrading to 1800mm widths to align with the Disability Act. Where possible, shared paths will be investigated.
- The grassed areas between the service roads and Myer Street will have kerb and posts installed to prevent cars from parking on there.
- No change to access for either Silver Sands Caravan Park (33 Myer Street) or Sunnyside Caravan Park (60 Myer Street)
- Lambert Street will remain two-way with additional parking being investigated along Lambert Street. Whilst angled parking is recommended, other parking options will be further explored.
- School Street to operate as a one-way - further discussions will be arranged with residents to best accommodate them.

We encourage you to provide feedback on these plans and invite you to participate in the survey on the concept plans.

Schedule

This project has been allocated construction funding in the draft budget. Construction is currently scheduled for FY23/24 and FY24/25, pending adoption of the budget on 27 June 2023.

The start of construction is anticipated to commence 2023-24 (pending grant funding). Council will take a staged approach to construction to reduce disruption as much as possible. We will work closely with businesses, residents, and the appointed contractors to ensure any impact to business is kept to a minimum.



Have your say by completing the short survey on Your Say East Gippsland: <https://yoursay.eastgippsland.vic.gov.au/myer-street>

Alternatively, you can complete the survey on the next page and return it to the Lakes Entrance Library or the Lakes Entrance Service Centre by 31 May 2023.

www.eastgippsland.vic.gov.au

(03) 5153 9500

feedback@egipps.vic.gov.au

Lakes Entrance Myer Street Safety Improvements



Have your say by completing the short survey on Your Say East Gippsland:
<https://yoursay.eastgippsland.vic.gov.au/myer-street>

OR complete the survey below and return it to East Gippsland Shire Council 273 Main Street (PO Box 1618) Bairnsdale VIC 3875, or the Lakes Entrance Service Centre (Library) by Wednesday 31 May 2023.

- 1. Name: _____
- 2. What street do you reside on: Myer Street School Street Lambert Street
 Other: _____
- 3. What aspects of the Myer Street concept design do you like?

- 4. What would you like to add or see more of?

- 5. Are there any aspects that are of concern to you?

- 6. In relation to road safety, are there any specific locations of concern on Myer Street?

- 7. Would you support changing School Street to a one-way street? Yes No
- 8. Please provide any other comments about the upgrade of Myer Street:

Contact: Johan Janse Van Rensburg
Telephone No: (03) 5153 9500
Email: feedback@egipps.vic.gov.au

Corporate Centre
273 Main Street (PO Box 1618)
Bairnsdale Victoria 3875
Telephone: (03) 5153 9500
National Relay Service: 133 677
Residents' Info Line: 1300 555 886
Facsimile: (03) 5153 9576
Email: feedback@egipps.vic.gov.au
ABN 81 957 967 765

23 March 2023

Dear Resident

Proposed Safety Improvements in Myer Street (and service roads), Lakes Entrance

Council is undertaking design work regarding proposed safety improvements on Myer Street, Lakes Entrance and the service roads. On 1 March 2023, a letter was mailed to the property owner outlining the proposed safety improvements for Myer Street, Lakes Entrance. We have received feedback some tenants have not received this information from the property owner.

As an abutting property occupier, you are invited to provide your feedback, and we are sending you this letter in case you have not received this information from the property owner.

The proposed upgrading works include the construction of kerb and channel and associated underground drainage, one way operation on service roads with formalised access points, modified intersections, construction of a wide shared path, raised pedestrian crossings including school crossing.

As well as the above improvements, Council will be considering turning School Street into a one-way street from Myer Street to Carpenter Street, as it is too narrow for parking on the south side. Lambert Street will also be considered as a one-way street from Carpenter Street to Myer Street with angle parking on the school side, whilst retaining parallel parking on the residential side.

Please scan the QR code to read more or to participate in our online survey. Alternatively, you can visit: <https://yoursay.eastgippsland.vic.gov.au/myer-street>. Information will also be available at Lakes Entrance Visitor Information Centre and Lakes Entrance Library.



If you would like to provide feedback on this project, please contact us at feedback@egipps.vic.gov.au or in writing to the above postal address by 31 March 2023. Following feedback, the detailed design will be completed.

This project has not yet been programmed for construction and will be submitted for budget funding once the detailed design and associated construction costs are finalised.

If you have any questions, please contact me on 5153 9500 or email to feedback@egipps.vic.gov.au.



Yours sincerely

JOHAN JANSE VAN RENSBURG
Project Supervisor – Planning and Design

Website: www.eastgippsland.vic.gov.au Twitter: @egsc Email: feedback@egipps.vic.gov.au



Communications and Engagement Schedule Myer Street Safety Improvements

ACTIVITY	CHANNEL	LEAD	STATUS – initial plan	STATUS concept plan
Media release	<ul style="list-style-type: none"> Template to comms 	-	<i>Not required</i>	
Shire advertisement	<ul style="list-style-type: none"> Newspapers 	-		
Printed flyers	<ul style="list-style-type: none"> Lakes Entrance Library Lakes Entrance Visitor Information Centre 		Complete 6 March 2023	
Local newsletter	<ul style="list-style-type: none"> Email request to LEADA to share in their newsletter and facebook page 	Sally	Complete 7 March 2023 23 March 2023	
Survey	<ul style="list-style-type: none"> Lakes Entrance Library [hardcopy] Lakes Entrance Visitor Information Centre [hardcopy] 		Complete 6 March 2023	
Your Say East Gippsland	https://yoursay.eastgippsland.vic.gov.au/	Vicki	Complete 1 March 2023	
Drop-in sessions	-	-	-	
Shop front – plans on display	LE Library and LE Visitor Centre	Sally (& Zoe)	Complete Sally & Zoe met with staff and explained the project and delivered copies of the concept plans and information sheet to be available to community	
Social media posts	Facebook post	media	Complete Emma Langres created FB post 6 March: 	
Direct mail	Letter to ratepayers		Complete 1 March 2023 Letters mailed to 126 ratepayers *see notes at the end of this table	Letter dated 3 May 2023 Same mailing list as initial concept plan mailout
Maildrop	letter-drop to property occupiers [copy of survey included]	Sally	24 March 2023	Not required – letters mailed to residents identified as non-owner occupiers
Direct email	Primary School LEADA	Sally	Complete Primary School: Tue 7/03/2023 2:50 PM LEADA: Tue 7/03/2023 9:00 PM	Complete  RE_ Proposed Safety Improvement:
InFocus staff e-newsletter (monthly?)			<i>Not required</i>	
Customer service team	Library / Service Centre: teamleadercc@egipps.vic.gov.au	Sally	Complete Tue 7/03/2023 9:23 PM	Complete

Communications and Engagement Schedule Myer Street Safety Improvements

Info pack	<ul style="list-style-type: none"> ▪ Concept plans ▪ Information Sheet ▪ Survey (hardcopy) 		Made available at the Lakes Entrance Library and Visitor Info Centre	
Federal and state government funding requirements?				

COMMENTS / NOTES

Consultation with Lakes Entrance Primary School [Police Station, Caravan Park – Johan to confirm] has led to the development of the concept plan.
Council is now seeking feedback from residents and the local community and invites you to complete the below survey to help inform the development of the detailed design for these upgrades.

Feedback schedule (OPEN) dates extended from 17 March to 27 March – unfortunately, letters to ratepayers were already mailed, but the date was changed before flyers were printed and available at the Library, Service Centre, primary school, and before it was emailed to LEADA

Tue 6 March 2023 Sally delivered hard copies of the survey to the school to hand out to student's guardians

Thu 2/03/2023 12:07 PM Email correspondence Sally & Vicki requesting Myer Street community engagement be included in the Councilor update



RE_ for Councillor
update - Myer Street

Mon 6/03/2023 2:13 PM Email to Kahley Bransgrove and Evelyn Macartney to let them know a new YourSay page was created requesting feedback to the generic email address and all responses received to be forward to Johan and CC Sally

Tue 7/03/2023 2:50 PM Email to Lakes Entrance Primary School



Proposed Safety
Improvements for M

Tue 7/03/2023 9:00 PM Email to LEADA requesting their feedback [and assistance in sharing the information]



notification_
Proposed Safety Imp

24/03/2023 Johan and Sally conducted a letterbox drop to properties identified as non-owner occupier



Letter to
Tenants_Myer Street



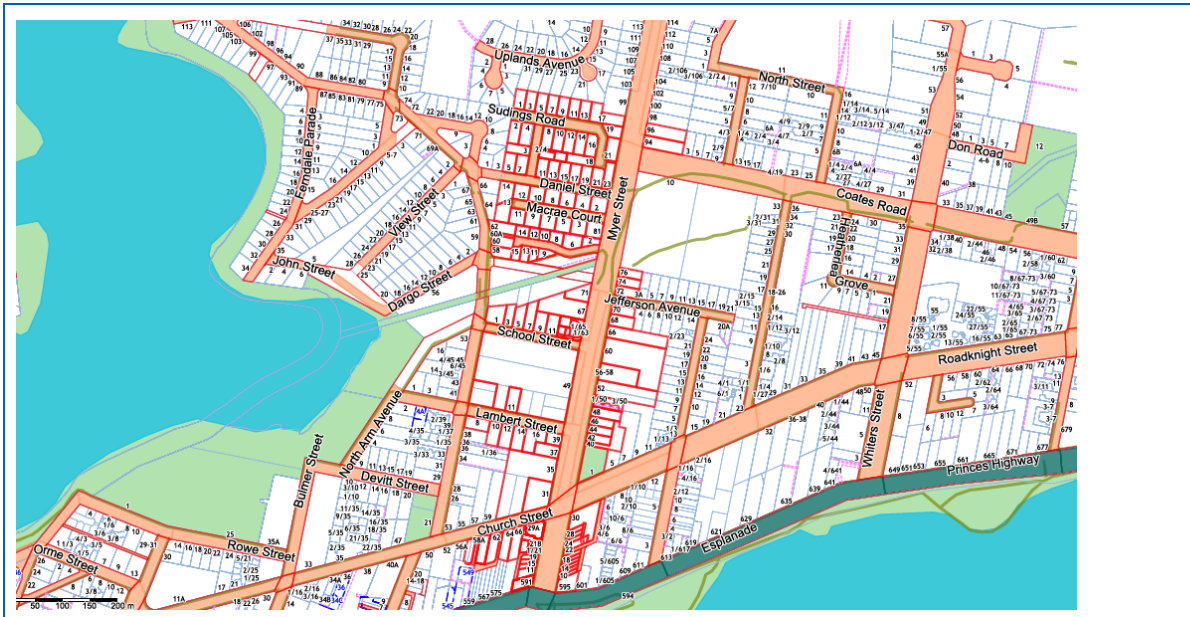
tenants list filtered
by street.csv

***126 letters mailed to ratepayers** (*properties indicated by red outline*)







Letter to
ratepayer_12196 My

Communications and Engagement Schedule **Myer Street Safety Improvements**



<p>Tue 9/05/2023 10:45 PM</p>	<p>Email to LEADA - 'admin@leada.com.au'chair@leada.com.au'; 'brucehurley46@gmail.com'</p> <p>✉</p> <p>Lakes Entrance - Myer Street (and ser</p>
<p>Mon 8/05/2023 3:14 PM</p>	<p>Email to <LAKESENTRANCESERVICECENTRE@egipps.vic.gov.au></p> <p>✉</p> <p>RE_ 12196 Myer Street safety improv</p>
<p>Mon 8/05/2023 2:25 PM</p>	<p>Email to 'lakes.entrance.ps@education.vic.gov.au'</p>

Communications and Engagement Schedule Myer Street Safety Improvements

	 RE_ Proposed Safety Improvement:
Mon 8/05/2023 7:55 AM	Email to Information Management –  RE_ request for feedback _ Safety Ir
Fri 5/05/2023 3:06 PM	'teamleadercc@egipps.vic.gov.au'  RE_ notification_ Proposed Safety Imp
Mon 1/05/2023 10:39 AM	Draft letter to residents –  Letter to Residents_Myler Stre



Communications and Engagement Schedule **Myer Street Safety Improvements**

The image displays four screenshots of Facebook posts from the 'Lakes Entrance - Myer Street Upgrade' page. Each post features an aerial photograph of a street layout with yellow and blue markings indicating planned improvements. A sign in the top right of each image reads 'INSTALL FENCING'. The posts are as follows:

- Top Left:** Posted by Nicole Maloney on March 8 at 8:49 PM. It has 5 likes, 2 comments, and 4 shares.
- Top Right:** Posted by 'What's on in Paynesville' (Cosette Murphy) on March 10 at 2:09 PM. It has 1 like, 0 comments, and 0 shares.
- Bottom Left:** Posted by Cosette Murphy on March 10 at 2:13 PM. It has 1 like, 0 comments, and 0 shares.
- Bottom Right:** Posted by 'Lakes Entrance Noticeboard' (Nicole Maloney) on March 8 at 8:49 PM. It has 5 likes, 2 comments, and 4 shares.

5.1.2 CON2024 1636 Mallacoota Streetscape

Authorised by General Manager Assets and Environment

Confidentiality Notice

Under section 66(2) of the *Local Government Act 2020* a meeting considering confidential information may be closed to the public. Pursuant to sections 3(1) and 66(5) of the *Local Government Act 2020*, the information contained in **Confidential Attachment 1** to this report is confidential because it contains private commercial information, which if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage by disclosing financial information to competitors.

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

The Mallacoota Streetscape is located along Maurice Avenue between Fairhaven Drive to the southeast and Allan Drive to the northwest in Mallacoota.

The project will redevelop Maurice Avenue as outlined in the Mid-Level Masterplan (**Attachment 2**) to alleviate vehicle pressure from the area to promote a pedestrian friendly approach to the streetscape upgrade.

The objective is to reconstruct/redevelop carriageway, parking, kerb, and footpath, install new drainage infrastructure and reconstruct the pavement where necessary.

As a result of the invitation to tender and the subsequent tender evaluation provided as **Confidential Attachment 1**, Council is now able to consider the recommendation to award contract CON2024 1636 Mallacoota Streetscape.

Officer Recommendation

That Council:

- 1. receives and notes this report and all attachments pertaining to this report;***
- 2. accepts the tender submitted by _____ for CON2024 1636 Mallacoota Streetscape for the contract amount of \$ _____ exclusive of GST;***
- 3. subject to receipt of a Probit Report with no adverse findings, approves the awarding of this contract; and***
- 4. authorises the Chief Executive Officer or delegate to finalise the terms and to sign the contract in the form proposed; and***
- 5. resolves that Confidential Attachment 1 to this report and all discussions relating to that attachment remain confidential.***

Background

Council, Mallacoota and District Recovery Association (MADRA) and Mallacoota and District Business and Tourism Association (MaDBTA) formed a Project Control Group (PCG) in 2021 to develop this project. A Project Reference Group (PRG) was formed, comprised of representatives from key stakeholder groups and Maurice Ave businesses. This PCG consulted to establish key needs for the project.

A concept design contract was awarded to a landscape architecture firm – Mesh. Three concept design ideas were developed, and a widespread community engagement exercise undertaken to produce a Draft Concept Masterplan Report. The Draft Concept Masterplan Report was then subject to further community engagement and minor changes made, which led to a single page Mid-Level Masterplan being developed for detailed design purposes.

A detailed design contract was then tendered, and the successful tenderer was an architectural firm. This architect, Fraser Design Collaborative, developed the design documentation from the Draft Concept Masterplan Report, which has gained unanimous support from the PRG.

This project will upgrade the streetscape so that the Mallacoota central business area enhances the experience of living, investing, and visiting Mallacoota by:

- replacing and redeveloping roadways, footpaths, and kerbing;
- installing new drainage where required;
- reconfiguring parking and accessibility to shopfronts;
- creating a pedestrian friendly experience;
- creating socialising spaces;
- beautifying the area through landscaping, installation of new street furniture and public art;
- working with traders to upgrade their business facades and promote accessibility;
- improving traffic management ensuring the environment is safe and accessible; and
- create enhanced opportunity for alfresco dining.

Legislation

As of 1 July 2021, all provisions of the *Local Government Act 2020* commenced. Some provisions of the *Local Government Act 1989*, that have not been repealed, will remain applicable until such time as they are revoked.

This report has been prepared in accordance with *Local Government Act 2020*.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's *Charter of Human Rights and Responsibilities Act 2006*.

In preparing this report the *Victorian Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

Collaborative procurement

Pursuant of section 109(2) of the *Local Government Act 2020* this report has not been prepared in collaboration with another local government or agency.

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 2:2.2 Infrastructure provision and maintenance supports a diverse range of current and future user needs and activities and is both environmentally and financially sustainable.

Council Policy

Procurement was conducted in accordance with Council's Procurement Policy.

Community engagement was conducted in accordance with Council's Community Engagement Policy.

Options

This report considers the awarding of the contract 'CON2024 1636 Mallacoota Streetscape' construct package. The tender process used for this project has seen multiple contractors bid for the works. The Tender Evaluation Panel evaluated these options to arrive at a preferred tenderer recommendation as outlined in **Confidential Attachment 1**.

Council has the option to award a contract in accordance with the Tender Evaluation Panel's recommendation, or to not proceed with the procurement.

Resourcing

Financial

The project has broad stakeholder support and has been developed with assistance from \$1.5 million funding from the Commonwealth of Australia as represented by the Department of Infrastructure, Transport, Regional Development and Communications (via the Community Development Grants Program) and \$1.97 million funding from Council.

The funding provided by the Commonwealth was applied for in 2021 and since the approval of this funding costs have escalated significantly. Council has increased the Council contribution to support the full implementation of the detailed design to meet community expectations, as descoping the project will impact on the project outcomes and would not meet the intent of the Commonwealth funding.

Plant and equipment

Plant and equipment are to be supplied as a condition in the contract by the successful contract in the entirety.

Human Resources

A Project Supervisor from Council's Infrastructure Projects unit will supervise this project. No additional human resources are required to manage this project.

Risk

The risks of this proposal have been considered and tenderers were requested to develop a construction method that minimises risks identified in relation to property access, traffic management, vibration, dust, and other key issues associated with the works. This also included making available access to each business during the works period and preparing a methodology to meet Council's access expectations.

Economic

The benefit of the project includes the economic activity associated with the construction, establishment and maintenance of the Mallacoota Streetscape and the improved health outcomes for the Mallacoota community, ensuring continued strong local economic growth through the tourism sector. This improved local infrastructure will also support attracting and extending visitors length of stay in Mallacoota with positive local economy outcomes.

As per Council's Procurement Policy, the tender evaluation process used for this tender included a 5% weighting for local content.

Social

The users of Mallacoota Streetscape will directly benefit from this project with new footpaths, new shade areas to meet required standards, upgrade of seating areas, reconfigured car parking and reinvigorated landscaping.

These improvements will provide passive recreation improvements to the town that will enhance its enjoyment by the local community and visitors.

Environmental

As per Council's Procurement Policy, a 5% weighting has been used in the evaluation of the tenders regarding environmental sustainability with the ability to assign higher ratings to tenderers who can demonstrate environmentally sustainable and environmentally sensitive practices.

Climate change

This report has been prepared and aligned with the following Climate Change function/category:

Asset Management: Climate change is considered in the design and maintenance of assets and includes responses to direct and indirect impacts.

Engagement

Council's Engagement Policy was followed diligently, with various methods employed to involve the community in the decision-making processes. The PRG, online surveys, mailouts, and regular updates via YourSay ensure the community remains informed and has avenues to provide feedback.

A PRG of twelve volunteer representatives of key stakeholder groups and Maurice Ave businesses has helped to facilitate community involvement and provide a representative viewpoint on design options by contributing their knowledge about issues relevant to the project. Inclusion of broader community engagement led to a Draft Concept Masterplan Report and then a single-page mid-level masterplan to inform the detailed design for contractual works.

Council project officers continued to meet monthly with the PRG to help guide and finalise the detailed design. The PRG also enjoyed several workshops exploring pavement design and aggregate choices for the proposed sidewalk construction. These choices were integrated into the final detail design documentation. The PRG was also instrumental in working with the design consultants on planting design and plant species lists for the project.

A project YourSay page was launched on 6 September 2021. Multiple project updates were provided to keep community informed as design development progressed. YourSay engagement tools were used to provide avenues for feedback and the opportunity for people to ask questions. To support the use of YourSay, project information was also made available at Council's Mallacoota Customer Service Centre.

YourSay proved to be a valuable engagement tool, with 1,821 people 'Aware' (made at least one single visit to the project page), 1,117 'Informed' (has taken the 'next step' from being aware and clicked on something), 90 'Engaged' (contributes to a tool or asked a question), and 79 people participated in the survey.

Grant guidelines stipulate a formal opening ceremony is required upon completion, with an invitation extended to the responsible Minister.

A Community Engagement report is provided as **Attachment 3**.

Attachments

1. CONFIDENTIAL - CON2024 1636 Tender Evaluation Report [5.1.2.1 - 10 pages]
2. Mallacoota Streetscape Upgrade Mid-level Masterplan [5.1.2.2 - 1 page]
3. Community Engagement Report [5.1.2.3 - 19 pages]

MALLACOOTA STREETScape UPGRADE

MAURICE AVENUE

SEPTEMBER 15TH 2022
MID-LEVEL MASTERPLAN

LANDSCAPE STATEMENT

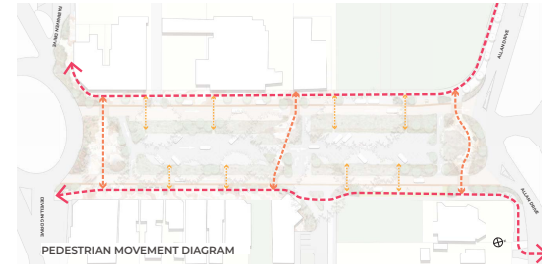
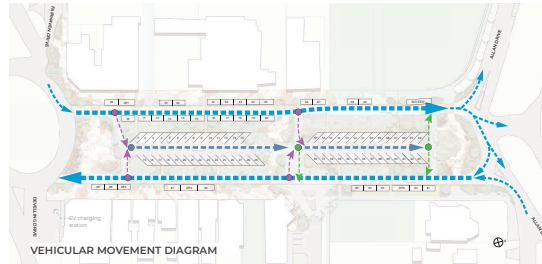
Enhancing the pedestrian and vehicular experience through embracing the coastal community village feel at Mallacoota's heart.

The community of Mallacoota is one of resilience and passion. Despite all the hardship this coastal community has endured throughout the 2019-2020 bushfires and COVID-19 they continue to show community pride and passion for their environment. Mallacoota has endured great environmental and economic loss throughout these times.

Maurice Avenue is at the heart of Mallacoota and acts as the town centre where locals dine and shop. Our vision embodies the concept of a 'mosaic', a town which pulls in people from all walks of life and experiences, joining together to create this tight knit, resilient and passionate community which supports one another throughout the difficult times.

This project aims to improve the pedestrian and vehicular experience across Maurice Avenue which will create a safer and more dynamic town centre. The dominant theme for this project is one of recovery, a strong statement of Mallacoota's strength and resilience.

The mid-level masterplan aims to connect seamlessly into the existing landscape identity to create a sense of connectivity and community living. The site will play an important role for circulation for pedestrians and cyclists to key local landmarks and the caravan park. Maurice Avenue will embrace the peak and off-peak seasons to ensure the local community as well as visitors are encouraged to inhabit and linger within Mallacoota. This will have a positive impact for local businesses and contribute to the town's recovery.



