SOUTH GIPPSLAND SHIRE COUNCIL

Organisational Performance Report July to December 2021



Our Purpose

To serve in the best interests of the whole Shire, delivering quality services and advocating for community needs.

Our Vision

By 2024 Council aims to:

- · Be known for being customer focused;
- Have made significant progress to entrench a sense of shared community direction across the Shire;
- Have successfully delivered the agreed Capital Works Program; and
- Be known for excellence in the services we deliver.

Front Cover: Great Southern Rail Trail

ACKNOWLEDGMENT OF COUNTRY

We acknowledge the Bunurong and Gunaikurnai people as the Traditional Custodians of South Gippsland and pay respect to their Elders, past, present, and future, for they hold the memories, traditions, culture, and hopes of Aboriginal and Torres Strait Islander people of Australia.

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COUNCIL PLAN OVERVIEW

South Gippsland Shire Council's 2021/22 Annual Budget and 2020-2024 Council Plan were adopted at the 23 June 2021 Council Meeting. The Council Plan includes four main themes, each comprised of strategic outcomes, objectives, initiatives and performance measures.

A series of indicators are allocated to the four outcomes of the Council Plan and progress against these indicators and service performance measures are outlined within this report.

The Council's Organisational Performance Report for the period July 2021 to December 2021 provides detailed reporting on Council's performance against the Annual Plan Initiatives, Financial Performance and Capital Works Programs.

The COVID-19 Pandemic continues to impact the community. Council has been able to adapt quickly to the unanticipated disruptions created by the pandemic, while still continuing to deliver services to the community. The final outcome of some Council Plan initiatives may be impacted as a result of the Pandemic. This section summarises the most current results for the progress of Council in relation to outcome indicators and service performance measures in the 2020-2024 Council Plan.

It is anticipated that the majority of the 19 Council Plan annual initiatives will be delivered or extensively progressed by the end of this financial year.

COUNCIL PLAN STRATEGIC OBJECTIVES



UNITED SHIRE shared community direction

ECONOMIC PROSPERITY

cornerstone for local employment & business Growth

INTEGRATED SERVICES

& INFRASTRUCTURE *enhance liveability*

CUSTOMER FOCUSED ORGANISATION accountable decision making

COUNCIL PLAN INITIATIVES

Performance of the 2020-2024 Council Plan is measured by:

- Results achieved against the Strategic Objectives in the Council Plan;
- Progress against the Measures of Success Indicators to monitor relevant trends;
- Progress against the Annual Major Initiatives identified in the 2021/22 Annual Budget; and
- Results achieved against the prescribed Service Performance Indicators and key performance measures.

GUIDE TO PROGRESS REPORT

PROGRESS DEFINITIONS

TARGET ACHIEVED

Project has achieved target and is completed. No further action is required.

ON TRACK

The progress performance for the indicator is achieving target. All elements of the indicator/project are on track.

MONITOR

The progress performance for the indicator is close to target and is being monitored to achieve target. All elements of the indicator/project are improving to 'On-Track' or 'Target Achieved' status.

ON HOLD

Project has been placed on-hold due to a set of circumstances or changes in legislation.

COUNCIL PLAN OVERALL PROGRESS PERFORMANCE				
INDICATOR	TARGET ACHIEVED	ON TRACK	MONITOR	ON HOLD OR Not reported
COUNCIL PLAN MEASURES OF SUCCESS INDICATORS seek to monitor relevant trends Council is aiming to influence	15% 3 initiatives	70% 14 initiatives	5% 1 initiative	10% 2 initiatives
COUNCIL PLAN ANNUAL INITIATIVES actions that work towards achieving the strategies and vision for each Strategic Objective of the Council Plan	5% 1 initiative	84% 16 initiatives	11% 2 initiatives	0%
COUNCIL PLAN SERVICE PERFORMANCE INDICATORS <i>performance measures that</i> <i>is aligned with the Local</i> <i>Government Performance</i> <i>Reporting Framework (LGPRF)</i>	0%	64% 7 indicators	27% 3 indicators	9% 1 indicator

Note: Three indicators are not reported this quarter as data is based on annual survey results at the end of the financial year and will be included in the 2021/22 Annual Report.



UNITED SHIRE Shared community direction

Our Vision

Fish Creek

To establish a shared long-term community direction that unites the Shire and guides its future direction.

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To provide services that are accessible and support the various sectors of the community.

2020-2024 Strategies

Develop a shared vision for the future direction of the Shire in partnership with the community.

1.2

Develop and support the leadership skills of existing and emerging community leaders, volunteers, community groups and networks.

Deliver efficient and responsive services that enhance the health, safety and well-being of the community.

1.4

1.3

Deliver Council's '*Community Support Package*' to support the community to respond to the COVID-19 Pandemic in the recovery and re-investment of community and economic activity across the Shire.

Services Provided

- Aged and Disability Service
- Community Strengthening
- Children, Youth and Family Services
- Libraries
- Sport, Recreation, Leisure and Aquatic Facilities

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Adopted Plans & Strategies

- Active Ageing Strategy
- Age Friendly South Gippsland Plan
- Art, Culture and Creative Industries Strategy
- Community Strengthening Strategy
- Council Vision
- Disability Action Plan
- Municipal Early Years Plan
- Municipal Public Health and Wellbeing Plan
- Liquor and Gambling Strategy
- Youth Strategy

COUNCIL PLAN MEASURE OF SUCCESS INDICATORS

INDICATOR	TARGET	PROGRESS COMMENTS
INFLUENCE MEASURE	All Community Grants	ON TRACK
The effectiveness of Council and community partnerships will be measured by the quality of community projects supported financially by Council through the Community Grants Program.	funding will	Successful applications to Round 1 of the 2021/22 Community Grants Program (Community Grants Stream) were endorsed by Council at the 15 December 2021 Council Meeting.
Community Services	the maximum possible assessment score	There were 16 applications that met the 70 per cent assessment target and these were awarded funding.

INFLUENCE MEASURE

The effectiveness of the *Community Leadership Development Program* will be measured by the number of participants actively engaged in the Program and the representation across the Shire.

Community Services

Minimum of 75 participants with broad representation from across the Shire per annum

Note: this is a two year initiative

ON TRACK

The second intake of the *Community Leadership Program* successfully completed the Program in October 2021.

Ongoing disruptions caused by the COVID-19 Pandemic have delayed the completion of the *Youth Leadership Program* which has been extended to the end of School Term 2, 2022. This aligns to the end of the financial year 2021/22.

