#### Attachment 3.2.1 SOUTH GIPPSLAND SHIRE COUNCIL

# Organisational Performance Report July to December 2021



South Gippsland Shire Council

Council Meeting No. 467 - 16 February 2022

# **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 &

comersione for local employment a business Growth

### INTEGRATED SERVICES

**& INFRASTRUCTURE** *enhance liveability* 

CUSTOMER FOCUSED ORGANISATION

accountable decision making Council Meeting No. 467 - 16 February 2022

## **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
<b>COUNCIL PLAN MEASURES</b> <b>OF SUCCESS INDICATORS</b> seek to monitor relevant trends Council is aiming to influence	<b>15%</b> 3 initiatives	<b>70%</b> 14 initiatives	<b>5%</b> 1 initiative	<b>10%</b> 2 initiatives
<b>COUNCIL PLAN</b> <b>ANNUAL INITIATIVES</b> actions that work towards achieving the strategies and vision for each Strategic Objective of the Council Plan	<b>5%</b> 1 initiative	<b>84%</b> 16 initiatives	<b>11%</b> 2 initiatives	0%
<b>COUNCIL PLAN</b> <b>SERVICE PERFORMANCE</b> <b>INDICATORS</b> <i>performance measures that</i> <i>is aligned with the Local</i> <i>Government Performance</i> <i>Reporting Framework (LGPRF)</i>	0%	<b>64%</b> 7 indicators	<b>27%</b> 3 indicators	<b>9%</b> 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.

South Gippsland Shire Council

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UNITED SHIRE

Shared community direction

Agenda - 16 February 2022

# **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

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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

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South Gippsland Shire Council South Gippsland Shire Council

# **COUNCIL PLAN** MEASURE OF SUCCESS INDICATORS

INDICATOR	TARGET	PROGRESS COMMENTS		
INFLUENCE MEASURE The effectiveness of Council and community	All Community Grants recommended to	ON TRACK		
partnerships will be measured by the quality of community projects supported financially by Council through the Community Grants Program.	f Council for funding will require a minimum of 70 per cent of the maximum	funding will require a minimum of 70 per cent of	funding will require a minimum of 70 per cent of	Successful applications to Round 1 of the 2 <i>021/22 Community Grants Program</i> (Community Grants Stream) were endorsed by Council at the 15 December 2021 Council Meeting.
Community Services		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 ON TRACK** 95% of children enrolled through central COUNCIL RESULT = 100% enrollment are granted their first or second All three-year-old children received their first or second preference preference to attend the Three-Year-Old Kindergarten Program in this reporting period. **ON TRACK** COUNCIL SERVICE PROVIDERS = 100% Aim for equal to or greater than 75% of **INFLUENCE MEASURE** All 12 State funded kindergartens provide 15 hours of existing providers The effectiveness of the *Three* three-year-old kindergarten. offering a 15 hour Year Old Kindergarten Program Kindergarten Program Private services including Chairo Christian School, Brown Street will be measured by the increase weekly Child Care Centre have small enrolments for three-year-old in the number of children kindergarten or five children and ten children respectively. participating in the Program, the diversity of locations in which those children reside and the optimum use of Kindergarten **ON TRACK** facilities. Community Services COUNCIL RESULT = 76% Percentage of eligible children in each location attending subsidised Three-Year-Old Kindergarten Program for 2021: Baseline aims for 75% of eligible children West (Korumburra, Loch, Poowong) in each location 101 of 124 eligible children enrolled = 81 per cent attending subsidised Central (Leongatha, Mirboo North, Meeniyan) -Three Year Old

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.

**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

Kindergarten Program

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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.		
<ul> <li>Develop the 2022-2025 Municipal Public Health and Wellbeing Plan, including:</li> <li>Undertaking the Liveability Study to inform health and wellbeing planning, and development of the Community Vision;</li> <li>Undertaking community consultation on health and wellbeing issues and priorities for action.</li> </ul>	by 31 October 2022	<b>CON TRACK</b> The <i>Municipal Public Health and Wellbeing Plan - Healthy</i> <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 cycle of the Municipal Public Health and Wellbeing Plan. 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		underway, consultation and engagement will align with the <i>Community Vision</i> and <i>Council Plan</i> process.		