MOVEMENT NETWORK

- One-way traffic
- One-way traffic car park
- Car park entry
- Car park exit
- Primary footpaths
- Secondary footpaths / crossings in gathering spaces
- Tertiary footpaths / crossings in car park

DESIGN COMPONENTS

1. 5m carriageway with bike lane
2. Widened footpath (up to 4.5m)
3. Widened footpath (up to 6.5m)
4. Retain central car park, update parking bays linemarking
5. Pedestrian access from car park to businesses
6. Gateway garden
7. Retain mosaic artwork
8. Community gathering space
9. Parallel car parking (Total 5 No. disable spots)
10. Outdoor dining area
11. Art gallery forecourt
12. Central crossing with seating and small gathering areas
13. Northern crossing with seating and medium scale gathering area
14. Relocated bus stop
15. Potential removal of steps / ramps / planter bed to be reviewed in more detail
16. Raise levels at roundabout to rationalise levels to the front of opp shop, butchery and takeaway shop; (separate works)
17. EV Charging station (separate works)

DRAWING KEY

- Existing Parking Footprint
- Existing Buildings
- Lots
- Verges
- Open Space
- Existing Roads
- New Carriageway (potential opportunity for permeable paving in some parking areas)
- Central Parking Treatment
- New Pedestrian Crossings
- New Grass Area
- Alternative material for parking separation
- Colour Concrete Paving Treatment
- Gravel/Toppings
- Crazy Paving Treatment
- Garden Space / Planting
- Existing Trees
- Proposed Trees
- Proposed Xanthorrhoea sp.
- Proposed Shelters
- Timber Benches
- Picnic Tables & Seats
- Large Exposed Rocks
- Bike Racks
- Drinking Fountain with Dog Bowls
- Disabled Parking
- Bus Stop



COVERED SHELTER A

GATHERING SPACE B

GATEWAY GARDEN C

NATIVE PLANTING D

TWO TONES COLOURED CONCRETE PATH AND REUSED RED BRICK PAVING E



MALLACOOTA Streetscape Upgrade Engagement Report



Table of Contents

1. Executive summary	2
1.1 Project background	2
2. Engagement methodology	3
2.1 Public participation core values	3
3. Project Reference Group	4
4. Broader community engagement	4
5. Engagement tools and success measures	5
6. YourSay East Gippsland	6
6.1 Visitor Summary 6 Sept 2021 to 6 May 2024	6
6.2 Participant summary	6
<i>Aware</i>	6
<i>Informed</i>	6
<i>Engaged</i>	7
<i>Documents</i>	7
<i>Photos</i>	7
<i>Widgets</i>	8
<i>Newsletters</i>	8
<i>Survey</i>	8
Appendix 1. Stakeholder Engagement Plan 2021	9
<i>Stakeholder Engagement Plan – Mallacoota Streetscape</i>	9
<i>Objectives of the Plan</i>	9
<i>Consultation principles</i>	9
<i>Preparation of the Plan</i>	9
<i>Stakeholder Identification & Analysis</i>	10
<i>Engagement Activities</i>	11
Appendix 2. Community Consultation Report, December 2021	12

1. Executive summary

Community engagement for the upgrade of the Mallacoota Streetscape commenced in September 2021. Council's Engagement Policy was followed diligently, with various methods employed to involve the community in the decision-making processes.

The Project Reference Group, online surveys, mailouts, and regular updates via YourSay ensured the community remained informed and had avenues to provide feedback.

A Project reference Group of twelve (12) volunteer representatives of key stakeholder groups and Maurice Ave businesses and helped to facilitate community involvement and provide a representative viewpoint on design options by contributing their knowledge about issues relevant to the project.

Council project officers continued to meet monthly with the project reference group to help guide and finalise the detailed design. The group also enjoyed several workshops exploring pavement design and aggregate choices for the proposed sidewalk construction. The PRG were also instrumental in working with the design consultants on planting design and plant species lists for the project. These choices were integrated into the final detail design documentation.

Inclusion of broader community engagement led to a Draft Concept Masterplan Report and then a single-page mid-level masterplan to inform the detailed design for contractual works. Broader community engagement included:

- Online community engagement through YourSay; surveys and feedback tools.
- Mailouts and in-person information sessions (including the Steve Burgess 'Complete Streets' workshop)
- Regular updates on YourSay, project information sheets, and the use of existing community communication channels.

A project YourSay page was launched on 6 September 2021. Multiple project updates were provided to keep community informed as design development progressed. YourSay engagement tools were used to provide avenues for feedback and the opportunity for people to ask questions. To support the use of YourSay, project information was also made available at Council's Mallacoota Customer Service Centre.

YourSay proved to be a valuable engagement tool, with 1,821 people 'Aware' (made at least one single visit to the project page), 1,117 'Informed' (has taken the 'next step' from being aware and clicked on something), 90 'Engaged' (contributes to a tool or asked a question), and 79 people participated in the survey.

Grant guidelines stipulate a formal opening ceremony is required upon completion, with an invitation extended to the responsible Minister.

1.1 Project background

An upgrade of the streetscape within Mallacoota town centre was initially identified within the 2007 Mallacoota Structure Plan and Master Plan. More recently, as part of Mallacoota's Disaster Recovery Plan, an upgrade of the streetscape in the Mallacoota town centre was identified as a priority project. Council engaged a contractor to facilitate stakeholder groups and guide this project through a community-led recovery process.

The project aims to enhance the living, investing, and visiting experience in Mallacoota by improving footpaths, parking, accessibility, creating a town square, upgrading street bins, beautifying the area, improving traffic management, providing alfresco dining opportunities, implementing universal design principles, enhancing amenity, creating spaces for commercial and community interaction, focusing on visitor experience, achieving community participation, and improving safety for all stakeholders.

The project location, Maurice Avenue, is the town centre and main business area of the popular tourist destination Mallacoota, located in East Gippsland Shire Council. It is a focal area of the township, catering for retail trade, hospitality, community services and social interaction. The project will provide direct benefits for retail, hospitality, service and commercial businesses within Mallacoota, particularly those adjacent to the project area within the town centre.

As a result of encouraging more people to visit the township, stopover and dwell for longer periods, the project will also provide benefits for all service and hospitality businesses within the Mallacoota district generally. These benefitting businesses within Mallacoota have suffered significant trade decreases of 25% resulting from the impact of the 2020/21 bushfires, with further impacts experienced because of Covid-19 restriction impact on travel and tourism.

The project will also provide great benefit for the broader local community including residents and employees with significant amenity, safety, and access improvements as part of a more attractive and functional town centre environment.

Funding is provided by the Australian Government Department of Infrastructure, Transport, Regional Development, Communications and the Arts through the Community Development Grants Program, and a significant contribution from East Gippsland Shire Council.

2. Engagement methodology

In accordance with the IAP2 Public Participation Spectrum, community engagement was planned to occur at key points during the project. Each engagement approach was defined by the following classifications.

- **Involve:** to work directly with the public throughout the process to ensure the public issues and concerns are consistently understood and considered.
- **Consult:** to obtain public feedback an analysis, alternatives and/or decision.
- **Inform:** to provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.

2.1 Public participation core values

The purpose of the Public Participation Core Values is to help make better decisions which reflect the interests and concerns of potentially affected people and entities. The Core Values for the practice of public participation that relate to this project are:

- Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.
- Public participation includes the promise that the public's contribution will influence the decision.
- Public participation promotes sustainable decisions by recognising and communicating the needs and interests of all participants.
- Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
- Public participation provides participants with the information they need to participate in a meaningful way.
- Public participation communicates to participants how their input affected the decision.

3. Project Reference Group

East Gippsland Shire Council in conjunction with Mallacoota and District Recovery Association (MADRA) and Mallacoota and District Business and Tourism Association (MDBTA) established a Project Reference Group (PRG), with representatives from key stakeholder groups within Mallacoota.

The PRG and Maurice Avenue businesses established key needs for the project that were used to establish a brief for the concept design work.

Council have been working very closely with the PRG since approximately mid-2021. Reference Group members have contributed their knowledge about issues that are relevant to the project and provided representation for a variety of stakeholder interests.

Various Mallacoota groups and demographics are represented on the PRG, such as -

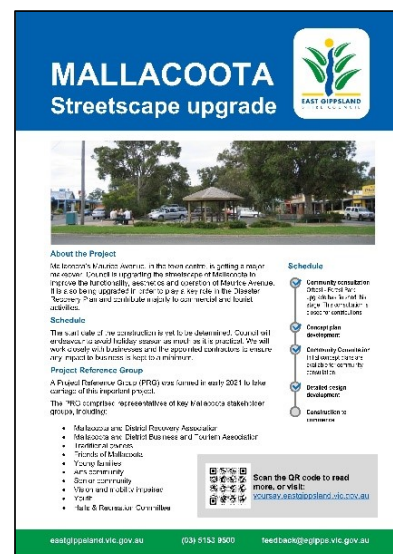
- Mallacoota & District Business and Tourism Association (MDBTA)
- Mallacoota & District Recovery Association (MADRA)
- Friends of Mallacoota
- Arts Space
- Senior Citizens
- BRV (Traditional Owner Representative)
- Representative for young families
- Representative for vision and mobility impaired
- Youth (Sanctuary)
- Halls & Recreation Centres
- East Gippsland Shire Council (various departments).

Council project officers continued to meet monthly with the project reference group to help guide and finalise the detailed design. The group also enjoyed several workshops exploring pavement design and aggregate choices for the proposed sidewalk construction. These choices were integrated into the final detail design documentation. The PRG were also instrumental in working with the design consultants on planting design and plant species lists for the project.

4. Broader community engagement

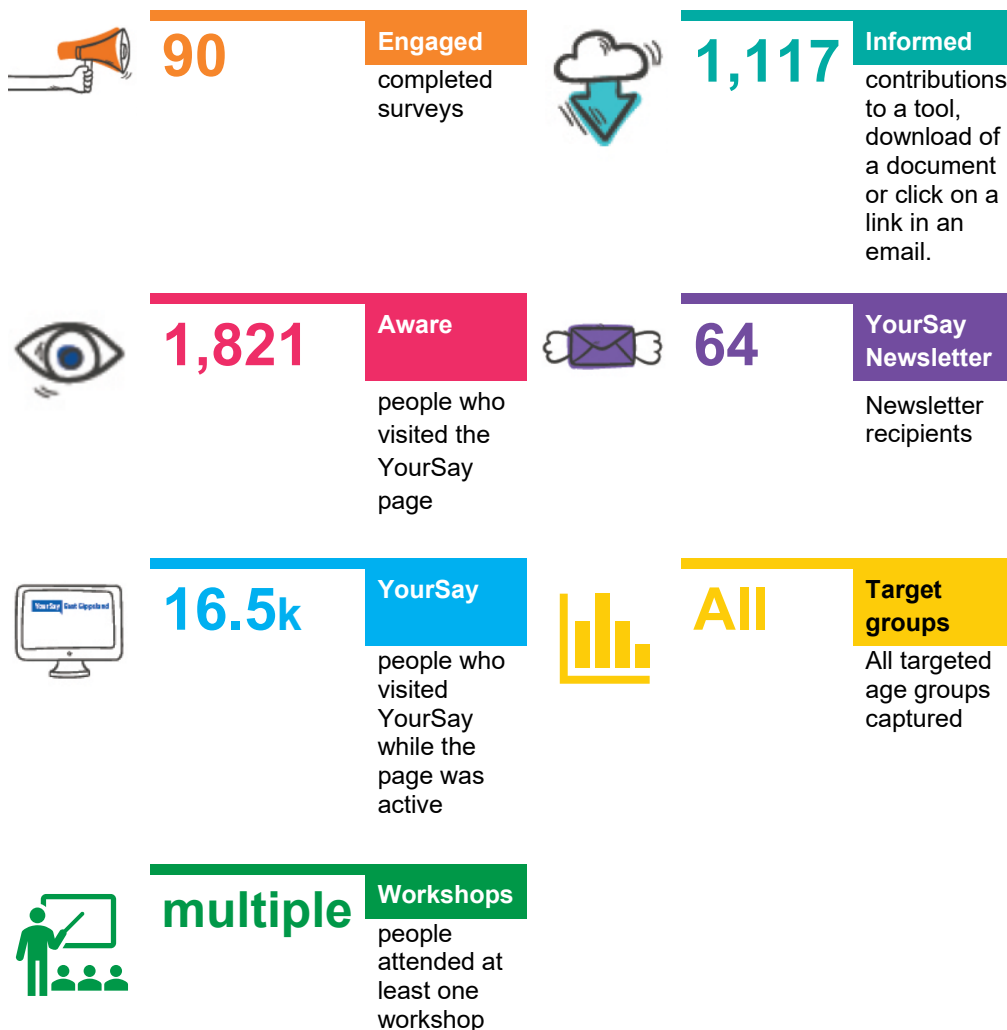
Broader community engagement was provided via -

- YourSay East Gippsland - Current (and superseded) plans are available on the YourSay website - [Mallacoota - Streetscape Upgrade | Your Say East Gippsland](#)
- Council’s Mallacoota Service Centre [70 Maurice Avenue, Mallacoota]
- The Service Centre displays and provides copies of current plans and project information.
- Mallacoota Mouth community newsletter.
- Local radio.
- Community drop-in information sessions held with the Project Supervisor and Community Engagement Officer.



- Surveys - available through Your Say and hardcopy.
- Community 'Streetscape Masterclass' - Consultant Steven Burgess - Complete Streets Pty Ltd – April 2022.
- Correspondence to council via mail, email, and YourSay East Gippsland; hundreds of letters were received from residents giving feedback on the project. This feedback has been used to inform the current plans.

5. Engagement tools and success measures




6. YourSay East Gippsland



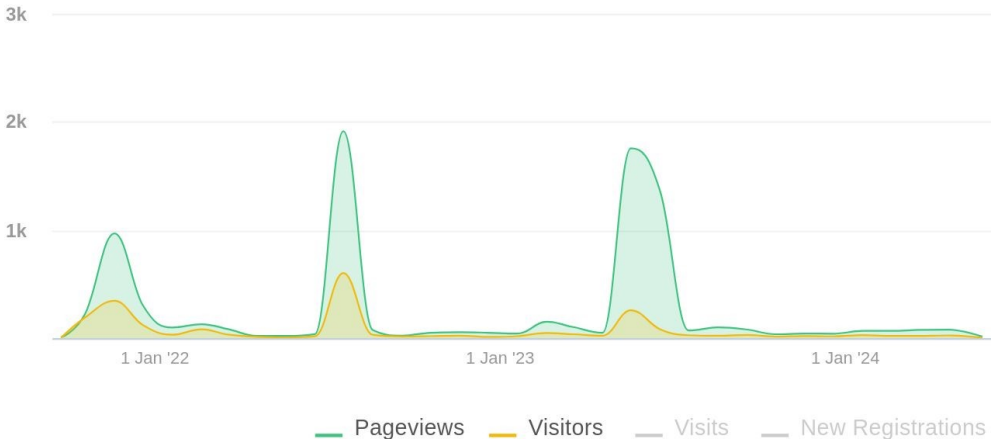
Mallacoota - Streetscape Upgrade

About the Project
Mallacoota's Maurice Avenue, in the town centre, is getting a major makeover...

[View Project](#)



6.1 Visitor Summary 6 Sept 2021 to 6 May 2024



6.2 Participant summary

Aware

1,821 AWARE PARTICIPANTS		Participants
Visited at least one Page		1,821

Informed

1,117 INFORMED PARTICIPANTS		Participants
Viewed a video		0
Viewed a photo		132
Downloaded a document		873
Visited the Key Dates page		0
Visited an FAQ list Page		208
Visited Instagram Page		0
Visited Multiple Project Pages		695
Contributed to a tool (engaged)		90

Engaged

90 ENGAGED PARTICIPANTS

	Registered	Unverified	Anonymous
Contributed on Forums	0	0	0
Participated in Surveys	1	1	77
Contributed to Newsfeeds	0	0	0
Participated in Quick Polls	0	0	0
Posted on Guestbooks	0	0	0
Contributed to Stories	0	0	0
Asked Questions	2	9	0
Placed Pins on Places	0	0	0
Contributed to Ideas	0	0	0

** A single engaged participant can perform multiple actions*

Documents

7 Documents 873 Visitors 1.61 k Downloads

TOP 3 DOCUMENTS BASED ON DOWNLOADS

Document Title	Downloads
Final Mallocoota Streetscape Plan (Detailed Design) - May 2023	589
Streetscape MasterPlan - May 2022	317
Mallocoota Streetscape Upgrade Concept Ideas for Community	242

Photos

2 Photos 132 Visitors 152 Views

TOP 3 PHOTOS BASED ON VIEWS

Streetscape upgrade area	125 Views
Final Mallocoota Streetscape Plan	27 Views

Widgets

FAQS

1 Faqs

208 Visitors

231 Views

NEWSFEED

- Community consultation update - December 2021
- Project Update - 30 August 2023
- Project Update 30/03/2023
- Project Update 14/02/2023
- Consultation update
- Project Update - 22 December 2023

Newsletters

Mallacoota - Streetscape Upgrade

32 96.9% More stats

Mallacoota - Streetscape Upgrade

32 87.5% More stats

Survey

VISITORS					
102					
CONTRIBUTORS			RESPONSES		
79			81		
1	1	77	1	1	79
Registered	Unverified	Anonymous	Registered	Unverified	Anonymous

Appendix 1. Stakeholder Engagement Plan 2021

Stakeholder Engagement Plan – Mallacoota Streetscape

Objectives of the Plan

The objectives of this Plan are:

- To deliver effective stakeholder engagement and consultation through the development of the project
- To ensure affected stakeholders and interested parties are informed, consulted and involved in the development process and their values, priorities and issues are acknowledged and addressed.
- To encourage participation and input in the development process, so that local knowledge, priorities and expertise can contribute to the process and outcome.
- To provide timely, consistent, and open engagement and communication with stakeholders throughout the project development and delivery.

Consultation principles

The following principles will guide our consultation activity to ensure it is purposeful, timely and proactive.

In our community consultation, we will:

- Demonstrate a commitment to engaging with all community and stakeholder interests.
- Foster mutual respect by recognising and responding to the rights, values and interests of all stakeholders.
- Show transparency by documenting community issues and input in a timely, open and effective manner.
- Clearly communicate the purpose of consultation activities throughout the development process so that stakeholders can participate meaningfully.
- Promote inclusiveness by encouraging and supporting a diverse representation of community participation in consultation.
- Clearly document and share information on how stakeholder feedback contributes to the assessment process.

Preparation of the Plan

The steps undertaken to assist in developing the consultation plan are:

1. Stakeholder identification.

Stakeholders are those people or groups of people who have an impact on the project or are impacted by the project. Some stakeholders will be more crucial to the plan or be more impacted than others. We will use the IAP2 levels of participation to describe this, i.e. empower, collaborate, involve, consult, inform.

2. Stakeholder Analysis

Identifying these people before the project begins; grouping them according to their levels of participation, interest, and influence in the project; and determining how best to involve and communicate with each of these stakeholder groups throughout.

Stakeholder Identification & Analysis

Stakeholder Group	Interest	Participation	Involvement	Membership	Engagement
MADRA	All facets of project	Collaborate	PCG/PRG	Dave Appleton Mark Tregellas	PRG, email distribution (to wider membership)
MADBATA	Commercial and economic facets of project	Collaborate	PCG/PRG	Grant Cockburn Jodie York	PRG, email distribution (to wider membership)
Individual Traders	Business impact	Involve	Stakeholder		Personal meetings (targeted)
Traditional Owners	Cultural heritage inclusion in design and outcomes	Involve	PRG		PRG
Mobility and vision impaired	Accessibility	Involve	PRG	Wendy & Marty Goodison	PRG
Elderly	Pedestrian safety, Accessibility	Involve	PRG	Senior Citizens – Liz McKay	PRG
Families with young children	Pedestrian safety, Accessibility	Involve	PRG	P12 – Simon Berry	PRG
Friends of Mallacoota		Involve	PRG		PRG
Arts community		Involve	PRG	Yoland Oakley	PRG
Youth		Involve	PRG	Sanctuary	PRG
Halls & Rec Reserve Comm		Involve	PRG	Don Ashby	PRG
Police & Emergency Services		Stakeholder			Direct communications
Wider community	Aesthetics, amenity, functionality and social opportunity	Consult	Stakeholder		Community information meetings, open house, surveys
Everyone					Website (EGSC), Mallacoota Mouth, Local Radio

Engagement Activities

Activity	Description
PRG	Include meetings and direct input opportunities
Personal meetings	Personal one-on-one meetings maintain close communication with key stakeholders. They provide informal opportunities to explain the project and for stakeholders to express their views directly and openly. This method is used in liaising with directly affected business owners, individuals and interest group representatives
Direct communications	Written correspondence (letters, emails, enquiries on website), verbal correspondence (phone calls, face-to-face meetings and informal discussions that require actions/follow-up) with stakeholders.
Community Information Meetings	Community information meetings provide a single forum when important information is required to be delivered to the wider community, often from experts, enabling the community to hear and ask questions with a shared audience.
E-mail distribution	The e-mail distribution list enables us to provide timely updates and information to stakeholders, particularly to notify community stakeholders of upcoming activities, milestones and public consultation activities and opportunities to comment. MADRA have a mailing list.
'Open house' community information sessions	'Open house' Community information and feedback sessions are effective in providing project information to many stakeholders in an efficient and accessible manner. The sessions are relatively informal, with stakeholders invited to drop in and discuss the project, ask questions of personnel and technical specialists. The sessions are held in local public venues and include display information about the project. The purpose of the sessions is to allow stakeholders to easily access information, discuss specific issues in detail have their input documented for response.
Web site (EGSC)	The EGSC website provides project information, contacts and feedback opportunities and this content will be migrated to the "Your Say" website for community engagement purposes. It provides an overview of project, answers to frequently asked questions, project updates, contact details and information on opportunities for stakeholders' feedback. It has a routinely monitored feedback form/email inquiry service to enable comment on aspects of the project
Print – Mallacoota Mouth	On a regular basis we will include a project update in the local newspaper/newsletter – Mallacoota Mouth.
Local Radio	As required and when the opportunity presents, we will inform the community via local radio
Surveys	Surveys will be conducted recurrently to gauge community and stakeholder attitudes and perceptions of the project and to identify areas of concern that require action. On-line surveys provide an efficient and accessible means to gauge attitudes and opinions and obtain feedback on community priorities.

Appendix 2. Community Consultation Report, December 2021

The Mallacoota Streetscape Upgrade concept ideas were available for public review and feedback in November 2021. The information presented in the three concept ideas included project ambition, context, issues and opportunities in relation to:

- Improved pedestrian experience
- Balanced pedestrian and vehicle experience
- Pedestrian prioritised experience

The concept ideas were available for review on the East Gippsland Shire Council Your Say page with an online survey open for feedback. Hard copies of the concept ideas and the survey were also available for community members at the Mallacoota Service Centre and on request via mail out.