RESPONSIBILITY DEFINITIONS: CONTROL Actions of Council directly control the outcome result | **INFLUENCE** Council may influence the outcome result but other external factors or partnering activities may impact | **MONITOR** Council has no influence on the outcome result but monitors to assist with future planning and advocacy

INDICATOR

TARGET

PROGRESS COMMENT

95% of children enrolled through central enrollment are granted their first or second preference

COUNCIL RESULT = 100%

All three-year-old children received their first or second preference to attend the *Three-Year-Old Kindergarten Program* in this reporting period.

ON TRACK

ON TRACK

INFLUENCE MEASURE

The effectiveness of the *Three Year Old Kindergarten Program* will be measured by the increase in the number of children participating in the Program, the diversity of locations in which those children reside and the optimum use of Kindergarten facilities. Aim for equal to or greater than 75% of existing providers offering a 15 hour Kindergarten Program weekly

COUNCIL SERVICE PROVIDERS = 100%

All 12 State funded kindergartens provide 15 hours of three-year-old kindergarten.

Private services including Chairo Christian School, Brown Street Child Care Centre have small enrolments for three-year-old kindergarten or five children and ten children respectively.

ON TRACK

Community Services

COUNCIL RESULT = 76%

Baseline aims for 75% of eligible children in each location attending subsidised *Three Year Old Kindergarten Program* Percentage of eligible children in each location attending subsidised *Three-Year-Old Kindergarten Program* for 2021:

West (Korumburra, Loch, Poowong) – 101 of 124 eligible children enrolled = 81 per cent

Central (Leongatha, Mirboo North, Meeniyan) – 133 of 176 eligible children enrolled = 76 per cent

East (Fish Creek, Foster, Toora, Welshpool) – 39 of 53 eligible children enrolled = 74 per cent

Populations based on population forecast data prepared by id consulting on behalf of South Gippsland Shire Council pending Census 2021 results to be released mid-2022.

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YEAR 2 ACTION PLAN COUNCIL PLAN - ANNUAL INITIATIVES

STRATEGIC OBJECTIVE

Council Plan - 2021/22 Annual Initiatives

INITIATIVE	TARGET	PROGRESS COMMENTS
	by 31 October 2022	ON TRACK
Work in partnership with the community and key stakeholders to develop a ten-year		An external Consultant has been appointed to support the Council in developing the <i>Community Vision</i> . A <i>Community</i> <i>Vision</i> will capture our residents hopes for the future of South Gippsland in the year 2040.
<i>Community Vision</i> for the future of South Gippsland, to capture community aspirations, and guide future action planning and resource allocation.		Councillor and consultant led pop-up events to engage with the community were held at Coal Creek Market, Leongatha Daffodil Festival, Kongwak Market, Venus Bay and Koonwarra Saleyards in December 2021. Further pop-ups are scheduled in January 2022 which include the Stony Creek Races, Port Welshpool Sea Days, Sandy Point Artisans and Foodies Market and Loch Market. An invitation to the community to join a randomly selected Community Panel closed on 12 December 2021 with 162 registrations received.
		An online community survey opened on 10 December 2021 and will remain active until 11 January 2022.
Develop the 2022-2025 Municipal Public Health		ON TRACK
and Wellbeing Plan, including:		The Municipal Public Health and Wellbeing Plan - Healthy
 Undertaking the Liveability Study to inform health and wellbeing planning, and development of the Community Vision; 	by 31 October 2022	<i>Communities Plan 2021/22</i> was endorsed by Council at the 15 September 2021 Council Meeting. Due to Council's Election occurring in October 2021, an interim one-year plan was prepared to bridge the gap between a four-year review
 Undertaking community consultation on health and wellbeing issues and priorities 		cycle of the Municipal Public Health and Wellbeing Plan.
for action.		Implementation of the Action Plan is underway with teams providing information on achievements. Planning for development of a new <i>Municipal Health and Wellbeing Plan</i> is underway, consultation and engagement will align with the
Community Services		Community Vision and Council Plan process.

ORGANISATIONAL PERFORMANCE REPORT - JULY 2021 - DECEMBER 2021 9



INITIATIVE	TARGET	PROGRESS COMMENTS
Deliver year two of the <i>Community Leadership</i> <i>Program</i> , to foster and develop the quality of community leadership in South Gippsland. <i>Community Services</i>	by 30 June 2022	ON TRACK A total of 20 participants successfully completed the second intake of the <i>Community Leadership Program</i> in October 2021. A formal evaluation of the Program is in development. The purpose of the Program is to encourage widespread participation in community and civic life in the municipality, support the development of community leadership skills, and support an improvement in the relationship between the Council and its community.
Develop a 2021-2025 Municipal Emergency Management Plan, to plan for preparedness for and response to emergencies across the Shire. <i>Community Safety</i>	by 31 October 2022	TARGET ACHIEVED Council noted the <i>South Gippsland Municipal</i> <i>Emergency Management Plan 2021-2025</i> (MEMP) at the 15 December 2021 Council meeting. This was developed and endorsed by the <i>South Gippsland Municipal Emergency</i> <i>Management Planning Committee</i> (MEMPC).

SERVICE PERFORMANCE INDICATORS



COMMENT

Pandemic restrictions and the closure of outdoor pools during winter months has impacted this figure. This will be monitored as COVID-19 restrictions ease and the outdoor pools open in the summer months

ACTIVE LIBRARY MEMBERS Active library borrowers in municipality Percentage of the municipal population that are members of the library and have borrowed a library collection item.	16%	15%	MONITOR 12%
	Th	is will be monitored as the ac libraries will occur as C	COMMENT ccessibility and opening of OVID-19 restrictions ease.
MATERNAL & CHILD HEALTH Participation in the MCH service Percentage of children enrolled who participate in the MCH service	76%	76%	ON TRACK *60%
MATERNAL & CHILD HEALTH Participation in the MCH service by Aboriginal children Percentage of Aboriginal children enrolled who participate in the MCH service	83%	70%	on track *57%
		two indicators, the comparisor eing assessed against a full ye	

ECONOMIC PROSPERITY

cornerstone for local employment and business growth

Walkerville

Our Vision

To establish the Shire as a thriving and diverse local economy that builds on our region's natural advantages.

Strategies

Build a sustainable and growing economy that:

- Attracts and supports businesses to thrive and grow;
- Broadens, builds and strengthens industry sectors;
- Creates and sustains local employment opportunities; and
- Establishes the Shire as the 'food hub' that feeds our State and beyond.

2.2

2.3

2.4

2.1

Develop plans that will balance and utilise the natural values of the environment, improve the Shire's liveability and build on the benefits of our proximity to Melbourne.

Deliver services that support the growth of the local and regional economy.

Work together with surrounding councils to support regional growth and prosperity.