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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	<b>ON TRACK</b> 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	<b>TARGET ACHIEVED</b> 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

LGPRF INDICATOR	2020 RESULT	2021 RESULT	2	2021/22 RESULT - FYQ1
AQUATIC VISITS				
Utilisation of aquatic facilities		_		MONITOR
Number of visits to aquatic facilities per head of the municipal population.	VIS	<b>4</b> ITS V	2 ISITS	VISITS

### 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%
	Thi	s will be monitored as the ac libraries will occur as C	<b>COMMENT</b> cessibility and opening of DVID-19 restrictions ease.
MATERNAL & CHILD HEALTH Participation in the MCH service Percentage of children enrolled who participate in the MCH service	<b>76%</b>	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%
	*NOTE: for the above t figures of attendance be	wo indicators, the comparisor ing assessed against a full ye	<b>COMMENT</b> for MCH data is six month ar total of children enrolled.

Attachment 3.2.1

Agenda - 16 February 2022

# 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.* 

# 2020-2024 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
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   Waratan Bay Urban Design Framework

# **COUNCIL PLAN MEASURE OF SUCCESS INDICATORS**

INDICATOR	TARGET	PROGRESS COMMENT
		ON TRACK
	Equal to or greater than 5% increase	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	by 2024 BASELINE: Gross	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.
<ul> <li>to influence:</li> <li>an increase in the Gross Regional Product (the measure of all goods and services produced within</li> </ul>	Regional Product \$1,741,092	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
<ul> <li>of all industry sectors in South Gippsland</li> <li>an increase in the number of businesses in the Shire as</li> </ul>	Equal to or greater than 5% increase by 2024 BASELINE: Gross Revenue Baseline \$3,543,907	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		The data reflects early COVID-19 Pandemic impacts but also reflects strong local growth in agricultural production, due to positive seasonal conditions.
Foonomy Arto and Tourism		New data will be released by REMPLAN during 2022.
Economy, Arts and Tourism		ON TRACK
	Equal to or greater than 5% increase in business registrations by 2024 BASELINE: of 7,300	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.

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 South Gippsland Shire Council

#### 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		<ul> <li>NBN Grant submission to upgrade town networks has been submitted;</li> </ul>
2021-2025 Economic Development and Visitor Economy Strategies.		<ul> <li>Successful application for Outdoor Activation Grant funding of \$300,000;</li> </ul>
Economy, Arts and Tourism		<ul> <li>Arts and Culture Strategy consultant appointed and project has commenced;</li> </ul>
		<ul> <li>Great Southern Rail Trail Visitation and Marketing Plan consultant appointed and project commenced;</li> </ul>
		• 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		ON TRACK
and visitor attraction to the Trail.	by 30 June 2022	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	71.04	<b>E0</b> 0/	66%
Percentage of council planning application decisions subject to review by VCAT that were not set aside	71%	50%	<b>COMMENT</b> Council's original decision was supported in two out of three matters.



### Attachment 3.2.1

# 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.* 

# Strategies

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.

3.3

**3.2** 

3.1

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

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# **COUNCIL PLAN MEASURE OF SUCCESS INDICATORS**

INDICATOR	TARGET	PROGRESS COMMENT
	70% or greater completion each year	ON TRACK
CONTROL MEASURE The sustainability and improvement of Council's		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		<ul> <li>Korumburra Community Hub - contract awarded 21 July 2021;</li> </ul>
delivery in the current financial year, excluding grant funding reliant projects with funding		<ul> <li>Construction of Footpath renewals and extensions - contract awarded 15 September 2021;</li> </ul>
pending.		<ul> <li>Leongatha Early Learning Centre - contract awarded 15 September 2021;</li> </ul>
Infrastructure Denvery	<ul> <li>Streetscape Redevelopment - Little Commercial Street Korumburra - contract awarded 24 November 2021.</li> </ul>	
CONTROL MEASURE The sustainability and improvement of Council's infrastructure will be measured by the renewal projects returning the condition of the asset back to 'as new' condition. (Level 1 condition score)	100% of renewal projects to 'as new' condition	<b>ON TRACK</b> 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 Optimising the life-cycle of Council's infrastructure will be measured by establishing asset management baselines from predictive modelling to develop the asset renewal program.	Baseline established for Roads and Buildings, and funding requirements reviewed against long term financial plans by June 2021	<b>ON TRACK</b> 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

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

South Gippsland Shire Council

Infrastructure Planning

Council Meeting No. 467 - 16 February 2022

(ALEGIC)

# 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. <u>Infrastructure Planning</u>	by 31 October 2022	<b>ON TRACK</b> Revising Council's Asset Management Strategy and Asset Management Plans, which will inform the Asset Plan once guidance is provided from Municipal Association of Victoria (MAV). As per Section 92 of the Local Government Act 2020, 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.