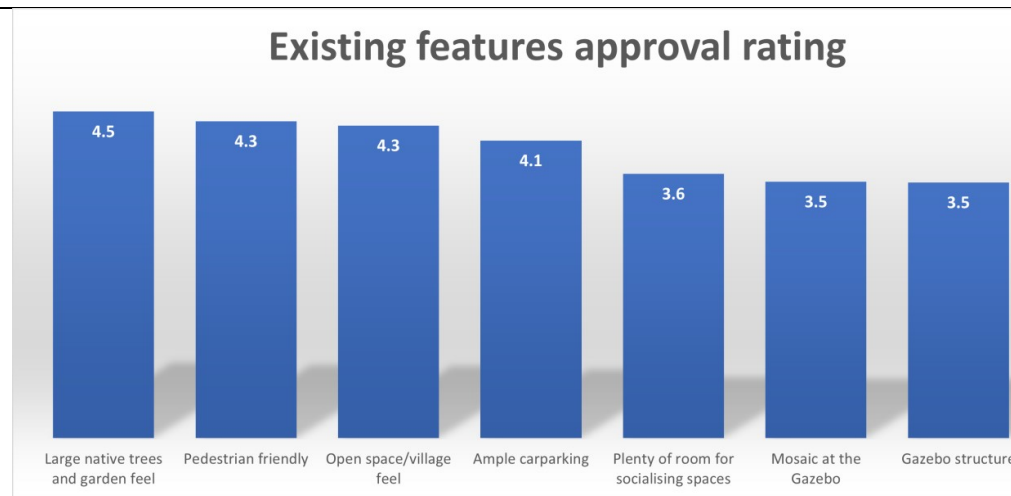
Council has received valuable feedback from members of our community keen to shape the way Maurice Ave, Mallacoota will look in the future. During the consultation period we had more than 170 connections with individual community members. This included:

- 81 online survey responses
- 21 hard copy responses
- More than 50 people attended in person community consultation sessions at the Maurice Ave Rotunda on 17-18 November
- We have received many emails and phone calls via the Your Say page

The results show support for:

- Retaining the large native trees and village feel
- The importance of car parking and commercial activity
- Improvements are needed to the pedestrian experience and safety
- The Mallacoota Streetscape Upgrade is focussed on Maurice Ave between the major roundabout and Allan Drive (not including intersections). We did receive feedback on other related aspects in the area and Council will endeavour to address those in the future.
- Our online survey contained nine questions; five (1 - 5) of which asked you to rate certain aspects and four (6 – 9) that asked you to comment. Below is a summary of the feedback received for each question from the completed surveys.

<p>Q1</p> <p>The following is a list of statements/words that have been used to describe positive existing features of Maurice Avenue.</p> <p><i>Please rate each of these features from 1 to 5 by circling a number (1 being not important to you and 5 being very important to you).</i></p>	5	Very important
	4	Quite important
	3	Important
	2	Not very important
	1	Not important

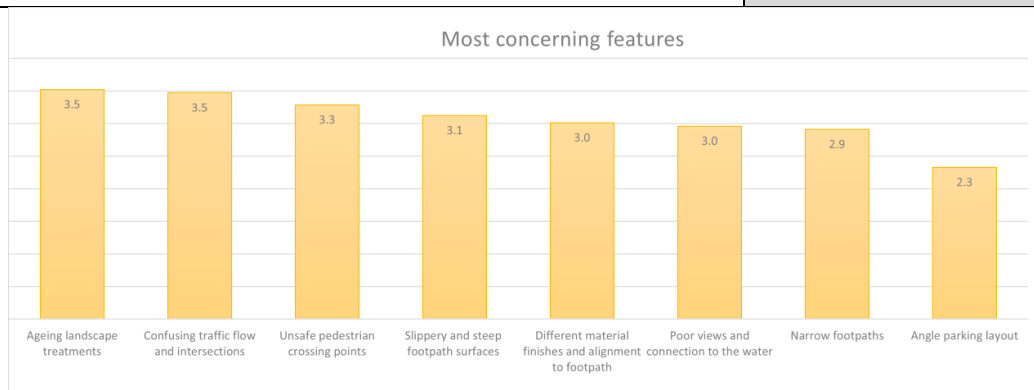


For the existing features in Maurice Ave, almost all were rated as quite important. Large native trees, garden feel, pedestrian friendly, open space, village feel and ample carparking being the most important.

Existing POSITIVE features of Maurice Ave not noted above that are important to community:

- Not overly landscaped, developed, rigid or concreted
- Natural and relaxed
- Current centralised angle parking and divided road arrangement
- Natural materials used for edging and the shade of the existing trees
- Proximity to the water

<p>Q2</p> <p>The following is a list of statements/words that have been used to describe some existing undesirable features of Maurice Avenue.</p> <p><i>Please rate each of these features from 1 to 5 by circling a number (1 being of least concern to you and 5 being of highest concern to you).</i></p>	<p>5 Very concerned</p> <p>4 Quite concerned</p> <p>3 Concerned</p> <p>2 Not very concerned</p> <p>1 Not concerned</p>
--	--



The existing undesirable features of most concern to community include the ageing landscape treatments and confusing traffic flow and intersections. Angle car parking layout was the community’s least concern.

Existing UNDESIRABLE features not noted above that are a concern to community:

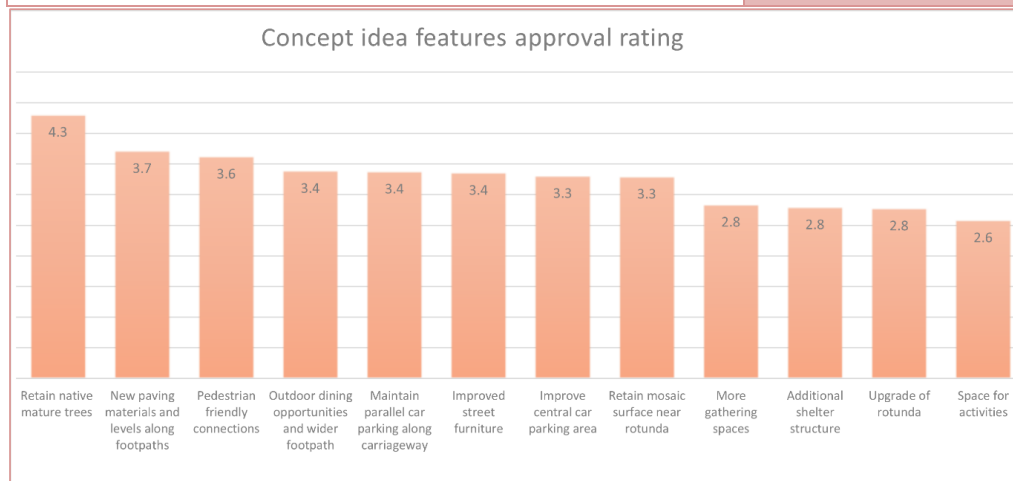
- No bike or mobility scooter paths or parks
- Below standard accessibility and disability parking, not enough trailer parking, poor visibility for drivers leaving central carpark, no time limited carparking
- Incomplete awning structures (no covered walkways) and no shop front uniformity, power poles in middle of footpath
- Lack of outdoor dining opportunities, public seating and shade
- Lack of signage on approach to Maurice Ave, too much through traffic (trailer) using Maurice Ave when they should be diverted, too car focussed, excessive vehicle speeds
- No drink fountains

Q3

The concept ideas included in the Community Consultation document all include the following features in different ways.

Please rate each of these features from 1 to 5 by circling a number (1 being not important to you and 5 being very important to you).

5	Very important
4	Quite important
3	Important
2	Not very important
1	Not important

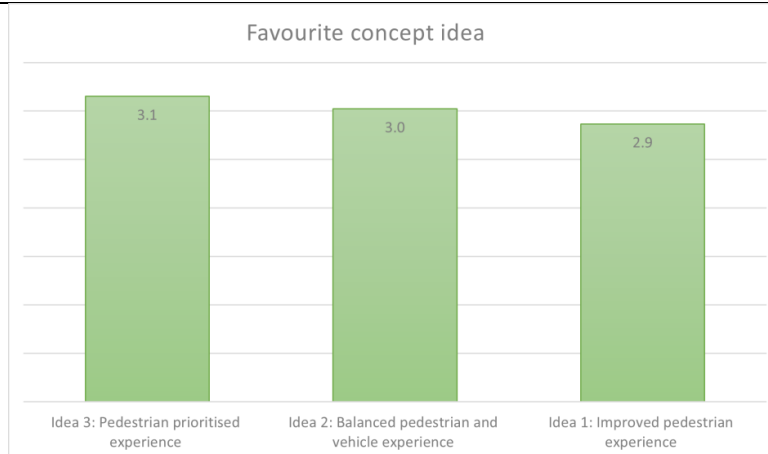


The features in the presented concept ideas which rated as the community’s highest importance were retaining native mature trees, new paving materials and levels along footpaths and more pedestrian friendly connections.

Q4

The three concept ideas in the Community Consultation document present different approaches for the upgrade of Maurice Avenue.

Please rate each of the concept ideas from 1 to 5 by circling a number (1 being your least favourite idea and 5 being your favourite idea).

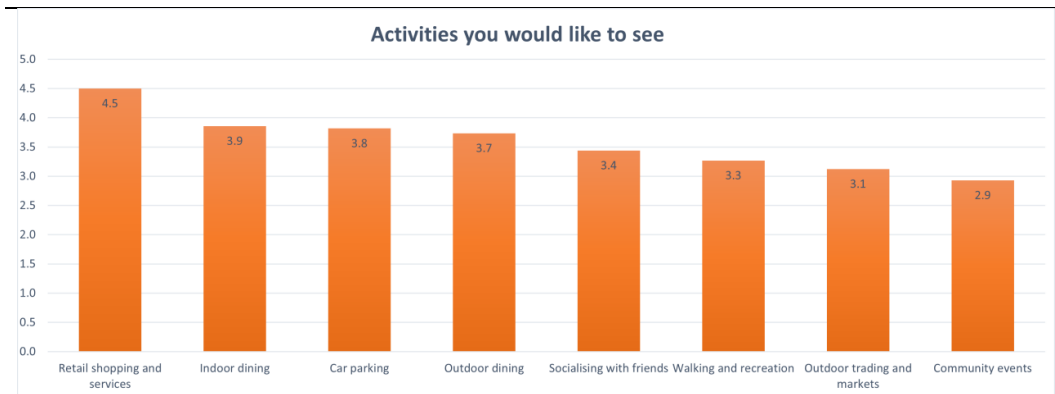


The results from this question show the community rated each concept idea as close to equal, with a tendency to rate the more pedestrian friendly concept ideas higher.

What community had to say about the concept ideas:

- Favoured angled parking over 90-degree parking and one-way traffic in central carpark
- Concerned the closeness of the carpark entry to the exit of the large roundabout
- Wanted to maintain carpark in close proximity to the supermarkets – for the elderly in particular
- Looking for more detail around disabled parking, street lighting,
- Asked about the intersections at either end of Maurice Ave and what could be done to make them more safe/efficient
- Weren't convinced that we need a second gathering space at the bottom end of the street
- Keep it simple, not too flashy
- Liked the retention of the large native trees and the improved pedestrian focus
- Asked whether through traffic (trailer) can be diverted away from Maurice Ave and expanded carparking opportunities in nearby locations
- More emphasis on cycling and bike riders

<p>Q5</p> <p>What type of activities would you like to see or do in Maurice Avenue?</p> <p><i>Please rate each of these activities from 1 to 5 by circling a number (1 being not important to you and 5 being very important to you).</i></p>	5	Very important
	4	Quite important
	3	Important
	2	Not very important
	1	Not important



Important activities in Maurice Ave include retail shopping and services, indoor/outdoor dining and car parking. All others were rated as important.

The activities the community said were missed in the question include:

- Pop-up businesses
- Wi-fi spaces
- Art installations
- Children’s activities

It should be noted that there was considerable concern about added activities to the Maurice Ave area. The concern is that there is available space elsewhere in town and extra activities could lead to overcrowding of the Maurice Ave area.

Q6
 Have the concept ideas in the Community Consultation document met your expectations? If yes or no, in what way?

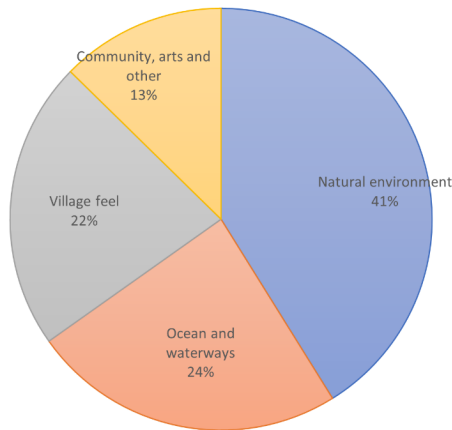
Q7
 What ideas do you have that have been missed in the concept ideas?

Most of the responses from community were satisfied that the concept ideas met expectations. Almost all had suggestions as to why the concept ideas DID or DID NOT meet your expectations.

<p>The most popular reasons for why expectations were met are:</p> <ul style="list-style-type: none"> retention of the native trees Village feels Improved pedestrian outcomes Maintained carparking Focus on commercial aspect 	<p>Reasons cited for not achieving expectations and/or missed in the concept ideas were:</p> <ul style="list-style-type: none"> that plans were difficult to decipher the scope should be broadened to include better traffic management and more parking outside Maurice Ave (including trailer) efforts should be made for better connection and views to the water more consideration for bikes
--	--

a desire to keep any upgrade simple and not over-developed

Q8
What is Mallacoota's most important feature to you?



When asked what community valued most about Mallacoota, the most popular response was the natural environment and everything that it brings with it (National/State parks, wilderness, native animals)

Access to the ocean and local waterways was the second highest rated feature, with the beach life, fishing, boating and ocean views being cited.

The Mallacoota 'village feel' that comes with remoteness and unspoilt character also rated well.

Next steps?

The results gathered from the community consultation and feedback will enable Council, together with key stakeholders, to proceed with the next stage of concept design development and construction plans. Further community consultation will take place for the concept design in early 2022.

Throughout the project, Council has undertaken several public consultation opportunities to ensure the community has a voice in shaping the future designs of the main street of Mallacoota and in creating a safer and inviting space for all.

All works within the Mallacoota Streetscape Project will be completed as part of Council's annual Capital Works Program and a contribution from the Australian Government's Regional Recovery Program.

Contact us

Telephone

Residents' Information Line: 1300 555 886 (business hours)
Citizen Service Centre: (03) 5153 9500 (business hours)
National Relay Service: 133 677

Post

East Gippsland Shire Council, PO Box 1618
Bairnsdale 3875 Australia
Fax (03) 5153 9576
Web www.eastgippsland.vic.gov.au
Email feedback@egipps.vic.gov.au

In person

Bairnsdale: 273 Main Street
Lakes Entrance: 18 Mechanics Street
Mallacoota: 70 Maurice Avenue
Omeo: 179 Day Avenue
Orbost: 1 Ruskin Street
Paynesville: 55 The Esplanade

Outreach Centres

Bendoc Outreach Centre -
18 Dowling Street
Buchan Resource Centre -
6 Centre Road
Cann River Community Centre -
Princes Highway

5.2 Business Excellence

5.2.1 Submission - Inquiry into Local Government Sustainability

Authorised by Chief Executive Officer

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

The House of Representatives Standing Committee (Committee) on Regional Development, Infrastructure and Transport has commenced a new inquiry into local government sustainability.

As part of the inquiry, the Committee will examine financial sustainability and funding frameworks of local governments, alongside changing infrastructure requirements and service delivery obligations. The Committee is seeking to understand the challenges faced by local governments in servicing infrastructure requirements across regional, rural, and remote locations. The invitation to participate in this inquiry is provided at **Attachment 1**. Submissions are being received until 31 May 2024.

Officers have prepared a Draft Submission to the inquiry, provided at **Attachment 2**, that draws heavily on Council's adopted Advocacy Strategy and previous submissions to both the Australian and Victorian governments on matters relevant to this inquiry.

Officer Recommendation

That Council:

- 1. receives and notes this report and all attachments pertaining to this report;***
- 2. endorses the submission, provided at Attachment 2;***
- 3. authorises the Chief Executive Officer to augment the draft submission with relevant data or information coming from the local government peak bodies; and***
- 4. notes that Officers will submit, by 31 May 2024, the endorsed submission to the House of Representatives Standing Committee on Regional Development, Infrastructure and Transport for consideration.***

Background

The Committee will inquire into and report on local government matters, with a particular focus on:

- the financial sustainability and funding of local government;
- the changing infrastructure and service delivery obligations of local government;
- any structural impediments to security for local government workers and infrastructure and service delivery;
- trends in the attraction and retention of a skilled workforce in the local government sector, including impacts of labour hire practices;
- the role of the Australian Government in addressing issues raised in relation to the above; and
- other relevant issues.

Given the importance of these matters, it is important that Council both supports the content and submissions of the peak body submissions and makes its own submission.

Legislation

As of 1 July 2021, all provisions of the *Local Government Act 2020* commenced. Some provisions of the *Local Government Act 1989*, that have not been repealed, will remain applicable until such time as they are revoked.

This report has been prepared in accordance with *Local Government Act 2020*.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

Gender Impact Statement

The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 5: 5.2 Strong relationships with government, partners and stakeholders are maintained and strengthened to advocate for the community.

Council Policy

The views set out in the Draft Submission align with the views presented in adopted Council positions including Council's Advocacy Strategy and previous submissions made by Council.

Options

Not applicable for this report.

Resourcing

Financial

This report supports advocacy to provide further certainty for ongoing financial sustainability of the Council.

Human Resources

There are no direct human resources implications associated with adoption of the recommendation of this report.

Risk

This report supports our ongoing advocacy to ensure we have certainty in funding to continue to deliver services for Community.

Economic

This report advocates to the Federal Government for changes to how Council is funded, if the recommendations are accepted this will provide further economic stability to support delivery of services to the community.

Environmental

Climate change

This report considers the impact of climate change on ongoing financial sustainability of the Council.

Engagement

Although no community consultation occurred during the preparation of the submission, its content has drawn on a range of existing Council documentation.

Attachments

1. Invitation to participate - Inquiry into Local Government Sustainability [5.2.1.1 - 2 pages]
2. Draft Submission - Inquiry into Local Government matters [5.2.1.2 - 16 pages]

Note the date for lodgement of submissions extended to 31 May 2024.

From: Committee, RDIT (REPS) [RDIT.reps@aph.gov.au]

Sent: Friday, 22 March 2024 3:21:57 PM

To: Feedback Address For Web Page

Subject: House Committee on Regional Development, Infrastructure and Transport - Inquiry into local government sustainability - Invitation to make a submission

You don't often get email from rdit.reps@aph.gov.au. [Learn why this is important](#)

EXTERNAL EMAIL: This email has originated from outside of the East Gippsland Shire Council network. Do not click links or open attachments unless you recognise the sender and know the content is safe. Contact ICT ServiceDesk if you are unsure.

22 March 2024

Ms Fiona Weigall
Acting Chief Executive Officer
East Gippsland Shire Council

Dear Ms Weigall

Inquiry into local government sustainability

The House of Representatives Standing Committee on Regional Development, Infrastructure and Transport has commenced a new inquiry into local government sustainability.

As part of the inquiry the Committee will examine financial sustainability and funding frameworks of local governments, alongside changing infrastructure requirements and service delivery obligations. The Committee is seeking to understand the challenges faced by local governments in servicing infrastructure requirements across regional, rural, and remote locations.

Workforce shortages across Australia relating to infrastructure and other service areas more broadly, particularly in regional, rural, and remote areas, will also be a focus of the inquiry. The Committee will also inquire into issues relating to skills development and job security, along with labour hire and retention trends and practices to identify barriers and opportunities to support job security and local government service delivery obligations.

The Committee welcomes your views on any or all of the attached terms of reference, depending on your areas of interest and expertise. Further information about the inquiry is available at: www.aph.gov.au/rdit.

If you have an interest in any of these issues, we encourage you to lodge a submission to the inquiry by close of business **Friday 3 May 2024**. It is preferred that submissions are uploaded electronically, through: www.aph.gov.au/Committee/Submissions.

Further information is available from the inquiry website. Please contact the Committee Secretariat on 02 6277 2232 or rdit.reps@aph.gov.au if you have any questions.

Yours faithfully

Mr Luke Gosling OAM MP
Chair

Terms of Reference

The House of Representatives Standing Committee on Regional Development, Infrastructure and Transport will inquire into and report on local government matters, with a particular focus on:

- The financial sustainability and funding of local government
- The changing infrastructure and service delivery obligations of local government
- Any structural impediments to security for local government workers and infrastructure and service delivery
- Trends in the attraction and retention of a skilled workforce in the local government sector, including impacts of labour hire practices
- The role of the Australian Government in addressing issues raised in relation to the above
- Other relevant issues.



Inquiry into Local government financial sustainability

1. Executive Summary

Thank you for the opportunity to respond to this important inquiry into the financial sustainability of local government.

For East Gippsland Shire Council our communities are at the center of all of our decision making and have expressed their aspirations, values and priorities in their Community Vision which states:

Our people, place, environment, and economy will be connected, in balance and resilient. Our unique and diverse communities will be accessible, inclusive, well connected and safe. We will value and care for each other and our natural environment. Our economy will support existing and emerging industries by being agile, innovative, and sustainable.

As a Council we strive to continue to deliver by providing critical services that support the creation of conditions which create a thriving local community.

Our Council provides infrastructure that supports our communities and local, state and National economies, we are a local service provider of over 100 local services, we support social cohesion across our communities and deliver on shared responsibilities including Emergency Management.

The financial sustainability of the Council underpins this ability to provide key grass-roots services to our communities. The financial sustainability of local government is rightly a key consideration for the Federal Government, for without local government, how will these services be delivered?

EGSC also supports the submissions being made by our peak industry bodies including Australian Local Government Association, the Municipal Association of Victoria and Rural Councils Victoria.

Summary of Recommendations:

The submission below addresses the Terms of Reference of the Inquiry in detail, with the key themes for our recommendations being:

Access to funding is reflective of the contribution we make.

- *Increasing the quantum and distribution of Financial Assistance Grants (FAGs)*
- *Allowing funding to be allocated for asset maintenance.*
- *Grants tied to need rather than competition.*

Roads – it is how we connect.

- *Increase and index Roads to Recovery (R2R) to meet the real cost of delivering and maintaining roads in changing climatic conditions.*
- *Establish a national road hierarchy and minimum service standards that local governments can follow to increase road management efficiency.*
- *Implementation of the Grattan Institute Potholes and Pitfalls report recommendations.*
- *A national risk assessment on what could fail due to extreme weather to take the burden of assessment away from individual councils.*
- *Reintroduce the Local Roads and Community Infrastructure Fund and other funding streams that are non-competitive and tied to demonstrated need.*



Changing Climate/Extreme weather.

- *Detailed modelling and design standards for infrastructure and roads*
- *Disaster relief and recovery funding acknowledging compounding disasters.*
- *Increased funding for prevention and adaptation, recognising that this is a more strategic and cost-effective approach to managing disasters.*
- *Implement National Action Plan the National Disaster Risk Reduction Framework*

Funding certainty to plan for the future.

- *Reduce the volatility imposed by a blanket application of CPI as the rate cap.*
- *Legislate additional funding streams to provide funding certainty for local government and the ability to plan long-term investment in infrastructure and services.*
- *Increase the number of funding streams that directly flow from the Federal government to local government, to avoid the inefficiencies of managing these funds through another tier of government.*

2. About East Gippsland

East Gippsland is located on the Country of the Gunaikurnai, Monero and Bidawel peoples and is a natural playground with over 21,000 square km of land including high country, nine national parks, two significant marine parks, Australia's largest navigable inland lake system and stunning coastlines. Covering 10% of Victoria's expansive landscape, East Gippsland is rich in natural resources and brimming with economic potential as a hub ideally situated between Australia's two major commercial centres in Melbourne and Sydney.

The Council meets the needs of almost 50,000 residents spread over 40 communities and has one million visitors annually. In this way East Gippsland is really the 'backyard for the cities' providing vital opportunities to support a thriving visitor economy and supporting a clean and green State. Due to the size and remoteness of our communities the main connection is by road and we manage 3,000km of local roads and an overall asset base valued at \$1.2billion

75% of the Shire is public land and the geographic spread of a small population generates a need for duplication of services to reach the community, for example EGSC has six separate customer service centers, and five separate works depots.

Despite all of this East Gippsland only has 21,000 rateables properties with rates making up just over 48% of our income stream. This makes our financial sustainability vulnerable to external forces with 36% of the annual income coming from grants (competitive and non-competitive) and fees and charges making up less than 10% of the annual budget.