Services Provided

- Caravan Parks
- Coal Creek Community Park and Museum
- Economic Development and Tourism
- Regulatory Services
- Statutory, Strategic and Social Planning

Adopted Plans & Strategies

- Branding Strategy
- Domestic Animal Management Plan
- Domestic Wastewater Management Plan
- Eastern Districts Urban Design Frameworks
- Economic Development and Tourism Strategy
- Foster Structure Plan
- Housing and Settlement Strategy
- Korumburra Structure Plan
- Korumburra Town Centre Car Parking Strategy
- Leongatha Car Parking Strategy
- Loch Structure Plan
- Mirboo North Structure Plan Refresh
- Municipal Strategic Statement
- Nyora Structure Plan
- Open Space Strategy
- Poowong Structure Plan
- Priority Projects
- Recreational Vehicle (RV) Strategy
- Rural Land-Use Strategy
- Sandy Point Urban Design Framework
- South Gippsland Heritage Study
- South Gippsland Planning Scheme
- Tarwin Lower Urban Design Framework
- Venus Bay Urban Design Framework
- Waratah Bay Urban Design Framework

COUNCIL PLAN MEASURE OF SUCCESS INDICATORS

INDICATOR	TARGET	PROGRESS COMMENT
		ON TRACK
	Equal to or greater	Figures released by REMPLAN in September 2021 reflect the end of calendar year 2020. The figures showed a Gross Regional Product (GRP) for South Gippsland of \$1,852.7 million. This is an increase from the baseline figure of \$111.6 million or an increase of 6.4 per cent.
INFLUENCE MEASURE Advocacy efforts by Council aim	than 5% increase by 2024 BASELINE: Gross Regional Product \$1,741,092	These figures also reflect the impact of the COVID-19 Pandemic during the year, however they provide a better than expected result which has seen the economy remain steady.
 to influence: an increase in the Gross Regional Product (<i>the</i> <i>measure of all goods and</i> <i>services produced within</i> 		Council has also been actively supporting businesses during the COVID-19 Pandemic. This includes the Business Support Packages, Small Business Mentoring, Workshops, assistance related to outdoor dining and distribution of Government information.
the Shire)		New data will be released by REMPLAN during 2022.
an increase in the Gross Revenue of businesses		ON TRACK
 of all industry sectors in South Gippsland an increase in the number of businesses in the Shire as 	Equal to or greater than 5% increase by 2024	Figures released by REMPLAN in September 2021 showing an Economic Output (Gross Revenues) for South Gippsland of \$3,890.2 million. This is an increase of \$356.3 million from the base figure or an annual increase of 9.8 per cent.
measured by the Australian Business Register	BASELINE: Gross Revenue Baseline \$3,543,907	The data reflects early COVID-19 Pandemic impacts but also reflects strong local growth in agricultural production, due to positive seasonal conditions.
Economy Arts and Tourism		New data will be released by REMPLAN during 2022.
Economy, Arts and Tourism	Equal to or greater than 5% increase in business registrations by 2024 BASELINE: of 7,300	ON TRACK Australian Business Register (ABR) data for end of December 2021 will be available in January 2022 but indica- tions are for net growth over the quarter. Separate data released by the Australian Bureau of Statistics for Business Registrations for the financial year to June 2021 showed growth of 3.2 per cent for South Gippsland over the year.

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INDICATOR

TARGET

PROGRESS COMMENT

INFLUENCE MEASURE

The effectiveness of supporting small businesses will be measured by reducing timelines and streamlining the regulatory process through the *Better Approvals Program*.

90% of business applications processed utilising the *Better Approval Program*

ON TRACK

COUNCIL RESULT = 90%

Council has applied the Better Approvals Process to process 90 per cent of business applications.

Economy, Arts and Tourism

CONTROL MEASURE

The effectiveness of efforts to increase local procurement will be measured by the percentage of local spend on Council goods and services.

Risk and Procurement;

An adopted policy position and definition of 'local spend', together with baseline targets established by June 2021

2020/21 TARGET: 64% local procurement spend of overall procurement expenditure

TARGET ACHIEVED

Council adopted a revised *Procurement Policy* at the 24 June 2020 Council Meeting, which seeks to strengthen the procurement of goods and services from local suppliers. A report on Local Procurement for South Gippsland Shire Council was presented at the 24 November 2021 Council Meeting.

For the time period of July to December 2021, the local procurement component of overall Council spending was 51.3 per cent of an overall \$11.234 million. Of this Gippsland region based total, 21.0 per cent was spent with South Gippsland based businesses seeing \$2.4 million spent directly into the local economy with a further \$1.1 million spent with significant business operators within the Shire.

CONTROL MEASURE

Time taken to decide planning applications.

Planning Services

Aim to reduce the number of days from 2019/20 baseline of 72 days, to equal to or less than 60 days by June 2024

Note: LGPRF indicator

MONITOR

The LGPRF result for the median number of days on the time taken to decide on a planning application was 97 days for the period July 2021 to December 2021.

The number of new applications received increased from 236 to 294 in this period. This has meant that the median number of days to make a decision has increased. Recent improvements to processes are expected to be reflected in forthcoming periods.

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YEAR 2 ACTION PLAN COUNCIL PLAN - ANNUAL INITIATIVES

STRATEGIC OBJECTIVE

Council Plan - 2021/22 Annual Initiatives

INITIATIVE	TARGET	PROGRESS COMMENTS
	by 30 June 2022	ON TRACK
		The <i>Economic Development Strategy 2021-2031</i> and the <i>Visitor Economy Strategy 2021-2031</i> were adopted at the 21 July 2021 Council Meeting (Strategies).
		Implementation of actions from the two Strategies continue:
Commence implementation of the		 NBN Grant submission to upgrade town networks has been submitted;
2021-2025 Economic Development and Visitor Economy Strategies.		 Successful application for Outdoor Activation Grant funding of \$300,000;
Economy, Arts and Tourism		 Arts and Culture Strategy consultant appointed and project has commenced;
Loonony, Arts and Tourishi		 Great Southern Rail Trail Visitation and Marketing Plan consultant appointed and project commenced;
		• Advocacy Strategy review and development commenced;
		Shop Local Program extended in South Gippsland;
		Soft Launch of new Tourism website; and
		• Coal Creek reopened to seven days per week for summer.
Develop a Visitation and Marketing Plan for the extended Great Southern Rail Trail (GSRT), and commence implementation to foster community and visitor attraction to the Trail.	by 30 June 2022	ON TRACK Draft brief completed and consultant has been appointed. Literature review and inception meetings have commenced.
Economy, Arts and Tourism		

SERVICE PERFORMANCE INDICATORS

LGPRF INDICATOR	2020 RESULT	2021 RESULT	2021/22 RESULT - FYQ1
STATUTORY PLANNING			ON TRACK
Council planning decisions upheld at VCAT	710/	E0 0/	66%
Percentage of council planning application decisions subject to review by VCAT that were not set aside	71%	50%	COMMENT Council's original decision was supported in two out of three matters.