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*.

INITIAT	IVE	TARGET	PROGRESS COMMENTS
			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	by 30 June 2022	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.
_			
5	s delivery of Council's program of Major Projects including:		ON TRACK
C.	Commence investigation and		Council's Capital Works Program for the 2021/22 financial year has been developed.
	consultation into the future uses 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		
0	s delivery of Council's program of Major 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
Deliver the Great Southern Rail Trail Project sections from Leongatha to Nyora. Infrastructure Delivery		by 30 June 2022	The pavement works of the Great Southern Rail Trail between Leongatha and Korumburra are complete.
			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.			<b>COMMENT</b> There were no animal management prosecutions for this reporting period.
FOOD SAFETY			
Critical and major non-compliance outcome notifications			ON TRACK
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	17	12	The Customer Satisfaction Survey
Community satisfaction rating out of 100 with how council has performed on the condition of sealed local roads	4/	<b>43</b> /100	results will be available by June 2022.
			ON TRACK
WASTE MANAGEMENT			<b>EO</b> 0/
Kerbside collection waste diverted from landfill	53%	<b>52%</b>	53%
Percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill			<b>COMMENT</b> NOTE: the comparison is six months data against an annual result.

Agenda - 16 February 2022

Attachment 3.2.1

# 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 Meeting No. 467 - 16 February 2022

# **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	<b>TARGET ACHIEVED</b> 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. Community Information and Advocacy	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>	<b>NOT REPORTED</b> 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>	<b>NOT REPORTED</b> 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	<b>ON TRACK</b> 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

ARGET	PROGRESS COMMENT
Prepared and adopted in accordance with legislated timelines	<b>ON TRACK</b> 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.
	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.
	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
Annual Report adopted and unqualified VAGO Audit achieved in accordance with legislative requirements and timelines	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.
	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 <i>Local</i> <i>Government Act 1989.</i>
	in accordance with legislated timelines annual Report adopted nd unqualified VAGO audit achieved in ccordance with egislative requirements

# 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 &amp; Advocacy</i>	by 30 June 2022	<b>ON TRACK</b> 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	<b>ON TRACK</b> 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	<b>ON TRACK</b> 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. South Gippsland Shire Council Financial Strategy	by 30 June 2022	<b>ON TRACK</b> 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> VSR/Mails/Meetinght/PP/An processebruary 2022

# Council Plan - 2021/22 Annual Initiatives

INITIATIVE	TARGET	PROGRESS COMMENTS
Welcome South Gippsland's new Councillors, and deliver a comprehensive induction and		<b>ON TRACK</b> The <i>Councillor Transition Program</i> was finalised and presented to the new Councillors. The Councillors have complete the majority of mandatory induction requirements
transition program, to support Councillors to form an effective team and set them up for success during their term. <i>Governance</i>	by 28 February 2022	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.
		On-going development opportunities will be provided to build on the foundation established.
Continue to roll out Council's <i>Customer First</i>	by 31 December 2021	MONITOR
<i>Project</i> , to deliver improved customer service and customer feedback processes. <i>Customer, Communications &amp; Advocacy</i>	Target Date revised to May 2022	Scope finalised with planning to be sent for quotes in early 2022. Initiative target date updated to May 2022 to align 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 Service		ON TRACK
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.