3. Benefits of a strong local Government

Local governments provide approximately 25% of all services to communities, making them an efficient and effective way of servicing communities based on the specific characteristics of communities, geography and need.

To demonstrate this efficiency, we provide a brief snapshot of some of our services and the outcomes of this investment:

A snapshot of what do we do

Roads, bridges and aerodromes– it's how we connect.

- ✓ 3000 kms of roads
- ✓ 191 road bridges.
- ✓ 3 aerodromes.

Local service provider

- ✓ 100,000 visitors to our recreation centers for aquatic and fitness programs.
- ✓ Waste management from 1.3 million bin lifts pa.
- ✓ 185,000 library visits and 237,000 library loans.

Social cohesion

- ✓ 17,000 people attended our Theatre and Arts hub.
- ✓ 79 community managed recreation ovals and sporting facilities.
- ✓ Supported \$596m in domestic tourism expenditure p.a.

Shared responsibility

- ✓ Supported 10 Community recovery Committees.
- ✓ Statewide immunization program.
- ✓ Health and Wellbeing Plan delivery.

Whole of community benefits that enrich lifestyle, and character of our communities

- ✓ 73 kms of walking tracks.
- ✓ 248 kms of footpaths.
- ✓ 9.9 kms of boardwalks.
- ✓ 24 footbridges.

Our People

Large local employer with high quality and stable jobs with our people actively contributing to our communities.



What does this investment mean?

The snapshot below shows our investment in over 100 services we provide to our communities that help them thrive.

For every \$100 Council spends:

- \$42.44 on capital works
- \$16.37 on asset management and maintenance
- \$13.69 on governance
- \$7.73 on waste and environment
- \$4.91 on health, recreation and community safety
- \$4.45 on parks and gardens
- \$4.45 on community planning and support
- \$1.90 on council enterprises
- \$1.64 on economic development
- \$1.57 on planning and building
- \$0.85 on arts, culture and community programs

These services benefit local, state and national economies including:

- Providing Infrastructure that supports communities, local, state and national economies.
- Supporting social cohesion
- Being a local service provider, including as a provider of last resort where the market isn't working.
- Delivering on shared responsibilities – emergency management is just one example.
- Providing whole of community benefits, for example our walking trails support active and healthy communities.

4. Key issues impacting financial sustainability.

Council has worked hard to retain a positive financial position to ensure the ongoing viability of the organisation. Doing so has impacted on the quality and quantity of services delivered.

The challenges that Council encounters are summarized below:

a) Servicing a small, dispersed rate base

Whilst we service 10% of Victoria in land size, we have a highly dispersed population with very low population density. This means we often need to duplicate services and infrastructure across our many small communities to ensure they have the services they need.

75% of our land is fact public land, which cannot be rated alongside other areas such as mines and churches.

Whilst the region has overall population growth, it is at much lower rates than in metropolitan or regional cities, and in fact in some communities is declining.

There is scant recognition of the challenges that remote Councils, like our own, with large geographic areas to service and a small rate base to serve it with face. It is recommended that more funding programs are weighted in favor of local Councils who cannot rely on a large rate-base to fund essential infrastructure and services.



East Gippsland has an asset base valued at \$1.2 billion, with asset maintenance and renewal taking up most of our operating and capital budgets. There is only minor recognition of the cost of maintaining assets by other levels of government and few funding streams other than the FAGs that recognise and contribute to the cost of maintaining assets.

Recommendation

Asset maintenance is funded through a non-competitive format by the Australian and Victorian governments based on need and local government size including:

- A change in policy to allow funding to be allocated to asset maintenance.
- An annual asset maintenance funding allocation indexed to Council's asset portfolio and capacity to manage this portfolio.
- Consideration of what we can rate.

b) Impact of a changing climate and extreme weather events on infrastructure and services

The East Gippsland community places a very high value on our natural environment, and it is consistently identified as the number one value for living and visiting East Gippsland. The community have also listed climate change as the top issue of concern for the coming years (from the Community Survey for the development of the Council Plan 2021-2025)

The environment is a critical social and economic asset. Our natural assets include our biodiversity but also clean air, water and fertile soils. They support our economic systems and way of life through the provision of primary products and lived experiences. They also provide services that allow us to exist.

Climate change projections for East Gippsland show a distinct trend towards hotter and drier conditions. This means that fire seasons will get longer and more dangerous, droughts more severe and longer, more intense rainfall and flood events and the possible collapse of ecological systems.

The 2019-20 fire season was an unprecedented event, which followed the worst drought conditions on record. The social, economic and environmental impacts of these twin events alone were disruptive and damaging to the community.

To address these issues means transforming our agriculture, transport and energy infrastructure and industries to eliminate emissions as a by-product of their output.

It also means that Disaster funding arrangements, at state and national levels, that ensure relief and recovery funds are directed to community resilience activities.



Recommendations

Climate change and extreme weather events mitigation and adaptation:

- Investment in detailed modelling and design standards for infrastructure and roads.
- Disaster relief and recovery funding acknowledging compounding disasters.
- Increased funding for prevention and adaptation.
- Implement National Action Plan the National Disaster Risk Reduction Framework.
- A fit-for-purpose disaster relief and recovery funding program which acknowledges the effects of consecutive and compounding disasters in a changing climate.
- An evidence-based claims process.
- Ensuring funds, and claims processes, are aimed at ensuring community resilience outcomes.

c) Reliance on local roads for connectivity

Council's formed road network is comprised of almost equal distances of sealed and unsealed roads, with both road types responding differently to severe weather events and requiring differing maintenance and renewal approaches to ensure they are severe-weather-event ready.

The Gratton Institute Report *Potholes and Pitfalls (2023)* clearly identified the funding issues associated with maintaining Australia's local road network and made a series of recommendations which we support.

Whilst the Australian government has responded to some of these recommendations, the increase to Blackspot funding and the Roads to Recovery (R2R) programs still do not meet the recommended and required funding levels.

At present, maintenance funding for roads is limited to an allocation within the FAGs program, which does not meet the increasing costs of road maintenance.

In our case, annual FAGs for roads totaled \$5.3 million, despite the actual cost of maintenance (excluding claimable natural disaster events) being approximately \$10 million. Equitable funding arrangements linked to the actual and future need of local roads are required. Ideally, this would see continuation of R2R, with allocations increased to allow funding for annual maintenance, as the current guidelines allow for road renewal and investment in new roads only.

Recommendation

The Gratton Institute Report *Potholes and Pitfalls (2023)* be fully implemented.



d) Inability to set rates in accordance with needs and 'real' inflation

Victorian local government has been rate capped since 2016, with the rate cap set below inflation for several of these years.

The cumulative impact for us includes costs that have been above inflation with higher unit costs for maintenance and delivery, especially for construction.

Revenue remains below inflation, rural councils have limited ability to generate income from other sources and more importantly have communities with limited ability to pay, this has become more acute with the cost-of-living pressures.

Population growth of on average 1.39% is below inflation.

The learnings from the NSW Rate Capping showed that rate capping has a significant negative impact on local government's ability to maintain assets to an acceptable level.

Financial sustainability of local governments should be a key consideration of council rating and funding mechanisms.

Recommendation

The government considers the volatility in CPI when setting rate caps and considers other means tested methods to apply the rate cap in an equitable way across the industry. This may include a local government indicator more reflective of the 'basket of goods' local government use or a stepped approach so rural and remote councils have a higher percentage cap than metropolitan councils with larger rate bases.

e) Competitive nature of most grant funding

Councils, such as ours, have a high reliance on external grants for the provision of new infrastructure and delivery of many services. Most of these grants are competitive in nature, with programs being over-subscribed and requiring significant effort to draft an application in what are often lengthy and complex funding parameters with no guarantee of success.

Many grants' streams don't allow for in-house project management and administration which place a further financial burden. As does the requirement for most grants to have a matching co-contribution from the applicant. All of this often makes competitive grant programs too onerous for smaller and resource stretched councils to apply for.

Often much needed funding is not directed to deserving projects as the local government simply does not have the resources to develop the application. If more grants were based on need rather than grant writing skills, there would be a productivity dividend for all tiers of government with time otherwise directed to writing and assessing funding submissions streamlined and redirected to other necessary tasks.



There is also little certainty over future funding through grants, leaving them susceptible to change, a recent example is the discontinuation of the Regional Airport funding stream, which provided necessary funds to connect remote communities to services such as air-based medical services and air-based emergency responses. Providing legislated grant certainty assists local government to plan and deliver these essential services for community without risk to our financial sustainability.

Many of the competitive grants Council applies for have their funding originating from the Commonwealth (many of the bushfire recovery grants, Disaster Recovery Funds etc.) these are then overlaid with State Government's own policy expectations and administrative costs. This then leaves a more constrained budget for the Council to deliver the project or service with.

Whilst there are some constitutional restrictions to the direct funding of local government by the Commonwealth, it is recommended that the Australian government expand the mechanism that will allow for direct funding of local government.

Recommendations

- Funding programs are changed to see more funding allocated on a need's basis rather than competitive funding rounds as already used within the Roads to Recovery program.
- Reintroduce the Local Roads and Community Infrastructure Fund as a non-competitive program.
- That more funding programs be legislated (again using the R2R model) to provide funding certainty.
- Were possible have grants that directly fund local government rather than be administered by the state government to reduce unnecessary administration inefficiencies.

f) Cost of Legislative Compliance

Councils are often the custodians of programs that require compliance with a broad array of State and Commonwealth legislation, such as the *Environmental Protection and Biodiversity Conservation Act* (EPBC); Weed management regulations; Climate Change regulations; and the *Road Management Act*, all of which bring with them a range of compliance costs and timing implications. These are felt more acutely in regional and rural councils due to disparate communities with small populations and priorities for our communities. An example is weed management across 3,000kms of roads.

Compliance with changing legislation is often outside of the Council's financial capacity and places an extended approval time for many projects – making them susceptible to inflationary pressures.



Recommendations

- Funding programs are changed to see more funding allocated on a need's basis rather than competitive funding rounds – the R2R model.
- EPBC Act approvals are tied to terms of grants and allow for exceptions to completed milestones.
- Legislation considers the cost burden placed on Councils that are delivering essential services for communities.



5. Response to Terms of Reference:

Having outlined the main issues affecting East Gippsland Shire Council above, we make the following observations and recommendations to the Terms of Reference as set by the House of Representatives Standing Committee on Regional Development, Infrastructure and Transport:

a. The financial sustainability and funding of local government

A key piece of commentary that assists to give context to the financial sustainability of local government is the 2021-22 Victorian Auditor General's Office (VAGO) report into the financial performance of Victorian Councils. This stated the performance only improved because of an increase in government funding which was directly attributed to FAGs. VAGO went further to highlight that without this there would have been a deterioration.

VAGO also stated that Councils face challenges including:

- The rate cap, which constrains the ability of councils to increase rate revenue.
- Variability in government funding.
- Rising cost of material and services, which needs to be actively managed.

For us the current challenges for financial sustainability include:

- **Costs continue to rise above inflation** and the rate cap formula allows no mechanism for easy correction. The recent State Government budget highlighted the 22 percent increase in infrastructure costs – an even more challenging weight to bear for local government with rates capped at just 2.75 percent.
- **Revenue is below inflation** – local government and even more so rural councils have limited ability to raise revenue in other ways to address this gap.
- **Ability to pay** – even if we were to raise revenue in other ways, community has limited capacity to pay, made more acute by the cost-of-living pressures.
- **Population growth is less than CPI** - regional averages for population growth are 1.39%, which is significantly below CPI and the rate cap.
- **Grant funding that is difficult to apply for and administer**, existing challenges include the competitive nature of applications, contributions and administering through the State, all levelling productivity hits to delivery compounded by the fact that **grant funding has not kept pace in real terms**.
- **Tied grant funding** is not indexed and results in an imbalance in the capacity of rural councils to service communities and for rural ratepayers to service rates to recognise councils such as our own that have a small rate base but must fund infrastructure and services across a broad geographic area.



Recommendations

- Grants and funding allocations should be tied to need rather than inflation.
- Consideration of the volatility in CPI when setting rate caps and considers other means tested methods to apply the rate cap in an equitable way across the industry. This may include a local government indicator more reflective of the 'basket of goods' local government use or a stepped approach so rural and remote councils have a higher percentage cap than metropolitan councils with larger rate bases.
- FAGs to increase to 1 per cent of Commonwealth taxation revenue.
- FAGs be reconfigured to include a remote loading.

b. The changing infrastructure and service delivery obligations of local government

Local Government generally, and EGSC is no exception, has an enormous breadth of services, infrastructure, functions and responsibilities that our communities rely upon. Because of this breadth and depth in responsibilities and the need to duplicate services across remote communities we continue to be exposed to high costs for materials and services and our people. We also become in many circumstances the provider of last resort. The community would not accept a position where we did not provide this service, but we are subject to funding uncertainty to be able to fund this service from the State year on year.

Climate change and of extreme weather events have already been a major theme across our regions with East Gippsland having had record droughts, fires, floods and storms across the last five years and as with the rest of Australia these are increasing in severity and frequency.

The ability to adapt to this will impact the entire road transport network with existing roads degrading at a quicker rate than predicted when they were originally designed and maintenance costs are increasing, resulting in an increased burden on local government budgets. This is unsustainable and failure of some assets can and will disrupt national transportation networks.

Detailed modeling and design and maintenance standards for infrastructure including roads are needed to ensure key public infrastructure is designed to cope with the effects of a changing climate and reduce the impact of extreme weather events on communities across Australia.

Recommendations

- A national risk assessment to identify those specific assets and classes of assets that are most at risk of failing due to extreme weather and those that need to be updated as a priority.
- Detailed modelling and design and maintenance standards for infrastructure including roads.
- Continued access of funding such as the Regional Housing Fund to support the provision of suitable housing, including supporting infrastructure to support housing.
- Acknowledgement that short-term accommodation opportunities for property owners is a contributing factor to the limited availability of worker accommodation in those areas.
- Australian and State Government lead headwork programs to reduce the cost for developers of building housing in regional areas – currently a deterrent in many areas as the cost can't be passed on and makes new development uncompetitive.



c. Any structural impediments to security for local government workers and infrastructure and service delivery

Workforce:

Structural impediments for the security of our workforce are directly linked to funding certainty. With risks to financial sustainability because of the current funding mix and with many funds tied to competitive short-term grants, the ability to offer ongoing employment is limited, meaning we have shortages across project delivery roles. This is compounded by workforce shortages across Australia. We are exposed to further risk due to our ability to pay, meaning we cannot attract candidates at the capability level required, this often means we need to invest in further training and development.

Availability of housing at reasonable prices to support the attraction of critical workers for support services, businesses, and industry is an issue for us. East Gippsland had over one million visitors last year and a strong visitor economy creates a competing demand for residential accommodation between short and long-term rentals.

In 2021, Rural Councils Victoria (RCV) commissioned a report by SGS Economics & Planning, titled *The Rural Victoria Housing Blueprint*, which found rural Victoria would need 87,400 new dwellings in the next 15 years, or 5,800 starts per year. Failure to provide those homes will cost rural areas between \$200 and \$1 billion over that period, the report said.

Services:

The ability to continue to deliver over 80 services for our community with compounding cost pressures due to rate capping, grants not keeping up in real terms and the uncertainty of future funding streams presents a risk to those services ongoing. Communities have strong views on what services should continue to be delivered by local government, however there will be continued discussions about what we can afford to provide.

The unique communities we serve across a large area compound this and means we often have to duplicate services to meet the needs of our communities.

Other unique challenges to our region include managing the exquisite and extensive natural environment to the values expected by our communities and legislation within a stretched service offering due to funding.

Infrastructure:

The region spanning 20,931 square kilometers needs substantial ongoing investment in infrastructure. We hold \$1.2 billion in assets that support regional connectivity and provide essential services to all 40 of our communities. Cost pressures in construction and critical skills shortages continue to impact on our ability to maintain and renew our asset base at a future proof level. This is compounded by the lack of 'betterment' support when natural disasters occur. An example of this is us getting three grants to fix the same section of road impacted by floods when one grant for half of that total investment would have future proofed the road.

Increased resilience of telecommunications infrastructure is needed to improve the quality and extent of coverage to support regional living and provide equitable access to services and digital technologies is a critical component of attracting and retaining skilled workforces.



Recommendations:

- Increase access to housing for workers in regional communities.
- Continued access to funding such as the Regional Housing Fund to support the provision of suitable housing, including supporting infrastructure to support housing.
- Lead headwork programs to reduce the cost for developers of building housing in regional areas – currently a deterrent in many areas as the cost can't be passed on and makes new development uncompetitive.
- Voice and data telecommunications are managed and regulated as an essential service, and emergency roaming is mandated for all carriers.
- Mandatory infrastructure reliability standards that support emergency services, government and community.
- Independent investigation into the widespread telecommunications infrastructure failures during emergency events.
- Investment to enhance the resilience of infrastructure in the context of climate change.
- A community partnership model in remote areas that maintains back-up infrastructure (i.e., generators) prior to and during events, improving reliability.

d. Trends in the attraction and retention of a skilled workforce in the local government sector, including impacts of labour hire practices

Local government is an important employer that drives local economies, it is especially important in small remote communities with industries that are changing, for example timber transition.

We have a workforce of over 600 people who are all part of our communities that we serve. We provide stable, high-quality jobs that attract a range of trades and professions to the region and equally support people from the region to be able to stay and raise families here.

Because of our and communities' ability to pay we are limited in what we can pay to attract and retain skilled, professional and knowledgeable employees. This means sometimes not being competitive with private or other employers. Because of our remoteness the broader workforce shortages across many key industries has had further impact on our ability to attract, retain and therefore deliver for community.

Key workforce gaps are:

- Planners
- Engineers
- Project Managers
- Accountants
- Analysts
- Human resources
- Information Technology
- Organisational Development
- Community Engagement



6. Key Recommendations for the Australian Government in addressing issues raised in relation to the above

Financial Assistance Grants

- Increase quantum of FAGs to 1%.
- Fix the distribution of FAGs to be based on need.

Asset maintenance

- a change in policy to allow funding to be allocated to asset maintenance; and
- an annual asset maintenance funding allocation indexed to Council's asset portfolio and capacity to manage this portfolio.

Roads – it is how we connect

- Funding programs are changed to see more funding allocated on a need's basis rather than competitive funding rounds – the R2R model.
- That more funding programs be legislated (again using the R2R model) to provide funding certainty to local government and allow for forward planning with certainty.
- Increase and index R2R funding.
- Establish a national road hierarchy and minimum service standards.
- Fully implement the Gratton Institute report Potholes and Pitfalls (2023).
- Reintroduce the Local Roads and Community Infrastructure Fund.
- Detailed modelling and design and maintenance standards for infrastructure including roads.

Virtual Connectivity

- Voice and data telecommunications are managed and regulated as an essential service, and emergency roaming is mandated for all carriers.
- Mandatory infrastructure reliability standards that support emergency services, government and community.
- Independent investigation into the widespread telecommunications infrastructure failures during emergency events.
- Investment to enhance the resilience of infrastructure in the context of climate change.

More grants for need rather than competition

- Funding programs are changed to see more funding allocated on a need's basis



rather than competitive funding rounds – the R2R model.

- Reintroduce the Local Roads and Community Infrastructure Fund as a non-competitive program.
- That more funding programs be legislated (again using the R2R model) to provide funding certainty to local government and allow for forward planning with certainty.
- Were possible to have grants that directly fund local government rather than be administered by the state.
- EPBC Act approvals are tied to terms of grants and allow for exceptions to completed milestones.
- Grants tied to need rather than inflation.
- Consideration of the volatility in CPI when setting rate caps and considers other means tested methods to apply the rate cap in an equitable way across the industry. This may include a local government indicator more reflective of the 'basket of goods' local government use or a stepped approach so rural and remote councils have a higher percentage cap than metropolitan councils with larger rate bases.
- FAGs to increase to 1 per cent of Commonwealth taxation revenue.
- FAGs be reconfigured to include a remote loading.
- Continued access to funding such as the Regional Housing Fund to support the provision of suitable housing, including supporting infrastructure to support housing.

Changing Climate/Extreme weather

- Detailed modelling and design standards for infrastructure and roads.
- Disaster relief and recovery funding acknowledging compounding disasters.
- Funding for prevention and adaptation.
- Implement National Action Plan the National Disaster Risk Reduction Framework National Action 13 and 24.
- A national risk assessment to identify those specific assets and classes of assets that are most at risk of failing due to extreme weather and those that need to be updated as a priority.

Rate Capping

The government considers the volatility in CPI when setting rate caps and considers other means tested methods to apply the rate cap in an equitable way across the industry. This may include a local government indicator more reflective of the 'basket of goods' local government use or a stepped approach so rural and remote councils have a higher percentage cap than metropolitan councils with larger rate bases.



Housing

- Increase access to housing, at a reasonable price, for workers in regional communities to support continued economic growth in regional Australia.
- Continued access to funding such as the Regional Housing Fund to support the provision of suitable housing, including supporting infrastructure to support housing.
- Acknowledgement that short-term accommodation opportunities for property owners is a contributing factor to the limited availability of worker accommodation in those areas.
- Australian and State Government lead headwork programs to reduce the cost for developers of building housing in regional areas – currently a deterrent in many areas as the cost can't be passed on and makes new development uncompetitive.
- Acknowledgement that short-term accommodation opportunities for property owners is a contributing factor to the limited availability of worker accommodation in those areas.
- Australian and State Government lead headwork programs to reduce the cost for developers of building housing in regional areas – currently a deterrent in many areas as the cost can't be passed on and makes new development uncompetitive.

5.2.2 **Locality Boundary Realignment – Eagle Point, Paynesville, Newlands Arm, Raymond Island, Boole Poole and Metung**

Authorised by General Manager Business Excellence

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

This report seeks Council's endorsement to amend the locality boundaries of Eagle Point, Paynesville, Newlands Arm, Raymond Island, Boole Poole and Metung.

Council received a request from Ambulance Victoria to review the locality boundaries where the boundaries were across water ways. This is because of the confusion created by many water structures being located in the wrong locality, which causes confusion during calls to the 000-emergency dispatch system.

The existing locality boundaries for Eagle Point, Paynesville, Newlands Arm, Raymond Island, Boole Poole and Metung have been reviewed and a proposal to amend the locality boundaries prepared for consultation with all stakeholders, as provided at **Attachment 1**. Feedback was also sought from Geographic Names Victoria (GNV), Ambulance Victoria, Parks Victoria and Department of Energy, Environment and Climate Action (DEECA). The consultation process has now been completed.

No feedback was received from the public, however support for the proposal was received from GNV, Ambulance Victoria, Parks Victoria and DEECA. The next step in the process is to submit the proposal to GNV to realign the locality boundaries. In accordance with Section 10 of the *Naming rules for places in Victoria – Statutory requirements for naming roads, features and localities 2022 (The Naming Rules)*, GNV requires a copy of the minutes from a Council meeting, indicating Council's endorsement of the proposal, be attached as part of the submission process.

If GNV considers the submission conforms to the *Naming Rules*, they will proceed to gazette the proposal.

Officer Recommendation

That Council:

- 1. receives and notes this report and all attachments pertaining to this report;***
- 2. endorses the proposal to amend the locality boundary between Eagle Point, Paynesville, Newlands Arm, Raymond Island, Boole Poole and Metung, as provided at Attachment 1; and***
- 3. notes that Officers will submit the endorsed application to the Registrar of Geographic Names Victoria for registration.***

Background

This report seeks Council's endorsement to amend the locality boundaries between Eagle Point, Paynesville, Newlands Arm, Raymond Island, Boole Poole and Metung.