INTEGRATED SERVICES & INFRASTRUCTURE

enhance liveability

Roadworks, Shire

Our Vision

To provide the community with services and infrastructure that enhance liveability and environmental sustainability for current and future generations.

> To establish a long-term program for capital works, in conversation with the community.

2020-2024 **Strategies**

3.1

3.2

3.3

Establish a sustainable long-term program for capital works.

Optimise the life-cycle of Council's infrastructure through the use of predictive modelling to develop the asset renewal program.

Deliver services that enhance liveability and environmental sustainability for current and future generations.

Services Provided

- Assets and Infrastructure provision
- Drain and Storm Water Management
- . Footpath and Bicycle Paths
- Local Laws and Animal Management
- **Emergency Management** .
- Parks and Gardens Maintenance .
- Road Maintenance and Safety
- Sustainable Environmental Management and Education
- Waste and Recycling Collection and Treatment
- **Adopted Plans & Strategies**
- Aquatic Strategy
- Asset Management Strategy
- Blueprint for Social Community Infrastructure
- **Community Infrastructure Plans** (Korumburra, Leongatha, Mirboo North, Foster, Nyora and Tarwin Valley/Venus Bay)
- Infrastructure Design Manual
- Municipal Emergency Management Plans
- Paths and Trails Strategy
- **Recreation Strategy**
- Road Management Plan
- Road Safety Strategy
- Roadside Management Plan and Manual
- Sustainability Strategy
- Tennis Facility Plan
- Tree Management Plan
- Waste Management Strategy

COUNCIL PLAN MEASURE OF SUCCESS INDICATORS

INDICATOR	TARGET	PROGRESS COMMENT
CONTROL MEASURE The sustainability and improvement of Council's	70% or greater	ON TRACK
		The overall Capital Works Program progress will be reported in the final <i>2021/22 Annual Report</i> . The Program has commenced and is progressing well with the following contracts approved by Council:
infrastructure will be measured by the percentage of completed capital works projects due for		 Korumburra Community Hub - contract awarded 21 July 2021;
delivery in the current financial year, excluding grant funding reliant projects with funding	completion each year	 Construction of Footpath renewals and extensions - contract awarded 15 September 2021;
pending.		 Leongatha Early Learning Centre - contract awarded 15 September 2021;
		 Streetscape Redevelopment - Little Commercial Street Korumburra - contract awarded 24 November 2021.
CONTROL MEASURE		
The sustainability and improvement of Council's		
infrastructure will be measured	100% of renewal	ON TRACK
by the renewal projects returning the condition of the asset back to 'as new' condition. (Level 1 condition score)	projects to 'as new' condition	100 per cent of renewal projects returning the condition of the asset back to 'as new' was achieved for this half yearly report.
Infrastructure Delivery		
CONTROL MEASURE	Baseline established	
Optimising the life-cycle of Council's infrastructure will be	for Roads and Buildings, and funding t requirements reviewed against long term	ON TRACK
measured by establishing asset management baselines from predictive modelling to develop		The Assetic Predictor Modelling software has been implemented to improve the development of asset renewal programs and long-term financial asset planning.

The condition of buildings is currently being reviewed and is on track for completion in early 2022.

RESPONSIBILITY DEFINITIONS: CONTROL Actions of Council directly control the outcome result | INFLUENCE Council may influence the outcome result but other external factors or partnering activities may impact | MONITOR Council has no influence on the outcome result but monitors to assist with future planning and advocacy

the asset renewal program.

Infrastructure Planning

June 2021

YEAR 2 ACTION PLAN COUNCIL PLAN - ANNUAL INITIATIVES

Council Plan - 2021/22 Annual Initiatives

INITIATIVE	TARGET	PROGRESS COMMENTS
Develop a ten-year <i>Asset Plan</i> to better plan for the development, management and renewal of community assets, and to meet legislative requirements. <i>Infrastructure Planning</i>	by 31 October 2022	ON TRACK Revising Council's <i>Asset Management Strategy</i> and <i>Asset Management Plans</i> , which will inform the <i>Asset Plan</i> once guidance is provided from Municipal Association of Victoria (MAV). As per Section 92 of the <i>Local Government Act 2020</i> , Council is to adopt a Asset Plan by 30 June 2022 in the year following a general election. As per the Act, an Asset Plan must include the following: a. information about maintenance, renewal, acquisition, expansion, upgrade, disposal and decommissioning in relation to each class of infrastructure asset under the control of the Council;

b. any other matters prescribed by the regulations.

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Community consultation and engagement will align with the *Community Vision* and *Council Plan* process early in 2022 and align with Council's *Community Engagement Policy*.

INITIATIVE	TARGET	PROGRESS COMMENTS
	by 30 June 2022	MONITOR
		The construction contract for the <i>Korumburra Community Hub</i> was awarded at the 21 July 2021 Council Meeting.
Progress delivery of Council's program of Major Capital Projects including: a. Korumburra Hub; and		Commencement of site works was delayed due to the COVID-19 Pandemic restrictions and resulted in a 30 day extension of time with the extended completion date now being January 2023.
b. Little Commercial Street Streetscape, Korumburra. Infrastructure Planning		Works are now well underway with excavation works, bored piles and in-ground services complete. Works on the neighbour's boundary fence have also commenced.
		Little Commercial Street, Korumburra civil construction contract was awarded at the 24 November 2021 Council Meeting with works expected to commence on-site in mid-January 2022.
Progress delivery of Council's program of Major		ON TRACK
Capital Projects including: c. Commence investigation and consultation into the future uses		Council's Capital Works Program for the 2021/22 financial year has been developed.
of Memorial Hall in response to the outcomes of the revised Arts Strategy; and	by 30 June 2022	Investigation into the uses of the Memorial Hall in Leongatha cannot commence until the <i>Arts and Culture Strategy</i> is complete.
Infrastructure Planning		
Progress delivery of Council's program of Major Capital Projects including:		ON TRACK
d. Leongatha Railway Site Transformation project including Bair Street Bridge and Apex Park car park.	by 30 June 2022	Works for the long carpark linked to the Leongatha Railway Site were tendered out on 30 October 2021. Council also approved the inclusion of an option to upgrade the existing Apex Carpark.
Infrastructure Planning		
		ON TRACK
	by 30 June 2022	The pavement works of the Great Southern Rail Trail between Leongatha and Korumburra are complete.
Deliver the Great Southern Rail Trail Project sections from Leongatha to Nyora.		The pavement works between Korumburra and Nyora are also complete with the exception of a 200m section between Bridge 7 and Bridge 8.
		Bridges 1, 2 and 3 between Leongatha and Korumburra are now complete with works on Bridge 4 about to commence. Offsite works on components for the bridges between Korumburra to Nyora are underway.