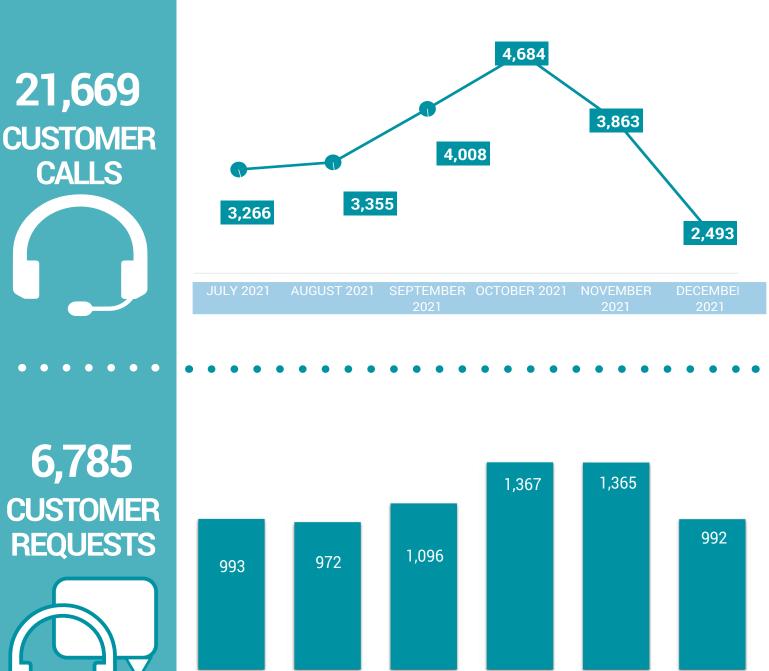
# SERVICE PERFORMANCE INDICATORS

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		20 / (	
			<b>COMMENT</b> le vast majority of closed items (76%) ommercial contracts and 24% related to personnel information.
GOVERNANCE			ON TRACK
Councillor attendance at Council meetings	92%	96%	
Percentage of attendance at ordinary and special council meetings by councillors	<b>5Z</b> /0	90/0	
			COMMENT

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

Attachment 3.2.1

# **CUSTOMER SERVICE STATISTICS** JULY 2021 TO DECEMBER 2021



6,785 **CUSTOMER** REQUESTS

CALLS

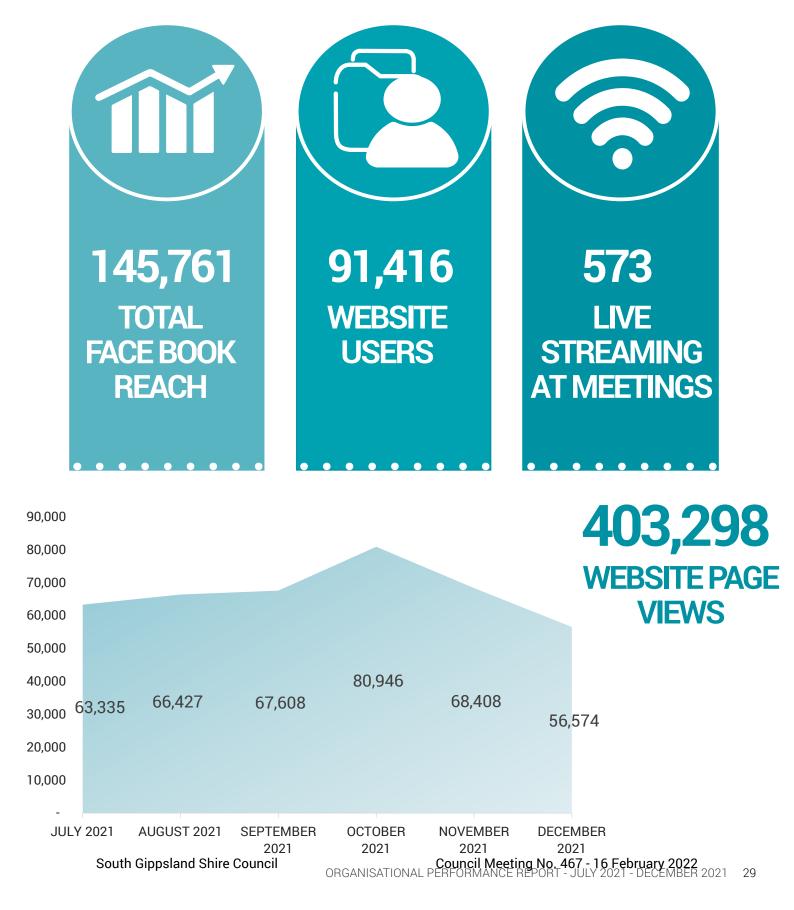


South Gippsland Shire Council

Council Meeting No. 467 - 16 February 2022

Attachment 3.2.1

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

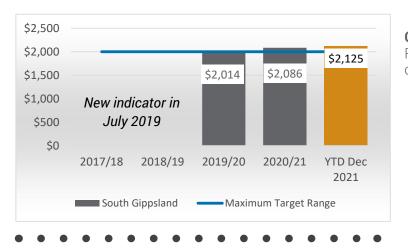
The following graphs compare year-to-date data of three months compared to annual results for the previous years.