The existing locality boundaries has resulted in discrepancies between the locality of the water structure, compared to the locality of the land associated with the structure. These anomalies include jetties connected to Paynesville along McMillans Strait including the one at the ferry terminal, being in the locality of Raymond Island. Also, jetties and boat ramps located at Butler Point in Newlands Drive being in the locality of Paynesville and jetties connected to Eagle Point being in the locality of Boole Poole.

Emergency Services use an emergency location system to track the location of a mobile phone that is being used to contact 000-Emergency. If the person making a 000 call is located at one of these locations, responders are likely to be dispatched to the wrong locality

Ambulance Victoria has advised that this issue has the potential to cause confusion and risk to the community due to delays in response times during an emergency. The Council has an obligation under the *The Naming Rules* to review these types of matters and proactively take steps to rectify the issue to ensure community safety.

The existing locality boundaries were reviewed and a proposal to amend the locality boundaries was prepared for consultation with all stakeholders, as provided at **Attachment 1**. The existing boundaries follow the shoreline which results in many structures located in the water being incorrectly located to the wrong locality rather than the locality of the land associated to the structure.

The proposal moves the boundary to the centre of the navigation markers in the waterways and follows the centre of the natural water course where markers are not present, or extends across water, directly from one logical point to another. This will ensure that all structures accessed from the land will be in the correct localities and provides a consistent approach to water structures moving forward. This is the same approach adopted for the realignment of the Lakes Entrance and Kalimna locality boundary.

The Boole Poole locality boundary currently extends along the shoreline of Tambo Bay, the Mitchell silt jetties and Eagle Bay. This large expanse of water would be more logical to form part of the localities of Metung and Eagle Point, and this is addressed in this proposal.

In accordance with Council's requirements under the *Naming Rules*, community consultation in the form of a public advertisement in the local newspapers and on Council's website was completed. No feedback was received from the community consultation, which is likely because no property address is impacted by the proposal.

Feedback was also sought from GNV, Ambulance Victoria, Parks Victoria and DEECA, with support for the proposal received from all of these stakeholders.

The next step in the process is to submit the proposal to realign the locality boundaries with GNV. In accordance with Section 10 of the *Naming Rules*, GNV requires a copy of the minutes from a Council meeting, showing Council's endorsement of the proposal, be attached as part of the submission process.

The Registrar of GNV will review the submission and ensure it conforms to the *Naming Rules*. As this proposal has already received provisional approval from the Registrar of GNV it is expected that they will proceed to gazette the proposal. The gazette notice acts as official notification that the boundary amendment will be registered in the Register of Geographic Names (VICNAMES).

Once notification is received from the Registrar that an official boundary change has been registered in VICNAMES, the community and stakeholders will be notified. GNV will inform the state-wide bodies including the emergency service organisations and provide Council with an electronic map that can be distributed to local stakeholders, including local emergency service providers.

Legislation

As of 1 July 2021, all provisions of the *Local Government Act 2020* commenced. Some provisions of the *Local Government Act 1989*, that have not been repealed, will remain applicable until such time as they are revoked.

As the Naming Authority, Council must comply with the provisions of the *Geographic Place Names Act 1998*. This locality boundary amendment follows directions under the *Naming rules for places in Victoria - Statutory requirements for naming roads, features and localities 2022* (the Naming Rules).

In accordance with Section 10 of *The Naming Rules*, Geographic Names Victoria (GNV) requires a copy of the minutes from a Council meeting, indicating Council's endorsement of the proposal, to be attached with the submission lodged with GNV.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

In preparing this report the Victorian *Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

Collaborative procurement

Not applicable to this report.

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 1: 1.4 Through targeted services, partnerships and advocacy, communities enjoy strong mental and physical health, well-being and resilience.

Strategic Objective 2: 2.3 Planning with local communities for natural disasters and emergencies strengthens capacity, infrastructure, resilience, preparedness, and recovery.

Strategic Objective 5: 5.2 Strong relationships with government, partners and stakeholders are maintained and strengthened to advocate for the community.

Resourcing

Financial

Any costs associated with this project will be funded from within Council's budget.

Risk

The risks of this proposal have been considered. Council has an obligation in accordance with the *Geographic Place Names Act 1998* and associated guidelines to ensure community safety. As this matter has been reported by an emergency service provider, Council is currently at risk of being negligent if this issue is not resolved and the current confusion prolongs an emergency service response that is considered to contribute to a serious incident.

Economic

There are no perceived economic implications with this report.

Social

There are no perceived social implications with this report.

Environmental

There are no perceived environmental implications with this report.

Climate change

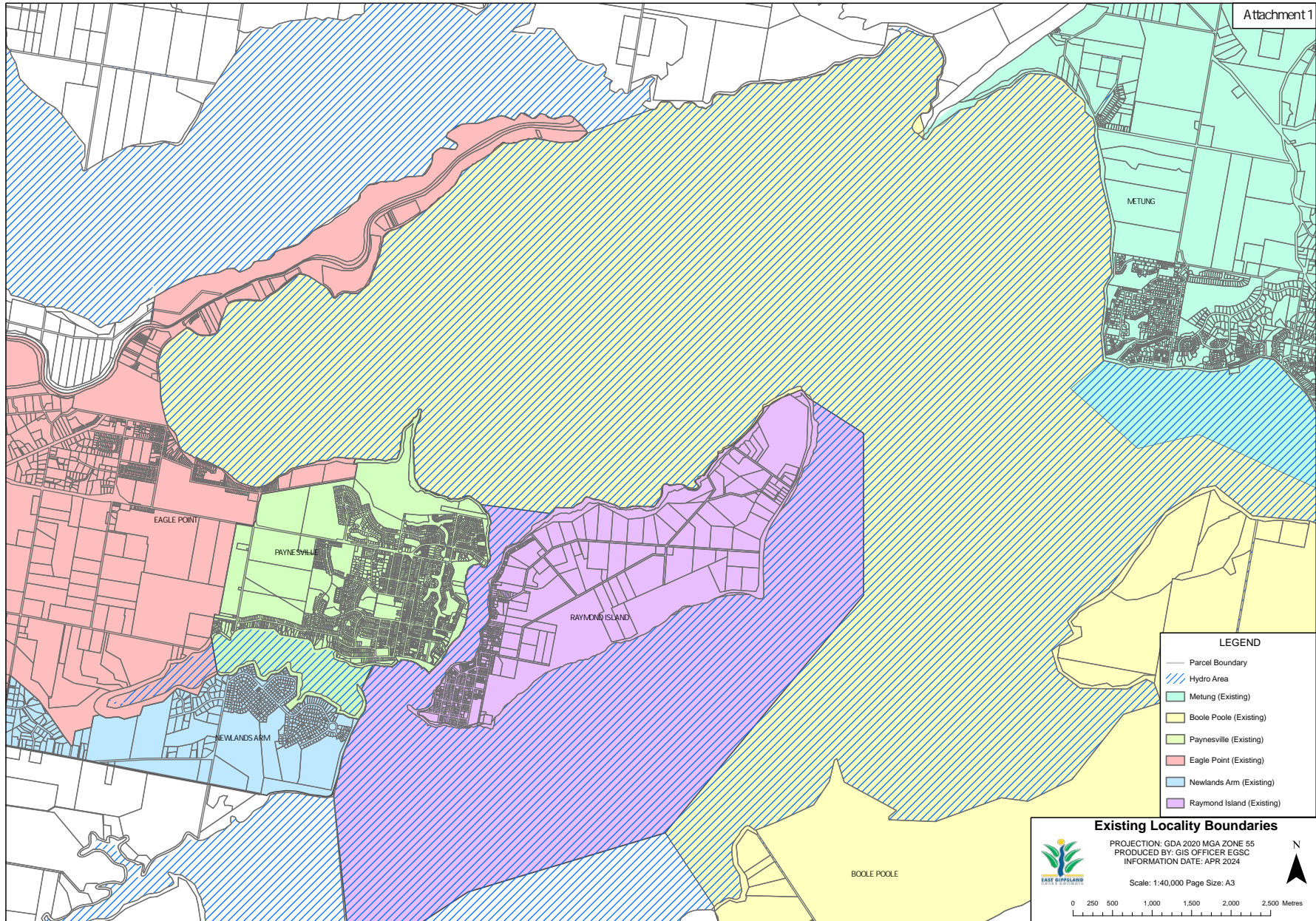
This report is assessed as having no direct impact on climate change.

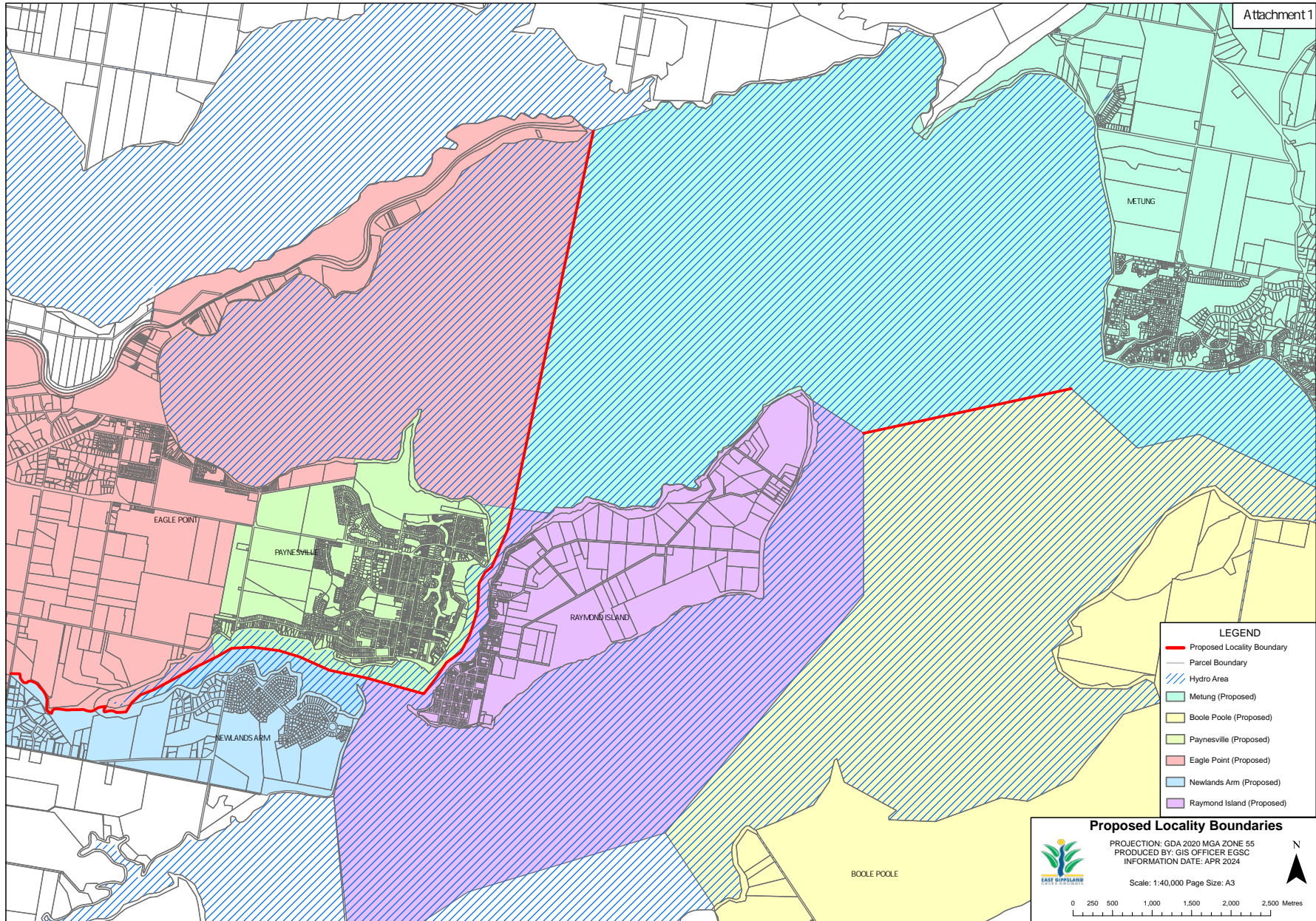
Engagement

All required consultation in accordance with the *Naming Rules* has been undertaken prior to the proposal being presented to Council.

Attachments

1. Boundary Realignment - Greater Paynesville Area [5.2.2.1 - 2 pages]





5.2.3 **Locality Boundary Realignment – Lakes Entrance and Kalimna**

Authorised by General Manager Business Excellence

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

This report seeks Council's endorsement to amend the locality boundary between Lakes Entrance and Kalimna.

Council received a request from Ambulance Victoria to amend the locality boundary between Lakes Entrance and Kalimna due to confusion created by sections of Apex Park, the main boat ramp facility and all jetties along Marine Parade in Lakes Entrance currently located in the Kalimna locality. This has caused confusion during calls to the 000-emergency dispatch system.

The existing locality boundaries have been reviewed and a proposal to amend the locality boundaries was prepared for consultation with all stakeholders (as shown in **Attachment 1**). Feedback was also sought from Geographic Names Victoria (GNV), Ambulance Victoria, Parks Victoria and Department of Energy, Environment and Climate Action (DEECA). The consultation process has now been completed.

No feedback was received from the public, however support for the proposal was received from GNV, Ambulance Victoria, Parks Victoria and DEECA. The next step in the process is to submit the proposal to GNV to realign the locality boundaries. In accordance with Section 10 of the *Naming rules for places in Victoria – Statutory requirements for naming roads, features and localities 2022 (The Naming Rules)*, GNV requires a copy of the minutes from a Council meeting, indicating Council's endorsement of the proposal, be attached as part of the submission process.

If GNV considers the submission conforms to the *Naming Rules*, they will proceed to gazette the proposal.

Officer Recommendation

That Council:

- 1. receives and notes this report and all attachments pertaining to this report.**
- 2. endorses the proposal to amend the locality boundary between Lakes Entrance and Kalimna as per Attachment 1; and**
- 3. notes that Officers will submit the endorsed application to the Registrar of Geographic Names Victoria for registration.**

Background

This report seeks Council's endorsement to amend the locality boundary between Lakes Entrance and Kalimna.

The current locality boundary between Lakes Entrance and Kalimna has resulted in a section of Apex Park and the main boat ramp facility off Marine Parade and all jetties along Marine Parade and the eastern shore of North Arm in Lakes Entrance, being in the locality of Kalimna.

Emergency Services use an emergency location system to track the location of a mobile phone that is being used to contact 000-Emergency. If the person making a 000 call is located at one of these locations, responders are likely to be dispatched to the wrong locality.

There are currently 37 ambulance officers assigned to Lakes Entrance, many on short term contracts. Most are not from the local area and are not familiar with local landmarks or logical access points and therefore rely strongly on the information provided to them from the 000 dispatchers.

Ambulance Victoria has advised that this issue has the potential to cause confusion and risk to the community due to delays in response times during an emergency. The Council has an obligation under the *The Naming Rules* to review these types of matters and proactively take steps to rectify the issue to ensure community safety.

The existing locality boundaries were reviewed and a proposal to amend the locality boundaries was prepared for consultation with all stakeholders. The existing boundary follows the high-water line on the Lakes Entrance side of North Arm. This has resulted in all structures in the water being incorrectly located in the Kalimna locality. The proposal moves the boundary to the centre of the navigation markers in North Arm and follows the centre of the natural water course where markers are not present. This will ensure that all structures accessed from the land will be in the correct localities.

In accordance with Council's requirements under the *Naming Rules*, community consultation in the form of a public advertisement in the local newspapers and on Council's website was completed. No feedback was received from the community consultation, which is likely because no property address is impacted by the proposal.

Feedback was also sought from GNV, Ambulance Victoria, Parks Victoria and DEECA, with support for the proposal received from all of these stakeholders.

The next step in the process is to submit the proposal to realign the locality boundaries with GNV. In accordance with Section 10 of the *Naming Rules*, GNV requires a copy of the minutes from a Council meeting, showing Council's endorsement of the proposal, be attached as part of the submission process.

The Registrar of GNV will review the submission and ensure it conforms to the *Naming Rules*. As this proposal has already received provisional approval from the Registrar of GNV it is expected that they will proceed to gazette the proposal. The gazette notice acts as official notification that the boundary amendment will be registered in the Register of Geographic Names (VICNAMES).

Once notification is received from the Registrar that an official boundary change has been registered in VICNAMES, the community and stakeholders will be notified. GNV will inform the state-wide bodies including the emergency service organisations and provide Council with an electronic map that can be distributed to local stakeholders, including local emergency service providers.

Legislation

As of 1 July 2021, all provisions of the *Local Government Act 2020* commenced. Some provisions of the *Local Government Act 1989*, that have not been repealed, will remain applicable until such time as they are revoked.

As the Naming Authority, Council must comply with the provisions of the *Geographic Place Names Act 1998*. This locality boundary amendment follows directions under the *Naming rules for places in Victoria - Statutory requirements for naming roads, features and localities 2022* (the Naming Rules).

In accordance with Section 10 of *The Naming Rules*, Geographic Names Victoria (GNV) requires a copy of the minutes from a Council meeting, indicating Council's endorsement of the proposal, to be attached with the submission lodged with GNV.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

In preparing this report the Victorian *Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

Collaborative procurement

Not applicable to this report

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 1: 1.4 Through targeted services, partnerships and advocacy, communities enjoy strong mental and physical health, well-being and resilience.

Strategic Objective 2: 2.3 Planning with local communities for natural disasters and emergencies strengthens capacity, infrastructure, resilience, preparedness, and recovery.

Strategic Objective 5: 5.2 Strong relationships with government, partners and stakeholders are maintained and strengthened to advocate for the community.

Resourcing

Financial

Any costs associated with this project will be funded from within Council's budget.

Risk

The risks of this proposal have been considered. Council has an obligation in accordance with the *Geographic Place Names Act 1998* and associated guidelines to ensure community safety. As this matter has been reported by an emergency service provider, Council is currently at risk of being negligent if this issue is not resolved and the current confusion prolongs an emergency service response that is considered to contribute to a serious incident.

Economic

There are no perceived economic implications with this report.

Social

There are no perceived social implications with this report.

Environmental

There are no perceived environmental implications with this report.

Climate change

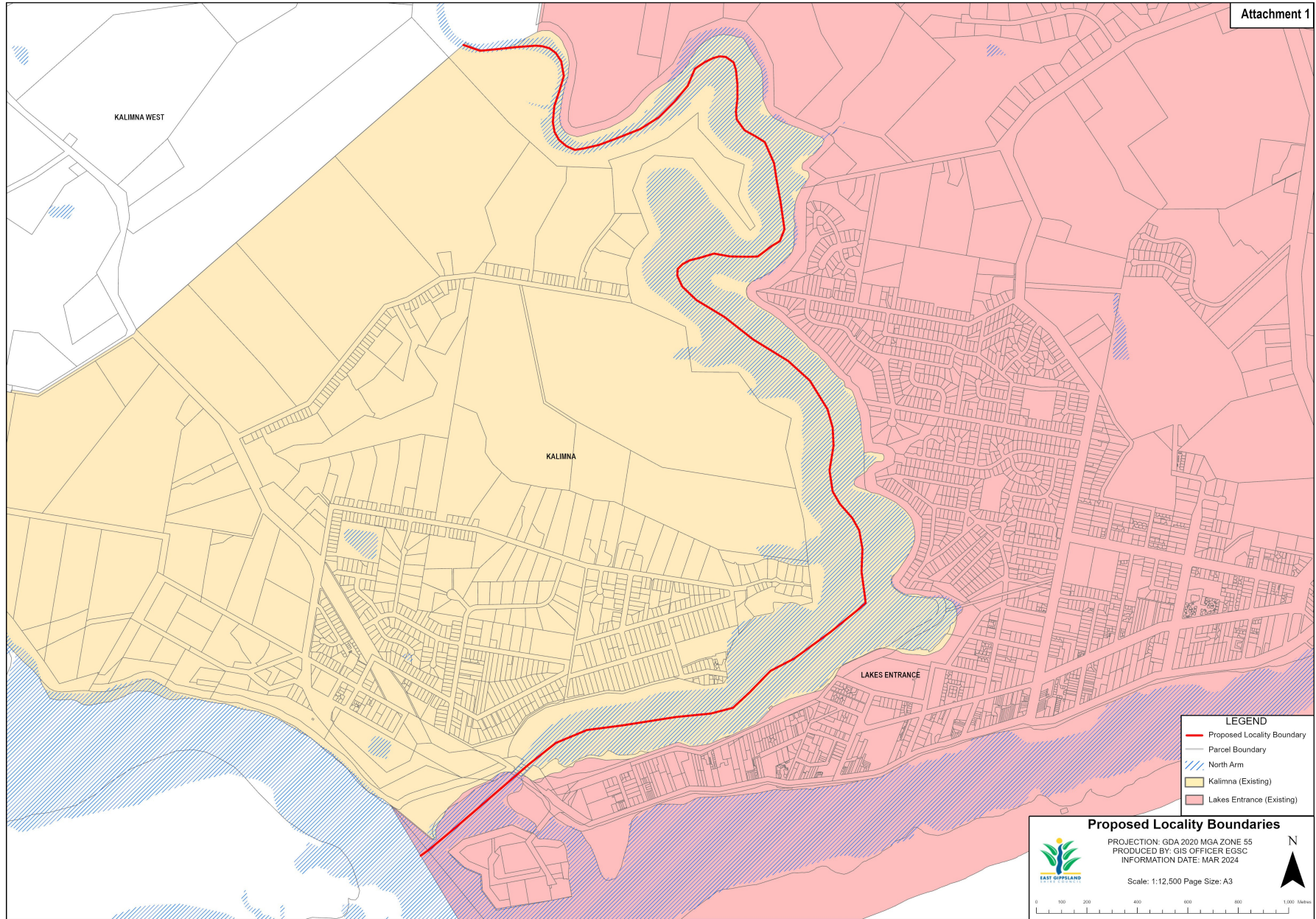
This report is assessed as having no direct impact on climate change.

Engagement

All required consultation in accordance with the *Naming Rules* has been undertaken prior to the proposal being presented to Council.

Attachments

1. Boundary realignment - Lakes Entrance and Kalimna [5.2.3.1 - 1 page]



5.2.4 Council Plan Progress Report Quarter Three 2023-24

Authorised by General Manager Business Excellence

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

The draft Council Plan Progress Report 2023-24 Quarter Three, period ending 31 March 2024 is presented at **Attachment 1**, and provides a summary of major initiatives, actions and strategic indicators listed in the Annual Action Plan 2023-24.

The Annual Action Plan identifies eight major initiatives that represent significant, high priority activities that require substantial time and resources to deliver and are important to enable Council to achieve the strategic objectives in the Council Plan. As of 31 March 2024, one major initiative has been completed with six on schedule, and one behind schedule.

In addition to the major initiatives, key highlights this quarter include:

- a renovation of the old creche room has been completed at the Aquadome, turning it into a new health and wellbeing space. Council will run wellness programs in the new space, as well as it being available for community use;
- the Planning Scheme Amendment for the Housing and Settlement Strategy has been prepared for Council consideration to formally initiate the planning scheme amendment;
- Council continued to support communities in building resilience with follow up on community-led relief centre training, supporting the onboarding of volunteers and hosting meetings to discuss improvements for place-based preparedness;
- development of a shire-wide Stormwater Management Plan has commenced, including the review of existing stormwater management plans, and drafting of a consultancy brief;
- the Business Health Check Program has been developed, tested, and implemented to inform and evaluate where businesses are and what future business programs need to be developed; and
- engagement has commenced in relation to Bairnsdale 2050 using a range of engagement approaches including a Community Panel, co-design workshop, engagement at the East Gippsland Field Days and on-line surveys.