SERVICE PERFORMANCE INDICATORS

LGPRF INDICATOR	2020 RESULT	2021 RESULT	2021/22 RESULT - FYQ1
			ON TRACK
ANIMAL MANAGEMENT	100%	100%	0%
Animal Management prosecutions	100 ⁄0	100 /0	
Percentage of successful animal management prosecutions.			COMMENT There were no animal management prosecutions for this reporting period.
FOOD SAFETY			
Critical and major non-compliance outcome notifications	1000/	1000/	
Percentage of critical and major non-compliance outcome notifications about a food premises that are followed up by council	100%	100%	100%
ROAD MANAGEMENT			NOT REPORTED
Satisfaction with sealed local roads	47	13	The Customer Satisfaction Survey
Community satisfaction rating out of 100 with how council has performed on the condition of sealed local roads	/100	/100	results will be available by June 2022.
			ON TRACK
WASTE MANAGEMENT	F3 0/	E 0 0/	E 0 0/
Kerbside collection waste diverted from landfill	53%	52%	53%
Percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill			COMMENT NOTE: the comparison is six months data against an annual result.

CUSTOMER FOCUSED ORGANISATION accountable decision making

Our Vision

To be recognised as a customer focused organisation, aligning Council services to changing community needs.

Strategies

4.1

4.3

Engage the community in developing significant strategic plans and continued involvement in decision making.

4.2 Review and implement changes to Council plans, policies and practices to align with the new Local Government Act and the Commission of Inquiry recommendations.

Provide meaningful and timely communication and quality customer service.

4.4 Build on the organisation's leadership, governance, financial sustainability, shared values and cultural capabilities.

Services Provided

- Communications and Community Relations
- Corporate Services and Reporting
- Council Website
- Customer Service and Feedback
- Finance, Risk and Procurement
- Governance and Council Meetings
- Innovation and Technology
- Limited Services After Hours
- People and Culture Staff Development
- Property Rating and Collection Services
- • • • • • •

Adopted Plans & Strategies

- Communications Strategy
- Council Plan
- Digital Strategy
- Good Governance Framework
- Long Term Financial Strategy
- Rating Strategy
- Strategic Resource Plan

COUNCIL PLAN MEASURE OF SUCCESS INDICATORS

INDICATOR	TARGET	PROGRESS COMMENT
CONTROL MEASURE Measure customer satisfaction	Prepare a comprehensive review of the <i>Community</i> <i>Engagement Policy</i> by 1 March 2021	TARGET ACHIEVED The <i>Community Engagement Polic</i> y was adopted by Council at the 24 February 2021 Council Meeting and met the target time frame of 1 March 2021.
with community consultation and engagement. <i>Community Information</i> <i>and Advocacy</i>	Aim for a result of equal to or greater than 50 points in the annual <i>Customer Satisfaction</i> <i>Survey</i> results by June 2024 <i>Note: LGPRF indicator</i>	NOT REPORTED The <i>Customer Satisfaction Survey</i> results will be available by June 2022.
CONTROL MEASURE Community satisfaction with Council's performance in Customer Service. Community Information and Advocacy	Equal to or greater than the average annual Customer Service result for large rural councils by June 2024 <i>Note: Local Government Community Satisfaction</i> <i>Survey</i>	NOT REPORTED The Customer Service results will be available by June 2021. Council's <i>Customer First Project</i> , designed to improve the quality of service to customers has commenced and will position Council to improve its Customer Service result to meet this target.
INFLUENCE MEASURE Council continues to actively explore options for delivery of shared services in partnership with other Councils. <i>Innovation and Technology</i>	Progress update reports included in the Organisational Performance Reports	ON TRACK Shared Services options continue to be explored with discussions held with other Councils on options to share services and capabilities. Exploration of sharing technology services and solutions has continued with exploration across three Victorian Councils to understand options in terms of capabilities. Council will continue to explore other options as they arise.

RESPONSIBILITY DEFINITIONS: CONTROL Actions of Council directly control the outcome result | **INFLUENCE** Council may influence the outcome result but other external factors or partnering activities may impact | **MONITOR** Council has no influence on the outcome result but monitors to assist with future planning and advocacy

INDICATOR	TARGET	PROGRESS COMMENT	
		ON TRACK	
CONTROL MEASURE		The policies under the <i>Local Government Act 2020</i> required to be completed this year are either adopted, or on track to be adopted by the their due dates.	
All legislated policies and procedures reviewed and adopted.	Prepared and adopted in accordance with legislated timelines	The <i>Procurement Policy</i> was also adopted in advance at the 21 July 2021 Council Meeting in which the Act stipulates that a compliant <i>Procurement Policy</i> must be established no later than 31 December 2021.	
Oovernance		The <i>Workforce Plan</i> for the organisation has been completed which was to be updated by 31 December 2021.	
		The Complaints Policy is currently being reviewed and updated.	
		TARGET ACHIEVED	
CONTROL MEASURE Council meets its legislative requirements for annual financial performance reporting and the	Annual Report adopted and unqualified VAGO Audit achieved in	The Performance and Financial Statement and LGPRF results were audited by Victorian Auditor-General's Office (VAGO) and endorsed by Council at the 15 September 2021 Council Meeting. An unqualified audit result was achieved.	
Framework (LGPRF).	accordance with legislative requirements and timelines	The 2020/21 Annual Report including the Report of Operations, the above statements and VAGO audited certificates were adopted by Council at the 20 October 2021 Council Meeting (in full). Following that meeting the full report was sent to the Minister for Local Government as per requirements of the Local Government Act 1989.	

YEAR 2 ACTION PLAN COUNCIL PLAN - ANNUAL INITIATIVES

STRATEGIC OBJECTIVE

Council Plan - 2021/22 Annual Initiatives

INITIATIVE	TARGET	PROGRESS COMMENTS
Develop a Council <i>Advocacy Strategy</i> to deliver improved and better targeted advocacy for projects that will achieve improved quality of life for the South Gippsland community. <i>Customer, Communications & Advocacy</i>	by 30 June 2022	ON TRACK The development of the <i>Advocacy Strategy</i> is currently underway. A collaborative 'Advocacy Working Group' has been created to co-develop this Strategy in partnership with Councillors.
Develop and deliver a range of key strategic plans, in partnership with the community and key stakeholders: a. 2022-2026 Council Plan to commence achievement of the new Community Vision; <i>Governance</i>	by 30 June 2022	ON TRACK The preparation of the <i>2022-2026 Council Plan</i> is well underway in consultation with the new Council. The project will run concurrently with the consultation and community engagement activities for the <i>Community Vision</i> .
Develop and deliver a range of key strategic plans, in partnership with the community and key stakeholders: b. Revenue and Rating Plan for a period of the next four financial years; and <i>Financial Strategy</i>	by 30 June 2022	ON TRACK Council's <i>Revenue and Rating Plan</i> will be developed alongside the Budget review process.
Develop and deliver a range of key strategic plans, in partnership with the community and key stakeholders: c. Four-year Budget and ten-year Long-Term Financial Plan. <i>Financial Strategy</i>	by 30 June 2022	ON TRACK A revision of the planning process for the Budget review has been conducted internally and in consultation with the new Council. The preparation of the Budget and community consultation will commence in early 2022, in line with the <i>Community</i> <i>Vision</i> and the <i>Council Plan</i> process.