#### Expenditure Level - Expenses per property assessment

Amount of council expenditure for each property

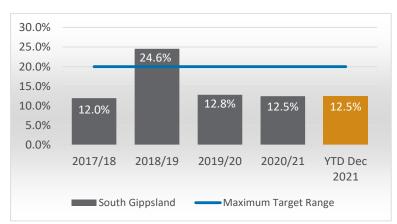


#### **Revenue Level - Average rate per property assessment** Amount of rates charged on average for each property.



#### 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<sup>3.2.1</sup> 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

2018/19

-57.2%

0.0%

-20.0%

-40.0%

-60.0%

-80.0%

-100.0%

-120.0%

COMMENT

2017/18

-33.2%

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)

2019/20

-101.2%

Cash on hand (\$5.4M) is higher than normal due to an

investment that matured on 22 September 2021.

2020/21

-28.4%

YTD Dec 2021

-100.8%



#### 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

end of the year divided by rates raised for the year

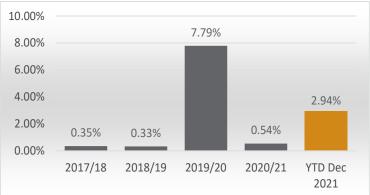


#### COMMENT

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 successfusion for the Spinal Shire Community subsidised loan throughouncil Meeting No. 467 - 16 February 2022 the Treasury Corporation Victoria for these projects.

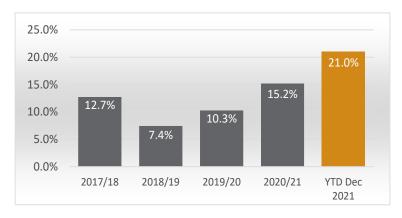
Loans and borrowings repayments as a percentage of rates

Interest bearing loan and borrowing repayments for the year divided by rates raised for the year



#### 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

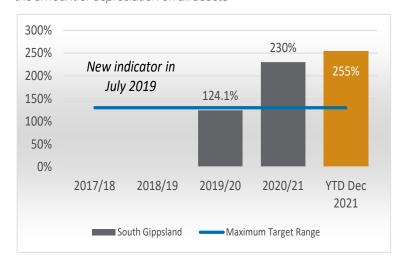


#### COMMENT

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.

#### • • • • • • • • • • • • • • • • • •

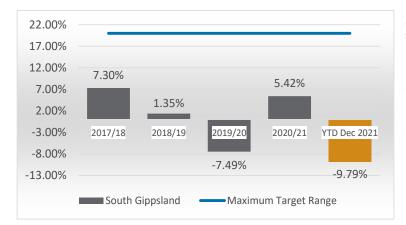
**Asset renewal and asset upgrade as a percentage of depreciation** *Expenditure on renewing existing assets or upgrading assets divided by the amount of depreciation on all assets* 



## **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* 



Attachment 3.2.1

# 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.

South Gippsland Shire Council

# SUMMARY OF CAPITAL WORKS

CONTRACTS APPROVED BY COUNCIL IN FINANCIAL YEAR QUARTER 2	Contract Amount
Contracts approved by Council include: Streetscape Redevelopment - Little Commercial Street, Korumburra	\$1.8M
(awarded contract 24 November 2021) 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 HOLD IN FINANCIAL YEAR QUARTER 2		Project Budget
Projects on hold include:	Comment	
Foster Swimming Pool Chemical Containment Bay	Council is working with DELWP to seek	
	permission to use land for the concrete	\$197,269
	structure chemical containment bay.	
Walkerville Retarding Basin Upgrade Works	Easement to be created prior to works	
	commencing. Design completed. Planning	\$85,241
	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



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