A status update of each major initiative is set out in the table below:

Major Initiative	Status	Comment
Develop and commence implementation of organisation-wide strategies that embed Aboriginal engagement in the organisation through increased mutual understanding and effective partnerships	In progress	<p>An overall approach to embed Aboriginal engagement in the organisation was presented to Councillors and work commenced on implementation of the approach including:</p> <ul style="list-style-type: none"> • Investment in strengthening relationships with a range of Aboriginal organisations • Planning opportunities (e.g. dinners) that provide opportunities to build relationships between elders and Council leadership • Working with GLaWAC to develop an MoU regarding ongoing opportunities in infrastructure projects • Progressing a range of specific projects in partnership with Aboriginal organisations • Ensuring Council public spaces signal that Aboriginal community are welcome.
Present the Housing and Settlement Strategy to Council and if adopted commence implementation of recommendations	Completed	The Planning Scheme Amendment for the Housing and Settlement Strategy has been prepared for Council consideration to formally initiate the planning scheme amendment.
Prepare the 'Bairnsdale 2050' Project	In progress	Project timelines have been revised due to a delay in establishing the Community Panel. A discussion paper has been prepared, community engagement has commenced with CoDesign community workshops scheduled for April.
Prepare a climate risk assessment to identify and respond to the likely impact of extreme weather and climate events on Shire infrastructure and services	In progress	<p>The climate risk assessment project is anticipated to be completed over a 12-18 month period. Following the assessment, an analysis of outcomes will be undertaken to embed the results within Council and other stakeholder strategic planning.</p> <p>Implementation plan has been submitted to the Commonwealth. The Project Plan was submitted to Project Control Group early 2024.</p> <p>Climate modelling Expression of Interest process commenced and is to close early April 2024. A draft communications and engagement scoping document has been prepared with a proposal from selected consultancies expected in the coming months.</p>

Major Initiative	Status	Comment
Deliver actions to reduce Council's greenhouse gas emissions from energy use as identified in the Environmental Sustainability Action Plan including: development of a net zero emissions plan; explore the feasibility of using geothermal energy at key sites; and work with Councils' contractors to reduce their emissions	In progress	<p>Actions to reduce Council greenhouse gas emissions have continued for the quarter including:</p> <ul style="list-style-type: none"> • Completion of Council emissions profile to inform actions within the draft greenhouse gas emissions reduction plan which is forecast for completion during the next period. This will include an economic impact and options assessment. • The preliminary findings of the geothermal feasibility are underway and will be submitted during the next period. • The parks and gardens team continue to explore new avenues relating to electric plant. Electric chainsaws, hedgers, a battery pole saw and blowers are being used. Larger electric plant options including mowers are being explored. • Work to capture data to allow reporting on Council's contractor emissions has commenced.
Complete design and progress development of organic waste processing facility at Bairnsdale Landfill	Behind schedule	Consultants have been appointed to undertake noise, odor and fire management assessments. The draft Development License application for submission to EPA has commenced. Anticipate lodgment of planning permit application and EPA license application during June. Community engagement and notification will occur as part of the planning permit application notice to adjoining residents.
Develop a new Information Communication and Technology strategy.	In progress	Development of a new ICT Strategy is on track. Council has completed its assessment and engagement phase and is now working with stakeholders to define and develop initiatives and strategies that will support key objectives of the new strategy.
Adopt and implement the organisation's Occupational Health and Safety Management System.	In progress	Work has progressed to refine the remaining OHS Safety Management System Procedures. Three Framework Procedures have been prepared and will be progressed to the Executive Leadership Team for approval. Additionally, nine Operational Procedures have also been prepared and these have been circulated to the Strategic Leadership Group of consideration and endorsement, prior to seeking their approval.

Officer Recommendation

That Council receives and notes this report and the Council Plan Progress Report Quarter Three 2023-24 at Attachment 1.

Background

The draft report, provided at **Attachment 1**, covers the reporting period 1 January to 31 March 2024 (Quarter Three) and provides a high-level summary of major initiatives, actions and strategic indicators listed in the Annual Action Plan 2023-24 under the Council Plan Strategies to which they contribute.

Legislation

In accordance with section 18(1)(d) of the *Local Government Act 2020*, at least once each year Council must prepare a report to the community on the implementation of the Council Plan. Council has adopted a best practice approach by reporting progress quarterly.

The information provided in this report is not considered confidential within the grounds of section 3(1) of the *Local Government Act 2020*.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

In preparing this report the Victorian *Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

Collaborative procurement

Pursuant of section 109(2) of the *Local Government Act 2020*, this report has not been prepared in collaboration with an external party.

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 5: 5.1 A better everyday customer experience is created for our residents and visitors.

Council Policy

Not applicable for this report.

Options

No options available.

Resourcing

Financial

There are no financial resourcing impacts relating to this report, however the delivery of the Council Plan is directly linked to the Annual Budget and 10 year Financial Plan.

Plant and equipment

Not applicable for this report.

Human Resources

There are no human resources impact relating to this report, however the delivery of the Council Plan requires human resources to action the listed initiatives.

Risk

The risks associated with this report have been considered and managed accordingly.

Economic

This report itself has no direct economic impacts. However, through the Council Plan, this report identifies the delivery of key economic actions and projects that have a positive influence on the local economy.

Social

This report itself has no direct social impacts. However, through the Council Plan, this report identifies the delivery of key social actions and projects that have a positive influence on the community.

Environmental

This report itself has no direct environmental impacts. However, through the Council Plan, this report identifies the delivery of key actions and projects that have a positive influence on the natural environment.

Climate change

This report has been prepared and aligned with the following Climate Change function/category:

Corporate/Strategic/Council Plan: Consideration is given to climate change in corporate, strategic or council plan(s) and includes responses to direct and indirect impacts.

Engagement

This report will be provided to the community following Council review. It will be made available on Council's website and promoted through social media channels.

Attachments

1. Council Plan Progress Report 2023 24 Quarter Three [5.2.4.1 - 55 pages]



Council Plan Progress Report – Quarter Three 2023-24

Period ending 31 March 2024

Contents

Acknowledgement of Country	2
Our Vision	3
Our Strategic Planning Framework	3
Major Initiatives	4
1: An inclusive and caring community that respects and celebrates diversity	6
2: Planning and infrastructure that enriches the environment, lifestyle, and character of our communities	16
3: A natural environment that is managed and enhanced	28
4: A thriving and diverse economy that attracts investment and generates inclusive local employment	37
5: A transparent organisation that listens and delivers effective, engaging, and responsive services	46

Front cover image: The Mayor Cr Tom Crook, Cr Mendy Urie, and Acting CEO Fiona Weigall with students and staff from Linedow South Primary School, celebrating the recently completed footpaths in Lindenow South.

Acknowledgement of Country

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

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

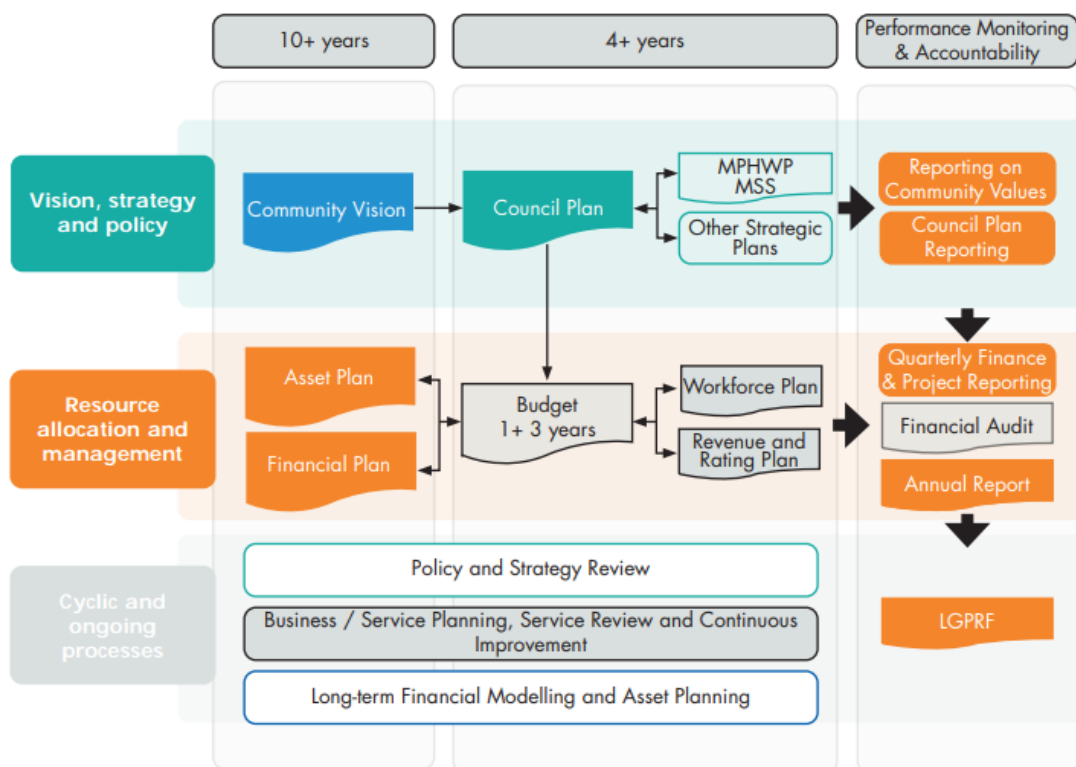
Our Vision

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

Our Strategic Planning Framework

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

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



Terminology:

MPHWP = Municipal Public Health and Wellbeing Plan

MSS = Municipal Strategic Statement

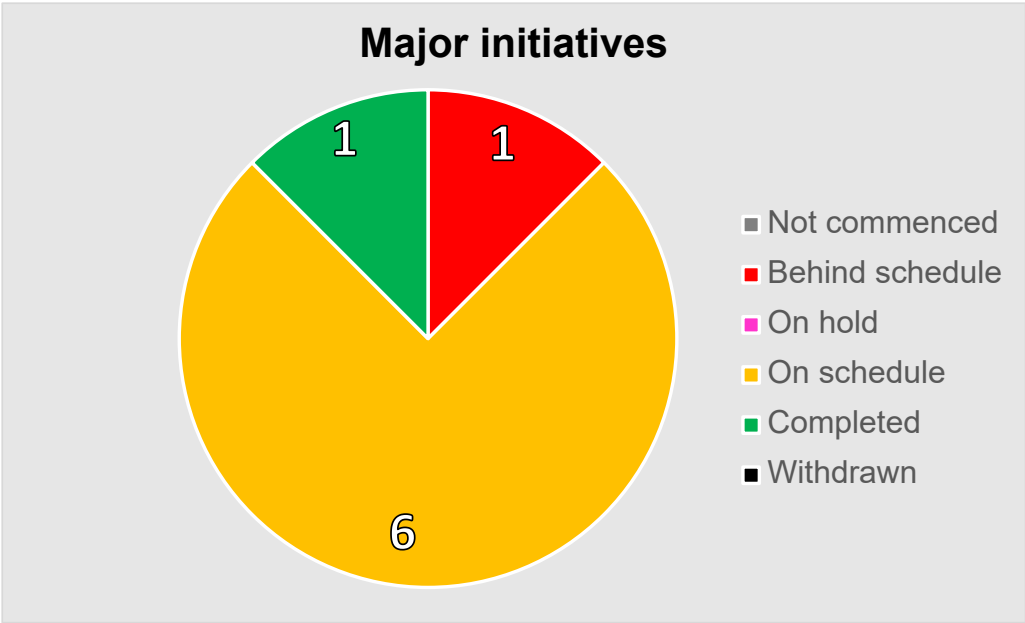
LGPRF = Local Government Performance Reporting Framework

Major Initiatives

Status of major initiatives

Council identified eight major initiatives for 2023-24. Major initiatives are high priority activities from the Council Plan that will require substantial time and resources to deliver.

Overall progress against these initiatives is summarised below.



Terminology:

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

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

On hold - Progress has been placed on hold.

On schedule - Progress is on schedule.

Completed - Activity or project is fully completed.

Withdrawn - Activity is no longer a focus and has been withdrawn.



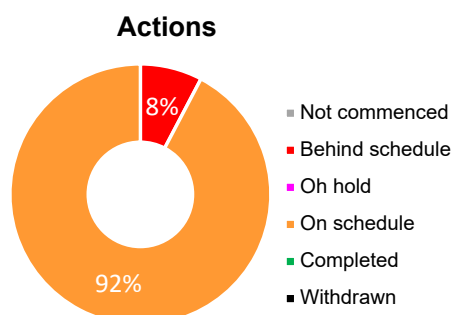
Outdoor work crews were quick to spring into action, to clean up after the February 13 storms. Clearings roads, ensuring our communities could remain connected.

1 An inclusive and caring community that respects and celebrates diversity

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

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




Summary of performance



Council services provided

Arts and Culture	Community Support and Development
Community and Place- based Planning	Environmental Health
Community Engagement	Library
Community Laws	Performing Arts
Community Programs	Recreation Centres

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

Action Code	Action Name	Comments	Progress	Traffic Lights
1.1.1	Deliver and maintain Council's roads and other infrastructure to provide safe and suitable physical connectivity for remote and other communities	Extreme weather activity has resulted in a challenging quarter. Wind and rain caused some major disruptions to our road network. The February storm resulted in trees down in mass throughout the shire over a short period of time, in conjunction with a prolonged power outage. Crews reacted promptly to deal with the situation and ensure minimal disruption to our road infrastructure. Council officers have been focused on ensuring that costs for these repairs are being recouped under the National Disaster Recovery Fund process.	75%	
1.1.2	Strengthen engagement processes with communities and stakeholders to ensure their views are heard when planning services, facilities, and infrastructure	Engagement to ensure community views are heard when planning services, facilities and infrastructure continued during the period, with highlights including: <ul style="list-style-type: none"> • Consultation with the Sarsfield Community Association to confirm design elements for the Sarsfield Recreation Reserve. • Assisting the Mallacoota Arts Council with the development of collaborative work practice with Council and opportunities to leverage local events. • Continued utilisation of the YourSay website to consult with community on a range of projects with 144 people participating in surveys and 5961 aware participants. The Open Space Strategy had high engagement with 67 people completing the survey. 	75%	
1.1.3	Implement policy and practices that improve equitable access to facilities and services including consideration of gender equity; access and inclusion; socio-economic, age friendly and implementation of audits to support these outcomes	The development of Council's Fair Access Policy and implementation plan is underway and is anticipated to be complete by July 2024. The new policy aims to improve opportunities for women, girls, and other groups to participate in community sports and recreation activities.. Additionally Council runs a Quiet Time Program at the Bairnsdale Aquatic and Recreation Centre and Virtual Group Fitness classes at the Aquadome, to increase equitable access for these services.	75%	

Progress Indicator Legend

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



Strategic Indicators

Name	Comments	YTD Actual	Target
Number of council facilities for which an accessibility audit has been completed	No audits were conducted for this quarter.	3	= 5
Number of inclusion programs offered in Council's recreation centres and pools	The Quiet Time Program and Virtual Group Fitness classes continue to run. No additional programs were implemented this quarter.	2	≥ 5 Programs
Number of community facilities upgraded to improve accessibility	Three upgrades were completed during the quarter - Eagle Point Hub, Jemmys Point Toilet Block, Lakes Entrance and Livingstone Park Toilet Block, Omeo.	8	≥ 10 upgrades
Percentage of Roads and Footpaths that remain above intervention level	95.8% of sealed roads remain above the intervention level, and 97.4% of footpaths remain above the intervention level.	96.60%	≥ 97%

Progress Indicator Legend

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







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

Action Code	Action Name	Comments	Progress	Traffic Lights
1.2.1	Facilitate professional development opportunities to foster growth within the cultural and creative activity across the Shire	<p>Council has been working with our Aboriginal partners to promote and deliver the 'Deadly Funny' comedy competition and workshops at the Forge Theatre.</p> <p>In January, Council supported the Orbost Exhibition Centre to deliver a school holiday program in partnership with the National Gallery of Victoria. Orbost was the only regional town in Victoria to receive this program which included multiple opportunities for young people to engage in creativity through workshops.</p>	60%	
1.2.2	Include cultural and creative elements into facility designs and service delivery planning	Council continues to engage with Indigenous partners to effectively deliver projects including the Krauatungalung Walk, Mallacoota Streetscape and Raymond Island Koala Discovery Experience. These discussions are ongoing and will continue into the next quarter.	75%	



Strategic Indicators

Name	Comments	YTD Actual	Target
Number of cultural and creativity focused organisations / individuals funded through Council's grants programs	<p>The new Community Grants Policy and guidelines are currently being developed. As a result, no grants were issued during this quarter.</p> <p>Council continues to support the Bairnsdale Art Gallery, East Gippsland Brass and the East Gippsland Historical Society.</p>	0	≥ 9 Arts and Heritage
Number of professional development opportunities extended to the Cultural and Creativity sector	<p>No formal professional development opportunities were extended during this quarter. However, a number of opportunities were available via third parties and promoted through the BraveArts Facebook page.</p> <p>With the Culture and Creativity Strategy Action Plan still being developed, Council is continuing to focus on building relationships with local creatives and assisting to connecting them with industries as required.</p>	0	≥ 5

Progress Indicator Legend

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







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

Action Code	Action Name	Comments	Progress	Traffic Lights
1.3.1	Promote volunteer events and opportunities across the Shire, including targeted opportunities to increase youth engagement with volunteering	In partnership with the local office of SES, Council Officers arranged an Emergency Service Expo for the 23rd of March. The aim of the Expo was to encourage young people to consider volunteer and employment opportunities within the sector. Six branches of the sector provided active displays at the Expo with both the CFA and SES attracting interest from attendees to join their organisation as volunteers.	75%	
1.3.2	Build the capacity of volunteer groups and provide support for volunteer managed community facilities	<p>Council has continued its work with volunteer groups to build capacity and provide support by collaborating with the Friends of Mallacoota group in the delivery of a trial of the Kitchen to Compost program at a local festival.</p> <p>Work continued with Emergency Relief Centre volunteers to bolster preparedness plans and establishing operating procedures for the STAND system.</p> <p>Council officers have connected with volunteers of Business and Tourism Associations, to coordinate the provision of destination information and enhance visitor experiences.</p>	70%	




Strategic Indicators

Name	Comments	YTD Actual	Target
Number of events held that recognise and support volunteers	The Emergency Services Expo was held early March, encouraging young people to become volunteers within the emergency services sector. In addition, ongoing support was provided to the Youth Ambassadors and Community Recovery Committees.	4	≥ 4
Number of Council projects / services that include volunteer workers	Programs that involve volunteer workers include: Committees of Management, Friends of Libraries, FReeZA, Youth Ambassadors, Project Reference Groups and Visitor Information Centres	6	Baseline to be set in 2023-24

Progress Indicator Legend

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

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

Action Code	Action Name	Comments	Progress	Traffic Lights
1.4.1	Implement key actions from the Well Placed for Wellbeing 2021-25 Plan	<p>Progress of the Well Placed for Wellbeing 2021-25 Plan continued during the period, delivering on key actions including:</p> <ul style="list-style-type: none"> Implementing programs that focus on reducing obesity, with the Bairnsdale Aquatic and Recreation Centre delivery the Healthy Lunchbox/Food Forum in February. Establishing and promoting clear pathways for access, including in educational settings, with Council libraries and services centres promoting ways to access Mental Health and Wellbeing programs. Increasing provision of local mental health services and resources including crisis and early intervention programs that lead to wait time reductions. 	70%	
1.4.2	Refresh and implement the Ageing Well in East Gippsland - Age Friendly Communities Strategy 2017-2030	<p>Progress for this quarter against three key commitments of the strategy include:</p> <ul style="list-style-type: none"> The East Gippsland Transport Feasibility Report has been completed, this report has identified gaps in the provision of public transport throughout the Shire, including school buses, community & courtesy buses, public transport and active transport. The Gippsland Carers Booklet has been updated, identifying over 100 service providers within East Gippsland. Council staff convened the inaugural 'East Gippsland Aged Care Network' which has been tasked with working to achieve activities set out in the Strategy. 	40%	
1.4.3	Plan and strengthen our services and infrastructure for sport and recreation.	<p>A renovation of the old creche room has been completed at the Aquadome, turning it into a new health and wellbeing space. Council will run wellness programs in the new space, as well as it being available for community use.</p> <p>A review of Committees of Management has been completed this quarter, with a focus on the ability of the Committees to meet their responsibilities as outlined in their agreements and provide support to achieve requirements.</p>	75%	

Progress Indicator Legend

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

Strategic Indicators



Name	Comments	YTD Actual	Target
People referred to Council's recreation centres through an allied health service	With the introduction of new 'scan in tags', our LINKS reports show 5 visits from the Bairnsdale Regional Health Service this quarter. This new process has created a seamless process for clients and allied health workers visiting our Centres.	33	≥ 50 referrals*

*target adjusted in Q3 to reflect the intent of the strategic indicator

Progress Indicator Legend

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

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

Action Code	Action Name	Comments	Progress	Traffic Lights
1.5.1 - Major initiative 1	Develop and commence implementation of organisation-wide strategies that embed Aboriginal engagement in the organisation through increased mutual understanding and effective partnerships	<p>An overall approach to embed Aboriginal engagement in the organisation was presented to Councillors and work commenced on implementation of the approach including:</p> <ul style="list-style-type: none"> Investment in strengthening relationships with a range of Aboriginal organisations Planning opportunities (e.g. dinners) that provide opportunities to build relationships between elders and Council leadership Working with GLaWAC to develop an MoU regarding ongoing opportunities in infrastructure projects Progressing a range of specific projects in partnership with Aboriginal organisations Ensuring Council public spaces signal that Aboriginal community are welcome. 	70%	
1.5.2	Provide opportunities for Traditional Owners to participate and partner in the planning and delivery of services and the planning and development of Council infrastructure and projects	Regular meetings have been scheduled with GLaWAC, focusing on advancing plans and actions for involving Traditional Owners in the planning and delivery of Council infrastructure projects. Council is working with GLaWAC to develop a Memorandum of Understanding to provide clarity and commitment to this partnership.	25%	


Strategic Indicators

Name	Comments	YTD Actual	Target
Number of projects and service reviews that have included formal engagement with traditional owners	Completing a Cultural Heritage assessment is required for each project undertaken by Council, with the outcome of these assessments contributing to the level of Council's engagement with Traditional Owners. Council has sought engagement with Traditional Owners for five projects between January and March 2024.	38	≥ 10
Percentage of Council directorates representation on Reconciliation Action Plan working group	Development of Council's Reconciliation Action Plan Working Group is at a planning stage, the first meeting is yet to be scheduled.	33.00%	= 100.00%

Progress Indicator Legend

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

1.6: Council is culturally and linguistically inclusive and celebrates diversity

Action Code	Action Name	Comments	Progress	Traffic Lights
1.6.1	Promote council services that support cultural and linguistic diversity and continue to embed diversity and inclusion in Council events and programs	<p>An invitation to join Council's Disability Advisory Committee for 2024-26 was promoted through Council's webpage this quarter.</p> <p>Council continued to work with the Aboriginal community by:</p> <ul style="list-style-type: none"> • Collaborating with Forge Theatre and ILILBIJERRI Production as part of Sisters Day out to deliver the 'Deadly Funny' performance and workshops. 'Deadly Funny' is the largest First Nations comedy competition in Australia. Proudly presented by the Melbourne International Comedy Festival, the event is designed to unearth the freshest and funniest Aboriginal and Torres Strait Islander talent from every corner of the country. • Supporting community partners involvement within the 'Aboriginal only' Lakes Entrance Australia Day Community Event. • A static display was provided as part of the Emergency Management Expo, describing Aboriginal cultural burning practices and perspectives. 	60%	

Strategic Indicators

Name	Comments	YTD Actual	Annual Target
The number of initiatives that celebrate diversity and inclusion supported by Council	There were a range of initiatives supported this quarter including collaboration with the Aboriginal community to support key events.	8	≥ 10 events per annum

Progress Indicator Legend

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



The pavilion at the WORLD Sporting Precinct, is taking shape, with an expected completion date pencilled for May 2024

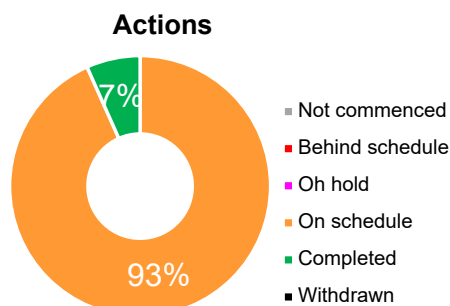
2

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

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

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

Summary of performance



Council services provided

Asset Maintenance

Asset Management

Building Controls

Capital Works

Emergency Management

Emergency Response

Land use Planning

Open Space Management

Recreation and Sporting Reserve Management

Statutory Planning and Development Services

Strategic Planning

Capital Works and Major Projects update.