Council Plan - 2021/22 Annual Initiatives				
INITIATIVE	TARGET	PROGRESS COMMENTS		
	by 28 February 2022	ON TRACK		
Welcome South Gippsland's new Councillors, and deliver a comprehensive induction and transition program, to support Councillors to form an effective team and set them up for success during their term. <i>Governance</i>		The <i>Councillor Transition Program</i> was finalised and presented to the new Councillors. The Councillors have complete the majority of mandatory induction requirements along with a range of governance activities, information sessions and development workshops to assist them with their new roles and to be a successful team.		
Governance		On-going development opportunities will be provided to build on the foundation established.		
Continue to roll out Council's <i>Customer First</i> <i>Project</i> , to deliver improved customer service	by 31 December 2021	MONITOR Scope finalised with planning to be sent for quotes in		
and customer feedback processes. <i>Customer, Communications & Advocacy</i>	Target Date revised to May 2022	early 2022. Initiative target date updated to May 2022 to aligr with workload and capacity of teams, as well as transition towards returning to the physical office space in a Hybrid PLUS Flexible work capacity.		
Continue to deliver Council's program of Corvine		ON TRACK		
Continue to deliver Council's program of Service Reviews to identify process enhancements, customer service improvements, definition of community services and operational efficiencies.	by 30 June 2022	Service Reviews as part of the <i>Service Review Framework</i> have been completed for the Planning, People & Culture, Community Services and Information & Technology Department areas.		
Innovation and Technology		Implementation of recommendations related to these areas has commenced.		
		ON TRACK		
Continue to develop and deliver Council's <i>Good Governance Framework</i> to continuously improve Council's good governance practices, and respond to the Commission of Inquiry	by 30 June 2022	The final <i>Good Governance Framework</i> update to the Administrators was incorporated into the final <i>Administrators Community Update</i> report which was adopted at the 15 September 2021 Council Meeting.		
recommendations. Governance		The continued focus on reviewing and updating policies has progressed the implementation of the framework. The development of the <i>Community Vision</i> and new <i>Council Plan</i> will further this implementation in coming months.		

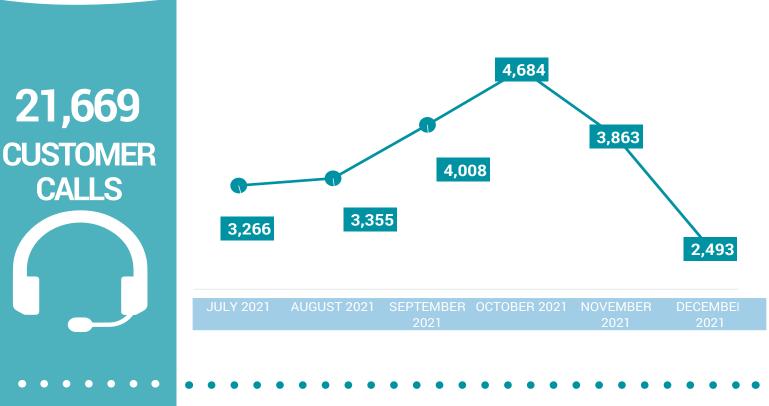
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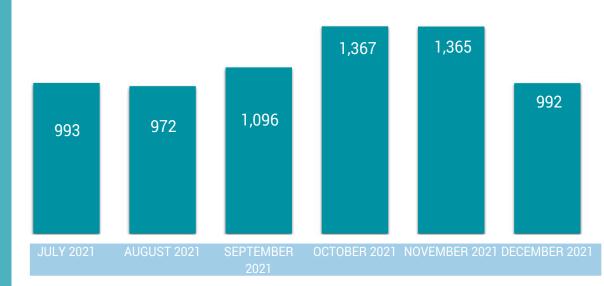
SERVICE PERFORMANCE INDICATORS

LGPRF INDICATOR	2020 RESULT	2021 RESULT	2021/22 RESULT - FYQ1
GOVERNANCE			MONITOR
Satisfaction with Council decisions	15%	25%	26%
Council decisions made at meetings closed to the public	10/0	20/0	
			COMMENT ne vast majority of closed items (76%) commercial contracts and 24% related to personnel information.
GOVERNANCE			ON TRACK
Councillor attendance at Council meetings	0.00/	06%	100%
Percentage of attendance at ordinary and special council meetings by councillors	92%	96%	100%
			COMMENT

Attendance at Council Meetings was 100 per cent for this reporting period.

CUSTOMER SERVICE STATISTICS JULY 2021 TO DECEMBER 2021





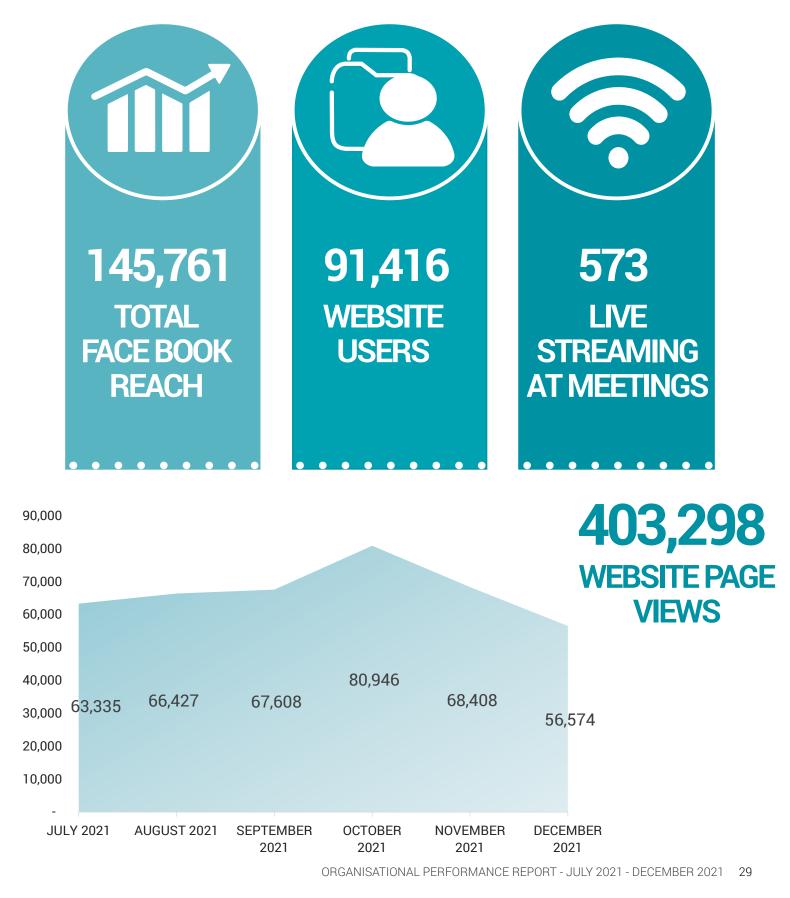
6,785 **CUSTOMER** REQUESTS

21,669

CALLS



SOCIAL MEDIA COMMUNICATIONS JULY 2021 TO DECEMBER 2021



FINANCIAL PLAN PERFORMANCE

YEAR-TO-DATE FINANCIAL PERFORMANCE (ACTUAL VS. BUDGET)

OPERATING PERFORMANCE	YEAR TO DATE ACTUALS \$'000	YEAR TO DATE BUDGETS \$'000	VARIANCE \$'000
RECURRENT INCOME	35,147	35,078	69
RECURRENT EXPENDITURE	36,776	36,162	(614)
OPERATING RESULT	(1,629)	(1,084)	(545)

YEAR-TO-DATE (YTD) ACTUALS

Operating result for the period ended 31 December 2021 is a deficit of \$1.6M. The actual result is lower than the forecast deficit of \$1.08M by \$545,000. The operating result is represented by:

Income: favourable variance to budget of \$671,000, mainly due to two operating grants received which were not budgeted for. These include the fourth milestone grant payment of the State Government's *Working for Victoria Program* (\$433,000) was received from the *Department of Jobs, Precincts and Regions* and, storm and flood assistance grants (\$317,000) received from the *Department of Justice and Community Safety*.

Expense: unfavourable variance to budget of \$1.4M, mainly due to significant expenditure on materials and consumables (unfavourable variance of \$1.1M). The storm event on the 9 June 2021 incurred \$1.6M clean up expenses. The natural disaster expenses were the major factor of unfavourable variance. Additionally, expenditure on employee costs was also higher than budget by \$471,000 due to the fully funded State Government's *Working for Victoria Program.* This additional expenditure is offset via grant payments.

CAPITAL WORKS PROGRAM	YEAR-TO-DATE	YEAR-TO-DATE	VARIANCE
EXPENDITURE	ACTUALS \$'000	BUDGETS \$'000	\$'000
RECURRENT INCOME	10,283	11,455	1,172

CAPITAL WORKS - YEAR-TO-DATE (YTD) ACTUALS

YTD Actuals: Capital works expenditure for the period ended 31 December 2021 is \$10.3M, this is \$1.2M behind the YTD budget of \$11.4M. The variance is mainly due to the COVID-19 Pandemic construction industry restriction, which caused the delay of several infrastructure and IT network projects. Further details on these variances are provided in the Capital Works Statement.

Forecast: The original budgeted capital works program for 2021/22 is \$44.2M. The projected forecast capital works for the full year is \$49.1M. The increase in forecast is due to the inclusion of carry forward projects from 2020/21.

EFFICIENCY EXPENDITURE & REVENUE

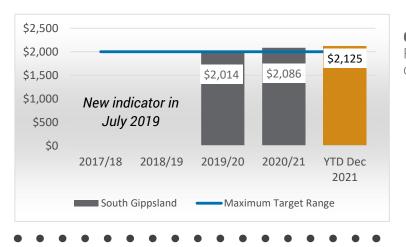
The following graphs compare year-to-date data of three months compared to annual results for the previous years.

Expenditure Level - Expenses per property assessment

Amount of council expenditure for each property

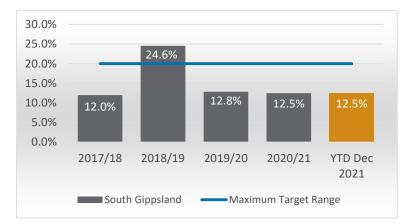


Revenue Level - Average rate per property assessment Amount of rates charged on average for each property.



Percentage of staff turnover

Number of staff resignations and terminations divided by the average number of staff employed for the financial year



COMMENT

Expenditure relates to six month's data which is compared against previous full year data.

COMMENT

Revenue relates to six month's data which is compared against previous full year data.

COMMENT

Workforce turnover increased in 2018/19 due to staff redundancies associated with Council exiting the Aged and Disability Service in South Gippsland as of 31 March 2019.

LIQUIDITY CURRENT ASSETS & LIABILITIES

Current assets as a percentage of current liabilities

Value of current assets at the end of the year (i.e., assets that can easily be converted to cash within 12 months) divided by the value of current liabilities at the end of year (i.e. obligations due or payable by cash within the next 12 months)

Unrestricted cash as a percentage of current liabilities

Amount of cash at the end of the year which is free of restrictions divided by the value of current liabilities at the end of year (i.e. obligations due or payable by cash within the next 12 months)



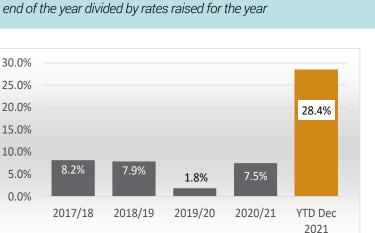
COMMENT

This data includes \$48M of trade and other receivables (Current Assets) for rates owing and \$35M other current liabilities (Current Liabilities) for annual rates raised but only recognising on month-by-month basis. These figures skew the ratio part way through the year when compared to the end of year position. This variance will rectify at year end.

OBLIGATIONS LOANS & BORROWINGS

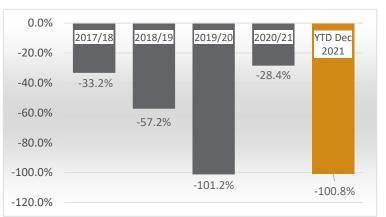
Loans and borrowings as a percentage of rates

Value of interest bearing loans and borrowings at the



COMMENT

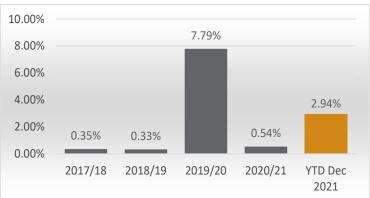
Ratio has spiked due to comparing loans against one quarter of rates recognised at 31 December. This variance will largely resolve by the end of the financial year, but is still expected to be higher than previous years due to draw down of loan funds for the Mirboo North Pool and the Korumburra Community Hub. Council has been successful in its application for a heavily subsidised loan through the Treasury Corporation Victoria for these projects.