WORLD Sporting Precinct



Pavilion

The power in the pavilion has been turned on, the joinery has been installed, and the internal vinyl work is nearing completion.

A large external concrete pour around the exterior of the building is also complete.

The pavilion is on schedule to be completed by May 2024.

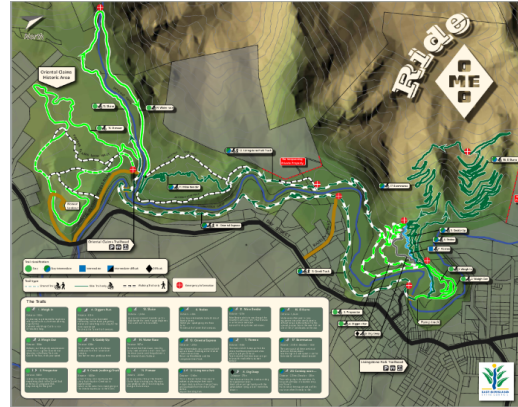
Soccer

An architect has been appointed for the design of the WORLD soccer pavilion and two soccer fields.

A Project Reference Group (PRG) has been established.

The PRG is a representative section of the most significant community interest groups that will use the new facilities.

Omeo Mountain Bike Trail and Stage 2



There are multiple trails reaching completion by April including XC10 Up and Down, with a combined length of around 7km. Across the other trails:

- XC11 is nearing completion. The crew has made it through Darkside to complete the loop. There is still some tuning to do and clearing of vegetation.
- XC12, at 9,480m long is being tuned.

Slip Road Maritime Precinct, Paynesville



Following a comprehensive review stemming from unforeseen lakebed conditions, there were necessary design updates to the Slip Road project.

The updated project design aims to ensure the long-term durability of the waterfront structures and addresses the geotechnical review and will ensure that the water-based infrastructure is stable and durable.

Our construction partner, Carter Marine, has been awarded the revised contract and works are set to recommence onsite. We appreciate Carter Marine's cooperation throughout this process

Jemmy's Point - Stage 2

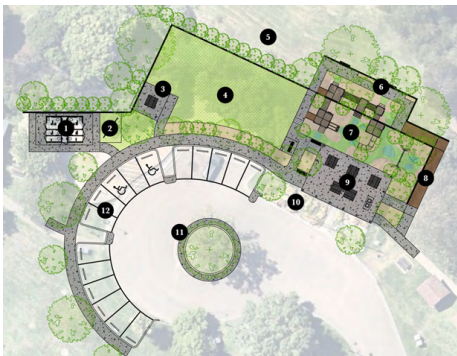


The new concrete pathway connections provide all-ability access from the car parks and innovative solar BBQs, shelters and toilet facilities to the new viewing platform which provides spectacular panoramic views of the Gippsland Lakes.

The railing on the viewing platform and recycled cast aluminium and hardwood timber picnic settings were installed in late January.

Local contractors, Cranes, have commenced construction works on three of the new walking trails; the Jetty access trail in Kalimna, the Jemmys Point Reserve to Point Road trail, and the Jetty walk link trail. This work has involved the completion of technical design, timber steps, and platforms along the pathways.

Orbost Forest Park Upgrade



Works are now underway at Orbost Forest Park and progressing well to deliver this exciting project.

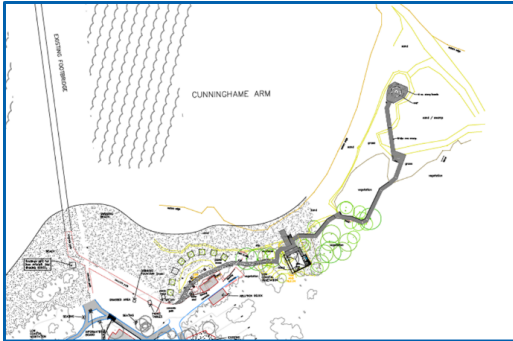
The contractor, Whelans Group Investments have removed the old playground and are preparing to install a new accessible toilet block with baby change facilities, access improvements, new paths and increased parking, an adventure playground and BBQ's picnic facilities and a covered shelter.

Sarsfield Recreation Reserve



Concept plan development has commenced with Project Reference Group (PRG). Revised floor plan 80% complete with some minor elements under review by the PRG. The architect is designing two different shapes of building for the PRG to consider, both have the same floor plan.

Krauatungalung Walk



Partnering with the Gunaikurnai Land and Waters Aboriginal Corporation (GLaWAC) underscores the commitment to engage and listen deeply to Gunaikurnai Traditional Owners. GLaWAC will design and install cultural art pieces, ensuring the project remains deeply rooted in cultural heritage.

The construction of the Stage-1 Surf Club Precinct boardwalk, extending approximately 300metres from the toilets past the Aqua Park, will provide all-ability access, cultural information, and a viewing platform looking back toward the township.

We do not anticipate any interruptions to businesses or markets during this time.

Bullock Island Upgrade



Major upgrades at Bullock Island, Lakes Entrance are complete with visitors now able to better enjoy this stunning location close to the famous entrance to Bass Strait.

Eye-catching public art in the form of murals painted on two ocean buoys are now a striking landmark on Bullock Island. The buoys were donated by Gippsland Ports and painted by artist Lukas Kasper.

Solar lighting ensures accessibility at night and demonstrates Council's commitment to sustainability and environmental responsibility.

Mallacoota Streetscape



Significant community engagement and involvement has been undertaken throughout the development process for the upgrade of the Mallacoota Streetscape project.

A Project Reference Group was established early in the project and has representation of the most significant community interest groups. Monthly meetings with the Project Supervisor, PRG and architects have led to the development of the final designs for the revitalisation of the Mallacoota streetscape.

Tender for construction is now under evaluation with works scheduled to commence in the middle of the year with completion prior to Christmas.

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

Action Code	Action Name	Comments	Progress	Traffic Lights
2.1.1 Major initiative 2	Present the Housing and Settlement Strategy to Council and if adopted commence implementation of recommendations	The Planning Scheme Amendment for the Housing and Settlement Strategy has been prepared for Council consideration to formally initiate the planning scheme amendment.	100%	
2.1.2	Undertake key public open space planning initiatives, including the first stage of the Marine and Coastal Management Plan and finalisation of the East Gippsland Sporting Facilities Plan	<p>The Draft Coastal and Marine Management Plan is currently with external and internal stakeholders for review and feedback.</p> <p>An online engagement survey was launched this quarter, attracting 72 responses from the community on the draft directions for the Open Space Strategy.</p> <p>The East Gippsland Sporting Facilities Plan has been adopted by Council.</p>	80%	
2.1.3	Implement the Rural Land Use Strategy and prepare a	<p>The Planning Scheme Amendment for the Rural Land Use Strategy has been prepared</p> <p>Gippsland Catchment Management Authority regarding waterway and bushfire considerations are determining the subdivision potential (ie: the number of lots created) and consideration of specific proposals.</p> <p>Planning scheme amendment documentation for the Paynesville Growth Area Strategy is being finalised for Council consideration to formally initiate the amendment.</p>	75%	
2.1.5 Major initiative 3	Prepare the 'Bairnsdale 2050' Project	Project timelines have been revised due to a delay in establishing the Community Panel. A discussion paper has been prepared, community engagement has commenced with CoDesign community workshops scheduled for April.	75%	

Progress Indicator Legend

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



Strategic Indicators

Name	Comments	YTD Actual	Target
Completion of milestones of key strategic plans	<ul style="list-style-type: none"> Housing and Settlement Strategy - Planning Scheme Amendment on target. Marine and Coastal Management Plan on target - first draft prepared for internal review and Councillor Briefing. Sporting Facilities Plan - completed. Rural Land Use Strategy - Planning Scheme Amendment on target. Lakes Entrance Northern Growth Area - review of Developer Contributions Plan and other matters on target. 	75.00%	≥ 80.00%







Progress Indicator Legend



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

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

Action Code	Action Name	Comments	Progress	Traffic Lights
2.2.1	Implement the asset management framework with a focus on data improvement	<p>This quarter Council continued to address data gaps (such as GPS locations and condition assessments) and uploaded this information into the Asset Management System.</p> <p>Condition assessment data has also been collected for sealed and unsealed roads and uploaded into the Asset Management System for revaluations.</p> <p>Asset revaluation work has also commenced.</p>	75%	
2.2.2	Develop and implement service standards for the maintenance of key asset classes.	<p>Annual inspections of facilities managed by Council Committees of Management are complete.</p> <p>Development of foreshore inspections and building inspections are still on schedule with asset inspections for foreshore structures uploaded into the Asset Management System.</p> <p>Applications for Land Manager Consent continue to be processed within set timeframes.</p>	75%	


Progress Indicator Legend

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

Action Code	Action Name	Comments	Progress	Traffic Lights
2.2.3	Deliver the capital works program and asset management program, including WORLD sporting precinct, Omeo MTB trails, Eagle Point Hub, Bullock Island works	<p>The adopted capital works budget for 2023/24 was \$126 million, covering 230 individual projects.</p> <p>By the end of this quarter, 55% of the adopted budget was either spent or committed. Updates on major projects within the capital works program this year are as follows:</p> <ul style="list-style-type: none"> <i>WORLD sporting precinct:</i> During this quarter, the internal fit out was completed with fridges, stoves and other kitchen equipment installed. Air conditioning has been commissioned and external concrete is expected to be completed in April weather permitting. <i>Omeo MTB trails:</i> This project is well advanced with 70 Km of trail constructed and progressing toward completion of Stage 1. Completed trails are being progressively handed over to Council operation's, with the most recent trails opened for the Easter school holiday period. Stage 2 will be ready for commencement in June 2024 <i>Bullock Island Upgrade:</i> The Bullock Island was completed during the period. Works completed included shared trail system, picnic tables, seating, accessible boardwalk, and toilets. 	60%	
2.2.4	Implement year two actions of the Environmental Sustainability 4 Year Action Plan including completion of the Bairnsdale Alternate Water project; and incorporation of environmental sustainability design principles into new and renewed asset	<p>Progress this quarter to deliver the Environmental Sustainability Action Plan, included:</p> <ul style="list-style-type: none"> Footpath widths have been increased to 1.8 meters to satisfy DDA compliance and where areas permit, 2.5 meters to allow shared path accessibility to satisfy cycling off the main roads and support active transport. Progressing delivery of Circular Economy partnerships in Gippsland and associated training opportunities during the next period. 	75%	

Progress Indicator Legend







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

Action Code	Action Name	Comments	Progress	Traffic Lights
2.2.5	Deliver improvements to Councils Road network including: upgrading Moroney Street, Marine Parade and Myer Street and reseal high priority roads	<p>Council's road improvement program is on schedule. During this quarter works on the following projects have progressed:</p> <ul style="list-style-type: none"> • Moroney Street Stage 2 - Project completed. • Moroney Street Stage 3A is 90% complete. 3A awarded and contractor has commenced on-site. 3B is out to tender, closing May 1 • Myer Street design is 90% complete. Tender pending approval works scheduled to commence mid-May. • Marine Parade Lakes Entrance, Stage 1 design is 90% complete. Civil works tender evaluation completed. Award pending. Funding for this project was secured following the successful outcome of the Federal Infrastructure Investment Program review. • The road reseal program for the year is underway with 95% of the works complete by the end of quarter. 	35%	




Strategic Indicators

Name	Comments	YTD Actual	Annual Target
Asset renewal and upgrade expenses as a percentage of depreciation	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	> 100%
Percentage of adopted capital projects completed at the conclusion of the financial year (based on the most recent amended budget)	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	> 80%
Percentage of sealed roads that meet Council's target condition rating	Roadways sealed length of road below the intervention level 1278.91 km. This equvalates to 95.8% above with the threshold.	95.8%	≥ 97%
Percentage of Capital Road renewal program undertaken	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	≥ 80%







Progress Indicator Legend



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

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

Action Code	Action Name	Comments	Progress	Traffic Lights
2.3.1 Major initiative 4	Prepare a climate risk assessment to identify and respond to the likely impact of extreme weather and climate events on Shire infrastructure and services	<p>The climate risk assessment project is anticipated to be completed over a 12-18 month period. Following the assessment, an analysis of outcomes will be undertaken to embed the results within Council and other stakeholder strategic planning.</p> <p>Implementation plan has been submitted to the Commonwealth. The Project Plan was submitted to Project Control Group early 2024.</p> <p>Climate modelling Expression of Interest process commenced and is to close early April 2024. A draft communications and engagement scoping document has been prepared with a proposal from selected consultancies expected in the coming months.</p>	70%	
2.3.2	Develop and trial new approaches to road renewal and maintenance that improves resilience to changing climatic conditions and utilises recycled materials	<p>The trial site at Day Street Bairnsdale where an asphalt wearing course, incorporating recycled asphalt (reconophalt), is being monitored on a regular basis. A report on the asphalt's performance will be developed over the coming months.</p> <p>Contract for road rehabilitation panel of suppliers has been awarded and includes a requirement to use circular economy products.</p> <p>Further sites are being identified to undertake innovative treatments for pavement repair.</p>	85%	
2.3.3	Strengthen community emergency planning arrangements to improve resilience and preparedness	<p>The Rising Strong Community Resilience Forum was held in March at Lakes Entrance involving community members and emergency service agencies from across East Gippsland. The forum showcased community-led initiatives in emergency preparedness and planning undertaken as part of recovery from the Black Summer Bushfires.</p> <p>Council continued to support communities in building resilience with follow up on community-led relief centre training, supporting the onboarding of volunteers and hosting meetings to discuss improvements for place-based preparedness</p>	75%	

Progress Indicator Legend







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

Action Code	Action Name	Comments	Progress	Traffic Lights
2.3.4	Support communities to transition from recovery to longer term community resilience, where appropriate	Council continues to work alongside communities impacted by the 2019/20 bushfires. This quarter, Council officers met with each Community Recovery Committee to identify remaining needs to strengthen community resilience. With the Bushfire Recovery Place Manager model transitioned in March 2024, community support has continued across Council to deliver the remaining recovery priorities.	75%	
2.3.5	Finalise and commence implementation of the East Gippsland Road Safety Strategy	Council's Road Safety Strategy was finalised and adopted by Council on 19 March 2024. Planning has now commenced to begin implementation of recommendations from the strategy.	85%	

Strategic Indicators

Name	Comments	YTD Actual	Target
Community satisfaction with emergency and disaster management	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	≥ Large Rural Council average
Percentage of communities that need a Local Incident Management Plan have one in place	There were no requests this quarter for new or updates to the existing 44 Local Incident Management Plans. Council continues to support any requests for maintenance of social infrastructure identified in Local Incident Management Plan assembly areas and attend events to ensure accessibility of the plans.	100.00%	= 100.00%
Climate risk assessment completed	This project is a multi-year project with year 1 actions on track	10.00%	100.00%

Progress Indicator Legend

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



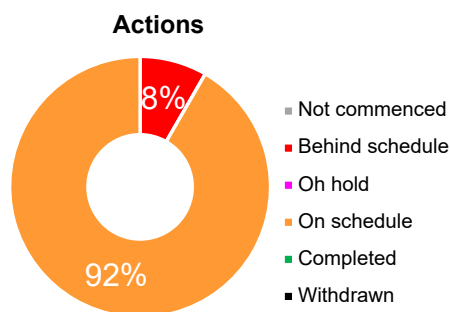
Mayor, Cr Tom Crook with the newly branded Tambo Waste trucks, featuring stickers that promote positive recycling habits.

3 A natural environment that is managed and enhanced

3: A natural environment that is managed and enhanced

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

Summary of performance



Council services provided

Building Maintenance



Delivery of new assets

Environment Projects Management







Environmental Sustainability

Waste Services

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

Action Code	Action Name	Comments	Progress	Traffic Lights
3.1.1 - Major initiative 5	Deliver actions to reduce Council's greenhouse gas emissions from energy use as identified in the Environmental Sustainability Action Plan including: development of a net zero emissions plan; explore the feasibility of using geothermal energy at key sites; and work with Councils' contractors to reduce their emissions	<p>Actions to reduce Council greenhouse gas emissions have continued for the quarter including:</p> <ul style="list-style-type: none"> • Completion of Council emissions profile to inform actions within the draft greenhouse gas emissions reduction plan which is forecast for completion during the next period. This will include an economic impact and options assessment. • The preliminary findings of the geothermal feasibility are underway and will be submitted during the next period. • The parks and gardens team continue to explore new avenues relating to electric plant. Electric chainsaws, hedgers, a battery pole saw and blowers are being used. Larger electric plant options including mowers are being explored. • Work to capture data to allow reporting on Council's contractor emissions has commenced. 	75%	
3.1.2	Develop processes and tools that support whole of community to take action to reduce carbon emissions	This project is a multi-year initiative. Ongoing education and promotion of community opportunities to reduce their emissions continues to be delivered - including the engagement of Gippsland Climate Change Network to deliver a range of school and event-based education activities to showcase renewable energy alternatives.	70%	

Progress Indicator Legend

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



Strategic Indicators

Name	Comments	YTD Actual	Target
New public electric vehicle charging stations operational	Four Council owned chargers (50kW DC) are operational in Omeo, Bairnsdale, Orbost and Cann River. Planning for additional chargers in Lakes Entrance, Buchan and Mallacoota is now well progressed with sites identified and confirmed with the community and Ausnet services.	4	≥ 5
Proportion of Council passenger vehicle fleet is electric, hybrid or uses alternate fuel sources	Due to operational requirements, there is currently no viable option to transition 96 utility vehicles to alternate fuel sources (making up a large portion of our fleet). Of the 45 passenger vehicles, 20 are alternate fuel: 18 Hybrids & 2 Electric.	44.44%	> 20.00%
Percentage of Council's electricity use from renewable sources	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	> 95%
Reduce Carbon emissions from Council's operations	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	≥10% decrease from previous year

Progress Indicator Legend




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

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

Action Code	Action Name	Comments	Progress	Traffic Lights
3.2.1	Improve the health of local waterways and wetlands through the use of water sensitive urban design to treat urban stormwater	<p>Initiatives to support the health of local waterways and wetlands include:</p> <ul style="list-style-type: none"> • Commencement of the urban waterways citizen science project with Federation University. Council will host a masters student to engage the community about the important role that urban waterways play in supporting biodiversity outcomes, particularly Ramsar bird species. • Planned improvements to the truck washing area at the Bairnsdale Saleyard including first flush system and roof cover. Site subdivision plan has been reviewed to meet the urban stormwater best practice requirements. • Crooke Street wetland project is having water removed before a drone flyover to map the site. This will enable redesign of the wetland and review of options to progress the wetland construction. • Worked with key stakeholders to share information and contribute to projects managed via other agencies. 	75%	
3.2.2	Develop and implement suitable plans and practices for managing storm water in priority areas including new urban development	<p>Development of a shire-wide Stormwater Management Plan has commenced, including the review of existing stormwater management plans, and drafting of a consultancy brief. A Project Control Group has also been formed.</p> <p>The Preparation of Functional Design for Public Drainage Assets - Lakes Entrance Northern Growth Area is in tender stage.</p> <p>Council's consultants are provided with distinct and clear briefs before undertaking any drainage designs, with hydraulic design requirements clearly outlined to ensure regulatory compliance is met.</p>	60%	

Progress Indicator Legend

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

Action Code	Action Name	Comments	Progress	Traffic Lights
3.2.3	Preserve and restore local biodiversity values and seek partner and stakeholder input	<p>Appointment of the newly created Natural Environment Coordinator position occurred this quarter to provide additional resources and focus for this work.</p> <p>Work has commenced to plan future community education and promotion of the natural environment and its preservation. This will include detailing the application and assessment process for a new community grant opportunity to support sustainability and biodiversity initiatives.</p>	75%	
3.2.4	Manage roadside weeds and vegetation	The roadsideslashing and weed control program is near completion for this financial year. All areas, other than a few roads in the far East region have been completed as per the implemented program. The development of next financial year tender has commenced.	95%	
3.2.5	Develop an Encroachment Policy and supporting processes to protect and preserve the open space values of Council land	A draft policy has been developed and is expected to be finalised by June 2024.	80%	



Strategic Indicators

Name	Comments	YTD Actual	Target
Community satisfaction with slashing and weed control	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	≥ Large Rural Council Average
Kilometres of regionally controlled and prohibited weeds treated	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	≥ 200km per annum
A baseline for the quality and quantity of land being managed for 'at risk' habitat, biodiversity purposes, and community safety on Council and private land	Further scoping of this action is required to ensure effort is focused on the high priority needs across the many reserves managed by Council.	-	Baseline to be developed Year 3

Progress Indicator Legend

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


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

Action Code	Action Name	Comments	Progress	Traffic Lights
3.3.1	Identify key Council land and develop management plans for these sites	An Environmental study has been completed, with a draft Management Plan for the foreshore area at Raymond Island completed. Stakeholders have been informed of the progress. Consultants engaged to deliver a Management Plan for Lighthouse Reserve, Marlo. Environmental assessment included within the scope of works. Stakeholders informed of project and proposed engagement. The Natural Environment Coordinator has been appointed who will focus on Management Plan development.	75%	
3.3.2	Review the Infrastructure Design Manual with the view for Council to adopt and apply the Environmentally Sustainable Design principles to new development	A review of the Infrastructure Design Manual was undertaken identifying that Council had previously subscribed to the Sustainable Infrastructure Guideline. Work to review its application including a review of standard planning permits, development and design conditions will commence in Q4.	70%	




Strategic Indicators

Name	Comments	YTD Actual	Target
Total investment in Council managed land to support natural areas	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	≥ \$1,710,000
Number of management plans developed	Two additional management plans are in the process of being developed and are expected to be completed by the next quarter.	1	≥ 5

Progress Indicator Legend

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

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

Action Code	Action Name	Comments	Progress	Traffic Lights
3.4.1	Reduce waste going to landfill through the implementation of actions identified in the Waste Minimisation Action Plan - year 2 actions. including developing and implementing waste education programs for key areas of waste reduction	<p>Activities to support waste diversion from landfill during the period include:</p> <ul style="list-style-type: none"> Following the completion of the Textile Recycling pilot - an alternative provider was selected with 'free' disposal of textiles commencing at the Bairnsdale Waste Transfer Station. The Household Recycling Education program has commenced including a media campaign, promotional materials, kerbside collection truck decals, radio and other communications and material. Council has engaged with the building industry to introduce recycling and waste diversion. This included the establishment of polystyrene recycling and plaster board composting - with opportunities to provide a site collection service being explored with the Bairnsdale Recycling Enterprise Inc. Development of an Event Waste management guideline has progressed to be launched during the next quarter. 	75%	
3.4.2	Review waste and recycling services to respond to changing regulations and needs of our community	The review of Waste and Recycling Services, including the completion of a Transition Plan has commenced - with a project inception meeting taking place early February along with site inspections of all waste facilities. Policy, regulatory and background assessment has commenced. A communication and engagement plan has been completed.	65%	
3.4.3 - Major initiative 6	Complete design and progress development of organic waste processing facility at Bairnsdale Landfill	Consultants have been appointed to undertake noise, odor and fire management assessments. The draft Development License application for submission to EPA has commenced. Anticipate lodgment of planning permit application and EPA license application during June. Community engagement and notification will occur as part of the planning permit application notice to adjoining residents.	55%	

Progress Indicator Legend

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

Strategic Indicators

Name	Comments	YTD Actual	Target
Number of community waste education programs delivered	The promotional launch of new material for our Sustainability Victoria funded community waste education program/campaign to reduce contamination in household recycling bins commenced this quarter with the introduction of promotional bin stickers, educational fridge magnet and waste booklet for community distribution. Council attended the Orbost Show on Monday 11 March 2023 as part of our community waste education program. It was a very successful day with productive conversations with community members.	2	≥ 5
Number of new waste types collected as recycling	A textile and rubber material recycling option has commenced at Bairnsdale Waste Transfer Station. This is to be extended to other locations overtime.	3	≥ 2
Proportion of recycled content in construction projects on Council assets	At the end of quarter, 93 projects were under construction or complete. Of these, 49 incorporate recycled materials. During the quarter both James Road in Orbost & West Road in Murrangower timber bridges were replaced with recycled steel beams and concrete deck panels. The use of these recycled parts has resulted in significant cost savings for these bridges.	52.70%	> 10.00%
Community satisfaction with waste management	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	≥ Large Rural Council average
Kerbside collection waste diverted from landfill	Waste diverted from landfill has remained steady during the quarter, indicating that there has been no significant increase in waste streams.	49.56%	≥ 55%

Progress Indicator Legend

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



Telstra CEO, Vicki Brady, visited the Bairnsdale Corporate Centre in March.