COMMENT

Cash on hand (\$5.4M) is higher than normal due to an investment that matured on 22 September 2021.

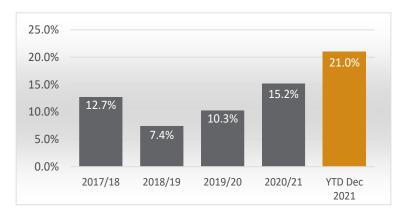
Loans and borrowings repayments as a percentage of rates Interest bearing loan and borrowing repayments for the year divided by rates raised for the year



OBLIGATIONS NON-CURRENT LIABILITIES & ASSET RENEWAL

Non-current liabilities as a percentage of own source revenue

Value of non-current liabilities at the end of year (i.e. obligations not due or payable by cash within the next 12 months) divided by total revenue excluding government grants, contributions for capital works and the value of assets received from developers



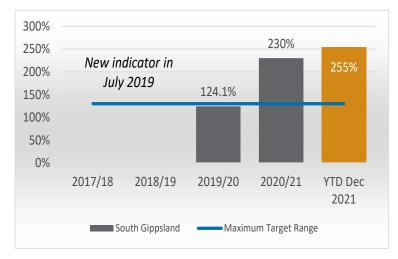
COMMENT

Ratio has spiked for YTD December 2021 due to dividing non-current Liabilities by one quarter of rates raised when compared to full year comparisons which include total rates. This variance will resolve by the end of the financial year.

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Asset renewal and asset upgrade as a percentage of depreciation *Expenditure on renewing existing assets or upgrading assets divided by*

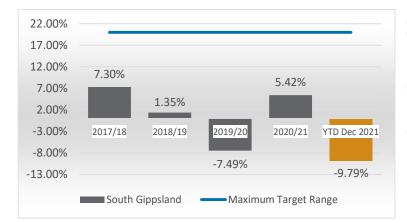
the amount of depreciation on all assets



OPERATING POSITION UNDERLYING REVENUE

Adjusted underlying surplus (or deficit) as a percentage of underlying revenue

Surplus or deficit for the year excluding non-recurrent government grants received for capital purposes, contributions for capital works and the value of assets received from developers divided by total revenue excluding non-recurrent government grants received for capital purposes, contributions for capital works and the value of assets received from developers



COMMENT

Timing of receiving operating grants and user and statutory fees has caused this ratio to be negative as at 31 December 2021. It is forecast to have a deficit of 10.7 per cent at year end due to 50 per cent 2021/22 Victorian Grant Commission grant being paid and recognised early in 2020/21. The negative forecast for 2021/22 does not present any financial concern as it is due to timing of income.

STABILITY RATES

Rates as a percentage of adjusted underlying revenue

Rates raised for the year divided by total revenue excluding non-recurrent government grants received for capital purposes, contributions for capital works and the value of assets received from developers **Rates as a percentage of property values in municipality** *Rates raised for the year divided by the total capital improved value (i.e. market value) of all rateable properties*



MAJOR CAPITAL WORKS

The below provides a snapshot of the progress of the Capital Works and Major Works Program for the period July 2021 to December 2021.

As at end of December 2021, a total of 13 projects have been completed and 64 projects are on-track for completion by the end of this financial year.



CAPITAL WORKS PROGRAM AS AT DECEMBER 2021	PROJECT COUNT	%
COMPLETE	13	13%
ON TRACK	64	61%
BEHIND SCHEDULE	5	5%
HOLD	2	2%
NOT YET SCHEDULED	18	17%
CARRY FORWARD 2022/23	2	2%

Projects that are not yet scheduled to commence are programmed throughout the course of the year as they are dependent on the construction season and contractor availability. Other projects are also programmed later in the year to ensure they are not being carried out during peak holiday season when tourism numbers increase dramatically.

Not all project costs are budgeted in the current financial year as some projects have been carried forward from previous years or projects can be staged over more than one financial year. Final project costs will be reported in the 2021/22 Annual Report.

SUMMARY OF CAPITAL WORKS

CONTRACTS APPROVED BY COUNCIL IN FINANCIAL YEAR QUARTER 2 Contracts approved by Council include:	Contract Amount
Streetscape Redevelopment - Little Commercial Street, Korumburra (awarded contract 24 November 2021)	\$1.8M
Pavement Rehabilitation - Mt Eccles Road (awarded contract 15 December 2021)	\$412,856
Energy Efficient Street Lighting Bulk Replacement (awarded contract 15 December 2021)	\$353,810
Korumburra Tennis Court Lighting (awarded contract 14 October 2021)	\$85,800

PROJECTS COMPLETED IN FINANCIAL YEAR QUARTER 2	Project Budget*
Completed Projects include:	
Clarkes Road Site 1 & Foster Mirboo Road Package 5**	\$248,000
Leongatha Depot Building Renewal	\$180,000
E-Waste Hook Lift Bins for Transfer Stations	\$88,000
Korumburra Transfer Station - Concreting Works and E-Waste Bins	\$86,000
Mary Checkley Reserve Playground Replacement	\$50,000
Dumbalk Memorial Park Playground Replacement	\$45,000

* 2021/22 Project Budget - budget to be spent this financial year and not to be confused with the total project budget. Some projects may include carry forward projects from previous years and projects that are scheduled across more than one year e.g. streetscape projects, therefore the total project cost is reported in the 2021/22 Annual Report.

** August 2019 Flood Event - (Contract AGRN/873)

PROJECTS ON HO		Project Budget
Projects on hold include:	Comment	
	Council is working with DELWP to seek	
Foster Swimming Pool Chemical	permission to use land for the concrete	\$197,269
Containment Bay	structure chemical containment bay.	
	Easement to be created prior to works	
Walkerville Retarding Basin	commencing. Design completed. Planning	\$85,241
Upgrade Works	permit for native vegetation removal required.	

CARRY FORWARD PROJECTS 2022/23 IN FINANCIAL YEAR QUARTER 2		Project Budget
Carry foward Projects include:	Comment	
Mirboo North Public Toilets	Project to be delivered during 2022/23 financial year.	\$25,625
Foster Showgrounds Irrigation and Resurfacing	Project funded. Project to be delivered after the 2022 football season.	\$300,000



9 Smith Street, (Private Bag 4) Leongatha Victoria 3953 P. (03) 5662 9200 F. (03) 5662 3754

council@southgippsland.vic.gov.au www.southgippsland.vic.gov.au