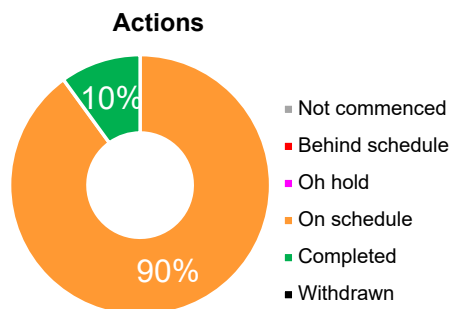
4

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

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

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

Summary of performance



Council services provided


Business Support

Economic Development

Events

Tourism and Visitor Information







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

Action Code	Action Name	Comments	Progress	Traffic Lights
4.1.1	Support businesses to be emerging leaders in climate change adaption and assist businesses to transition toward greater resilience	Support to businesses continued during the period, with New Energy Opportunities survey circulated to 10,000 business emails to further inform and identified businesses understanding and readiness for the new energy sectors. Results of the survey will be collated and circulated back to business networks and the Economic Development Advisory Committee.	75%	


Strategic Indicators

Name	Comments	Actual	Target
Percentage of actions implemented from the Economic Development Strategy Action Plan 2022-26	All actions are in implementation stage except for the Recreational Vehicle Friendly strategy and action plan which will commence in the next financial year.	80.00%	≥ 80.00%

Progress Indicator Legend

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







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

Action Code	Action Name	Comments	Progress	Traffic Lights
4.2.1	Engage young people, youth organisations, training organisations and social enterprises to understand and address barriers to training and employment	<p>The development of a report is underway exploring barriers to training and employment for young people to help identify areas for improvement and support.</p> <p>Planning is underway for an Emerging Industries Youth Expo & Industry Networking Event to be held May the 28th. This event is being delivered in partnership with Gippsland East Learn Local, TAFE Gippsland, Federation Uni, Workforce Australia for Business, Australian Government Department of Employment and Workplace Relations, and LVA. The event will bring together local businesses and professionals to explore training and career opportunities in some of our largest and emerging industries such as renewable energy, agriculture and more.</p> <p>In partnership with the local office of SES, officers arranged an Emergency Service Expo on 23rd of March. The aim of the Expo was to encourage young people to consider volunteer and employment opportunities within the sector.</p>	75%	



Strategic Indicators

Name	Comments	YTD Actual	Annual Target
Report prepared on barriers to training and employment.	Ongoing work on the background information requirements for the report with partner organisations is underway.	40%	Report prepared

Progress Indicator Legend

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

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

Action Code	Action Name	Comments	Progress	Traffic Lights
4.3.1	Evaluate and expand Council's entrepreneurship programs to identify, foster and promote emerging business opportunities and new investors	<p>A Business Health Check In Program has been developed, tested and implemented to inform and evaluate where businesses are and what future business programs need to be developed. This tool also acts as a tailored pathway to the existing resources and programs available through Business Victoria and Australian Industry.</p> <p>Council and the Department of Environment, Energy and Climate Action (DEECA) are co-funding a Small Business Mentoring Voucher Program to deliver direct, personalised support to business owners operating in communities impacted by changes in the native timber industry that are seeking support to strengthen and grow their business.</p>	75%	
4.3.2	Support the development and implementation of Local Development Strategies for communities impacted by changes in the native timber industry	<p>Council continues to support the development of Local Development Strategies (LDS) for Swifts Creek, Nowa Nowa and Orbost, hosting the development of the LDS for Swifts Creek and participating in new governance arrangements in Orbost to guide the next phase of work. The Swift Creek Future project has hosted a series of Entrepreneurial Discovery Workshops to refine the opportunities identified in the Context Analysis report.</p> <p>Council and the Department of Environment, Energy and Climate Action are co-funding a program to deliver direct, personalised support to business owners (through a voucher program) operating in communities impacted by changes in the native timber industry that are seeking support to strengthen and grow their business. This will also best position businesses to be eligible to access existing and future timber town transition funds designed for business support.</p>	75%	


Strategic Indicators

Name	Comments	YTD Actual	Target
Participation in Council run programs delivered to support business growth	During this quarter there were a number of programs delivered to support business growth in the region, with over 191 businesses actively engaged.	630	≥ 300

Progress Indicator Legend

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


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

Action Code	Action Name	Comments	Progress	Traffic Lights
4.4.1	Streamline development and business approval processes and strengthen customer information and services for investors.	Ongoing refinement of the investment tracking mechanisms used to monitor, support and develop investment opportunities across Council.	75%	



Strategic Indicators

Name	Comments	YTD Actual	Annual Target
Council processing time for events and business permits and registrations	A total number of 6 new 'Goods on Footpath Permits' were issued this quarter, with an average of 9.66 days.	10.75 days	Goods on footpath < 8 days
	There were 2 'Trading Permits' issued this quarter, with an average of 15 days. The average of days reflects Council closure Christmas period.	10.62 days	Trading Permits < 6 Days
	No Domestic Animal Business permits were issued in the quarter.	-	Domestic animal business registration: < 6 days
Community satisfaction with planning and building permits	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	≥ Large Rural Council average
Percentage of Statutory Planning applications decided within the required timeframes (combined VicSmart and Standard application timeframe)	39 of 124 applications determined within required timeframe - Standard and VicSmart Application combined. Focus has been placed on older more complex applications leaving simple applications to go over the timeframe requirements. Moving forward, the Planning Unit will review timeframes on a regular basis and prioritise applications approaching end of timeframe.	35.12%	≥ 60%
Average time taken to decide Statutory Planning applications	93 Median average processing days to final outcome. Focus has been placed on older more complex applications leaving simple applications to go over the timeframe requirements. Moving forward, the Planning Unit will review timeframes on a regular basis and prioritise applications approaching end of timeframe.	96 days	< 61 days

Progress Indicator Legend



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

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

Action Code	Action Name	Comments	Progress	Traffic Lights
4.5.1	Implement the Pathways to Growth program from the Tourism Events Action Plan 2022-26	<p>There are four events participating in the Pathway to Growth Program.</p> <p>The Wild Harvest Seafood Festival is scheduled for April 26th to April 28th, 2024. Event planning is tracking well with delivering key performance indicators, including the development of a marketing action and operational plan.</p> <p>The Twin Rivers Bream Classic is scheduled for July 19th to July 21st, 2024. Event planning is also tracking well, delivering key performance indicators including event marketing plan, operational & management plan upgrade, website, and the ticket registration platform.</p> <p>The East Gippsland Winter Festival is scheduled for June 21st to July 21st have signed their agreement and identifying key performance indicators for the year.</p> <p>The Paynesville Classic Boat Rally is scheduled for February 27th to March 1st, 2026 and are in the process of developing their key performance indicators and agreement.</p>	80%	
4.5.2	Plan, deliver and support major project development that enhance the amenity of our towns, improve the visitor experience and facilitate new business investment	<p>The Eagle Point Foreshore Hub Cafe is currently being operated by the Eagle Point Caravan Park staff in a temporary fit out of the space. There has been some continued interest in the operation and management of the long-term lease.</p> <p>Lease and licences for the Old Slipway at Lakes Entrance are in process. Detail design is progressing for the redevelopment of the Gippsland Lakes Yacht Club facility.</p> <p>Grant applications for the development of the Paynesville Foreshore Precinct and planning and design of the Bairnsdale Arts Precinct have been submitted.</p> <p>The Mallacoota Streetscape tender process has been conducted and submissions are now under assessment for award of construction contract.</p>	85%	

Progress Indicator Legend







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

Action Code	Action Name	Comments	Progress	Traffic Lights
4.5.3	Complete construction of Omeo MTB trail, deliver operational model and support Omeo region to realise the benefits of the new infrastructure.	<p>70 Km of trail is constructed and progressing toward completion of Stage 1 (Part A trails) in May / June and Stage 2 - Part B and C trails - in June / July, Part D trails throughout late 2024 and May 2025.</p> <p>Completed trails are being handed over to Council operations. There are 17 trails totaling 22 Km of fun rideable trail for beginners, intermediate and advanced riders.</p> <p>Associated infrastructure has progressed with the upgrade of the toilet and shower facilities completed and the carpark for Sam Hill trail head carpark design complete ready for quotation requests. Emergency marker deployment is underway along with relevant signage around the trail network.</p>	50%	
4.5.4	Complete feasibility study into the establishment of an Arts Precinct in Bairnsdale	The Bairnsdale CBD Arts Precinct Feasibility Report has been completed and all associated grant reports and acquittals completed.	100%	


Strategic Indicators

Name	Comments	YTD Actual	Target
Number of tourism events held during the low and shoulder season periods	A progress update will be made at the end of the financial year.	7	> 30
Number of signature events participating in Pathways to Growth	Four events are participating in the Pathway to Growth Program.	4	≥ 4

Progress Indicator Legend

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

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

Action Code	Action Name	Comments	Progress	Traffic Lights
4.6.1	Support enhanced agribusiness, productivity and resilience through a range of programs	The social wellbeing capacity events held during the period have been held with high engagement from all rural communities, this has been attributed to events incorporating a site visit to farms with a soil corer and guest speaker on pasture renovation and soil compilation. The events also included agency trade tables and speakers over dinner afterwards. The two further Financial Capability events delivered high level and applicable financial information incorporating succession planning, leveraging of asset value and the importance of seeking ongoing advice in a changing market.	75%	

Strategic Indicators

Name	Comments	YTD Actual	Annual Target
Number of members of the farming community engaged in Council supported programs	The New Leadership Program has 11 farmers and farming businesses participating from Mallacoota to Swifts Creek and beyond. Four more social wellbeing events were hosted in Omeo (32), Orbost (28), Bairnsdale (28), Glenaladale (130) and Clifton Creek (29) and two more financial events were hosted in Bairnsdale (17), Lake Tyers (9) and Benambra (38). These numbers indicate that the summer and spring season for farmers are highly engaging in learning an application of practices to engender better outcomes.	691	100

Progress Indicator Legend

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



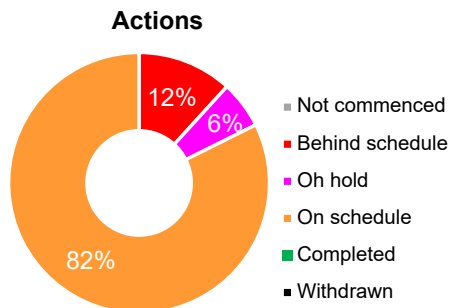
Mayor, Cr Tom Crook and Acting CEO Fiona Weigall, represented East Gippsland as part of One Gippsland Delegation at Parliament House.

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

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

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



Summary of performance



Council services provided

Commercial Business	Information Services
Communications, Media and Civic Events	Occupational Health and Safety
Corporate Planning	Organisation Development
Council Enterprises	Procurement
Customer Experience	Property Administration
Finance	Rates and Valuations
Governance	Risk Management
Human Resources	

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

Action Code	Action Name	Comments	Progress	Traffic Lights
5.1.1	Undertake customer interaction surveys to inform the development of service improvement plans	<p>The second round of the customer interaction benchmarking survey (through Customer Service Benchmarking Australia Pty Ltd) will be conducted across September/October 2024.</p> <p>A new initiative was approved during the period, Happy or Not, a real-time in-person customer feedback survey. These surveys will provide data and insights on customer experience at service centres and libraries, recreation centres, visitor information centres, and one-off engagement/events.</p> <p>A new direct customer survey is in the process of being developed, which will be targeted towards the community members that have accessed services provided by the planning unit.</p>	50%	
5.1.2	Utilise a range of online tools to engage electronically including websites, Your Say, and social media	<p>Online tools continue to be used to engage with the community during the period with the YourSay site being utilised by multiple business units to engage with the community on several capital works projects and planning projects. Engagement undertaken this quarter in the Bairnsdale 2050 project, the Open Space Strategy, and many capital works projects.</p> <p>Social media was also utilised with promotion of key emergency services messages from VicEmergency, Forest Fire Management Victoria, Country Fire Authority and the Department of Health. It was also used to advise of updates relating the to the Raymond Island Ferry, and fortnightly updates of the maintenance program schedule.</p>	75%	

Strategic Indicators


Name	Comments	YTD Actual	Target
Community Satisfaction with Customer Service	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	≥ Large Rural Council average
Number of visitors to key websites, social media and Your Say pages	<p>Council's website had 124,517 visitors over the reporting period.</p> <p>YourSay had 6,244 visitors, while the Bairnsdale Aquatic and Recreation Centre</p>	295,482	Measurable growth in interaction in all

Progress Indicator Legend

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

Name	Comments	YTD Actual	Target
	and Lakes Entrance Aquadome had 4,900 and 4,448 visitors respectively.		mediums (2023-24 Baseline year)

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

Action Code	Action Name	Comments	Progress	Traffic Lights
5.2.1	Actively participate in networks, forums and alliances to advocate for the Shire and regional community issues and priorities	<p>Council continues to participate in networks, forums and alliances to advocate for the Shire and the community. During the quarter Council officers participated in forums such as the Municipal Association Victoria, East Gippsland Municipal Emergency Management Planning Committee, Relief and Recovery Subcommittee, the Road Safety Group, Sports Regional Victoria and Regional Development Victoria.</p> <p>The executive team continued to represent Council on numerous occasions, including One Gippsland Chief Executive Forum and board meeting, Department of Transport and Planning liaison meeting, Regional CEO / Managing Director Forum and Destination Gippsland meeting.</p> <p>Additional participation was undertaken with networks that contribute to the outcome of the Municipal Health and Wellbeing Plan, including East Gippsland Prevention Partnership and East Gippsland Collective for the Wellbeing of Children and Young People, as well as many others.</p> <p>Council's Aboriginal Engagement Officer continues to engage with Aboriginal networks, including First Nation LG Network Yarning Circle, 3rd Family Violence Prevention Gathering and Maggolee: First Nations employment.</p>	75%	

Progress Indicator Legend







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

Action Code	Action Name	Comments	Progress	Traffic Lights
5.2.2	Actively undertake and promote the advocacy work of the Council	<p>Advocacy Strategy priorities undertaken this quarter have included the presentation of information for MP visits and Telstra CEO visit during the period, including media opportunities.</p> <p>Media releases developed and media coverage secured for digital resilience and telecommunications as an essential service following February storm event.</p> <p>Promotion of advocacy activities about delegations to Parliament as an individual Council and through stakeholder groups such as Rural Councils Victoria, Timber Towns Victoria and One Gippsland.</p>	75%	


Strategic Indicators

Name	Comments	YTD Actual	Target
Community satisfaction with advocacy (lobbying on behalf of the community)	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	≥ Large Rural Council average

Progress Indicator Legend

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

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

Action Code	Action Name	Comments	Progress	Traffic Lights
5.3.1	Review and strengthen Council's community engagement approach and capacity	<p>Council's community engagement policy and practice was completed and presented to Council. Development of a revised community engagement policy (and other implementation actions) is underway.</p> <p>Council continues to strengthen the use of YourSay as an online tool for engagement across key strategies and projects, including as a platform to provide ongoing project updates.</p> <p>Training of key staff in the approach of the International Association for Public Participation (IAP2) (consistent with Council's Engagement Policy) continues.</p>	75%	
5.3.2	Refresh Council's place-based approach to planning and engagement to ensure it is fit for purpose	<p>The three Place Facilitator roles are now well-established within the remote Districts of our Shire - Omeo/Swift Creek, Mallacoota/Cann Valley, Orbost/ Errinundra to Snowy.</p> <p>The updated Community Engagement Policy will include reference to place-based considerations within engagement practices.</p>	90%	
5.3.3	Incorporate community engagement into the development and delivery of all major strategies and projects	<p>Community engagement process for Bairnsdale 2050 project commenced in March, using a range of engagement approaches including a Community Panel, co-design workshop, engagement at the East Gippsland Field Days and on-line surveys</p> <p>The Friends of Library groups were directly engaged in March regarding the 12-month service centre and library trail to provide a status update and outline officer recommendations prior to Council considering the item at a formal meeting.</p> <p>The Road Safety Strategy was open to community consultation, prior to going to Council for adoption.</p> <p>YourSay and other tools continued to be used to provide information and seek feedback in relation to major strategies and projects including Sarsfield Recreation Reserve upgrade, Open Space Strategy development, and Coastal and Marine Management Plan. Project Reference Groups continue to be engaged in many significant capital projects.</p>	75%	

Progress Indicator Legend

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





Strategic Indicators

Name	Comments	YTD Actual	Annual Target
Community satisfaction with informing the community	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	≥ Large Rural Council average
Community satisfaction with community consultation and engagement	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	≥ Large Rural Council average
Community satisfaction with making community decisions	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	≥ Large Rural Council average

Progress Indicator Legend


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

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

Action Code	Action Name	Comments	Progress	Traffic Lights
5.4.1	Undertake an organisational capability review	Following a review of project intent and scope, this action is on hold given changes in executive leadership and pending the outcomes of an organisational Service Plan process which will commence in the next quarter.	15%	
5.4.2	Manage the business requirements to implement new technology to generate productivity and efficiency gains across the organisation.	<p>Council seeks new technology to generate productivity and efficiency gains across the organisation; highlights for this period include:</p> <ul style="list-style-type: none"> • Rollout of new GARMIN Duress system to the Community Laws team to ensure improved safety outcomes for officers • Rollout of new Civica Comply application to the Community Laws team to enhance mobility and enable mobile devices to access Council's Civica system to enable the team to electronically issue and manage infringements, record evidence, and issue on-the-spot infringements via mobile devices. • Drafting of a joint tender with Wellington Shire for updating recreation centre software, relating to membership management and booking system is underway. • Scoping of a new marina management software is underway. The new software will allow for leasing licensing and operations of the facilities to be better managed. 	65%	
5.4.3 - Major Initiative 7	Develop a new Information Communication and Technology strategy.	Development of a new ICT Strategy is on track. Council has completed its assessment and engagement phase and is now working with stakeholders to define and develop initiatives and strategies that will support key objectives of the new strategy.	60%	
5.4.4	Finalise road safety strategy and implement	The Road Safety strategy was finalised and adopted by Council in March 2024. Implementation of recommendations has commenced .	85%	

Progress Indicator Legend







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

Action Code	Action Name	Comments	Progress	Traffic Lights
5.4.5	Rollout the Asset Management System to priority business units.	<p>The draft ICT Asset Management Plan is being developed and is programmed to be completed by June 2024.</p> <p>The development of the draft Plant and Fleet Asset Management Plan has commenced and is scheduled to be completed by June 2024.</p> <p>The development of the foreshore structures inspection template and schedule is completed.</p>	75%	



Strategic Indicators

Name	Comments	YTD Actual	Target
Permanent workforce has access to mobile technology	91.76% of the workforce has access to mobile technology. Remaining positions do not require access to mobile technology. These include some staff who work outdoors and other areas of council they do not require mobile technology.	91.76%	≥ 70.00%
Number of service reviews and continuous improvement initiatives undertaken	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	≥ Two reviews per annum
Information Communication and Technology Strategy adopted by Council.	<p>Development of the Information Communication and Technology Strategy is in progress - key milestones completed include;</p> <ul style="list-style-type: none"> • Development of ICT Business Systems Forward Plan • Development of ICT Architecture Plan • Strategic Roadmap • Stakeholder Engagement • Development of draft document for feedback - in progress. 	65%	30 June 2024

Progress Indicator Legend

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

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

Action Code	Action Name	Comments	Progress	Traffic Lights
5.5.1	Review the 10 Year Financial Plan annually	The draft of the revised 10 Year Financial Plan has been developed for Council consideration in April ahead of a release for public comment. The final revised 10 Year Financial Plan will be presented to the Council meeting in June 2024 for adoption.	75%	
5.5.2	Review the Capital Program and provide quarterly reports to Council	<p>Monthly reviews have continued each month and are instrumental in collating the data needed to compile the Capital Works report for council each month.</p> <p>The quarter three capital works status report is complete and will be presented to Councilors and Audit & Risk in quarter four.</p> <p>At the end of quarter three 103% of the forecast budget, across a program of 265 projects, had been expended or committed.</p>	75%	




Strategic Indicators

Name	Comments	YTD Actual	Target
Victorian Auditor-General's Office assessment of Council's overall Financial Sustainability is low risk	Results for East Gippsland Shire for the 2022/23 year were above the required results for low risk.	Achieved	Achieved

Progress Indicator Legend

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

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

Action Code	Action Name	Comments	Progress	Traffic Lights
5.6.1 - Major initiative 8	Adopt and implement the organisation's Occupational Health and Safety Management System.	Work has progressed to refine the remaining OHS Safety Management System Procedures. Three Framework Procedures have been prepared and will be progressed to the Executive Leadership Team for approval. Additionally, nine Operational Procedures have also been prepared and these have been circulated to the Strategic Leadership Group of consideration and endorsement, prior to seeking their approval.	75%	
5.6.2	Implement actions from the Workforce Plan 2021-25	Progress has continued on the delivery of the Workforce Plan 2021-25, including the completion of the Leaders Who Ask leadership training program and a continued focus on broadening our attraction and retention strategies to ensure they are wide reaching.	60%	
5.6.3	Deliver actions from the Gender Equality Action Plan	There are 24 actions in the Gender Equality Action Plan of which 10 are complete, 6 ongoing, 7 in progress and 1 yet to commence. Highlights this quarter include the incorporation of training for staff on diversity and inclusion into Councils online Learning Management System, and the promotion of flexible work options to ensure an inclusive and supportive workplace for all.	60%	

Strategic Indicators

Name	Comments	Actual	Target
The percentage of actions implemented from the Workforce Plan 2021-25	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	≥ 80.00%
Unplanned annual staff turnover rate	Data for this indicator is calculated annually and therefore an update will be made at the end of the financial year.	-	≤ 12.00%

Progress Indicator Legend

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

6 Urgent Business

7 Confidential Business

8 Close of Meeting